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Ministry of Labor and Social Welfare

Ministarstvo Rada i Socijalne Zaštite - Ministry of Labour and Social Welfare

SOCIAL AND FAMILY POLICIES DEPARTMENT

SOCIAL WELFARE 2019

PRISHTINA, 2020

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List of abbreviations:

MLSW	Ministry of Labor and Social Welfare
SFPD	Social and Family Policies Department
SPID	Social Planning and Inclusion Division
SPD	Social Policy Division
SSD	Social Services Division
DEPD	Disability and Elderly People Division
SAD	Social Assistance Division
GCSFS	General Council of Social and Family Services
MIU	Monitoring and Inspection Unit
GAWN	Government Annual Work Plan
SWC	Center for Social Work
SOS	Children's Village
UCCK	University Clinical Center of Kosovo
HHC	Hope and Homes for Children
SISH	Special Institute in Shtime
HEWFC	Home for the Elderly without Family Care
CH	Community Homes
CPWC	Center for the Protection of Women and Children
MoF	Ministry of Finance
MED	Ministry of Economic Development
MLGA	Ministry of Local Government Administration
TAK	Tax Administration of Kosovo
NAO	National Audit Office
IAU	Internal Audit Unit
CBK	Central Bank of Kosovo
PK JSC	Post of Kosovo Joint Stock Company
CSU	Control and Supervision Unit
DMFWI	Department of Martyrs' Families and War Invalids
SAS	Social Assistance Scheme
SA	Social Assistance
DLE	Department of Labor and Employment

IT	Information Technology
KAS	Kosovo Agency of Statistics
MDHSW	Municipal Directorate for Health and Social Welfare
BpB	Bank for Business
KEDS	Kosovo Electricity Distribution Company
KESCO	Kosovo Electricity Supply Company
NGO	Non-Governmental Organization
FCPD	Families with Children with Permanent Disabilities
MC	Medical Commission
RTK	Radio Television of Kosovo
BP	Blind Persons
PPT	Paraplegic and Tetraplegic Persons

List of figures:

<i>Figure 1</i>	New cases of abandoned children, January-December 2019	23
<i>Figure 2:</i>	Percentage of abandoned children by gender, 2019	24
<i>Figure 3</i>	Children abandoned during 2019 and those transferred from 2018 by percentage	24
<i>Figure 4</i>	Number of abandoned children transferred from 2018 to 2019	25
<i>Figure 5</i>	Number of children placed in kinship foster care by months	27
<i>Figure 6</i>	Amount of funds processed for the payment of kinship foster care, 2019	28
<i>Figure 7</i>	Number of new cases and transferred cases of children in non-kinship foster care, 2019	29
<i>Figure 8</i>	Number of children in non-kinship foster care and number of foster families, 2019	30
<i>Figure 9</i>	Amount of funds processed for the payment of non-kinship foster care, 2019	30
<i>Figure 10</i>	Number of applications considered for adoption, 2019	31
<i>Figure 11</i>	Number of approved applications for placement in foster and foster families, 2019	32
<i>Figure 12</i>	Number of children sheltered in SOS Family	33
<i>Figure 13</i>	Number of children accommodated in shelters, 2019	34
<i>Figure 14</i>	Number of children with antisocial behaviour and minors in conflict with the law, 2019	35
<i>Figure 15</i>	Number of children identified in hard labour	37
<i>Figure 16</i>	Children in hard labour by percentage, 2019	37
<i>Figure 17</i>	Percentage of victims of domestic violence by age, 2019	40
<i>Figure 18</i>	Percentage of victims of domestic violence by gender	40
<i>Figure 19</i>	Percentage of victims of trafficking in human beings by age, 2019	43
<i>Figure 20</i>	Percentage of victims of trafficking by gender	44
<i>Figure 21</i>	Percentage of victims of trafficking by country of origin, 2019	44
<i>Figure 22</i>	Treatment of cases with marital counselling by nationalities, 2019	46
<i>Figure 23:</i>	Percentage of requests for institutional/residential housing	50
<i>Figure 24</i>	Number of applications considered for institutional/residential housing, 2019	51
<i>Figure 25</i>	National client structure in HEWFC-Prishtina, December 2019	52
<i>Figure 26</i>	National client structure in SISH, December 2019	53
<i>Figure 27</i>	National client structure in the Orphanage in Shtime	54
<i>Figure 28</i>	Number of beneficiary children of FCPD Scheme	55
<i>Figure 29</i>	Amount of funds processed for the payment of FCPD Scheme, 2019	56
<i>Figure 30</i>	Beneficiary children of FSPD by the continuity of the learning process, 2019	57
<i>Figure 31</i>	Number of applications considered by the First Instance Medical Commission, 2019	58
<i>Figure 32</i>	Applications considered by the First Instance Medical Commission, by percentage	58

<i>Figure 33</i>	Number of complaints examined by the Second Instance Medical Commission, 2019	59
<i>Figure 34</i>	Complaints examined by the Second Instance Medical Commission, by percentage	59
<i>Figure 35</i>	Number of families included in SAS, 2019	67
<i>Figure 36</i>	Number of family members included in SAS, 2019	67
<i>Figure 37</i>	Social assistance payments by months, 2019	68
<i>Figure 38</i>	Number of families in SAS, by municipalities/CSW, December 2019	79
<i>Figure 39</i>	Families in SAS by number of family members, 2019	70
<i>Figure 40</i>	Percentage of families in SAS by categories, December 2019	71
<i>Figure 41</i>	Social assistance providers by categories and structure, December 2019	72
<i>Figure 42</i>	National family structure in SAS, December 2019	74
<i>Figure 43</i>	National structure of family members in SAS, December 2019	74
<i>Figure 44</i>	Number of family members by categories and gender structure, December 2019	75
<i>Figure 45</i>	Family members in SAS in percentages by age group, December 2019	76
<i>Figure 46</i>	Number of applications considered by the First Instance Medical Commission, 2019	82
<i>Figure 47</i>	Number of complaints examined by the Second Instance Complaints Commission, 2019	84
<i>Figure 48</i>	Number of complaints examined by the Second Instance Medical Commission, 2019	85
<i>Figure 49</i>	Administrative disputes processed before the Basic Court, 2019	86
<i>Figure 50</i>	Number of completed and incomplete cases by CSW	88
<i>Figure 51</i>	Number of eligible and non-eligible families by CSW, 2019	89
<i>Figure 52</i>	Number of families receiving social assistance without legal basis after comparison with TAK, 2019	91
<i>Figure 53</i>	Number of applications for immediate assistance, approval and rejection, 2019	93
<i>Figure 54</i>	Number of applications considered for consent/authorization by CSW, 2019	96
<i>Figure 55</i>	Amount of funds processed, distributed and returned, 2019	98
<i>Figure 56</i>	Subsidized families by schemes, in percentage, 2018	101
<i>Figure 57</i>	Subsidized families by schemes, in percentage, 2018	110
<i>Figure 58</i>	NGOs licensed according to the level where they provide services, 2019	111
<i>Figure 59</i>	Percentage of the number of applications considered at the superior level, 2019	119
<i>Figure 60</i>	Percentage of licensed and relicensed providers at the superior level, 2019	120
<i>Figure 61</i>	Number of licensed and relicensed providers by gender, 2019	120
<i>Figure 62</i>	Percentage of licensed/relicensed providers by gender, 2019	121
<i>Figure 63</i>	Number of applications considered at basic, intermediate and advanced level in percentage, 2019	122
<i>Figure 64</i>	Licensed and relicensed service providers, in percentage, 2019	123
<i>Figure 65</i>	Number of licensed and relicensed providers by gender, 2019	123

<i>Figure 66</i>	Licensed/relicensed providers by gender, 2019	124
<i>Figure 67</i>	Number of examined complaints in percentage, 2019	125
<i>Figure 68</i>	Percentage of complaints examined at the superior level by sectors, 2019	126
<i>Figure 69</i>	Complaints examined at basic, intermediate and advanced level by sectors, 2019	127
<i>Figure 70</i>	Number of complaints examined at basic, intermediate and advanced level in percentage by gender, 2019	127

List of tables:

<i>Table 1</i>	Number of victims of domestic violence accommodated in shelters, 2019	39
<i>Table 2</i>	Number of victims of trafficking in human beings, 2019	42
<i>Table 3</i>	Gender and national structure of clients in HEWFC, Prishtina, December 2019	51
<i>Table 4</i>	Gender and national structure of clients in SISH - Shtime, December 2019	52
<i>Table 5</i>	Gender and national structure of clients in the Orphanage - Shtime, December 2019	53
<i>Table 6</i>	Number of beneficiary children of FCPD Scheme, 2019	55
<i>Table 7</i>	Number of children by the continuity of the learning process, 2019	57
<i>Table 8</i>	Number of families-family members included in SAS, 2019	66
<i>Table 9</i>	Families in SAS by number of family members, December 2019	70
<i>Table 10</i>	Social assistance providers by categories and gender structure, December 2019	71
<i>Table 11</i>	Social assistance providers by status, December 2019	72
<i>Table 12</i>	National family structure in SAS, December 2019	73
<i>Table 13</i>	Family members in SAS by category and gender structure	75
<i>Table 14</i>	Number and percentage of family members in SAS by age group, December 2019	76
<i>Table 15</i>	Families in SAS by number of members, points and monthly amount, December 2019	78
<i>Table 16</i>	Amount and average of social assistance by the number of family members (2003, 2009, 2012, 2015 and 2019)	79
<i>Table 17</i>	Number of applications considered by the First Instance Medical Commission, 2019	81
<i>Table 18</i>	Number of complaints, assessments in the Second Instance and administrative disputes, 2019	83
<i>Table 19</i>	Number of Centers for Social Work inspected by the Control and Supervision Unit, 2019	87
<i>Table 20</i>	Number of cases verified by TAK, 2019	90
<i>Table 21</i>	Exceptional emergency assistance, 2019	93
<i>Table 22</i>	Number of applications considered for consent/authorization by CSW, 2019	95
<i>Table 23</i>	Processing, distribution, settlement and return of funds from BpB to the MLSW budget, 2019	97
<i>Table 24</i>	SAS budget and distribution of social assistance by months, 2019	99
<i>Table 25</i>	Electricity subsidy for families in SAS, MFWI for 2018	100

<i>Table 26</i>	Number of beneficiaries of MFWI scheme by categories, December 2019	107
<i>Table 27</i>	Inspected Public Institutions and Non-Governmental Organizations, 2019	112
<i>Table 28</i>	Number of researches conducted by Social Policies Department, 2019	114
<i>Table 29</i>	Number of meetings of Standing Commissions of the Council, 2019	118
<i>Table 30</i>	Number of applications considered at the superior level, 2019	119
<i>Table 31</i>	Number of licensed and relicensed providers by gender, 2019	119
<i>Table 32</i>	Number of applications considered at basic, intermediate and advanced level, 2019	121
<i>Table 33</i>	Number of licensed and relicensed providers by gender, 2019	122
<i>Table 34</i>	Number of examined complaints by levels, 2019	124
<i>Table 35</i>	Number of applications considered at the superior level, 2019	125
<i>Table 36</i>	Number of applications considered at basic, intermediate and advanced level, 2019	126

List of boxes:

<i>Box 1</i>	Notion " family " and " household " according to Law on the Social Assistance Scheme	64
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CONTENTS

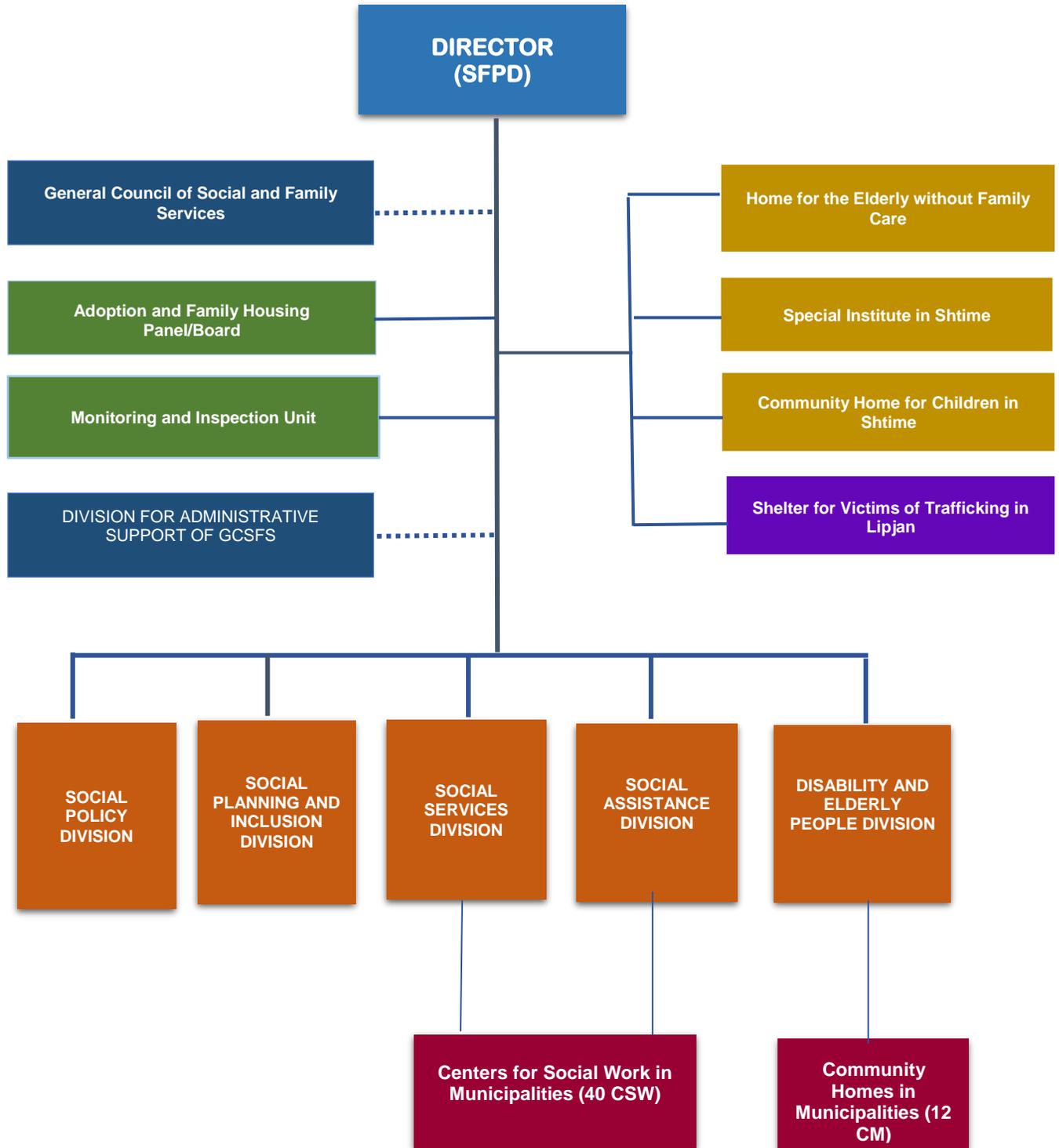
SFPD ORGANIZATIONAL CHART.....	12
1. FOREWORD.....	13
2. INTRODUCTION	14
3. LEGAL FRAMEWORK.....	15
3.1. Legal acts of the Social Services	15
3.1.1. Bylaws of the Social Services.....	15
3.2. Legal acts of the Social Assistance Scheme	16
3.2.1. Bylaws of the Social Assistance Scheme	17
3.3. Memoranda of Understanding/Cooperation	17
3.4. Minimum standards and specification of social and family services	18
4. SOCIAL AND FAMILY POLICIES DEPARTMENT.....	19
4.1. Duties and responsibilities	19
4.2. Organizational Structure of the Department (central and local level)	20
4.2.1. Institutions at the central level	20
4.2.2. Institutions at the local level	20
4.2.3. Working bodies	20
5. SOCIAL SERVICES DIVISION.....	22
5.1. Duties and responsibilities	22
5.2. Provision of social services	22
5.3. Children without parental care and forms of social protection	22
5.3.1. Abandoned children.....	23
5.3.2. Custody.....	25
5.3.3. Family reunification.....	26
5.3.4 Foster care	27
5.3.5. Adoption	31
5.3.6. Children of parents hindered in exercising parental right and abused	32
5.3.7. Abused and mistreated children	33
5.4. Children in conflict with the law and children with antisocial behaviour.....	34
5.5. Repatriation of unaccompanied children	35
5.6. Children in hard labour	36
5.7. Domestic violence.....	38
5.7.1. Gender structure and age of victims of domestic violence	39
5.8. Trafficking in human beings	41
5.8.1. Housing and treatment of victims of trafficking.....	41
5.8.2. Number of victims of trafficking by age and gender	43
5.8.3. Number of victims of trafficking by country of origin	44
5.9. Protection of victims of child sex crimes	45
5.10. Minors entering into early marriage	45

5.10.1. Numer of aplikations for marriage befor and adulthood.....	45
5.11. Marital counselling.....	45
5.12. The Second Instance Commission for Reviewing and Deciding on Complaints	46
5.13. Cooperation with Non-Governmental Organizations.....	46
5.14. Advancing the Legal-Professional Infrastructure	47
6. DISABILITY AND ELDERLY PEOPLE DIVISION.....	48
6.1. Duties and responsibilities	48
6.2. Activities carried out by Disability and Elderly People Division	48
6.3. Number of examined applications for institutional/residential housing	50
6.3.1. Gender and national structure of clients in HEWFC in Prishtina.....	51
6.3.2. Gender and national structure of clients in SISH - Shtime	52
6.3.3. Gender and national structure of clients in the Orphanage in Shtime	53
6.4. Material Support Scheme for Families with Children with Permanent Disabilities	54
6.4.1. Number of beneficiary children in FCPD Scheme, by months	54
6.4.2. Budget spent for FCPD Scheme	56
6.4.6. Number of children in FCPD Scheme by the continuity of the learning process	56
6.5. Number of disability applications considered by the First Instance Commission	57
6.6. Number of disability applications considered by the Second Instance Commission	59
7. SOCIAL ASSISTANCE DIVISION	60
7.1. Duties and responsibilities	60
7.2. Organizational structure of the Social Assistance Scheme	61
7.3. Delegation (Deconcentration) of the Social Assistance Scheme	61
7.4. Responsibilities of the central level - MLSW for the Social Assistance Scheme	61
7.5. Responsibilities of the municipal level for the Social Assistance Scheme	62
7.5.1. Administration of SAS at the municipal level	63
7.6. Criteria and conditions for receiving social assistance	63
7.7. Number of families and family members in SAS	65
7.7.1. Number of families and family members in SAS by municipalities/CSW	68
7.7.2. Families in SAS by number of family members	70
7.7.3. Social assistance beneficiaries, by categories and gender structure	71
7.7.4. Structure of the status of social assistance beneficiaries SAS.....	72
7.7.5. National structure of families in social assistance	73
7.7.6. Family members in SAS by categories and gender structure	75
7.7.7. Family members in SAS by age group	76
7.8. Monthly amount of social assistance	77
7.8.1. Increasing the amount of social assistance - the average for members and families	79
7.9. The work of the Units-Commissions of the Social Assistance Division	80
7.9.1. Level I Medical Commission of	80
7.10. Social assistance complaining process and procedures	82
7.10.1. Level II Complaints Unit/Commission in SSD/SFPD.....	82

7.10.2. The Second Instance Medical Commission for incapacity for work	84
7.10.3. Administrative disputes	85
7.11. Control and Supervision Unit for the Social Assistance Scheme	86
7.12. Comparison of data with the Tax Administration of Kosovo	89
7.13. Exceptional Emergency Assistance	92
7.14. Consents for authorization to withdraw social assistance	94
7.15. Budget of the Social Assistance Scheme, processing, distribution, settlement, return of funds and bank provision for economic operators	97
7.15.1. Distribution of social assistance	98
7.16. Electricity subsidy for 2018	99
7.17. Database (IT) for Social Assistance Scheme	101
8. SOCIAL PLANNING AND INCLUSION DIVISION.....	103
8.1. Duties and responsibilities	103
8.2. Budget planning and spending for 2019	103
8.3. Social inclusion	104
8.4. Social exclusion	109
8.5. Licensing of Non-Governmental Organizations.....	110
8.6. Monitoring and Inspection Unit	111
9. SOCIAL SERVICES DIVISION.....	113
9.1. Duties and responsibilities	113
9.2. Preparing researches for publication	113
10. DIVISION FOR ADMINISTRATIVE SUPPORT OF GCSFS.....	115
9.1. Duties and responsibilities	115
11. GENERAL COUNCIL OF SOCIAL AND FAMILY SERVICES.....	116
11.1. Duties and responsibilities	116
11.2. Composition of the Council.....	117
11.3. Implemented activities	117
11.3.1. Regular Council meetings held during 2019	117
11.3.2. Meetings of the standing commissions held during 2019	118
11.4. Licensing Commission: superior level	118
11.4.1. Number of considered requests	118
11.4.2. Number of licensed and relicensed providers, 2019	119
11.4.3. Number of licensed and relicensed providers by gender	120
11.5. Licensing Commission: basic, intermediate and advanced level	121
11.5.1. Number of applications considered during 2019	121
11.5.2. Number of licensed and relicensed providers, 2019	122
11.5.3. Number of licensed and relicensed providers, by gender	123
11.6. Complaints Commission	124
11.6.1. Number of complaints examined during 2019	124

11.6.2. Number of complaints examined at superior level	125
11.6.3. Number of complaints examined at basic, intermediate and advanced level	126
11.7. Cooperation with local and international partners	127
12. MAIN ACHIEVEMENTS OF THE DEPARTMENT DURING 2019	129
12.1. Implementation of benefits and compensations from Schemes managed by SFPD	129
12.2. Implementation of the electricity subsidy programme MLSW/SFPD.....	129
12.3. Implementation of the programme for financial support of licensed NGOs	130
12.4. Social and family services	130
12.5. Residential housing for the elderly without family care, children and adults with mental disabilities – mental retardation	131
12.6. Residential housing for victims of trafficking in human beings	131
12.7. Licensing of individual providers and legal entities (NGOs)	131
12.8. Capacity building and training of social and family service providers	132
OVERVIEW OF THE GENERAL DATA	133

SFPD ORGANIZATIONAL CHART



1. FOREWORD

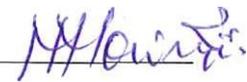
Based on the Annual Work Plan, the Department for Social and Family Policy (DSFP) publishes the annual work report for 2019, called “Social Welfare 2019”.

The publication “Social Welfare 2019”, is a summary of activities in the field of social services and social assistance realized during 2019. In this publication are found important information related to child protection, victims of domestic violence, victims of trafficking in human beings , elderly people without family support, adults with mental disabilities / mental retardation, for children with permanent disabilities, individuals and families receiving social assistance, for the licensing process of Non-Governmental Organizations, social and family service providers etc.

I hope that the data presented in this publication can be used and serve all individual and institutional actors related to the field of social welfare.

Finally, I thank all the institutions at the central and local level for the work and professional cooperation with DSFP during 2019 and all the staff of DSFP who helped in the preparation of this report by providing data according to the field they cover.

Mentor Morina _____
Director of DSFP



2. INTRODUCTION

Social and Family Policies Department (SFDP) operates within the Ministry of Labor and Social Welfare. Its mission is to engage in the development of new legislation, setting appropriate standards for social services and protection, and providing broad and sustainable financial support to groups in need, including legitimate and transparent criteria. SFDP also ensures that social welfare policies are presented based on data on poverty in Kosovo and that budget policies to increase social welfare are compatible with budgetary opportunities.

This report reflects the main activities carried out by SFDP during 2019, activities which are carried out in accordance with the Annual Work Plan for 2019, strategic and specific objectives in the area of social and family policies.

Overview of the main activities carried out by SFDP during 2019 is given according to the Divisions operating within it, starting from: Social Services Division (SSD), Disability and Elderly People Division (DEPD), Social Assistance Division (SAD), Social Planning and Inclusion Division (SPID), Social Policy Division (SPD), Division for Administrative Support of GCSFS, General Council for Social and Family Services (GCSFS).

Annual reports of Divisions, as well as the data of Social Services Database, were used for the compilation of the report, especially the data of the Social Assistance Scheme Database were used, so that the presented data are comprehensive, accurate and clear.

Finally, for the contribution in drafting this report, special thanks go to Mr. Mentor Morina, Director of SFDP, Heads of Divisions, Database Manager of Social Services, Database Manager of Social Assistance Scheme, responsible officers of the respective fields, CSW, Special Institute in Shtime, Home for the Elderly without Family Care in Prishtina, etc.

3. LEGAL FRAMEWORK

3.1. Legal acts of the Social Services

1. Law No.02/L-17 on Social and Family Services;
2. Law No. 04/L-081 Amending and Supplementing Family Law of Kosovo. 02/L-17 on Social and Family Services;
3. Family Law No. 2004/32 of Kosovo;
4. Code No. 03/L-193 Juvenile Justice Code;
5. Law No. 03/L-182 on Protection against Domestic Violence;
6. Law No. 04/L-218 on Preventing and Combating Trafficking in Human Beings and Protecting Victims of Trafficking
7. Law No. 05/L-021 on Protection against Discrimination;

3.1.1. Bylaws of the Social Services

1. Administrative Instruction No. 01/2010 on Procedures for Delegation of Responsibilities at the Local Level for Social Services in Kosovo;
2. Regulation on the Work of the Panel for Placing Children without Parental Care in Foster Care and Adoption;
3. Administrative Instruction No. 12/2012 on the Composition and Operation of the Panel for Placing Children without Parental Care in Foster Care and Adoption;
4. Administrative Instruction (MLSW) Amending and Supplementing Administrative Instruction No. 12/2012 on Support and Operation of the Panel for Placing Children without Parental Care in Foster Care and Adoption;
5. Administrative Instruction (MLSW) No. 09/2014 on Regulation of Procedures for Adoption for Children without Parental Care;
6. Administrative Instruction (MLSW) No. 01/2016 Amending and Supplementing Administrative Instruction No. 12/2012 on Composition and Operation of the Panel for Placing Children without Parental Care in Foster Care and Adoption;
7. Administrative Instruction No. 02/2016 on the Regulation of Foster Care in Kosovo;
8. Administrative Instruction (MLSW) No. 08/2017 Supplementing and Amending Administrative Instruction No. 02/2016 on the Regulation of Foster Care in Kosovo;
9. Administrative Instruction No. 13/2010 on the Provision of Services in Community - for Persons with Disabilities, Mental Retardation in Mental Development;
10. Administrative Instruction No. 10/2010 on Provision of Services in Community - Home for the Elderly without Family Care;
11. Administrative Instruction No. 07/2011 on Activities and Requirements for Accommodation of Residents in the Home for the Elderly without Family Care and in Community-Based Homes;
12. Administrative Instruction No. 10/2014 on Activities and Requirements for Accommodation of Residents in the Home for the Elderly without Family Care and in Community-Based Homes;
13. Administrative Instruction No. 06/2011 on Activities and Accommodation of Residents, Persons with Mental Disabilities - Mental Retardation at the Special Institute in Shtime, and in Community-Based Homes;

14. Administrative Instruction (MLSW) No.11/2014 on Activities and Requirements for Accommodation of Residents, Persons with Mental Disabilities-Mental Retardation at the Special Institute in Shtime and in Community-Based Homes;
15. Administrative Instruction (MLSW) No.03/2009 on Regulation and Definition of Application Procedures for Realization of the Right to Material Support for Families with Children with Permanent Disabilities;
16. Administrative Instruction No. 07/2010 Supplementing the Administrative Instruction No. 03/2009 on Regulation and Definition of Application Procedures for Realization of the Right to Material Support for Families with Children with Permanent Disabilities;
17. Administrative Instruction (MLSW) No.06/2014 Amending and Supplementing the Administrative Instruction No. 07/2010 on Regulation and Definition of Application Procedures for Realization of the Right to Material Support for Families with Children with Permanent Disabilities;
18. Administrative Instruction (MLSW) No.02/2014 on Allocation and Provision of Financial Support to Local NGOs during 2014;
19. Administrative Instruction (MLSW) No.17/2013 on Licensing of Legal Entities/Organizations Providing Social and Family Services;
20. Administrative Instruction No. 14/2013 on Monitoring and Inspection of Legal Entities/ Organizations Providing Social and Family Services;
21. Rules of Procedure No. 999 of the Monitoring/Inspection Unit of Social and Family Services;
22. Administrative Instruction No. 02/2012 on Allocation and Provision of Financial Support to Local NGOs during 2012;
23. Administrative Instruction No. 11/2012 Amending and Supplementing AI No. 02/2012 on Allocation and Provision of Financial Support to Local NGOs during 2012;
24. Administrative Instruction (MLSW) No. 08/2013 on the Treatment of Children Committing Criminal Offenses without Criminal Liability and Those with Antisocial Behavior;
25. Regulation No. 352/2014 on the Operation of the General Council for Social and Family Services;
26. Administrative Instruction No. 02/2015 on Financing the Activities of the General Council for Social and Family Services and Compensation of its Members;
27. Administrative Instruction No. 13/2013 on Licensing of Social and Family Service Providers at Basic and Intermediate Level;
28. Administrative Instruction No. 10/2012 on the Organization, Scope and Functioning of the General Council of Social and Family Services;
29. Administrative Instruction (MLSW) No. 06/2017 Supplementing and Amending Administrative Instruction No. 10/2010 on the Organization, Scope and Functioning of the Council for Social and Family Services;
30. Administrative Instruction No. 04/2012 on Licensing of Social and Family Service Providers;
31. Administrative Instruction (MLSW) No. 20/2015 on Financing the Activities of the General Council for Social and Family Services (GCSFS) and the compensations of its Members;
32. Regulation No. 01/2016 on the Operation in Shelters for Protection and Rehabilitation of Victims of Human Trafficking at Medium and High-Risk Level;

3.2. Legal acts of the Social Assistance

1. Law No. 2003/15 on the Social Assistance Scheme in Kosovo and.
2. Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo.

3.2.1. Bylaws of the Social Assistance Scheme

1. Administrative Instruction No. 01/2010 on Procedures for Delegation of Responsibilities at Local Level for the Social Assistance Scheme in Kosovo;
2. Administrative Instruction No. 04/2013 on Procedures for Submitting Applications for Social Assistance;
3. Administrative Instruction No. 16/2013 on Determining the Conditions and Criteria for the Acquisition of Social Assistance to the Foreigners in the Republic of Kosovo;
4. Administrative Instruction No. 08/2010 on Administrative Procedures for the Payments by Beneficiaries of the Social Assistance Scheme Gained Without a Legal Basis;
5. Administrative Instruction No. 03/2017 Amending and Supplementing the Administrative Instruction No. 08/2010 on Administrative Procedures for the Payments by Beneficiaries of the Social Assistance Scheme Gained Without a Legal Basis;
6. Administrative Instruction No. 11/2013 on the Operational Procedures of the Medical Commission for Applicants for Social Assistance in the First Category;
7. Administrative Instruction No. 12/2007 on the Establishment and Functioning of the Second Instance Complaints Commission related to Social Assistance.
8. Administrative Instruction No. 12/2013 on Defining Procedures for Exceptional Needs;
9. Administrative Instruction No. 03/2013 on Procedures for Registration, Certification and Active Job Search for the Unemployed Applying for the Social Assistance Scheme;
10. Administrative Instruction No. 06/2013 on Calculation of Material and Intangible Goods as well as Accountable and Non-Accountable Revenues;
11. Administrative Instruction No. 11/2013 on the Operational Procedures of the Medical Commission for Applicants for Social Assistance in the First Category;
12. Administrative Instruction No. 15/2012 on the Calculation of the Monthly Amount of Social Assistance.

3.3. Memoranda of Understanding/Cooperation

1. Memorandum of Understanding on the Transfer of Social Services Competencies and the Delegation of Social Assistance Responsibilities to the Municipal Level (2009 for CSW and 2016 for Community Homes);
2. Memorandum of Understanding between the Ministry of Justice and MLSW on the transfer of responsibilities and management of the Shelter for the Protection of Victims of Trafficking in Lipjan (2011);
3. Memorandum of Understanding No. 252 dated 14.04.2014, between the MIA and MLSW for the management and implementation of the Reintegration Programme of repatriated persons;
4. Cooperation Agreement No. 39 dated 28.01.2019 between MLSW-PK.SH.A-BPB for the distribution of social assistance (2019-2021);
5. Cooperation Agreement No. 231 dated 03.05.2019, between MLSW-KEDS-KESCO for subsidizing electricity of social categories spent during 2018;
6. Cooperation Agreement No. 102 dated 28.02.2019, between MLSW and the NGO "World Vision" (2019-2020);
7. Cooperation Agreement No. 398 dated 10.09.2019, between MLSW and the NGO "Children Without Parental Care" (2019-2020);
8. Cooperation Agreement No. 554 dated 05.12.2019 between MLSW and SOS Children's Villages (2019-2021);

9. Cooperation Agreement No. 578 dated 30.12.2019 between MLSW and the Foundation "Terre des Hommes" (2020-2021);
10. Cooperation Agreement No. 102 dated 28.02.2019 MLSW and the NGO "World Vision" (2019-2020);
11. Cooperation Agreement No. 3980 dated 16.09.2019 between MLSW and the Organization for Children without Parental Care - OFAP;
12. Cooperation Agreement between MLSW and TAK, dated 21.01.2019;
13. Cooperation Agreement between MLSW and KEDS, dated 03.05.2019;
14. Cooperation Agreement between MLSW and MAFRD, dated 08.01.2019;
15. Cooperation Agreement between MLSW and TAK, dated 30.07.2019;
16. Cooperation Agreement between MLSW and TAK, dated 21.01.2019;
17. Cooperation Agreement between MLSW and MIA/ARC, dated 10.10.2019;
18. Cooperation Agreement between MLSW and BpB/PKSH.A/NLB, dated 28.01.2019.

3.4. Minimum standards and specification of approved social services

1. Domestic Violence/Children and adults;
2. Children in hard forms of labour;
3. Adoption of children without parental care;
4. Children's trust in the families of divorced and separated parents;
5. Institutional care for the elderly;
6. Custody;
7. Family reunification;
8. Children with antisocial behaviour/children who commit criminal offences without criminal liability;
9. Abused/neglected children;
10. Children with disabilities;
11. Service for children in conflict with the law with criminal liability;
12. Service for victims of human trafficking;
13. Service for children using psychoactive substances;
14. Service for children accommodated in kinship foster care;
15. Service for children in foster care and foster families;
16. Minimum quality standards of social services for child victims of sex crimes;
17. Minimum quality standards of social services for minors entering into marriage;
18. Minimum standards for the quality of social services at home for the elderly;
19. Minimum quality standards of social services at home for persons with disabilities;
20. Service Framework and Minimum Quality Standards Framework for the elderly in Community Homes;
21. Minimum quality standards of social services in residential homes for people with intellectual disabilities (children and adults);
22. Service framework and minimum quality standards of social services for children with disabilities in Day Care Centers.

4. SOCIAL AND FAMILY POLICIES DEPARTMENT

4.1. Duties and responsibilities

Social and Family Policies Department (SFPD) operates within the Ministry of Labor and Social Welfare. Duties and responsibilities of the Social and Family Policies Department are defined under Law No. 02/L-17 on Social and Family Services and Law No. 04/L-081 Amending and Supplementing Law No. 02/L-17 on Social and Family Services;

Based on the above-mentioned legislation, the responsibilities of SFPD are:

- ✓ *Cooperating with municipalities, academic districts, other ministries and stakeholders for maintaining the level and advancement of social and family services;*
- ✓ *Providing proposals, suggestions and advice to the Ministry and the Government of the Republic of Kosovo regarding the development of policies related to social and family services;*
- ✓ *Preparing administrative instructions, directives and instructions related to the provision of social and family services;*
- ✓ *Issuing guidelines regarding service level standards to be met by social and family service providers;*
- ✓ *Licensing NGOs that provide social and family services;*
- ✓ *Conducting inspections of social and family services;*
- ✓ *Reviewing the annual reports of the respective municipal directorates and approving the annual work plans;*
- ✓ *Approving the establishment of residential care facilities by social and family service providers;*
- ✓ *Taking responsibility for the direct management of social and family services in cases where the municipality continuously and seriously fails to meet acceptable standards for the performance of services;*
- ✓ *Providing instructions regarding the submission of applications for custody orders before the courts, which relate to vulnerable children and adults;*
- ✓ *In special cases, conducting direct supervision of social and family services cases;*
- ✓ *Establishing and coordinating the panel for placing children in foster care, or developing a grievance procedure regarding social and family services;*

- ✓ *Conducting research in the area of social and family services, promoting the professional development of staff through training and providing advice to professionals;*
- ✓ *Publishing relevant manuals, reports on research results and promotional materials.*
- ✓ *Inspecting the commissioning of social and family services in institutions designated by law, as well as in non-governmental organizations and the private sector. Compiles an annual written report on these activities.*

Director of the Social and Family Policies Department reports to the General Secretary of MLSW.

4.2. Organizational Structure of the Department (central level and local level)

There are six (6) divisions within the Social and Family Policies Department, which are:

1. Social Services Division (10 employees);
2. Disability and Elderly People Division (5 employees);
3. Social Assistance Division (11 employees);
4. Social Planning and Inclusion Division (8 employees);
5. Social Policy Division (10 employees);
6. Division for Administrative Support of GCSFS (2 employees)

4.2.1. Institutions at central level

The Department is responsible for the administration and management of four (4) institutions of national character, which provide services on twenty-four-hour (24 hours) basis to the elderly without family care, abandoned children with disabilities and adults, as well as people with mental disabilities - mental retardation, as well as victims of trafficking in human beings. These institutions are:

1. Special Institute in Shtime (70 employees);
2. Home for the Elderly in Prishtina (60 employees);
3. Community Home for Children in Shtime (10 employees);
4. Shelter for the Protection of Victims of Trafficking in Lipjan (11 employees).

4.2.2. Institutions at the local level

Social and Family Policies Department is also responsible for monitoring, coordinating and working closely with local level institutions that provide social and family services to families/individuals in social

need, social assistance and nursing services for the elderly and people with disabilities (children and adults) in the community.

Institutions that are under the responsibility of municipalities as a result of the process of decentralization of social services in 2009 and 2016 are now under the authority of municipal level, while MLSW takes care of their establishment and sustainable funding resources. Institutions that implement the legislation, policies, standards of SFPD/MLSW and provide services to citizens at the local level are:

1. Centres for Social Work (40 CSW in 38 municipalities);
2. Community Homes for Persons with Disabilities (12 homes in 12 municipalities);
3. Community Homes for the Elderly (4 houses in 4 municipalities).

4.2.3. Working bodies

1. General Council of Social and Family Services;
2. Panel on Placing Children in Foster Care and Adoption;
3. National Committee for the Elimination of Hard Labour;
4. Social Services Inspection/Monitoring Unit;
5. Control and Supervision Unit for the Social Assistance Scheme

5. SOCIAL SERVICES DIVISION

5.1. Duties and responsibilities of the Social Services Division

The Social Services Division (SSD) operates within the Social and Family Policies Department in the Ministry of Labor and Social Welfare (MLSW). Duties and responsibilities of the Social Services Division are:

- ✓ *Ensuring the functioning of social and family services;*
- ✓ *Proposing, drafting and monitoring the implementation of standards and procedures for social services, in line with EU standards;*
- ✓ *Proposing, drafting and ensuring the implementation of legislation on social services in line with EU standards;*
- ✓ *Coordinating activities with relevant institutions;*
- ✓ *Monitoring the work of social services in the Centers for Social Work;*
- ✓ *Cooperating with non-governmental organizations in the area of social services;*
- ✓ *Proposing and drafting programmes for building professional skills of social service officers.*

The Head of the Social Services Division reports to the Director of Social and Family Policies Department.

5.2. Provision of social services

Social services are mainly provided locally. The main components of the system of providing social and family services at the local level include: Municipal Directorates of Health and Social Welfare, Centers for Social Work (CSW), residential institutions, and a network of NGOs developed to support vulnerable groups. There are a total of 40 CSW, distributed in 38 municipalities of the Republic of Kosovo, which provide geographical coverage of the entire country.

The number of persons in need of social and family need, who have received social services during 2019, by categories and based on social protection policies and applicable legislation is presented as follows.

5.3. Children without parental care and forms of social protection

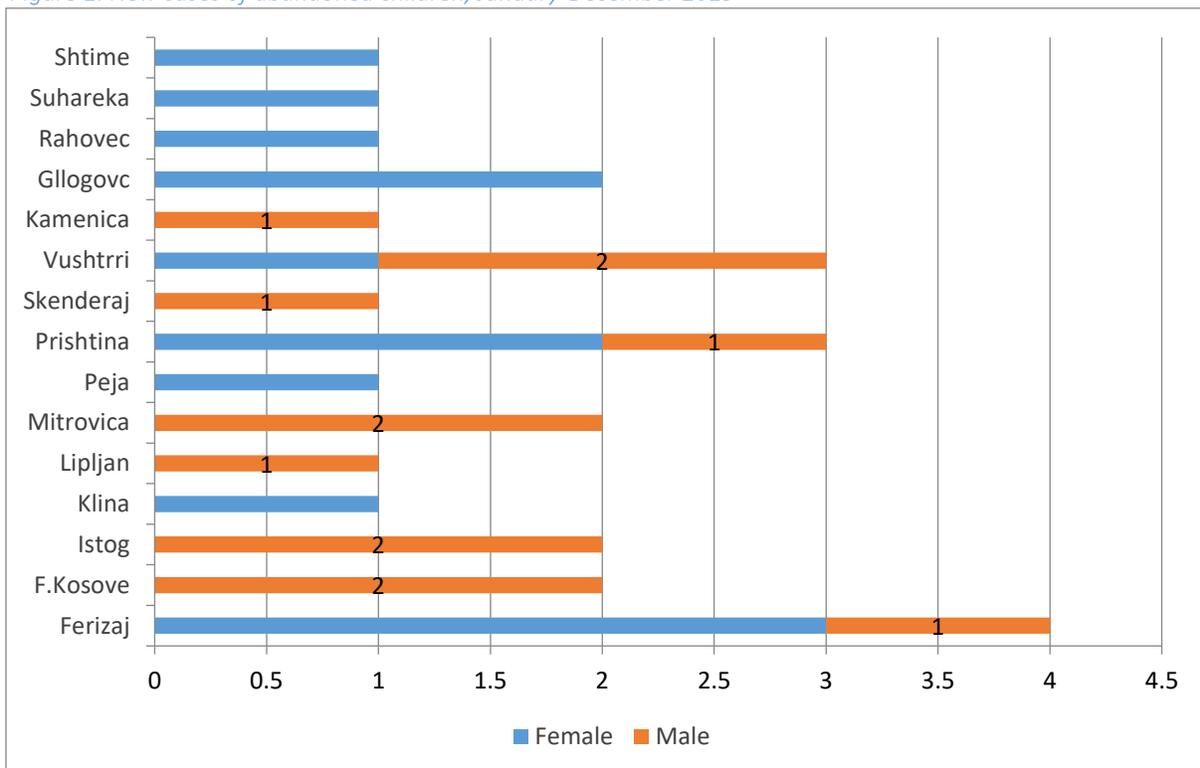
A child without parental care is a child whose parents are not alive, are unknown, missing or for some other reason are not able to take care of their children, for a temporary or permanent period of time.

This category includes abandoned children, those potentially to be abandoned and children without parental care for other reasons, such as children of parents hindered in the exercise of parental rights, abused and ill-treated children, etc. The mandate to provide protection and social services to children without parental care has the Custodian Body, which operates within the Centers for Social Work. Whereas the forms of social protection offered to children without parental care and abandoned are *custody, family reunification, foster care (kinship and non-kinship), residential housing (short-term and medium-term)*, as well as *adoption* as a basic and permanent form of social protection.

5.3.1. Abandoned children

Based on the data reported by the Centers for Social Work, during 2019, 26 new cases of abandoned children were reported, which are presented in the figure below:

Figure 1: New cases of abandoned children, January-December 2019



Based on Figure 1, it appears that the CSW in Ferizaj leads with four (4) abandoned children, then the Center of Vushtrri and Prishtina with three (3) abandoned children each, the Center of Drenas, Mitrovica, Istog and of Fushe Kosova with two (2) abandoned children, while the Center of Shtime, Suhareka, Rahovec, Kamenica, Skenderaj, Peja, Lipjan and Klina with one (1) abandoned child each. See figure 2:

Figure 2: Percentage of abandoned children by gender, 2019

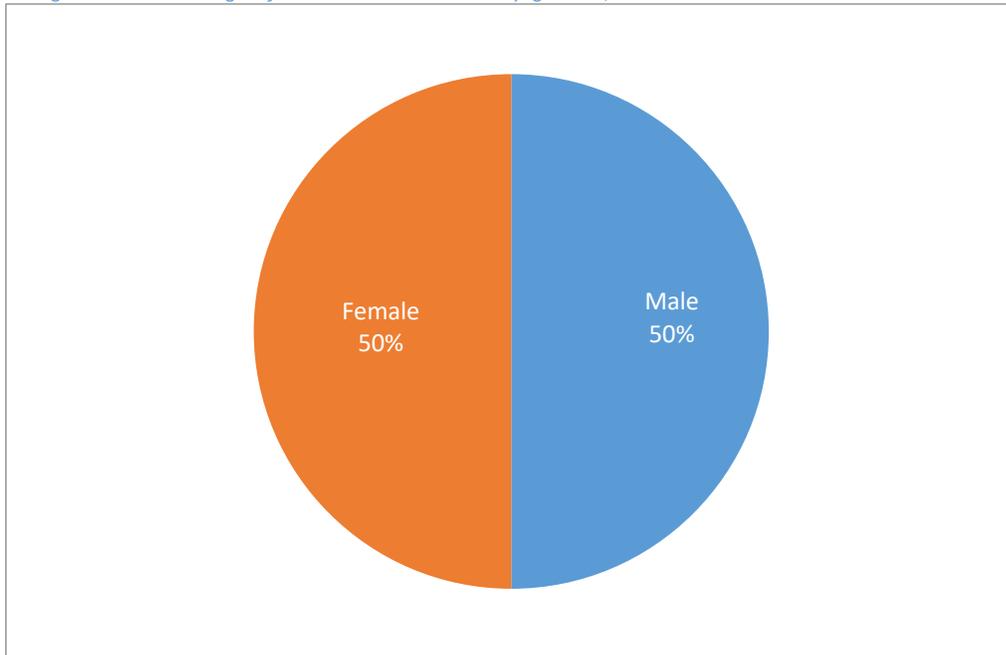
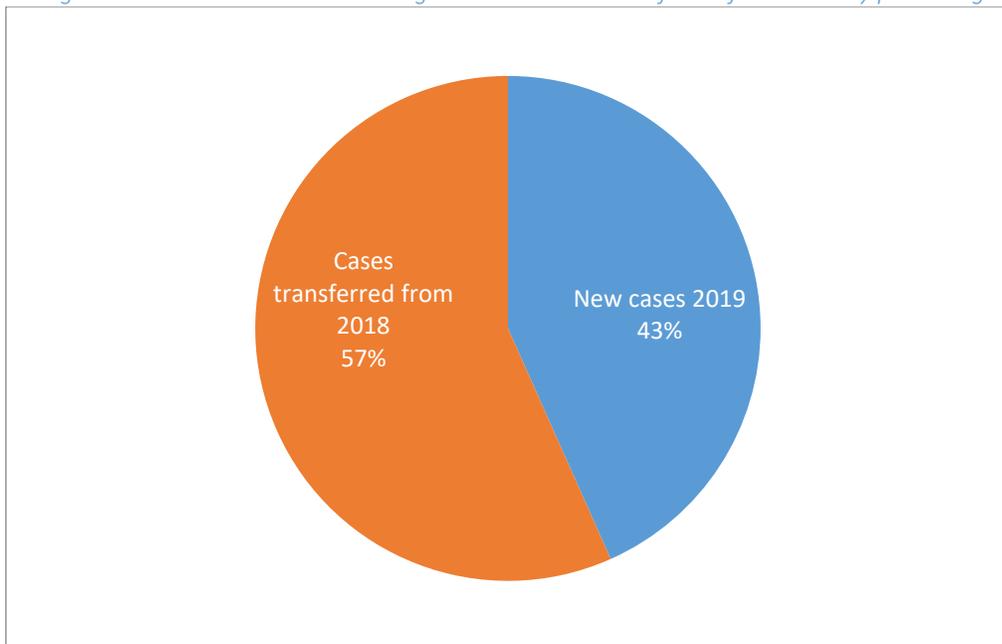


Figure 3: Children abandoned during 2019 and those transferred from 2018 by percentage

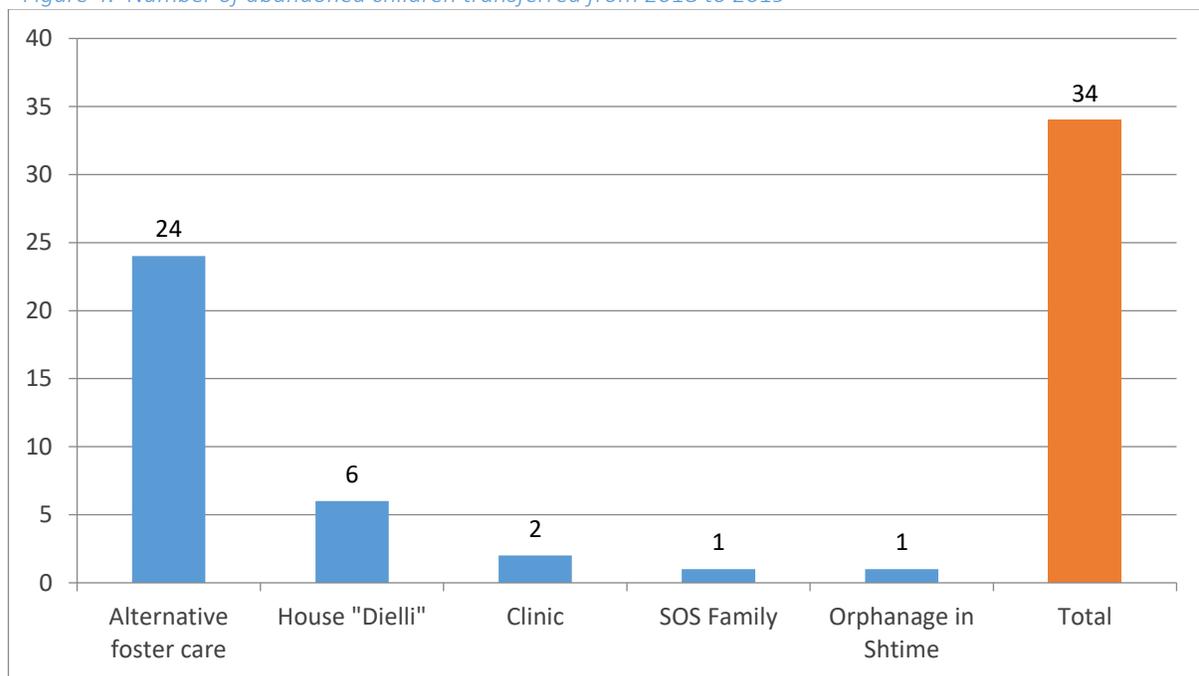


According to Figure 2, out of 26 children reported as abandoned during 2019, it is found that twelve (12) children or 46% are male while fourteen (14) children or 54% are female.

In total, during 2019, sixty (60) abandoned children were under institutional care, of which twenty-six (26) or 43% are new cases and thirty-four (34) or 57% are transferred cases from 2018. See Figure 3:

The largest number of cases transferred was from alternative foster care, twenty-four (24) children, then from the House "Dielli", six (6) children, from the Clinic two (2) children, one (1) child from SOS Family, SOS Children's Villages and one (1) child from the Orphanage in Shtime. See the figure below:

Figure 4: Number of abandoned children transferred from 2018 to 2019



Out the total number of abandoned children who have been beneficiaries of social services and were identified during 2019, eight (8) of them are children with special needs.

5.3.2. Custody;

Custody is a basic form of social protection, which is applied and realized for every child without parental care. As legal custodians are usually appointed persons in family relations, who are legitimized by the Decision of the Center for Social Work and are monitored by the CSW. The legal guardian can also be appointed by the Custodian Body of CSW. The mandate of the legal custodian is defined in the applicable legislation where his/her role is to represent the child and protect his/her rights and interests until the final legal status of the child in custody is resolved.

Every child registered as an abandoned child without parental care during the period January-December 2019, has benefited from this form of social protection. During 2019, 681 children without parental care were placed in custody.

5.3.2. Family reunification

In order to protect the interests of abandoned children and without parental care (abandoned, abused, parents hindered in the exercise of parental duty or other cases where the interests and welfare of the child are violated, etc.), Centers for Social Work during this year have given priority to creating conditions for the return of children to biological families or family reunification.

During the period January-December 2019, the Centers for Social Work have realized eleven (11) cases of family reunification, i.e. the reunification of abandoned children without parental care with biological families has taken place.

5.3.4. Foster care

Based on the applicable legislation, foster care for abandoned children without parental care is realized in two forms which are: *Kinship Foster Care of Children* and *Alternative Non-kinship Foster Care of Children*.

MLSW continues to financially support the two forms of foster care, with regular monthly payments, which are regulated by the Decision of the Minister of MLSW.

Kinship Foster Care - is a form of social protection, which is provided to abandoned children without parental care (neglected, abused children, parents hindered in the exercise of the parental right, or other cases when the interests and welfare of the child are violated), based on applicable laws and regulations. Kinship foster families are considered relatives of the child who have voluntarily accepted custody and care of the child without parental care, whose parents are temporarily or permanently unable to exercise their parental duties.

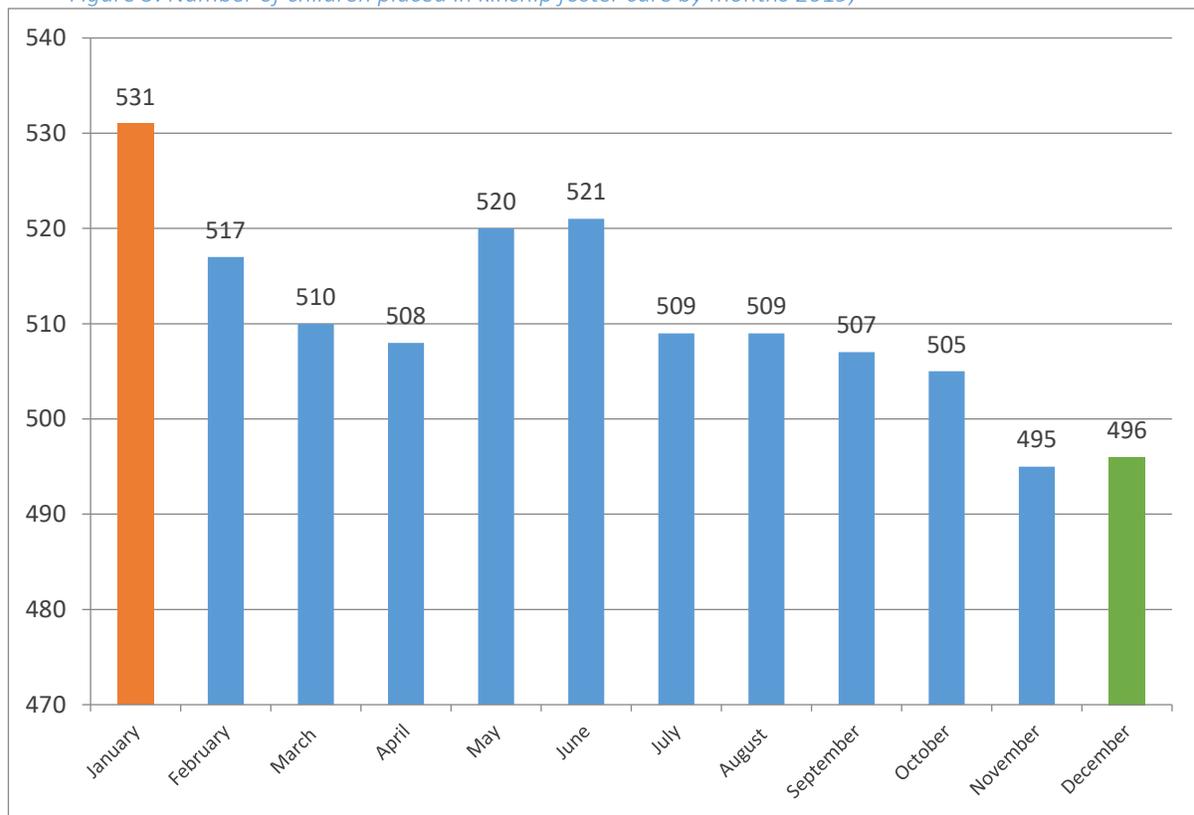
Kinship foster care is regulated by legal acts and bylaws. Professional work in this process is legitimized by the CSW, competent by decision, contract and professional supervision. The regular monthly payment of kinship foster care, for a child, is 100 Euro. Payments for kinship foster care are made through bank accounts and are made on behalf of foster providers.

Based on the following figure, it is concluded that in January we have the largest number of children placed in foster care, 531 children are placed in this month, then comes June with 521 children, May with 520

children, and so on. While the smallest number of children placed in foster care was recorded in November, with 495 children being placed in this month.

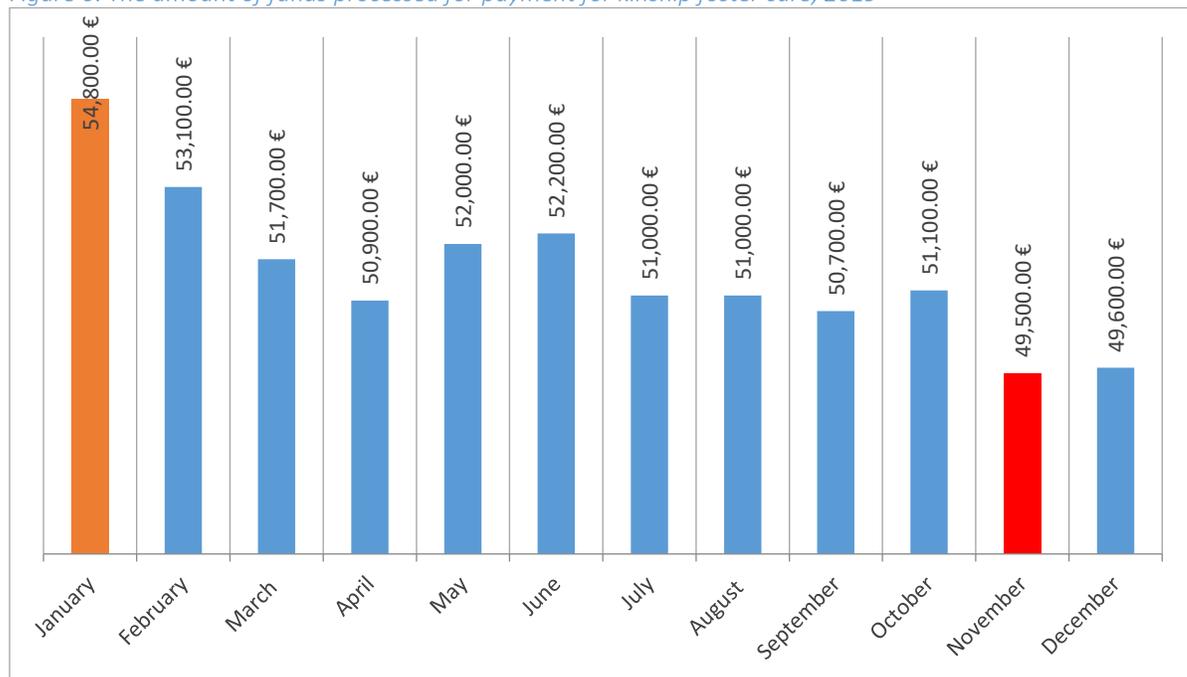
According to Figure 5, December 2019 was closed with 496 children, where most of them are placed in foster care in previous years and continue to be active until they reach the age of 18 and will be paid according to applicable law.

Figure 5: Number of children placed in kinship foster care by months 2019,



In 2018, December was closed with 528 children. So, in 2019 we have a decrease by 32 children or minus 6% compared to the same data of the previous year.

Figure 6: The amount of funds processed for payment for kinship foster care, 2019



Based on the above figure, it is found that the highest amount of funds for payment for kinship foster care was processed in January, in this month 54,800 Euro were processed, while the lowest amount was processed in November, 49,500 Euro are processed in this month. When all the amounts of funds processed by months are collected, it turns out that the budget spent on foster care by relatives for 2019 is: 617,600 Euro.

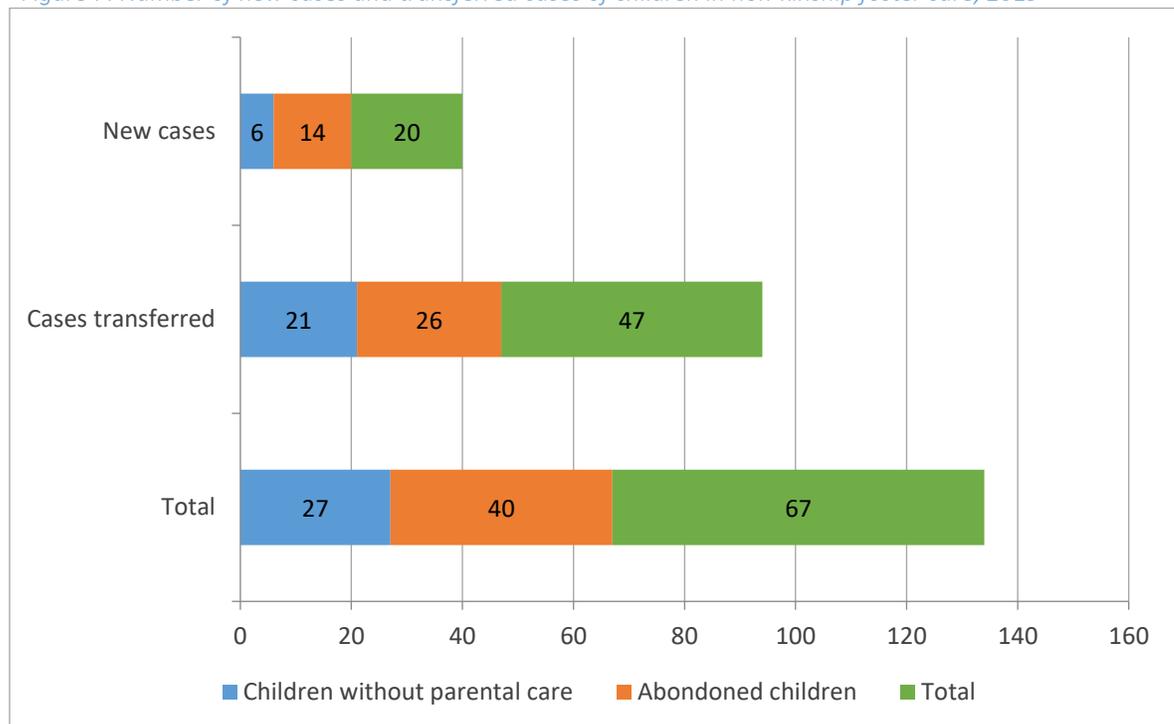
The amount of total funds spent during 2018 was 581,100 Euro. So, during 2019 we have an increase in the total amount of funds spent by 36,500 Euro or plus 6% compared to the previous year.

Alternative Non-kinship Foster Care - is a form of social protection, which is provided to abandoned children without parental care (neglected, abused children, parents hindered in the exercise of the parental right, or other cases when the interests and welfare of the child are violated), based on applicable laws and regulations. Foster families, in which these children are sheltered, are recruited, trained and certified for foster care by the competent municipal CSW, in cooperation with partner NGOs the activity of which covers the development of foster care in Kosovo. Thus, the foster family has no family connection with the child placed in foster.

Payment for a child placed in non-kinship foster care is 250 Euro per month, while for a child with special needs placed in non-kinship foster care has been increased to 350 Euro per month. In the first month of placing a child in non-kinship foster care, an initial payment in the amount of 75 Euro is applied.

During 2019, 67 children without parental care, abandoned and potentially being abandoned and without parental care were placed in alternative/non-kinship foster care and for other reasons. Out of these, 47 children (21 children without parental care and 26 abandoned children) are cases transferred from previous years, while 20 children (6 children without parental care and 14 abandoned children) are new cases, which based on the Rules of Procedure of the Panel, have been placed in a consented foster care due to the urgent need to place the child outside the biological family. For more, see Figure 7:

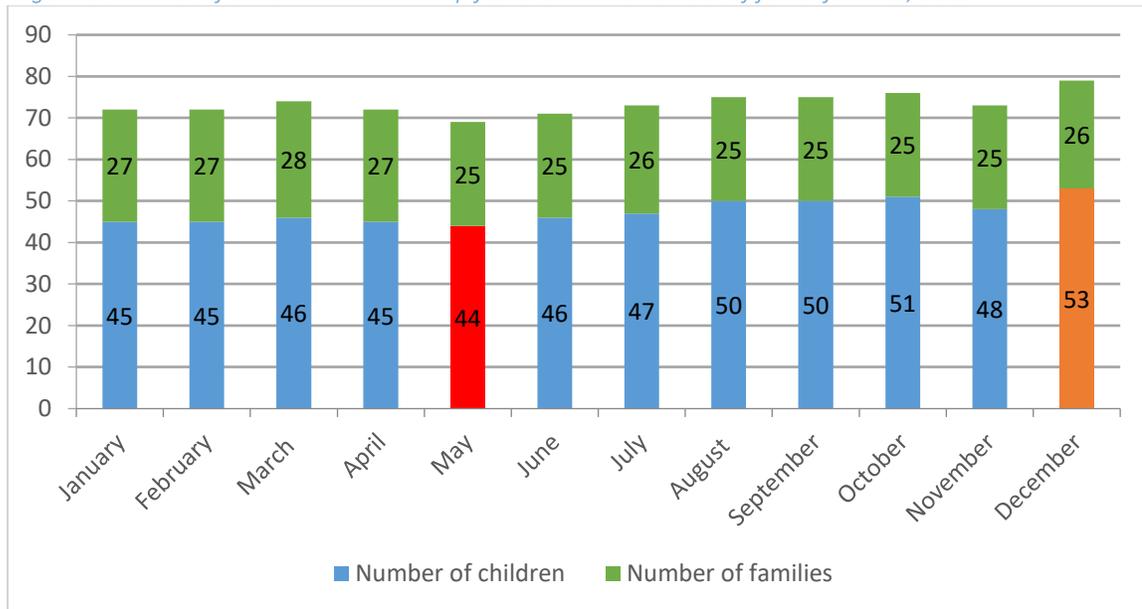
Figure 7: Number of new cases and transferred cases of children in non-kinship foster care, 2019



Based on Figure 8, it is concluded that in December 2019 we have the largest number of children in foster care, in this month were placed 53 children, while in May we have the lowest number of children placed in foster care, in this month 44 children were placed.

2019 (December 2019) was closed with 53 sheltered children (abandoned and without parental care), who will practically be transferred to 2020. Out of these, 9 children are children with special needs and are included in the payment, in the amount of 350 Euro per month. See Figure 8:

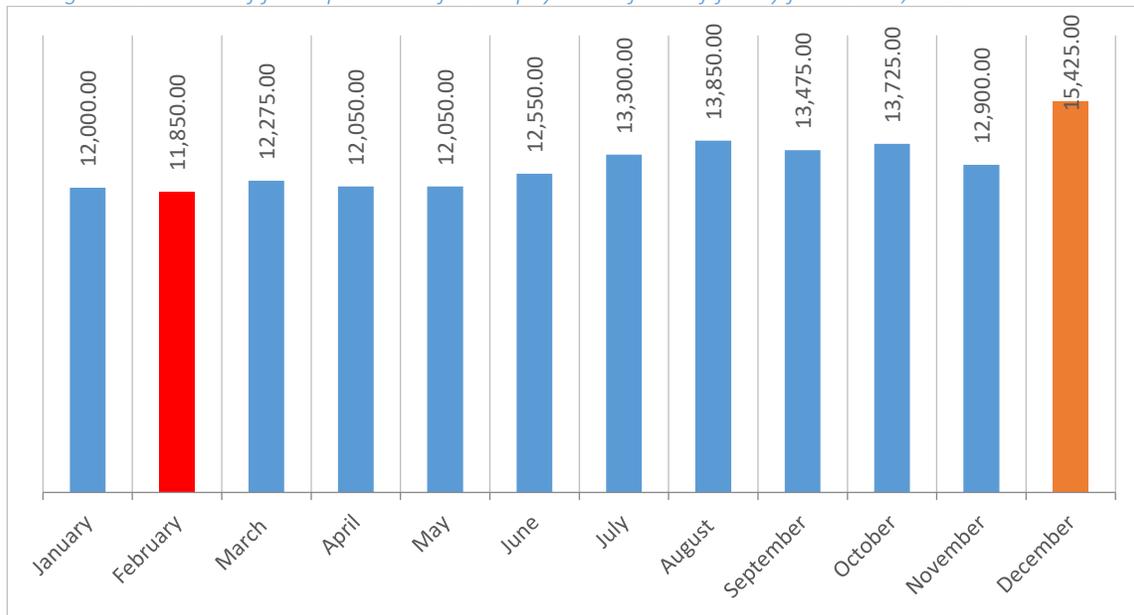
Figure 8: Number of children in non-kinship foster care and number of foster families, 2019



In 2018, December was closed with 55 children. So, in 2019 we have a decrease by 2 children or minus 4% compared to the same data of the previous year.

Based on Figure 9, it is found that the highest amount of funds for payment of non-kinship foster care was processed in December, 15,425 Euro were processed in this month, while the lowest amount was processed in February, 11,850 Euro processed in this month. The total budget spent for 2019 is 155,450 Euro.

Figure 9: Amount of funds processed for the payment of out-of-family foster care, 2019



During 2018, the total budget spent was 131,715 Euro. If we compare this amount with that of 2019, it is found that during 2019, we have an increase in the amount of funds spent by 23,735 Euro, or plus 15%.

5.3.5. Adoption

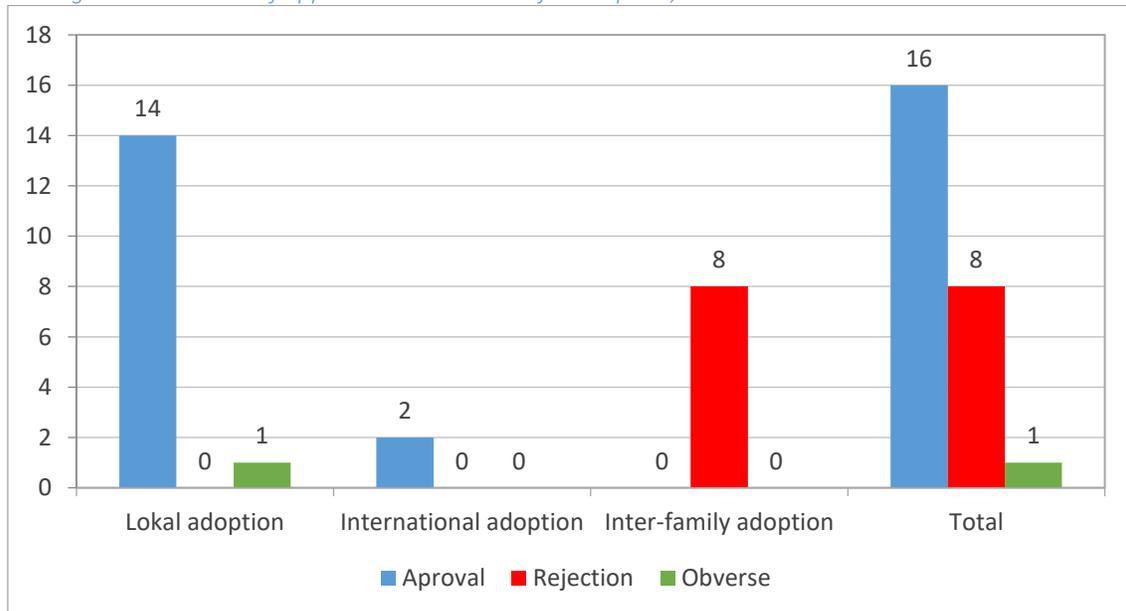
Adoption is a permanent form of social protection for abandoned children without parental care, which is offered to potential children for local and international adoption, always considering the best interests of the children.

Applications for adoption are submitted by CSW, Basic Courts and foreign international authorities, which are considered and dealt with by the Panel, which is a Professional Body operating within the Social and Family Policies Department. The Panel consists of members representing CSW and NGOs as partners.

The Panel, during 2019, held seven (7) meetings, where it considered the applications for placement of children in foster care and adoption.

During these meetings, it considered 25 applications for adoption, of which 14 applications were approved for local adoption, 1 application for local adoption is in process, 2 applications were approved for international adoption, while 8 applications for inter-family adoption were rejected. See the Figure below:

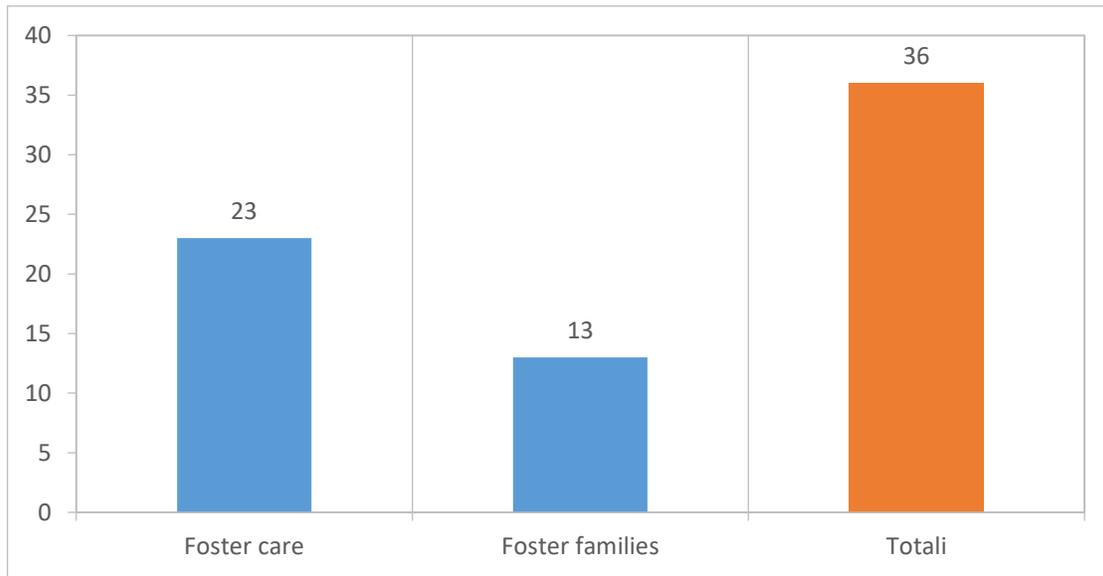
Figure 10: Number of applications considered for adoption, 2019



In addition to considering applications for adoption, the Panel reviewed requests for placement of children without parental care in foster care, as well as assessing and re-evaluating foster families.

During 2019, the Panel considered and approved 23 applications for placement in foster care, of which 10 are children without temporary family care and 13 abandoned children, and made the assessment and approval of 13 foster families, of which 5 families were evaluated for the first time, while 8 families were re-evaluated. For more see Figure 11:

Figure 11: Number of approved applications for placement in foster care and foster families, 2019



5.3.6. Children of parents hindered in the exercise of parental rights and abused

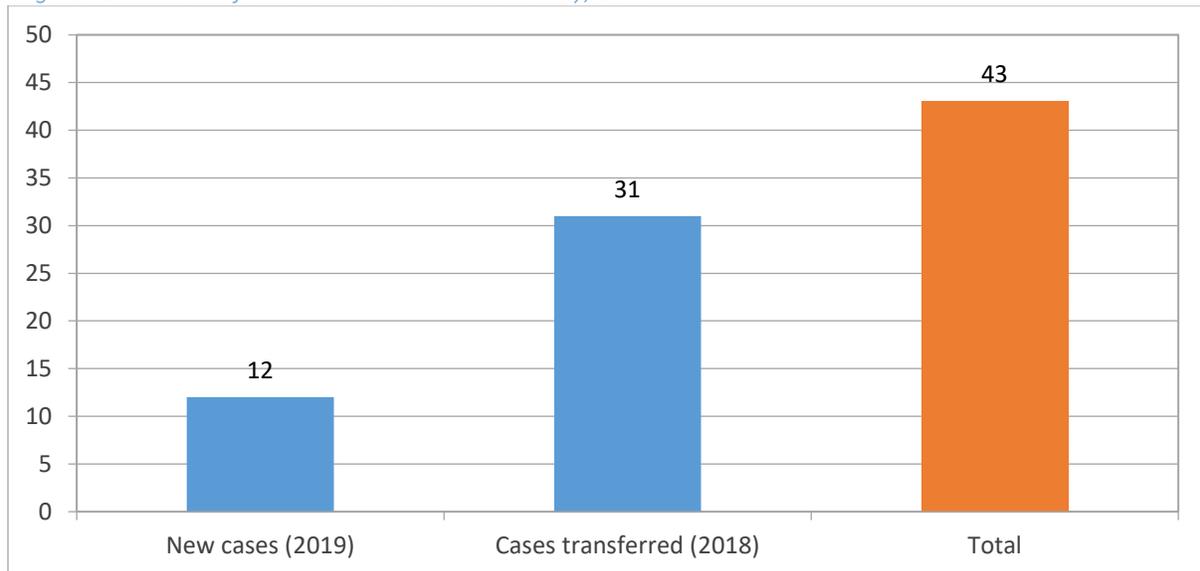
Children of parents who are prevented from exercising their parental rights include children whose parents have been deprived of their parental rights because they are unable to perform their parental duties due to health or legal reasons. Abandoned and abused children include children who have parents but whose parents in fact do not take care of them, failing to comply with the legal obligations they have as parents. In most cases, these children are neglected or abused.

Based on the reports of the Centers for Social Work, during 2019, 66 new cases of children were identified, whose parents were hindered in the exercise of parental rights and abandoned and abused children.

In order to provide social services, SFPD/MLSW has entered into cooperation agreements with NGOs as partners, during the process of implementation and provision of alternative forms of protection for children without parental/family care, such as UNICEF, SOS Children's Village, OFAP, "Hope and Children's Homes", etc.

During 2019, 43 children were sheltered in SOS Family, of which 31 children were sheltered in the previous year and 12 children are new cases sheltered during 2019. See the figure below:

Figure 12: Number of children sheltered in SOS Family, 2019



It is worth mentioning that they continue to be part of the SOS Village programme in Projects: "Semi-Independent Life and Youth House", a total of 11 young people.

5.3.7. Abused and ill-treated children

Abused children - regarding the category of abused children during 2019, advances have been made in their protection, regardless of the form and level of risk. In this category, we are dealing with children who have parents, who are not abandoned, but the parents of these children do not fulfil their legal obligations for child care. In most cases, children in this category are neglected, lack parental care or are abused in various ways.

For more effective protection of abused children, in the framework of cooperation in partnership, SFPD/MLSW and the NGO "Hope and Children's Homes", the shelter in Pristina, this year also cooperated (within the Agreement on Mutual Cooperation) in temporary housing of vulnerable children until favourable conditions are created for family reunification or return to the community for the following categories:

- ✓ Children without parental care,
- ✓ Abused and ill-treated children
- ✓ Children victims of domestic violence,
- ✓ Neglected children,
- ✓ Children victims of trafficking (low-risk level).

During 2019, the number of abused children assisted by CSW was 25 children.

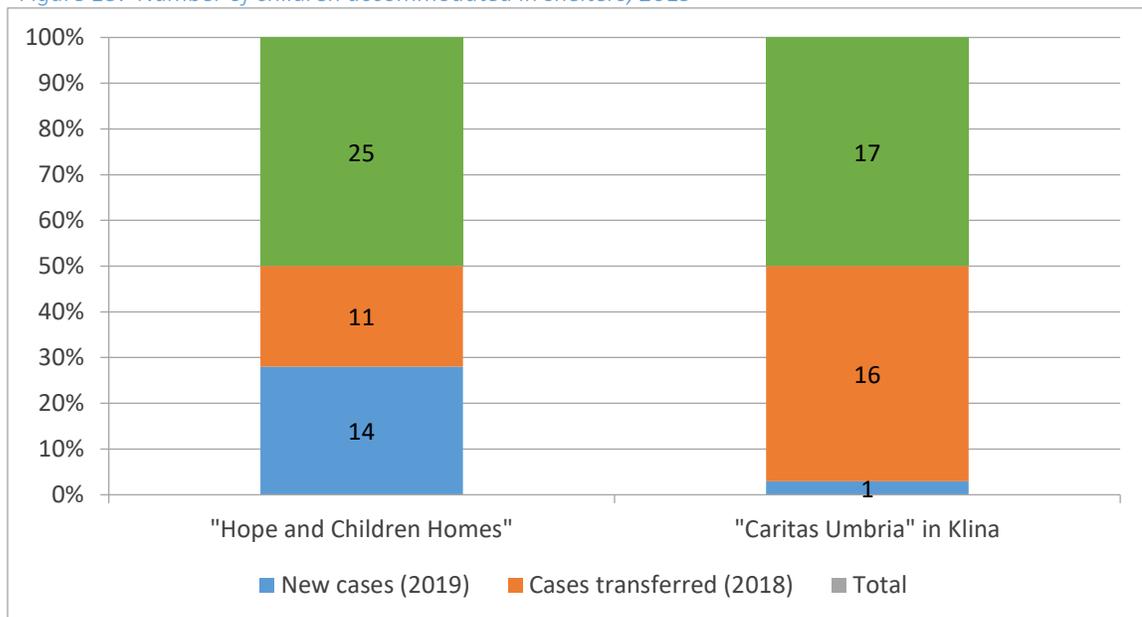
Out of the total number of ill-treated/abused children, sheltered in the NGO "Hope and Children Homes" shelter in Prishtina: there were a total of 25 children without parental care, of which 11 children were cases transferred from 2018, while 14 are new cases, sheltered during 2019.

Currently, there are 6 children sheltered in the shelter, for whom the competent CSW have not yet managed to realize the family reunification of children with their families.

For more effective protection of children without parental care, SFPD/MLSW has concluded cooperation agreements for child sheltering with the NGO "Caritas Umbria" in Klina.

In this shelter, 19 children without parental care, ill-treated and abandoned were sheltered during 2019, of which 16 are children transferred from 2018, 1 child placed during 2019 and 2 children have reached adulthood. In December, 17 children are accommodated in this shelter. For more see the following figure:

Figure 13: Number of children accommodated in shelters, 2019

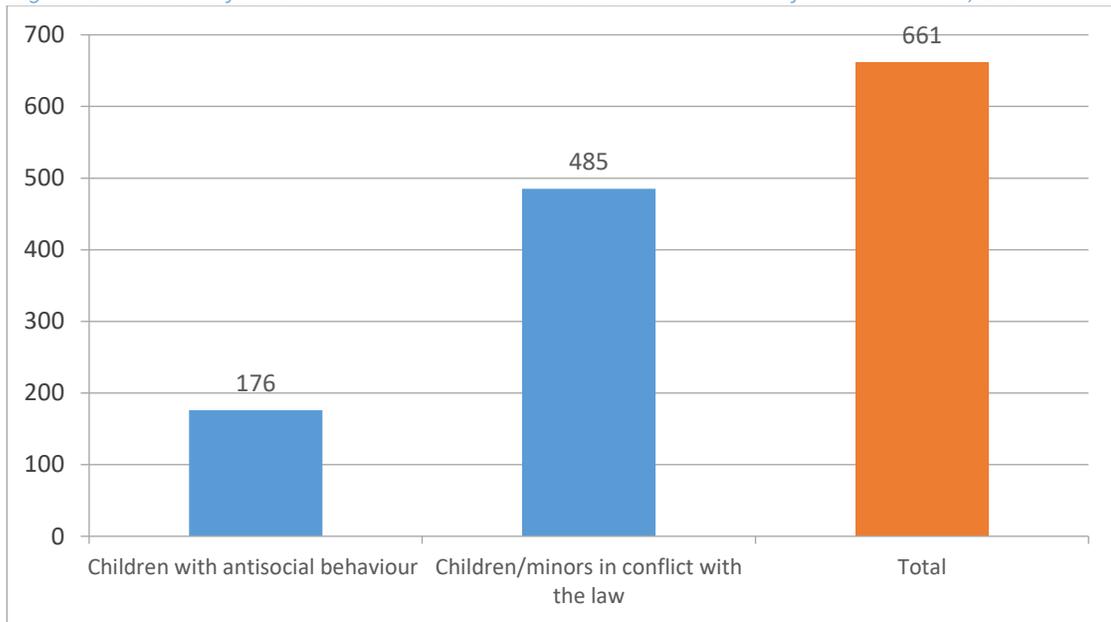


5.4. Children in conflict with the law and children with antisocial behaviour

For the protection of this category of children, the appropriate forms of protection have been realized under the applicable legislation. According to CSW reports, professional work continues in partnership with other relevant entities, such as Courts, Kosovo Police, Probation Service, Schools and NGOs.

From the data reported by CSW, from the Database of Social and Family Services, as well as cooperation in partnership, the identified number of children in conflict with the law and children with antisocial behaviour is 661 children, which we have presented in the following figure:

Figure 14: Number of children with antisocial behaviour and minors in conflict with the law, 2019



Out of the total 661 children who have been provided with the necessary services by the Centers for Social Work, 176 or 27% of them are children with antisocial behaviour and 485 or 73% are children/minors in conflict with the law.

5.5. Repatriation of unaccompanied children

Ministry of Labor and Social Welfare, according to its mandate, pursuant to the Strategy and Action Plan in Reintegration of Repatriated Persons provides for the category of unaccompanied children through the Centers for Social Work social services for unaccompanied children, providing direct protection and their long-term reintegration.

MLSW, after coordinating the work and realization of the conditions for return of the unaccompanied child/children, coordinates the work in organizing the reception of children at Prishtina Airport or at other border crossings, where competent CSW officers and MIA officials receive the children concerned. After the repatriation of unaccompanied children, the Center for Social Work that operates in the territory where the child was repatriated, is obliged to initially make a professional assessment of the child and then continue with the provision of necessary social and family services.

During 2019, 19 children without parental care were repatriated, of which 17 are returned children from the conflict zones in Syria. All these children have been provided with social services for reintegration. So, these children have been offered forms of social protection in accordance with applicable law.

5.6. Children in hard labour

Based on the current situation of children involved in hard labour and based on the recommendations issued by some stakeholders, the Ministry of Labor and Social Welfare, specifically the Social and Family Policies Department in cooperation with other stakeholders dealing with hard child labour, has taken some concrete actions during 2019.

Kosovo Committee for Prevention and Elimination of Hard Child Labor (KCPEHCL), which was established by decision of the Government of the Republic of Kosovo in early 2016, and which is chaired by the Minister of MLSW has continued its activity, wherein members of this Committee coordinated the institutions of the central level in drafting of national policies for the increase and improvement of social welfare for hard child labour. The Committee held 4 meetings during the first half of 2019, with the aim of drafting the Action Plan for KCPEHCL for 2019. The regular meeting of the Committee was held on 12 June 2019, where the Action Plan for 2019 was approved, and the current situation of children involved in hard labour and the measures to be taken in achieving the objectives of the Action Plan for the year 2019 were presented.

On the recommendation of the Kosovo Committee for the Prevention and Elimination of Hard Child Labor, even during 2019, the Ministry of Labor and Social Welfare has continued to sign cooperation agreements with the mayors of those municipalities that have not yet signed Cooperation Agreements for the Establishment of Local Committees for Prevention and Elimination of Hard Child Labor. These Cooperation Agreements aim to regulate and coordinate the activities of institutions at the central and local level for the protection of children from economic exploitation and from carrying out works that hinder their education or being harmful to health and psycho-physical development, mental, emotional, moral and social development of children, as well as for the effective prevention and elimination of child labour, with a special focus on hard and hazardous forms of labour.

During 2019, the Ministry of Labor and Social Welfare has signed a Cooperation Agreement with its partner NGO "Terre des Hommes", and the NGO "World Vision", and is cooperating with the ILO, and these partners will support MLSW in achieving the objectives of the Action Plan for 2019.

Centres for Social Work, in all municipalities of Kosovo, in cooperation with the Kosovo Police (KP), during 2019 have identified 129 children in hard labour, who have been treated by CSW, as bodies responsible for direct delivery of social and family services for the categories in social need, with the following services: health services, psycho-social counselling, social assistance/family involvement in the Social Assistance Scheme, accommodation and counselling and awareness services. For more see pictures below:

Figure 15: Number of children evidenced in hard labour, 2019

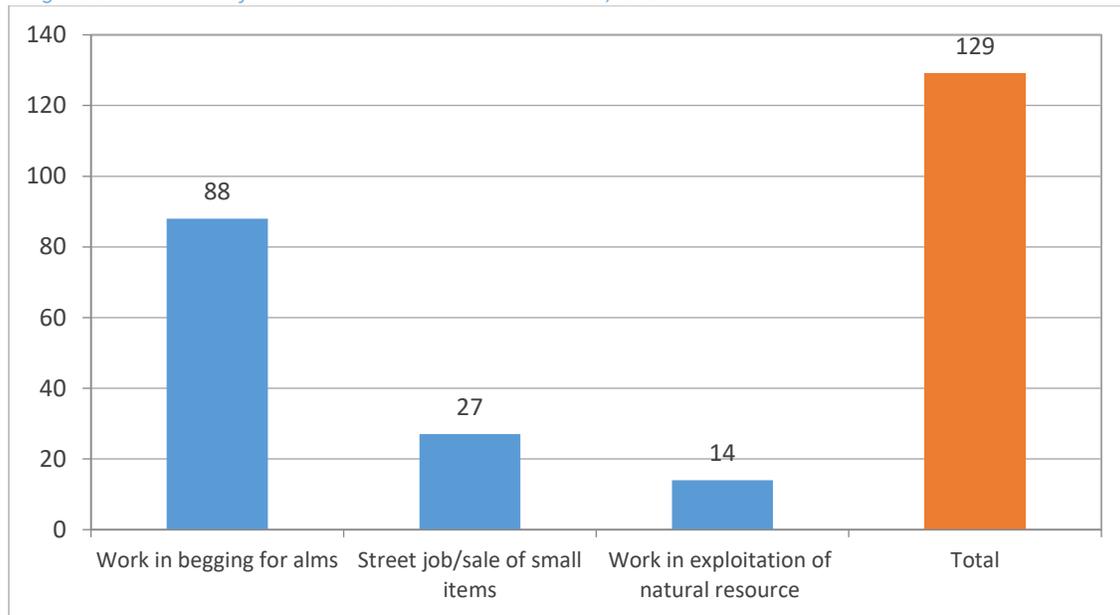
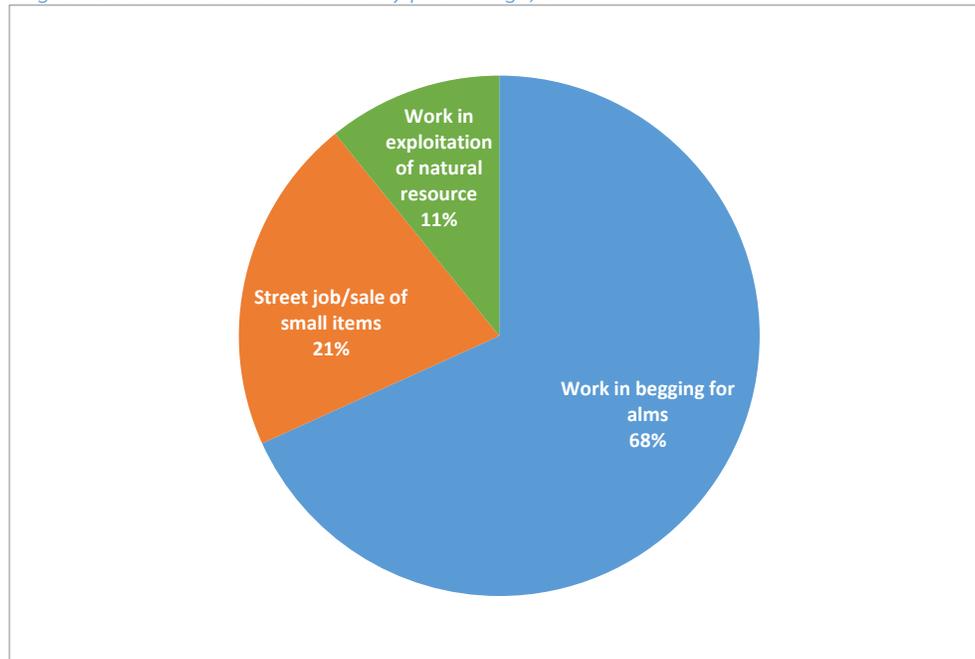


Figure 16: Children in hard labour by percentage, 2019



Based on the above figures, it is found that out of 129 children identified in hard labour, 88 children or 68% are children who worked on the streets as beggars, 27 children or 21% of children worked on the streets selling small items, and 14 children or 11% have worked in the exploitation of natural resources.

5.7. Domestic violence

An important part of the operation of social and family services is the work for prevention and protection of victims of domestic violence.

Ministry of Labor and Social Welfare is responsible for drafting legislation, developing policies, drafting minimum standards for the provision of social and family services to victims of domestic violence, monitoring and inspecting the quality of services, ensuring the implementation of policies, legislation and minimum standards for the provision of social services. MLSW in cooperation with the Agency for Gender Equality and other relevant institutions, according to Law on Protection against Domestic Violence, is obliged to monitor and implement the Kosovo Programme against Domestic Violence, as well as monitor the implementation of Standard Operating Procedures for Protection against Domestic Violence.

Ministry of Labor and Social Welfare, respectively the Social and Family Policies Department during this year has continued the financial support for Non-Governmental Organizations providing social services for victims of domestic violence, in the process of social protection and their reintegration. The monetary amount of support for NGOs dealing with cases of domestic violence for 2019 is 257,000 Euro. Compared to the previous year where this amount was 132 thousand euro, it turns out that in 2019, the amount allocated by MLSW to support these NGOs has increased by 125 thousand euro, or plus 49%.

In order to increase the quality of services for the protection of victims of domestic violence, in addition to social services provided by Centers for Social Work operating throughout the territory of the Republic of Kosovo, MLSW/SFPD has established and continues to strengthen the partnership with NGOs that have in their programme: *housing, treatment, supporting and empowering victims of domestic violence*.

MLSW/SFPD has entered into agreements and contracts for the purchase of services for the protection and sheltering of victims of domestic violence with 6 (six) shelters at the national level, which are:

1. NGO "Center for the Protection of Women and Children"- Shelter in Prishtina;
2. NGO "Center for the Protection of Women and Children Raba Voca " - Shelter in Mitrovica;
3. NGO "Center for Sheltering of Women and Children"- Shelter in Prizren;
4. NGO "Center for Women's Welfare "- Shelter in Peja;
5. NGO "Safe House"- Shelter in Gjakova;
6. NGO "Center for the Protection and Rehabilitation of Women and Children"- Shelter in Gjilan.
7. NGO "My house "- Shelter in Ferizaj.

All these shelters have sheltered and provided necessary services to victims of domestic violence of all ages and nationalities during 2019. Partnership established with NGOs in the provision of services is very

important for the process of protection and assistance in the joint process for the reintegration of victims of domestic violence.

Based on the monitoring done in the case files sent by the Centers for Social Work, and the monitoring of the Database for social and family services, as well as the statistical reports sent by NGO-shelters related to the treated cases, it results that during the period January-December 2019, 588 victims of domestic violence were sheltered, treated and provided with social services. For more see table below:

Table 1 Number of victims of domestic violence accommodated in shelters, 2019

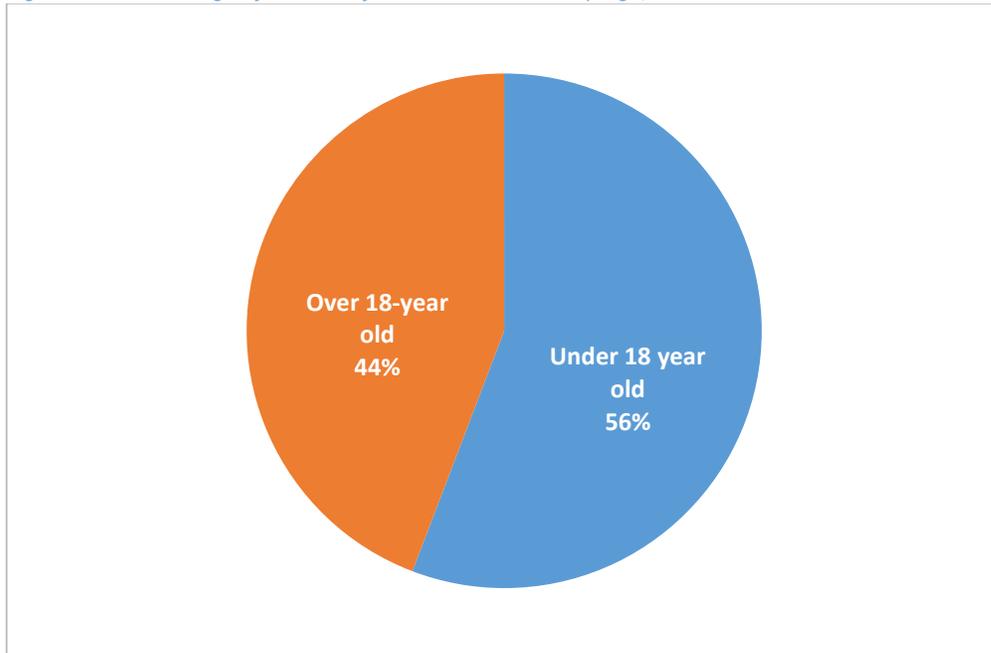
NGO/Shelter	Age		Gender		Country of origin		Total	Amount of Grant allocated by MLSW
	Under 18	Over 18 years old	F	M	Local	International		
NGO "QMGF" - Prishtina	64	50	89	25	112	2	114	30,000.00 €
NGO "LIRIA" -Gjilan	37	30	61	6	64	3	67	32,000.00 €
NGO "SHTËPIA IME"-Ferizaj	27	20	19	9	43	4	47	32,000.00 €
NGO "QSGF-P" Prizren	19	18	31	6	35	2	37	32,000.00 €
NGO "SAFE HOUSE" - Gjakova	60	58	92	26	117	1	118	32,000.00 €
NGO "QMGF" - Peja	56	38	66	28	90	4	94	32,000.00 €
NGO "QMGF" - Mitrovica	30	45	47	28	74	1	75	32,000.00 €
NGO "SDSF" - Prishtina	34	0	21	13	32	2	34	35,000.00 €
TOTAL	327	295	426	141	567	19	586	257,000.00 €

In 2018, 454 victims of domestic violence were sheltered /treated in the shelters presented in the table above. If we compare this number with the data of 2019, it is found that during 2019 we have an increase in the number by 132 victims or plus 22.53%.

5.7.1. Gender structure and age of victims of domestic violence

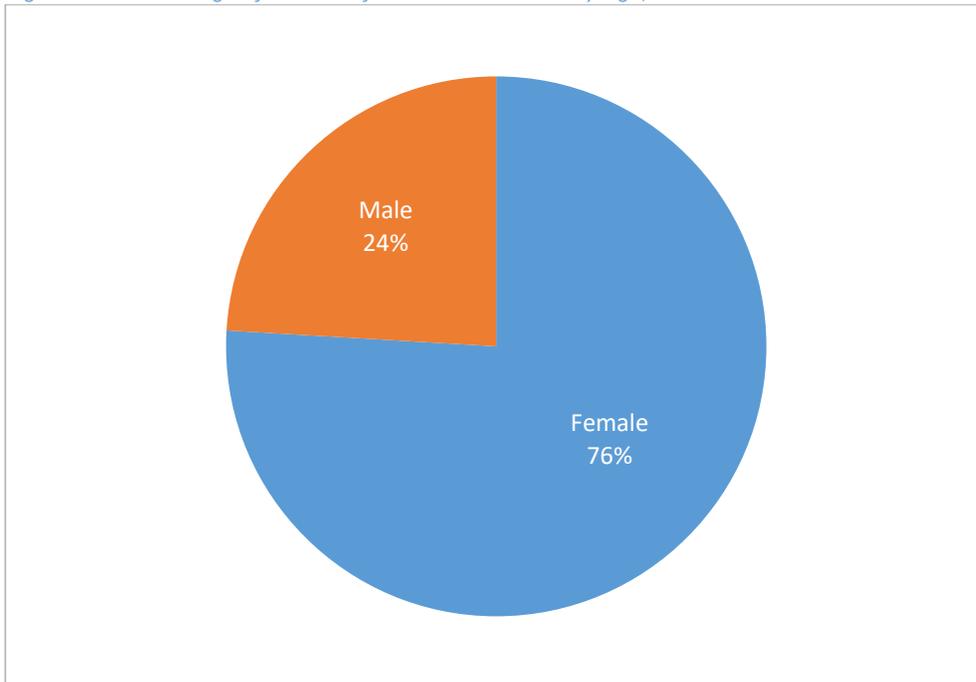
Out of a total of 586 victims of domestic violence, 327 victims or 56% are under the age of 18 (children) and 259 victims or 44% are over the age of 18 (adults). See Table 1 and Figure 17:

Figure 17: Percentage of victims of domestic violence by age, 2019



As for the gender of victims of domestic violence, out of a total of 586 victims, 445 victims or 76% are female, while 141 victims or 24% are male. See Table 1 and the figure below:

Figure 18: Percentage of victims of domestic violence by age, 2019



5.8. Trafficking in human beings

Regarding victims of trafficking in human beings¹, Ministry of Labor and Social Welfare along with governmental and non-governmental partners works on referral system² in the context of social protection, in their direct protection including *meeting the immediate needs of victims, housing, rehabilitation, family work, family reunification, their long-term repatriation and reintegration*.

Ministry of Labor and Social Welfare is a member of the National Authority against Trafficking in Human Beings, an authority which is headed by the Ministry of Internal Affairs, respectively by the Office of the National Anti-Trafficking Coordinator. MLSW is also the drafter and implementer of many activities within the National Plan for combating trafficking in human beings in Kosovo, regarding the area of social protection.

5.8.1. Housing and treatment of victims of trafficking

Within the Ministry of Labor and Social Welfare, there is a Temporary Safe Shelter in Lipjan, a shelter which accommodates cases of medium and high-risk level of trafficking, as well as victims of trafficking as witnesses. The Shelter for Victims of Trafficking is located in Lipjan, it operates 24 (twenty-four) hours a day and accommodates/shelters victims of high and medium risk level of trafficking, as well as protected witnesses in the capacity of a victim of trafficking.

Pursuant to Regulation (MLSW) No. 01/2016 on the Functioning and Operation in Shelters for Protection and Rehabilitation of Victims of Trafficking in Human Beings in the Ministry of Labor and Social Welfare, the duties and responsibilities of the Shelter for Protection of Victims of Trafficking are:

- ✓ *Providing accommodation for victims of trafficking for minors and adults;*
- ✓ *Providing psycho-social services, food, clothing and pharmaceuticals to sheltered victims;*
- ✓ *Maintaining data of victims accommodated within the shelter;*
- ✓ *Cooperation and communication with all relevant institutions, which are engaged against trafficking;*
- ✓ *Drafting and ensuring the implementation of the plan for the reintegration of sheltered victims and re-socialization of victims in the family and society;*
- ✓ *Preparation of regular periodic reports on the activities carried out;*
- ✓ *Informing and providing professional advice to victims on their rights, according to applicable law.*

¹ Law No. 02/L-17 on Social and Family Services and Law No. 04/L-81 Amending and Supplementing Law No. 02/L-17 on Social and Family Services;

² National Strategy against Trafficking in Human Beings in Kosovo 2009-2014.

Based on the monitoring of case files sent by Centers for Social Work, victims of trafficking among minors and adults, local and foreign, and based on the settlement of cases with the Directorate for Investigation of Trafficking in Human Beings in Kosovo Police, and the monitoring of the Database for social and family services, and based on the reports of the Temporary Safe Shelter in Lipjan, it turns out that during 2019 twenty-five (25) victims of trafficking were treated and provided with social services. According to Kosovo Police/DITHB Basic Data Form, there were seventeen (17) victims of trafficking and eight (8) potential victims. Four (4) victims were under the influence of narcotics, of which one (1) male victim aged eight (8) years old. While in the NGO "Center for Protection of Victims and Prevention of Trafficking in Human Beings" (CPVPTHB) in Prishtina, 26 victims of trafficking were sheltered and provided with the necessary services during 2019. See the table below:

Table 2 Number of victims of trafficking in human beings, 2019

NGO- Shelter	Under 18 years old	Over 18 years old	Female	Male	Local	International	Total
Shelter for Accommodation of Victims of Trafficking - Lipjan	17	8	24	1	20	5	25
CPVPTHB Pristina	22	4	26	0	26	0	26
Total	39	12	50	1	46	5	51

During the accommodation, all victims were provided with timely medical, psycho-social, food, clothing and pharmaceutical services. It is worth noting that a number of victims treated in shelters were users of narcotic substances, which during their stay were also treated with methadone therapy.

Ministry of Labor and Social Welfare, respectively the Social and Family Policies Department continued during 2019 to support projects of Non-Governmental Organizations providing services to victims of trafficking in the process of their protection and reintegration.

Regarding this support, specifically, during 2019, the Local Non-Governmental Organization "Center for Protection of Victims and Prevention of Trafficking in Human Beings", has continued the partnership with the Ministry of Labor and Social Welfare, and MLSW supported this year its projects in the amount of 32,000.00 Euro.

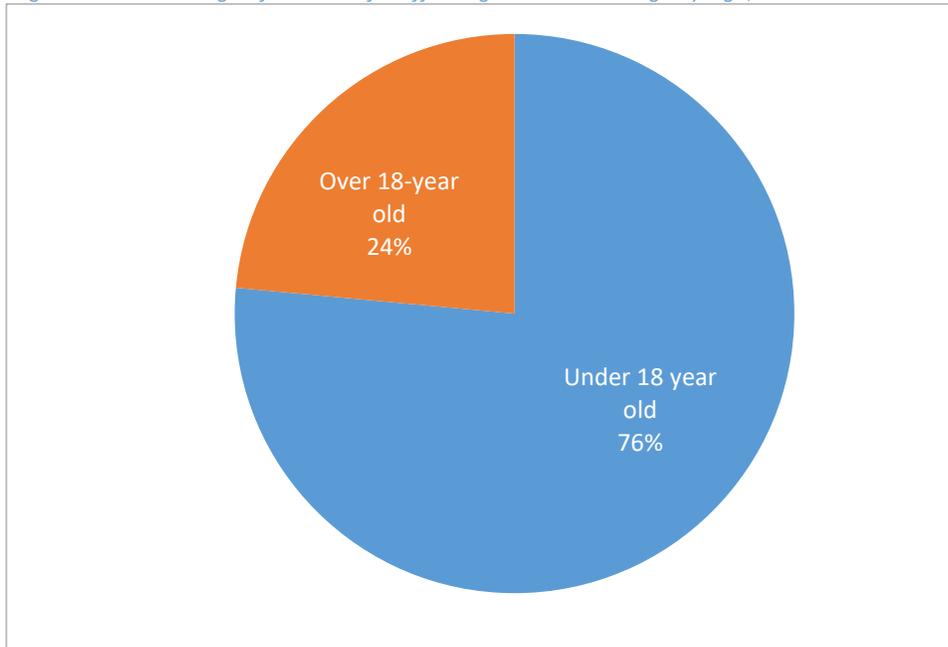
5.8.2. Number of victims of trafficking by age and gender

When dealing with victims of child trafficking, the Center for Social Work at the local level is among the first partners to provide forms of protection for victims of trafficking in partnership with the police, victim advocates and NGO shelters, which provide shelter for this category as well as with other entities that work in this area. The Center for Social Work dealing with cases of victims of child trafficking is obliged to handle the case by adhering to the case management in accordance with the applicable legislation in the Republic of Kosovo.

The Center for Social Work also deals with the treatment of adult victims, over the age of 18, this treatment is part of protection and reintegration, in which case victims are provided with social and family services, such as psycho-social services, mediation for return to family, liaison services with other agencies for vocational rehabilitation opportunities, employment opportunities, etc.

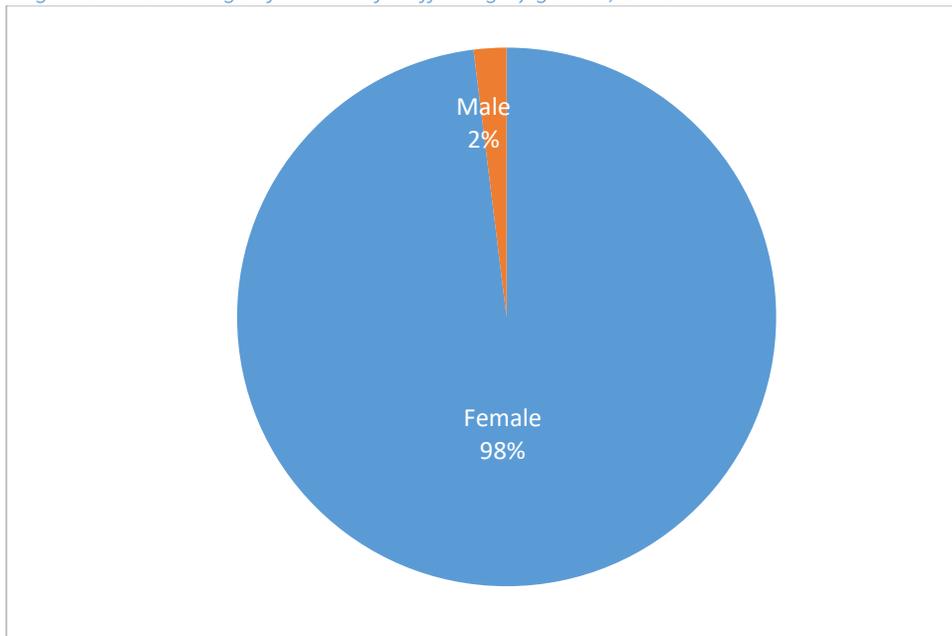
Based on the data presented in Table 2, we find that out of 41 victims of trafficking in human beings, 39 victims or 76% are under the age of 18 (children), while 12 victims or 24% are over the age of 18. See the figure below:

Figure 19: Percentage of victims of trafficking in human beings by age, 2019



Whereas, if gender is taken into account, then it is found that out of 51 victims treated, 50 victims or 98% are female, while 1 victim or 2% is male. See the figure below:

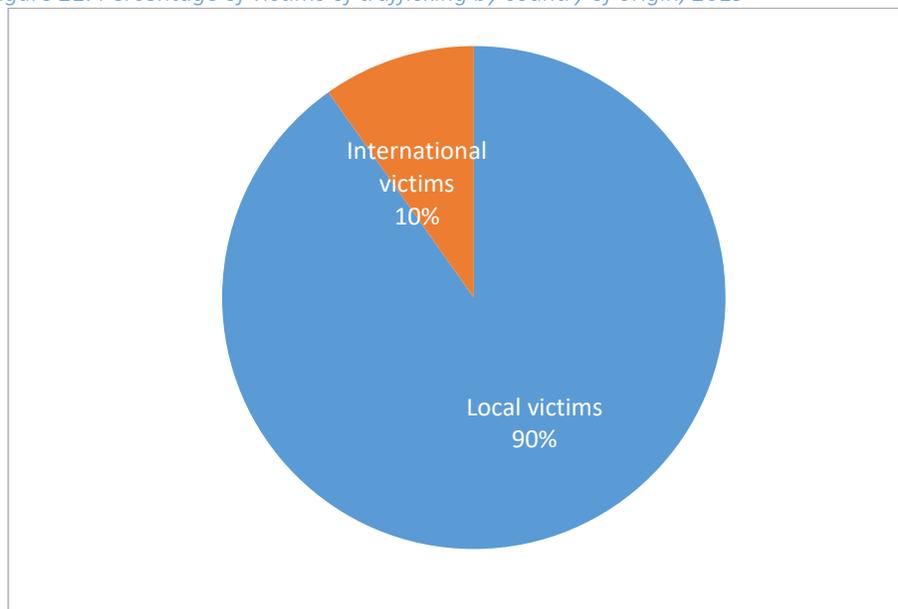
Figure 20: Percentage of victims of trafficking by gender, 2019



5.8.3. Number of victims of trafficking by country of origin

Based on Table 2, out of 51 victims of trafficking in human beings, 46 victims or 90% are local, while 5 victims or 10% are international. See the figure below:

Figure 21: Percentage of victims of trafficking by country of origin, 2019



5.9. Protection of victims of child sex crimes

As part of the monitoring conducted during 2019, Centers for Social Work throughout Kosovo have treated, managed and provided social and family services to eleven (11) victims of sexual crimes who were children. In all of these cases, the abusers were adults.

Protection for this category has consisted in the provision of services, such as:

- *Coordination for the provision of health services;*
- *Accommodation in shelters for overcoming trauma;*
- *Providing psycho-social services;*
- *Work with family;*
- *Working with the community, etc.*

5.10. Minors entering into early marriage

Pursuant to the applicable legislation of the Republic of Kosovo, a person who has not yet reached the age of 18 may not enter into marriage, unless the minor addresses a request to the competent Court, which may allow the marriage of the minor older than 16 years, if it finds that he/she has reached the necessary physical and mental maturity to exercise his/her marital rights and fulfil marital obligations. The court decides by issuing a decision, but in advance seeks the opinion of:

- *Custodian Body, which operates within the Centers for Social Work,*
- *of his/her parents/custodian,*
- *of the person with whom the marriage is concluded, as well as*
- *the opinion of the relevant health institution.*

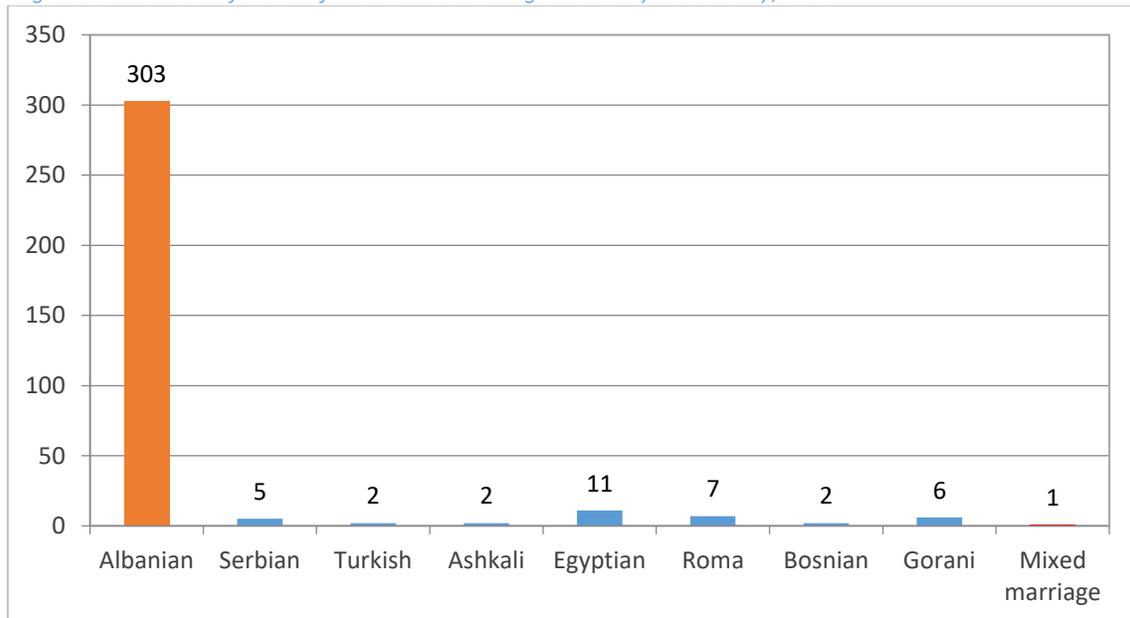
5.10.1. Number of applications for marriage before adulthood

Based on the data recorded by the Centers for Social Work, in the Database of Social Services, it is concluded that during 2019, 16 cases of marriage before adulthood were treated by the Custodian Body, all cases are female, out of which 14 are of Albanian nationality, 1 of Ashkali nationality and 1 of Egyptian nationality.

5.11. Marital counselling

Based on the data recorded in the Database of Social and Family Services, 344 cases of marital counselling were treated during 2019. Out of which, 303 or 88% are of Albanian nationality, while 41 or 22% are of other nationalities. See the figure below:

Figure 22: Number of cases of marital counselling treated by nationality, 2019



5.12. Commission for Examining and Deciding on Complaints in the Second Instance

Commission for Examining and Deciding Complaints for Social and Family Services in the Second Instance, which operates within the SSD/SFPD continued during 2019 to act competently and based on the applicable laws and administrative instructions, which relate to social and family services, then Law on Administrative Procedure, Juvenile Justice Code, etc.

During 2019, this Commission examined 76 cases/complaints, which relate to social and family services. Out of this total, 70 or 92% of the complaints are related to the Family Scheme with Children with Permanent Disabilities 0-18 years old, while 6 or 8% of the complaints are related to other social and family services.

5.13. Cooperation with Non-Governmental Organizations

Even during 2019, the cooperation with NGOs providing social and family services continues for individuals/families in social need having cooperation agreements with MLSW/SFPD. The cooperation has continued and has been successfully realized with:

- NGO "OFAP" (formerly "Amiçi de Bambini") - Prishtina,
- SOS Children's Villages Kosovo,
- 6 NGOs sheltering Victims of Domestic Violence (women and children),
- 2 NGOs for the Protection of Victims of Trafficking of Abused Children.

- "Caritas Umbria" - Klina,
- Coalition of NGOs for the Rights of the Child,
- NGO "Terre Des Hommes" - Prishtina, etc.

5.14. Advancing the legal-professional infrastructure

In order to advance the standards that would enable the provision of social and family services in a quality form, in an alternative and innovative form by the public and non-public sector, in order to approximate the legislation with that of the EU, a Concept Paper for Social and Family Services was approved during 2019. Following the approval of this Concept Paper by the Government, MLSW has formed a Working Group for Drafting the Law on Social and Family Services. The Working Group has managed to draft the first draft of this Law. It is foreseen that during 2020 the drafting process will be finalized and the Law on Social and Family Services will be approved.

6. DISABILITY AND ELDERLY PEOPLE DIVISION

6.1. Duties and responsibilities

Disability and Elderly People Division (DEPD) operates within the SFPD. The duties and responsibilities of this Division are:

- ✓ *Proposing, drafting and ensuring the implementation of policy documents/strategies on issues related to persons with disabilities and the elderly;*
- ✓ *Proposing, drafting and ensuring the implementation of legislation for the development of services for people with disabilities and the elderly;*
- ✓ *Providing support in the management of services for people with disabilities and the elderly;*
- ✓ *Analyzing and reporting on annual budget needs for services for people with disabilities and the elderly;*
- ✓ *Coordinating activities with relevant institutions;*
- ✓ *Cooperation with non-governmental organizations for the development of activities.*

The Head of Disability and Elderly People Division reports to the Director of the Social and Family Policies Department.

6.2. Activities carried out by Disability and Elderly People Division

The work and activities carried out by DEPDP during 2019 has consisted in meeting the requirements of community-based institutions and homes, which work on 24 hours basis *with the elderly people without family care, abandoned children with disabilities and adults, as well as people with mental disabilities - mental retardation*. In order to carry out these activities, there has been a genuine cooperation between the Division officials and the directors and managers of the community-based institutions and homes. This cooperation made the care, treatment and provision of services for the benefit of clients be extended in accordance with quality standards, both by institutions and by NGOs that provide social services.

Protection of the above-mentioned categories consists in the provision of 24-hour services, including housing, food, clothing, health services, accommodation and all other services deemed necessary for the elderly without family care, abandoned children with disabilities as well as adults with mental disabilities - mental retardation.

In order to protect the elderly without family care, within the Ministry of Labor and Social Welfare (MLSW) operates the Home for the Elderly without Family Care in Prishtina (HEWFC) as well as Community Based Homes in Istog, Skenderaj and Gračanica. As for abandoned children with disabilities and adults with mental disabilities - mental retardation, it operates the Special Institute in Shtime (SISH), Orphanage in Shtime, as well as 8 Community-Based Homes, which operate within the municipal level.

DEPD, during the reporting period, has given its contribution in raising the quality of life for all customers without distinction, which has been achieved and is achieved through numerous direct visits and indirect contacts, monitoring the work of staff, and assisting them professionally in the area of application of the most advanced forms of services. In addition to monitoring visits, during 2019, inspections were conducted in these institutions, where after each inspection a report was drafted with relevant recommendations.

In order to verify the quality of services provided by the working staff of the institutions, the visits were carried out by other organizations such as the OIK and CDHRF, which after each visit have drafted a working report with recommendations for each institution. This has helped to timely implement their recommendations.

During 2019, with prior permission from the MLSW, many information agencies, such as television and other agencies, have visited the two institutions (HEWFC and SISH), which have produced various reports on living conditions in these institutions, in which the elderly, children and adults with disabilities are treated. Also, with prior permission obtained from MLSW, many preschool institutions, schools, various organizations and citizens in good faith, have been given permission to visit institutions, where various donations of interest to clients have been offered, and entertainment programmes have been staged for them.

During this year, with the DEPD budget, tangible renovations and supplies have been made in both institutions and in the orphanage. These renovations and supplies have increased the quality of life of clients and improved working conditions for staff, as well as increasing the quality and services provided on a 24-hour basis.

During 2019, cooperation has continued with various licensed NGOs, which provide services for children and adults in social need. These organizations mainly provide home-family services, as well as daycare services.

It is worth mentioning that during this year as representatives of MLSW we were part of the working group for drafting the General Draft Law on Disability in Kosovo, through which the treatment and categorization of persons with disabilities will be done.

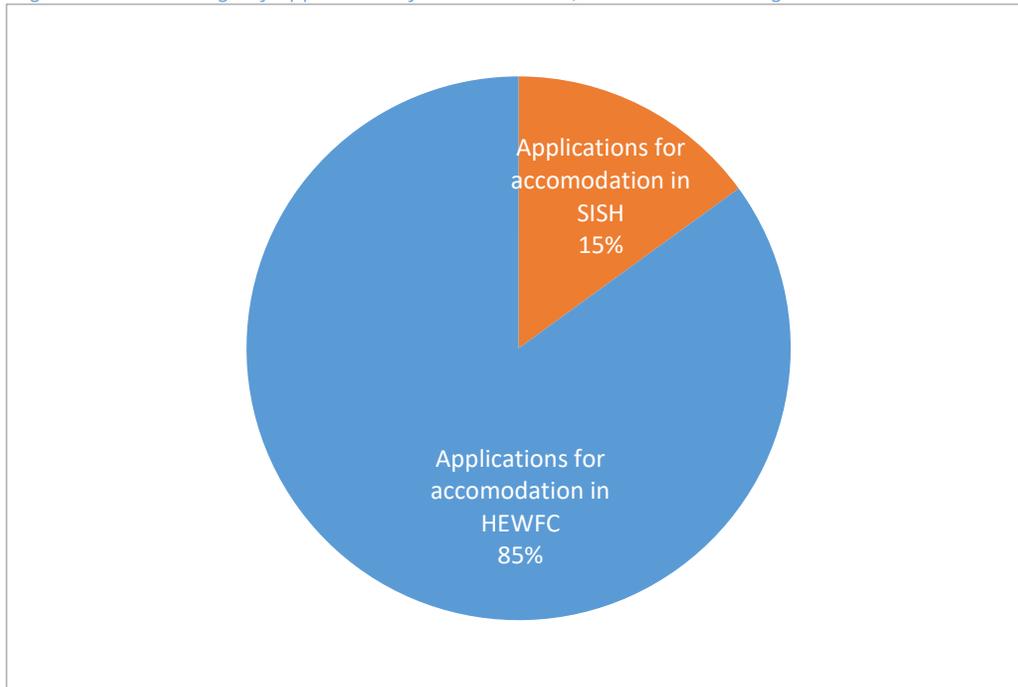
Also, during this year we have cooperated with the line ministries, especially with the Ministry of Internal Affairs, where the Rules of Procedure for the Treatment of Foreign Citizens have been drafted, who in

regular official procedures, have gained the right to reside in Kosovo. We are also coordinating with MIA the housing solutions and treatment of Kosovo citizens who are repatriated from countries outside Kosovo. Thanks to this cooperation, it has been achieved that an elderly person, who has been staying in the state of Croatia, has been repatriated and the same is now being treated at the HEWFC in Prishtina.

6.3. Number of examined applications for institutional/residential housing

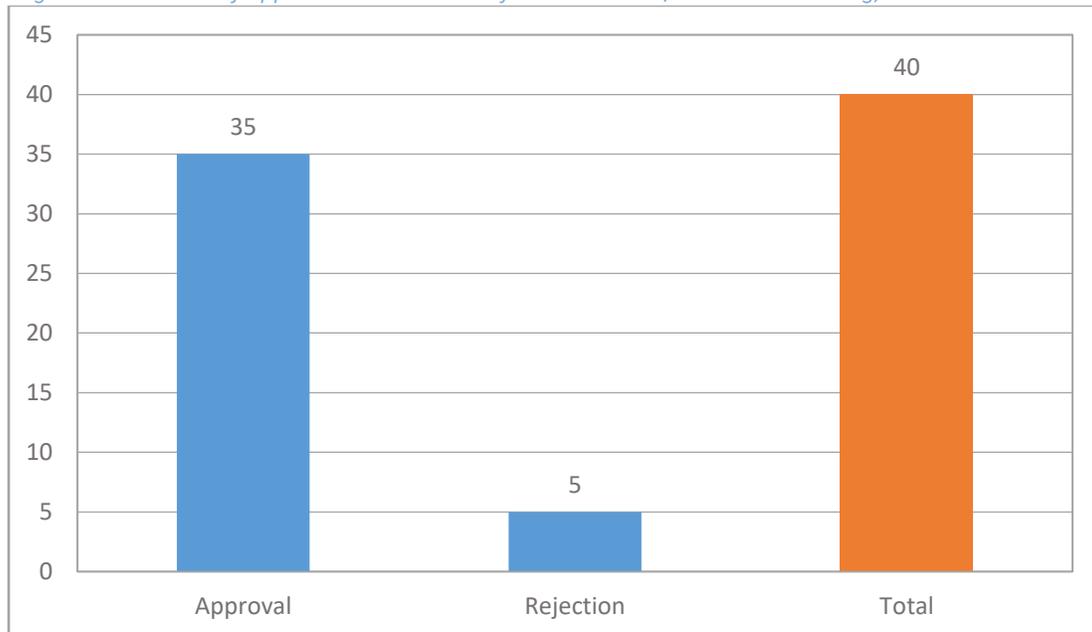
During 2019, DEPD has received 40 applications for institutional-residential housing, which have been submitted by the Centers for Social Work operating throughout the territory of the Republic of Kosovo. Out of the total of 40 submitted applications, 34 applications or 85% were for placement in HEWFC, while 6 applications or 15% were for placement in SISH. See the figure below:

Figure 23: Percentage of applications for institutional/residential housing



The submitted applications have been considered by the relevant DEPD commissions, which have issued decisions in full compliance with the applicable Administrative Instructions (AI No.10/2014 and 11/2014). Thus, out of 40 submitted applications, 35 applications or 87.5% were approved, while 5 applications or 12.5% were rejected, as they did not meet the criteria set by the applicable legislation. It is worth mentioning that 9 approved applications have not been implemented yet due to lack of capacities. See the figure below:

Figure 24: Number of applications considered for institutional/residential housing, 2019



It is worth mentioning that in the impossibility of returning to family or relatives, 67 clients continued to stay in institutions, of which 46 clients are of the SISH in Shtime and 26 clients are of the HEWFC in Prishtina.

During 2019, 20 deaths were recorded, all natural deaths, 4 deaths were recorded in SISH, while 16 in HEWFC in Prishtina.

During 2019, 1 client voluntarily left SISH.

December 2019 closed with 274 clients located in two institutions and in 11 Community Based Homes.

6.3.1. Gender and national structure of clients in HEWFC-Prishtina

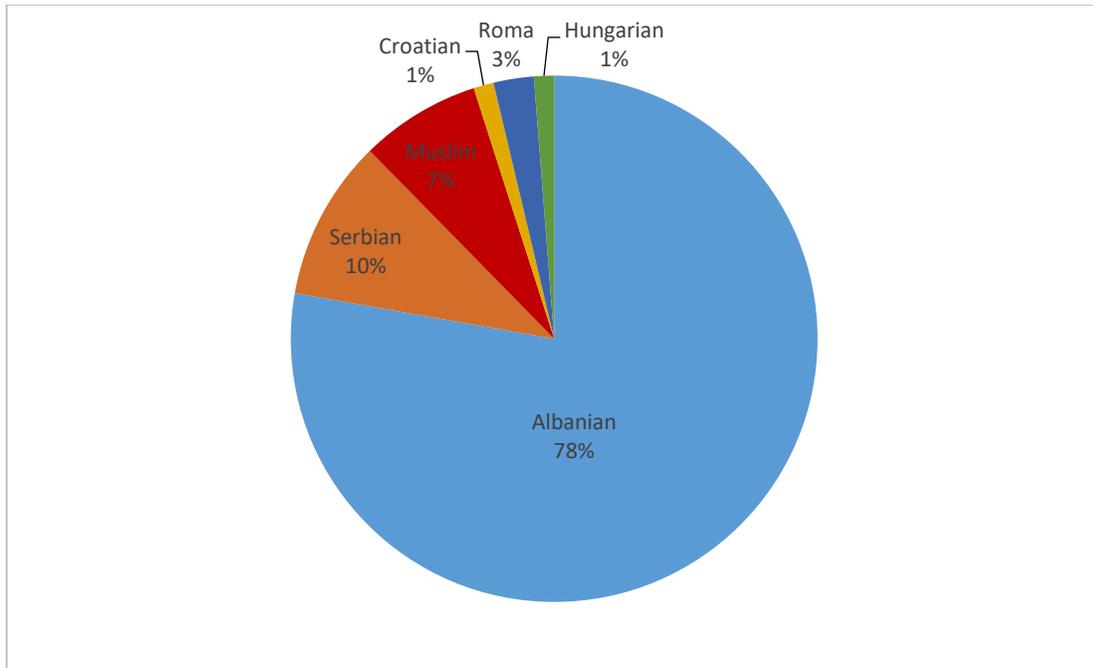
In December 2019, in the Home for the Elderly without Family Care in Prishtina, there were 81 clients, out of which 33 clients or 41% were male while 48 clients or 59% were female. For more details see table below:

Table 3 Gender and national structure of clients in HEWFC, Prishtina, December 2019

Nationality	Albanian		Serbian		Muslim		Croatian		Roma		Hungarian		Total
	M	F	M	F	M	F	M	F	M	F	M	F	
Number	29	34	1	7	1	5	0	1	1	1	1	0	81
Total	63		8		6		1		2		1		

Based on the table above, it is found that out of 81 clients accommodated in HEWFC in Prishtina, 63 clients or 78% are of Albanian nationality, while 18 clients or 22% are of other nationalities. See the figure below:

Figure 25: National client structure in HEWFC-Prishtina, December 2019



In December 2018, 71 clients were accommodated in HEWFC. Then it turns out that in 2019 we have an increase of 10 clients or 12% more compared to the same data of the previous year.

6.3.2. Gender and national structure of clients in the Special Institute in Shtime

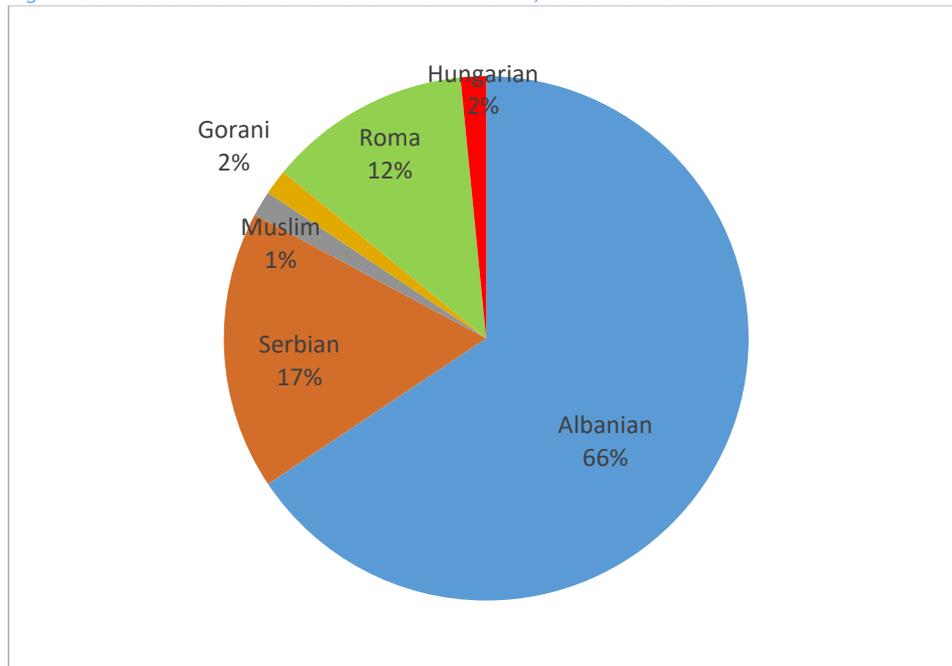
In the Special Institute in Shtime, 64 clients were accommodated in December 2019, 41 clients or 64% were male, while 23 clients or 36% were female. See Table 4:

Table 4 Gender and national structure of clients in SISH - Shtime, December 2019

Nationality	Albanian		Serbian		Muslim		Gorani		Roma		Hungarian		Total
	M	F	M	F	M	F	M	F	M	F	M	F	
Number	22	20	9	2	1	0	1	0	7	1	1	0	64
Total	42		11		1		1		8		1		

Based on the above table it is found that 42 clients or 66% of them were of Albanian nationality, while 22 clients or 34% of clients were of other nationalities. See Figure 26:

Figure 26: National client structure in SISH-Shtime, December 2019



In December 2018, 67 clients were accommodated in SISH. Then it turns out that in 2019 we have a decrease by 3 clients or minus 5% compared to the same data of the previous year.

6.3.3. Gender and national structure of clients in the Orphanage in Shtime

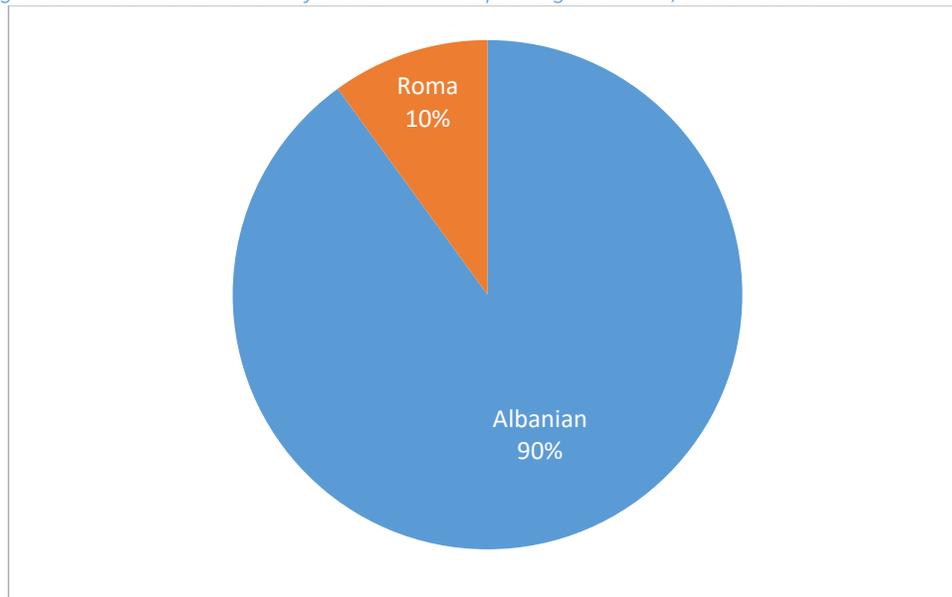
In December 2019, 10 clients were sheltered in the Community-Based Orphanage in Shtime, of which 4 clients or 40% were male, while 6 clients or 60% were female. See Table 5:

Table 5 Gender and national structure of clients in the Orphanage - Shtime, December 2019

Nationality	Albanian		Serbian		Muslim		Croatian		Roma		Hungarian		Turkish		Total
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	
Gender															
Number	3	6	0	0	0	0	0	0	1	0	0	0	0	0	10
Total	9		0		0		0		1		0		0		

Based on the table above, it is found that out of 10 clients located in the Orphanage in Shtime, 9 clients or 90% are Albanian, while 1 client or 10% are Roma. For more see the figure below:

Figure 27: National structure of clients in the Orphanage - Shtime, December 2019



In December 2018, 67 clients were accommodated in SISH. Then it turns out that in 2019 we have a decrease by 3 customers or minus 5% compared to the same data of the previous year.

6.4. Material Support Scheme for Families of Children with Permanent Disabilities

The Scheme for Material Support for Families of Children with Permanent Disabilities aged 1-18 years (FCPD) in Kosovo started operating for the first time in June 2009, while the payment was made retroactively from 01.01.2009. This Scheme is a public, universal and publicly-funded scheme, which was set up to provide material support to families with children with permanent disabilities.

The FCPD Scheme is regulated by Law No. 03/L-22 on Material Support for Families of Children with Permanent Disabilities. The right to benefit from this Scheme belongs to children with permanent disabilities aged 1-18 years, who are citizens of the Republic of Kosovo, having a permanent disability, who cannot move independently and perform daily life activities and these persons need 24-hour care. The material amount for a child is 100 Euro per month.

6.4.1. Number of beneficiary children of the FCPD Scheme by months

In December 2019, 2,276 children benefited from the FCPD Scheme. If we compare this number to the number of children who have benefited in January 2019, we find that in December 2019 the number of beneficiary children has increased by 113 children, or plus 5%.

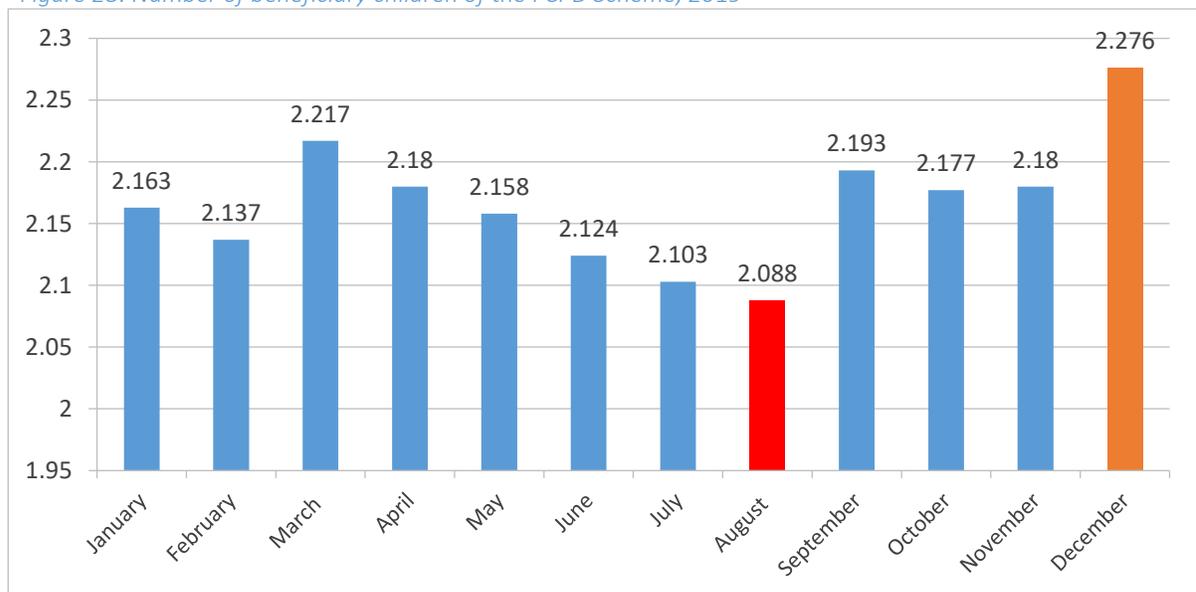
Also, the amount of assets in December 2019 compared to that of January 2019, has increased by 59,600 Euro, or 22% more. *For more details see the table below:*

Table 6 Number of beneficiary children of the FCPD Scheme, 2019

Month	Number of children	Amount of funds
January	2.163	216,800.00 €
February	2.137	214,100.00 €
March	2.217	262,800.00 €
April	2.180	219,500.00 €
May	2.158	219,000.00 €
June	2.124	212,900.00 €
July	2.103	211,300.00 €
August	2.088	209,100.00 €
September	2.193	281,100.00 €
October	2.177	224,400.00 €
November	2.180	227,900.00 €
December	2.276	276,400.00 €
Total:		2,775,300.00 €

Based on the above table, it is concluded that in December 2019, we have the largest number of beneficiary children, in this month 2.276 children have benefited while the smallest number of beneficiary children was recorded in August 2019, in this month there have been 2.088 beneficiary children. See the figure below:

Figure 28: Number of beneficiary children of the FCPD Scheme, 2019

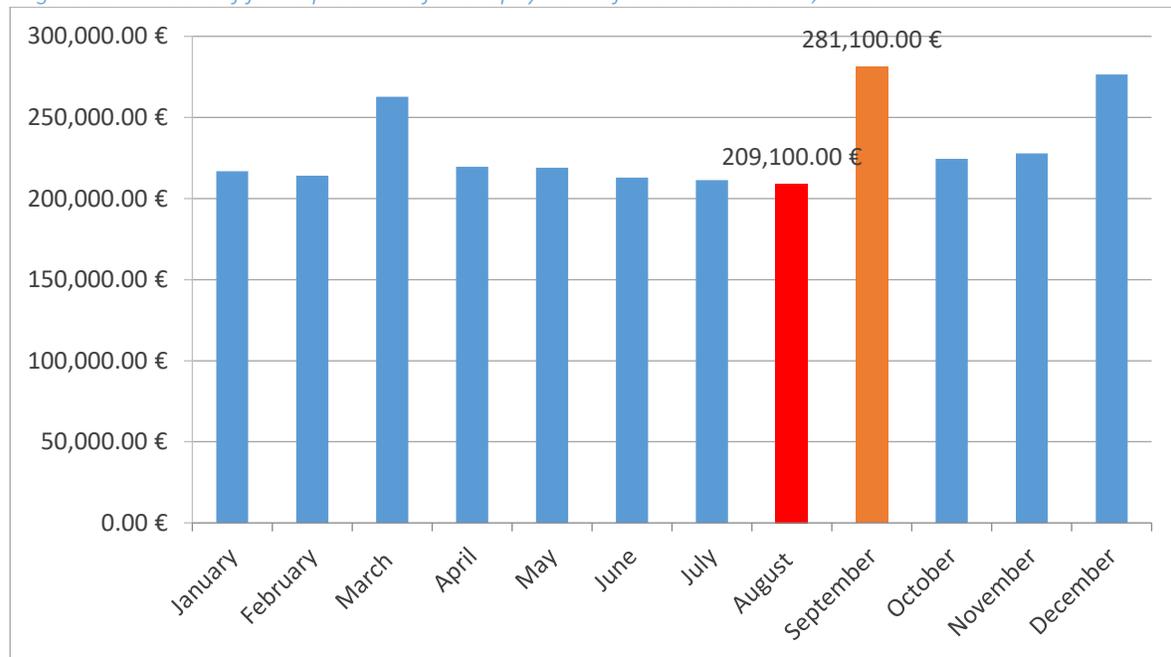


In December 2018, 2.206 children benefited from the FCPD Scheme. Therefore, we find that in December 2019, we have an increase of 70 beneficiary children more, or plus 3% compared to the same data of the previous year.

6.4.2 Budget spent for the FCPD Scheme

In terms of the amount of processed funds, we have ups and downs here too. Based on the table above, it is concluded that in September 2019 the largest amount was processed. In this month, 281,100 Euro were processed, while the smallest amount was processed in August 2019, in this month, 209,100 Euro were processed. The budget spent for the payment of the FCPD Scheme for 2019 is 2,775,300 Euro. *For more see the figure below:*

Figure 29: Amount of funds processed for the payment of the FCPD Scheme, 2019



The budget spent for the payment of the FCPD Scheme for 2018 was 2,973,200 Euro. Therefore, we find that the budget spent in December 2019 recorded a decline by 197.900 euro or minus 7% compared to the same data of the previous year.

6.4.3. Number of children in FCPD Scheme by the continuity of the learning process

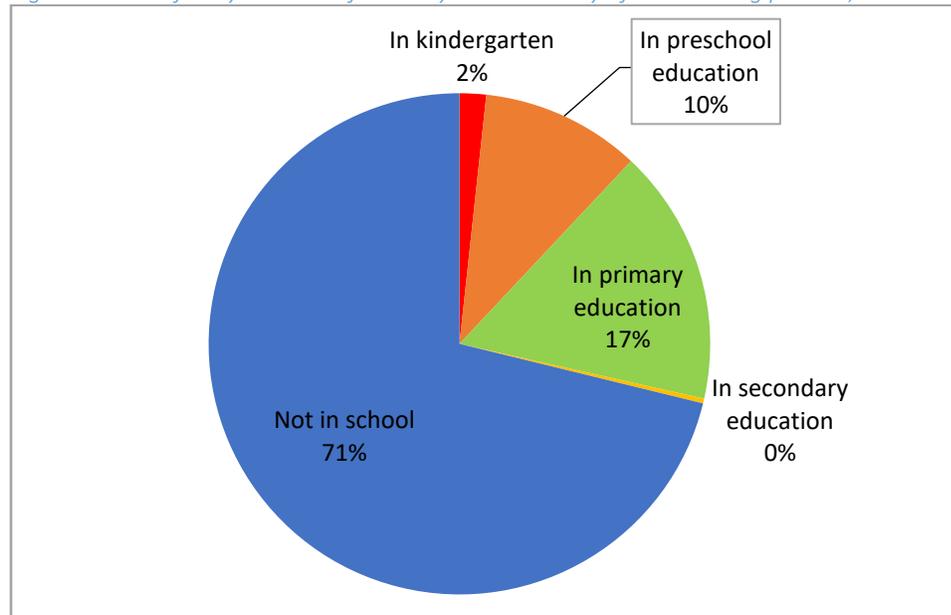
Through the Database, the attendance of the learning process by children with disabilities, who are beneficiaries of FCPD Scheme, has been monitored since 2017.

Based on the data of this database, it is concluded that out of total 2,276 children with disabilities benefiting from the Scheme, there are 39 children or 2% in kindergarten, 234 children or 10% in preschool institutions, 376 children or 17% in primary school institutions, 7 children or 0.31% in high school, while those who do not attend school are 1,620 children or 71%.

Table 7 Number of children by the continuity of the learning process, 2019

Number	In kindergarten	In preschool education	In primary education	In secondary education	Not in school	Total
	39	234	376	7	1,620	2,276
%	1.71%	10.28%	16.52%	0.31%	71.18%	100%

Figure 30: Beneficiary children of FCPD by the continuity of the learning process, 2019



6.5. Number of disability applications considered by the First Instance Commission

During 2019, the First Instance Medical Commission considered/examined 909 applications of families who have applied to benefit from the FCPD Scheme. Out of this total, 382 applications or 42% were approved, 320 applications or 45% were rejected, 138 applications or 15% were sent back for completion and 69 applications/applicants or 8% were not presented at the hearing. See Figures 31 and 32:

Figure 31: Number of applications considered by the First Instance Medical Commission, 2019

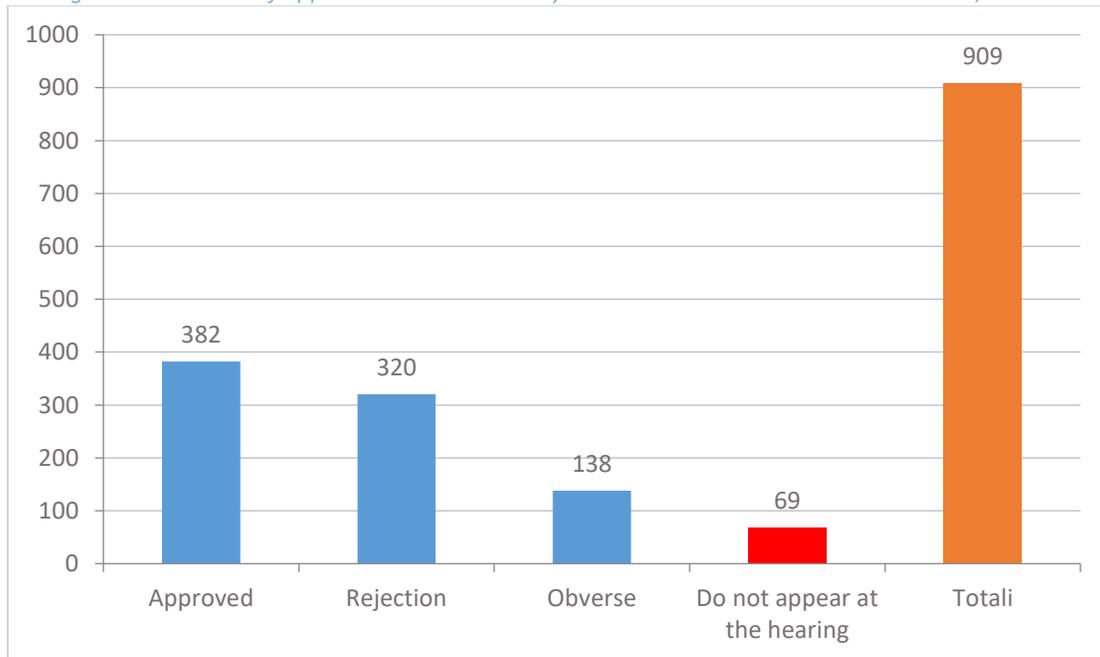
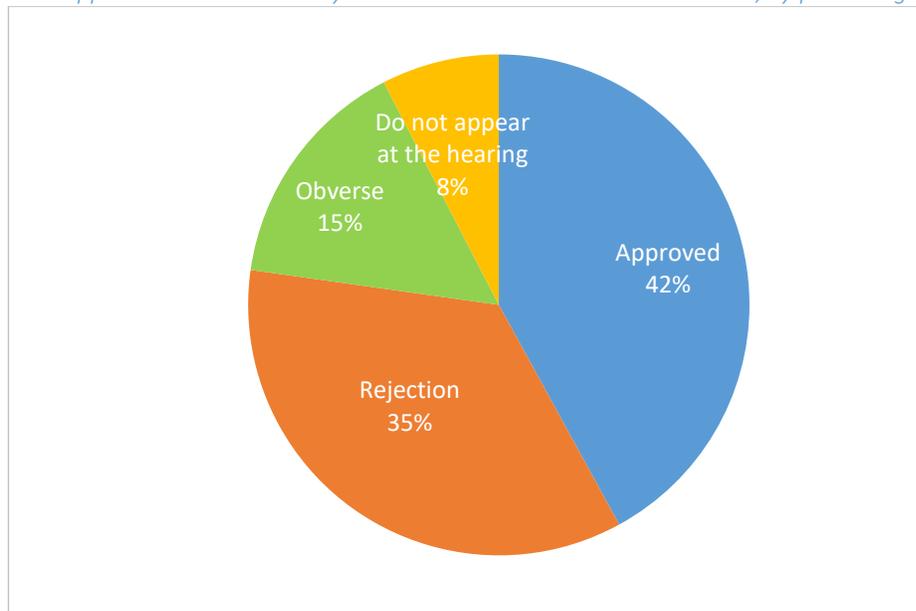


Figure 32: Applications considered by the First Instance Medical Commission, by percentage



During 2018, the First Instance Commission considered a total of 783 applications. Therefore, we find that during 2019, we have an increase in the number of applications considered by the Commission by 126 applications, or plus 14%.

6.6. Number of disability complaints considered by the First Instance Commission

The Second Instance Commission continued its work during 2019. During 2019, this Commission examined 131 complaints, of which 21 complaints or 16% were approved, 81 complaints or 62% were rejected, and 29 or 22% of complaints were sent back for completion. See *Figures 32 and 33*:

Figure 33: Number of complaints examined by the Second Instance Medical Commission, 2019

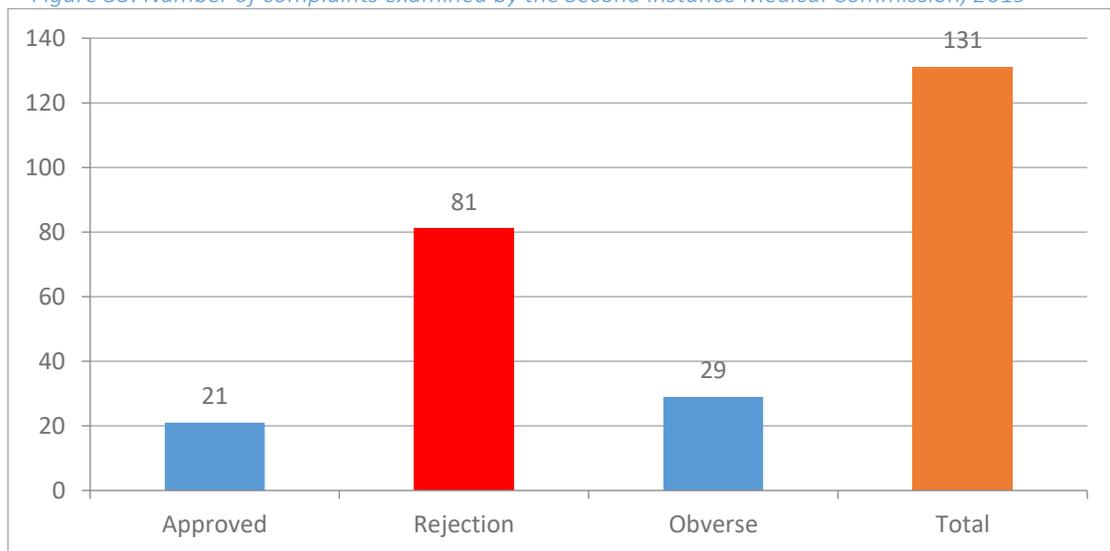
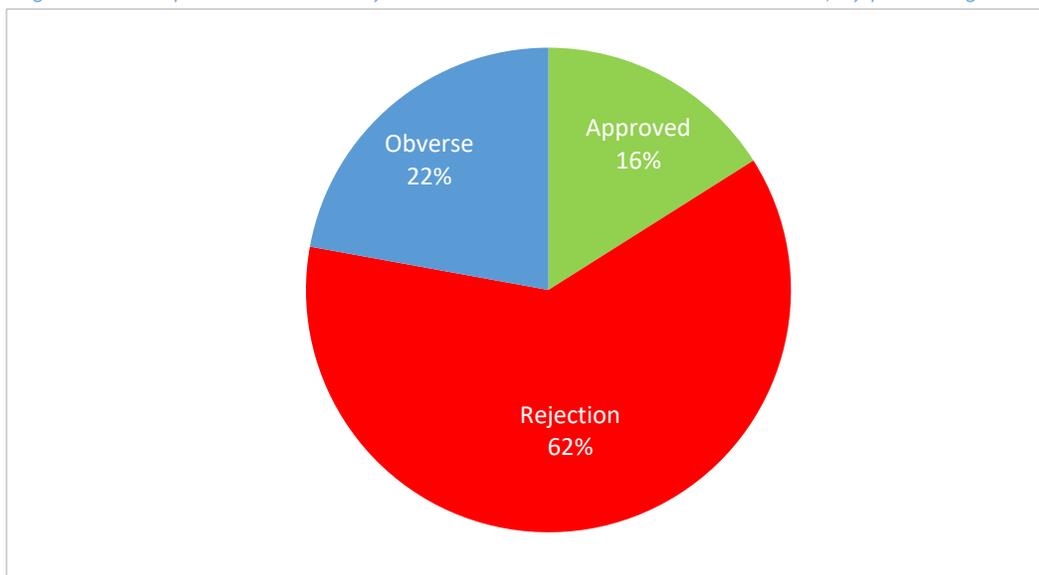


Figure 34: Complaints examined by the Second Instance Medical Commission, by percentage



During 2018, the Second Instance Commission examined a total of 193 complaints. Therefore, we find that during 2019, we have a decrease in the number of complaints examined by this Commission by 63 complaints, or minus 47%.

7. SOCIAL ASSISTANCE DIVISION

7.1. Duties and responsibilities of the Social Assistance Division

Social Assistance Division (SAD) operates within the Social and Family Policies Department (SFPD), i.e. the Ministry of Labor and Social Welfare (MLSW), which has the task of working closely with other local and international institutions to collect and analyze data on social and economic situation in Kosovo, in particular in assessing poverty and taking concrete steps to alleviate it. All this work is carried out by SAD based on the policies and strategies of the Government of the Republic of Kosovo, MLSW Sector Strategy, SFPD/SAD Work Plan and Programme, and is responsible for planning, organizing and monitoring the entire Social Assistance Scheme (social assistance, emergency assistance and other subsidies to assist families in social and economic need). SAD monitors and supervises the professional work of Social Assistance Scheme (SAS) and Social Work Center (CSW) staff, who provide these social protection services to poor families in Kosovo.

Duties and responsibilities of the Social Assistance Division are:

- ✓ *Proposing, drafting and ensuring the implementation of policy documents/strategies for social assistance;*
- ✓ *Collecting, analyzing and reporting on poverty data in Kosovo, in cooperation with other relevant institutions;*
- ✓ *Proposing, drafting and ensuring the implementation of social assistance legislation;*
- ✓ *Coordinating activities with relevant institutions;*
- ✓ *Monitoring payment process from the Social Assistance Scheme and compiling regular periodic reports;*
- ✓ *Cooperation with non-governmental organizations for the development of activities;*
- ✓ *Maintaining electronic data system for SAS beneficiary applicants.*

The Head of Social Assistance Division reports to the Director of the Social and Family Policies Department. The number of employees in this Division, at the end of 2019 was eight (8) employees.

Social Assistance Division (SAD) consists of:

- Social Assistance Unit,
- Second Instance Complaint Unit, and
- Control and Supervision Unit

7.2. Organizational structure of the Social Assistance Scheme

The Social Assistance Scheme is organized in two levels:

1. **Central level:**

- Ministry of Labor and Social Welfare (MLSW),
- Social and Family Policies Department (MLSW);

2. **Local level:**

- Municipal Directorates for Health and Social Welfare (MDHSW);
- Centres for Social Work (38 CSW);

7.3. Delegation (Deconcentrating) of the Social Assistance Scheme

Delegation and definition of central level responsibilities (MLSW-SFPD) and local level (municipality-MDHSW-CSW) for the Social Assistance Scheme, respectively the deconcentrating of SNS took place in January 2009 and was done in accordance with the Law No. 03/L-040 on Local Self-Government; Memorandum of Understanding on the transfer of competencies of social services and the delegation of social assistance responsibilities to the municipal level; Administrative Instruction No. 01/2010 on procedures related to the delegation of responsibilities for the Social Assistance Scheme to the municipal level. This process of transfer of responsibilities and deconcentrating of the Social Assistance Scheme has been undertaken by the MLSW, the Ministry of Finance (MoF), the Ministry of Local Government Administration (MLGA) and the Municipalities.

7.4. Responsibilities of the central level - MLSW for the Social Assistance Scheme

Responsibilities of the central level - MLSW for the Social Assistance Scheme are:

- ✓ *Drafting policies and strategic plans for the development and functioning of the Social Assistance Scheme;*
- ✓ *Drafting the legal infrastructure and national rules for the Social Assistance Scheme;*
- ✓ *Drafting minimum standards for the provision of social assistance services;*
- ✓ *Monitoring, controlling and inspecting the quality of these services, implementation of the Law and national rules on SAS;*
- ✓ *In cooperation with the MoF, planning and allocating the necessary budget funds for the payment of social assistance, according to the requests of the municipalities-CSW;*

- ✓ *In special circumstances, when the municipal level (MDHSW-CSW) does not meet the minimum standards for the provision of social assistance, then the MLSW may resume the delegated responsibility, as long as it deems necessary (not longer than one year).*

7.5. Responsibilities of the municipal level for the Social Assistance Scheme

The Ministry of Labor and Social Welfare has designated the Centers for Social Work to administer the Social Assistance Scheme.³ Currently, in each municipality of Kosovo there is one CSW, a total of 38 CSW, but in order for these services to be even closer to citizens, there are also two operation units: Kodra e Trimave and Kodra e Diellit in Prishtina (CSW in Prishtina); and five (5) sub-offices: Gorazhdec (Peja); Prilluzhe (Vushtrri); Qaber (Zubin Potok); Lipa-Kelmend (Zvecan) and Ceraja (Leposavic).

Responsibilities of the local level are:

- ✓ *Establishing and maintaining Centers for Social Work, which may have one or more branches;*
- ✓ *Assessing and identifying needs at the municipal level;*
- ✓ *Managing the assets and staff of the CSW;*
- ✓ *Implementing the legal infrastructure, national rules and minimum standards for the provision of social assistance services;*
- ✓ *Providing conditions, data and documentation for control and inspection of the SAS Service for the Internal Auditor Unit (IAU) and the Control and Supervision Unit (CSU);*
- ✓ *Receiving, examining and issuing decisions on recognition or non-recognition of the right of applicants for social assistance;*
- ✓ *Drafting monthly, periodic and annual plans and reports for SAS, which are reviewed and approved by the SFPD/MLSW;*
- ✓ *Allocating sufficient budget for the normal functioning of the CSW.*

7.5.1. Administration of SAS at the municipal level

Social assistance services within the Centers for Social Work, designated to administer the Social Assistance Scheme, are managed by the Head of the Social Assistance Service, who is selected by the municipality, in cooperation with the Ministry.⁴

³ Law No. 2003/15 on the Social Assistance Scheme in Kosovo.

⁴ Law No. 04/L-096 Amending and Supplementing the Law No. 2003/15 on the Social Assistance Scheme in Kosovo, paragraph 3.2

The Head of Social Assistance Scheme for the performance of his/her duties and responsibilities, reports to the Director (relevant Directorate) in the Municipality and reports to the Ministry of Labor and Social Welfare.⁵

The responsible authority for the development of procedures, preparation of case, verification of socio-economic situation and selection or rejection of the family in the Social Assistance Scheme is the Social Assistance Scheme Officer (case manager), while the responsibility for decision-making lies with the Head of the Social Assistance Scheme Service.⁶

The Ministry, in case of finding serious violations of administration of the Social Assistance Scheme, may take direct administration of the Social Assistance Scheme in that municipality, for a period not longer than one (1) year.⁷

7.6. Criteria - conditions for receiving social assistance

Social Assistance Scheme in Kosovo was introduced for the first time in 2000 and reviewed in 2003 and 2012. The scheme is public, universal and funded by public funds. This scheme was set up to support and provide temporary financial assistance to families in poverty.⁸

The Social Assistance Scheme in Kosovo is regulated by the basic Law No. 2003/15 on the Social Assistance Scheme in Kosovo and Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo, and with a certain number of Administrative Instructions, which are mentioned in the part of the legal infrastructure (bylaws) of the Social Assistance Scheme.

Based on the legal acts and bylaws governing SAS, to exercise the right to social assistance, all family members must be citizens of the Republic of Kosovo, exceptionally, also foreign citizens who:

- a) *have a residence permit,*
- b) *persons in the capacity of an asylum seeker,*
- c) *persons in the capacity of a refugee, and*
- d) *persons who enjoy temporary and supplementary protection, and meet the conditions for categorization in one of the following categories:*

The first category - Family in which all family members are dependent and none of them is employed; and

⁵ Ibid, Article 3, paragraph 3.3

⁶ Ibid, Article 3, paragraph 3.5

⁷ Ibid, Article 3, paragraph 3.4

⁸ Ibid, Article 1

The second category - Family with a member capable for work, with at least one child under the age of 5 or who have an orphan under the age of 15 under permanent care.

In addition to these basic criteria, families (of both categories I and II), in order to receive social assistance, must not own more than 0.5 hectares of land, financial income and calculable material goods, as defined by legal acts and bylaws governing the Social Assistance Scheme.

Box 1- Notion "family" and "household" according to Law on the Social Assistance Scheme

Law No. 2003/15 on the Social Assistance Scheme in Kosovo, Article 2, paragraph 2.1 stipulates:

"Family" - is composed of those persons whose needs are considered in determining the eligibility and the amount of the Social Assistance, and shall be defined as being made up of the applicant or recipient and all of the following family members that are present in the household: his or her spouse or co-habiting partner, parents and children, including adopted, fostered, or children of the spouse. Therefore, the family may consist of the applicant or recipient of assistance and one, two, three, or more members living in a household. An individual without any other family member in household, according to this Law, is considered a family.

While paragraph 2.4 of the same Article stipulates:

"Household" - is defined as being a group of individuals living together and sharing living costs. According to this Law, the household may include persons who are not family members.

Persons who have reached the age of eighteen (18) years and who have completed high school are considered fit for work and able to work even if they continue their regular education at university or in a training programme.⁹

Persons who: a) reside; or b) are in closed institutions, such as psychiatric institutions, nursing homes, religious institutions, residential schools and prisons, cannot receive social assistance, according to the legal and sub-legal provisions of the Social Assistance Scheme.

The responsible authority for the development of procedures, preparation of case, verification of socio-economic situation and selection or rejection of the family in the Social Assistance Scheme is the Social

Assistance Scheme Officer (case manager), while the responsibility for decision-making lies with the Head of the Social Assistance Scheme Service,¹⁰ i.e. the local level - Center for Social Work in the

⁹ Ibid, Article 4, paragraph 4.10

¹⁰ Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo.

respective municipality. Meanwhile, the central level (MLSW) drafts policies and strategies, legal infrastructure, exercises control and supervision and provides the budget for the Social Assistance Scheme in Kosovo.

The monthly amount of social assistance for a family is determined by the number of points, number of family members and the cost of consumer prices of food basket, which is regulated by a sub-legal act issued by the Ministry¹¹. This means that a single person - a one-member family receives 60 Euro per month (at minimum), and a family of 15 members (at maximum) for one month receives 180 Euro per month.¹² In addition to the basic assistance, "the family selected for the Social Assistance Scheme for every child aged zero (0) up to eighteen 18 years old", realizes a financial benefit of 5 euro as a supplement for children, in order to promote education and improve health.¹³

Duration of using the social assistance for families in Category I is 12 months¹⁴, while for families in Category II is six months, provided that throughout this period the families in Category I and II are eligible, as provided by the legal and sub-legal provisions of SAS.

Any individual or family that considers that it meets the criteria for social assistance and needs additional information on the Social Assistance Scheme, can contact the Center for Social Work in the respective municipality.

7.7. Number of families and family members in SAS

Based on the applicable legislation on SAS, during the reporting period January-December 2019, the officials and heads of SAS have been committed to implementing legal acts and bylaws, which govern the Social Assistance Scheme in Kosovo, respectively in implementation of Law No. 2003/15 on the Social Assistance Scheme in Kosovo and Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo, as well as the Administrative Instructions for this Scheme.

According to the conditions and criteria provided by the legal acts and bylaws of the Social Assistance Scheme, social assistance for the reporting period (January-December 2019), has been realized by the number of families as follows: See Table 8:

Article 3, paragraph 3.5

¹¹ Ibid, Article 8, paragraph 9.1

¹² Decision No. 15/24 of the Government of the Republic of Kosovo, dated 12.01.2018.

¹³ Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo, Article 9 A.

¹⁴ Ibid, Article 7, paragraph 1

Table 8 Number of families-family members included in SAS, 2019

Month	Number of families	Number of family members	Amount processed
January	25.186	102.596	2,684,862.50 €
February	25.192	102.712	2,662,885.00 €
March	26.995	102.035	2,667,502.50 €
April	24.964	101.855	2,671,142.50 €
May	24.884	101.535	2,652,285.00 €
June	24.767	100.995	2,634,275.00 €
July	24.608	100.427	2,614,485.00 €
August	24.562	100.044	2,611,070.00 €
September	24.526	99.718	2,603,022.50 €
October	24.465	99.407	2,592,857.50 €
November	24.195	98.169	2,565,617.50 €
December	24.352	98.756	2,582,340.00 €
Total:			31,542,345.00 €

If we compare the data of 2019 with the same period of last year (December 2018), where the number of social assistance beneficiaries at the national level was: 25,345 families, with 103,399 family members, with a monthly amount of 2,373,381.25 Euro, it is found that in 2019 the number of families in Social Assistance Scheme has decreased, it declined by 992 families or minus 4%, the number of family members has decreased by 4,643 family members, or minus 5% and the amount of funds processed for the payment of social assistance has decreased by 1,316,300 Euro or minus 4%.

The largest number of households in SAS during 2019 was recorded in March, with 26,995 households, while the smallest number of households in SNS was recorded in November, with 24,195 households.

If we refer to the data of Kosovo Agency of Statistics (KAS), from the latest population and households census in Kosovo, it appears that in Kosovo there are 1,820,631 inhabitants, distributed in 308,212 households.

Therefore, if we compare the number of families in the Social Assistance Scheme (24,352 families-December 2019) with the number of households in Kosovo (308,212), it results that 26,995 or 8% of families in Kosovo are included in the Social Assistance Scheme. Whereas, if we compare the number of family members in the Social Assistance Scheme (98,756 members-December 2019) with the number of population in Kosovo (1,820,631 inhabitants), it results that 5% of the population in Kosovo use social assistance.

The number of families and their members in the Social Assistance Scheme for the period January-December 2019 is presented in Table 8 and Figures 35 and 36:

Figure 35: Number of families included in SAS, 2019

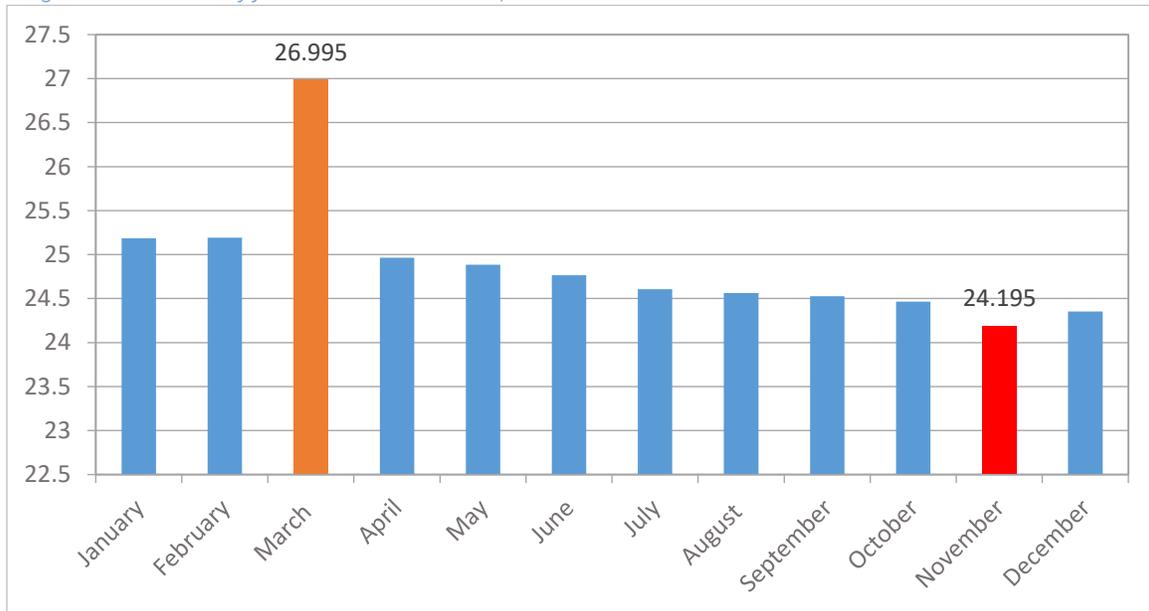
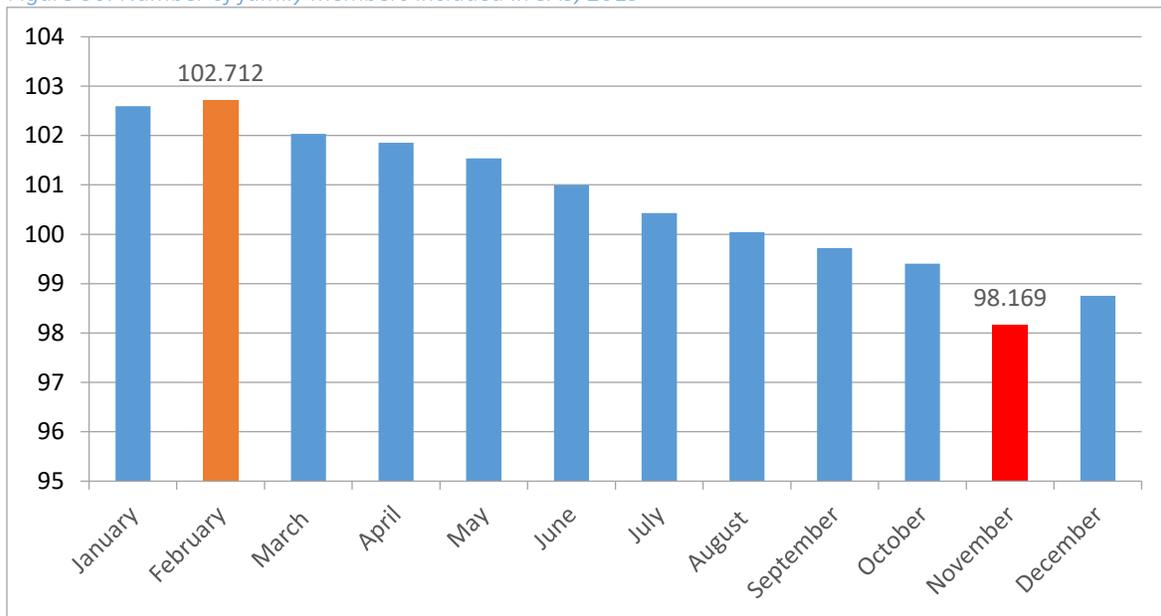


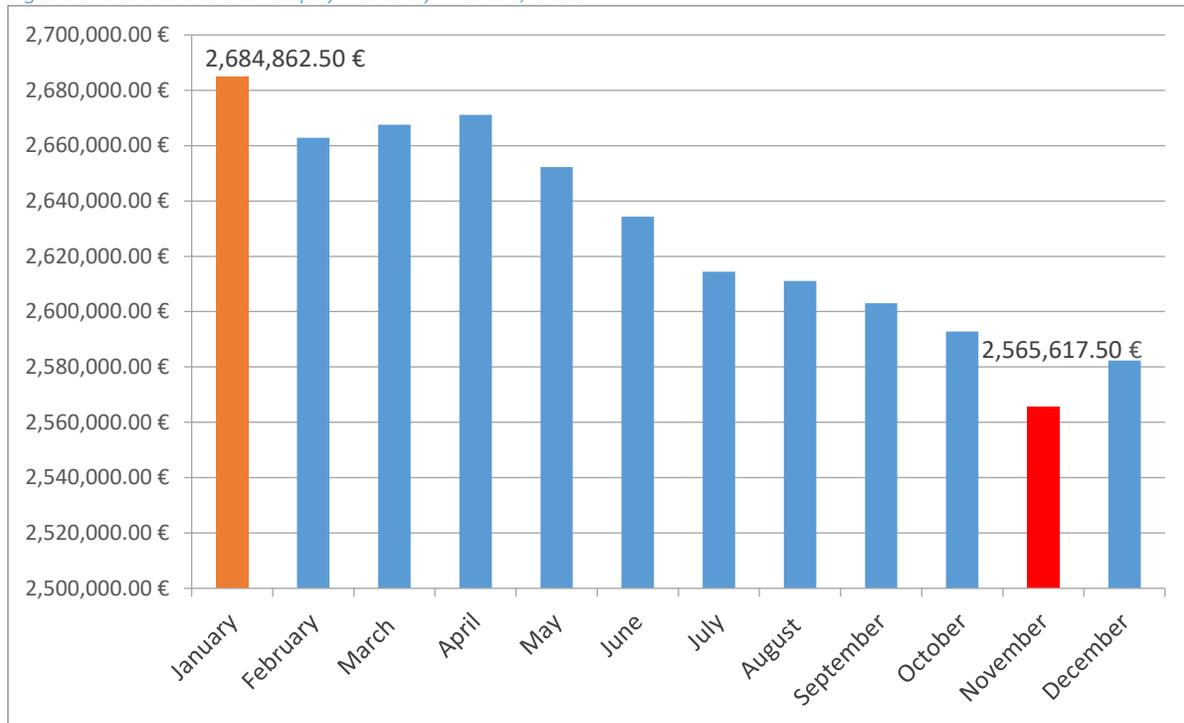
Figure 36: Number of family members included in SAS, 2019



If we compare the amount of funds processed by months during 2019, it is found that in January 2019 the largest amount of funds was processed to pay the amount of social assistance. In this month,

2,684,862.50 Euro were processed, while the smallest amount of funds was processed in November, with 2,565,617.50 Euro processed in this month. For more see the figure below:

Figure 37: Social assistance payments by months, 2019

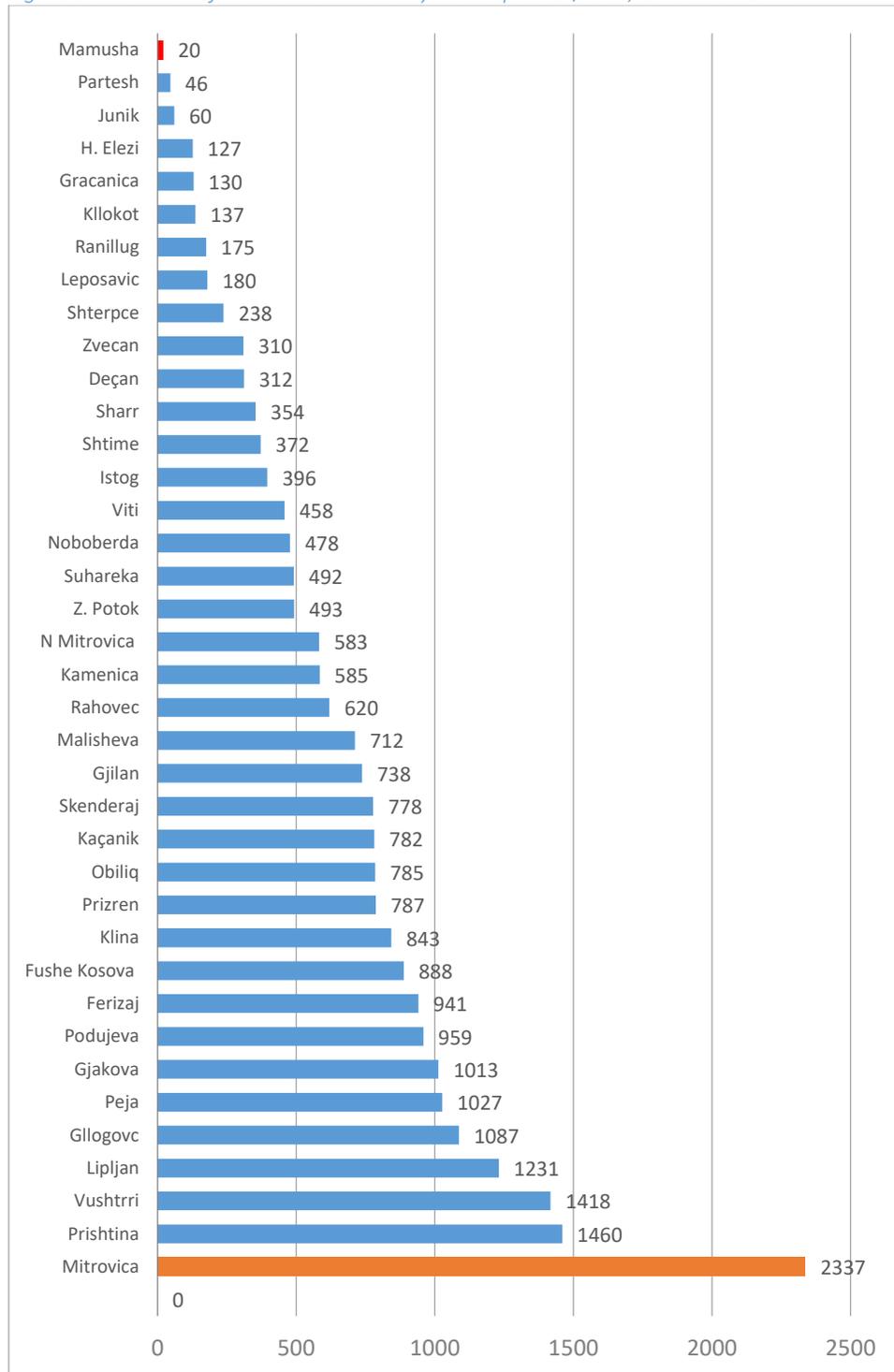


Based on the table above, it is concluded that in December we have a decrease in the amount of processed funds compared to January by 102,522.50 Euro, or minus 4%.

7.7.1. Number of families and family members in SAS by municipalities/CSW

The figure below shows the number of families by Centers for Social Work/municipalities, beneficiaries of the Social Assistance Scheme in December 2019. From the figure, it can be seen that the largest number of families in SNS has the municipality/CSW of Mitrovica with 2,337 families, while the municipality/CSW with the smallest number of families in SNS is the municipality-CSW of Mamusha with 20 families. See the figure below:

Figure 38: Number of households in SNS by municipalities/CSW, December 2019



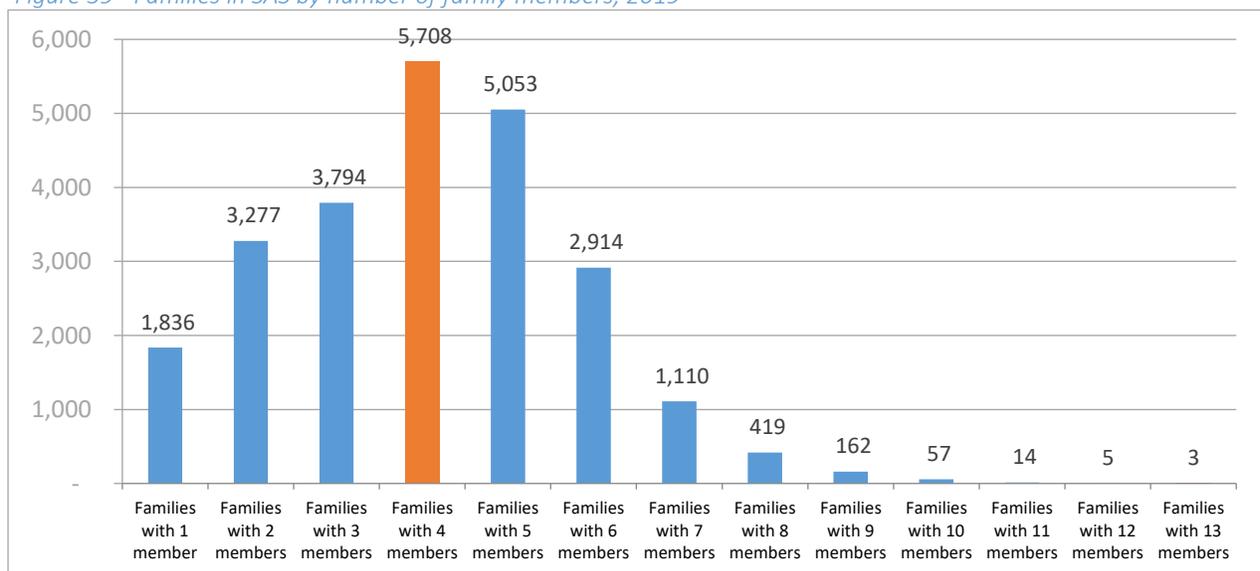
7.7.2. Families in SAS by number of family members

Out of total 24,352 families, with 98,756 family members in SAS, as they were in December 2019, the largest number are 4-member families with 5,708 families or 23%, 5-member families with 5,053 families or 21%, three-member families with 3,794 or 16%, and so on. Whereas, the smallest number of families are families with 13 members, in total 3 families or 0.01%, families with 12 members with 5 families or 0.02% and so on. See Table 9 and Figure 38:

Table 9 Families in SAS by number of family members, December 2019

Families by number of members	Number of families	%
Families with 1 member	1.836	7.54
Families with 2 members	3.277	13.46
Families with 3 members	3.794	15.58
Families with 4 members	5.708	23.44
Families with 5 members	5.053	20.75
Families with 6 members	2.914	11.97
Families with 7 members	1.110	4.56
Families with 8 members	419	1.72
Families with 9 members	162	0.67
Families with 10 members	57	0.23
Families with 11 members	14	0.06
Families with 12 members	5	0.02
Families with 13 members	3	0.01
TOTAL:	24.352	100.00

Figure 39 - Families in SAS by number of family members, 2019



7.7.3. Social assistance providers, by categories and gender structure

Out of a total of 24,352 families in SAS (December 2019), 16,728 or 69% of families were in the First (I) Category, while 7,624 families or 31% were in the Second (II) Category. See *Table 10 and Figure 39*:

Table 10 Social assistance beneficiaries by categories and gender structure, December 2019

TOTAL			Category I			Category II		
M	F	Total	M	F	Total	M	F	Total
16.100	8.252	24.352	9.154	7.574	16.728	6.946	678	7.624
66.11%	33.89%		54.72%	45.28%		91.11%	8.89%	

The gender structure of social assistance beneficiaries in both SAS categories in December 2019 was: 8,252 or 34% of social assistance beneficiaries were female, and 16,100 or 66% of social assistance providers were male. In Category I of SAS: 7,574 or 45% were female and 9,154 or 55% were male. While in Category II there were 678 or 9% female and 6,946 or 91% male.

Figure 40: Percentage of families in SAS by categories, December 2019

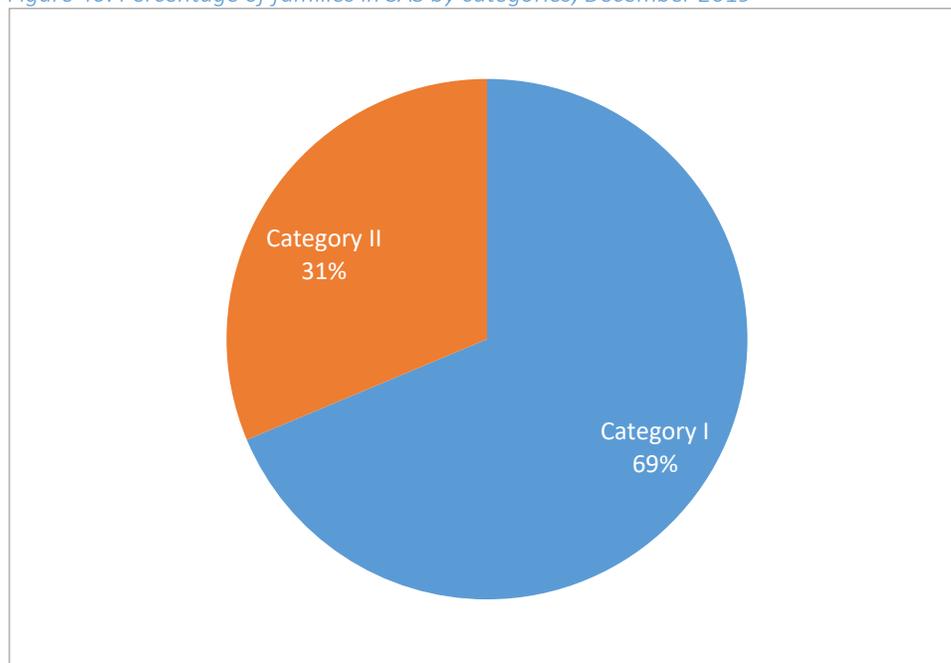
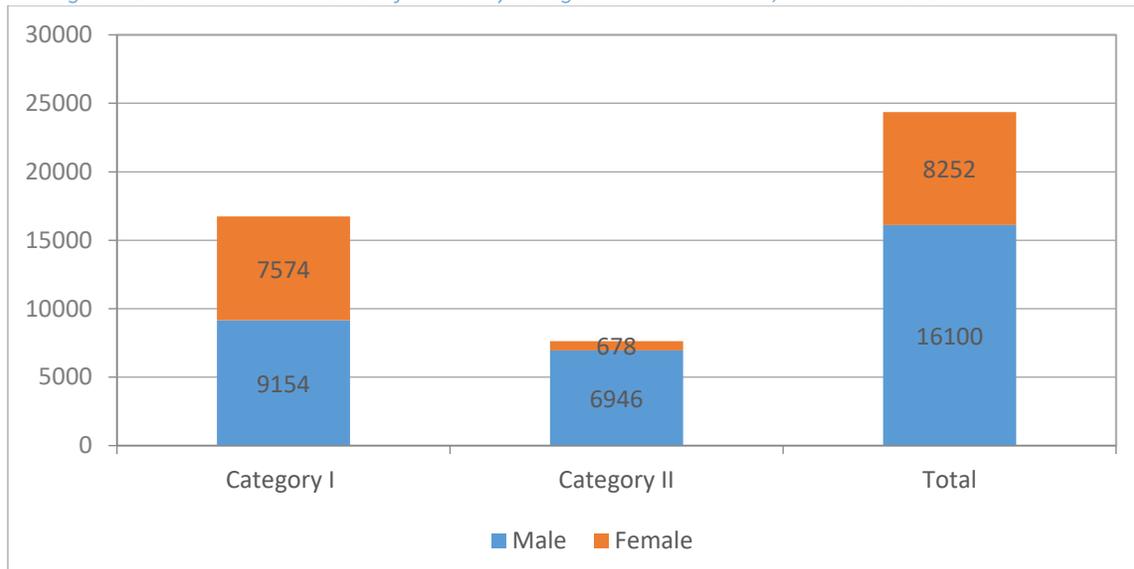


Figure 41: Social assistance beneficiaries by categories and structure, December 2019



7.7.4. Structure of the status of social assistance beneficiaries in SAS

Based on the basic criterion-status of the social assistance beneficiaries, the highest number and percentage is criterion 8 - unemployed, with a total of 7,192 or 30%; then beneficiaries under criterion 7 - person over 18 years old, incapable of work over 80%, with 6,424 or 26%; beneficiaries under 9 - custodian criterion, with 6,254 or 26%; beneficiaries under 6 - single parent criterion, with 2,293 or 9%, and so on. While the smallest number are beneficiaries under 19 - custodian criterion (*person with basic pension*), only 6 beneficiaries or 0.02%. See Table 11:

Table 11 Social assistance beneficiaries by status, December 2019

Criterion	Male	Female	Total	%
5 - Person aged 15-18 years, in regular schooling	-	1	1	0.00
6 - Single parent	404	1.889	2.293	9.42
7 - Person over 18 years old, incapable of work over 80%	4.451	1.973	6.424	26.38
8 - Unemployed	6.900	292	7.192	29.53
9 - Custodian	3.371	2.883	6.254	25.68
10 - Person with Disability Pension (PWDP)	196	30	226	0.93
15 - Person with Basic Pension (BP)	78	19	97	0.40
18 - Custodian - Person with Disability Pension (PWDP)	9	2	11	0.05
19 - Custodian - Person with Basic Pension (BP)	4	2	6	0.02
21 - Single person - Person over 18 years old, incapable of work over 80%	687	1.161	1.848	7.59
TOTAL:	16.100	8.252	24.352	100

7.7.5. National structure of families in social assistance

Kosovo is committed to establishing a state of equal citizens, which guarantees the rights, civil liberties and equality before the law for all people living in Kosovo. The Constitution of Kosovo stipulates that “all are equal before the law and that no one shall be discriminated against on grounds of race, colour, gender, language, religion, political or other opinion, national or social origin, relation to any community, property, economic and social condition, sexual orientation, birth, disability or other personal status”.¹⁵

In addition, to ensure full and effective equality between members of communities, the Constitution encourages the adoption of adequate measures (e.g. positive discrimination) in favour of vulnerable and marginalized groups in society.

The right to use social assistance in the Republic of Kosovo is given to all individuals/families living in poverty and who meet the criteria provided by applicable law. Therefore, to present the national structure of families in the Social Assistance Scheme, we are providing data for December 2019, which in number and percentage are similar to other months of this year. See Table 12:

Table 12 National family structure in SAS, December 2019

Nationality	Number of family	%	Number of members	%	Amount	%
Albanian	18.648	76.58	78.049	79.03	2,008,600.00	77.79
Serbian	2.387	9.80	6.040	6.12	204,380.00	7.91
Roma	978	4.02	4.390	4.45	110,165.00	4.27
Ashkali	1.393	5.72	6.731	6.82	163,127.50	6.32
Egyptian	371	1.52	1.813	1.84	43,690.00	1.69
Turkish	67	0.28	193	0.20	5,915.00	0.23
Bosniak	247	1.01	779	0.79	22,575.00	0.87
Montenegrin	3	0.01	6	0.01	257.50	0.01
Croatian	14	0.06	40	0.04	1,292.50	0.05
Gorani	178	0.73	493	0.50	15,800.00	0.61
Others-	66	0.27	222	0.22	6,437.50	0.25
TOTAL:	24.352	100	98.756	100	2,582,240.00	100

Based on the table above, it is concluded that the largest number and percentage are Albanian families/residents, with a total of 18,648 families or 77% and with 78,049 family members or 79%, followed by Serb families with 2,387 families or 10%.

¹⁵ Constitution of the Republic of Kosovo.

Thus, non-Albanian families in the Social Assistance Scheme participate with 5,704 families or 23% (2,387 or 10% Serb families and 3,317 or 13% families of other minority communities in Kosovo).

Therefore, based on the statistics of the last census of KAS, that in Kosovo there are 1,739,825 inhabitants, in 297.090 households, where the national population structure in Kosovo is 93% Albanians, 1.47% Serbs and 6% of other nationalities, it turns out that the participation of all nationalities in the Social Assistance Scheme has a discrepancy with these data, where there is a positive discrimination in favour of non-Albanian households in the Social Assistance Scheme. This discrepancy, in addition to positive discrimination, can also be a cause and consequence that among non-Albanian families, especially those of the Roma, Ashkali and Egyptian communities and other communities, the level of poverty is more evident. See Table 12 and Figures 42 and 43:

Figure 42: National family structure in SAS, December 2019

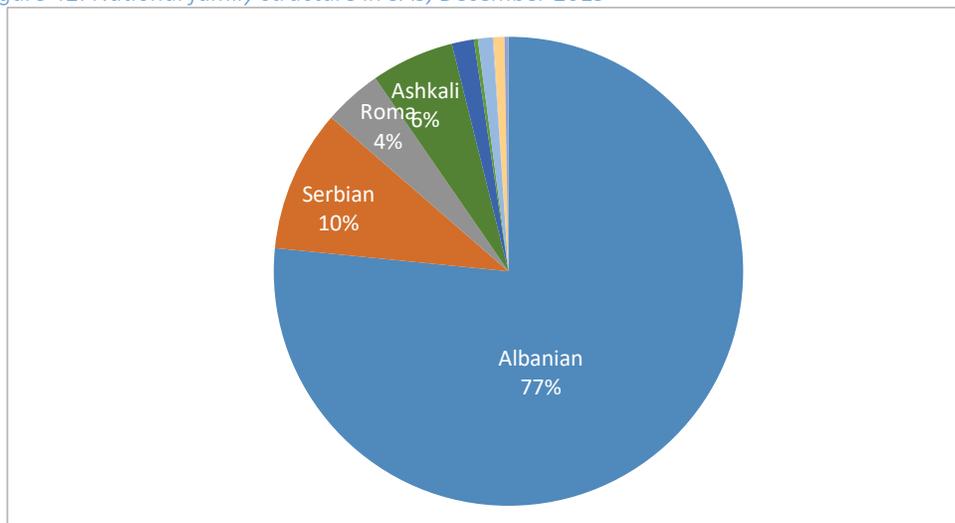
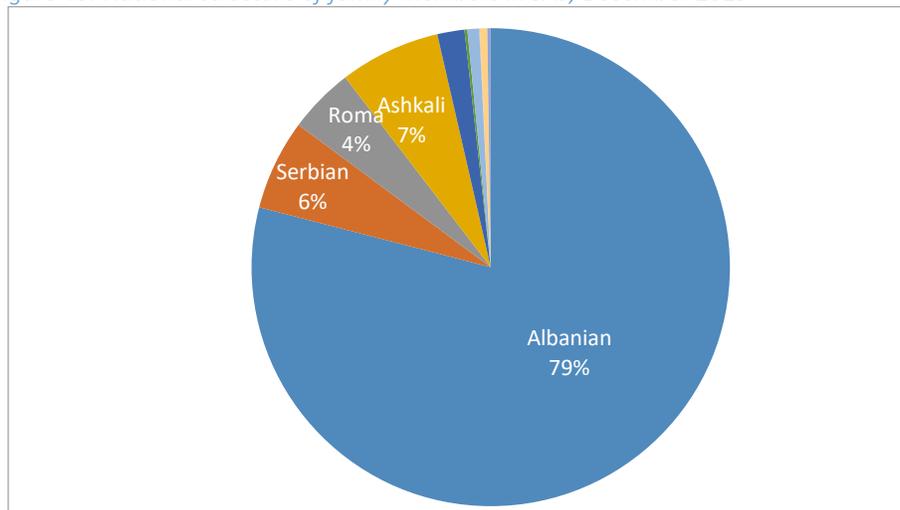


Figure 43: National structure of family members in SAS, December 2019



7.7.6. Family members in SAS by category and gender structure

In December 2018, in the Social Assistance Scheme in Kosovo, there were a total of 24,352 families, with 98,756 family members, out of which 42,619 or 57% were female and 31,800 or 43% were male.

In Category I there were 45,049 family members, out of which 24,387 or 54% were female and 20,670 or 46% were male.

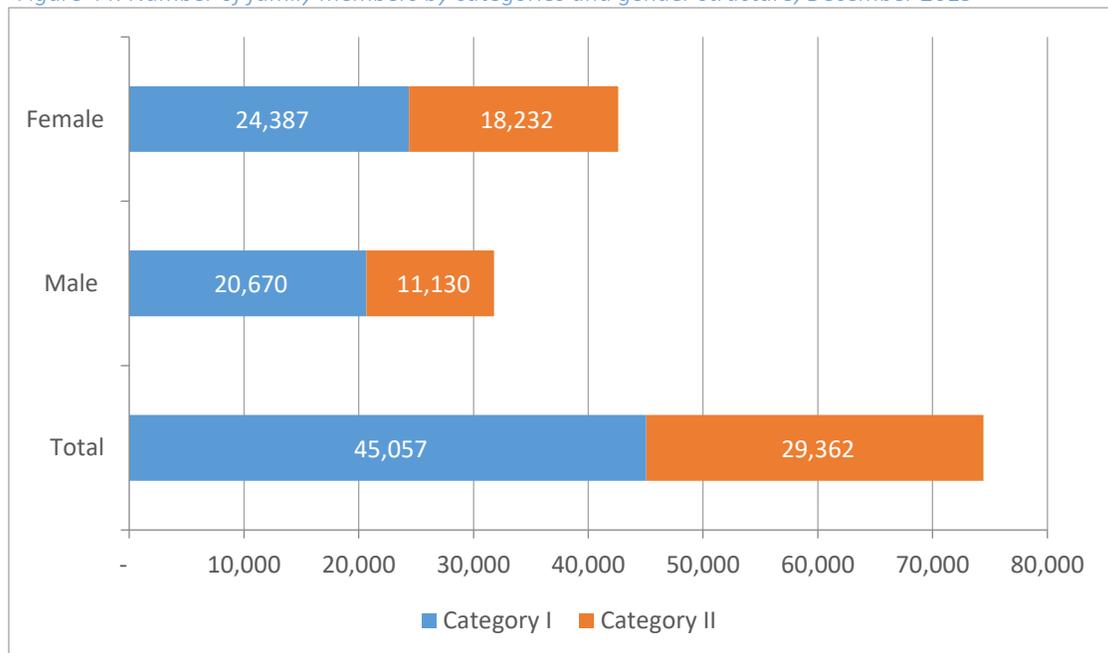
In category II there were 29,362 family members, out of which 18,232 or 62% were female and 11,130 or 38% were male. See Table 13 and Figure 44:

Table 13 Family members in SAS by category and gender structure

TOTAL			Category I			Category II		
M	F	Total	M	F	Total	M	F	Total
31.800	42.619	74.419	20.670	24.387	45.049	11.130	18.232	29.362
42.72%	57.28%		45.87%	54.13%		37.91%	62.09%	

*In the capacity of family members, this Table does not include social assistance beneficiaries, presented in Table 10.

Figure 44: Number of family members by categories and gender structure, December 2019



7.7.7. Family members in SAS by age group

With a view to the aspect of the age structure of family members in SAS (December 2019) it results that out of a total of 98,756 family members in SAS, the largest number and percentage is consisted of the age group 19-65 years with a total of 48,295 members or 49% of the total number of members, while the smallest number and percentage consist of the age group over 65 years with a total of 1,043 or 1%.

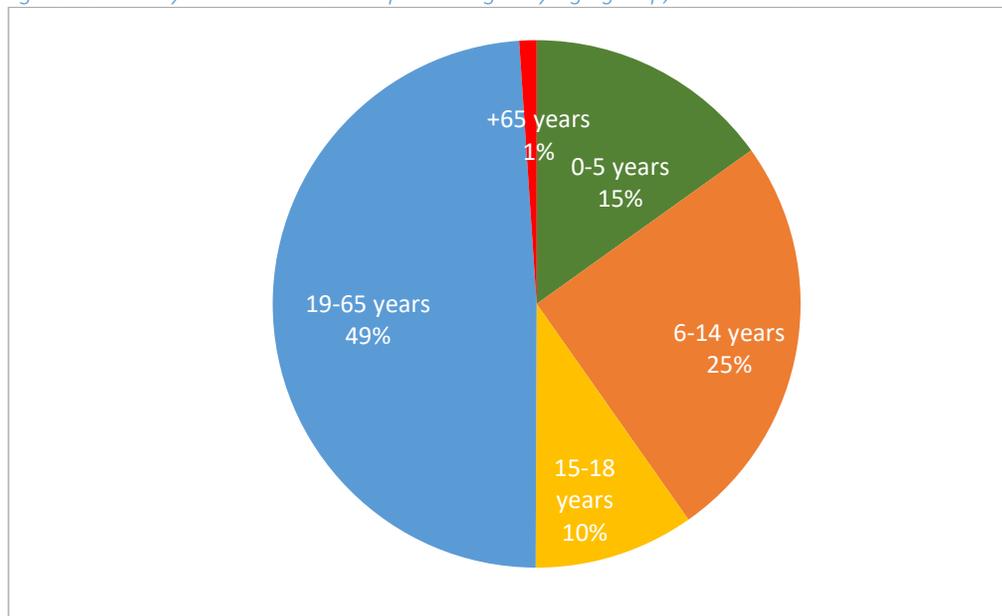
However, if the age of family members in SAS is calculated from 0 -18 years, then it turns out that this age group consists of 49,457 members or 50% of the total number of family members in SAS, so it is the age group with the highest percentage in Scheme.

Based on these data, we conclude that the subject of analysis and concerns for policy-making and decision-making institutions in Kosovo should be the age group 0-18 years in the Social Assistance Scheme. See Table 13 and Figure 45:

Table 14 Number and percentage of family members in SAS by age group, December 2019

Age group	0-5 years	6-14 years	15-18 years	19-65 years	+65 years	TOTAL
Number of members in SAS	14.927	24.833	9.697	48.295	1.043	98.795
%	15,115	25.14	9.82	48.88	1.06	100.00

Figure 45: Family members in SAS in percentages by age group, December 2019



7.8. Monthly amount of social assistance

The monthly amount of social assistance for families in SAS is determined according to the number of points and the number of family members and the cost of consumer prices of the food basket, which is regulated by a sub-legal act issued by the Ministry. The amount of benefits for families is regulated by a sub-legal act, in which case the Ministry of Finance in cooperation with the Ministry of Labor and Social Welfare issues a decision on the amount of payment of the monthly amount per family. The monthly amount of social assistance is harmonized with the consumer price index of the food basket, published by the Kosovo Agency of Statistics.¹⁶

By decision of the Government of the Republic of Kosovo dated 01.11.2015, social assistance has increased by 25%, meaning that the minimum of social assistance was 50 Euro, while the maximum was 150 Euro per month, and by Decision No. 15/24, dated 12.01.2018, the Government of the Republic of Kosovo has increased social assistance by 20%. So, from 1 January 2018, social assistance (at minimum) is 60 Euro per month and the maximum is 180 Euro per month.¹⁷

The monthly amount of social assistance for a family is determined by the number of points, number of family members and the cost of consumer prices of food basket, which is regulated by a sub-legal act issued by the Ministry¹⁸. In addition to the basic assistance, "the family selected for the Social Assistance Scheme for every child aged zero (0) up to eighteen (18) years old, realizes a financial benefit of 5 Euro as an allowance for children, in order to promote education and improve health.¹⁹ Thus, from October 2012, in addition to the basic amount of social assistance, families in the Social Assistance Scheme that have children aged 0-18, receive an additional 5 Euro in the name of education and health protection.²⁰ For more details see the Table below:

¹⁶ Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo, Article 8, paragraph 9.1 and 9.2 and Administrative Instruction No. 15/2012 on the Calculation of the Monthly Social Assistance Amount, Article 11, paragraphs 1-7.

¹⁷ Decision No. 15/24 of the Government of the Republic of Kosovo, dated 12.01.2018.

¹⁸ Ibid, Article 8, paragraph 9.1

¹⁹ Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo, Article 9 A as well as the Administrative Instruction, No. 15/2012 on the Calculation of Monthly Social Assistance Amount, Article 12, paragraphs 1-4.

²⁰ Decision of the Minister of MLSW, No. 453, dated 17.12.2012.

Table 15 Families in SAS by number of members, points and monthly amount, December 2019

Families by number of members	Number of points	Amount in Euro
Families with 1 member	40	60.00
Families with 2 members	55	82.50
Families with 3 members	60	90.00
Families with 4 members	65	97.50
Families with 5 members	70	105.00
Families with 6 members	75	112.50
Families with 7 members	80	120.00
Families with 8 members	85	127.50
Families with 9 members	90	135.00
Families with 10 members	95	142.50
Families with 11 members	100	150.00
Families with 12 members	105	157.50
Families with 13 members	110	165.00
Families with 14 members	115	172.50
Families with 15 members	120	180.00

7.8.1. Increasing the amount of social assistance - the average for members and families

Table 16 Amount and average of social assistance by number of family members (2003, 2009, 2012, 2015 and 2019)

Families by the number of family members	Increasing the social assistance					Average social assistance		
	Monthly amount of social assistance in € in 2003	Monthly amount of social assistance in € after increasing from 5 € for each family in 2009	Amount of social assistance in €, after the amendments to the Law on SAS (June 2012)	Monthly amount of social assistance in €, after the increase by 25% from 01.11.2015	Monthly amount of social assistance in €, after the increase by 20% from 01.01.2018	Families in SAS by number of family members (December 2019)	Average monthly social assistance for family members (December 2019)	Average daily social assistance per family member (December 2019)
Family with 1 member	35.00	40.00	40.00	50.00	60.00	1,836	60.00	1.97
Family with 2 members	50.00	55.00	55.00	68.75	82.50	3,277	41.25	1.35
Family with 3 members	55.00	60.00	60.00	75.00	90.00	3,794	30.00	0.98
Family with 4 members	60.00	65.00	65.00	81.25	97.50	5,708	24.37	0.80
Family with 5 members	65.00	70.00	70.00	87.50	105.00	5,053	21.00	0.69
Family with 6 members	70.00	75.00	75.00	93.75	112.50	2,914	18.75	0.61
Family with 7 members	75.00	80.00	80.00	100.00	120.00	1,110	17.14	0.56
Family with 8 members	75.00	80.00	85.00	106.25	127.50	419	15.93	0.52
Family with 9 members	75.00	80.00	90.00	112.50	135.00	162	15.00	0.49
Family with 10 members	75.00	80.00	95.00	118.75	142.50	57	14.25	0.46
Family with 11 members	75.00	80.00	100.00	125.00	150.00	14	13.63	0.44
Family with 12 members	75.00	80.00	105.00	131.25	157.50	5	13.12	0.43
Family with 13 members	75.00	80.00	110.00	137.50	165.00	3	12.69	0.41
Family with 14 members	75.00	80.00	115.00	143.75	172.50	0	0	0
Family with 15 members	75.00	80.00	120.00	150.00	180.00	0	0	0
Average	67.33	72.33	84.33	105.41	126.50	24,325	22.85 €	0.74 €

If we refer to the latest data of the World Bank and the Kosovo Agency of Statistics, 17% of the population in Kosovo live in absolute poverty with less than 1.82 Euro per day per adult and 5% of the population live at the level of extreme poverty with less than 1.30 Euro per day²¹, then it turns out that a number of families in SAS even though receiving social assistance continue to live below the poverty level.

²¹ World Bank and Kosovo Agency of Statistics Report, 2016.

7.9. The work of the Units-Commissions of the Social Assistance Division

7.9.1. The First Instance Medical Commission

The right to social assistance in the first category is exercised by the family, in which all family members are dependent according to the definition given in Article 2, point 2.7 of the applicable law, and none of them is employed.²²

A person will be considered to be severely disabled and permanently disabled if he or she is over the age of eighteen (18) and under the age of 65, and is physically or mentally disabled and incapable of remunerative work. Permanent disability and severe physical and mental disability is defined as a permanent physical and mental disability on a scale of not less than 80%, such as a disability that makes a person unable to work at the time he/she submits the application and for a subsequent period of not less than one year.²³

Families with one or more incapacitated members, who submit a request for social assistance for the first category, the health status of these members is examined and evaluated by the Medical Commission of the Ministry. Working procedures, criteria and methodology for assessment and review of the level and type of disability by the Medical Commission, are determined by a sub-legal act issued by the Ministry.²⁴

Medical Commission - means a group of medical experts, established and approved by the respective Ministry of Labour and Social Welfare, with the aim of examining and determining the health condition, by determining the severity of disability of each individual or family member, who is included in the realization of the rights set by Law No. 04/L-096.²⁵

The First and Second Instance Medical Commissions in MLSW have been established and function within the Office of the General Secretary of MLSW in accordance with the legal acts and bylaws that govern the Social Assistance Scheme.

In accordance with Law No. 2003/15 on the Social Assistance Scheme in Kosovo, Law No. 04/L-096 Amending and Supplementing Law No. 3003/15 on the Social Assistance Scheme in Kosovo, Administrative Instruction No. 01/2009 on the Establishment, Organization and Functioning of the Office of Medical Commissions and Administrative Instruction (MLSW) No. 11/2013 on Work Procedures of the Medical Commission for applicants for social assistance in the First Category, during the period January-

²² Law No. 2003/15 on the Social Assistance Scheme in Kosovo, Article 2.7 and Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo, Article 4.4.

²³ Law No. 2003/15 on the Social Assistance Scheme in Kosovo, Article 2.9

²⁴ Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo, Article 6, paragraph 6.2

²⁵ Ibid, Article 2, paragraph 4

December 2019, the First Instance Medical Commission, has made the assessment of incapacity for work (not less than 80%) for 21 577 applicants for Social Assistance in Category I.

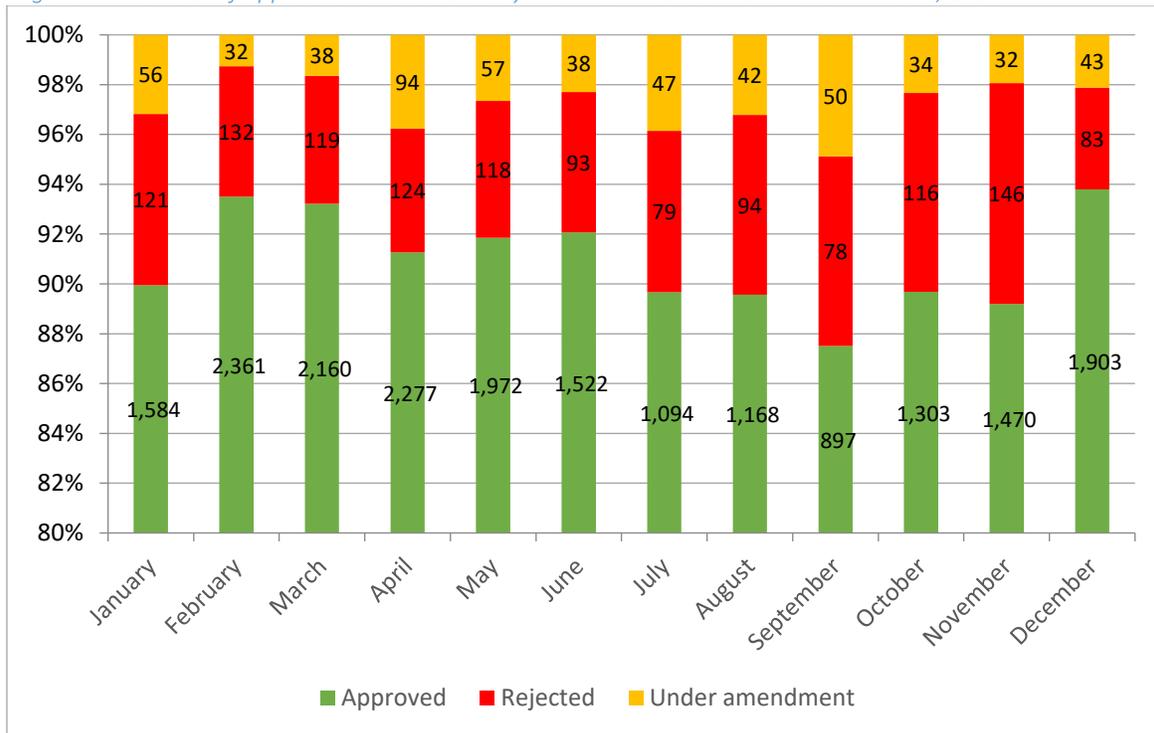
Out of 21,577 applications submitted for medical evaluation, 19,711 applications or 91% were approved or assessed as incapable of work over 80%, 1,303 applications or 6% were rejected or assessed as fit for work, while 563 applications or 3% are sent back for paperwork. See Tables 7.15 and 7.16, and Figures 7.11, 7.12 and 7.13:

Table 17 Number of applications considered by the First Instance Medical Commission, 2019

Month	Number of assessments of the First Level Medical Commission for incapacity for work, not less than 80%			Total
	Approved	Rejected	Under amendment	
January	1.584	121	56	1.761
February	2.361	132	32	2.525
March	2.160	119	38	2.317
April	2.277	124	94	2.495
May	1.972	118	57	2.147
June	1.522	93	38	1.653
July	1.094	79	47	1.220
August	1.168	94	42	1.304
September	897	78	50	1.025
October	1.303	116	34	1.453
November	1.470	146	32	1.648
December	1.903	83	43	2.029
Total	19.711	1.303	563	21.577
%	91.35 %	6.04 %	2.61 %	100

Compared to the previous year (2017), the number of applications for medical assessment for incapacity for work for social assistance in the first category has increased by 652 applications or 3%.

Figure 46: Number of applications considered by the First Instance Medical Commission, 2019



7.10. Social assistance grievance process and procedures

The social assistance applicant who is dissatisfied with the official decision of the relevant body can submit a written request to the Head of the Social Assistance Scheme for reconsideration of the decision. Such request for reconsideration is made no later than five (5) days from the date of receiving the decision. This does not waive the right to complain in the second instance to the Complaints Commission in the relevant department of the Ministry, while the Head of the Social Assistance Scheme within ten (10) days reviews the request for reconsideration, or transfers it to a higher body, which decides on the appeal.²⁶

7.10.1. The Second Instance Complaints Unit/Commission in SAD/SFPD

An applicant for assistance, who is dissatisfied with the decision of the first instance body, respectively of the Center for Social Work-Head of the Social Assistance Scheme may submit a written complaint to the Complaints Commission, as the body of the second instance, in the relevant department, which operates under the authority of the Ministry.

²⁶ Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo, Article 10, paragraph 11.1

Complaints are submitted no later than fifteen (15) days from the day of the decision issued by the relevant body of CSW. The Complaints Commission must examine the complaint and notify the complainant in writing of the decision issued no later than twenty-one (21) days after receiving the complaint.²⁷

The Complaints and Legislation Enforcement Unit operating within the SAD/SFPD makes professional interpretations, clarifications and comments on legal acts and bylaws that regulate the area of social assistance, examines complaints of parties dissatisfied with the decisions of the first instance, i.e. CSW. The Complaints Review Commission operates within this Unit, as a second instance body, which issues decisions and reports directly to the Director of SFPD.

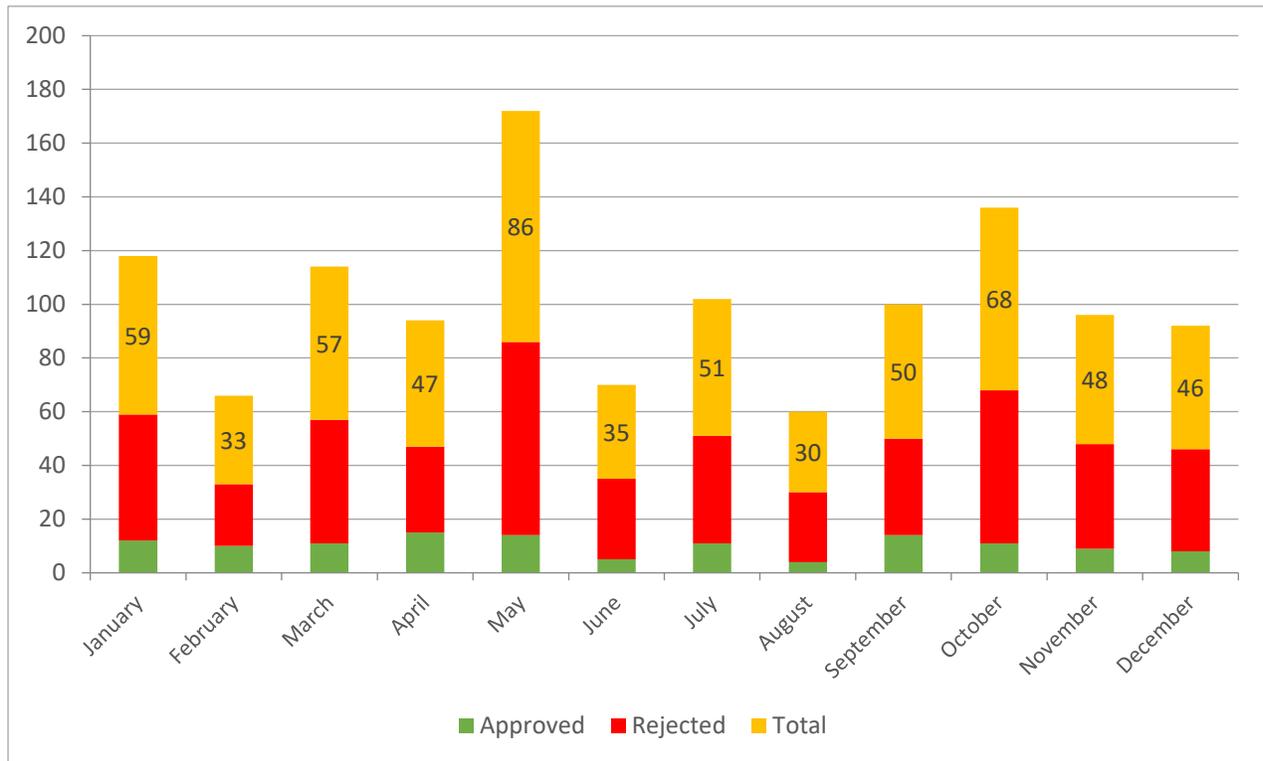
Pursuant to Article 11, paragraphs 11.1, 11.2 and 11.3 of the basic Law of the Social Assistance Scheme and Article 10 of Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo and other bylaws, the Second Instance Complaints Commission for social assistance in SFPD/MLSW, during the reporting period January-December 2019 reviewed 610 complaints filed by the parties dissatisfied with the decision of the first instance, respectively with the decision issued by the Heads of SAS Services through the respective CSW. Out of this total, 124 complaints or 20% were approved while 486 complaints or 80% were rejected, as they did not meet the criteria provided by applicable law. See Table 17 and Figure 46:

Table 18 Number of complaints, assessments in the second instance and administrative disputes, 2019

Month	Complaint, First Instance s			Medical Commission, II			Administrative disputes/Basic Court				
	Total	App.	Rej.	Total	App.	Rejec.	Total	App.	Rej.	Repr.	Proces.
January	59	12	47	36	8	28	1	0	0	0	1
February	33	10	23	37	6	31	3	0	0	0	3
March	57	11	46	35	5	30	0	0	0	0	0
April	47	15	32	54	12	42	2	0	0	0	2
May	86	14	72	36	10	26	1	0	0	0	1
June	35	5	30	36	3	33	1	0	0	0	1
July	51	11	40	36	10	26	1	0	0	0	1
August	30	4	26	0	0	0	1	0	0	0	1
September	50	14	36	58	14	44	1	0	0	0	1
October	68	11	57	32	9	23	0	0	0	0	0
November	48	9	39	26	3	23	0	0	0	0	0
December	46	8	38	42	10	32	0	0	0	0	0
Total	610	124	486	428	90	338	11	0	0	0	11

²⁷ Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo, Article 10, paragraph 11.2

Figure 47: Number of complaints examined by the Second Instance Complaints Commission, 2019

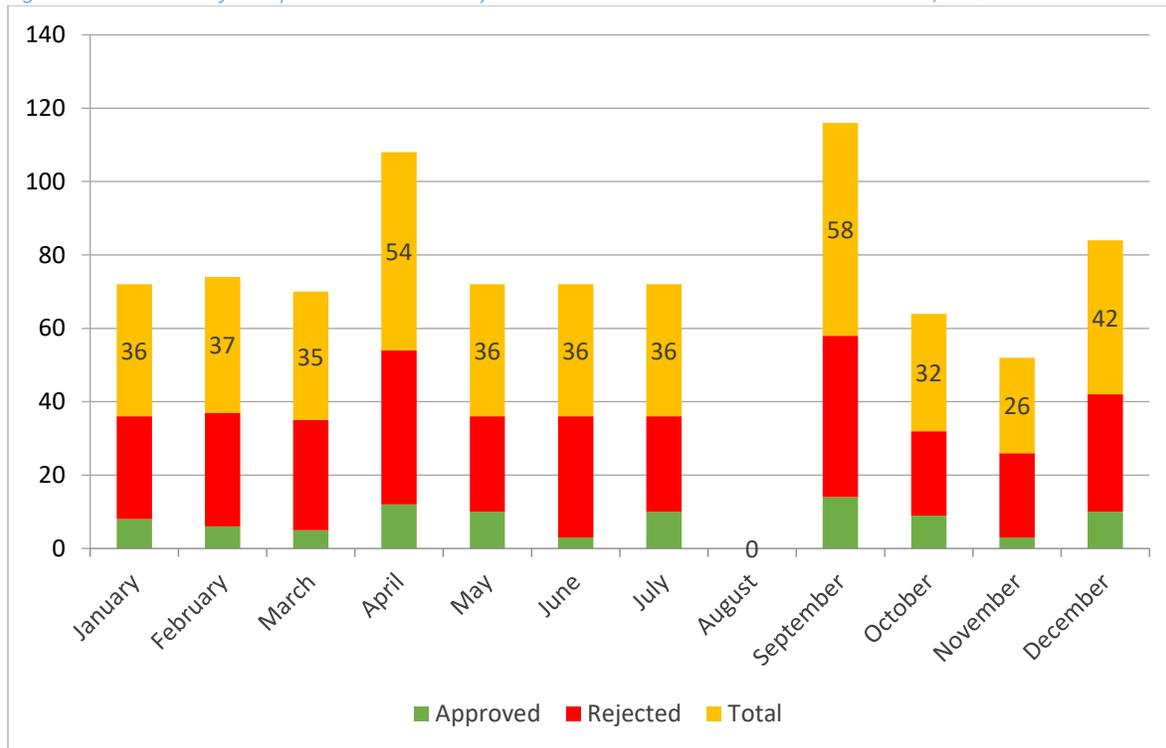


Compared to the previous year where there were a total of 732 complaints in the Second Instance, their number during 2019 has decreased by 122 complaints, or minus 20%.

7.10.2 The First Instance Medical Commission for work incapacity

In cases where a complaint concerns the assessments of the Medical Commission, then the Second Instance Complaints Commission requests from the Second Instance Commission of Physicians to review and re-assess the incapacity for work (not less than 80% incapable of work) of the family member/members who have applied for social assistance. During the period January-December 2019, this Commission reviewed-re-assessed 428 complaints, out of which 90 or 19% were approved (applicants were assessed as incapable of work), while 338 or 81% were rejected (were assessed as fit for work.) See Table 17 and Figure 47:

Figure 48: Number of complaints examined by the Second Instance Medical Commission, 2019



Compared to the previous year, where the number of complaints was 385, the number of applications/complaints for assessment in the Second Instance Medical Commission during 2019 has increased by 43 complaints or 10%.

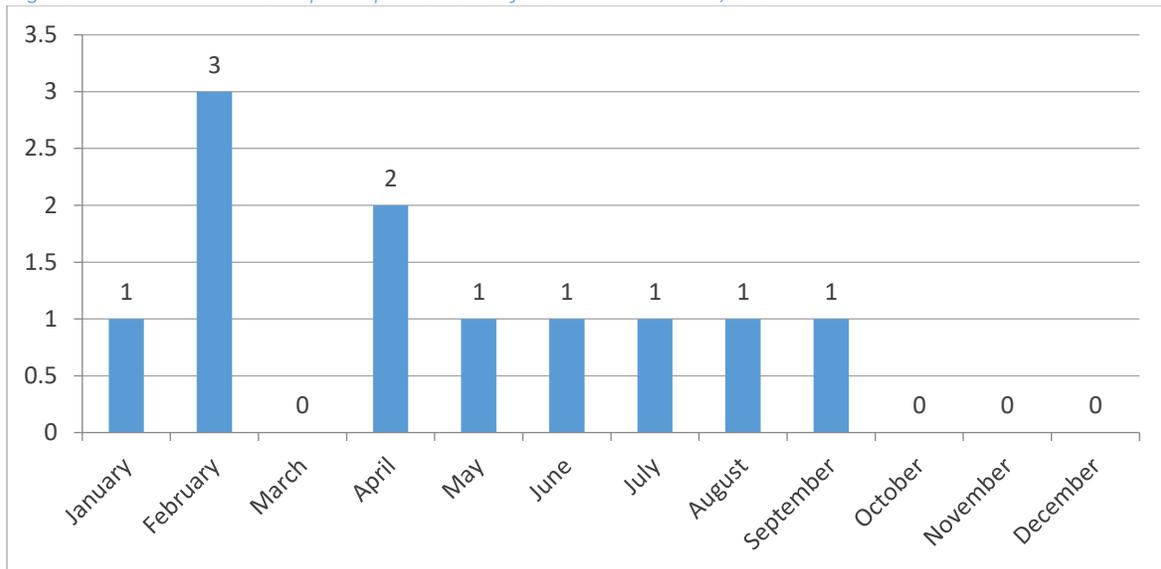
7.10.3. Administrative disputes

A party dissatisfied with the decision of the Second Instance Complaints Commission has the right to file a lawsuit within thirty (30) days for initiating an administrative dispute before the competent Court, from the day of receipt of the decision.²⁸

Through the Second Instance Complaints Commission of SAD/SFPD, a total of 11 administrative disputes were processed before the Basic Court in Prishtina during 2019, all of which are in the review phase. See Table 17 and Figure 48:

²⁸ Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo, Article 10, paragraph 11.3

Figure 49: Administrative disputes processed before the Basic Court, 2019



Compared to 2018, where there were 16 administrative disputes, during 2019 we have a decrease by 5 administrative disputes, or minus 45%.

7.11. Control and Supervision Unit for the Social Assistance Scheme

The Control and Supervision Unit (CSU) operates within the SAD/SFPD and is responsible for systematically controlling, inspecting and supervising the functioning and implementation of the SAS applicable legislation, the work of the CSW, as institutions to which MLSW has delegated the right to administer the SAS, to what extent and how is implemented Law No. 2003/15 on the Social Assistance Scheme in Kosovo and Law No. 04/L-096 Amending and Supplementing the Law No. 2003/15 on the Social Assistance Scheme in Kosovo, and other administrative instructions governing the Social Assistance Scheme in Kosovo.

Within the competencies and mandate of the Control and Supervision Unit for the Social Assistance Scheme, during the period January-December 2019, this Unit has exercised regular control in 13 CSW (see Tab.16). During these controls, the CSU inspected a total of 818 case files of beneficiaries (families) in social assistance.

In 2018, the CSU controlled 2025 cases/files, thus confirming that during 2019 the CCU controlled 1,207 cases less than in the previous year.

Out of the total number of controlled cases, 521 cases or 64% of case files were completed with the necessary documents according to the legal acts and bylaws of the Social Assistance Scheme, while 297

or 36% of case files of assistance beneficiaries (families) were incomplete, as they lacked any of the documents provided by the legal acts and bylaws governing the Social Assistance Scheme.

In addition to the documents checked in the cases of social assistance beneficiaries, the CCU also performed direct verification of 486 families in their residences. From these verifications, it resulted that 437 families verified in the field or 90% were eligible, in accordance with the conditions and criteria provided by law, while 49 or 10% of the verified families were ineligible and contrary to the conditions and criteria provided by the legal acts and bylaws of the Social Assistance Scheme. See Table 7.18 and Figures 7.16 and 7.17:

Table 19 Number of Centers for Social Work controlled by the Control and Supervision Unit, 2019

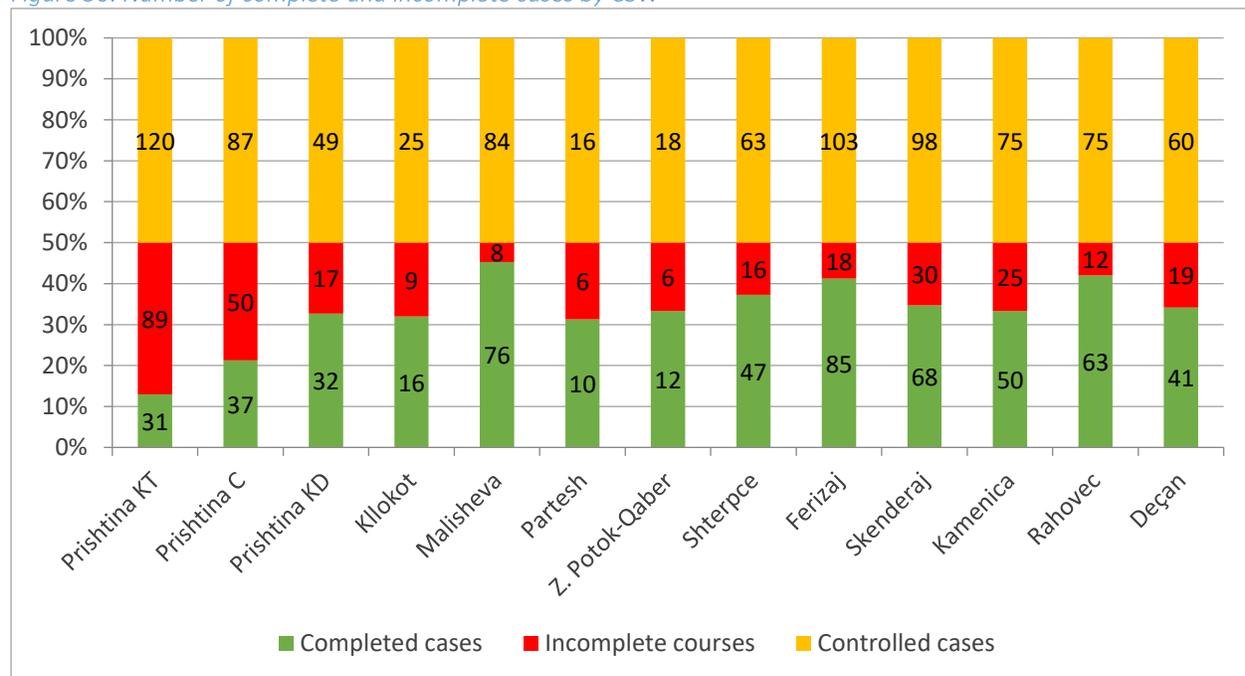
No	Municipality CSW	Time-period of control	Number of controlled cases					Number of verified families				
			No. of controlled cases	No. of completed cases	%	No. of incomplete courses	%	No. of verified families	No. of selective families	%	No. of non-selective families	%
1	Prishtina KT	13.02-19.02.2019	120	31	25.83	89	74.17	56	35	62.50	21	37.50
2	Prishtina C	28.01-30.01.2019	87	37	42.53	50	57.47	38	37	97.36	1	2.64
3	Prishtina KD	06.02-07.02.2019	49	32	65.30	17	34.70	24	23	95.83	1	4.17
4	Klllokot	30.04-03.05.2019	25	16	64.00	9	36.00	23	21	91.30	2	8.70
5	Malisheva	13.05-23.05.2019	84	76	90.47	8	9.23	61	59	96.72	2	3.28
6	Partesh	24.05-24.05.2019	16	10	62.50	6	37.50	10	8	80.00	2	20.00
7	Z. Potok-Qaber	13.06-13.06.2019	18	12	66.67	6	33.33	10	8	80.00	2	20.00
8	Shterpce	18.06-20.06.2019	63	47	74.60	16	25.40	27	25	92.59	2	7.41
9	Ferizaj	03.07-17.07.2019	103	85	82.52	18	17.47	59	59	100	0	0
10	Skenderaj	26.08-05.09.2019	98	68	69.39	30	30.61	67	62	92.54	5	7.46
11	Kamenica	24.07-17.09.2019	75	50	66.67	25	33.33	52	44	84.62	8	15.38
12	Rahovec	29.10-06.11.2019	75	63	84.00	12	16.00	36	36	100	0	0
13	Deçan	09.12-18.12.2019	60	41	68.34	19	31.66	23	20	86.96	3	13.04
		Total	818	521	63.69	297	36.31	486	437	89.92	49	10.08

From the table above it results that the highest percentage with incomplete cases in SAS, the Control and Supervision Unit has found at the CSW in Prishtina/Kodra e Trimave, where out of 120 controlled cases 89 cases or 74% were incomplete; in the CSW in Prishtina/Qafa out of 87 controlled cases, 50 cases or 57% were incomplete, and so on.

Even the highest percentage of ineligible families in the SNS was found-ascertained by CSU in the CSW Prishtina/Kodra e Trimave, where out of 56 families verified in the field, 37% of them were ineligible, then in the CSW of Partesh and Zubin Potok where out of the total number of families verified in the field 20% of them were not eligible.

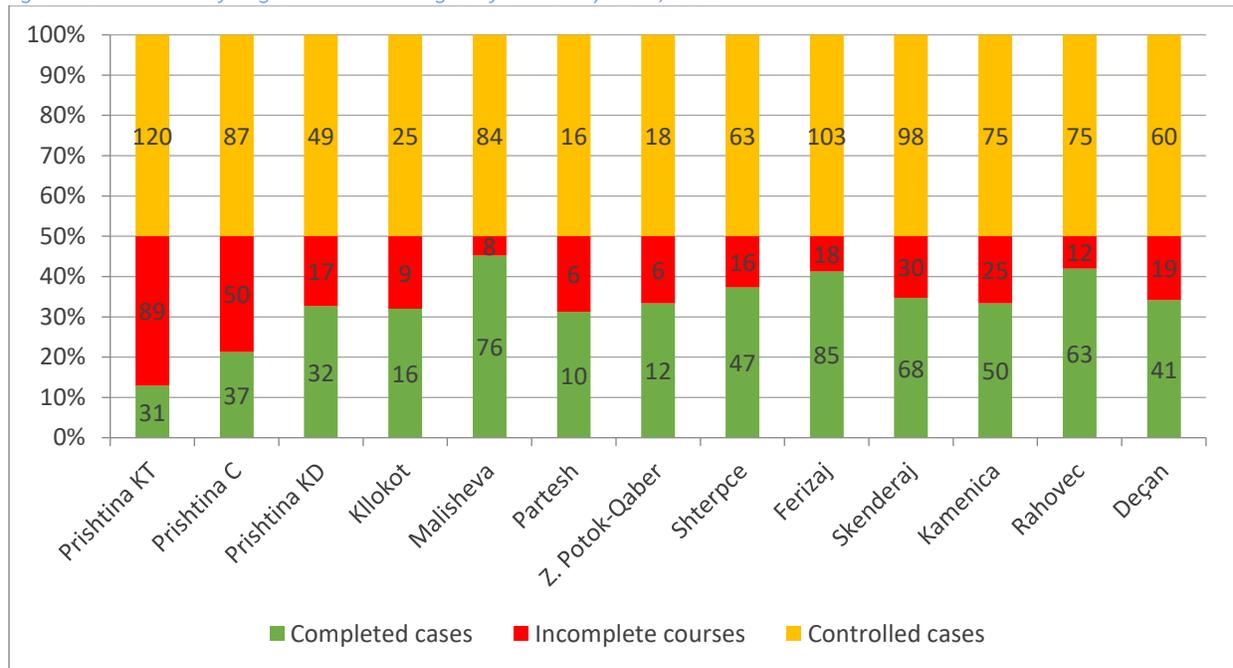
In 2018, the CSU verified 1,180 families in the field, then we find that during 2019 the CSU verified in the field 694 families less than in the previous year.

Figure 50: Number of complete and incomplete cases by CSW



Compared to 2018, where 30% of the total cases/files checked were incomplete, we find that in 2019 this percentage has increased by 7% more than the previous year.

Figure 51: Number of eligible and non-eligible families by CSW, 2019



Compared to 2018, where 6% of the total cases/files checked were incomplete, we find that in 2019 this percentage has increased by 4% more than the previous year.

7.12. Comparison of data with the Tax Administration of Kosovo

During 2019, after comparing the SAS Database with the Tax Administration of Kosovo, a total of 1,963 cases/families with monthly income were identified. Out of this total, 762 cases or 39% are cases that were stopped before withdrawing the social assistance funds, so these cases/families have no obligation to return the funds, while 1,201 cases/families or 61% have realized from a payment of social assistance without legal basis. For these cases, the relevant CSW have been notified and the procedure of returning illegally realized funds has been initiated against them.

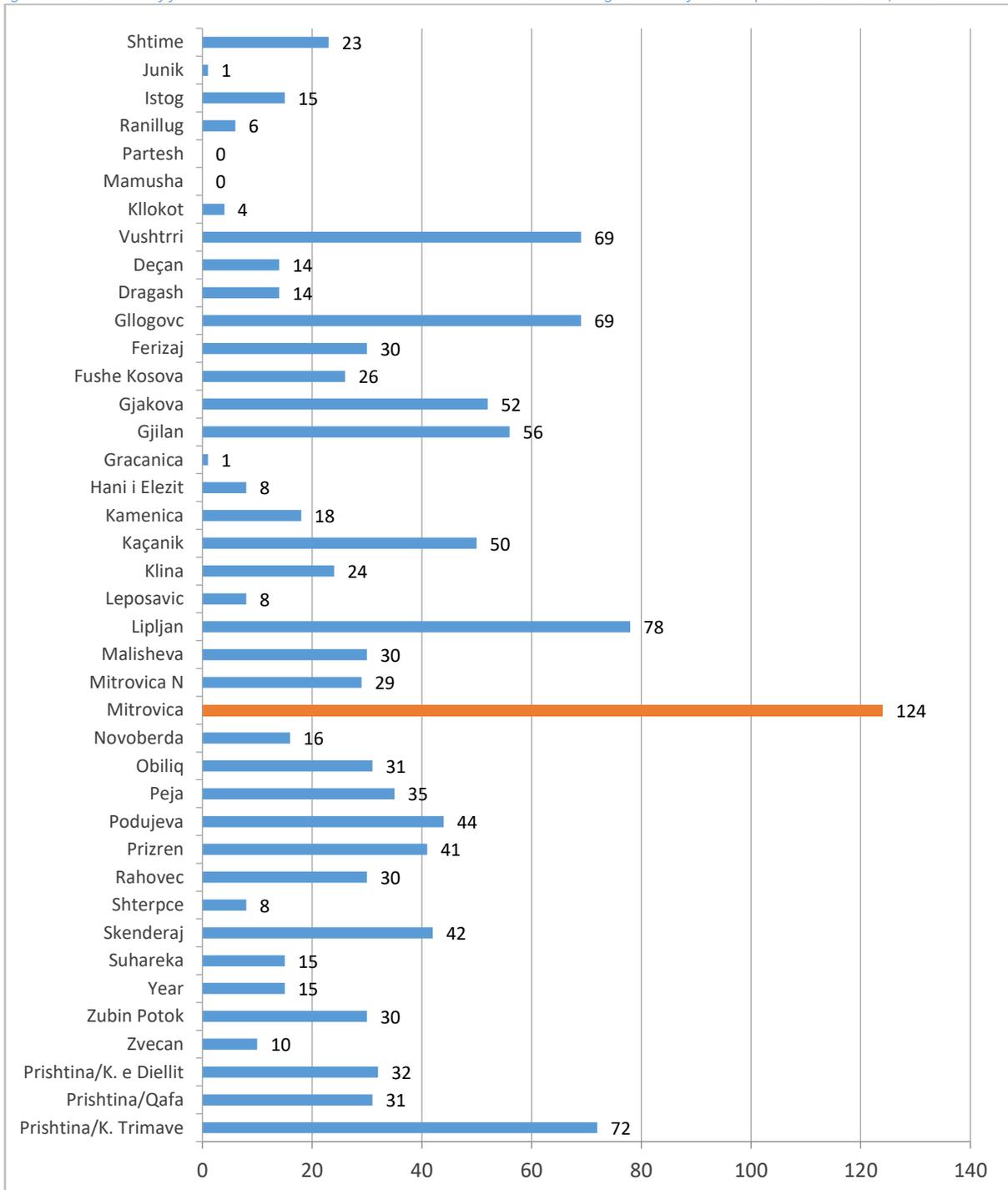
Out of a total of 1,201 cases that have received social assistance without legal basis, 468 families or 40% have returned the funds obtained without legal basis, with 154 cases/family or 13%, the Centers for Social Work have not been able to conclude return agreements of social assistance funds realized without legal basis. Cases of these cases/families have been forwarded by SFPD to the Legal Department (LD) of MLSW in order to initiate court proceedings and forward them to the competent court, 515 cases/families 42% are still in the procedure for returning funds realized without legal basis. While for 66 cases/families or 5%, CSW have found that their socio-economic situation is very serious and the same have been reactivated in social assistance. See the table below:

Table 20 Number of cases verified by TAK, 2019

No	CSW/Municipality	Families identified with TAK	Families who have no obligation to return the funds	Families who have the obligation to return the funds	Families who have returned the funds	Cases sent to LD for initiation of court proceedings	Cases pending in CSW (not reported)	Cases reactivated by CSW, (without returning the funds)
1	Prishtina/K. Trimave	93	21	72	12	2	58	0
2	Prishtina/Qafa	50	19	31	21	0	10	0
3	Prishtina/K. e Diellit	50	18	32	14	13	3	2
4	Zvecan	24	14	10	3	0	6	1
5	Zubin Potok	44	14	30	1	0	30	1
6	Year	29	14	15	7	2	6	0
7	Suhareka	23	8	15	13	0	2	0
8	Skenderaj	67	25	42	32	9	1	0
9	Shterpce	21	13	8	4	0	4	0
10	Rahovec	49	19	30	17	0	9	4
11	Prizren	63	22	41	14	0	27	0
12	Podujeva	73	29	44	21	22	1	0
13	Peja	70	35	35	2	24	6	3
14	Obiliq	44	13	31	20	0	11	0
15	Novoberda	33	17	16	11	0	5	0
16	Mitrovica	197	73	124	49	25	37	13
17	Mitrovica N	57	28	29	4	0	23	2
18	Malisheva	44	14	30	19	0	8	3
19	Lipljan	113	35	78	35	22	19	2
20	Leposavic	21	13	8	3	0	5	0
21	Klina	45	21	24	2	0	17	5
22	Kaçanik	70	20	50	13	0	47	0
23	Kamenica	35	17	18	12	2	3	1
24	Hani i Elezit	10	2	8	6	0	2	0
25	Gracanica	7	6	1	1	0	0	0
26	Gjilan	82	26	56	36	4	14	2
27	Gjakova	77	25	52	15	0	32	5
28	Fushe Kosova	58	32	26	8	6	8	4
29	Ferizaj	57	27	30	17	8	5	0
30	Glogovc	116	47	69	25	15	24	5
31	Dragash	25	11	14	9	0	5	0
32	Deçan	22	8	14	12	0	2	0
33	Vushtrri	116	47	69	4	0	60	5
34	Kllkot	13	9	4	0	0	3	1
35	Mamusha	0	0	0	0	0	0	0
36	Partesh	2	2	0	0	0	0	0
37	Ranillug	11	5	6	0	0	3	3
38	Istog	15	0	15	5	0	6	4
39	Junik	2	1	1	0		1	0
40	Shtime	35	12	23	11	0	12	0
	Total	1963	762	1.201	478	154	515	66

Based on the table above and the figure below, it is found that the largest number of identified cases that have received social assistance without legal basis after comparing the data with those of TAK, has the CSW of Mitrovica with 124 cases/families or 10% of the total number of families that are obliged to return the funds of social assistance. See the figure below:

Figure 52: Number of families that have received social assistance without legal basis after comparison with TAK, 2019



7.13. Exceptional emergency assistance

Pursuant to Article 12, paragraph 12.1 and 12.2 of Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo and Article 4 of Administrative Instruction (MLSW) No. 12/2013 on Determination of Paying Procedures for Exceptional Needs; Immediate social assistance is considered the assistance provided to individuals or families for a current, exceptional, but not continuous need, such as funeral expenses of family members, damage and destruction of the family economy caused by natural disasters (fire), earthquake and flood) for loss of documentation along with the last money, and other emergency needs.²⁹

All families or individuals have the right to apply for the benefit of immediate assistance, regardless of whether or not they are beneficiaries of the Social Assistance Scheme, which meet the criteria set out in Article 12 of Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo.³⁰

Conditions, criteria and other procedures for the realization of this financial support are regulated by the Administrative Instruction (MLSW) No. 12/2013 on Determination of Paying Procedures for Exceptional Needs, under Article 4-15;

During the period January-December 2019, the Evaluation Commission for current assistance has reviewed 232 applications for immediate social assistance. A financial support of 100 Euro each was benefited by 109 individuals/families or 47% of the total applications considered, with a total of 10,900 Euro, from 150 Euro to 300 Euro benefited 78 families/individuals or 34%, with a total of 18,900 Euro, while 48 applications or 21% were rejected as they did not meet the criteria provided for by the above-mentioned legislation. In total, the amount distributed for immediate social assistance during the period January-December 2019 is 29,800 Euro. See Table 19 and Figure 51:

²⁹ Administrative Instruction (MLSW) No. 12/2013 on Determination of Paying Procedures for Exceptional Needs

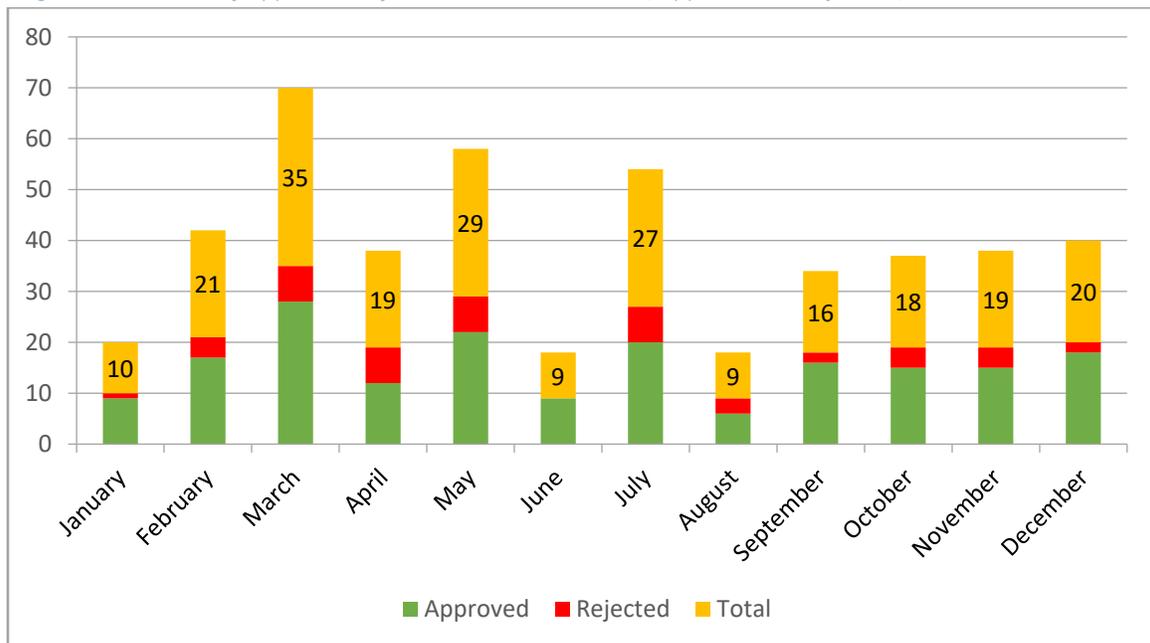
³⁰ Ibid, Article 5.

Table 21 Exceptional emergency assistance, 2019

Month	Number of applications	Approval 100 Euro	Approval of 150-300 Euro	Rejection	Amount of 100 Euro	Amount of 300 Euro	Total
January	10	4	5	1	400.00 €	1,100.00 €	1,500.00
February	21	16	1	4	1,600.00 €	300.00 €	1,900.00
March	35	18	10	7	1,800.00 €	2,700.00 €	4,500.00
April	19	9	3	7	900.00 €	600.00 €	1,500.00
May	29	15	7	7	1,500.00 €	1,600.00 €	3,100.00
June	9	0	9	0	0	2,300.00 €	2,300.00
July	27	10	10	7	1,000.00 €	2,500.00 €	3,500.00
August	9	4	2	3	400.00 €	500.00 €	900.00
September	16	10	6	2	1,000.00 €	1,700.00 €	2,700.00
October	18	8	7	4	800.00 €	1,400.00 €	2,200.00
November	19	8	7	4	800.00 €	1,600.00 €	2,400.00
December	20	7	11	2	700.00 €	2,600.00 €	3,300.00
Total	232	109	78	48	10,900.00 €	18,900.00 €	29,800.00 €

In 2018, the budget spent on immediate social assistance was 33,700 Euro. In 2019 the amount of funds has decreased by 3,900 Euro or 13% less than the previous year.

Figure 53: Number of applications for immediate assistance, approval and rejection, 2019



In 2018, 288 immediate assistance applications were considered. In 2019, it is found that we have a decrease of 56 applications or 24% less than the previous year.

7.14. Consents for authorization to withdraw social assistance

Pursuant to Article 9, paragraph 1, Administrative Instruction No. 15/2012 on the Calculation of Monthly Social Assistance Amount, the relevant service of the SAS/SFPD has reviewed the applications for issuance of consents for authorizations of persons (social assistance beneficiaries), who for various objective reasons (illness, sufferings or injuries, displacement-emigration and death), have not been able to withdraw their social assistance.

As it can be seen from Table 22 and the figures below, during 2019, a total of 130 applications of CSW for granting consents for authorizations for withdrawal of social assistance were reviewed and approved. See Table 20 and Figure 53:

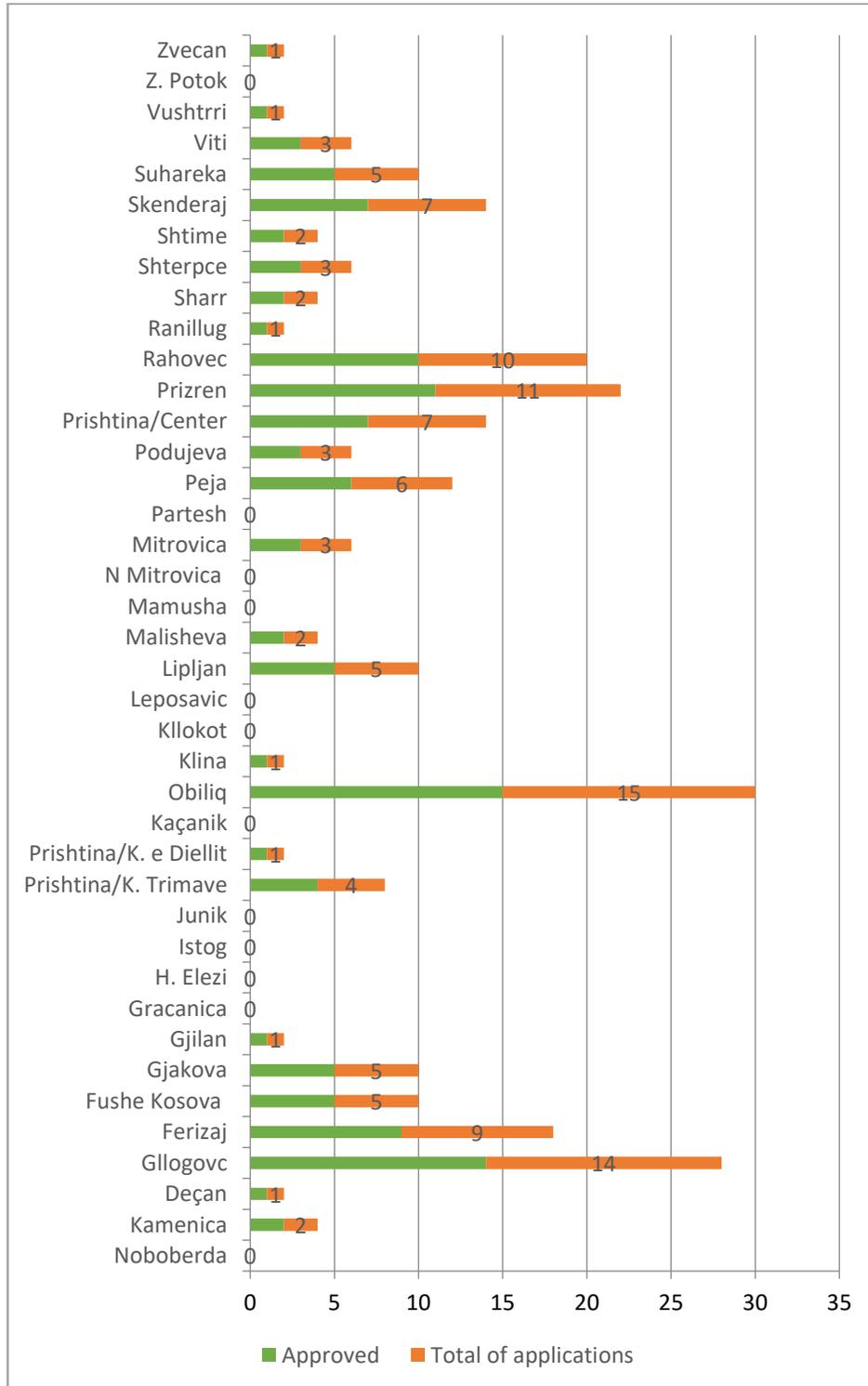
Compared to the previous year (2018), the number of applications for consents from 106 has increased by 24 applications or 18% more.

Based on Table 20 and Figure 54, it can be seen that the largest number of applications for consent/authorization for withdrawal of social assistance was made by the CSW of Obiliq with 15 applications, then the CSW of Prishtina with 12 (Kodra e Trimave 4 consents, Prishtina-Center 7 consents and Kodra e Diellit 1 consents), and so on. Whereas, no applications for consents was made by the CSW in Novoberda, Junik, Gračanica, Hani Elezit, Istog, Zubin Potok, Kllokot, Leposavic, Mamusha, North Mitrovica, Partesh and Zvecan, etc.

Table 22 Number of applications considered for consent/authorization by CSW, 2019

No.	SWC	Approved	Rejected	Total of applications
1	Noboberda	0	0	0
2	Kamenica	2	0	2
3	Deçan	1	0	1
4	Glllogovc	14	0	14
5	Ferizaj	9	0	9
6	Fushe Kosova	5	0	5
7	Gjakova	5	0	5
8	Gjilan	1	0	1
9	Gracanica	0	0	0
10	H. Elezi	0	0	0
11	Istog	0	0	0
12	Junik	0	0	0
13	Prishtina/K. Trimave	4	0	4
14	Prishtina/K. e Diellit	1	0	1
15	Kaçanik	0	0	0
16	Obiliq	15	0	15
17	Klina	1	0	1
18	Kllkot	0	0	0
19	Leposavic	0	0	0
20	Lipljan	5	0	5
21	Malisheva	2	0	2
22	Mamusha	0	0	0
23	N Mitrovica	0	0	0
24	Mitrovica	3	0	3
25	Partesh	0	0	0
26	Peja	6	0	6
27	Podujeva	3	0	3
28	Prishtina/Center	7	0	7
29	Prizren	11	0	11
30	Rahovec	10	0	10
31	Ranillug	1	0	1
32	Sharr	2	0	2
33	Shterpce	3	0	3
34	Shtime	2	0	2
35	Skenderaj	7	0	7
36	Suhareka	5	0	5
37	Year	3	0	3
38	Vushtrri	1	0	1
39	Z. Potok	0	0	0
40	Zvecan	1	0	1
	TOTAL:	130	0	130

Figure 54: Number of applications considered for consent/authorization by CSW, 2019



7.15. Budget of the Social Assistance Scheme, processing, distribution, settlement, return of funds and bank provision for economic operators

During 2019, 31,542,532.50 Euro were processed for the Social Assistance Scheme, out of this total, 31,438,041.45 Euro or 99.67% of processed funds were distributed, while 101,491.05 Euro or 0.32% of processed funds were returned/not distributed. See Table 21:

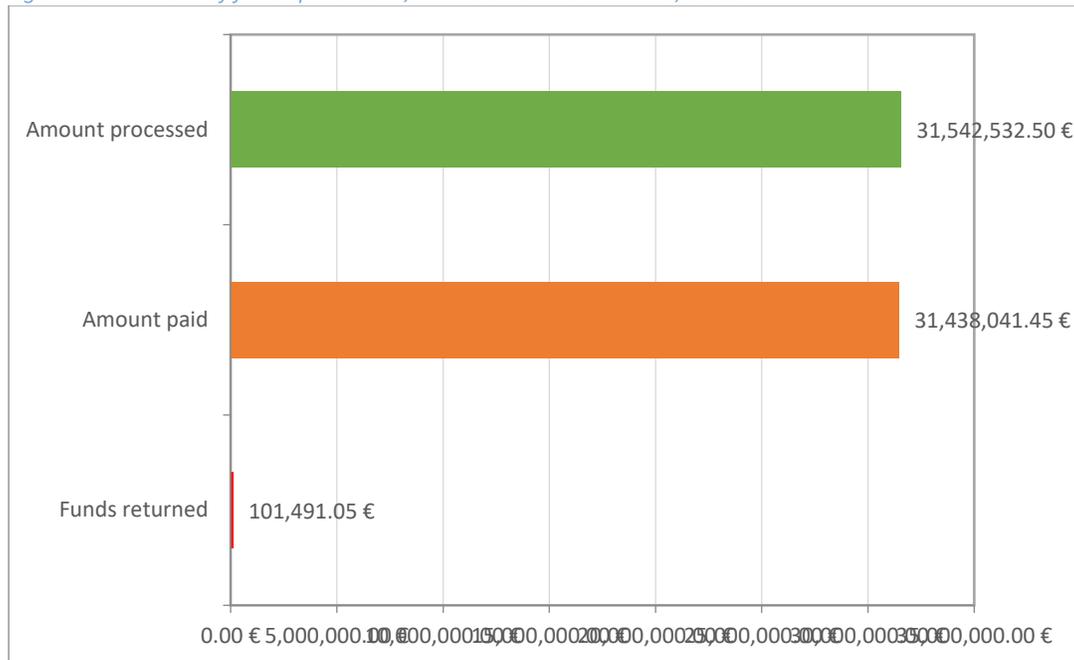
Table 23 Processing, distribution, settlement and return of funds from BpB to the MLSW budget, 2019

Month	Amount processed	Amount paid	Funds returned	Banking provisions
January	2,684,862.50 €	2,677,467.50 €	7,395.00 €	37,374.30 €
February	2,662,885.00 €	2,654,784.70 €	8,100.30 €	37,373.40 €
March	2,667,502.50 €	2,660,045.00 €	7,457.50 €	37,100.10 €
April	2,671,142.50 €	2,662,235.00 €	8,907.50 €	37,038.90 €
May	2,652,472.50 €	2,644,027.50 €	8,445.00 €	36,921.90 €
June	2,634,275.00 €	2,627,090.00 €	7,185.00 €	36,760.30 €
July	2,614,485.00 €	2,601,455.00 €	13,030.00 €	36,455.70 €
August	2,611,070.00 €	2,601,367.00 €	9,703.00 €	36,418.50 €
September	2,603,022.50 €	2,595,284.75 €	7,737.75 €	36,393.20 €
October	2,592,857.50 €	2,582,957.50 €	6,900.00 €	36,304.10 €
November	2,565,617.50 €	2,558,307.50 €	7,310.00 €	35,891.70 €
December	2,582,340.00 €	2,573,020.00 €	9,320.00 €	36,088.70 €
Total	31,542,532.50 €	31,438,041.45 €	101,491.05 €	440,120.80 €

The total budget spent for the payment of SAS during 2019 is 31,572,332.50 Euro since the amount of 29,800 Euro spent for the payment of immediate social assistance is included in this total.

For the services performed (distribution of social assistance) during 2019, MLSW, according to the contracted price, has paid a total of 440,120.80 Euro for bank provision. See Table 21 and Figure 55:

Figure 55: Amount of funds processed, distributed and returned, 2019



In 2018, the amount of funds processed for payment of the Social Assistance Scheme was 32,858,645 Euro, the amount of distributed funds was 32,766,722 Euro and the amount of returned, undistributed funds was 91,923 Euro. If we compare these data with those of 2019, we find that in 2019, the amount of processed funds decreased by 1,316,122.50 Euro or minus 4%, also the amount of distributed funds decreased by 1,328,680.55 Euro or minus 4%. While the amount of undistributed/returned funds in 2019 has increased by 9,568.05 Euro or 9% compared to the previous year.

7.15.1. Distribution of social assistance

According to the Cooperation Agreement concluded between MLSW-BPB-Post of Kosovo-J. S.C., no. 268 respectively 411013 and 01-2118/17, dated 11.08.2017, from October 2017 until December 2018, social assistance for 28 municipalities, with 97 postal points, were distributed by Post of Kosovo J.S. C., while in 10 other municipalities the social assistance was distributed by NLB (Kastriot, Hani Elezit, Deçan, Junik, North Mitrovica, Gracanica, Shterpce, Zvecan, Leposavic and Zubin Potok).

Distribution of social assistance through Post of Kosovo (PK) J.S. C., has been proven to be very successful and with positive impacts. In the first place, social assistance has been provided closer to the citizens bringing it closer to their place of residence, and now there is no more congestion in front of the counters as was the case with BPB before, and recently, social assistance beneficiaries do not incur transport costs, because they have PK J.S.C branches-counters closer, etc. See Table 22:

Table 24 SAS budget and distribution of social assistance by months, 2019

Month	Amount received in €	Amount distributed-PK in €	Amount distributed - NLB, in €	Amount of undistributed funds, in €
January	2,785,952.50	2,451,177.50	325,547.50	9,227.50
February	2,784,232.50	2,498,340.00	278,087.50	7,805.00
March	2,790,597.50	2,503,880.00	276,340.00	10,377.50
April	2,768,605.00	2,488,955.00	270,807.00	8,843.00
May	2,777,245.00	2,497,787.50	273,247.50	6,210.00
June	2,766,085.00	2,487,845.00	272,852.50	5,387.50
July	2,738,432.50	2,459,820.00	271,372.50	7,240.00
August	2,700,382.50	2,423,062.50	269,540.00	7,780.00
September	2,686,217.50	2,409,392.50	270,340.00	6,485.00
October	2,674,110.00	2,399,832.50	268,855.00	5,422.50
November	2,689,820.00	2,410,200.00	270,452.50	9,167.50
December	2,696,965.00	2,419,430.00	269,557.50	7,977.50
Total:	32,858,645.00	29,449,722.50	3,316,999.50	91,923.00

7.16. Electricity subsidy for 2018

The Government of the Republic of Kosovo from 2005 to 2017 allocated each year 4.5 million Euro to subsidize a quantity of electricity consumed (up to 400 KW, respectively, up to 300 KW per month) for beneficiaries (families) in the Social Assistance Scheme and the Scheme of Martyrs' Families, War Invalids and Civilian Victims of War (MFWICV).

The Ministry of Labor and Social Welfare (MLSW), for this period, has signed each year a Memorandum of Understanding with the Ministry of Finance (MoF), respectively the Ministry of Economic Development (MED) and the Kosovo Energy Corporation (KEK), respectively, the Company for Electricity Distribution and Supply (KEDS), Kosovo Electricity Supply Company (KESCO) for subsidizing a certain amount of electricity consumed (up to 400 KW per month), for beneficiaries of the Social Assistance Scheme (SAS)) and the Scheme of Martyrs' Families, War Invalids and Civilian Victims.

Unlike previous years (2005-2016) where only two Schemes are included in the electricity subsidy: the Social Assistance Scheme and the MFWI Scheme, for the electricity subsidy for 2017, which was realized during 2018, for the first time two schemes are included: Scheme for the Blind and Scheme for the Paraplegic and Tetraplegic Persons.

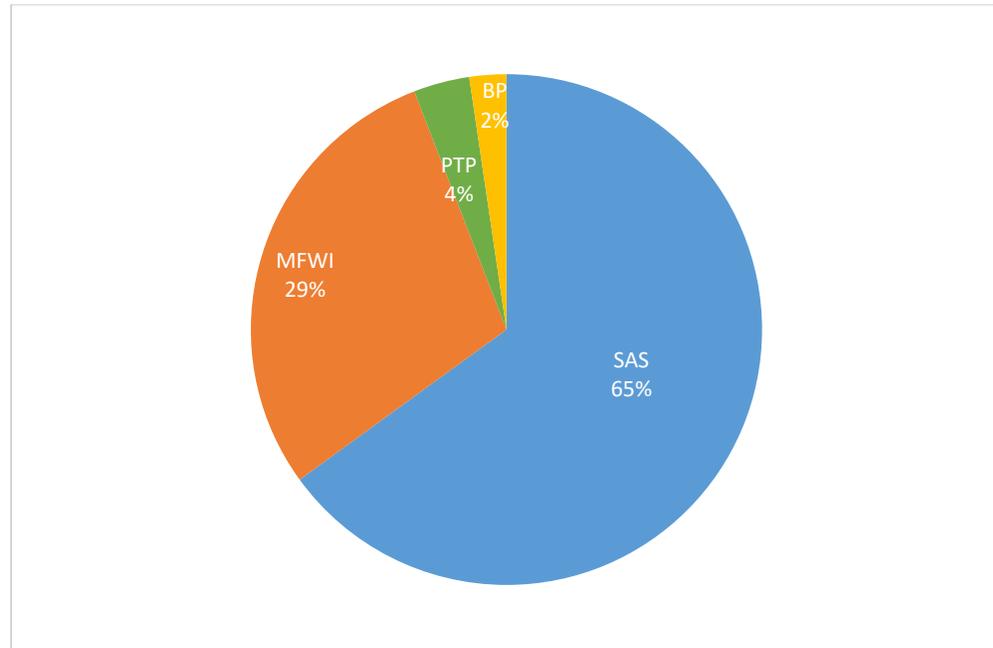
The Memorandum of Understanding concluded between MLSW-KEDS-KESCO for electricity subsidy for the beneficiaries of the Social Assistance Scheme and MFWICV, for 2018, has been concluded in accordance with Law No. 2003/15 on the Social Assistance Scheme in Kosovo, Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo and Law No. 04/L-054 on the Status and the Rights of Martyrs, Invalids, Veterans, Members of the Kosovo Liberation Army, Civilian Victims of War and their Families, Law No. 04-L-092 on the Blind Persons, Law No. 05/L-67 on the Status and Rights of Persons with Paraplegia and Tetraplegia, and Law No. 05/L-085 on Electricity.

Table 25 presents the number of persons/families by pensions/subsidized social schemes for 2018.

Table 25 Electricity subsidy for families in SAS, MFWI for 2018

	SCHEMES				Total
	SAS	MFWI	PTP	BP	
Number of subsidized figures	22.504	10.053	1.247	673	34.477
Number of subsidized families	23.226	10.418	1.267	697	35.608
Amount of funds (regular subsidy)	2,840,205.69	1,380,935.90	152,841.78	89,719.32	4,463,702.69
Number of families COMPLAINTS)	78	24	2	139	243
Amount of funds (subsidy for complaints)	10,500.67	3,522.96	363.19	21,910.49	36,297.31
Total number of subsidized families	23.304	10.442	1.269	836	35.851
Total amount of funds	2,850,706.36	1,384,458.86	153,204.97	111,629.81	4,500,000.00

Figure 56: Subsidized families by Schemes, in percentage, 2018



Based on the table and figure above, a total of 35,851 families were subsidized (SAS 23,304 families or 65% MFWI 10,442 families or 29%, PTP 1,269 persons or 4% and BP 836 persons or 2%). Each family/person is subsidized on average from 270 KWh or 11.63 Euro per month, respectively 139.61 Euro per year.

Electricity subsidy for families in SAS, MFWI, Blind Persons and Paraplegic and Tetraplegic Persons, is done by the budget of the current year (2019), but for the previous year (2018).

7.17. Database (IT) for Social Assistance Scheme

Ministry of Labor and Social Welfare (MLSW) sets out the rules and procedures for the Social Assistance Scheme (SAS) and develops and maintains the SAS IT system.

SAS IT system has the dual objective of informing, policy-making and supporting the implementation of the SAS targeting method. SAS management and information system (database or register) is centrally designed and maintained by the MLSW. Its core functions include supporting the implementation of SAS TMT targeting mechanism, generating data for policy development, monitoring and evaluation. SAS system is designed to exchange data with any type of system with any type of interface if there is a common personal identifier.

SAS IT system is connected and exchanges data with most of the social transfer schemes of MLSW and Tax Administration, there is no exchange of data with other programmes. SAS controls the data electronically (through the web-based system) with 10 electronic data sets of beneficiaries within the MLSW and TAK. The electronic connection with the database of MLSW beneficiaries enables control of the receipt of pensions and some cash benefits of the categories.³¹ However, social service schemes operated by CSW (such as residential care for the elderly and disabled, victims of domestic violence, victims of human trafficking) are not linked to SAS, although they are implemented by CSW. Some of these other services do not currently have web-based databases that enable data sharing.

Data exchange with some institutions is limited by the lack of formal systems and agreements with those institutions. MLSW has an agreement for the exchange of data with MIA that will be used for the connection with the Civil Register of MIA, to verify the demographic characteristics of the applicants (e.g. personal IDs, size and family composition), as well as links to the Vehicle Register to verify vehicle ownership by beneficiaries. However, MIA systems are not yet operational, which hinders data exchange. We believe that in 2020, MIA system will be operational and the exchange/comparison of SAS database data with MIA data related to SAS will begin.

³¹ These schemes are as follows: 1) pensions for persons with disabilities (age 18-64 years); 2) basic pension (minimum pension scheme) and contributory pension; 3) benefits for war categories (families of war martyrs, families of members of the Kosovo Liberation Army, war invalids, families of war invalids after the death of invalids, families of missing civilians, civilian war invalids, families of civilian invalids after their death); 4) pensions of the Kosovo Protection Corps; 5) pensions for Trepça employees; 6) pensions of the Kosovo Security Force; 7) Material Support Scheme for Families of Children with Disabilities (age 0-18 years); 8) material support for foster families (kinship and non-kinship) of abandoned children; 9) war veterans; 10) compensation scheme for blind persons.

8. SOCIAL PLANNING AND INCLUSION DIVISION

8.1. Duties and responsibilities of the Social Planning and Inclusion Division

Social Planning and Inclusion Division (SPID) operates within SFPD/MLSW. Duties and responsibilities of the Social Planning and Inclusion Division are:

- ✓ Coordinating activities in the budget planning process for services and social inclusion;
- ✓ Ensuring that social welfare policies are presented on the basis of data on poverty in Kosovo and that budget policies to increase social welfare are compatible with budgetary capacities;
- ✓ Proposing, drafting and ensuring the implementation of policy documents/strategies for the advancement of social inclusion services;
- ✓ Reporting on the impact of social payments;
- ✓ Coordinating activities with the Kosovo Agency of Statistics (KAS) and the Ministry of Finance (MoF) to analyze the fluctuation of food basket prices to determine the level of value of benefits;
- ✓ Providing support to the budget planning process for social inclusion in municipalities;
- ✓ Identifying the funding needs for from EU funds and other donors who provide support for the development of the social policy and social inclusion sector;
- ✓ Managing the registration process of social and family service providers.

The Head of the Social Planning and Inclusion Division reports to the Director of Social and Family Policies Department. The number of employees in this Division is six (6).

8.2. Budget planning and spending for 2019

The process of budget planning and cooperation with donors in the area of social and family services, during 2019, has been carried out in accordance with the objectives of the Sector Strategy of the Ministry of Labor and Social Welfare 2018-2020.

During 2019, social and family services were financed from two sources of Kosovo Budget:

1. *Financing of services from the local level (municipalities) as part of the own responsibilities of the municipalities, which are financed by the General Grant and Own Source Revenues of the Municipalities, and*
2. *Financing of services from the central level, MLSW, as part of the financing of social payment schemes and contracting or co-financing of NGO projects with donors.*

The amount of funds for financing social services from the local level during 2019 has been in a small amount of funds, which has been distributed or allocated from the General Grant or Own Source Revenues. This amount of budget funds was used to cover the cost of staff and some operating expenses of the Centers for Social Work, while a minimal amount was used to co-finance projects with NGOs.

Financing of social and family services from the central level for 2019 has been very important to maintain the quality of service delivery and support NGOs that provide various social and family services. Programmes that are covered and co-financed during 2019 are:

- ✓ Poor Family Support Programme, implemented through the Social Assistance Scheme;
- ✓ The programme for support of families with children with disabilities, which has been implemented through the Material Support Scheme for Families with Children with Disabilities 1-18 years old;
- ✓ The programme for the protection of children without parental care and abandoned children, which has been implemented through two forms of foster care (*kinship foster care and alternative/non-kinship foster care*);
- ✓ The programme for support of victims of domestic violence and victims of trafficking in human beings, which has been implemented through contracting and purchasing services from NGOs that deal with the provision of social services for these categories;
- ✓ Residential services programme for the elderly and disabled, which is implemented through the provision of 24-hour services in residential institutions;
- ✓ The programme of providing daily and family services for children and adults, which has been implemented in co-financing of NGO projects by MLSW, donors or municipalities.

8.3. Social Inclusion

By social inclusion, we mean the support of those in difficulty, as well as the empowerment of people who suffer as a result of some natural or social limitation.

Social inclusion is a concept that aims to create, preserve and strengthen the processes where individuals and groups, despite the differences between them, can lead a better life, be active citizens and participants in decision-making, be a better-informed society. Thus, social inclusion means the rejection of discriminatory tendencies, of any form and at any level within society.

The social protection system in the Republic of Kosovo consists of monetary transfers and social and family services. In general, this social protection system for the central and local level is financed by the State Budget.

MLSW policies in recent years have been oriented towards the development of programmes that help families and individuals, who are at risk of poverty and social exclusion. Benefit programmes from all

schemes and services cover about 284,326 families/individuals or 16% of the population, while social protection expenditures in the 2019 budget have participated with over 18% (over 446,555,731.16 Euro).

The main programmes implemented are focused on the realization of benefits and services presented in the existing schemes, such as:

Social Assistance Scheme - is a support and provision of temporary financial assistance for families living in poverty and meet the criteria and conditions set out in Law No. 2003/15 on the Social Assistance Scheme in Kosovo and Law No. 04/L-096 Amending and Supplementing Law No. 2003/15 on the Social Assistance Scheme in Kosovo. This scheme has been operating since 2000. The monthly payment for this scheme is made according to the number of family members. The minimum amount during 2019 was 60.00 Euro (for one member) and the maximum 180.00 Euro (for fifteen members). In December 2019, 24,352 families benefited from this scheme.

Basic Age Pensions - is a general, non-contributory scheme funded by Kosovo Budget? It is conceived as a fixed monthly fee for all citizens of the Republic of Kosovo who are over the age of 65, regardless of whether they have worked before or not. This scheme has been applied since mid-2002. The amount of benefit for a person, the beneficiary of this scheme, in the beginning, was 28 Euro per month while now it is 90 Euro per month. In December 2019, this pension was used by 133,917 citizens of Kosovo, the budget spent for 2019 is 145,469,085 Euro.³²

Age Contributory Pensions - this scheme is dedicated to persons who have reached 65 years of age and who prove that they have been employed for more than 15 years, before 01.01.1999. This scheme has been applied since 2008. In the beginning, the amount of the contributory age pension was 140.00 Euro per month. The amount of the contributory age pension from January 2016 has changed, where pensions are paid according to categorizations based on education. Monthly payment is made starting from 158.00 Euro up to 230.00 Euro per month. In December 2019, this pension was used by 47,486 citizens of Kosovo, the budget spent for 2019 is 115,296,748 Euro.³³

Pensions for Persons with Disabilities - this pension or financial support is provided to persons over the age of 18 or under 65 who are fully and permanently disabled and incapable of any remunerative work. This Scheme has been applied since 2004. The medical diagnosis, physical, sensory, mental condition or disability of the applicant for this pension is assessed by the Medical Commission appointed by MLSW, while the Decision for recognition or rejection of this right is issued by MLSW, respectively Kosovo Pension Administration. The monthly amount of this pension is 75 euro. In December 2019, this pension was used by 17,791 citizens of Kosovo, the budget spent for 2019 is 17,630,572 Euro.³⁴

³² Data on Scheme users, which are not managed by SFPD are obtained from the Kosovo Agency of Statistics.

³³ Data on Scheme users, which are not managed by SFPD are obtained from the Kosovo Agency of Statistics.

³⁴ Ibid.

Family pensions - regular monthly pension paid to family members in case of death of an employee who has been employed, who meet the criteria provided by applicable law. The right to family pension is exercised by all former beneficiaries of family pension who are under the age of sixty-five (65) years and who prove the realization of this right with a decision or pension payment slip that shows that they have been family pension beneficiaries before 01.01.1999, according to the provisions of the Law on Pension and Disability Insurance No. 011-24 / 83 (Official Gazette of SAPK No.26 / 83). The monthly amount for this pension is 90 Euro per month. In December 2019, this pension was used by 3,940 beneficiaries.³⁵

Occupational disability pensions - regular monthly pension paid to persons who suffer injuries at work or acquire occupational diseases during employment, who meet the criteria provided by this Law, as well as occupational invalids under the Pension and Disability Law, applied before 01.01.1999. The right to an occupational disability pension is exercised by all former beneficiaries of the disability pension, under the age of sixty-five (65) years, who prove the realization of this right by a decision or (payment slip) of the pension that shows that they have been a beneficiary of occupational disability pension, according to the provisions of the Law on Pension and Disability Insurance. The right to a disability pension is recognized to all current employees, who have shown complete incapacity for work, as a result of an injury at work or occupational disease. The amount of the occupational disability pension is very much the same as the basic age pension. The monthly amount of this pension is 90 Euro. In December 2019, this pension was used by 108 beneficiaries.³⁶

Paraplegic and Tetraplegic Pensions - a pension for paraplegic persons is benefited by persons who due to disease or damage to the central or peripheral nervous system have permanently lost the ability to move and move the lower extremities, while the pension for tetraplegic persons is benefited by persons who due to disease or damage to the central or peripheral nervous system, have permanently lost the ability to move and move the upper and lower extremities. The beneficiaries of this Law are Paraplegic and Tetraplegic Persons, while, Compensation - means the amount of monthly payment to cover the necessary daily expenses. For the compensation of Paraplegic and Tetraplegic persons, the monthly amount with companion is 375 Euro (Group I), while without companion it is 150 Euro (Group II). 3,106 beneficiaries have benefited from this scheme in December 2019.³⁷

Scheme of Families of Martyrs, War Invalids and Civilian Victims - This scheme aims to provide benefits to categories of citizens who have suffered from persecution and war that occurred during 1998/99 in Kosovo. This scheme has started to be implemented for some categories since 2001, while with the approval of the Law some categories which were not previously beneficiaries have been included since

³⁵ Ibid.

³⁶ Ibid.

³⁷ Data on Scheme users, which are not managed by SFPD are obtained from the Kosovo Agency of Statistics.

2008 as well. In December 2019, 10,493 families/individuals benefited from this scheme, the budget spent was 41,234,222.46 Euro, see the table below:

*Table 26 Number of beneficiaries of MFWI scheme by categories, December 2019*³⁸

Category	Number of beneficiaries (December 2019)
Family of the KLA Martyr	1.805
Family of Civilian Invalid after Death	82
Family of the War Invalid after Death	161
Family of the Missing Civilian	255
Family of the KLA Missing Person	14
Family of Civilian Victims	2.917
Civilian War Invalid	1.370
War Invalid	3.798
Guardian for Civilian War Invalid	23
Guardian for War Invalid	68
Total	10.493

Pension Scheme for War Veterans - the right to this pension belongs to the individual who is a citizen of the Republic of Kosovo and a foreign citizen, who has joined the KLA and is registered as an armed and uniformed soldier by the commands, headquarters of the KLA operation zones and who was active until the end of the war. In December 2019, 38,101 individuals/families have benefited from this scheme. Out of this total, 36,193 were KLA veterans, the monthly amount was 170 Euro and 1,908 were veteran families (after the veteran's death), the monthly amount was 119 Euro. Budget spent 76,769,873.50 euros.³⁹

Kosovo Protection Corps (KPC) Pension Scheme - is a regular monthly payment made to a former KPC member for life, or the heir after the death of a former KPC member. This pension has been applied since 2009. The monthly payment amount of KPC pensions is determined by 50%, 60% and 70% of the average payment for the last three years, i.e. from 100.00 to 347.00 Euro per month. In December 2019, 1,098 people benefited from this pension, the budget spent was 3,032,679 Euro.⁴⁰

Kosovo Security Force (KSF) Pension Scheme - is a regular monthly pension paid to a KSF member, who meets the criteria set out in the Law on Pensions of Members of the Kosovo Security Force (Law No. 04/L-084) and the heir after the death of the KSF member. This Scheme started to be applied since 2012. The amount of payment of KSF pensions is set at 50%, 60% and 70% of the average payment for the last

³⁸ Ibid

³⁹ Data on Scheme users, which are not managed by SFPD are obtained from the Kosovo Agency of Statistics.

⁴⁰ Ibid.

three years. In December 2019, 546 people benefited from this pension, the budget spent was 2,407,201 Euro.⁴¹

Trepça Miners' Pension Scheme - the right to receive this pension belongs to all employees in "Trepça" complex, who lost their job by the end of 2004. This pension has started to be implemented since 01.07.2003. During 2003/2004, the monthly amount of this pension was 40 Euro per month, while now it is 126 Euro per month. Based on the situation in December 2019, the number of beneficiaries of the Trepça Pension Scheme was 2,635 persons, the budget spent was 4,214,668 Euro.⁴²

Compensation Scheme for Blind Persons - the right to realize this pension have the persons with complete loss of vision, born or gained according to Law No. 4 / L-92 on the Blind Persons. The amount of payment for blind persons is 125.00 Euro per month, as well as 125.00 Euro for companions of blind persons. In December 2019, 1,976 people benefited from this pension, the budget spent was 5,409,800 Euro.⁴³

Material Support Scheme for Families of Children with Permanent Disabilities 1-18 years old - this material support is provided to families who have full-time 24-hour care for children with permanent disabilities aged 1 to 18, who are completely unable to carry out their daily life activities without the care of another person. This Scheme started operating in 2009. The monthly amount for a child is 100.00 Euro per month. In December 2019, 2,276 children with permanent disabilities benefited from this scheme, the budget spent was 2,775,300 Euro.

Foster Care - foster care of abandoned children without parental care is realized in two forms which are:

- Kinship foster care of children, 496 children were in this form of foster care in December 2019, the budget spent was 617,600 Euro and
- Non-kinship/alternative foster care of children, 53 children were placed in such care in December 2019, the budget spent was 155,450 Euro.

Professional and Counselling Services - these services are provided for the protection of abandoned children and without parental care, for adults and the elderly, so there are about 50 forms of social and professional services which are provided to individuals and families in social need.

All the schemes presented above, have influenced the increase of the welfare of families/individuals and the reduction of poverty or the fulfilment of daily needs for food and some other basic living services.

⁴¹ Ibid.

⁴² Ibid.

⁴³ Data on Scheme users, which are not managed by SFPD are obtained from the Kosovo Agency of Statistics.

8.4. Social Exclusion

Social exclusion is a process where individuals and social groups, being affected by poverty, lack of proper educational preparation, lack of professional, physical or intellectual skills are pushed to live partially or completely in the margins of society. This situation deprives them of the opportunity for work, income and education, as well as the benefits of communication and social networking. Even worst, disadvantaged social conditions limit them from influencing decision-making, policies, and improving their lives.

Poverty is the main factor of social exclusion. Based on the Household Budget Survey (HBS) of 2015, it is estimated that 17.6% of the population of Kosovo lives below the poverty line (21.1% in 2014), at 1.82 Euro per day and that 5.2% of the population lives below the extreme poverty line.⁴⁴

Based on the data of this survey (HBS 2015), poverty is more evident in households living in rural areas (73%), households with more members, where the highest poverty rate is found in households with seven or more members (39.1%), households whose main source of income is social assistance (70.7%), households with the main source of income from paid work (33.8%), households whose main source of income is pensions (27.8 %), casual workers (26.0%), people with disabilities (23.5%), pupils/students (20.3%), unemployed (16.7%), female-headed households (23.7%), individuals with low level of education (29.7%), individuals who have not completed primary school and 18.8% individuals who have completed primary school), children (20.7%) and families with 3 or more children (22.2%).⁴⁵

The Government of Kosovo has identified the most vulnerable groups, and that feel excluded more than others and should be a priority of social policies in Kosovo. These groups are *the long-term unemployed, disadvantaged children and youth, especially girls from rural areas and children of national minorities, women from rural areas, single mothers, Roma, Ashkali and Egyptian communities, who in addition to the highest rates of unemployment and poverty, have a low level of education and a high rate of illiteracy and people with disabilities, most of whom do not have physical access to health and education facilities - and their families, who are the main providers of care for these people.*

The main institutions involved in drafting and implementing these policies are the Ministry of Labor and Social Welfare at the central level, the Municipal Directorates for Health and Social Welfare through the Centers for Social Work at the local level, which have been transferred to municipal competencies since 2009 and provide social and family services for all citizens of Kosovo regardless of age, gender, nationality or religious affiliation, but who meet the criteria set out in applicable laws and regulations. In

⁴⁴ World Bank/KAS (April 2017) "Poverty in consumption in the Republic of Kosovo in the period 2012-2015"; See: <http://ask.rks-gov.net/media/3186/stat-e-varferise-2012-2015.pdf>

⁴⁵ World Bank/KAS (April 2017) "Poverty in consumption in the Republic of Kosovo in the period 2012-2015"; See: <http://ask.rks-gov.net/media/3186/stat-e-varferise-2012-2015.pdf>

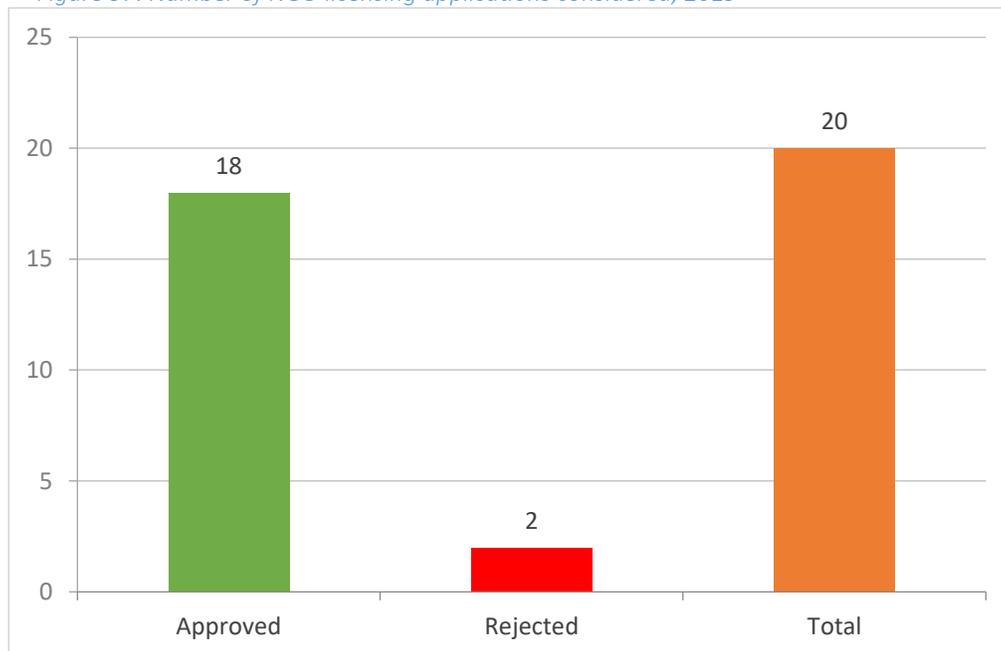
addition to the above-mentioned public institutions, an important role is played by NGOs, which deal with the provision of social and family services.

8.5. Licensing of Non-Governmental Organizations

The approved legal framework for social services has enabled the development and implementation of the licensing process of legal entities, NGOs and private companies, which deal with the provision of social and family services.

During 2019, the Licensing Commission of Legal Entities/Non-Governmental Organizations, which operates within the SFPD/MLSW, based on Administrative Instruction No. 17/2013 on Licensing of Legal Entities/Organizations Providing Social and Family Services, has considered 20 applications for licensing and relicensing, out of which 18 or 90% were approved (licensed/relicensed), while 2 applications or 10% were rejected because they did not meet the criteria provided by applicable law. See the figure below:

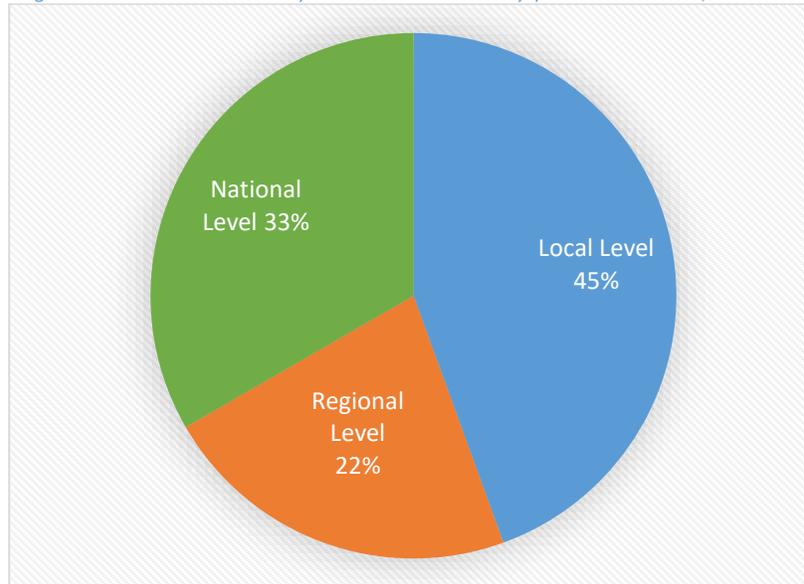
Figure 57: Number of NGO licensing applications considered, 2019



Regarding the licensed NGOs, their scope of activity is the social protection of persons in need of social and family services. Non-Governmental Organizations are licensed according to the scope and areas of activity that they exercise from the national, regional, local level and by making their profiling related to housing, treatment and rehabilitation of categories in social and family need. The validity of a license is complete and conditional. Complete for the three-year period and conditional for the 1-year period.

Out of 18 licensed/relicensed NGOs during 2019, 8 NGOs or 45% are licensed to provide services at the local level, 4 NGOs or 22% to provide services at the regional level and 6 NGOs or 33% for providing services at the national level. See the figure below:

Figure 58: NGOs licensed by the level where they provide services, 2019



In total, the number of licensed/relicensed NGOs is 43 NGOs (14 at the local level, 13 regional and 16 at the national level).

8.6. Monitoring and Inspection Unit

Monitoring and Inspection Unit (MIU) of Social and Family Services, which operates within the SFPD/MLSW, during 2019 has conducted activities based on the applicable legislation and the Annual Work Plan 2019. The legal mandate of the MIU is to inspect the correct implementation of the applicable legislation, implementation of the Minimum Quality Standards and the observance of the Code of Ethics, in the public and non-public sector, in order to increase the quality of service delivery to citizens in social needs (children and adults).

For the development and advancement of social and family services, based on field findings, MIU has provided in the inspection reports recommendations to the inspected organization, municipal and central level authorities.

In the reporting period, MIU conducted ten (10) inspections/re-inspections: five (5) regular inspections according to the Annual Work Plan of 2019, three (3) unplanned/extraordinary inspections and two (2) regular/planned re-inspections in line with the annual plan regarding the implementation of recommendations.

Inspections/re-inspections were conducted in three (3) Centers for Social Work (CSW), in one (1) public institution for persons with disabilities (children) - Community Based Home and in six (6) NGOs. See the table below:

Table 27 Inspected Public Institutions and Non-Governmental Organizations, 2019

No	Name of institution/organization	Type of inspection
1	NGO Kosovo Humanitarian Charitable Association "Mother Teresa" - Prishtina	Regular inspection (according to MIU Annual Work Plan, 2019).
2	Center for Social Work - Gllgovc	Extraordinary inspection (regarding the reporting of a case of ill-treatment).
3	NGO - "HANDIKOS" - Peja	Regular inspection (according to MIU Annual Work Plan, 2019).
4	NGO "Organization for Children without Parental Care - OFAP", in Prishtina	Regular inspection (according to MIU Annual Work Plan, 2019).
5	Center for Social Work - Gllgovc	Extraordinary inspection (based on a client's request regarding the way how to make contact with children).
6	NGO - "HUMANITETI" - Rahovec	Regular inspection (according to MIU Annual Work Plan, 2019).
7	Center for Social Work - Prishtina Center for Social Work - Ferizaj	Extraordinary inspection (on the assessment and ascertainment of the implementation of legal and professional procedures for adoption, regarding the case of a child from the municipality of Prishtina and the request for adoption of a married couple, from the municipality of Ferizaj and citizen of North Macedonia).
8	NGO "Center for Independent Life" in Vitomirica - Peja	Regular inspection (according to MIU Annual Work Plan, 2019).
9	Community House for People with Mental Disabilities-Mental Retardation-Kamenica	Regular inspection (according to MIU Annual Work Plan, 2019).
10	NGO Center for the Protection of Women and Children - "Raba Voca" - Mitrovica	Regular inspection (according to MIU Annual Work Plan, 2019)

9. SOCIAL POLICY DIVISION

9.1. Duties and responsibilities of the Social Policy Division

Social Policy Division operates within the SFPD/MLSW. Duties and responsibilities of the Social Policy Division are:

- ✓ *Researching in the area of social and family services and the impact of social payment schemes on poverty reduction;*
- ✓ *Researching of various social phenomena and preparation of recommendations in the area of social policies;*
- ✓ *Coordinating activities with the Kosovo Agency of Statistics, for the provision of data and their processing, which are used for the publication of research reports;*
- ✓ *Publication of manuals for services provided by MLSW and reports on social policies;*
- ✓ *Cooperating with local and foreign professional structures in order to increase the quality of social and family services;*
- ✓ *Summary of achievements in the area of social policies and their publication on the websites of the Department or the Ministry.*

The Head of the Social Policy Division reports to the Director of Social and Family Policies Department. The number of employees in this Division is six (10).

9.2. Preparing researches for publication

Within the duties and responsibilities that the Social Policy Division currently has for fulfilling the mission and in implementing the objectives set out in the Annual Work Programme of the Ministry of Labor and Social Welfare, as well as in implementing the Annual Work Plan of the Division, a plan which was approved by the Social and Family Policies Department for 2019, the staff of the Social Policy Division, during 2019 worked on conducting four (4) researches, which are presented in the table below:

Table 28 Number of researches conducted by the Social Policy Division, 2019

No.	Name of the research	Description.
1	Food Basket Cost Analysis	The research is an analysis of the minimum income per household. The process for conducting this research has started in 2018. The process of finalizing this research has continued during 2019. During the year we are reporting, the Draft I of the research has been completed,
2	The condition of the elderly	The research is an analysis of the socio-economic situation of the elderly, over 65 years old. During 2019, the necessary activities were carried out for the realization of this research. At the end of 2019, the first draft was finalized, while during 2020 it is foreseen to complete the finalization of the research.
3	Child labour	<p>The research is related to the real reflection of the situation regarding the involvement of children in work and giving recommendations to institutions dealing with the protection of children's rights on how to act in removing these children from work and their integration into society.</p> <p>During 2019, the working group has completed the Draft-research, which is being analyzed by a local expert.</p>
4	KPC members	During 2019, interviews, field visits, as well as other activities necessary, were conducted to finalize the research and provide the necessary recommendations to the responsible institutions. The research has been completed and is in SFPD.

The staff of the Social Policy Division has performed a number of other activities, as well as has cooperated with various institutions and NGOs during 2019.

10. DIVISION FOR ADMINISTRATIVE SUPPORT OF GCSFS

10.1. Duties and responsibilities

Division for Administrative Support of GCSFS operates within SFPD/MLSW. The duties and responsibilities of this Division are:

- ✓ *Preparing meetings in cooperation with the chairman or deputy chairman, setting the agenda of meetings of the GCSFS;*
- ✓ *Organizing and determining the venues of meetings, as well as taking care of drafting the extract of the minutes from the GCSFS meetings;*
- ✓ *Maintaining and managing all archives and documentation drafted and approved by GCSFS;*
- ✓ *Preparing the reports on the work and activities carried out of by GCSFS as well as of the working committee which operate within the Council;*
- ✓ *Taking care of the register of licensed social workers and maintenance of records in written and electronic form;*
- ✓ *Taking care of the execution of GCSFS decisions and the commissions established by the Council;*
- ✓ *Being responsible for managing the website and taking care of the publication of various documents;*
- ✓ *Drafting and planning budget requirements for GCSFS, and presenting them to the responsible bodies inside and outside MLSW;*
- ✓ *Drafting and processing of all requests and payments for the development of GCSFS activities;*
- ✓ *Taking care and organizing workshops and coordinating activities with supporting donors of GCSFS;*
- ✓ *Reporting of the Head of Division, to the Minister of MLSW.*

11. GENERAL COUNCIL OF SOCIAL AND FAMILY SERVICES

11.1. Duties and responsibilities

The General Council of Social and Family Services (GCSFS) operates under Law No. 02/L-17 on Social and Family Services and is responsible for maintaining professional standards and discipline in the area of social and family services, and in this regard, it serves as a registration and licensing body for professionals working in this area.⁴⁶

The Council is also responsible for:

- ✓ *Drafting regulations that it deems necessary for ensuring licensing, registration of specialists and adequate continuous professional development;*
- ✓ *Drafting a code of ethics for social and family services professionals;*
- ✓ *Maintaining the register of social and family services professionals, who are licensed to operate in the Republic of Kosovo;*
- ✓ *The Council has the power to decide who can be licensed as a professional or specialist in social and family services;*
- ✓ *Examining complaints against social and family service professionals and deciding on disciplinary sanctions to be applied, including revocation of a license recognizing the competence of a social and family service provider, removal of a social and family service professional from the register;*
- ✓ *The Council is responsible for reviewing all allegations of breaches of obligations by social and family services professionals;*
- ✓ *Licensing trainers in the area of social services and can authorize local experts, within the Council and externally, in providing training for social and family service professionals;*
- ✓ *The training licensing or certification council can have an educational role for all professionals, NGOs and governmental organizations that deal with social and family services.*⁴⁷

⁴⁶ Article 5, paragraph, 5.2 of Law No. 02/L-17 on Social and Family Services; <https://gzk.rks-gov.net>.

⁴⁷ Article 5, paragraph, 5.2 of Law No. 02/L-17 on Social and Family Services; <https://gzk.rks-gov.net>

11.2. Composition of the Council

The General Council of Social and Family Services (GCSFS) was established on 1 April 2006. In principle, the Council is a body that monitors and analyzes the increase of quality in the provision of social and family services in Kosovo. The Council consists of twenty-one members (21):

- eleven members are selected among the social and family services professionals found in the Council register;
- two members are appointed by the Association of Municipalities;
- two members are appointed by the University of Prishtina;
- one member appointed by the General Health Council;
- one member from the community and non-governmental organizations, and
- four members appointed by the Ministry.

So, in its composition the Council has representatives from the Association of Municipalities, representatives from civil society, professors, professionals of social and family services, as well as other relevant partners, who with their experiences acquired, enable the Council to be equivalent to the demands arising from the ongoing flows of society, and above all to provide professional training in quality improvement and the provision of social and family services in Kosovo.

In the beginning, the duration of a mandate of the Council was 3 years, while since 2012, when the Law on Social and Family Services was amended and supplemented, the duration of the mandate of the Council is 4 years.

11.3. Implemented activities

At the beginning of 2019, the Council drafted and approved the Annual Work Plan for 2019. Based on the objectives set out in this plan, the Council has conducted its work during 2019, where regular working meetings of the Council were held, meetings of standing commissions, working groups, there were also individual engagements of members of Council in certain tasks for the implementation of the objectives and activities related to the realization of the activities of the Council.

11.3.1. Regular Council meetings held during 2019

During 2019, the General Council of Social and Family Services held a total of three (3) regular working meetings. During these meetings:

- The Chairman and Vice-chairman of GCSFS were elected, (*this is done after the previous Chairman of the Council has reached the age of 65 and has retired*);
- Periodic reporting of the standing commission of the Council, especially the Licensing Commission for social workers at the superior level and the Licensing Commission at the basic, intermediate and advanced level;
- Preparation for the Accreditation process of training modules for the provision of social and family services, including child protection and other issues related to social and family services.

11.3.2. Meetings of the standing commission held during 2019

Within the Council, there are five (5) standing commission, which during 2019 have fulfilled their work foreseen in the annual work plan of the Council. These committees have held a total of 31 meetings. See the table below:

Table 29 Number of meetings of Standing Commission of the Council, 2019

No.	Commission	Number of meetings
1	Licensing Commission for social and family service providers, SUPERIOR LEVEL	9
2	Licensing Commission for social and family service providers, BASIC, INTERMEDIATE AND Advanced LEVEL	9
3	COMPLAINTS Commission	13
4	LEGISLATION Commission	0
5	Commission for ORGANIZATIONAL ISSUES AND FINANCES	0
TOTAL:		31

11.4. Licensing Commission: Superior level

11.4.1. Number of considered applications

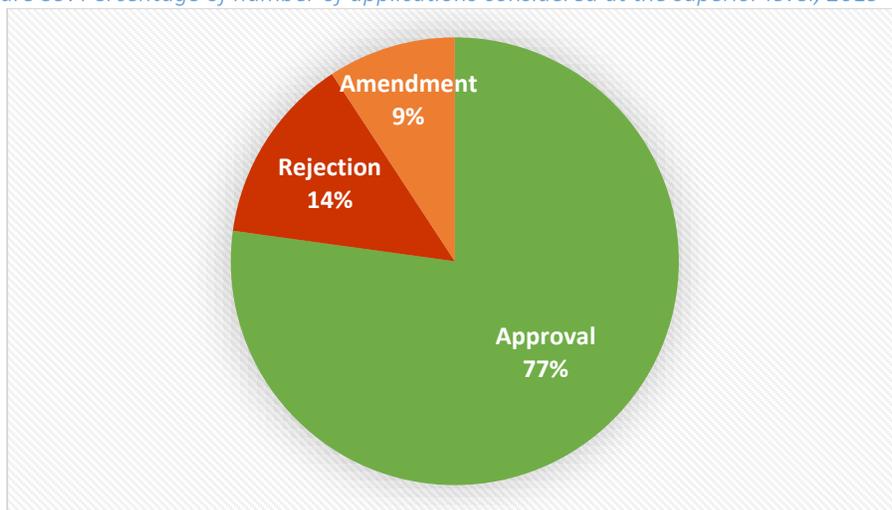
Licensing Commission of social and family service providers at superior level was established at the second meeting of the General Council of Social and Family Services, held on 21.03.2018. The Commission consists of five members: the chairman and four (4) members of the Commission.

During 2019, the Commission held nine (9) meetings, during which 184 applications for licensing and relicensing of social and family service providers at the superior level were considered. See table number 30:

Table 30 Number of applications considered at the superior level, 2019

	Approval	Rejection	Under amendment	Total
Number of applications	142	25	17	184

Figure 59: Percentage of number of applications considered at the superior level, 2019



Based on the table and figure above, the Licensing Commission considered 84 applications at the superior level, out of which 142 or 77% were approved, 25 applications or 14% were rejected and 17 applications or 9% were sent back for amendment.

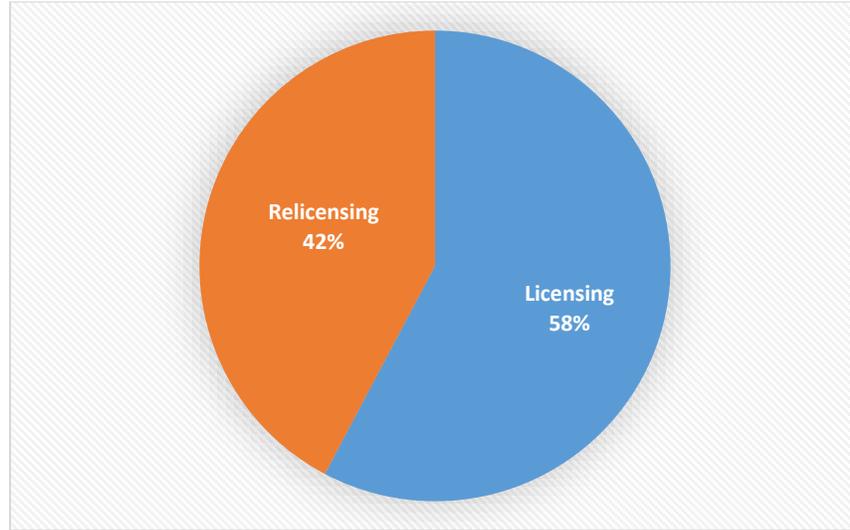
11.4.2. Number of licensed and relicensed providers

Out of the total number of 142 approved applications for licensing of social and family service providers, 82 or 58% of providers are licensed for the first time while 60 or 42% are relicensed. For more see the table and figure below:

Table 31 Number of licensed and relicensed providers by gender, 2019

Gender	Licensing		Re-licensing		Total
	F	M	F	M	
Number	66	16	36	24	142
Total	82		60		

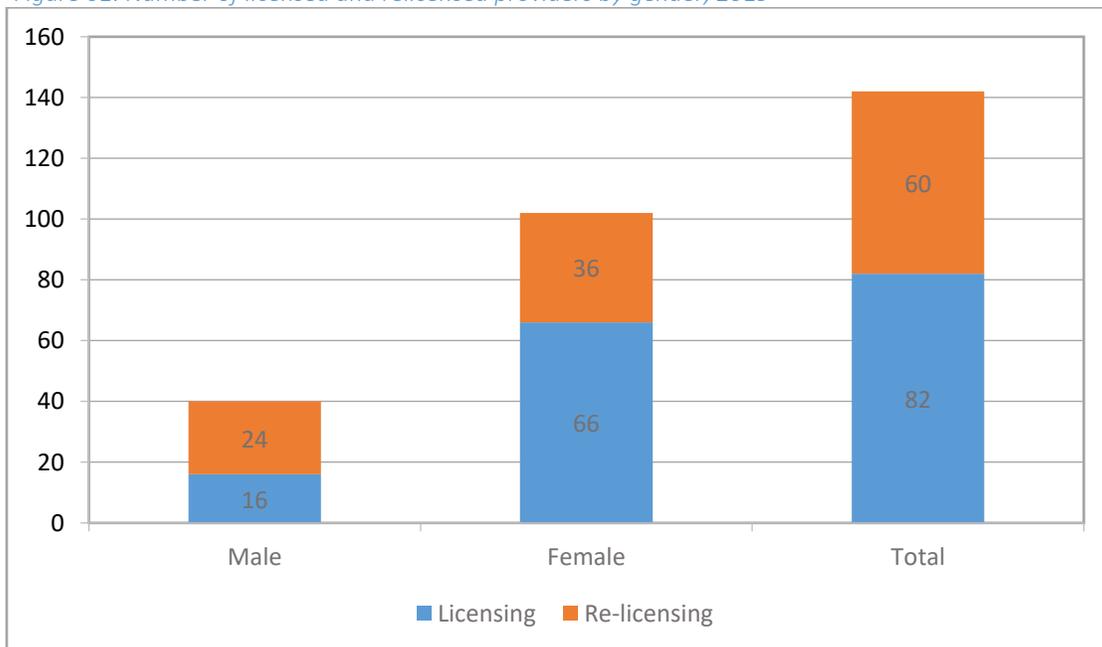
Figure 60: Percentage of licensed and relicensed providers at superior level, 2019



11.4.3. Number of licensed and relicensed providers by gender

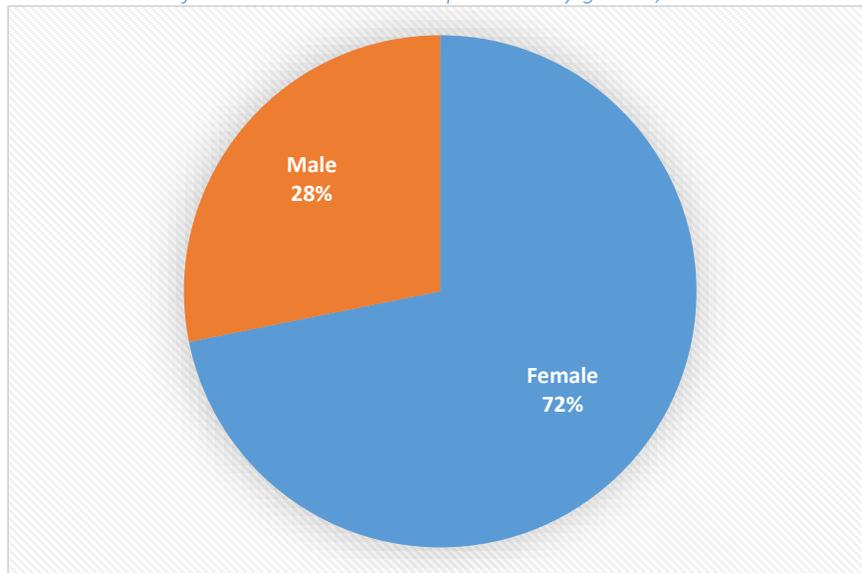
As it can be seen from Table 31, out of 82 social and family services providers that are licensed, 66 or 80% of them are female, while 16 or 20% are male. Whereas out of 60 social and family services providers that have been relicensed, 36 or 60% of them are women while 24 or 40% are men. See Table 31 and Figure 61:

Figure 61: Number of licensed and relicensed providers by gender, 2019



As seen from Table 3, during 2019, 142 social and family services providers were licensed and relicensed at the superior level, out of which it turns out that 102 or 72% of providers are female, while 40 or 28% of providers are male. See the figure below:

Figure 62: Number of licensed and relicensed providers by gender, 2019



11.5. Licensing Commission: basic, intermediate and advanced level

11.5.1. Number of applications considered during 2019

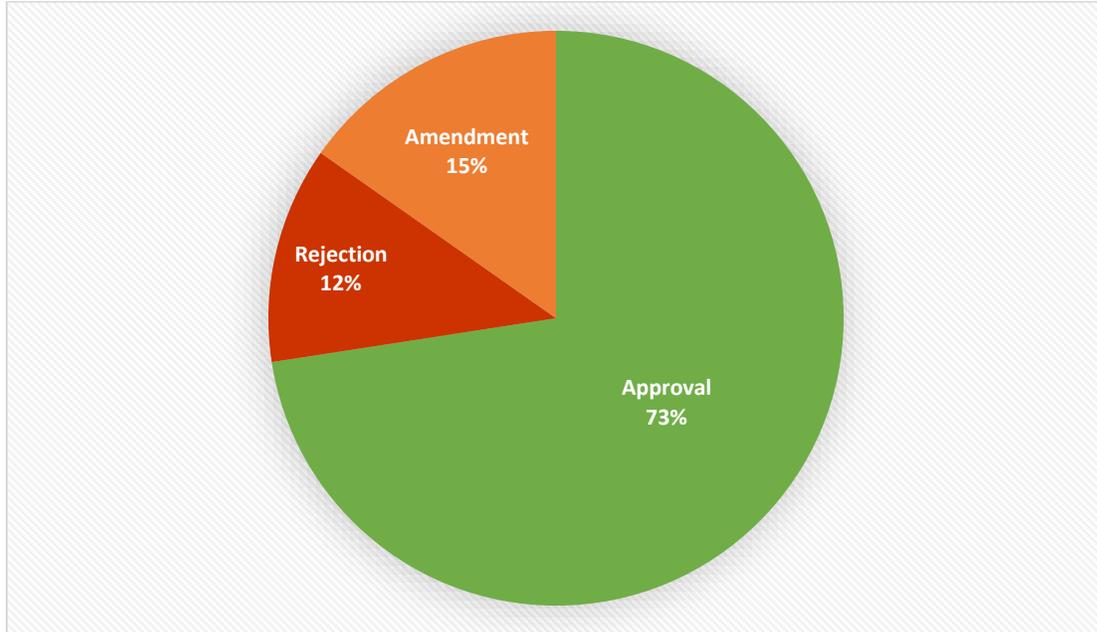
Licensing Commission for social and family service providers at basic, intermediate and advanced level was established in the second meeting of the Committee held in early 2018. The Committee consists of 5 members (Chairman of the Commission and 4 members).

During the period January-December 2019, this Commission held nine (9) meetings. During these meetings, it considered 306 applications of social and family services providers at the basic, intermediate and advanced level. See Table 32:

Table 32 Number of considered applications of basic, medium and high level, 2019

	Approval	Rejection	Under amendment	Total
Number of applications	119	20	25	164

Figure 63: Number of considered applications of basic, intermediate and advanced level in percentage, 2019



Based on the above table and figure, the Licensing Commission considered 164 applications at basic, intermediate and advanced level, out of which 119 or 73% were approved, 20 applications or 12% were rejected and 25 applications or 15% were sent back for amendment.

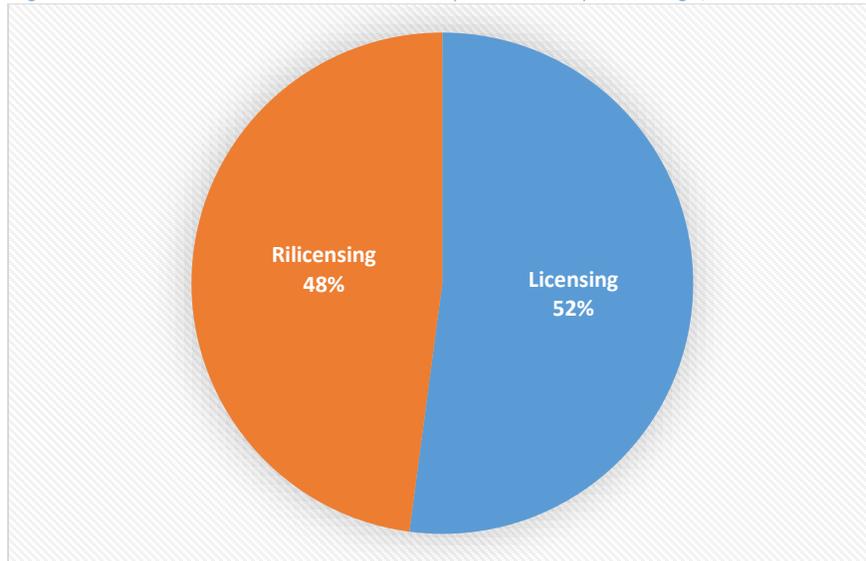
11.5.2. Number of licensed and relicensed providers

Out of the total number of 119 approved applications for licensing of social and family service providers, 82 or 58% of providers are licensed for the first time while 60 or 42% are relicensed. For more see the table and figure below:

Table 33 Number of licensed and relicensed providers by gender, 2019

Gender	Licensing		Re-licensing		Total
	F	M	F	M	
Number of applications	41	21	27	30	119
Total	62		57		

Figure 64: Licensed and relicensed service providers in percentage, 2019

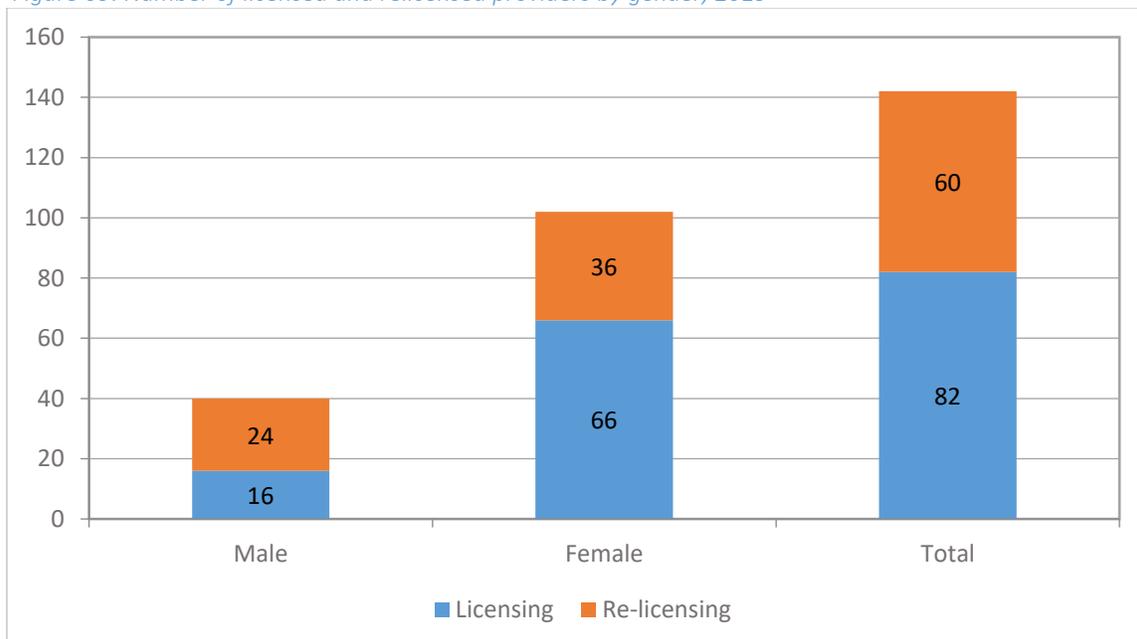


11.5.3. Number of licensed and relicensed providers by gender

As it can be seen from Table 5, out of 62 social and family service providers that are licensed, at basic, intermediate and advanced level, 41 or 66% of them are female, while 21 or 34% are male.

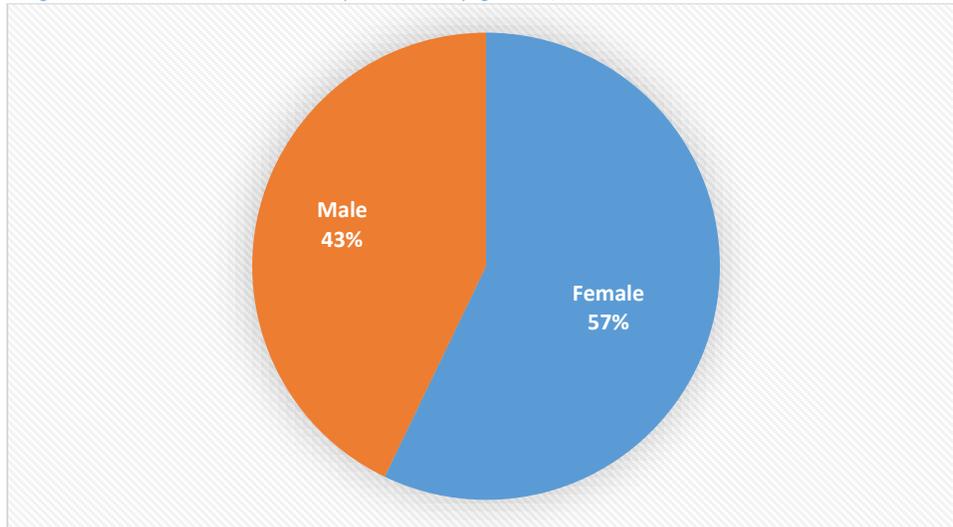
Whereas out of 57 social and family services providers that have been relicensed, 27 or 47% of them are female while 30 or 53% are male. See Table 5 and Figure 7:

Figure 65: Number of licensed and relicensed providers by gender, 2019



As shown in Table 32, during 2019, 119 social and family service providers were licensed and relicensed at basic, intermediate and advance level, of which 68 or 57% of providers are female and 51 or 43% of providers are male. See Figure 66:

Figure 66: Licensed/relicensed providers by gender, 2019



11.6. Complaints Commission

11.6.1. Number of complaints examined during 2019

Complaints Commission was established at the beginning of 2018, at the second meeting of the Council and consists of 3 members (Chairman of the Commission and 2 members).

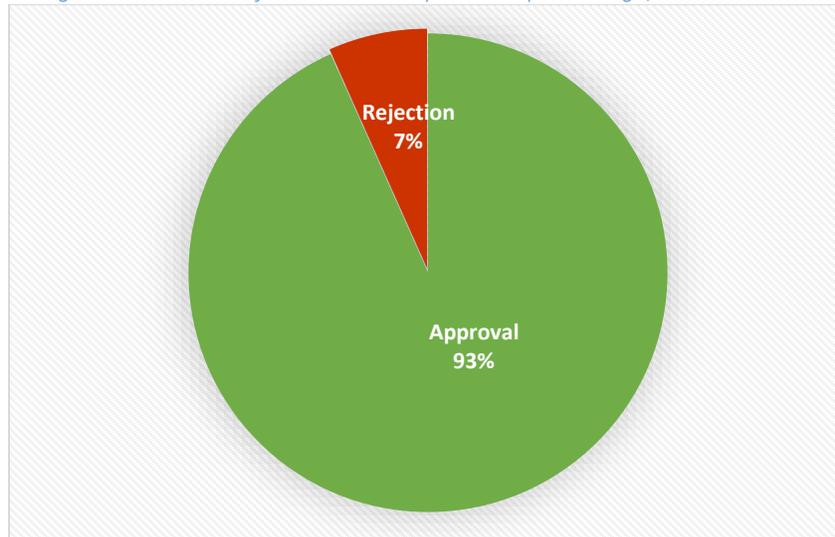
Complaints Commission held 13 meetings during 2019 where it has examined 15 complaints submitted by social and family service providers, who have been dissatisfied with the decisions of the Licensing Commission the superior level and the Licensing Commission at basic, intermediate and advanced level. See the table below:

Table 34 Number of examined complaints by levels, 2019

Number of complaints	Superior level		Total	Basic, intermediate and advanced level		Total
	Approval	Rejection		Approval	Rejection	
15	8	0	8	6	1	7

Based on the data presented in the table above, it appears that the Complaints Commission examined 15 complaints, of which 8 were of superior level, while 7 were of basic, intermediate and advanced level. Out of a total of 15 complaints examined, 14 complaints or 93% were approved, while 1 complaint or 7% was rejected because it did not meet the criteria set by applicable law. See the figure below:

Figure 67: Number of examined complaints in percentage, 2019



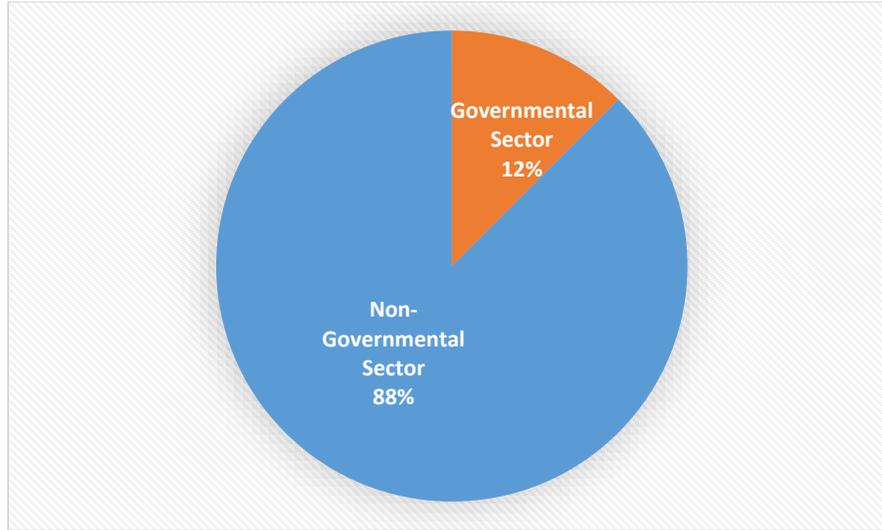
11.6.2. Number of complaints examined at superior level

As seen from the data presented above, the Complaints Commission has examined and approved 8 complaints of superior level, where all approved complaints are for licensing. Out of total 8 complaints examined and approved, 1 complaint or 12% was filed by the Governmental Sector while 7 complaints or 88% were filed by the Non-Governmental Sector. See the table and figure below:

Table 35 Number of complaints examined at the superior level, 2019

Number of complaints	Licensing	Re-licensing	Governmental Sector	Non-Governmental Sector	Gender	
					M	F
8	8	0	1	7	0	8
Rejection						
0	0	0	0	0	0	0

Figure 68: Percentage of complaints examined at the superior level by sectors, 2019



As far as gender is concerned, all 8 complaints examined and approved were submitted by female social and family service providers. See Table 35:

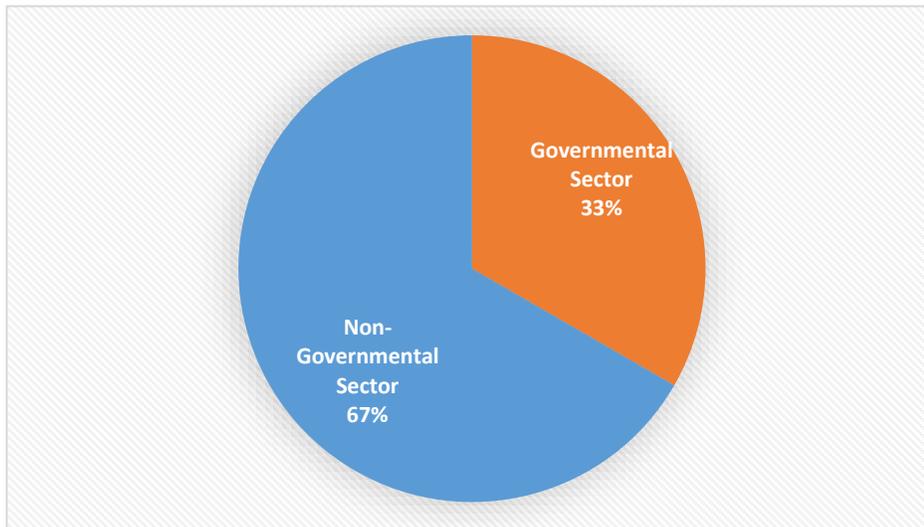
11.6.3. Number of complaints examined at basic, intermediate and advanced level

Based on Table 36 it appears that the Complaints Commission examined 7 complaints of basic, intermediate and advanced level, of which 6 were approved and 1 was rejected. All approved complaints are filed by licensed service providers, 2 approved complaints or 33% belong to Governmental Sector providers, while 4 approved complaints or 67% belong to the Non-Governmental Sector. See the table and figure below:

Table 36 Number of complaints examined at basic, intermediate and advanced level, 2019

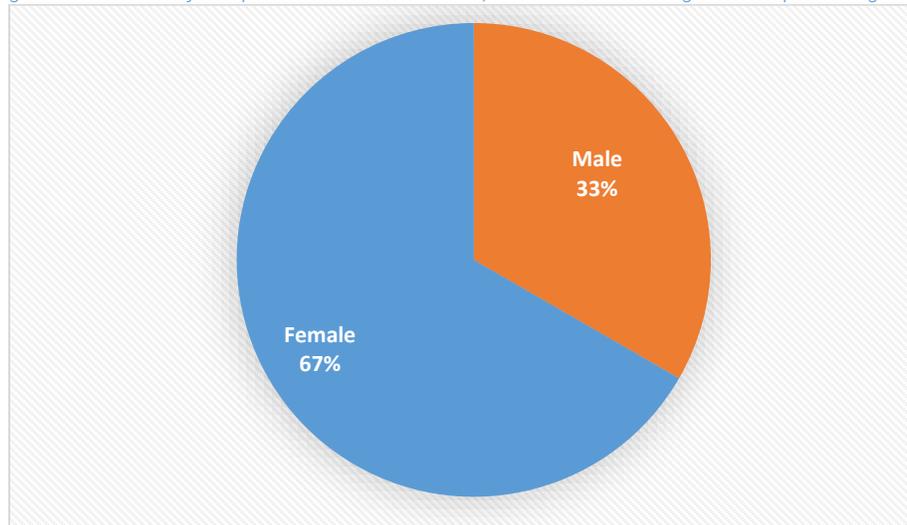
	Licensing	Re-licensing	Governmental Sector	Non-Governmental Sector	Gender		Total
					M	F	
Number of complaints approved	6	0	2	4	2	4	6
Number of complaints rejected	1	0	0	0	0	0	1

Figure 69: Complaints examined at the basic, intermediate and advanced level by sectors, 2019



Regarding gender, 3 complaints or 33% were filed by male providers while 4 complaints or 67% were filed by female providers. See Table 36 and Figure 69:

Figure 70: Number of complaints examined at basic, intermediate and high level in percentage by gender, 2019



11.7. Cooperation with local and international partners

Also, during 2019, the Council worked closely with local and international partners. Cooperation with local non-governmental organizations has been oriented especially in the process of licensing and relicensing of social and family service providers. Non-Governmental Organizations (NGOs), which have cooperation agreements with MLSW/GCSFS, have played an important role in raising awareness of the work of the

Council, informing other organizations of the licensing/relicensing process. As a result of this cooperation, during 2019 over 80 social workers were licensed/relicensed by local non-governmental organizations.

In the course of its operation, the Council has welcomed the support of International Organizations "Save the Children" and "Terre des Hommes", where the purpose of this support has been Improving the quality of social service delivery, providing assistance to Kosovo institutions in developing a sustainable social services system to meet the needs of the vulnerable population in the country. This cooperation and this assistance from these International Organizations will continue through 2020.

12. MAIN ACHIEVEMENTS OF THE DEPARTMENT DURING 2019

12.1. Implementation of benefits and compensations from Schemes managed by SFPD

- **Social Assistance Scheme (SAS)** - during 2019 from this scheme for each month have benefited about 24,352 families with 98,756 members in a monthly amount of 2,582,340.00 Euro. Whereas the total budget that has been spent for SAS is 31,542,532.50 Euro. The basic monthly amount for a family of one member is 60.00 Euro (at minimum) and for a family of 15 members 180.00 Euro (at maximum).
During 2019, the Draft Concept Paper for the Social Assistance Scheme was drafted, which envisages the complete reform of SAS.
- **Foster Care for Abandoned Children without Parental Care** - even during 2018 has continued the realization of payment for both forms of foster care, where:
 1. **Kinship foster care** - every month about 496 children have benefited 100.00 Euro per month. The monthly amount of funds processed for payment was about 49,600.00 Euro, while the total amount of budget spent is: 617,600,00 Euro.
 2. **Non-kinship/alternative foster care** - each month about 53 children have benefited, who are paid from 250.00 Euro per month or 350.00 Euro per month if the child is disabled. The monthly amount of funds processed for payment was about 815,425.00 Euro the total amount of budget spent is: 155,450.00 Euro.
- **Material Support Scheme for Families of Children with Permanent Disabilities (FCPD)** - During 2019, about 2,276 children with disabilities have benefited from this Scheme for each month 100.00 Euro per month. The monthly amount of funds processed for the payment of FCPD is about 276,400.00 Euro. The budget spent for FCPD for 2019 is 2,775,300.00 Euro.
- **Emergency social assistance** - 186 individual/families were supported during 2019. The material amount for this type of support is a minimum of 100.00 Euro and a maximum of 300.00 Euro. The budget spent is 29,800.00 Euro.

12.2. Implementation of the electricity subsidy program MLSW/SFPD

The Government of the Republic of Kosovo from 2005 to 2019 allocated each year 4.5 million Euro to subsidize a quantity of electricity consumed (up to 400 KW, respectively, up to 300 per month) for beneficiaries (families) in the Social Assistance Scheme and the Scheme of Martyrs' Families, War

Invalids and Civilian Victims of War (MFWICV). This program is scheduled to be implemented during the first part of 2020.

12.3. Implementation of the programme for financial support of licensed NGOs

- During 2019, the Ministry of Labor and Social Welfare (MLSW), respectively, Social and Family Policies Department (SFPD), grant-subsidized projects of 26 NGOs providing social and family services in the amount of 362,000.00 Euro.

12.4. Social and family services

During 2019, necessary social and family services were provided to the following:

- 681 children without family care,
- 25 abused children,
- 176 children with antisocial behaviour,
- 485 children with delinquent behaviour,
- 129 children registered in hard labour,
- 14 children placed in local adoption,
- 2 children placed in international adoption,
- 586 victims of domestic violence (*327 victims under the age of 18 and 259 victims over the age of 18*), etc.

During 2019, drafting of Law on Social and Family Services has started and the Draft Law on Social Services is in process.

The Concept Paper on Local Government Finance was approved, whereby the proposal of MLSW for the creation of a Special Grant for Social Services was included.

34 cooperation agreements have been signed with the Mayors of municipalities of the Republic of Kosovo for the prevention and elimination of child hard labour, which aim to regulate and coordinate the activities of institutions at the central and local level for the protection of children from economic exploitation and from performing activities that hinder their education, or that are harmful to the health and psycho-physical, mental, spiritual, moral and social development of the child, as well as the prevention and effective elimination of child labour, with a special focus on hard and hazardous of their work.

12.5. Residential housing for the elderly without family care, children and adults with mental disabilities - mental retardation

The number of clients located in houses with national character, which are managed by the central level MLSW/SFPD, during 2019 has been as follows:

- Home for the Elderly without Family Care in Prishtina - 81 clients;
- Special Institute in Shtime - 64 clients;
- Community-based Orphanage in Shtime -10 clients.

The number of clients located in Community-Based Homes, which have been managed by the municipal level since 2016, during 2019 was:

- Community Home for the Elderly in Skenderaj -18 clients;
- Community Home for the Elderly in Gurakoc-Istog - 17 clients;
- Community Home for the Elderly in Gračanica - 8 clients;
- Community Home for Persons with Mental Disabilities - Mental Retardation in Shtime - 14 clients;
- Community Home for Persons with Mental Disabilities in Lipjan - 10 clients;
- Community Home for Persons with Mental Disabilities in Ferizaj - 10 clients;
- Community Home for Persons with Mental Disabilities in Vushtrri - 13 clients;
- Community Home for Persons with Mental Disabilities in Kamenica - 12 clients;
- Community Home for Persons with Mental Disabilities in Deçan - 9 clients;
- Community Home for Persons with Mental Disabilities in Gračanica - 10 clients;

12.6. Residential housing for victims of trafficking in human beings

In the shelter for Housing of Victims of Trafficking in Human Beings in Lipjan, during 2017, 35 victims were sheltered and treated with the necessary services (*20 juvenile victims and 15 adults*).

12.7. Licensing of individual providers and legal entities (NGOs)

During 2019 are licensed:

- 261 social and family service providers;
- 14 legal entities, NGOs providing social and family services.

12.8. Capacity building and training of social and family service providers

The General Council for Social and Family Services in cooperation with the European Union (EU) Office in Kosovo, through the KMOP Organization "Save the Children", various organizations and foundations, organized and held trainings in the area of social and family services. These trainings were mainly aimed at training social workers who provide direct services to individuals and families in a state of social need. To date, over 350 social and family service providers have been trained at all levels of licensing.

OVERVIEW OF THE GENERAL DATA

-	Total number of children in custody (December 2019)	681
-	Number of children without parental care/abandoned (cases presented during 2019)	28
-	Number of children in family housing with relatives (December 2019)	496
-	Number of foster families.....	351
-	Monthly amount of benefit for a child in kinship foster care with relatives	100.00 €
-	Amount of funds processed for December 2018	49,600.00 €
-	Budget spent on kinship foster cares	617,600.00 €
-	Number of children in kinship foster care (December 2019)	53
-	Number of foster families (December 2019)	26
-	Monthly benefit amount for a child in foster care	250.00 €
-	Monthly amount of benefit for a child with disabilities in kinship foster care	350.00 €
-	Amount of funds processed for December 2019	15,425.00 €
-	Budget spent on non-kinship foster care	155,450.00 €
-	Number of children in local adoption	14
-	Number of children in international adoption	2
-	Number of children accommodated in "SOS-Family" shelter	43
-	Number of children accommodated in "Caritas Umbria" shelter	17
-	Number of abused children	25
-	Number of children with antisocial behaviour.....	176
-	Number of children in conflict with the law	485
-	Number of children without repatriated parental care	25
-	Number of children without parental care returning from conflict zones in Syria	17
-	Number of children in hard labour	129
-	Number of victims of domestic violence	586
-	Number of victims of domestic violence, over the age of 18	295 or 44%
-	Number of victims of domestic violence, under the age of 18	327 or 56%
-	Number of victims of domestic violence (women)	426 or 76 %
-	Number of victims of domestic violence under the age of 18 (male)	141 or 24%
-	Budget allocated by MLSW to NGOs dealing with cases of domestic violence	257.000.00 €
-	Number of victims of trafficking in human beings	51
-	Number of victims of trafficking over the age of 18	12 or 24%
-	Number of victims of trafficking under the age of 18	39 or 76%
-	Number of victims of trafficking (women)	50 or 98%
-	Number of victims of trafficking (men)	1 or 2%
-	Number of local victims of trafficking	46 or 90%
-	Number of international victims of trafficking	5 or 10%
-	Number of victims of sex crimes-children	11
-	Number of requests for early marriage	16
-	Number of requests for early marriage (female)	16
-	Number of requests for early marriage of Albanian nationality	14 or 87%
-	Number of requests for early marriage of other nationalities	2 or 13%
-	Number of cases treated with marital counselling	344
-	Number of cases of Albanian nationality	303 or 88%

-	Number of cases of other nationalities	41 or 22%
-	Number of second instance complaints for social services	6
-	Number of elderly persons without family care accommodated in HEWFC-Prishtina	63
-	Number of elderly persons accommodated in the Community House-Gurakoc	15
-	Number of elderly persons accommodated in the Community House-Skenderaj	20
-	Number of elderly persons accommodated in the Community House-Gracanica	7
-	Number of persons with mental disabilities accommodated in the Special Institute in Shtime	42
-	Number of persons accommodated in the Community House in Kamenica	11
-	Number of persons accommodated in the Community House in Shtime	14
-	Number of persons accommodated in the Community House in Vushtrri	13
-	Number of persons accommodated in the Community House in Deçan	9
-	Number of persons accommodated in the Community House in Ferizaj	10
-	Number of persons accommodated in the Community House in Gracanica	10
-	Number of persons accommodated in the Community House in Lipjan	10
-	Number of children with disabilities accommodated in the Community House in Shtime.....	10
-	Number of applications for institutional/residential housing	40
-	Number of approved applications	35
-	Number of rejected applications.....	5
-	Number of approved applications, pending decision-making.....	9
-	Number of children with disabilities in FCPD Scheme	2276
-	Budget spent for FCPD Scheme	2,775,300.00 €
-	Number of children in FCPD Scheme who are in kindergarten	39 or 2%
-	Number of children in FCPD Scheme who are in preschool education	234 or 10%
-	Number of children in FCPD Scheme who are in primary education	376 or 17%
-	Number of children in FCPD Scheme who are in kindergarten	7 or 0%
-	Number of children in FCPD Scheme who are not in school	1.620 or 71%
-	Number of applications evaluated by the First Instance Commission, FCPD	909
-	Number of approved applications.....	382 or 42%
-	Number of rejected applications.....	320 or 35%
-	Number of applications under amendment	138 or 15%
-	Number of requests that were not presented in the session	69 or 8%
-	Number of inhabitants in the Republic of Kosovo.....	1.820.631
-	Number of households in the Republic of Kosovo	297 090
-	Price of monthly basket of a citizen in Kosovo costs:	115 €
-	Consumption per capita per year costs	1.386 €
-	Annual consumption for a household costs	7611 €
-	Budget spent	32,858,645.00 €
-	Number of families in SAS December 2018).....	24,352
-	Number of families in SAS, Category I	16,728 or 69%
-	Number of families in Category II	7,624 or 31%
-	Number of Albanian families in SAS	18,648 or 77%
-	Number of non-Albanian families in the SAS	5,704 or 23%
-	Beneficiaries (female) of social assistance	8,252 or 34%
-	Beneficiaries (male) of social assistance.....	16,100 or 66%
-	Single parents (1,886 female and 404 male) in social assistance.....	2.293 or 9%
-	Number of family members in SAS	103 399
-	Number of female family members in SAS	42,619 or 57%
-	Number of male family members in SAS	31,800 or 43%
-	Number of family members in SAS aged 0-18 years	49,457 or 50%
-	Number of family members in SAS aged 19 - 65 years	48.295 or 49%

-	Number of members (passive in payment) of families in SAS aged + 65 years	1,043 or 1:06%
-	Minimum monthly amount of social assistance for a family	60.00 €
-	Maximum monthly amount of social assistance	180.00 €
-	Average monthly social assistance per family	126.50 €
-	Average monthly social assistance per family member	22.85 €
-	Average daily social assistance for a family member	0.74 €
-	Monthly allowance for each child in the family aged 0-18 years	5.00 €
-	The First instance Medical Commission assessed the incapacity for work (persons)	21 577
-	Number of persons assessed incapable of work over 80% (approval)	19,711 or 91%
-	Number of persons assessed fit for work (refusal)	1.303 or 6%
-	Number of applications sent back for amendment	563 or 3%
-	Number of complaints examined by the Second Instance Complaints Commission.....	610
-	Number of complaints approved in the Second Instance	124 or 20 %
-	Number of complaints rejected in the Second Instance	486 or 80%
-	The Second instance Medical Commission assessed the incapacity for work (persons)	428
-	The Second Instance Medical Commission assessed the incapacity for work (persons) - approval.....	90 or 21%
-	The Second Instance Medical Commission has assessed fit for work (persons) - rejection	338 or 79%
-	Number of administrative disputes in procedure before the Basic Court	11
-	Number of administrative disputes approved by the Basic Court	0
-	Number of administrative disputes in retrial by the Basic Court	0
-	Number of CSW controlled by CSU	13
-	Cases controlled by CSU 818 (complete: 521 or 64%; incomplete	297 or 36%
-	Families verified by CSU 486 (eligible: 437 or 90%; ineligible	49 or 10%
-	Number of beneficiary families/individuals of emergency assistance 100 Euro	109
-	Number of beneficiary families/individuals of emergency assistance 150 to 300 Euro	78
-	Budget spent on immediate assistance (2018)	29,800.00 €
-	Budget for electricity subsidy for 2018	€ 4,500,000.00
-	Number of subsidized families in all schemes/pensions	35 851
-	Number of subsidized families for SAS	23.304 or 65%
-	Number of subsidized families from MFWI	10,442 or 29%
-	Number of subsidized families for Paraplegic and Tetraplegic Persons	1,269 or 4%
-	Number of subsidized families for Blind Persons.....	836 or 2%
-	Monthly average subsidized electricity for a family.....	270 KWh or 11.27 €
-	Annual amount of subsidized electricity for a family.....	135.00 €
-	Number of beneficiary families/individuals of MLSW Schemes, 2019	284 326
-	Number of beneficiaries in SAS (December 2019)	24 352
-	Number of beneficiaries of the Basic Age Pension (December 2019)	47 486
-	Number of beneficiaries of Disability Pensions (December 2019)	17.791
-	Number of beneficiaries of Family Pension (December 2019)	24 352
-	Number of beneficiaries of Occupational Disability Pension (December 2019)	108
-	Number of beneficiaries of Paraplegic and Tetraplegic Pension (December 2019)	3106
-	Number of beneficiaries of MFWI Scheme (December 2019).....	10.493
-	Number of Beneficiaries of the War Veterans Scheme (December 2019)	38 101
-	Number of beneficiaries of KPC Pension (December 2019).....	1.098
-	Number of beneficiaries of Trepça Pension (December 2019).....	2,635
-	Number of beneficiaries of Blind Persons Scheme (December 2019)	1.976
-	Number of beneficiaries of FCPD Scheme (December 2019).....	2.276
-	Number of beneficiaries from Kinship Foster Care of Children (December 2019)	496
-	Number of beneficiaries from Non-kinship Foster Care of Children (December 2019)	53
-	Budget spent for the payment of MLSW Schemes, 2019	446,555,731.16 €

-	Number of licensed NGOs providing social family services, (2019)	18
-	Total number of licensed/relicensed NGOs	43
-	Number of inspections performed by the MIU	10
-	Number of regular inspections/re-inspections	7
-	Number of extraordinary inspections	3
-	Total number of licensed social and family service providers	1.190
-	Total number of licensed providers, superior level	598
-	Total number of licensed providers, basic, intermediate and advanced level	592
-	Number of applications considered at the superior level, 2019	184
-	Number of approved applications.....	142 or 77%
-	Number of rejected applications	25 or 14%
-	Number of applications under amendment.....	17 or 9%
-	Number of licensed providers (for the first time)	82 or 58%
-	Number of relicensed providers.....	60 or 42%
-	Number of applications considered at basic, intermediate and advanced level, 2019	164
-	Number of approved applications.....	119 or 73%
-	Number of rejected applications	20 or 12%
-	Number of applications under amendment.....	25 or 15%
-	Number of licensed providers (for the first time)	62 or 52%
-	Number of relicensed providers.....	57 or 48%
-	Number of examined complaints in percentage, 2019	15
-	Number of approved applications	14 or 93%
-	Number of rejected applications	1 or 7%
-	Number of applications considered at the superior level, 2019	8
-	Number of approved complaints.....	8 or 100%
-	Number of rejected applications.....	0 or 0%
-	Number of complaints examined at basic, intermediate and advanced level, 2019	7
-	Number of approved complaints.....	6 or 86%
-	Number of rejected applications.....	1 or 14%
-	Total number of trained social and family service providers	350