



**Annual  
Report**

**2020**

# Content

Health Care and Improved Access to Health Services	8
Improving the Social Position of People in Need and Developing a Community for Inclusion and Social Cohesion	14
Creating Preconditions for Increasing Employability and Self-Employment	22
Realization of The Right to Quality Education	31
Assistance in Situation of Natural Disasters and Conflicts	43
Annual Budget	47

## *Who are we!*

Caritas Kosova is an institution of the Catholic Church in Kosovo whose mission is to promote peace, solidarity, and love between people. Caritas Kosova is a member of Caritas Internationalis (CI) and Caritas Europa (CE) that serves and provides aid to the poorest regardless of gender, race, nationality, religion, etc.

Caritas Kosova's activity in 2020, in compliance with the strategy, was the implementation of programs and projects within five strategic areas:

- Health care and improved access to health services,
- Improving the social position of people in need and developing a community for inclusion and social cohesion,
- Creating preconditions for increasing employability and self-employment,
- Realization of the right to quality education,
- Assistance in situation of natural disaster and conflicts.

Through numerous actions, Caritas Kosova tried to be close to those in need to ease the problems in which they live, such as poverty and isolation.

## *Our leadership*

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*“The Year 2020 was a year of great challenges for every person in the world, therefore we were challenged in the mission that we have to serve the person in need, the protection and the promotion of the inviolable human dignity. Facing the Covid-19 pandemic was an opportunity for all the staff of Caritas Kosova to re-evaluate their position towards family, relatives, and people in need, to re-evaluate their missionary work, to feed the poor, to care for the sick, to provide warmth for those in sorrow. The lockdown was a reflection opportunity to regain strength and courage, to spread hope to others that, despite the global challenge and risk of life, there was a chance to do good, there was an opportunity to support each other, there was an opportunity to realize how vulnerable we are all, regardless of who we are!” - 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 2020.

## Dear partners of Caritas Kosova

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The Year 2020 was a year of great challenges for every person in the world, therefore we were challenged in the mission that we have to serve the person in need, the protection and the promotion of the inviolable human dignity. Facing the Covid-19 pandemic was an opportunity for all the staff of Caritas Kosova to re-evaluate their position towards family, relatives, and people in need, to re-evaluate their missionary work, to feed the poor, to care for the sick, to provide warmth for those in sorrow. The lockdown was a reflection opportunity to regain strength and courage, to spread hope to others that, despite the global challenge and risk of life, there was a chance to do good, there was an opportunity to support each other, there was an opportunity to realize how vulnerable we are all, regardless of who we are!

*"We have realized that we are in the same boat, all of us fragile and disoriented, but at the same time important and needed, all of us called to row together, each of us in need to comfort the other."* Pope Francis, during the blessing of Urbi et Orbi, in the empty square of St. Peter in the Vatican, on March 27, 2020.

Guided by this, Caritas Kosova remained committed to the pandemic, leaving no one behind and providing services throughout Kosovo. Even in a pandemic situation, we have played a key role in supporting people in need. We did this by carefully analysing the social and economic circumstances of the citizens and trying to use every opportunity given to us to be at their service.

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The year 2020 greatly hindered the ability of the individual to be himself, to find the right path, and to feel the deserved warmth and care, then as Caritas Kosova, we are committed through work and activity in the many projects that are about to be revealed in this report, to stay as close as possible to the people we serve, and now not only to care for them and provide services but also to protect them from the Covid-19.

The pandemic has forever changed many aspects of social life, charity, communication, caring, and helping others. We were fortunate that our partners were willing to mobilize and together continue our support for people in need, who now needed even more heartfelt concern and professional service like never before.

I am happy that the staff of Caritas Kosova were everywhere and anytime, risking their lives but staying on their tasks, despite the isolation, danger, and challenges that had taken the world. I express deep gratitude and appreciation to all the partners and employees of Caritas who enabled our commitment and service to reach all those in need. We also feel condolence with all those who lost their loved ones due to the Covid-19.

Man can be challenged in many ways, but when we are united, we overcome easier our challenges, so I urge you to stay united and share with your neighbour in any situation!

God bless you

**Don Viktor Sopi** – General Director

Strategic area:

Health Care and Improved  
Access to Health Services



## Home Care



Home Care project has two main components, health services, and social services for the elderly and bedridden persons. Home Care is a special project of Caritas Kosova within the Care sector, the project is implemented in cooperation with institutions of the Republic of Kosovo.

Home Care is designed and implemented in a way that responds to the needs of marginalized groups in Kosovo. Looking closely at aggravated social, health, and economic situation of sick and elderly persons, and after identifying and assessing the needs of each individual, we have provided social and health services in the homes of beneficiaries with collaboration and coordination with other social and health institutions at the national level.

Especially during 2020 when the whole world was challenged by Covid-19, this coordination has been necessary due to the specifics of the project and due to the connection of the services provided to the beneficiaries.





According to the Home Care concept, the provision of social and health services aimed to respond to the most social, health, and psychological needs of the elderly and people with disabilities during this year.

Many of the elderly beneficiaries of the project continue to be lonely and abandoned by their families, society and sadly do not have enough support to live a dignified life.

Home Care project has had the effect of improving the well-being and health of the elderly and lonely people, because of providing social and health care throughout the year.

Also, since the services were provided in their homes, the project staff helped the beneficiaries, and their families, to be protected from the Covid-19 virus.

Home Care has also had a positive impact on the employment of professional staff, who are licensed by the Ministry of Health and the Ministry of Labour and Social Welfare, who through engagement in the project have created their first work experiences.

**In total, 1200 elderly people, 130 people with disabilities, have received 45780 health and social services according to the concept of Home Care during 2020. Also, 82 people have been supported with beds, wheelchairs, walker wheelchairs, seats, etc.**

Partners: Ministry of Health, Ministry of Labour and Social Welfare, Municipalities: Prizren, Ferizaj, Gjilan, Viti, Suhareka, Fushë Kosovë, Rahovec, Istog, Skënderaj, Obiliq, Drenas, Shtime

## *Support of outpatient services*

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Through this commitment, providing outpatient services, Caritas Kosova aims not only to make health centres functional in locations where such service is lacking but also to provide services to the poorest population which has limited or no access to outpatient services. It also increases the mobility of its beneficiaries, restoring trust in the human values of solidarity.

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Therefore, because of the declaration of emergency health situation by the Government of Kosovo, Caritas Kosova had taken all necessary measures for all health and social activities to be done in coordination with public institutions and according to the recommendations and decisions of the Ministry of Health and the National Institute of Public Health of Kosovo.

As part of this commitment, Caritas Kosova has mobilized all health staff in 15 municipalities of Kosovo: Prishtinë, Prizren, Ferizaj, Gjilan, Mitrovicë, Gjakovë, Viti, Shtime, Suharekë, Rahovec, Istog, Skenderaj, Drenas, Obiliq, and Fushë Kosovë. In each respective municipality, Caritas Kosova has provided health and social services to contribute to the protection of citizens' health and, in particular, the protection against Covid-19 infection as part of municipal emergency teams in the fight against Covid-19.

**During 2020, within the outpatient services, we have provided over 1.35 million health and social services.**

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

## *C.I.K Specialist Ambulance of Family Medicine & Ambulance of Dentistry*

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In the framework of Caritas Kosova health care, there is also a specialist family medicine ambulance and a dental ambulance in Dubrava, Ferizaj. This ambulance operates in the premises of the Social Educational Centre 'Caritas Kosova' and provides free health services for the residents of Dubrava. The ambulance is licensed by the Ministry of Health, has professional medical staff and the necessary medical equipment and its presence in this locality is of particular importance given the need of the community and the importance of providing health services as close as possible to them. Currently the Ambulance operates full time and in addition to health services plays a very important role in disseminating information and raising awareness of children attending the Centre on the importance of prevention and health treatment.

As part of the Ambulance, during 2020, we have provided health and dental services to all residents of Dubrava. 4156 patients received free services.

Strategic area:

Improving the Social Position  
of People in Need and Developing  
a Community for Inclusion and  
Social Cohesion



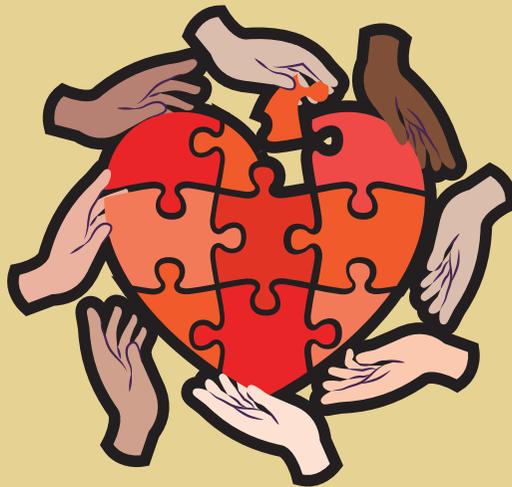
## *Peace and Diversity*



The Peace and Diversity Program is a project that is being implemented in Mitrovica and has the main goal of achieving peace, social inclusion of vulnerable groups, and promoting interethnic peace. This project has been continuously implemented by Caritas Kosova in cooperation with Caritas France and many local partners.

In 2020 the project was focused on three main components: support in agriculture, support in training and employment, and support for social entrepreneurship.

During 2020 we have provided concrete support to these vulnerable groups in the agricultural sector, where 15 farmers have been trained in beekeeping and business plan drafting. Already 7 of them have prepared basic financial plans for their business ideas.



# PEACE & DIVERSITY



The project also provided support to 5 job seekers who were placed in relevant training at the Professional Centre Diakonie DTC in Mitrovica. In addition, the Peace and Diversity project during 2020 has identified and supported the development of two ideas in the field of social entrepreneurship. One idea was the construction of a greenhouse in cooperation with Mother Teresa Resource Centre in Mitrovica, an idea which has been implemented to a certain stage, and the other idea with the association of parents of children with disabilities "Podrzi me" (Support me) in North Mitrovica which is expected to be implemented in the future.

## Charity and Solidarity



From the very beginning of Caritas Kosova's engagement, social assistance for families living in extreme poverty has been one of the main strategies.

During 2020, many families were assisted with food and clothing, as well many charities that work with poor groups were helped with humanitarian assistance. In 2020, 113 tons of humanitarian aids were distributed. During 2020 we have distributed over 50,000 protective masks as well as 300 hygienic packages for the elderly.

This project represents a continuous commitment of Caritas Kosova and its possible thanks to the cooperation with various donors, especially with Junge Leute Helfen from Germany, who support us with humanitarian aid.

Partners: Junge Leute Helfen, Charitable people





## Prison Justice

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Prison changes people's material, psychological, and spiritual aspects. However, perhaps the most damaging psychological aspect of prison is not the jail itself but the separation from friends, family, and the outside world. Prisoners, even after being released find it hard to cope with the trauma experienced behind bars, prisoners after being set free, find it very difficult to restore in society. They feel disconnected from their friends, family, and colleagues. Most ex-prisoners find it very difficult to adapt to others and find a job.

Prison facilities in Kosovo often lack the means to provide adequate psychological and social support. Therefore, Caritas Kosovo through the project "From prevention, through treatment and rehabilitation to successful reintegration" managed to carry out several activities with prisoners that aimed at their treatment and reintegration into society. The activities carried out during 2020 consist of sessions of art and therapy, sports, training in tailoring, hairdressing, and practical work and were carried in the Correctional Centre and the Correctional Education Centre, both in Lipjan.

*"I spend my time, and I feel very well when the art teacher, or as I call him coach, comes. I can't wait to start drawing" - said one of the young prisoners.*



Within these activities and training, there were 100 beneficiaries in total, including 80 young people and 20 women prisoners.

In addition to activities and training, the project has donated tools and working materials to two women who were part of the tailoring training and who were then released on parole. During the monitoring period, women have shown interest and willingness to continue their work as tailors.

*"I want to work in tailoring because even when I was in prison, sewing helped me to spend time better. I am grateful for your support."* - declared a beneficiary.





## SOCIETIES

The SOCIETIES project, phase 2, aims to increase the capacity, responsibility, and effectiveness of CSOs in managing social inclusion and de-institutionalization initiatives, also promoting, and advocating for the social inclusion of people with disabilities by following the standards in the European Union. The main achievements of this project during 2020 were: Summary of results for CSOs related to the pandemic situation with Covid-19; Announcement and distribution of grants to CSOs; Establishment of advocacy groups; Awareness campaigns.

The initial period of the project was characterized by the global confrontation with the Covid-19 pandemic.

# MBANI MENDJEN E KTHJELLËT



**10. TETOR  
DITA BOTËRORE  
E SHËNDETIT  
MENDOR**

#mundtindodhëçdokujt



Përmbajja e këtij materiali nuk reflekton opinionin zyrtar të BE.  
Përgjegjësia për informacionin dhe pamjet janë të Caritas Kosova.



In the first months of the project implementation in Kosovo, Caritas Kosova together with its partner in the country, started their actions in mapping CSOs with the activity, which was focused on the study of the impact of Covid-19 on CSOs, working with people with disabilities. In Kosovo, more than 30 Organizations were part of the survey. The survey data obtained were further developed by the organization Consorzio Communitas Italy, and the main findings from the study were available in Flash Report, which is accessible to the public community and other stakeholders through various channels.

The awarding of 8 grants to CSOs who applied for the grant call, has greatly facilitated their work with the target beneficiaries of the project, especially given the great difficulties of the organizations in question in securing funding in the period of Covid-19 pandemic. Most of the activities that we planned to be physically developed had to be organized through alternative solutions such as online platforms which however have resulted positively in completing the envisaged activities.

Strategic area:

Creating Preconditions for  
Increasing Employability and  
Self-Employment



## ELBA

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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 Northern Macedonia. The social economy is known as a way to engage and empower the entire society, the public sector as well as the private sector, from for-profit organizations to non-profit organizations, from territories to communities, for developing a new economic model that includes people in need as an active resource of society.

In February 2020, in Turin, Italy, a three-day study visit was held, where Caritas Kosova participated with two representatives. The study visit served to see and learn the experiences of social economy, visits to well-functioning social enterprises, and exchanged experiences between the participants.

Due to the pandemic situation, many visits, meetings, and activities have been postponed. Despite this, we as Caritas Kosova have tried, although in tough conditions, to support social enterprises, which have been supported by ELBA, in writing project proposals for applications in various calls.

Also, several Webinars have been organized throughout 2020 with different topics: Digitalization and Digital Marketing; Co-Designing Social Impact; New Markets; Fundraising for the Social and Solidarity Economy and Individual Mentorship Sessions.

Partners: Caritas Italiana, Secours Catholique – Caritas France, Catholic Relief Services, Caritas Spain, European Union – Erasmus+

## *Empowering youth and women toward employment in Ferizaj and Mitrovica region*



Caritas Kosova was focused on empowering and supporting the unemployed towards employment. As a result, the project is specifically focused on supporting self-employment through training, mentoring, networking, internships, and material support for vulnerable women and young people who are looking for a job or ready to start and develop their businesses to generate income.

Therefore, in 2020, 25 young people and women have received working tools from the grant scheme with an amount up to €4,000 as support for their new or existing activities/businesses.

Also, 48 young people and women have developed their business plan, in addition, 50 new jobs were created.





Young people and women have also been supported with internships. A total of 23 young people and women have completed one month of internship. The project has collaborated with 22 companies for the inclusion of young people and women in the internship scheme.

The project also provided training where 95 beneficiaries received internationally recognized professional certificates. The project also organized a study visit to Sombor, Serbia, where women entrepreneurs gained new skills in beekeeping, food processing, and growing and selling flowers. Caritas Kosova, through the project, has financially supported five associations of women and youth, hence strengthening even more concrete support to them.

*"If it were not for the project, I would still be in the social scheme, thanks to you today I have my business, and I provide enough income for me and my family"* - Venera Kopili, tailor, a beneficiary of the grant scheme.

Partners: European Union and Secours Catholique – Caritas France





## YourJob

YourJob project of Caritas Kosova is a project that aims to prepare young people for the labour market. YourJob is being implemented in the municipalities: Prizren, Gjakova, Viti, South Mitrovica, North Mitrovica, and Kllokot.

During 2020, within the project, about 800 young people benefited from the municipalities where the project is implemented. In this period, we have been challenged by the pandemic, and as we know, in times of crisis, young people have a predisposition to be the first to lose their job. In unemployed youth, Covid-19 has caused social and material consequences affecting them to experience social exclusion, anxiety, and hopelessness for the future. This situation has influenced the project staff to become even more creative in finding alternative opportunities to continue working, considering that YourJob was the only employment opportunity and hope for many young people.





Caritas Kosova consulting with project partners has changed its work strategy by switching to online platforms. Thus, during the closing period March-June 2020, six online training, were conducted in areas selected by young people. We started with training in psychology - a very important aspect for the protection of mental health, especially in a situation of total lockdown. Then we continued with training in workers' rights and safekeeping at work, advocacy in public institutions, communication skills, sales system, and entrepreneurship training. The training was conducted in cooperation with professionals in the field, including university professors. About 150 young people have benefited from these six training.



Despite the challenges, the project has managed to support young people in employment. By 2020, 50 young people have started an internship, 80% of whom have managed to continue their regular job in the same businesses after completing their internships. Thanks to the support of Caritas Kosova, today are economically independent and professionally prepared for the labour market.

With the release of safety measures for Covid-19, the project has continued to support young people in vocational training, three, six, and nine months. Welding, culinary, electrical installations, information technology, etc., are some fields in which over 80 young people were certified during 2020. It is also important to note that through certified training, over 50% of candidates are placed in regular jobs.

As envisaged in the project, the first phase of grants was completed, including a training cycle in entrepreneurship. This process ended with the selection of 7 young people from Prizren, Gjakova, Mitrovica, Vitia, and Kllokot who are beneficiaries of grants and have become young entrepreneurs because of support from Caritas Kosova.

In addition to all this concrete support, YourJob project staff has helped through counselling and career guidance, over 500 young people who visited YourJob offices during 2020.



## PRAXIS

The implementation of the PRAXIS project started on 1 September 2020, where the focus of the initial phase was the coordination of work with all stakeholders, especially when we consider that PRAXIS is a cross-border project between Kosovo and Montenegro and requires coordination of many actors. The project is supported by the European Union and Catholic Relief Services and is managed by the Ministry of Finance of Montenegro.

From the beginning, PRAXIS was challenged by the Covid-19 pandemic situation. But respecting the anti-Covid-19 measures, during 2020, 13 information meetings and 17 consultative meetings with stakeholders were held, by both countries. These meetings targeted key stakeholders of the project: local municipal governments, training centres, formal and non-formal educational institutions, youth representatives, and CSOs.

Afterward, the opening ceremony of the project was organized, which was held in Gjakova, bringing together various actors, important in the target area of the project, and the implementing partners.





The main activities implemented are Training of local career counselors for further qualification; the Publication of six career guidance brochures for different groups; Organizing three collective sessions for career guidance; Organizing two job discovery visits of youth enterprises.

The main achievements of the project implementation were: Providing complete and up-to-date information; Existing source of information and online tools created for young people; Analysis of the formal and non-formal education sector; The implemented activity package provides young people and their families to make informed decisions about their professional orientation and future.

In addition, the project team has established a referral system to orient target groups towards various initiatives that support youth orientation and employment, both in Kosovo and Montenegro.

Partners: European Union and Catholic Relief Services



Strategic area:

Realization of The Right to  
Quality Education





## Kindergarten Engjujt

In the framework of special programs and projects implemented by Caritas Kosova, pre-primary education and management of kindergartens are an objective of Caritas Kosova, therefore during year-2020 Caritas Kosova has successfully managed, despite the pandemic situation, the kindergarten Engjujt to provide quality day-care educational services for children who need well-being and need their education and socialization done with a high standard of education and professionalism.

The closure of educational institutions in March 2020, due to the measures against the spread of Covid-19, has affected the education, well-being, and functioning of all parties. Nevertheless, in the period April-May 2020, we provided online education to return to usual work in June 2020.





Kindergarten Engjujt, during this year, has provided care services for 230 children aged 6 months to 6 years. Kindergarten Engjujt is licensed by the Ministry of Education, Science and Technology, has a very convenient location, green space, and object specially modelled for the pleasant world of children. We create an advantage in the implementation of the curriculum through activities that require adequate space, including spaces for children with disabilities.

Partner: Municipality of Ferizaj



## *My Right – Early Education Centre*

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My Right project focuses on children with disabilities, their parents as well as local educational institutions. This project has two main components:

- Early Education for children with disabilities/Centre for Early Education for children 0-5 years old
- Inclusion of children with disabilities in the regular school system





During the one-year implementation period, the project managed to provide early education services to 41 children with disabilities at the Centre. During this time, for children who have reached school age, a plan was created to transfer 35 children from the Centre to the respective primary schools.

In 2020, due to Covid-19, we also faced the challenge of distance learning, which has been quite discouraging for children with disabilities who were not allowed to be present at the Centre and meet their peers. Despite the challenges, the learning has been achieved on online platforms, and thanks to the cooperation with parents and families, we have managed to complete the learning process.

Partners: Austrian Development Agency (ADA), Caritas Austria, Municipality of Prizren

## *Social Inclusion of Roma, Ashkali and Egyptian Communities*

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Caritas Kosova works intensively on developing projects to support the social inclusion of the Roma, Ashkali, and Egyptian communities in Kosovo society, with particular 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 intervention in many areas, these communities continue to face major problems, especially unemployment, non-inclusion, segregation, and poor infrastructure.



## *Social and Educational Centre "Caritas Kosova" – Dubravë, Ferizaj*



In the Social and Educational Centre of Caritas Kosova in Dubrava, municipality of Ferizaj, during 2020 various services were provided to the communities living there, in total the Centre numbered 252 students at all levels, 30 children were beneficiaries of preschool education from the age of 4 up to 6 years old, services for supplementary education received 140 students of grades I-V and 82 students of grades VI-IX. In addition to regular teaching, the Centre also held information technology courses for 150 students aged 9 to 15. During the year 2020, work was done on drafting the curriculum for supplementary education for levels 0 and 1 based on the curriculum of the Ministry of Education.

Within the Centre is also C.I.K. Specialist Ambulance of family medicine & Ambulance of Dentistry that provides health services for the citizens of Dubrava.





The Centre also provided social assistance through humanitarian aid in food and clothing, especially considering that due to the Covid-19 pandemic, the need for this assistance was extremely high. The direct beneficiaries of this support were 957 residents of Dubrava.

During 2020, psychological-social activities and awareness campaigns were also organized. In October, a one-day training was organized with the youth of the communities, as a sign of the launch of the campaign against human trafficking, as well as the increase of the awareness for the protection from Covid-19. This activity is organized in cooperation with the Ministry of Health.

Also, there was a campaign for Breast Cancer where through an awareness lecture about this disease, women of Dubrava received information about the recognition of this disease, the detection of early signs, control methods, the influence of hereditary factors, and preventive measures.

Partner: Municipality of Ferizaj



## *Social and Educational Centre “Caritas Kosova” – Ali Ibra neighbourhood, Gjakovë*



Caritas Kosova is constantly working on the implementation of projects that support the social inclusion of Roma, Ashkali, and Egyptian communities in our society, with attention to the education of children and improving their social well-being.

Caritas Kosova in cooperation with the Municipality of Gjakova has continued to support the Egyptian community in the Ali Ibra neighbourhood in Gjakova. Even though this commitment Caritas Kosova aims to create more opportunities for social inclusion, especially for the children of this community, through various activities in the field of education, culture, sports, etc.





During 2020, in this Centre, educational services and psycho-social activities are provided for children aged 4-18 years, and 140 children have received daily services within supplementary education. Also, 50 children aged 4 to 6 have attended pre-school education, while 75 primary school children have attended additional education, 15 others have participated in psycho-social activities. Also, during this period, we have developed various awareness campaigns regarding the issues of education and enrolment of children in the first grade.

Within the Centre are also provided health services as part of the project "Home Care" where during 2020 have received health services 104 elderly people of the Egyptian community in the neighbourhood Ali Ibra in Gjakova.

Partner: Municipality of Gjakova



## *Social inclusion of children from Roma Mahalla, Mitrovicë*



Through this project, parents of Roma children are aware of the importance of social inclusion and inclusive education and significantly exercise their rights to access and participate in education, health, and social protection. Through the Portage methodology implemented by the project staff, 80% of Roma children have demonstrated improved social behaviours and other aspects of development. Also, 80% of children have improved their health conditions by using mother and child counselling and regular vaccination service.

The following are some concrete results of the project: More than 100 Roma children benefited from the organization of various workshops. About 150 parents actively participated in the workshop with their children.





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About 150 children from the wider community and children with disabilities participated in comprehensive creativity workshops. More than 50 advocacy meetings were held during the project implementation period.

During the lockdown period, in 2020, many coordination meetings were organized and were successful as in cooperation with UNICEF, more than 1500 hygienic packages were distributed to families in need and more than 400 packages of didactic material for children of Roma Mahalla.

Advocacy activities have also been successful because the technical conditions of distance learning have been improved by distributing 12 electronic devices to the most vulnerable children who have regularly attended online classes. More than 100 families were visited by psychologists involved in the project providing various types of support to family members on how to act during the Covid-19 pandemic, different types of psycho-social assistance, counselling sessions, and emergency needs mapping information is provided.

Strategic area:

Assistance in Situation of  
Natural Disasters and Conflicts



## *ABC EUAV – Accompaniment and Capacity Building*

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The ABC-EUAV project is implemented by a consortium of nine national Caritas organizations in Eastern and South-Eastern European countries, with the overall objective of increasing existing organizational capacity in the field of disaster, risk reduction, and emergency preparedness, as well as the establishment of effective and efficient voluntary management systems. This project is led by the main applicant Caritas Europa. The project aims to create the most efficient ways to share knowledge about EUAV (methodologies, tools, and best practices). Partners learn from each other and support each other in developing the procedures needed to meet EUAV requirements and build organizational capacity.

The main activities during 2020 were: Introductory meeting regarding the start of the project; Volunteer management training; Replication of training with Caritas Kosova staff; Regular online meeting with stakeholders in the region and beyond; Preparation of material on DRR (disaster risk reduction); National emergency plans; Emergency preparedness plans.

# **EU Aid Volunteers**

## **We Care, We Act**





The project started in early February 2020, on the eve of the global confrontation with the Covid-19 pandemic. In the first months of the project implementation in Kosovo, Caritas Kosova together with its partners began to discuss the possibilities of reorganizing the activities envisaged in the project. Like other projects, this project was greatly challenged by the pandemic, given that it contains training on various topics. These activities first were cancelled to be later organized through online platforms.

Partner: European Union



## *Strengthening the resilience of the elderly and people with disabilities during Covid-19*

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Caritas Kosova has played an important role in providing health and social services to vulnerable categories, especially the elderly and people with disabilities, even during the pandemic period.

In November 2020, the implementation of this project started, which generally aims to contribute to strengthening the resilience of the elderly and people with disabilities in the Western Balkans during the Covid-19 pandemic and future disasters. More specifically, this project aims to make older people, people with disabilities, CSOs, and other local organizations better able to cope with the Covid-19 situation in Kosovo.

This regional project is implemented in Kosovo, Albania, Bosnia and Herzegovina, Northern Macedonia, Montenegro, and Serbia. In Kosovo, the project is implemented in Prishtina, Ferizaj, Prizren, Mitrovica, and Viti.

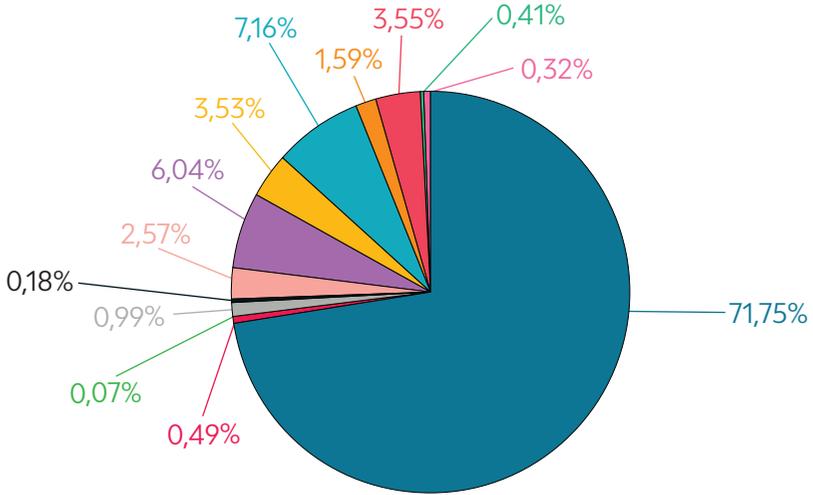
Partner: European Union, Austrian Development Agency (ADA),  
Red Cross-Serbia

## Annual Budget

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Annual Budget 2020	4,468,298 €
Home Care/Support of outpatient services	3,206,209 €
Peace and Diversity	22,111 €
Charity and Solidarity	3,000 €
SOCIETIES	44 132 €
ELBA	8,196 €
Empowering youth and women toward employment in Ferizaj and Mitrovica region	114,691 €
YourJob	269,954 €
PRAXIS	157 786 €
Kindergarten Engjujt	319 832 €
My Right – Early Education Centre	70,918 €
Social Inclusion of Roma, Ashkali and Egyptian Communities	158,795 €
ABC EUAV – Accompaniment and Capacity Building	18,231 €
ODSS	14,482 €
Other	59,961 €

## Percentage by Projects



Home Care/Support of outpatient services

Peace and Diversity

Charity and Solidarity

SOCIETIES

ELBA

Empowering youth and women toward employment in Ferizaj and Mitrovica region

YourJob

PRAXIS

Kindergarten Engjujt

My Right - Early Education Centre

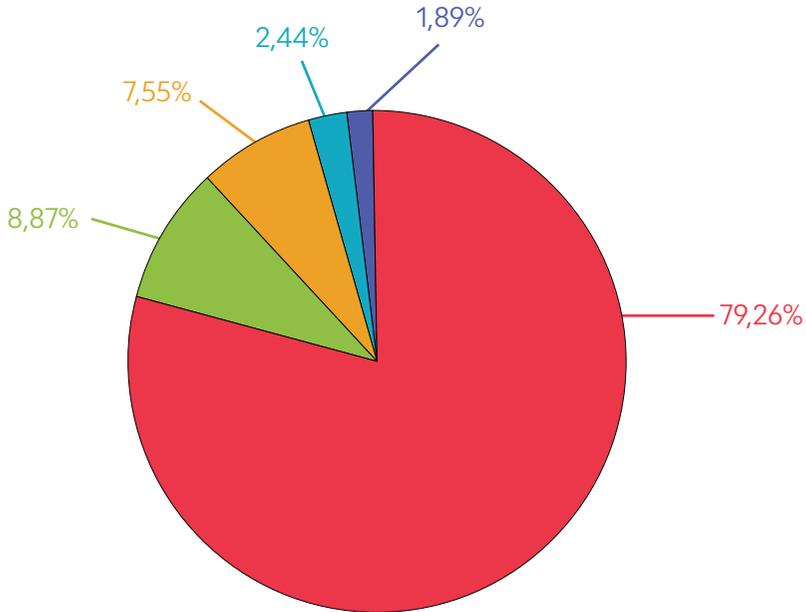
Social Inclusion of Roma, Ashkali and Egyptian Communities

ABC EUAV - Accompaniment and Capacity Building

ODSS

## Percentage by Donors

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Caritas Network

European Union

International Institutions and Organizations

Central and Local Institutions

Other