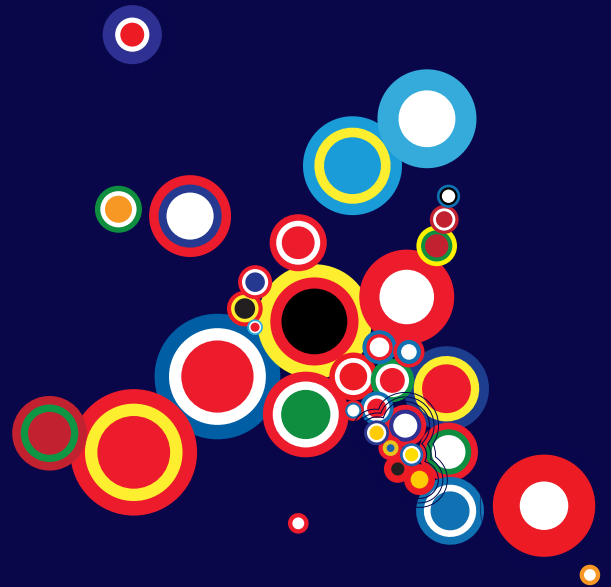




INSTRUMENT FOR PRE-ACCESSION ASSISTANCE (IPA II) 2014-2020

KOSOVO*

Support for better social services for the most vulnerable groups.



Action Summary

The main purpose of the action is to support and work with the Ministry of Social Welfare and Municipalities in the process of decentralisation of social services. This is to be done through the operationalisation of the system of delivery of social services at local level through the work of licenced social service providers - social NGOs and social enterprises. The action will enhance the social and economic inclusion of the vulnerable communities through delivery of quality, community based social services in combination with support of social welfare provisions and employment creation through the social sector. The expected results are a sustainable system of social entrepreneurship, improved quality of social services supporting social inclusion and access to employment for the most vulnerable and excluded women and men.

The civil society organisations (CSOs) working in the social sector that have potential to stimulate employment through social service delivery and creation of newly developed social enterprises; they will benefit from increased capacities and understanding of the concept and application of social entrepreneurship.

*This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence.

Action Identification	
Programme Title	<i>2014 Annual Action Programme for Kosovo</i>
Action Title	Support for better social services for the most vulnerable groups.
Action Reference	<i>IPA 2014 / 032355/ Kosovo/ Support for better social services for the most vulnerable groups</i>
Sector Information	
IPA Sector	<i>Competitiveness and Innovation</i>
DAC Sector	<i>16010</i>
Budget	
Total cost (VAT excluded)¹	<i>EUR 2.6 million</i>
EU contribution	<i>EUR 2.0 million</i>
Management and Implementation	
Method of implementation	<i>Direct management</i>
<i>Direct management:</i> EU Delegation in charge	<i>European Union Office in Kosovo</i>
Implementation responsibilities	<i>Ministry of Labour and Social Welfare</i> <i>Muhamet Gjocaj – Director of the Department for Social Policies and Family and Mentor Morina – Head of Division for Planning and Social Inclusion</i>
Location	
Zone benefiting from the action	<i>Kosovo</i>
Specific implementation area(s)	<i>Central and municipal level</i>
Timeline	
Deadline for conclusion of the Financing Agreement	<i>31 December 2015</i>
Contracting deadline	<i>3 years following the date of conclusion of Financing Agreement</i>
End of operational implementation period	<i>6 years following the date of conclusion of Financing Agreement</i>

¹ The total action cost should be net of VAT and/or of other taxes. Should this not be the case, clearly indicate the amount of VAT and the reasons why it is considered eligible.

1. RATIONALE

The rationale for this action arises from the work underway in Kosovo for the decentralisation of social services. The action will result in the practical implementation of a collaborative operation of central, municipal and non-state actor engagement in community based social service delivery. Given EU commitment to community based social services, social inclusion and quality assurance in social service provision in accordance with EU good practice models, the Ministry of Labour and Social Welfare (MLSW) together with the Municipalities of Kosovo, would benefit from working in partnership with the EU in implementation of this system.

The Department of Social and Family Policies of the Ministry of Labour and Social Welfare is responsible for developing and implementing policy and strategy papers, legislation, monitoring and application of standards. It is also responsible for addressing requests for licensing, administration of benefit schemes and developing analysis in the field of social and family policies and services. The General Council for Social and Family Services (GCSFS) within MLSW is responsible for maintaining, observing and applying professional standards and discipline in the field of social and family services as well as licensing and capacity building of social and family service providers.

Since decentralization in 2009, most of the social and family services have been provided by 40 Centres for Social Work located in 38 municipalities across the whole territory of Kosovo. These local level institutions are also responsible for administering the Social Assistance Scheme of Kosovo. A number of social services are provided by the civil society organizations – social NGOs – in accordance with the community based model for social service delivery. An additional number of social services remain under the administration of the MLSW, including: residential services, community-based services, services offered at home of beneficiaries and daily care centres for elderly persons and persons with disabilities – women and men – and services for victims of domestic violence. Gradually, these services will be passed to the responsibility of the municipalities.

The process of decentralization of social services is planned to be finalized in 2015 although certain challenges could slow the full handover process to the local level.

A licencing process for social NGOs and social enterprises has been initiated by the MLSW as a means to put in place a quality assurance mechanism for social service delivery whose services will be checked and monitored against set quality standards. Secondary legislation for Licensing of Legal Entities/Organizations that Offer Social and Family Services came into force in 2013. This licensing process has received prior technical assistance (TA) support from the EU.

MLSW has made several steps towards sustainability in social services provision through the creation of partnerships between the governmental institutions and CSOs and social enterprises. MLSW carried out a legal review of the development of social enterprises in Kosovo (supported by UNDP). The review findings have been used to draft a concept document on the establishment of social enterprises by the MLSW. However, additional support is needed for establishing sustainable partnerships between social enterprises, CSOs/ social NGOs and governmental institutions for provision of social services to the most vulnerable and socio-economically excluded women and men, boys and girls in Kosovo.

The Government of Kosovo 2014 Budget Tables and Government of Kosovo 2015 draft budget circular now have clear, separate budget lines for both social residential services and social services for each of the Kosovo municipalities (separating out the budget line for social services from that of health services). This brings significant clarity to the municipal budget allocations for social service provision at local level from that of the central budget.

In 2013, the Government adopted a Government Strategy on Cooperation with Civil Society 2013-2017, which also foresees the establishment of rules and procedures for public funding of civil society organisations, including to social service providers.

Therefore, the proposed action envisages the following objectives, to:

- Assist the establishment of the Social Compact Innovation Fund (SCIF) which will provide financial support to the existing community centres and the licensed NGOs and social service providers to provide social services and social enterprises with licences to deliver social services;
- Establish and support the MLSW and municipalities in the management of a Social Service Grant Scheme (financed by central government of Kosovo and municipal budget, through the SCIF and co-financed by this action) which will provide sub-grants to licensed NGOs and Social Enterprises for provision of social and family services;
- Improve the range and quality of local, community based social services offered to: children with disabilities, children in needs of family care, the elderly persons, persons with disabilities and victims of domestic violence;
- Develop a mechanism for monitoring and evaluation of provided social services – to include collection and compilation of data disaggregated on basis of gender.

PROBLEM AND STAKEHOLDER ANALYSIS

Since the start of the process of social service decentralisation in 2009 there has been an increased understanding of the basic and essential social service needs and requirements at municipal level and what must be done to meet these needs. At the same time challenges remain in respect of human resources available to the MLSW and municipal authorities required for social service delivery. In order to address these human resource constraints the idea arose to sub-contract social service provision to licensed social NGOs.

There is also need to further develop capacity of staff in relation to the provision and management of social services. Many social protection and caretaking actions remain largely the responsibility of informal networks, namely families supported by remittances. Civil society organizations have been playing an active role in the provision of social services at the local level. However, there is a lack of coordination between the central and local state and civil society organizations. There has been a lack of clear financing mechanisms for the provision of municipal level social and family services. The Government of Kosovo 2014 Budget Tables and Government of Kosovo 2015 draft budget circular now have clear and separate budget lines for both social residential services and for social services to and for each of the Kosovo municipalities (separating out the budget line for social services from that of health services). This brings significant clarity to the municipal budget allocations for social service provision at local level from the central budget.

Furthermore, secondary legislation for licensing of legal entities/organizations that offer social and family services came into force in 2013. This will bring institutional and systematic means and mechanisms for capacity of social service providers to deliver social services which meet quality standards. MLSW has also starting drafting a concept document on the establishment of social enterprises. Then, minimum standards of practice on five areas of social services provision have been developed, piloted and approved. With the support of the EU, the MLSW has provided grants for two local social NGOs for the provision of social services in four municipalities in total. These services offer day care services for children with disabilities and services at home for the most vulnerable elderly persons and persons with disabilities. This initiative has provided a piloting of the social service sub-granting or sub-contracting scheme to municipalities to learn lessons regarding the most locally valued and effective modalities of operation of such community based services within the context of Kosovo.

The establishment of a grant scheme for contracting NGOs, social enterprises and governmental institution partnerships which is administered by MLSW and municipalities and extends across all regions of Kosovo –will serve to advance and embed the application of community based service provision at municipal level. It will enable provision and consolidation of existing social services at local level as well as expansion of their range and coverage

These partnerships between government institutions and NGOs are in line with a strategic objective of the MLSW for reducing the number of women and men, boys and girls living in poverty and isolation. It will also support the individual beneficiaries and their families (often holding a full time caring role) into active participation in society and provide a stepping stone into accessing employment opportunities for the most vulnerable groups and their family members. Basic social service provision will also facilitate access for women to the labour market given that women are the main carers in the family and as a result of their full time care responsibilities in the home they have limited access to social and working life.

The target beneficiaries of the activity will include two groups:

- Central and local government institutions, non-governmental organisations and social enterprises delivering social and family services to the most vulnerable groups;
- The most vulnerable groups in Kosovo:
 - Boys and girls with special needs (abandoned children, children who are victims of domestic violence and any kind of ill treatment; children with disabilities);
 - Elderly persons (women and men) that have no and/or inadequate family care, hence need to move to community based residential care facilities, day care support or home care services;
 - People with disabilities (women and men) in need of day and/or home care services.

RELEVANCE WITH THE IPA II STRATEGY PAPER (OR MULTI-COUNTRY STRATEGY PAPER) AND OTHER KEY REFERENCES

The indicative **Strategy Paper** (SP) sets out the priorities for EU financial assistance for the period 2014-2020 to support Kosovo on its path to EU accession.

This action is related to achieving the second specific objective of the **Strategy Paper**, (b) economic, social and territorial development. The document states that, having in mind the social exclusion of marginalized groups such as ethnic minorities, youth, women and people disabilities, especially due to lack of economic opportunities and prospects, the EU will continue to support Kosovo's social and economic development in order to improve the living conditions of Kosovo citizens and bring them closer to EU levels. In addition, social inclusion is also one of the components of the programme thematic priorities, 2. *Employment, labour mobility and social inclusion*. The document states that only 11% of women in Kosovo are in paid employment but that they contribute substantially to Kosovo society by providing most of the social and care service support.

The SP further highlights the importance of the process of decentralisation of social services and its effective implementation. This social service decentralisation is bringing local level engagement and understanding to meeting the local needs of socially vulnerable groups. The SP points out that 34.5% of the population still live in poverty, with less than 1.55 EUR/day and 12% live in extreme poverty. Children are particularly vulnerable with an estimated 48.6% of children below 18 years of age living in poverty. The SP also underlines that support to social services is part and parcel of assuring social inclusion of vulnerable and excluded groups and a means to support the integration of socially excluded groups and their families into society and as active citizens into the labour market.

The CSP makes reference to the area of social welfare in Kosovo and the anticipated need for further support to the sector under IPA II, to secure the full and effective operation of the basic social service

deliver at local level with the understanding of the need for significant co-financing allocation and commitment from the Government of Kosovo and individual municipalities to this action.

The action is related to three recommendations of the Annual Progress Report 2013: i) the need of the government to improve cooperation with civil society; ii) the need for strengthening local capacities and social partners for policy development; and iii) the need for a sustainable financing framework for the decentralization of social services.

- The Annual Progress Report 2013 states that there is limited public funding for e.g. social services delivered by the civil society on behalf of the authorities, hence the central and local authorities need to improve cooperation with civil society, notably as regards defining and executing public policies.
- The Annual Progress Report 2013 recommends that with regards to *social inclusion*, local capacities need to be considerably strengthened. This also applies to social partners for policy development, implementation and monitoring in the employment and social inclusion policy areas.
- The Annual Progress Report 2013 recommends that dedicated grants earmarked for all social services in municipal budgets need to be allocated to ensure effective decentralization.

SECTOR APPROACH ASSESSMENT

The **Government Strategy and Action Plan for Cooperation with Civil Society** adopted in July 2013 foresee the establishment of a system of contracting public services to civil society organisations. In practice, cooperation between civil society organisations and the institutions of Kosovo is still limited and often *ad hoc*, and the contracting of public services does not always follow clear and transparent procedures and criteria. This action aims to promote and strengthen a formalised system for social service provision supporting quality assurance measures by means of a licenced system of social service providers. Through provision of support to licenced social NGOs to develop capacities for social service delivery, in line with the framework and body of quality social standards, they become a reliable partner to the public institutions.

Through IPA 2009 and IPA 2012, the EU has been supporting the Government of Kosovo in its efforts to design a decentralised social service system for Kosovo. This action will assist further reform and embedding of a system of social service provision in Kosovo by presenting clear pre-conditions and building on a substantial co-financing commitment by the Government of Kosovo for social service provision. It will enable and empower the most excluded persons to become active in society and, thereby, it is an action to support poverty reduction, health care and employability prospects of the persons concerned.

Regarding donor coordination, the EU is the main donor for the social sector with some TA support provided by UNDP, UNICEF and GIZ. Donor coordination is managed through the formal donor coordination structures of the Donor Sector WG on Education and Employment.

This project proposal is further in line with the following strategic documents of the MLSW:

- 1. Sectoral Strategy on Employment and Social Inclusion, 2014-2020.**
 - o The Action contributes to the Specific Objective nr.2 of the strategy: “Increase of social welfare by expanding and improving the quality of social and family services provision, with particular focus on vulnerable groups.”
- 2. Strategy for Decentralization of Social Services, 2013-2017**

- The Action contributes to the Strategic Priority nr.4: “Establish mechanisms to co-finance social service provision by civil society and extended families” and especially Measure 2: “Pilot social service delivery through social enterprises and civil society organizations”
- The Action also contributes to the Strategic Priority nr.6: “Further decentralization of other social services, including residential care, foster care, and day care services.

3. Economic development 2013-2015 for General Council for Social Services and Families

- The Action contributes to two Specific Objectives of the General Council for Social Services and Families
 - Licensing of the social and family services providers from the public and civil society sector;
 - Capacity development of municipal officials and civil society organizations for social and family services provision.

4. Declaration of medium-term priorities of the government 2014-2016

- Improving social welfare and health is one of the four key priorities of the government for the period 2014-2016.
 - One of the policy priorities in the field of social services provided is as follows: Increase social welfare by providing support to families in the community and work towards reducing poverty in Kosovo.

5. Law nr.02.L-17 on Social and Family Services.

- The law regulates social and family services provision from the governmental and non-governmental sectors. Based on this law, MLSW has drafted and approved an Administrative Directive (Nr. 17/2013) for Licensing of the Legal Entity/Organizations that Provide Social and Family Services.

LESSONS LEARNED AND LINK TO PREVIOUS FINANCIAL ASSISTANCE

In the 2-year IPA 2009 project "EU Support to MLSW", minimum standards of practice were developed and piloted in respect of five areas of social services provision. These standards were approved by the MLSW in 2012. Much work was also undertaken in devising schemes for the licensing of individuals and organisations who work in social services.

In the IPA 2012 project “Provision of social services for children, persons with disabilities, and elderly persons in Kosovo”, MLSW offered grants for two NGOs – HandiKOS and One-to-One Children’s Fund – to offer day care services for children with disabilities in four regions and services at home for elderly persons and persons with disabilities in two regions. These two models of social services provision, through collaboration between the governmental institutions and the civil society organizations, have proven to be successful and, therefore, have incentivised the MLSW to employ such community based social service models and the expansion of the other basic and essential social services provisions to local level.

The research carried out during the implementation of these two projects found that there is a need for developing the institutional capacities of the civil society organizations and establishing sustainable financial mechanisms which will be addressed from the project “Support to MLSW for Decentralization of Social and Family Services” supported by the EU. This project will be implemented during the period 2014-2016 and will enable MLSW to continue with the next phase of sub-contracting or supporting of licenced social NGOs and social enterprises through a grant scheme for provision of social and family services as an alternative form for local, community based service provision.

2. INTERVENTION LOGIC

LOGICAL FRAMEWORK MATRIX

OVERALL OBJECTIVE	OBJECTIVELY VERIFIABLE INDICATORS (OVI)	SOURCES OF VERIFICATION	
<p>Women and men, boys and girls belonging to vulnerable groups receive better/improved quality local social services and sustainable community based social services</p>			
<p>SPECIFIC OBJECTIVE</p> <p>To support licenced social NGOs and licenced Social Enterprises in enhancing social and economic inclusion of the vulnerable communities - children with disabilities, children in need of family care, elderly persons, persons with disabilities, and victims of domestic violence - through delivery of community based social services</p>	<p>OBJECTIVELY VERIFIABLE INDICATORS (OVI)</p> <p>Minimum 7 Partnerships between Licenced Social NGOs, licenced social enterprises and the governmental institutions concluded.</p> <p>Minimum 7 of licenced social NGOs, licenced social enterprises provided with social service grant for municipal, local level services.</p> <p>Partnerships between licenced social NGOs, licenced social enterprises and governmental institutions employ individuals from the selected vulnerable groups.</p>	<p>SOURCES OF VERIFICATION</p> <p>Ministry of Labour and Social Welfare.</p> <p>Department of Social Policy and Family.</p>	<p>ASSUMPTIONS</p> <p>Other state institutions support the design and establishment of the Grant Scheme Framework and the Social Compact Innovation Fund (SCIF).</p> <p>Civil society organizations, licenced social NGOs, not-for-profit organizations and state actors support and are engaged in the establishment of social enterprises.</p>
<p>RESULTS</p>	<p>OBJECTIVELY VERIFIABLE INDICATORS (OVI)</p>	<p>SOURCES OF VERIFICATION</p>	<p>ASSUMPTIONS</p>
<p>Component 1: Technical assistance for establishment of sustainable partnerships and increased capacities for community based social service delivery</p> <ul style="list-style-type: none"> The Framework for the Social Service Grant Scheme designed, established, functional and transparent 	<p>The Grant Scheme Framework has been established and is functioning in terms of delivery of a sustainable for the funding of social service provision undertaken by licenced social NGOs and licenced social enterprises. A minimum of 7 grants</p>	<p>Monthly reports from the implementation and evaluation of the project.</p> <p>Annual report of the Social Compact Innovation Fund</p>	<p>1. Relevant stakeholders support the establishment of SCIF.</p> <p>2. NGOs and social enterprises apply for grants</p>

<ul style="list-style-type: none"> The Social Compact Innovation Fund (SCIF) / budget line is established; The mechanisms for monitoring and evaluation of provided social services are designed, used and followed by MLSW; <p>Component 2: Provide grants for licenced Social NGOs and social enterprises for improved community based, essential social service provision for girls and boys in need, elderly persons and persons with disabilities</p> <ul style="list-style-type: none"> Social Service Grants are provided/allocated to licenced social NGOs and social enterprises; The quality of social services offered to children and adults from vulnerable groups is increased. The range of basic and essential and sustainable social services offered is expanded. 	<p>allocated – one for each region;</p> <p>The Social Compact Innovation Fund (SCIF) budget line is established;</p> <p>Responsible MLSW staff continuously monitors the provision of social and family services.</p> <p>Number of social service grants provided to licenced social NGOs and social enterprises for provision of day care services, services at home and community-based services per year. – a minimum of 7 grants allocated</p> <p>Range (number) of services provided to women and men, boys and girls belonging to the following vulnerable groups: children with disabilities, children in need of family care, elderly persons, persons with disabilities and victims of domestic violence –a minimum of 6 types of services provided through the scheme.</p>	<p>(SCIF).</p> <p>The annual report of the Information Office of MLSW.</p> <p>Monthly reports of the Department of Social Policy and Family on social services and beneficiaries.</p> <p>External evaluation report of social services offered.</p> <p>Regular reports of CSOs and social enterprises on numbers of beneficiary girls/women and boys/men and types of services provided to them.</p> <p>Kosovo Agency of Statistics.</p> <p>Ministry of Labour and Social Welfare.</p> <p>Department of Social Policy and Family.</p>	<p>of the SCIF.</p> <p>3. Sufficient capacity at MLSW and local level government to conduct monitoring and evaluation of the social and family services provided.</p> <p>4. NGOs and other organizations apply for social enterprise status and fulfil the eligibility criteria.</p> <p>5. CSOs and social enterprises have the capacity to provide a range of social and family services to the selected vulnerable groups.</p>
ACTIVITIES	MEANS	OVERALL COST	ASSUMPTIONS
Component 1: Technical assistance for establishment of the sustainable partnerships and increased capacities for community based social service delivery	Grant after a call for proposals	EUR 2.6 million (2,000,000.00 EUR – EU	1. Licensing of CSO and other organizations that provide social services

<ul style="list-style-type: none"> - Assess the institutional competencies, strengths and weaknesses of NGOs and other non-profit social service providers in Kosovo; - Support Municipal level review of essential social service needs at local level; - Review of legal and fiscal models for establishment of the Social Compact Innovation Fund (SCIF) guided by EU good practices; - Complete design and implementation modalities and instruments of and for the social service grant scheme; - Provide information and trainings to social NGOs and social enterprises to apply for the General Grant Scheme of the Social Compact Innovation Fund; - Provide tailored trainings to strengthen the technical, management and organizational skills of central and local authorities, social NGOs and social enterprises. <p>Component 2: Provide grants for licenced social NGOs and social enterprises for improved community based, essential social service provision for girls and boys in need, elderly persons and persons with disabilities</p> <ul style="list-style-type: none"> - Provide grants to NGOs and social enterprises for provision of social services – community based residential services in accordance with social service standards; - Provision of Day Care Services for vulnerable and excluded persons - Provision of care services at home/home based services for children and adults in need. 		<p>contribution & 600,000.00 EUR – Government of Kosovo contribution)</p>	<p>begins in 2014.</p> <p>2. The Law on social enterprise Establishment is approved in the first half of 2015.</p> <p>3. The amendments to the Law on Local Finance that ensure financial sustainability of social services provision is approved during 2014.</p>
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ADDITIONAL DESCRIPTION

The Logframe has been divided into two components:

Component 1 establishes the framework for the Social Service Grant Scheme, establishment the SCIF budget line, and comprehensive system of monitoring and evaluation mechanism for social service delivery. The design of this component will be based on reviews of best practices and models of government-CSO-social enterprise partnerships for social and family services provision from EU countries and other countries in the Balkans Region. The models will also be tailored to the institutional capacities of the CSOs and public social service providers. The designed framework and selected models will also stipulate the eligibility criteria for social enterprise status and receipt of social service grants.

Component 2 involves the delivery system for the actual provision of social service grants to the CSOs, social enterprises and/or their partnerships with local and central governmental institutions by ultimately benefitting the most vulnerable groups. This component will also be very useful in terms of data collection because it will provide a better approximation of the number of socio-economically excluded individuals.

3. IMPLEMENTATION ARRANGEMENTS

ROLES AND RESPONSIBILITIES

The Ministry of Labour and Social Welfare will be the main institution for the implementation of this project. It will also co-finance 30% of the total costs of the project.

The Municipalities and Centres for Social Work are also very important partners in implementing the provision of social and family services as well as supporting social NGOs, the CSOs and social enterprises during the implementation phase of the project.

Other important institutions involved in the implementation of the project are the Ministry of Finance and Ministry of Local Governance Administration whose role in the designing of mechanisms and financing formula for social services will enable and ensure the sustainability of services and the complete financial allocation for the provision of social services after completion of the project.

The CSOs/licenced social NGOs and social enterprises are also very important players in providing and increasing the quality of social and family services for the beneficiaries by providing information on community based needs and challenges in the social sector which need to be addressed by both the municipal and central level authorities.

IMPLEMENTATION METHOD(S) AND TYPE(S) OF FINANCING

The ACTION will be implemented by the MLSW and a partner organization which is engaged in the area of social inclusion, capacity development of the civil sector for the provision of social and family services and establishment of social enterprises.

The project will be implemented through one grant contract with an organization or company/consortium which would be responsible for:

1. Implementation of technical assistance to MLSW related to the reviews and assessments listed under Component 1 in the logframe;

2. Working with and in support of MSW and municipalities in the selection of a minimum of 7 up to fifteen (15) licenced social NGOs and social enterprises. Management of grants for delivery of social and family services as per Component 2 of the logframe.

The implementation of the action is expected to be 30 months.

4. PERFORMANCE MEASUREMENT

METHODOLOGY FOR MONITORING (AND EVALUATION)

A Project Steering Committee (PSC) will hold the main responsibility for monitoring and evaluating the project. The PSC will also be responsible for establishing the methodology and instruments for monitoring the implementation of the project.

The Project Steering Committee will be comprised of: members from the Ministry of Labour and Social Welfare, representatives of municipalities, members from the General Council for Social Services and Family, representatives from the EU Office, and representatives from the civil society sector. Gender balance on the PSC will be respected.

INDICATOR MEASUREMENT

Indicator	Description	Baseline (2015)	Last year	Milestone 2017	Target 2020	Source of Information
Action Outcome Indicators						
Number of Partnerships between Licenced Social NGOs and/or licenced social enterprises and the governmental institutions.– A minimum of 7 Partnerships – one for each region;	The Partnerships will assure a legal contract exists between the government institution, the municipal department of health and social welfare and centres of social work and the licenced social service provider for delivery of specific local, community based social services relevant to the priority needs of the local region.	0	0	7	9	Reports from MLSW The annual report of the Information Office of MLSW. Annual report of MLSW on the Social Compact Innovation Fund (SCIF).
Number of licenced social NGOs, licenced social enterprises provided with social service grant for municipal, local level services.– at a minimum 7 grants to licenced social service providers – one for each region;	The grants will finance provision of day care and social services at local level, social services at home and community-based social services.	0	0	7	9	Monthly reports of the Department of Social Policy and Family on social services and beneficiaries.
Range (number and type) of services provided to women	Currently the Centres for Social Work are expected to provide social and family services in 5	5		6	9	Annual Reports from the Municipalities

Indicator	Description	Baseline (2015)	Last year	Milestone 2017	Target 2020	Source of Information
and men, boys and girls belonging to the following vulnerable groups: children with disabilities, children in need of family care, elderly persons, persons with disabilities and victims of domestic violence.	<p>areas: Child protection and care; Protection of victims of domestic violence; Protection of victims of trafficking; Protection of persons with intellectual disabilities; Protection of older persons/elderly persons without family care.</p> <p>In addition to these, an additional social service for support for persons with disabilities should be included as a statutory obligation for social service provision.</p>					<p>Reports from Centres of Social Work</p> <p>Monthly reports from the implementation and evaluation of the project.</p>
Action Output Indicators						
<ol style="list-style-type: none"> 1. Social Service Grant Scheme Framework is designed and functioning; 2. Social Compact Innovation Fund (SCIF) budget line is established; 3. Social Compact Innovation Fund (SCIF) budget line is operating – has financial support from the Government of Kosovo and municipal allocations and is providing grants to licenced social service 						<p>Reports from MLSW</p> <p>The annual report of the Information Office of MLSW.</p> <p>Annual Reports from the Municipalities</p> <p>Reports from Centres of Social</p>

Indicator	Description	Baseline (2015)	Last year	Milestone 2017	Target 2020	Source of Information
providers 4. Efficient data collection of beneficiaries of services disaggregated according to gender; 5. Mechanisms for monitoring and evaluation of social and family service provision are designed, and used;						Work

5. CROSS-CUTTING ISSUES

ENVIRONMENT AND CLIMATE CHANGE (AND IF RELEVANT DISASTER RESILIENCE)

Each activity of the project was designed not to have an impact on the environment. As such, the scope of the project does not involve any elements that would threaten or have an impact on the environment.

ENGAGEMENT WITH CIVIL SOCIETY (AND IF RELEVANT OTHER NON-STATE STAKEHOLDERS)

Civil society organizations / social NGOs are one of the key partners in project implementation. In addition to providing for financial sustainability of their activities, the project will also build and develop their capacities for: social and family services management and provision in relation to social service standards, project management, and transformation into social enterprises.

EQUAL OPPORTUNITIES AND GENDER MAINSTREAMING

Bearing in mind the groups of beneficiaries, specifically victims of domestic violence and persons with disabilities, the first one including more women and the second one entailing fewer inclusion opportunities, the project will greatly contribute to social inclusion of women and to the engagement of men in sharing of social supporting responsibilities in the family. Then, considering the most of the care takers of the elderly persons and people with disabilities are women, the project will contribute to equal opportunities for women and their socio-economic inclusion by: 1. Compensating them for caregiving services in their families and 2. Reducing their care giving obligations. Moreover, eligibility criteria for grants for licenced social NGOs and social enterprises will require that an equal number of women and men are employed. Finally, the project design requires that all the indicators related to beneficiaries are disaggregated by gender when reported. Throughout the recruitment and project management processes equal opportunity and participation will be ensured.

MINORITIES AND VULNERABLE GROUPS

Vulnerable and social disadvantaged/excluded groups represent the very core focus of the project. Therefore, all the activities will try to maximize the benefits for women and men, boys and girls amongst the most vulnerable groups including: ethnic minorities (notably those in poverty and social exclusion), women in rural areas, people with disabilities and their families, victims of domestic violence, children in need of care, and the elderly persons.

6. SUSTAINABILITY

The Ministry of Labour and Social Welfare has a solid experience of collaborating with organizations and companies implementing similar programmes in the field of social service provision, social inclusion and employment of the most vulnerable groups. A few successful examples include: 1. Contracting of services for the shelters for victims of violence and abuse which are financed 50% by the MLSW and 50% by the donors partners; 2. MLSW and Municipal co-financing (together with the EU Commission) of day care services and social services at home which are provided to children, elderly persons and persons with disability; and 3. Beautiful Kosovo. EUR 180,000.00 are allocated each year, at present, for social service provision. This is to increase incrementally over the coming period.

The main objective of MLSW with this project is to define and establish mechanisms for financing of social and family services exclusively by the municipalities in the future. This will be achieved through amendments to the Law on Local Finances which will provide sufficient budgets for

municipalities to support the provision of social and family services by partnerships with CSOs and social enterprises in the future.

7. COMMUNICATION AND VISIBILITY

Communication and visibility will be given high importance during the implementation of the Action.

The implementation of the communication activities shall be the responsibility of the beneficiary, and shall be funded from the amounts allocated to the Action.

The EU Office in Kosovo has developed clear visibility guidelines and ensures that all projects which are implemented in Kosovo are fully in line with these guidelines. Project visibility is also clearly stipulated in all contractual documents whereby the contractors/implementers are obliged to adhere to all EU visibility requirements, as stipulated in the Communication and Visibility Manual for EU External Actions.

Visibility and communication actions shall demonstrate how the intervention contributes to the agreed programme objectives and the accession process. Actions shall be aimed at strengthening general public awareness and support of interventions financed and the objectives pursued. The actions shall aim at highlighting to the relevant target audiences the added value and impact of the EU's interventions. Visibility actions should also promote transparency and accountability on the use of funds.

The main information-related activities of the project will be related to informing the civil society organizations, the social NGOs about eligibility criteria for gaining a Social Enterprise status, the advantages of gaining this status, as well as the opportunities for partnering with each-other and the governmental institutions and receiving grants for providing social and family services.

Also, the vulnerable groups will be informed about social services which are to be available at local level as well as any changes to the modalities of social services provision.

It is the responsibility of the beneficiary to keep the EU Office fully informed of the planning and implementation of the specific visibility and communication activities.

The beneficiary shall report on its visibility and communication actions in the report submitted to the IPA monitoring committee and the sectoral monitoring committees.