



Annual Report 2017

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Who we are!

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) which serves and provides assistance to the poorest regardless of race, nationality, religion, etc. Caritas Kosova's activity in 2017, in accordance with the strategy, was the implementation of programs and projects within 4 operational mandates: Social and Health Assistance, Sustainable Development, Advocacy and Lobby, and Emergency Assistance and Sustainable Rehabilitation (on standby). Through many actions, we have tried to be close to those in need to alleviate the problems in which they live, such as poverty and isolation.

Our Leadership

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

Faced with many issues in the Republic of Kosovo, where among the biggest problems remains unemployment and extreme poverty that are the root of many problems in society, "As National Caritas, we strive to be the hand of love and care, especially in the social component, for all people who have mourning on their lips, who suffer from illness, isolation, loneliness, exclusion, so that everyone feels warmth, smiles, is involved in society and lives with dignity" - 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 in 2017.

25 years Caritas Kosova

Caritas Kosova on December 8, 2017 solemnly marked the 25th anniversary of its founding with a huge event where over 1000 people were present, making the event even more magnificent. Over the years, the mission and work of Caritas has been highly honoured by various representatives of state institutions of the Republic of Kosovo, international partners - supporters of Caritas and various beneficiaries.

At the opening of the event, the original decree of the founding of Caritas Kosova dated September 21, 1992 has been read. I had the pleasure as General Director of Caritas Kosova to speak in general about the history and journey of Caritas Kosova, I stressed that Caritas helped families in need in every corner

of Kosovo. "Man needs everything, mostly love, kindness and therefore our motto is love, solidarity and peace. If these components are shared with the ones nearby, love grows and becomes bigger. So I invite you that in all your commitments as employees of Caritas to carry human warmth, listen to the sick what they say, touch their pain, embrace those in need".

In his speech, the Bishop of Kosovo, Msgr. Dodë Gjergji, invited charity organizations to help people in need. "There is no religion that stops love, neither Caritas nor other organizations can compete, but compete on who will love more, who will help the most, and who will have the best care for the people who need us".



In this event, the President of the Assembly of Kosovo, Mr. Kadri Veseli expressed his gratitude for the contribution of Caritas Kosova, saying: "I take this opportunity on behalf of the Assembly of the Republic of Kosovo to thank the activists of Caritas Kosova for these 25 years, for the great help they have given to the people of Kosovo. We will be grateful to them forever. They are in the hearts of many Kosovar families who found human warmth and Christian solidarity with Caritas".

The representative of Caritas Europa, Mr. Marc Sommers emphasized that Caritas Kosova has shown great success during these 25 years, therefore

appealed the organization to continue its mission. "Caritas Europa is a network of organizations consisting of 49 members, but all of them are part of the confederation of Caritas Internationalis which has over 160 member organizations and all of them have the same mission, to fight poverty, to promote social justice and sustainable social systems in Europe and around the world", he said. Representatives of the Government and the local level, other international representatives as well as various beneficiaries, spoke about the work of Caritas Kosova and its contribution to improving social and economic well-being in the country.





In this solemn academy of the 25th anniversary of the founding of Caritas Kosova, in addition to showing the documentary where the journey and contribution of Caritas is presented, we had the opportunity to thank and celebrate with all the actors who have left their mark in these 25 years, with work, commitment and love cultivated and shared to one another and to the people in need.

We wish to celebrate many more anniversaries and other successes,

because as National Caritas, we strive to be the hand of love and care, especially in the social component, for all people who have mourning on their lips, who suffer from illness, isolation, loneliness, exclusion, so that everyone feels warmth, smiles, is involved in society and lives with dignity!

God bless you!
Don Viktor Sopi – General Director

Home and Ambulatory Care

Home Care - Using the German Home Care model and with the support of Caritas Germany, Ministries and Municipalities, Caritas Kosova has implemented the Social and Health Care program at home. This program has been implemented in 12 municipalities where the beneficiaries are the most vulnerable and lonely people, the elderly and abandoned, people with disabilities and mentally ill, regardless of their religion, ethnicity and gender. Over 2670 beneficiaries have benefited through this program by receiving many basic services. Caritas Kosova remains the only organization that offers such a service in Kosovo.

Ambulatory Care - In cooperation with the Ministry of Health, the Ministry of Labour and Social Welfare and Municipalities, during this period Caritas Kosova has implemented activities on Ambulatory Care in 12 Municipalities. Through this project Caritas Kosova in cooperation with institutional partners has managed to provide over 1.2 million social and health services. These services are provided by 104 doctors, 400 nurses, 28 dentists and over 80 social workers who provide medical services to citizens no further than 4 km from where they live. The two components complement each other by offering a unique service in the Republic of Kosovo.



Partners: Caritas Germany, Ministry of Health, Ministry of Labour and Social Welfare, Municipalities: Ferizaj, Rahovec, Viti, Gjilan, Mitrovicë, Drenas, Shtime, Istog, Fushë Kosovë, Podujevë, Prizren, Hani i Elezit

Battling Human Trafficking

The fight against Trafficking with Human Beings continues to be one of the priorities of Caritas Kosova's activity. This phenomenon is a serious plague that has affected humanity at all times and Caritas Kosova is committed to prevention from this phenomenon, with a special focus on children and women. Within the program implemented by Caritas Kosova are three components: Prevention, Raising Citizens' Awareness and Protection and Re-integration of (potential) victims of trafficking. The

following are the achievements for 2017: Prevention - Caritas Kosova has contributed to the prevention from trafficking through trainings for teachers and parent council for early detection of risk factors and referral of cases. These trainings were held in four municipalities: Gjilan, Klinë, Kamenicë, and Hani i Elezit, where a total of 77 teachers and primary school staff were trained.



Raising the awareness of citizens - Caritas Kosova in cooperation with the National Authority has conducted an awareness campaign in the month against human trafficking, starting from October 18th, 2017 (EU Day against Trafficking in Human Beings). As part of the program, an annual awareness-raising conference was organized. This conference was held in a primary school in Ferizaj on October 30th where more than 200 participants (teachers, students, and parents) were present.

Protection and Reintegration of (potential) Victims of Trafficking - In cooperation with Shelters in Gjilan and Peja and the Centres for Social Work, we have

provided support and contributed to the reintegration process for 8 (potential) Victims of Trafficking by providing professional training.

As part of the National Authority, Caritas Kosova has contributed to the drafting and review of the action plan of the Ministry of Internal Affairs to meet the National Strategy (2015-2019) Against Trafficking in Human Beings.

Caritas Kosova has also advocated on regional (Euro-Mediterranean) and global (COATNET) platforms as a representative of civil society from the Republic of Kosovo.

Peace and Diversity

The Peace and Diversity Program in 2017 is a continuation of the "Peace and Reconciliation" program which has been implemented since 2000. This program incorporates the experiences and lessons of previous years and tends to respond to the socio-economic context of society in Mitrovica, without ethnic, gender, religious or other exceptions. Current programming has two main sectors, the Economic and Social/Educational.

Economic Sector - during 2017 has supported various agricultural activities and has stimulated capacity building in individuals and businesses with the aim of personal training and generating benefits with a special focus on women and ambitious young people. Specifically, in order to provide the opportunity to exchange and strengthen the partnership, as well as to find new marketing opportunities, the participation in the Beekeeping Fair in Belgrade "Tashmajdan 2017" was organized with the participation of 33 beekeepers of different ethnicities. While the two-day visit B2B (Business to Business) in order to support market links and broad partnership, was organized to businesses in Kosovo and Albania with the involve-

ment of 11 women entrepreneurs of the Mitrovica region, with different ethnicities. In order to increase the capacity of farmers and new businesses in the Mitrovica region on business management and marketing, trainings were held tailored to a total of 40 participants from the agriculture and business sector.

Social/Educational Sector - With the support of UNICEF, trainings have been conducted to increase the capacity of 50 participating professionals whose daily work is the protection of children, such as Social Welfare Centres, Health Institutions, Justice Referral System for juveniles, the Committee on the Rights of the Child, etc. Through training, we expect that the mechanisms for identifying, reporting and referring cases of violence against children will be strengthened and opportunities will be created for the development of innovation services and solutions to realize the rights of all children in question.

Also, in order to prevent violence in primary and secondary schools, workshops and field activities were organized with parents and children.

A total of 16 students and 50 parents participated in 16 workshops in the region's schools and Early Childhood Centres in North Mitrovica. The purpose of these workshops was to identify

violence and how children can be protected if they are victims. Also, in order to cultivate and promote volunteerism, Caritas Kosova has engaged 29 volunteers in various activities and events within this program.



Support People with Disabilities

Early care and education for children with disabilities (0-6 years old) -

Caritas Kosova continues to provide quality services for children with disabilities with a focus on early childhood education. Compared to previous years, Caritas Kosova in 2017 has launched another component within the project. Inclusive education as a new component has shown very high results at the end of 2017. CK has engaged 5 assistants (psychologists) for children who support the inclusion of children with disabilities in the regular school system and provide educational and social services for these children using the source rooms created within the schools.

The Early Care and Education Centre enumerates 48 children with various disabilities as well as their parents as direct beneficiaries. In addition to the daily learning, social and physical activities offered at the centre, an important action is enrolling children in the regular school system as part of the new inclusion strategy. The result of our commitment in 2017 is that we have managed to enrol eight children with disabilities in the regular preschool and school program.

SOCIETIES / Support of CSO in Empowering Technical Skills, Inclusion of People with Disabilities and EU Standards in South East Europe - Caritas Kosova is a member of 15 other organizations from Eastern Europe and Italy that have joined the implementation of SOCIETES project.

During 2017, CK has continued with training for CSOs dealing with people with disabilities and mental health in Kosovo. Trainings in: Lobbying and Advocacy, Network Building and Coalition Building and Social Inclusion Initiative Management were topics elaborated by experts from Bulgaria and Italy.

The first study visit to Bulgaria was organized in 2017, which aimed to see the best practices of social inclusion of people with disabilities and mental health disorders. Participants from Kosovo had the opportunity to visit various associations and the service of CSOs offered in EU countries.

During 2017, Caritas Kosova launched the call for grants for CSOs that provide services to people with disabilities and mental health disorders in Kosovo and encouraged them to apply. 21 applications have been sent and the external evaluation team after the evaluation results has announced 4 CSOs as winners of grants which were then

contracted by Caritas Kosova and further started to implement their project. Another important component of this project is the formation of the Social Inclusion Group, which regularly addresses and processes the needs and challenges faced by CSOs and people with disabilities.

Partners: European Union, Caritas Austria

Social inclusion of the Roma, Ashkali and Egyptian communities

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

non-involvement, segregation, poor infrastructure, etc.

Social-Educational Centre 'Caritas Kosova' in Dubrava, Ferziaj - offers education for 240 students in grades 1 to 9, as well as preschool education for 60 children aged 3.5 to 6 years and special programs for the eradication of illiteracy. Also, one of the other goals towards achieving the inclusion in the social life of the communities in the village of Dubrava, are the primary and dental health services.



Within the component of education and socio-cultural awareness, activities have been organized to mark international days such as: June 1st - International Children's Day with the guests from Spain who performed flamingo-guitar music and "Cha-cha" dance. Part of the artistic program was the performance of the play "We are the world" supported by the "Multimedia Centre" and its professional staff with actors and directors which was very well expected by the audience consisted of villagers. International Day for Tolerance was also celebrated on November 16th with

a program and cocktail. During 2017, the routine activities of the centre were joined by a group of volunteers from Caritas Italiana who facilitated and animated very attractive psycho-social activities with content on ecological topics and healthy nutrition with children aged 9-11 years. Residents of the village Dubrava have been supported by Caritas Kosova with packages of clothes and food packages where about 1300 inhabitants benefited during 2017.

During 2017 in the Ambulance that operates within the Centre, there was a total of 3590 medical cases, of which 851 dental services and 2739 checks by the doctor. Within the health services, during 2017 several awareness sessions were organized on health and family planning topics such as those of "Prevention of measles virus" and "Information on the consequences, and prevention of tuberculosis" with a panel of educational and medical staff, with participation of over 200 participants of different ages from the village of Dubrava.

Social-Educational Centre 'Caritas Kosova' in the neighbourhood of Ali Ibra, Gjakovë - 185 children have been provided with educational services and

psycho-social activities, on a daily basis. 40 children aged 4 to 6 attended pre-school education, while 145 primary school children have attended the supplementary education program. In 2017, the Home Care Team continued to provide social and health services to 45 ill people in the Ali Ibra neighbourhood. Also, 6 trainings in the field of health were organized for over 90 women and children. 80 children from 0-18 years old have been vaccinated by state institutions in the premises of the Centre. 10 children returned from Montenegro attended Albanian language classes in preparation for integration into the public school system.



Portage Program at the Roma Mahalla in Mitrovica - 85 children from the Roma, Ashkali and Egyptian communities have been prepared for their involvement in the educational process through the implementation of the Portage Program. In close cooperation with UNICEF, the Regional Office of Caritas Kosova in Mitrovica started the awareness-raising activities for the Roma, Ashkali and Egyptian communities in the Roma Mahalla on vaccination of children. Thanks to these activities, the parents' controversial attitude towards the vaccination process changed. As a result, 270 applications for immunization of children from the Roma, Ashkali and

Egyptian communities were sent by the Institute of Public Health to Caritas Kosova. Among these, 88 requests were not taken into account while 182 children responded positively to the immunization process, a process which will be implemented in the next period on both sides of Mitrovica. It is extremely important to note that for the first time since the end of 1999, thanks to the vaccination process of children from the Roma, Ashkali and Egyptian communities, the institutional cooperation between the Health Centres, the one in the north and the south of Mitrovica, has been achieved. Caritas Kosova played the role of facilitator in this process.



Food for all

Supporting the poor continues to be one of Caritas Kosova's main concerns. With the help of the German volunteer organization Junge Leute Helfen, during 2017 we distributed over 148 tons of food and clothing to people in need. Humanitarian aid has been distributed in the parishes of the Kosovo diocese as well as in the municipalities of Gjakova, Istog, Klina, Mitrovica, Prizren, Shtime,

Viti, Ferizaj, Prishtina, Gjilan, Hani i Elezit, etc. The aid was distributed through municipal offices for social work, elderly people's associations, etc.



SELO - During 2017, the regional office of Caritas Kosova in Leposavic and Mitrovica continued with the "SELO" program. The main goal of this program is the socio-economic inclusion of minority communities in Kosovo society to support long-term reconciliation. This will create prospects for communities in order to contribute to the stabilization of the political situation in Kosovo. The programs include as final beneficiaries, small and medium agricultural enterprises belonging to Civil Society Organizations dealing with the Agriculture sector, Rural Tourism Sector, Youth, Women, Sports and Heritage, with the support of relevant Institutions.

The idea is to involve all stakeholders in joint activities, introducing each other and creating new business opportunities, exchanging goods, accompanying and promoting peace, reconciliation and coexistence. With the fourth year of the project, we have achieved better cooperation in the field of security, facilitation of living conditions and better promotion of the northern region of Kosovo. During this implementation

period, we distributed 15 cows. We also organized 4 information seminars, 4 B2Bs (businesses for businesses) and 4 study visits in the region. In total we have included 224 beneficiaries in these activities.

Programme "Micro Credit for Agriculture - without interest" program is in its twelfth year of implementation in the municipality of Leposavic. The main goal of this program is to support and create sustainability for families in rural areas by supplying them with the necessary equipment and livestock through interest-free financing. The ultimate beneficiaries are farmers, people with a monthly income of less than 300 euros but with a strong desire to improve their business. During 2017, we distributed 98 agricultural packages.

Beyond the Gates of Prison

For years, Caritas Kosova has been actively involved in various activities at the Correctional Centres in Lipjan. Special attention has been paid to activities that affect the self-determination of prisoners as well as the possibilities for their reintegration as they still remain a highly untreated category.

Caritas Kosova has continued the training of detained women in hairdressing and tailoring. In 2017, we trained the staff of the Correctional Centre and the Centre for Educational and Correctional Measures, in Lipjan, in order to develop access to work with prisoners. The training entitled "Humanization of Prisons", according to the analysis, has been very necessary and has served as a turning point for the directorate, senior supervisors, shift

supervisors, correctional officers, social workers, legal officials, trainers for Art therapy and Theatre therapy and Caritas Kosova volunteers dealing with minors.

Through Art Therapy, as a new approach to the treatment of convicted juveniles, we have managed to relax inmates and develop their professional and interpersonal skills as it has been described as an activity that highlights a lot of talent and displays emotions. Also Theatre Therapy has influenced the development of empathy through imagination, the discovery of creativity, the development of skills to face the challenges that society offers outside and inside closed walls, the renewal of self-image and self-confidence.



Together with the volunteers of Caritas Kosova, peers of the convicts, we have developed sports activities in football, basketball, ping pong and various sports exercises. External contact is considered extremely important by

psychologists as it enables the creation of social connections, the exchange of information and the creation of perception for external developments as well as keeping fit for a healthy life.



Education of Children

Every child is a gift, so it is our duty and privilege to educate and meet their needs...

Kindergarten "Engujt" - Caritas Kosova manages the kindergarten with the aim of providing quality educational services of day care for children who need a high standard of education.

Our mission is to create a safe, convenient, warm, and well-planned place for children aged 06 months to 6 years according to the individual characteristics of each child. Through very convenient location, green spaces and object modelled specifically for the pleasant world of children, we create an advan-

tage in the realization of the curriculum through activities that require adequate space.

Our kindergarten offers daily care service for over 220 children in an area of 1000 m² with a very high quality infrastructure and suitable for successful work and growth and quality education of children. The kindergarten is licensed by the Ministry of Education, Science and Technology.



Partners: Municipality of Ferizaj

Social Economy

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

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





Caritas Kosova during 2017 conducted a study visit to Athens to see the practices of social enterprises in other countries and to adapt the same in Kosovo. In order to provide financial support to social entrepreneurship, Caritas Kosova has launched a call for grants in which 42 applicants have applied, of which 3 winners have been selected. Caritas

Kosova has also continuously monitored social enterprises to see the needs and provided professional support for the progress of work and achieving the objectives of social enterprises.

Emergency Intervention

SEECEG/Caritas Emergency Group of Southeast Europe - Caritas Kosova continues to be an active member of SEECEG and be in line with the emergency response in case of an emergency.

In October 2017, the annual meeting was organized in Belgrade, a meeting chaired by Caritas Kosova. This meeting was followed by a training provided at

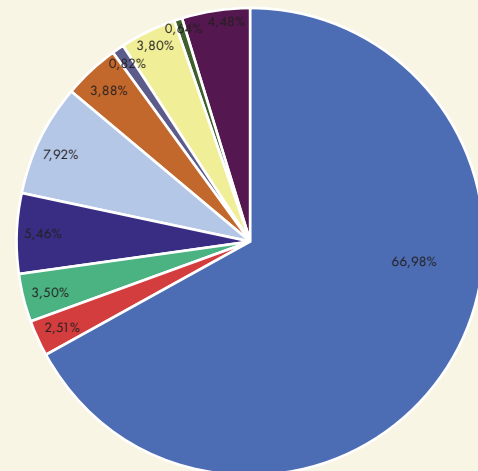
the Caritas Europe Emergency Response Mechanism as a tool to better support European Caritas organizations in responding to minor emergencies in Europe in an effective and coordinated manner. In this meeting it was decided that the member of Caritas Kosova be elected for another term as the leader of this group.

Annual Budget

2,734,342.38

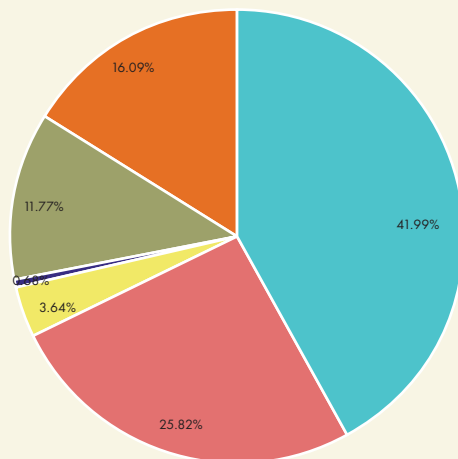
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|--|----------------|
| Home and Ambulatory Care | 1,831,498.54 € |
| Battling Human Trafficking | 68,604.58 € |
| Peace and Diversity | 95,675.00 € |
| Support People with Disabilities | 149,210.96 € |
| Social Inclusion of the Roma, Ashkali and Egyptian communities | 216,622.37 € |
| Food for all | 106,160.96 € |
| Beyond the Gates of Prison | 22,495.00 € |
| Education of Children | 104,003.50 € |
| Social Economy | 17,500.00 € |
| Other | 122,571,47 € |

Percentage by Projects



- Home and Ambulatory Care
- Battling Human Trafficking
- Peace and Diversity
- Support People with Disabilities
- Social Inclusion of the Roma, Ashkali and Egyptian communities
- Food for all
- Beyond the Gates of Prison
- Education of Children
- Social Economy
- Other

Percentage by Donors



- Caritas Network
- Municipalities
- Ministries
- European Union
- Embassies
- Other

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