



2021 **Annual** **Report**

Annual Report

2021

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 2021.

Content

	Home Care	8
	Support to outpatient services	10
	C.I.K. Specialist Ambulance of Family Medicine & Ambulance of Dentistry	12
	Charity and Solidarity	13
	SOCIETIES	14
	Stop and Help	16
	Soup Kitchen	17
	ELBA and Employ Yourself	18
	Empowering youth and women toward employment in Ferizaj and Mitrovica region	19
	YourJob	21
	Praxis	23
	Kindegarten “Engjujt”	24
	My Right – Early Education Center	26
	Social Inclusion of Roma, Ashkali and Egyptian Communities	28
	ABC EUAV – Accompaniment and capacity building	31
	Strengthening resilience of older people and people with disabilities during Covid-19	32
	CONEX	33
	Annual Budget	35

Who We Are!

Cartias 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 assistance to the poorest regardless of gender, race, nationality, religion, etc.

Caritas Kosova activity in 2021, in accordance with the strategy, was the implementation of programs and projects within five strategic areas:

- Health care and improving access to health services;
- Improving the social position of people in need and developing the community for inclusion and social cohesion;
- Creating preconditions for increasing employability and self-employment;
- Realization of the right to quality education;
- Assistance in natural disaster and conflict situations.

Through numerous 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!

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

Dear collaborators of Caritas Kosova



Caritas Kosova as a charitable institution in Kosovo continues to play its key role in supporting people in need. We do this by carefully analyzing the social and economic situation of the citizens and trying to use every opportunity given to us to be at their service.

Since its establishment in 1992, Caritas Kosova has been committed to supporting people in need and to realize its focus on the protection of human dignity.

Our country continues to face many challenges that affect the existence of many people, challenges that jeopardize and weaken human progress towards the primary goal, to have a good life, in peace and in cooperation with each other. For this reason, Caritas strives to directly influence the protection and promotion of human dignity which is inviolable and represents the epicenter of our action by concretizing in promoting social justice and empowering the oppressed to realize their fundamental rights in all areas of human development.

Even during 2019, Caritas Kosova has diligently continued the implementation of various projects throughout the territory of the Republic of Kosovo, supported by national and

international partners with whom we have coordinated activities to better respond to the needs we encounter in the field during our daily work. We are continuously committed to implementing appropriate measures to strengthen the social component in the country, providing our experience, professionalism and goodwill in providing services for certain categories as well as providing support to ensure social inclusion, sustainable development and adequate education.

Also, during this year, Caritas has paid special attention to organizational development and professional advancement as an important aspect of our action that ensures sustainability and continuity of service.

We express our heartfelt thanks to all those who are committed to Caritas Kosova that make the person in need smile, supported him, make him feel important, empowered and treated with dignity.

God bless you!

Don Viktor Sopi – General Director



Home Care

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

This project is designed and implemented in a way that responds to the needs of marginalized groups in Kosovo. Especially during 2021, seeing closely the aggravated social, health and economic situation of sick and elderly and after identifying and assessing the needs of each individual, we have provided social and health services in the homes of beneficiaries with a cooperation and coordination also with other social and health institutions at the national level. The provision of services according to this

concept this year has been necessary due to the specifics of the project and the aggravated health condition from the Covid-19 pandemic as well as due to the connectivity of social and health services provided to beneficiaries.

The provision of social and health services, according to the Home Care concept, aimed to respond to the most basic social, health and psychological needs of the elderly and people with disabilities during 2021.

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





The Home Care project has had the effect of improving the lives, well-being and health of the elderly and lonely as a result of providing social and health care throughout the year. Also, the project has influenced the beneficiaries of the project, as well as their families, to be protected from the possibility of infection with Covid-19, as the services in question are provided in their homes. 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 Finance, Labor and Transfers, where through engagement in the project have created their first work experiences. Assistance with food packages and hygienic materials for the lonely and sick elderly has been continuous.

1430 elderly and sick people as well as 142 people with disabilities, have received 57980 home health and social services, according to the concept of Home Care during 2021. Also, 182 people have been supported with beds, wheelchairs, promenades, seats toilets, etc.



Support to outpatient services



Through this commitment, respectively the provision of outpatient services, Caritas Kosova aims not only at the functioning of health points in locations where such service is lacking, but also at providing services to the population or the poorest strata 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.

The provision of combined health and social services, in various dispensaries during 2021, in addition to being necessary, turned into a difficult but achievable mission for Caritas Kosova due to the situation created by Covid-19. Even in 2021 there was an increased demand for health and social services which were the main theme of society, at a time when health received the main attention. Therefore, as a result of the health situation affected by the pandemic, Caritas Kosova has 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.

In the framework of this commitment, Caritas Kosova has mobilized all health staff in 12 municipalities of Kosovo: Prishtinë, Prizren, Ferizaj, Gjiilan, Gjakovë, Viti, Fushë Kosovë, Shtime, Suharekë, Istog, Malishevë and Junik. In each respective municipality, Caritas Kosova has provided health and social services in an effort 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 2021, within the outpatient services, we have provided over 1.40 million health and social services for 411134 beneficiaries.



Partners: Municipalities - Prizren, Ferizaj, Gjiilan, Viti, Fushë Kosovë, Shtime, Suharekë, Istog, Malishevë, Junik.



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

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 Center '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. 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 Center on the importance of prevention and health treatment.

Within the Specialist Ambulance, during 2021, we have provided free health and dental services for the residents of Dubrava.

Also, within Home Care, we have provided social and health services for 103 elderly and sick people.



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 objectives.

During 2021, many families were helped with food, clothing, furniture, etc. It has also been a great help to various associations that work with poor families. In 2021, 81.14

tons of humanitarian aid were distributed.

This project is a continuous commitment of Caritas Kosova and is 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, Malteser, Charities





SOCIETIES



The SOCIETIES project, phase 2, aims to build the capacity, responsibility and effectiveness of CSOs in managing social inclusion and de-institutionalization initiatives as well as promoting and advocating for the social inclusion of persons with disabilities, in accordance with accession standards in the European Union.

The project start-up period was affected by the global confrontation with the Covid-19 pandemic and this situation caused many challenges in the implementation of the project causing challenges in the implementation of activities as planned.

During 2021 the project developed activities related to the sub-grantee scheme under the capacity building program for CSOs, as well as activities for their monitoring. This year, as a result of lighter protection measures related to the pandemic, enabled the development of the study visit to Montenegro.

This visit took place on June 21-24 in Bar, Montenegro and was organized by Caritas Montenegro. The program focused on best practices of social inclusion of persons with disabilities in Montenegro, respectively in Bar, Podgorica and Tuz, as well as on good practices for services provided by local and national authorities. From Kosovo, in addition to Caritas Kosova, participated the organizations: Handikos, Authorization, Merciful Hands as well as partner organizations in the project Center for Independent Living.



During the visit the participants had the opportunity to see various innovative social projects for people with disabilities run by NGOs in Montenegro as well as services and policies run by local and national authorities.

Capacity building training for CSOs was organized on the topics: social management, fundraising and strategic planning. A total of 19 participants from 9 CSOs (5 CSOs from Kosovo and 4 CSOs from Albania) had the opportunity to

be trained in the above-mentioned modules, as some of the most important aspects in their work.

During this year, an advocacy task force was established which consists of members of CSOs and relevant institutions and aims to improve and provide dialogue between CSOs and relevant institutions regarding addressing challenges in this area and contributing for the legal framework.





Stop and Help

Through the STOP AND HELP project, Caritas Kosova is committed to improving the prevention of domestic violence and trafficking in human beings, to advancing protocols and tools of intervention and to raising to a higher level the system of referral services for victims of human trafficking and domestic violence. In this way the project supports the ongoing battle against these violent criminal acts that are happening more and more. This action is enabling Caritas Kosova as an implementing organization to achieve a positive impact on the largest possible number of members of the target groups, given the importance of the devastating impact of the problem in question. The project is implemented in the municipalities: Leposavic, Zubin Potok, Zvecan, North Mitrovica and South Mitrovica.

The actions and services of the project, during 2021, were dedicated to the battle against these violent criminal acts that are increasing daily more and more, especially during the global health problems. Information sessions, carefully organized campaigns, sensitive victims' rights promotion materials, the provision of direct basic material and medical assistance bring a sense of hope and relief to victims and all family members.

4 victims were directly supported as well as 15 members of their families. While indirect beneficiaries of the project activities during this year were 496 people supported with humanitarian aid.



Partners: European Union, Save the Children International in Kosovo



Soup Kitchen

At the end of 2021, in Pristina, Caritas Kosova started the Soup Kitchen project to provide daily food for lonely and needy people. Prishtina, as an urban center with a large population, therefore has many people who face economic and social difficulties. Especially the elderly and other lonely people, continue to be one of the most needy and vulnerable groups in terms of food security.

Through this project and support from the Ministry of Finance, Labor and Transfers, Caritas Kosova has been able to respond to the many requests for daily meals of those who find it even more difficult to secure food during the pandemic period through the re-functionalization of the soup kitchen.

During the month of December, in addition to the dishes offered in the soup kitchen, warm dishes were also offered in the homes of the elderly, especially for those on bed rest due to illnesses.



Partners: Ministry of Finance, Labor and Transfers



ELBA and Employ Yourself

ELBA (Emergency Labor in Balkans) and Employ Yourself are initiatives designed to respond to the economic crisis in Southeast Europe and are part of this project: Kosovo, Albania, Bosnia and Herzegovina, Greece, Montenegro, Serbia and Northern Macedonia. The social economy is recognized as a way to engage and empower the whole society, the public sector as well as the private sector, from for-profit organizations to non-profit organizations, from territories to communities, to develop a new economic model that includes people in need as an active resource of society.

The social economy is known as a way to engage and empower the whole society, the sector. What makes them

part of the social economy are the common values and characteristics that unite them, for example they put people above profits, govern democratically and reinvest most profits.

During 2021 Caritas Kosova has analyzed all the possibilities to help social enterprises in Kosovo. Several video recordings have also been made to promote the work of social enterprises and some youth organizations.

In 2021, several Webinars were organized with different topics where one of them was "Laudato Si" - Building a new economy and a new society.

CST and Social Economy Caritas Spain experience

⁴⁴All the believers were together and had everything in common. ⁴⁵They sold property and possessions to give to anyone who had need.

(Acts 2, 44-45)



Empowering youth and women toward employment in Ferizaj and Mitrovica region

Caritas Kosova is focused on empowering and supporting the unemployed towards employment. As a result, this 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 who are ready to start or develop their own business for revenue generation.

The logic of the project intervention is based on the fact that there is a mismatch between the market needs for employment and the skills of jobseekers. This creates a circle where the weak education system, lack of educated workforce, unemployment and poverty, feed each other. This is particularly emphasized in the case of women and young people,

as well as discriminated groups such as the Roma, Ashkali and Egyptian communities.

Out of 250 applications, 48 beneficiaries selected based on the criteria, have participated in personalized training on business plans (27 women and 21 young people). From them, with a very rigorous approach was made the selection of 25 business ideas to receive initial grants.

From 120 beneficiaries initially planned, in the end the project has reached 153 beneficiaries who have received certified training, 107 of them were young (including young women) and 46 were women over 25 years old.

"No one has given women this chance before. "I only had 4 years of school." -
The woman who was trained through the project in Ferizaj



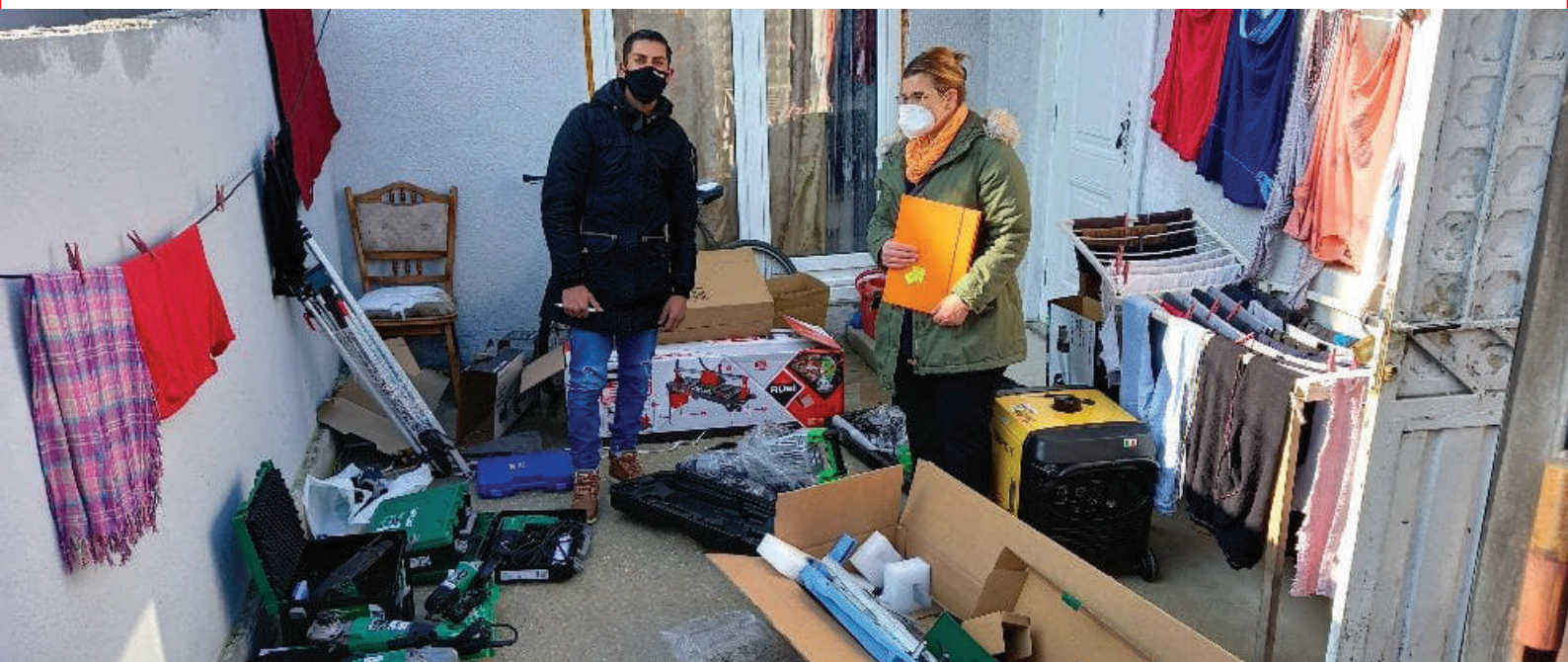
The project also managed to support 52 interns (39 young people and 13 women) in 25 local businesses.

"Caritas has helped me a lot. For half my life I had no hope, with no opportunity and perspective for life. Now I have an idea of what I can do for myself" - Project beneficiary.

5 professional associations were supported and funded (3 in the Mitrovica region and 2 in the Ferizaj region) in order

to continue working with women and youth even after the completion of the project.

"Caritas chose our initiative and supported us. The aim was for us as a local organization to be strengthened to continue working on these issues. The goal has been achieved and we went beyond that because the project has left behind a market where the beneficiaries will continue their business activity " - Beneficiary organization



Partners: European Union and Secours Catholique - Caritas France



YourJob

Caritas Kosova YourJob project is a project that aims to prepare young people for the labor market. YourJob is being implemented in the municipalities of Prizren, Gjakovë, Viti, South Mitrovica, North Mitrovica and Klllokot. In addition to Kosovo, YourJob is implemented in Albania, Bosnia and Herzegovina and Serbia. The main objective of the YourJob project is to support young people from the age of 15 to the age of 30, in preparing them for a more sustainable employment.

Throughout 2021 the implementation of the YourJob project has continued at a very high pace and intensity. Thanks to support from the head office and in cooperation with

donors, in 2021 the YourJob project has achieved the intended objectives and has exceeded them, both in terms of the number of young people who have benefited and the quality of services it has provided.

During 2021, over 1500 young people were involved in the project. Also, during this year, over 50 young people have been placed in internships, 70% of whom have continued their work even after completing the internship. About 80 young people have relied on vocational training, while about 50 young people have relied on online training, mainly in soft skills. During this year, 6 grants for business start-ups were distributed by young people.





These results have been achieved thanks to the increased cooperation of Caritas Kosova with more educational institutions and various companies and businesses. During 2021, through the YourJob project, Caritas Kosova has signed 11 cooperation agreements with institutions and business companies such as: American University in Kosovo, Cactus Education, SEPEEEX, etc.

The results achieved during 2021 have left their mark on the youth, that is grateful for the commitment of the project staff for the opportunity offered.

"Most of the time I thought I had the fate of a loser, as I was constantly rejected. Until I met the YourJob team. You have revived my will to change. I'm happy now. My family is happy too. I'm happy that as a family, I'm not. we need help, because I have already benefited from the work through the YourJob project "- said Edon Emmini from Mitrovica, beneficiary of the internship.

While Rrezarta from Vitia, describing her experience with the YourJob project, says: *"Personally it is a very good experience learning and practicing new things, especially when this has been and continues to be a great desire of mine. Thank you very much. I am and will always be very*

grateful to you. I wish you all the best and success in your work. You are for every praise! " - Beneficial level of training in Graphic Design.

On the other hand, the pandemic has also been one of the challenges that followed in 2021, but despite this, the results have not been lacking. This is also observed in the beneficiaries who, despite the pandemic, have managed to orient themselves and get employed or open their own businesses.

Elind Hajdari from Prizren, who has opened his workshop to produce furniture, says: *"Exactly at the time when the pandemic broke out, a way was opened for me to train in the field I have always wanted, to learn the craft of furniture in a company in Prizren, but still had no prospect of continuing to work here, only to take the path that many young people are taking, to leave my country for a better life outside Kosovo. Thanks to Caritas Kosova, all that idea changed direction, now I am more than happy, because I am doing the job I have always wanted, my dream of being an entrepreneur has become a reality. "I am very grateful that you gave me this opportunity to work and live in my country, where I will continue to be a supporter of our youth, because together here we can make the country as in Germany or anywhere else in Europe."*



PRAXIS

The PRAXIS project is defined as a process which made possible the application of theoretical knowledge in practice. Despite the theoretical knowledge of young people, we still have a large gap between them and the labor market, so PRAXIS's focus on the practical dimension is the answer to the high level of unemployment of young girls and boys in Kosovo and Montenegro.

This project is dedicated to young people and will provide them with the information they need to make better career guidance decisions. Practice and Education are the concrete support of this project that enables young people to be more competitive in the labor market.

The PRAXIS project during 2021 was dedicated to the unemployed youth in the application of theoretical knowledge in practice. In the municipalities of Gjakova and Klina were organized various activities within the program of career guidance, mentoring, practice and volunteering, employment campaigns, training on soft skills and the first cross-border job fair between Kosovo and Montenegro.

The main focus of the project was the answer to the high level of unemployment of your girls and boys from Kosovo and Montenegro during the pandemic situation. In accordance with guidelines and recommendations of the Government, some of the activities were adopted from physical implementation into virtual, without reducing the importance of achievement of the goal. The active participation, among beneficiaries and partners, was evident by

all relevant actors involved from the cross-border employment sector.

In the end of the first year, through info-sessions, training, mentorship, internship, volunteerism, job fair, and networking, 1220 people benefited directly and 4840 indirectly. In general, the targeted groups showed great interest to participate in the activities of the project, knowing the possibilities for their own development and the adapted qualifications for the labor market.



Partners: European Union and Catholic Relief Services



Kindergarten “Engjujt”

In the framework of special programs and projects implemented by Caritas Kosova, pre-primary education and management of kindergartens is an important objective of Caritas Kosova, therefore during 2021 Caritas Kosova has successfully managed the kindergarten “Engjujt” in order to provide of quality day care educational services for children who need well-being and need their education and socialization to be done with a high standard of education and professionalism.

The mission of the kindergarten is to create a safe, convenient, warm and well-planned place for children aged 06-6, in accordance with the individual characteristics of each child.

Kindergarten “Engjujt”, during 2021, has provided care services for 230 children. Kindergarten “Engjujt” is licensed by the Ministry of Education, Science and Technology, has a very convenient location, green space and object modeled specifically 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 Center

The “My Right” project focuses on children with disabilities, their parents and local educational institutions. This project has two main components in itself:

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

A total of 84 children were supported during 2021 in the early education center as well as in school institutions, 41 children aged 0 to 6 are systematically supported on a daily basis at the Center. The schedule for each child serves as a work plan. Based on the needs of people with disabilities, their schedules and plans have been adjusted, which means that a child can receive more services.

On average, 10 children a day can receive services at the Center. Thus, on a weekly basis the number of 41 children with disabilities receiving services can be reached. The participation of children is evidenced through the weekly report prepared by the staff of the Center. Report forms are completed by the center staff on a weekly basis and contain the services provided to PWDs. Also, 22 children-registered in the Center are equipped with an individual transition plan, which serves as a systematic monitoring of child development over a period of time.

The year 2021 was much better in terms of implementation of the activities foreseen in the project compared to the previous year. In cases where there were changes to the safeguards against Covid-19 (which were easier this year), the Center team and the team of school psychologists had the online work plan available, which is of little use because the work is done in the center.





Social Inclusion of Roma, Ashkali and Egyptian Communities

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, poor infrastructure, etc.

Social-Educational Center "Caritas Kosova" - Dubrava, Ferizaj

In the Social and Educational Center of Caritas Kosova in Dubrava - municipality of Ferizaj, during 2021 various services were provided to the communities living there, in total the Center numbered 264 students at all levels. There were 38 children, 16 girls and 22 boys in the level 0 pre-school education. In the supplementary lessons at level 1, for the year 2021 there were 144 students 83 girls and 61 boys and at level 2 there were 82 students, 49 girls and 33 boys. During this year, 30 children with severe literacy problems were specifically supported.

In addition to educational services, the Center also provides social services. The Social Worker has worked individually with 6 children of different age groups and genders.





With a very special activity was marked the International Children's Day with the students of the Social Educational Center "Caritas Kosova" in the village of Dubrava. The march started from the Center, marching through the village of Dubrava, to end in front of the building of the Municipality of Ferizaj. The purpose of this march was to raise awareness of parents, teachers, citizens and representatives of various institutions about the need to respect the rights of children.

Within the Center is also C.I.K. Specialized Family Medicine Ambulance & Dentistry Ambulance which provides health services for the citizens of Dubrava.

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

Partner: Municipality of Ferizaj





Social-Educational Center "Caritas Kosova" - Ali Ibra neighborhood, Gjakova

Caritas Kosova constantly works in the implementation of projects that support the social inclusion of Roma, Ashkali and Egyptian communities in our society, special attention is paid 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 neighborhood in Gjakova. Even through 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 2021, in this Center, educational services and psycho-social activities are provided for children aged 4 - 15 years, 167 children have received services on a daily basis within the supplementary education, 45 children from the age of 4 to 6 have attended pre-school education, 100 primary school children have attended additional education, while 22 others have participated in psycho-social activities. Also, during this time we have conducted various awareness campaigns regarding issues of education and enrollment of children in the first grade.

Partner: Municipality of Gjakova

Within the Center are also provided health services as part of the project "Home Care" where during 2021 have received health services over 100 elderly of the Egyptian community in the neighborhood Ali Ibra in Gjakova.





Supporting the social inclusion of children from Roma Mahalla, Mitrovica

During 2021, this project, which is implemented in: Zvečan, Leposavic, Zubin Potok, Gracanica and Strpce, had the following main objectives: Raising awareness of children and their parents about the importance of vaccinating children and the importance of Water and Sewerage (Water and Sewerage) in six selected municipalities (including the Roma Mahalla in Mitrovica); Parents of Roma, Ashkali and Egyptian children living in the Roma Mahalla are aware of the importance of social inclusion through the use of education, health and social protection; At least 80% of Roma, Ashkali and Egyptian children have demonstrated developmental progress through the implementation of the home visit program using the Portage methodology; At least 80% of Roma, Ashkali and Egyptian children from the Roma

Mahalla will be exposed to preventive health services such as immunization and removal of parasites.

To increase immunization among the wider communities, with special emphasis on vulnerable groups, promotional actions were carried out through posters and promotional billboards in the 6 target municipalities. In total 4 educational videos have been developed that promote the importance of immunization in time. Also, as part of regular medical check-ups for children, maternity and child clinics have informed parents about the regular vaccination plan. All the mentioned activities were carried out in the six respective municipalities, informing more than 11,000 families about the importance of timely immunization. Health care professionals during the annual medical sessions have disseminated important information and messages to more than 1800 preschool children.





In 41 workshops organized in open space 346 children have benefited from these interactive workshops that cover creative topics which have contributed to the process of socializing children and overcoming challenges and difficulties during online classes. The big challenge was involving parents in workshops with children, especially during the pandemic. However, the project team managed to organize 10 joint workshops addressing questions on the importance of early childhood development, prevention and healthy habits, recognizing the early symptoms of various infectious diseases, 105 parents were informed on

how to exercise their rights in health care, especially in relation to the immunization of children. To improve the social inclusion of children, the project team conducted 83 working meetings with representatives of schools, social and health institutions. The project team organized visits for 780 families introducing parents to the importance of timely immunization. The visits also included support for the health system in delivering additional calls for vaccinating children. In this way the project team has provided support to health care institutions in implementing wider immunization.

Partner: UNICEF





ABC EUAV – Accompaniment and capacity building

The ABC-EUAV project is implemented by a consortium of nine Caritas national 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.

After the establishment of the project management team, Caritas Kosova has participated on a monthly basis in all online meetings organized and has had the opportunity to be constantly updated with continuous progress as well as in the next steps with other partners involved in the project. During 2021, the financial tracking system was created and is constantly updated. Through the Baobab platform, the project staff has exchanged experiences, materials and various documents thus raising knowledge on other practices.

Also, CK staff members participated in the training to introduce other tools which were made available by the project.

ABC-EUAV is a regional project and plans joint meetings which due to the pandemic were not realized. For this reason, most physical training activities are organized through online platforms, including the mid-term project review appointment which was organized online.

All project partners had the opportunity to be updated for the second year of the project progress and change the work system of activities.



Partner: European Union



Strengthening resilience of older people and people with disabilities during Covid-19

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.

Since the beginning of the project implementation, five regional helpline centers have been established, covering five regions in Kosovo, in which the project is implemented. The following lines are engaged in: one national coordinator, five local coordinators and 32 volunteers.

In order to precede the helpline services, four trainings / workshops were initially organized for the capacity building program for volunteers and regional coordinators regarding the "Distance Psychological First Aid during the Covid-19 pandemic". Since the launch of remote psychological and psychosocial first aid services, about 477 calls have been recorded. The vast majority of calls were recorded by beneficiaries over the age of 50, while a smaller number of people with disabilities were identified.

More than 91% of the calls were made regarding Covid-19 information, while also referring to specialized services.

In cooperation with relevant institutions and according to WHO standards, Centers for Social Work and the Red Cross, the content of the food and hygiene package for 1000 beneficiaries in 5 municipalities of Kosovo has been determined. Regarding the packages, Caritas Kosova announced the public call at the end of 2021 and selected the supplier, while the packages will be distributed in 2022.

Caritas Kosova has continuously shared information about this project with relevant stakeholders, including the Ministry



of Labor and Social Welfare - Division for the Elderly and Persons with Disabilities, as well as over 55 associations, resource centers and other organizations that operate in this field.

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



CONEX

Overall, the Covid-19 pandemic situation in Kosovo was associated with increased levels of fear and anxiety at the individual and societal levels. This came as a result of insufficient information about the virus, strict requirements for compliance with protective measures and restriction of movement, as well as doubts about the efficiency of the health system.

The pandemic situation has affected the most marginalized groups, mainly the elderly, unemployed women and people with disabilities. In addition to health problems, these categories are also facing economic difficulties. In this regard, the Conex project is focused on addressing the

basic needs that are: lack of food, medicine and other essential supplies, deteriorating economic conditions, as well as isolation and lack of access to social services.

With this in mind, the overall objective of the Conex project is: "To contribute to and alleviate the humanitarian and socio-economic consequences of the Covid-19 crisis, with a special focus on older people, women and people with disabilities, limited as well as other members of the community as the most marginalized category in the country".

Caritas Kosova in partnership with the Mother Teresa Association, are ensuring the quality implementation of the project activities Prishtina, Prizren and Gjakova.





During 2021, Caritas Kosova has initiated open tender procedures for the purchase of 538 packages containing food and non-food items. These open tendering procedures are finalized at the end of the year and the distribution of packages will start at the beginning of 2022. During this period the project staff has met the Social Welfare Centers in the respective cities to inform them about the project and to request assistance if needed during the distribution process.

As part of the project, during 2021, 2 Home Care teams have provided social and health services through home visits. In total, 4 nurses from 2 Home Care teams have served more than 200 beneficiaries, where in 3313 visits they have provided 21130 services.

In order for the economic support component of the project to be implemented in the best possible way, Conex staff have met with women's organizations in their respective cities to seek their support in sharing information and to encourage women to participate in project. Following this Caritas Kosova has developed the criteria for participation and has published the invitation for submission of applications by women.



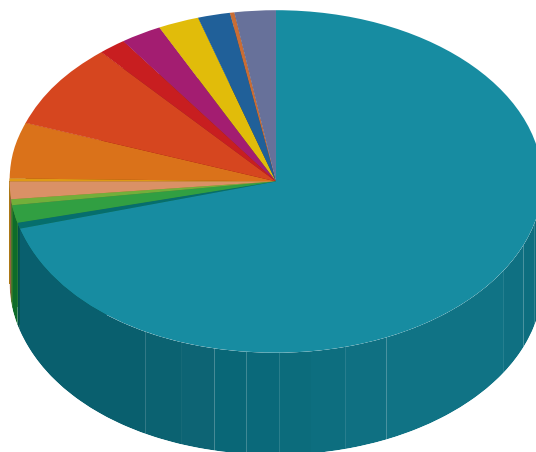
Partners: Austrian Development Agency (ADA), Caritas Austria, Care, Diakonie, Austrian Red Cross

Annual Budget 2021

4,238,564 €

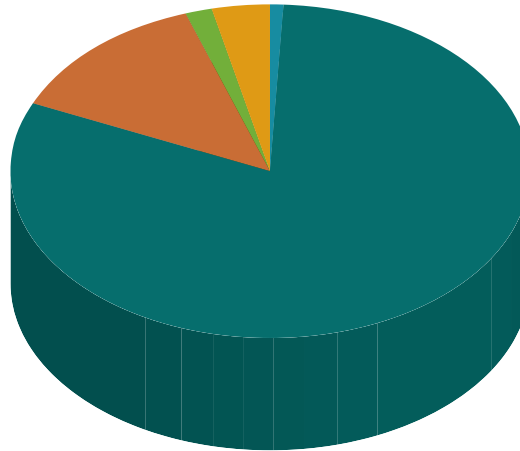
1	Home Care/Support to outpatient services	2,998,567 €
2	Charity and Solidarity	19,920 €
3	SOCIETIES	69,275 €
4	Stop and Help	29,955 €
5	Soup Kitchen	62,500 €
6	ELBA and Employ Yourself	5,713 €
7	Empowering youth and women toward employment in Ferizaj and Mitrovica region	5,160 €
8	YourJob	230,000 €
9	Kindergarten "Engujt"	342,476 €
10	My Right - Early Education Center	73,105 €
11	Social Inclusion of Roma, Ashkali and Egyptian Communities	104,962 €
12	Strengthening resilience of older people and people with disabilities during Covid-19	103,084 €
13	CONEX	82,688 €
14	ODSS	14,482 €
15	Other	96,677 €

Percentage by Projects



Home Care/Support to outpatient services	70,74%
Charity and Solidarity	0,47%
SOCIETIES	1,63%
Stop and Help	0,71%
Soup Kitchen	1,47%
Elba and Employ Yourself	0,13%
Empowering youth and women toward employment in Ferizaj and Mitrovica region	0,12%
YourJob	5,43%
Kindergarten "Engjujt"	8,08%
My Right - Early Education Center	1,72%
Social Inclusion of Roma, Ashkali and Egyptian Communities	2,48%
Strengthening resilience of older people and people with disabilities during Covid-19	2,43%
CONEX	1,95%
ODSS	0,34%
Other	2,28%

Percentage by Donors



Caritas Network	0,96%
Central and Local Institutions	80,95%
International Institutions and Organizations	12,92%
European Union	1,63%
Other	3,54%

Headquarter – Ferizaj

Address: Rr. Shën Nënë Tereza Nr. 3/Kisha Katolike
70000 Ferizaj, Kosovë

Email: info@caritaskosova.org

Tel: +383 (0) 290 328 110

Regional Office - Prishtinë

Address: Rr. Karposh Nr. 41/Kisha Katolike,
10000, Ulpianë, Prishtinë, Kosovë

Regional Office - Prizren

Address: Rr. Papa Gjon Pali II Nr. 1
20000, Prizren, Kosovë

Regional Office - Mitrovicë

Address: Rr. Perandori Dushan
p.n./ndërtesa e IBCM
40000, Mitrovicë, Kosovë

Regional Office - Gjakovë

Address: Rr. Ali Ibra p.n./Qendra e Komuniteteve
50000, Gjakovë, Kosovë

Regional Office - Leposaviq

Address: Rr. Rudarska, p.n.
43500, Leposaviq, Kosovë

www.caritaskosova.org