

**NEED ASSESSMENT FOR CENTRE FOR SOCIAL WORK
IN THREE MUNICIPALITIES OF KOSOVO, IN PRISTINA,
FERIZAJ AND KLINA**

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Table of Contents

Acknowledgments

Executive Summary7

1. Introduction12

1.1 Background12

1.2 Problem Statement12

1.3 Aim and Objectives13

1.4 Definitions of terms13

2. Methodology16

2.1 Participation in the study16

2.2 Instruments for data collection16

2.3 Data analyses17

3. Results and discussion17

3.1 Provision of Social Services for Children and Families in Kosovo17

3.1.1 Social Services in Central Government17

Ministry of Labour and Social Welfare18

General Council for Social and Family Services18

Department of Social and Family Service18

Division for Social Service19

National State Institutions Providing Social Service for people in need19

3.1.2 Social Services in Local Government21

Municipality21

Directorate of Health and Social Welfare21

Centre for Social Work21

Centre for Social Work in Prishtina, Ferizaj and Klina23

3.1.3 Non-Government Organizations in the area of Social Services25

3.1.4 Policy Documents and Legal Framework for Children and Families25

3.2 The needs of OSS of CSW have to prevent, identify and respond to violent cases of children27

3.2.1 Prevention27

3.2.2 Identification of the cases of children violence29

3.2.3 Response30

3.3 Training received by professionals of CSW for capacity building in the area of child protection and actor reaction	31
3.3.1 The authorities responsible for planning and development the training programs, for CSW	31
<i>The role of the MLSW</i>	31
<i>General Council for Social and Family Services</i>	32
<i>Municipality mechanisms for ensuring training programs for OSS</i>	33
<i>Association of Kosovo Municipalities</i>	34
3.3.2 Quality Assurance of the training program for CSW	35
3.3.3 Needs for training	36
4. Conclusion and Recommendation	37
4.1 Conclusions	37
4.2 Recommendations	41
Appendix	44

Acronyms

AKM -	Association of Kosovo Municipalities
CHSW -	Collegium for Health and Social Welfare
CSW -	Centre for Social Work
DHSW -	Directory of Health and Social Welfare
DSFP -	Department of Social and Family Policy
DSS-	Division for Social Services
GSFSC-	General Social and Family Services Council
LF –	Law on the Family
LSAS-	Law on Social System Schema
LSFS -	Law on Social and Family Service
ISP -	Institute of Social Policy
LLGF–	Law on Local Government Finance
LLSG –	Law of Local Self Government
MF -	Ministry of Finance
MLGA -	Ministry of Local Government Administration –
MLSW –	Ministry of Labour and Social Welfare
MoH-	Ministry of Health
MRT-	Multidisciplinary Round Table
NGO -	Non Governmental Organization
OSS-	Officer of Social Service

Executive Summary

Social services in Kosovo were offered and managed until 2009 by MLSW through CSW. The need to decentralize the services and the growing role of local government in approaching persons in need with social services was reflected in the Memorandum of Understanding signed by (MLSW), MLGA), (MEF) and Municipalities of Kosovo. Municipality Directories of Health and Social Welfare are the local structures in municipalities that are responsible through Centres for Social Work for providing social and family services to person and families in need in Kosovo. There are 40 CSWs located in 38 municipalities across the whole territory of Kosovo. A number of social services are provided by the civil society organizations – social NGOs – in accordance with the community based model for social service delivery. An additional number of social services remain under the administration of the MLSW.

In Kosovo, the victims of domestic violence are predominantly women, children and elderly persons. The domestic and child violence still remain an issue among Kosovo society. The experts of the area believe that the abuse is underreported. Children remain fearful of communicating abuse and other concerns to the police, emphasising the need for improved communication channels for children to raise concerns. In response to increased number of children who need care, many centres have been established in collaboration with various NGOs aiming to provide short and long term accommodation for children. To address the above situation there are needed several strategy of intervention following with prevention, early identification, qualified, skilled and competent professional intervention, and cooperation with coordination with all relevant actors both in central and local level.

The main aim of this study isto identify current gaps on Centers for Social Work (CSW), further needs on trainings of the social workers to identify and respond to violent cases, to assess the cooperation between various actors in central and local level of government, and explore the challenges and further steps to improve the situation.

The methodology adopted included primary and secondary data analysis based on recent reports, assessments and evaluations, legal framework, strategies documents etc. the primary data are gathered through key informants and service provider interviews. The analyse of primary and secondary data produced a document which summarized current situation of social services; provision of social services for children and families; needs of OSS to prevent, identify and respond to violent cases of children, and received training over the years in the area of child protection and responsiveness of different actors in local and national level.

The study found that:

Social services for children and families

In Kosovo, the central government through MLSW is responsible to design and develop policy documents, legal framework, budgeting the social services, ensuring the implementation of legislation and monitor and evaluate the social services.

The local government is responsible to deliver services to people in need, mainly through CSW, a local authority established in all municipalities and responsible for providing social protection programs.

CSW have lot of competences but have restrictions in human and financial resources.

Social service provisions are not a priority for the local government. There is no grant allocated for social services supplements, even there are recommendations from central government.

Psychologist and further social workers are less represented in the staff of CSWs. Their availability is important to provide specialised counselling and additional emotional support for children and families.

Social services for children and families are provided through community based services, day care centres and residential care. Community based service are provided mainly from CSW and few NGOs, day care centres are delivered mainly from NGOs in local government. The residential services are provided from central government and local government in partnership with NGOs.

MLSW has designed about 4 minimum standards (in the field of domestic violence-children and adults, abused and neglected children, children with a social behaviour and child labour), which aim to guarantee the quality service of CSW to children and families, but more efforts are needed to be done for the introduction and trainings of social service officers on the standards.

There are law restrictions to benefit from Social Assistance Scheme for families in need. The criteria's for social assistance exclude the families with children over the age of five.

The initiative to design the Law "On Child Protection" is planned since 2013 from the government. Actually the draft law on child protection is available addressing specifically the violence against children. The daft law is not approved yet from the government and in this aspect immediate actions must be taken.

Prevention, identification and responds

Prevention is a major missing link in the children and family service system in Kosovo. Mostly the social services are focused, experienced and trained on caring on the consequences of the social problems.

OSSs in CSWs treat the child and family only in medium and high risk. This excludes CSWs from the prevention and early intervention in regard to child in risk of abuse. Prevention is not part of their job description.

There are no protocols on referring and intervention in cases of child abuse which make difficult the unification of the work of CSW in national level and reduce the quality of the services to child and family

CSW are not specialized in treating specific groups of people in need, although this is a requirement of the minimum standards.

MRTs are a good model for enhancing the collaboration and responsiveness of relevant actors working for and with children in local and central level. There are 12 operative MRT in Kosovo, which mainly are managed from CDW, a protocol for managing MRT is available.

Training

The OSS, recently, have participated in training related with case management, licensing of OSS, positive discipline, role and function of multidisciplinary round table etc. There are cases the OSSs are not trained according to their needs. The training had not been accredited and no knowledge evaluation forms (written or oral exam) are conducted for participants.

The OSSs in focus of this research have not participated in specific training program on child protection and on responsiveness of relevant actors in national and local level, regarding child and family violence cases.

There is a need of OSS in CSW for further developing training components on:

- case formulation and analysis in child protection,
- early identification and intervention of children who works, especially during the night or do work which are not in accordance with their age;
- Early identification and intervention work with drug users young children. There is an increased number of children older than 15th who use substances;
- working with children who dropout school;
- Ethical issues and ethical dilemmas on child protection issues etc.
- Increasing the coordination and collaboration with relevant stakeholders in the community.

To address the above findings, the study recommends:

Civil society organizations working with and for the children take the responsibility to encourage the government to accelerate the approval of the draft law on child protection.

An initiative for the amendment of the Law on Social Assistance Scheme, for reviewing the article related with the criteria for benefiting the social assistance for families in need.

The government has to take the responsibility to establish mechanisms for allocation of the specific grant for the social services.

Local government should aim to improve the situation of the CSWs related with:

- Ensuring the CSW has all the appropriate staff for provision of the professional social service
- Finding out mechanisms to establish a grant for supplement social services
- Improving the logistic due to minimum standards for delivering of the services
- Establishing a balance between professional backgrounds, within each CSW.

- The municipality should concentrate their efforts on recruiting qualified OSS, who are either specialised in child protection issues.

Prevention, identification and responds

Respective authorities should take all responsibilities and engagements to implement the Regulation No.21/2013, approved from GRK, for ‘Protocol for the Prevention and Reference of Violence in Institutions of Pre-University Education’.

Municipality and DHSW should design a prevention plan in close collaboration with all institutions which directly and indirectly are related with child protection.

Engagement of the CSW and other community stakeholders (health institutions, education, policy, etc.) to identify children and families in low risk level.

Ministry of Labour and Social Welfare and other authorised institutions have to establish protocols on referring and intervention in cases of child abuse to facilitate the unification of the work of CSW in national level and increase the quality of the services to child and family

Ministry and other authorised institutions have to establish and approve a child protection work protocol for OSS in CSW and other organizations which work with the children.

MLSW through its institutions and in partnership with children organizations/agencies should design an online and hard copy resource package with detailed information on services and organization available for children in Kosovo.

All municipalities should developed and reinforced Multidisciplinary Round Tables managed by CSWs. The MRT will improve the cooperation and teamwork of CSWs with relevant institutions for child protection issues.

Training of CSW

GCSFS should create a national training or professional development program for social service and child protection. This could be done in closely collaboration with the experts of the area and high education institutions.

An analyse of high education legal framework should be undertaken to assess the opportunity for the organization of formal and accredited mid or long term training/education program on child protection issue or a part or full time master program on children and family issues.

GCSFS, any other potential authority and organizations working for children should make an agreement to design a standardised training module for provision of child protection. Some of the issues that the module on Child Protection should include are: Childhood and child protection system; Children needs; Child abuse; Assessment process; Early interventions and the family; Different services in child protection; Intervention with children; Alternative care; Legislation; Case management; etc.

Formal evaluation of each continuing education event should be available for maintaining or improving the quality and effectiveness of future events.

1. Introduction

1.1 Background

Kosovo has a relatively small population – about 1.8 million inhabitants¹. It is estimated that a half of the population is under 25 and around 30% of Kosovo population is below 15 years old, making it one of the youngest populations in Europe². Despite its declared independence in 2008 and the winding down of UN presence, Kosovo still relies on assistance from international organisations³, as it continues to develop its laws and practices, in relation to the rights and wellbeing of children and families. The Constitution, as the highest legal act of the country is based on European and international principles and standards to protect human rights. Articles from the UN Convention on the Rights of the Child are also included in the Constitution, thus clearly recognising children as the most vulnerable members of society requiring rights and special protection. Several laws regulate the child's right to survival, welfare, development and social security. The government is continuously making efforts to improve the living conditions for children, and in particular the protection of children from discrimination, violence, abuse, exploitation and dangerous work.

Besides some features of the social protection system of the former Yugoslavia, Kosovo has inherited non-governmental activities since the 1990s and especially during the crisis of 1998 and 1999. The establishment of the first social welfare institutions is on 2000 and the tradition of Centres of Social Work was revitalized mainly by UNMIK. On 2001 Ministry of Labour and Social Welfare (MLSW) was established and at the beginning its role was limited in fields of welfare such as social assistance and food assistance. Social services in Kosovo were provided and managed until 2009 by MLSW through CSW. The need to decentralize the services and the growing role of local government in approaching vulnerable persons and families with social services was reflected in the Memorandum of Understanding signed by Ministry of Labour and Social Welfare (MLSW), Ministry of Local Government Administration (MLGA), Ministry of Economy and Finances (MEF) and Municipalities of Kosovo. Since, Municipality Directories of Health and Social Welfare are the local structures in municipalities that are responsible through Centres for Social Work for providing social and family services to person and families in need in Kosovo.

Since decentralization in 2009, most of the social and family services have been provided by 40 Centers for Social Work located in 38 municipalities across the whole territory of Kosovo. A number of social services are provided by the civil society organizations – social services NGOs – in accordance with the community based model for social service delivery. An additional number of social services remain under the administration of the MLSW. Gradually, these services will be passed to the responsibility of the municipalities.

1.2 Problem statement

¹<http://ask.rks-gov.net/sq/lf/119-vpk2015>

² UNICEF, Joined Hands, Better Childhood, Pristina: UNICEF Kosovo, August 2011, www.unicef.org/kosovo/Joined_Hands_ENG_web.pdf

³In particular from European Union Rule of Law Mission in Kosovo (EULEX).

In Kosovo, service delivery, in particular areas, has shown some progress but still remains weak⁴. Municipal finances, while increasing, continue to significantly restrict improvements in the delivery of different services. The transfer of funds to municipalities is not enough to maintain the current quality of services. Moreover, limited staff numbers to handle services professionally, coupled with limitation of resources and assets-all are shown to be additional burdens for municipalities in delivering services.

Decentralization of local government in Kosovo was supposed to be finished in 2015⁵, although certain challenges could slow the full handover process to the local level.

The Government of Kosovo 2015 Budget Tables showed a separate budget lines for both social residential services and social services for each of the Kosovo municipalities⁶. This brought significant clarity to the municipal budget allocations for social service provision at local level from that of the central budget, but there is no significant impact at local level and there are many problems identified and not targeted yet.

In Kosovo, the victims of domestic violence are predominantly women, children and elderly persons. The domestic and child violence still remain an issue among Kosovo society. In a research study⁷, it was found that 50% of the respondents (more women than men) assert that “sometime the child needs to be spanked”; 82% admit that, they consider domestic violence a shame and it is a private issue of the family; 40% of those who have experienced violence asserted that they have not told to anyone. The same study found that 30 % of children in the country, and 40 % for Kosovo Roma, Kosovo Ashkali, and Kosovo Egyptian children, were victims of abuse. The experts believed that the abuse was underreported due to low levels of public awareness of child abuse, limited services for victims and authorities’ capacity and resources to identify, report, and refer cases of abuse. Children remain fearful of communicating abuse and other concerns to the police, emphasising the need for improved communication channels for children to raise concerns. Complaints that have been raised tend to be related to discipline punishment, rather than more serious sexual abuse and maltreatment. According to MICS, 61 % of children younger than age 14 were subjected to “psychological aggression” or physical punishment by household members during the month prior to the survey. According to a separate MICS that focused on these communities, 11.6 %of children, mostly girls, married before the age of 15.

In response to increased number of children who need care, many centres have been established in collaboration with various NGOs aiming to provide short and long term accommodation for children. The situation of children is constantly monitored by DSFP to ensure adequate protection. While a lot of attention is rightfully accorded to children who are already abandoned, abused or neglected little is done to address the causes of these outcomes⁸.

To address the above situation there are needed several strategies of intervention following with prevention, early identification, qualified, skilled and competent professional intervention, and cooperation with coordination with all relevant actors both in central and local level.

1.3 Aim and objectives

The main aim of this study isto identify current gaps on Centers for Social Work (CSW), further needs on capacity building of the social workers to identify and respond to violent cases, to

⁴Decentralization/A heavy weight to carry on/Case of Kosovo/KLGI&FES, 2011

⁵ Kosovo-Support for better social services for the most vulnerable groups: Instrument for Pre-Accession Assistance 2014-2020

⁶ Kosovo-Support for better social services for the most vulnerable groups: Instrument for Pre-Accession Assistance 2014-2020

⁷ Per parandalimin, UNDP, Annual Monitoring Report – 2012

⁸ UNICEF, 2011

identify how is the cooperation between various actors in central and local level of government, what are the challenges and further steps to improve the situation.

Objectives:

- To describe current situation, provision of social services for children and families.
- To identify the needs of officials of social services of CSW's to prevent, identify and respond to violent cases of children,
- To identify training received over the years for capacity building in the area of child protection and responsiveness of different actors in local and national level.

1.4 Definitions

Most of the following definitions are retrieved from the legal framework in Kosovo, as Law for Social and Family Service. The terms retrieved from other sources are cited with references.

Social and Family Services shall include the provision of direct social care, counselling or, in exceptional circumstances, material assistance, for the benefit of people in need.⁹

Direct social care means the provision of help with domestic duties, personal care, mobility, communication or supervision. It can be provided in a person's own home, in a specialist day centre or in a residential home.¹⁰

Counselling is a systematic and programmed process of providing information, advice and guidance aimed at helping an individual or a family to improve their social or interpersonal circumstances¹¹.

Prevention - means a series of joint early intervention, educational and social and legal intervention in favour of the child and family, who is being threatened or a risk is being developed in order to restore the conditions for its development, to prevent acts of malpractice or to prevent the repetition of their enabling the restoration of parental competencies - rehabilitation of parental authority;

Defender of Victims - authorized officer who directly support injured individual, since the first contact with protection authorities. DV advises and initiates procedures for imposing protection measures, is obliged to participate in all hearings to monitor the progress of the process trial.

Multidisciplinary roundtable for assistance in case management - means a multidisciplinary team, which includes group of professionals from respective institutions for child protection and other stakeholders that represent a variety of disciplines responsible for the child protection, interact and coordinate their efforts to address specific cases of abuse and mistreatment of children and neglecting them on the basis of the best interest of the child. Child and family can be participants in tables;

⁹ Law No. 02/L-17, ON SOCIAL AND FAMILY SERVICES

¹⁰ Ibid

¹¹ Ibid

Case manager - refers to responsible officer appointed by the Custodian Body, for case management of a child, who in cooperation with relevant stakeholders assesses needs of the child and drafts the plan for taking care;

Material assistance means the provision of money, temporary shelter, food, medical fees, clothing or any other material necessity for which there is an urgent need and for which there is no other source available.

Person in Need means: any person found on the territory of Kosovo, regardless of status or place of origin, who is in need of social services because of:

1. children without parental care
2. children with antisocial behaviour
3. juvenile delinquency
4. disordered family relationships
5. advanced age
6. physical illness or disability
7. mental disability
8. mental illness
9. vulnerability to exploitation or abuse
10. domestic violence
11. human trafficking
12. addiction to alcohol or drugs
13. natural or contrived disaster or emergency
14. or other cause that renders them in need

A Family in Need is one where a parent or parents or other caregiver require help in caring for a child because of their own circumstance or those of the child or in circumstances where there is a child who is suffering serious harm as a result of the neglect or abuse of their parent or parents or other caregiver or their parent or parents' or other caregivers' inability to care for them adequately, or is exposed to the possibility of experiencing such.

Child shall mean a person who is under the age of eighteen years.

Minor shall mean a person who is between the ages of fourteen and eighteen years.

Social Services Officer shall mean a qualified Social and Family Services professional, in the area of social work, psychology sociology, law, pedagogy or other discipline closely related to social and family services licensed and registered in the register of General Social and Family Services Council.

Centre for Social Work (CSW) – is a professional public institution, at municipality level, competent for protection of citizens in social need.

Social work¹² - is a practice-based profession and an academic discipline that promotes social change and development, social cohesion, and the empowerment and liberation of people. Principles of social justice, human rights, collective responsibility and respect for diversities are

¹²<http://ifsw.org/policies/definition-of-social-work>

central to social work. Underpinned by theories of social work, social sciences, humanities and indigenous knowledge, social work engages people and structures to address life challenges and enhance wellbeing.

Child maltreatment includes all types of abuse and neglect of a child under the age of 18 by a parent, caregiver, or another person in a custodial role (e.g., clergy, coach, and teacher). There are four common types of maltreatment. Physical Abuse, Sexual Abuse, Emotional Abuse, Neglect

“Violence” - means: "All forms of physical and /or emotional abuse, sexual abuse, neglect or negligent treatment, commercial exploitation or any other use that results potential or real damage to health, survival, development or dignity of the child in regard to responsibility, trust or power;

"Violence"- includes but is not limited to intentional acts or actions that a person makes to another person, such as: the use of physical force, psychological pressure, any act that causes or threatens physical and psychological pain, causing the feeling of fear, violation of dignity, assault, regardless of the consequences, insult, offense, calling offensive names and other forms of violent intimidation, repetitive behaviours in order to humiliate the other person, making the other person fear for his physical, emotional and economic state;

“Physical Violence” - means any form of physical abuse, including beatings by any means, slap or hit with other means, strangle and any other act that causes physical pain;

"Verbal Violence" - means using words that cause harm to the person being spoken to. Verbal violence means: shouts, insults, threats, intimidation, humiliation, degradation, use of offensive language as a form of communication. Verbal violence means also negative statements about the person or connected to the person;

"Abuse" - means all forms of physical and/or emotional abuse, sexual abuse, neglect or negligent treatment or commercial use or any other use that results in actual or potential harm to the child's health, survival, development or dignity in regard to responsibility, trust or power;

“Neglect” - means failing to provide conditions for the development of the child by the parent or legal guardian when there is an opportunity to do so, in terms of health, education, emotional development, nutrition, shelter and safe living conditions, psychological support, etc., which damages physical, mental, moral and social state of the child;

"Emotional/ Psychological Violence" - means acts which cause or are likely to cause great harm to the health or physical, mental, spiritual, moral or social development. These acts can be in control of a parent or a responsible person who is trusted or who has a power. They include restriction of movements, teasing, denigration, blame, threats, intimidation, discrimination, humiliation, or other non-physical forms of hostility or dismissive treatment;

License of social service providers - means an official document which gives to the providers the right to perform certain social and family services.

2. Methodology

Methods used to fulfil the aim and objectives of the need assessment were based on primary and secondary data collection and analyse.

2.1 Participants in the study and sample

Participants in the study were relevant stakeholders in the field of services for children and child protection in all levels from policy and decision makers to officers of social services in Centres for Social Work. The study used a convenience sample, which consisted of the most experienced professionals in each area and with appropriate education background, and choosing one representative/group of each sector within each area, as follow: Division of Social Services within the Department for Social Policies and Families in the MLSW; three directors of DHSW in Prishtina, Ferizaj and Klina Municipalities; three directors of CSW of Prishtina, Ferizaj and Klina Municipalities, two officers of social services in CSW in Ferizaj and Klina, the officer for Human Right in the Ministry of Education, a representative of NGO ‘Syri i Vizionit’ and a small group discussion with three member staff of Save the Children, in Kosovo.

2.2 Instruments for data collection

A crucial part of the study was literature and desk review process. Through which were search, assessed and synthesis all relevant documents concerning current policies, laws, orders, regulations, standards of the services, different reports and other source materials related with areas and organizations in the study focus. Also identification and analysis of the existing data gathered from the system on the number category and characteristics of children and family were key part of data collection and analysis

The study followed a qualitative methodology through development of semi-structured interviews with decision-makers and key stakeholders; altogether, 11 – 12 conducted interviews. The script of the semi-structured interviews guidelines were comprised of a series of open questions which were focus on the key themes.

2.3 Data analysis

The interviews were recorded by hand notes. The records were further transcribed and printed in order to facilitate coding and analysis processes. The main tools for qualitative data analysis were theoretical sample, coding, theoretical saturation and the constant comparison method. After coding the data manually, a series of codes were produced through constant comparison. In a second phase, the most repeated codes were selected and grouped in other new codes. Further on the analysis were proceeding by combining sets of codes into categories and observing the relations between these categories. A narrative process and content analyse was followed for prescription of the specific parts of the study.

3. Results and Discussions

3.1 Provision of social services for children and families in Kosovo.

Social services in Kosovo are well-ordered and organized in Central and Local level. Institutions and agencies in *central government* are responsible to design and develop policy documents (national strategies, action plans standards of the services of the services etc.), drafting legal framework, budgeting the social services, ensuring the implementation of legislation and monitor and evaluate the social services.

The institutions in *local government* are responsible to deliver services to people in need, mainly through CSW, a local authority established in all municipalities and responsible for providing social protection programs. CSW provide two basic functions: the provision of professional social services for individuals and families in social need and the provision of cash benefit schemes (distribution of social assistance for poor families). In Kosovo there are several state institutions and non for profit organizations which provide direct care to children and families in form of residential, day care and community care services. Many other entities and organizations are available to work with and for children and families, but their activities are focused mainly in lobbying, advocacy and capacity building issues.

3.1.1 Social Services in Central level

Ministry of Labour and Social Welfare (MLSW)

MLSW is responsible to support action policies and work practices of social welfare to protect families and minors and to organize the system of social and family services in Kosovo¹³.

The statutory duties of MLSW¹⁴ regarding Social and Family Services are in the field of policy development, development of strategic plans for provision of these services, ensuring the standards of services and regulatory improvements for Social and Family Services. It also coordinates the activities of international and government agencies and non-government organizations in order to promote the coherent development and implementation of social welfare policies, encourage community participation, the development of community initiatives and other activities related to social welfare.

General Council for Social and Family Services (GCSFS)

The Council is responsible for the maintenance of professional standards and discipline in the area of Social and Family Services, professional developments of OSS and acts as the licensing and registration authority for professionals working in this field. The Council is independent in the exercise of its functions, but in the MLSW there is a dedicated devising for the administrative support of the Council. This division is responsible for maintaining the register of the licensed social service workers and other important documents developed by GCSFS. This body has representatives of the Municipalities, professionals, community, Non-

¹³Law Nr. 02/L-17, 2007 "On social and family services" amended in 2012.

¹⁴ibid

Government Organizations and academic groups relevant to Social and Family Services. The role and activities of GCSFS are of the nature of professional bodies such as Medical Doctors Order or Social Workers Order. GSFSC can authorise local experts for providing trainings for professionals working in social and family services.

Department of Social and Family Policies

The Department of Social and Family Policy (DSFP) is the key body under the auspices of the MLSW that is responsible for social services. It is divided into five divisions: the Division for Social Policy, the Division for Social Planning and Inclusion, the Division for Social Services (DSS), the Division for Social Assistance, and the Division for Disabled and Old Persons.

Some of the main roles of the DSFP are related to GCSFS, municipalities, academia, other Ministries and other interested parties in furthering and maintaining Social and Family Services; to direct and oversight of all operational functions under the Law “On Social and Family Services” such as: preparation of regulations, directives and guidance relating to the provision of Social and Family Services; issuing of directions in respect of service level standards to be met by providers of Social and Family Services; approval of Municipalities’ annual operational plans and the establishment of residential care facilities by providers of Social and Family Services; The Department carries out inspections of Social & Family Services, in the statutory, non-government and private sectors, on behalf of the Ministry. The Department issues directions to service providers who fail to meet acceptable standards of service delivery in respect of steps they must take to bring the quality of services into line with standards.

Division for Social Services (DSS)

The responsibilities of Social Services Division include: Insurance of functioning of social and family services; Proposing, developing and monitor the implementation of social services standards and procedures; Coordination of activities with other relevant institutions; Monitoring the work of social services at Centres for Social Work; Cooperating with non-government organizations in the area of social services; Proposing and developing vocational training programmes for social services’ officials;

DSS has three sectors; the sector for family protection, the sector for social care and children protection, and sector for compliance and implementation of legislation.

The Sector for Family Protection works for the implementation of programs for domestic violence, trafficking in human beings, crimes against sexual and other relevant programs, as well as the protection of abandoned children. This section provides cooperation between MLSW, other relevant ministries, the Kosovo Police Service (KPS) - (unit for community and unit for investigation of trafficking in human beings), the Organization for Security and Cooperation in Europe (OSCE), International Organization for Migration (IOM), the International Labour organization (ILO), and Save the Children, local NGOs specialized in the provision of social services.

The Sector for Social Care and Protection of Children works for the implementation of programs for child protection, social care and other relevant programs. Ensures cooperation with CSWs, Municipal Departments of Health and Social Welfare - MDHSW, KPS, health institutions and NGOs in the program have child protection and social care.

National Institutions providing social services for people in need.

The decentralization process aimed to transfer all the social services to the central government. But there are few institutions which still are under the management and administration of MLSW. These institutions are depended directly to minister of MLSW. There are four in total and two of them provide service for elderly, one for the trafficking victims and the last one for the disabled children, in more details the institutions¹⁵ are as follows:

Home for the Elderly in Pristina and *Special Institute in Shtime*, both institutions provide care and services 24/24 for elderly. Other services provided to elderly are health care, mental health support and dental care. The staffs are responsible to develop and ensure implementation of the individual work plans for each client and acts accordingly to the client's needs. In Pristina, there are sixty staff members who provide service to the elderly and in the Institute in Shtime the number of the staff is 70 persons.

Community Based Homes for Children with Disabilities in Shtime, provide basic and specialised health care, dental care and mental health care to beneficiaries. The team develop and ensure implementation of the individual work plans for each client, provide recreational services to clients and direct assistance on improving their social position and their re-integration. The number of staff at the Community-based Home for Children with Disabilities in Shtime is eleven.

Shelter for Protection of Victims of Trafficking in Pristina, provides accommodation, psycho-physical services, food, clothing, medicine for sheltered victims. The centre cooperates and communicates with all relevant institutions, involved in combating trafficking. The team provide information and advice to the victims regarding their rights in accordance with applicable legislation, develop and ensures the implementation of the plan for reintegration of sheltered victims and re-socialization of victims in family and society. Number of staff at the shelter for the Protection of Victims of Trafficking in Pristina is eleven.

¹⁵Regullore (Qrk) Nr.14/2015 PërOrganizimin E BrendshëmDheSistematiziminE VendeveTëPunësTëMinistrisëSëPunësDheMirëqeniesSociale

3.1.2 Social Services in Local level

Municipalities

Each Municipality, through its relevant Directories is responsible for ensuring the provision of Social and Family Services within its territory.

Currently, Kosovo has 38 municipalities. The Constitution and the LLSG have expanded the municipalities with their basic functions that now include primary health care, pre-school, basic and secondary education by adding new functions such as management and provision of social services. Apart from this, a number of functions exerted previously by the central government, e.g. social assistance payments are now defined as “delegated functions“, where the implementation of policies is transferred to the local level.

LLGF regulates transfers to the municipalities through three main grants: general grant and two specific grants – assigned to pre-university education and primary health care¹⁶. The general grant aims to ensure for the municipalities a basic revenue so that they carry out their functions adequately matching those with their own revenues which in essence are very limited. The law ensures that the formula be reviewed on regular basis, initially two years after the adoption of the law and then every three years following the initial review. The LLGF does not specify how to calculate in these transfers the cost of social services¹⁷.

Directorate of Health and Social Welfare

The scope of the DHSW is based on the Law on local Government, Law on Health, Municipal Statute, Municipal regulation, orders and instructions.

Directorates act in their area on the development, planning and deliver Social and Family services within municipal territory through the activities of Centers for Social Work or by providing financial or other assistance to nongovernment organizations to enable to deal with their activities. Directory works towards gathering information in district level and analyse the quality of services and effective use of resources, undertaking the awareness campaign with governmental and non-governmental organizations and drafting of agreements with them. The directory is responsible for reporting on the provision of services and municipal achievements in this field, taking steps to identify the nature and extent of the need for social and family services. It is responsible for the registration and licensing of centres for care, payment and training of social welfare professionals. Directory has to coordinate, supervise CSW and ensures that the Centre for Social Work in their area is resourced to the standards as specified by the MLSW.

The base line study¹⁸ found that, one of the problems in the functioning of this system comes from the fact that “the municipal directors for health and social welfare policy are politically appointed” by the Mayor of the municipality. In most cases these directors are doctors by profession, but they often come from a background in politics and do not have any qualifications related to social work. This causes difficulties in cooperation between the department and the CSW. Currently, the DHSW in Prishtina and Ferizaj had appointed are sponsible the social service sector for coordination, managing and address the issues related with social services.

¹⁶Brief Budget Analyses on Social Protection Policies for Children in Kosovo, 2014.

¹⁷Ibid

¹⁸Base Line Study to Map Child Protection in Practise and Related Workforce Needs in Kosovo, 2015.

The DHSW in Pristina for the first time, have a strategy, which theoretically is very good designed, but practically is facing difficulties in the implementations. Street children are a big concern in the Pristina municipality, there is a high number of the children who begs in the street, it is supposed that most of them are coming from Albania and are trafficked¹⁹.

The DHSW in Ferizaj has a local strategy and action plan for social services for the period 2016 – 2018. The services for children and families and child protection are crucial part of the strategy²⁰. The budget estimation is available for both strategies, but lack of financial resources is evident for the implementation of its action plan²¹.

The directors of the three municipalities prioritised the lack of the specific grant as a crucial challenge for the social services. They assert that compare with the health sector (which is under their management as well) which has a specific grant, the social services has not any grant dedicated for the supplement subventions for people in need. The head of the social service sector in Ferizaj stress that without the specific grant, they could provide only social assistance, for which there are restriction criteria. The limitation and the restriction of law for benefiting the social assistance for families with a child under the 5 years old results to be a challenges and non-sense, in the circumstances when the parents and the income of the family has not change.

The social assistance is only cash payment, meanwhile the families in need might need other supplement support and services. Also there are persons in need who do not benefit social assistance, but they could be supported with other alternative means. DHSW in Ferizaj have undertaking efforts to generate different resource from their community for reducing social problems and supporting different people in need. In recent years the DHSW has been seriously engaged in building social housing, providing material support and food for people in need. In 2015 DHSW have organized a fundraising events, through which from private donors was raised a grant for building 15 houses²². Such events are much recommended and encouraged, from experts, as successful approach for social service provisions to communities.

Centres of Social Work

Pursuant to the Law on Family, the Law on Social and Family Services, the LLSG and the Memorandum of Understanding signed between the MLSW, the Ministry of Local Government Administration (MLGA) and the Ministry of Finance (MF) in January 2009, the mandate of the Centres for Social Work (CSWs) was transferred to the municipalities. Under this agreement: the social services are municipal responsibility under the management of municipality. Actually the CSWs are supervised by the DHSW (Municipal Directorate for Health and Social Welfare). Professional social services of CSWs are associated with DHSWs, while the social assistance scheme is associated with the MLSW.

CSW are responsible to provide professional social services on local level. Each Municipality establishes and maintains a Centre for Social Work which is a public institution and has one or more branch offices depends from the number of population. The CSW must provide social services to “persons in need”²³ and “family in need”²⁴ which are defined by the Law “On Social

¹⁹ibid

²⁰interview with director of CSW, in Ferizaj.

²¹interview with Director of DHSW and Director of the CSW, in Prishtina and Ferizaj

²²interview with chief of social service sector in DHSW, in Ferizaj.

²³According to this legislation “person in need” includes: children without parental care, children with antisocial behaviour, juvenile delinquency, disordered family relationships, advanced age, physical illness or disability, mental disability, mental illness, vulnerability to exploitation or abuse, domestic violence, human trafficking, addiction to alcohol or drugs, natural or contrived disaster or emergency or other cause that renders them in need.

²⁴“Family in need” includes families where a parent or parents or other caregiver require help in caring for a child because of their own circumstance or those of the child or in circumstances where there is a child who is suffering serious harm as a result of the neglect or abuse of their parent or parents or other caregiver or their parent or parents’ or other caregivers’ inability to care for them adequately, or is exposed to the possibility of experiencing such.

and Family Services”. Statutory duties of CSW²⁵ are to exercise the powers set out by the legislation. CSW must provide social care and advice for children, adults, vulnerable adults. In the interest of this report regarding to children, CSW is obliged to identify families and children in need who lack family or other community support, have difficulty caring for their children, or where children are at risks of neglect, exploitation or abuse. Such families and their children should be visited on a regular basis in order to ensure the safety and wellbeing of the children and to provide the family with necessary services. However, a research study found that in practice services fall short, as the ratio of social workers to families is very low²⁶. CSW provide service to 47 categories, one category could need 7- 8 services.

CSWs have not regulations or protocols for work process, they work is based on the job descriptions and other orders and practices generate from the laws and bylaws.

There is available a work protocol for Inter-Sectorial Work in Child Protection, which is available for professionals working with and for children²⁷, with main focus for the multidisciplinary round tables.

Human resource of CSW

From the interviews with key informants results, that the background of the OSS within the municipality could be in, psychology, sociology, pedagogue, and social worker. Actually the employees of CSWs have a university degree in fields such as law, sociology and pedagogy or in other similar subjects, as philosophy etc. The job position²⁸, of staff working in sector of professional social service within CSW, is ‘official of social services’. Before amending the law, their job position has been ‘clerk of social service’, meanwhile in the ground (jargon) for them it is used the term worker of social services, social worker etc., this create an ambiguity with social worker by profession. In Kosovo social work degree is new and the first generation of social workers is graduated three years before. There is an identified need to use “social work” in all job descriptions related with social services in CSW-s regarding education background²⁹. Most of the social workers working in public institutions do not have the academic background for social work³⁰. Their strength in this field is long-term experience and a deep knowledge of social problems in general, including issues related to child care and child protection.

Due to the job descriptions the Director of the CSW is responsible to manage and supervise the chiefs of the sectors of within CSW; create mechanisms for the efficiency and effectiveness of the services provided from CSW, through identification of the needs for training for each official of social services, creating the professional working group to discuss and address difficult cases, establishing staff management system etc; coordinate work with other institutions and organizations; assure the provision of the service due to standards etc.

The Head of the sector for professional social service is responsible for the assessment of the cases to get services in CSW; keeps records of the cases and deliver and balance the work for OSS; maintain the data base and analyses the data for preparing the reports; manage and monthly supervise and monitor the work of the OSS of the CSW; assure if the potential trainings are in accordance with the need of the staff; coordinate work with other institutions and organizations; assure the provision of the service due to standards.

²⁵ *ibid*

²⁶ Base Line Study to Map the Child Protection Practises and Related Workforce Needs in Kosovo, 2015

²⁷ Work Protocol. Inter-Sectorial Work, for Child Protection. Terres, des Home, in Kosovo.

²⁸ Amended Law for Social and Family Services, 2012

²⁹ Baseline Study to Map Child Protection Practices and Related Workforce Needs in Kosovo, FazlliuFatmir, 2015

³⁰ Base Line Study to Map Child Protection Practises and Related Workforce needs in Kosovo, 2015

Responsibilities of officers of social services are mainly oriented to care, support and protection for children without parental care, maltreatments, victims of trafficking, in conflict with the law, adaption and foster care. The OSSs within CSW are not specialized for a category or group of categories, meanwhile the specialization is a requirement of the minimum approved standards. The specialization is something required and recommended from OSS and representatives of CSWs in focus of the study. From the interviews results that OSS are overloaded, commonly they have a high number of cases, this happens due to restriction of staff number, increased social problems and people in need and work with medium and high level risk cases.

Social Work Centres in Prishtina, Ferizaj and Klina.

The CSW-s in Prishtina, Ferizaj and Klina are municipal institutions which operate under the supervision and attention of the DHSW.

The CSW in Prishtina has three units respectively the CSW in Qafa, CSW Kodra e Trimave and CSW Kodra e Diellit. Each unit have two sectors, respectively the sector for professional social services and the sector for social assistance. The total number of the staff is 40 persons, excluding here the administrative staff, more specifically the staff is composed by: one director for three centres; three Head of the Unit, one per each units; three chiefs for the sector of social services and three responsible for social assistance; 15 officers social services (five per each sector): and 15 officers for social (five for each sector). All staff members are recruited due to the criteria, 62% of them are educated in law, than are ranked pedagogue, sociologist and very few are social worker. The number of beneficiaries during 2015 has been 2054 individuals and 1654 families. Within 2015, CSWs have provided to them 10900 services, about 80% of beneficiaries are children³¹.

Social services available in Prishtina are SOS Villages, which provides services for the country, with a capacity for 20 abandoned children; The centre for the protection of women and children, provide service in Prishtina and 6 villages; Hope and Homes, is national and provide services for children 3- 14 years old, who are neglected, abused, maltreatment etc. Hope and Home has a shelter with a capacity of 12 children and Hendikos, which provide services through the day care centre, for disabled children. Currently in Prishtina there is only one foster family, and in the case of need they cooperate with foster families from other regions. There are other NGOs available in Prishtina, but mostly they focus is oriented in lobbying, advocacy and capacity building.

The CSW in Ferizaj is composed from the sector of professional social service, social assistance service and administrative sector. The total number of staff has to be 21 persons, but currently there are 15 staff members working in both sectors. The director of the centre asserts that recently some staff members are retired, but they are not substituted with new employees. These cause an overload of the current staff and seriously affect the quality of service provisions.

The CSW in Ferizaj collaborates with different organization available in national and local level, for addressing several services for children and families. Some of the organizations are Pema, Hendikos, Hendifer etc. In Ferizaj there are not residential services, the director of CSW and DHSW stress that a residential transitory centre is of a very importance, due to the characteristics of the people in need in their area.

³¹Interview with director of CSW, in Prishtina.

The CSW in Klina is composed from the sector of professional social service, social assistance sector and administrative sector. The sector of professional social services has 4 staff members instead of 6. The director of the centre has followed all the procedures for the substitution of the vacancies, but the municipality which is responsible for the staff recruitment has not taken action on this regards. The current OSSs are graduated in law, pedagogy and philosophy. The director of the centre asserts that recently some staff members are retired, but they are not substituted with new employees. As in Ferizaj municipality, this situation causes an overload of the current staff and seriously affects the quality of service provisions. During 2015 the OSS staffs has provided about 800 services to people in need, and about 50 services have been specifically for children. In Klina there are no local residential or day care centres for people in need. There is only a day care centre, supported from Caritas. The CSW has good relationship with Caritas organizations and have collaborated with them to address some cases for children in need. Director asserts that they have no work protocols or regulations, only job descriptions, based on the appropriate law. As in the other CSWs the main concern for CSW in Klina is the lack of financial resource and other logistics for providing the appropriate service to people in need. They have not a vehicle to travel to areas where the support is required. Meanwhile the physical infrastructure needs few improvements, especially for the equipment of an appropriate environment for friendly child interview.

Financing of CSWs

Social services are own municipal competence and based on the Law on Local Government Finance (LLGF) are financed by the municipalities through two sources of financing: the general grant, and municipal own revenues. The general grant aims to ensure for the municipalities a basic revenue source to enable them to carry out all their functions and adequately supplementing that with their own revenues which in essence are very limited³². The general grant is a closed-type grant with 10% of projected revenues that should be collected at the central level during one calendar year. The problem for social services begins right here, because there is no guarantee that there will be sufficient allocation of funds to ensure the minimum of financing for social services since from this point there is no mechanism of allocation for social services knowing that from these amounts all municipal departments are budgeting for operational and capital expenses. The lack of specific grants from the central government for social services is the main concern of all the interviewers. They have addressed this problem to all decision making levels, but without any positive feedback. The key informants in CSWs agree that social services are not a priority neither to the government in central nor to local level. This situation significantly affects their work performance, quality of service to the persons, as well as barriers and challenges for the case management.

To ensure a sustainable and fair financing of social services in Kosovo it is considered that the best solution can be made through amending the Law No. 03/L-049 on Law on Local Government Finance and establishment of a grant that should be in addition to the operational grants as a grant dedicated to the social services³³. This grant should have clear criteria to ensure a fair allocation and adequate financing for social services.

³²Brief Budget Analyses on Social Protection Policies for Children in Kosovo, 2014.

³³ibid

3.1.3 Non-Government Organization

No-Government Organizations including enterprises, voluntary organizations and associations, faith based organizations, self-help groups and other local, national and international organizations can provide Social and Family Services, either on their own initiative or, under contract, on behalf of the municipal Directorate in the case of local services, or the Department in the case of Kosovo wide services. NGOs and other providing Social and Family Services must register and be licensed by the Department of Social Welfare. Several NGOs were partially funded by government grants to provide services across Kosovo. In the absence of sufficient resources to fulfil the needs for social services, the government has accepted the role of civil society to fill the gap and develop positive relationships with a number of non-governmental organizations (NGOs) that are active in this area - especially with appropriate capacities to design and implement promotional and preventative measures³⁴.

3.1.4 Policy documents and legal framework for children and families.

The child's right to survival, welfare, development and social security in the Republic of Kosovo is regulated through the Law on Social and Family Services, the Law on Social Assistance Scheme in Kosovo, Law on Material Support to the Families of Children with Disability, Law on Safety at Workplace, Protection of Health of Employees and of Work Environment as well as of Law on Labour, Law on Labour Inspectorate, Law on Protection from Domestic Violence, Law on Status and of Rights of Martyr's Families, Invalids, Veterans and KLA members and the Families of Civil War Victims. The legal provisions also give special importance to the parent support in the development of the parental responsibilities, by aiming at preventing the division of family whenever it is possible and to avoid every risk that would harm the child. Apart from this, local legislation aims at preventing all forms of domestic violence, facilitation of consequences caused by violence as well as the treatment of perpetrators of violence, paying special attention to the child.

The law "On Social and Family Services" is the main law regulating the organization and delivering of social and family services targeting the "child in need" in Kosovo. Services to children and Families according to this law and its amendments the primary social service and the main responsible for social services to "child in need" are CSW-S.

The social care according to this law is provided to the children and the families in need then when a parent or the parents or any other care giver due to either because of lifestyle, physical or mental disability or illness, psycho-social problems, addiction or other reason, have difficulty providing adequate levels of care and supervision of children.

The fundamental forms of legal and family protection of the children without parental care, pursuant to this law are: custody, family shelter, residential shelter and adoption. These protective forms are offered by the Centre for Social Work in the whole territory of the Republic of Kosovo.

The Family Law is also an important legislation about the rights to the children with disabilities that are in a situation of a social need, and e.g. children with disabilities enjoy the right of alternative protection, such as: custody, family shelter, adoption, residential shelter. Based on the principles of child protection in the Family Law(Article 125), it is a responsibility of parents to protect children from the economic use, exploitation, and trafficking, sexual exploitation and

³⁴Strategjia për Decentralizimin e Shërbimeve Sociale në Kosovë, 2013 – 2017

from performing any work that presents a danger or that violates education and health of children.

The Criminal Code sanctions every action of parents that force a child to work beyond his possibilities and which is not suitable for the age of child, to perform works that damage the child development and which are not for his/her age, or compel a child to beg for money for material gain (Article 211.3). Whoever fails to comply with the protective working measures for children, commits a crime that is punishable with fine or imprisonment. (Article 182).

Law on Labour mentions terms and requirements for the establishment of employment relationship. The Law specifies criteria's about the employment of children but the Mandate of Labour Inspectorate is only on the employers have breached legal provisions only when the children rights are violated from the age 15 until 18 years. In case that the Labour Inspectorate identifies the children at labour under the age of 15, it does not have a mandate to punish the employer as well as to remove the child from the work environment.³⁵

Government has prepared a *draft law "On Child Protection"*, it's a final draft but not yet approved. Drafting of the law "On Child Protection" has been part of the Government legislative programme since 2013. It seems it will remain part of the legislative programme also for 2016³⁶.

The government of Kosovo has produced *strategies and action plans* in the field of social services and child rights, but some of the strategies relevant to children rights and child protection have not been updated. The Strategy on Children Rights and Plan of Action 2009-2013 is the last strategy and not been revised since then. In this regard, it should be followed with the quicker drafting and adoption of the Strategy and Action Plan for the rights of the child for 2016-2020³⁷.

The following strategic documents of the MLSW are still in force³⁸ and relevant to this report: *Strategy for Decentralization of Social Services*, 2013-2017. This strategy has some strategic priorities and the most relevant to child protection from violence and the decentralization of social services is Strategic Priority nr.6: "Further decentralization of other social services, including residential care, foster care, and day care services.

Economic development of the GCSFS, 2013-2015, the focus of this document on: a) Licensing of the social and family services providers from the public and civil society sector and b) Capacity development of municipal officials and civil society organizations for social and family services provision is in line with the need identified by previous reports about the licensing process and capacity development needs for CCSW.

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

The strategy on prevention and elimination of child labour in Kosovo and Action Plan 2011-2016 and Strategy on the Development of pre-University Education 2007-2017.

Strategy of Collegiums' of Health and Social Welfare of (AKM), 2014 – 2016, the five main fields of this strategy are: social accommodation, actions against labour of children, support to the children in conflict with law, child protection from violence and support to women victims of domestic violence. In the Strategy of CHSW 2014-2016 are identified fields of needs about the

³⁵Summary of Laws that Protect Children's Rights in The Republic Of Kosovo.

³⁶ Kosovo Ombudsman Annually Report-2015

³⁷ibid

³⁸Prime Minister Office, Plan of Strategic Documents for 2015/Strategic Planning Office

protection of children from violence, recommendations and role of CHSW in the implementation of this Strategy. The head of the collegium explain that few results have been in this regards but more efforts and coordination are important to be undertaken.

Minimum Standards for Social Services, MLSW in its role to provide standards for social and family services has developed 22 and approved 15 Minimum Standards and Service Specification Documents³⁹. Some of the minimum standards are in relevance with the work of CSW in the field of domestic violence-children and adults⁴⁰, abused and neglected children⁴¹, children with asocial behaviour⁴² and child labour⁴³. These standards provide support to service providers to work with processes, documents and systems to achieve the implementation of the standards and assist service providers to improve the quality of the services. The service specifications define the main aim of the service, the priority groups that have the right to use the service and the details of the activities that are included in the service provision. The insufficient numbers of staff, lack of the budget for social services, restrictions with logistics are constrain factor for the fulfilment of the standards, even that OSS in most of the cases are experienced and motivated. The implementation of the minimum standards requires the engagement and inputs from all actors and agencies directly and indirectly related with social services.

3.2 The needs of Officer of Social Services of the CSW have to prevent, identify and respond to violent cases of children.

Prevention, Identification of Cases and Responses to violent cases of children

The child protection from violence includes the protection measures towards children in different contexts, such as family, school, institutions, public spaces, media, etc. There are different laws in Kosovo aiming to prevent, identify, intervene and manage the cases where children are under violence or at risk. The main laws in force on protection of children from violence are: Law Nr. 03/L-182 “On the Protection from Domestic Violence”, Law “On Social and Family Services” and The Protocol Nr.21, 2013 “For the Prevention and Referral of Cases of Children Victims of Violence”. At the time of writing this report there was a draft law “On Child Protection” prepared and consulted but not been approved yet⁴⁴.

Prevention

The Law “On Protection from Domestic Violence” has the aim of prevention of domestic violence in all forms for all family members that are victims of domestic violence focusing more on children, elder persons and persons with disabilities.

There are no articles addressing the prevention on domestic violence and in specific children as victims or witnesses of domestic violence in this law. The Program in Kosovo against Domestic Violence⁴⁵ (program foreseen under the Law “On Protection from Domestic Violence” is the

³⁹Interview with Director of DSS, in MLSW.

⁴⁰Service Framework and Minimum Standards: Domestic Violence-Children and Adults, 2013.

⁴¹Minimum Standards and Service Specification: Unit for Abused/Neglected Children, 2013.

⁴²Minimum Standards and Service Specification: Unit for children with asocial behavior/underage children without criminal responsibility, 2013.

⁴³Service Framework and Minimum Standards: Child Labor, 2013.

⁴⁴July 2016

⁴⁵The law “On Protection from Domestic Violence”, 2010

only program meant to do prevention actions in national level. It's supposed that MLSW lead joint actions with Ministry of Education, Ministry of Health, Ministry of Local Administration, Ministry of Justice, Ministry of Intern Affairs and Ministry of Culture, Youth and Sport to support victims of domestic violence and provide the needed services.

Reading the role of CSW according to Law "On Social and Family Services" their role is more on intervention providing social care and, or, counseling in circumstances where a child is in need⁴⁶ of Social and Family Services where are included children at risk of neglect, exploitation or abuse or of any other form of harm. From the interviews⁴⁷ results that the cases of intervention belongs to second or third level of risks, which shows that focus of work, is concentrated in the consequences other than the prevention.

The Protocol Nr. 21, 2013 "For the Prevention and Referral of Cases of Children Victims of Violence" is the first and only document which defines the role of MLSW, Municipalities and CSW-s regarding the children victims of violence on prevention and referral.

All pre-universities educational institutions, Municipal Directorates for Education, Ministry of Education, Kosovo Police, Kosovo Correctional Service, The Family Health Center (Ministry of Health), CSW-s and media should collaborate in prevention actions according to this Protocol.

The Working Protocol "On Multidisciplinary Work in Child Protection"⁴⁸ identifies the roles of all agencies needed to collaborate in a multidisciplinary approach on child protection in Kosovo on prevention aspects, too. This protocol is a working protocol according to the actual legislation that might be revised when the new law "On Child Protection" will enter in force.

The documents which should mention the detailed duties of CSW-s are their Statutes. In the Statute of CSW of Municipality of Pristina⁴⁹ as well as in Statute of CSW of Municipality of Ferizaj⁵⁰ there are no specific duties or job description of social workers in CSW in regard to social assistance or social and family services.

The draft law "On Child Protection" has an integrative content regarding the actions needed to prevent the violence against children in regard to prevention, intervention, collaboration and case management. It's very important to the children abused, neglected or exploited that this draft law been approved and put into force.

There are two documents by CHSW/AKM targeting prevention as an important field of work for protection of children from violence. The first one is Working Strategy of CHSW for 2014-2016 and CHSW Plan of Activities⁵¹ mentioned as objectives for 2015 to protect the children from violence and to prevent the work of the children. In regard to protect the children from violence in both documents is planned as an activity to the objective to organize awareness campaign against the violence against children. Regarding to the prevention of children work in this document is foreseen to empower the Action Local Committees. The role of AKM seems very active and important in regard to welfare services in Kosovo and especially with focus on children. This role must be encouraged as AKM has a prominent role to the Municipalities and to CSW-s.

Media has a specific role on the prevention of violence against children and this role is specified from the Protocol Nr.21 "For the Prevention and Referral of Cases of Children Victims of Violence".

⁴⁶ The law "On Social and Family Services" considers a child is in need when: a) she or he is without parental care; b. her or his parents or parent, or other care giver, either because of lifestyle, physical or mental disability or illness, psycho-social problems, addiction or other reason, have difficulty providing adequate levels of care and supervision for him or her; c. she or he has a mental disability or illness; d. she or he has a physical disability or illness; e. she or he has behaviour difficulties; f. she or he is delinquent; g. she or he is suffering as a consequence of family conflict; h. she or he has some other form of social problem that renders them in need.

⁴⁷ Interview with OSS and directors of Pristina, Ferizaj and Klina.

⁴⁸ Produced by Terre des homes, Defense for Children, Kosovo

⁴⁹ Approved in 2011

⁵⁰ Approved in 2013

⁵¹ AKM/Report of Collegium of Health and Social Welfare, 2015

CSWs have not any plan or even specific responsibility for the early prevention, there are some ad hoc activities undertaken in collaboration with different institutions, which could be considered as tangent inputs in this regard. The director of CSW in Pristina asserts that prevention is crucial, but with the current number of staff available, they could not afford such intervention.

Identification of Cases

There are a number of ways to identify children experiencing or vulnerable to any risk that needs to be addressed through case management. A child may be identified during monitoring of relevant environments by child protection authorities and agencies or identified within communities by specialist community outreach workers, by relevant professionals in education, law enforcement or health sectors, by community members, including neighbours, and employers as well as through community-based child protection mechanisms such as orphans and vulnerable children/child protection committees, anti-trafficking groups, children's groups, etc. Children may also make themselves known to child protection agencies. Within any type of well-developed and functioning child protection system (whether it is part of an official national system or solely at regional or district level) there should be mechanisms for referral between agencies⁵².

In Kosovo the institutions that might be in contact with children victims of violence and should identify and refer to CSW are Kosovo Police, Kosovo Correctional Service, Family Health Centres, Schools, community etc⁵³. The institution more reliable for violated persons is the Kosovo Police, which has the higher cases of reported violence⁵⁴. In the CSWs in Prishtina, Ferizj and Klina most of the cases are referred from the police, from schools, health care providers and even from the persons themselves⁵⁵. CSWs perceive health care providers as less active for the referral of cases compare with other institutions. The draft law on child protection, which is not approved yet, carefully address the obligation for referral and the consequences if a person do not act.

In cases of domestic violence, when the victim or the witness is under 18 years old, the Law "On the Protection from Domestic Violence", Kosovo Police is obliged to report the case to CSW. CSW is available 24/24 from Monday to Sunday, after working time, with rotation, a team member is on call and available if needed⁵⁶. The CSWs are proactive and responsive in any time the police and other institutes need them⁵⁷. As abovementioned, high percentage of the cases are identified in medium and high level of risk, this require more specialization, resources and institutions involved to address the cases. More efforts and intervention are needed to encourage the identification of children in low risk of violence.

When a situation of abuse or risk to be abused is verified in cases of children, a court procedure can be initiated to place the children in safer accommodations⁵⁸. Regulation Grk – No.21/2013 for Protocol for the Prevention and Reference of Violence in Institutions of Pre-University Education⁵⁹, incorporates 2 articles about obligation to report violence against a child. According to this protocol every public officer and every citizen has the duty to report in case he/she

⁵²<https://www.savethechildren.org.uk/sites/default/files/docs/Case-Management-Practice-Within-Save-the-Children-Child-Protection-Programmes.pdf>

⁵³Regulation Nr.21, 2013, For the Prevention and Referral of Cases of Children Victims of Violence"

⁵⁴Parandlimi, 2012. Annual Monitoring Report, UNICEF.

⁵⁵Interview with OSS and directors in Pristina, Ferizaj and Klina.

⁵⁶Interview with OSS and director of CSW in Pristina, Ferizaj and Klina.

⁵⁷ ibid

⁵⁸Profile of Social Security System in Kosovo, ILO, 2010

⁵⁹<https://masht.rks.gov.net/uploads/2015/06/rregullore-grk-nr-21-2013-per-protokollin-per-parandalimin-dhe-referim.pdf>

suspect of violence against a child might be happened or is happening. In case of violence in educational institutions, this protocol identifies subjects obliged to report the violence toward a child.

The structure that has the main role in case management in child protection is CSW. Among the several duties of CSW in protection of children victims and perpetrators of violence by Protocol Nr.21, 2013⁶⁰ (more detailed in the part: Responses) is mentioned the role of CSW to assign and support the case manager in order to provide protection, re-socialization and welfare to children victims of violence. The municipalities of Pristina, Ferizaj and Klina have established multidisciplinary round table, which have to be led from director of CSW.

The Working Protocol “On Multidisciplinary Work in Child Protection”⁶¹ lists all the main stages in the process of case management and shows the respective duties of all agencies involved in child protection. This is a professional tool in the hands of OSS in CSW and other public officers working in the field of child protection, but this Protocol doesn’t fulfil all the professional work needed in child protection.

The case manager coordinate work with other institution and organization, conduct home visits and is responsible for the case till the reintegration.

There are four basic components of case management: Identification and assessment (including the opening of a case and start of documentation); Individual support planning (planning of response and care); Referral and liaison with support services (where required) and Monitoring and review (including case closure)⁶².

Responses

Responses against violence toward children are on central level and local level. MLSW, Municipalities and CSW have different roles in intervention actions against violence toward the children. The interventions against the violence toward children are defined in the Protocol Nr.21, 2013, For the Prevention and Referring of Cases of Children Victims of Violence”.

MLSW’s duties are mainly in the field of legislation, policies, standards, supervision of the quality of social services, contracting social services provided by NGOs. Municipalities’ duties are the management of social and family services and contracting social services provided by NGOs that deal with protection of children victims and perpetrators of violence.

The role of CSW is crucial in protection of children victims and perpetrators of violence. The CSW is responsible to manage the social and family services in their municipalities in accordance with the best interests of the child; to assign the case manager for each case and if necessary a monitoring person, to collaborate with schools to refer and mutually treat vulnerable cases that can be linked with violence towards and from children. The case manager or the custodian must promptly evaluate the case and take all necessary actions in accordance with the mandate, guided by the highest interest of the child, in order to provide protection, resocialization and welfare of the child. The CSW have to provide support to the families to apply their responsibilities while children grow, offering them advises on positive parenting. CSW have the responsibility of coordinating and following up the cases from the begging till the closure. Is evident that legal frame work and regulations are well established, the draft law on child protection authorized and increase the level of the obligation of institutions to cooperate on child protection issues.

⁶⁰Protocol Nr.21, 2013 “For the Prevention and Referral of Cases of Children Victims of Violence”

⁶¹Produced by Terre des homes, Defence for Children, Kosovo

⁶² <https://www.savethechildren.org.uk/sites/default/files/docs/Case-Management-Practice-Within-Save-the-Children-Child-Protection-Programmes.pdf>

An effort to improve the collaboration and the responsiveness of the institutions are the organizations of the Multidisciplinary Round Tables (MRT). In 12 municipalities, (Prishtina, Ferizaj and Klina are included) of Kosovo there are established MRTs, which mostly are managed from CSW. There is a protocol for managing multidisciplinary round table. This is included in the draft law for child protection, which is not approved yet. The MRT which are trained are more effective and the representatives of the institutions are more responsive. The MRT take place one a month, but if necessary they can meet often. MRT is composed from representatives of Police, School, Health Care, Defender of Victims, NGOs, Office for Community and Integration, Probation Service, Court, and Prosecution etc. During the meeting the duties and responsibilities are delivered and in the next round they give feedback and report about the cases. Standardise and approved work documents and the increasing the level of the quality of cooperation are important to increase the quality of services for children in need.

3.3 Training received by professionals of CSW for capacity building in the area of child protection and actors reactions.

Quality staff is essential to the development of various types of social service organizations. Having quality staff members on hand can, however, be a significant challenge due to requirements in infrastructure, engagements and resource availability to achieve this. Training and continuing education is essential activity for ensuring quality social work services for clients. By consistent participation in educational opportunities beyond the basic, entry-level professional degree, social workers are able to maintain and increase their proficiency in service delivery: In this regard new knowledge is acquired, skills are refined, professional attitudes are reinforced, and individual's lives are changed.

3.3.1 The authorities responsible for planning and development the training programs, for CSW social service officers.

In Kosovo, before the decentralization process, by regulations the capacity building of OSS has been the responsibility of MLSW through Department of Social Welfare and the Department of Institute of Social Policies. Actually, by regulations the capacity building of OSS is responsibility of GCSFS and Municipalities in partnership with national and international organizations.

The role of the MLSW

Before the decentralization the MLSW through its division and departments has the responsibility on the capacity building of the OSS in CSW and other professionals working in social services in Kosovo. Due to the decentralization of the social services the responsibility to for capacity building was addressed to Municipalities and to GCSFS. Due to the amendments of the law for social and family services on 2012, the DSFP will be responsible to promote professional development of staff through training and provision of advice for professionals; meanwhile the DSS propose and design programs for capacity building of OSS⁶³. Within the MLSW, the division of human resource has the responsibility to contribute and to increase the performance of the staff of MLSW through motivation and training developments⁶⁴. The director

⁶³Rregullore (Qrk) Nr.14/2015 PërOrganizimin E BrendshëmDheSistematizimin E VendeveTëPunësTëMinistrisëSëPunësDheMirëqeniesSociale

⁶⁴ ibid

of DSS asserts that “The training issue is included in the sector of human resources, in the MLSW. His division has no communicate with them for training issues. There is not any training plan, list of trained workers; any research study or report about the need for training of workers within MLSW”⁶⁵.

After decentralization of CSW, at the financial aspect, the requests for training need should not be sent to the MLSW but to the Municipality, and then to the Municipality in the Ministry of Finance. MLSW is not obliged to train Municipalities (it is defined by Law), capacity building of Municipalities is an obligation of MLGA. Despite this changes MLSW through DSS and partnership with national and international organization have plaid a crucial role in training programs. Actually they have three have three projects on capacity building, supported from European Commission. The social workers in CSW are trained in professional level and in managerial level and have got training in case management⁶⁶.

The director of DSS emphasize that, “the municipalities have the responsibility for the capacity building, but don’t do anything in this direction. This is the reason that we (ministry) have made efforts to interfere in this direction. They have not submitted any requirements in this direction”. From the interviews with director of DSS and directors of CSW it is evident that, despite the regulations and responsibilities, in the recent years the training programs for OSS are coordinated from MLSW through DSS, with the support and partnership of International Organization.

General Council for Social and Family Services.

GCSFS, despite establishing the code of ethics, design of minimum standards of the services, creating the register of officers of social services has another main activity related with licensing of the social service providers and family of basic and secondary level. The license procedure has recently started from GCSFS with the support of the EU and the license is available for three years period of time. The criteria and the procedures for the license are regulated with the Administrative Instruction⁶⁷ (AI) which establishes the licensing procedures, criteria and conditions that must be met by providers and functioning of the committee that is responsible for the implementation of the licensing procedure. The article 7 of the AI articulates the conditions for licensing, but there is not any specific elaborated criterion on training. Also the article 15 of the AI provides the assessment criteria where there is not any specification on training. Meanwhile, the template of the request for application for the licensing requires specific information (*name of the organizer, period of training, title of the certificate of training*) on the training of applicants. The directors of CSW in Pristina and Ferizaj assert that after the deadline of the first license the applicant have to accomplish a minimum of training to get again the license. It is very important that the criteria of the training to be specified in the AI as one of the mechanism used for encouraging the OSS to participate in training programs. In most of the cases⁶⁸ the complete coursework or training are specified as specific criterion for the licensing of the social service providers.

From the interviews result that OSS of the CSWs in Prishtina, Ferizaj and Klina have participated in training programs on license procedures. All the OSS working in CSWs are

⁶⁵Interview with Director of DSS in MLSW.

⁶⁶Interview with Director of DSS.

⁶⁷ Administrative Instruction (MLSW), Nr.13/2013 On Licensing of Social Service providers and family of Basic and Secondary Level.

⁶⁸<http://www.op.nysed.gov/prof/sw/lcsw.htm>; <http://www.socialworkguide.org/licensure/>

licensed due to law obligation, and in these conditions they have to participate in a minimum training programs as a criteria for re-licensing. Actually the GCSFS do not provide any specific license for working with children and families.

Since the amendments of the basic law of SSF in 2012 the GCSFS is responsible for licences trainers in the area of social services and may authorize internal and external local experts, for the provision of trainings to social and family services professionals. Also the Council licensing or certifying trainers may have an educational role for all professionals, NGOs and government organizations dealing with social and family services. During 2015 the Council has planned to design a training plan and determine the training modules, for continuing professional development. From the interview results that GCSFS have established expert commissions who are drafting the topics of the training program, not only for the social services. The commission will be responsible for accreditation of the training, as well⁶⁹. The accreditation of the training remains an imperative need, this process will affect the assurance of the quality of the trainings for OSS.

Despite of the trainings on licence procedures, the GSLS have developed with OSS of CSW three training modules with topics on child protection, child abuse, juvenile delinquency, disability legislation⁷⁰ etc.

Municipality mechanisms for ensuring training programs for OSS.

Municipality⁷¹through DHSW and CSW should organize training for OSS. In cases of employment of new employees, a handbook exists that aims to guide and inform the internal staff.

Training and professional developments of OSS are part of the activities of the action plans of DHSS for social services in Pristina⁷² and Ferizaj⁷³ municipalities. The foreseen training topics are on self- monitoring and quality assurance, care for elderly and treatment of violence victims and children trafficking. In the action plan of Pristina, were foreseen also the establishment of a data base on training provisions and needs. The directors of CSW assert that accomplishment of the activities of the training forecast in action plan, remain a challenge due to the lack of resources. The OSS have participated in several trainings, but mainly with topics planned or prioritise not by them, but from the organizers In this regard, a better coordination is required between organizations providing and benefiting training programs. OSS of CSWs in municipalities of Pristina, Ferizaj and Klina, mostly have got training organized and developed from NGOs on case management, role and functions of the Multidisciplinary Round Tables, licensing procedures, positive discipline and very few training on child violence and coordination with other institution with which CSW have to collaborate.

The professional development is considered important and the statutes of CSW-s⁷⁴ mention that for professional development the main duty is of CSW. The Statute of Pristina⁷⁵ CSW defines that the funding of professional development of social workers must be done by CSW budget and other resources. The study on budget analyse of social protection policies for children note a tendency of budget decrease (financing CSW for social services) without an explanation despite of increasing demand for social services that does not indicate an improvement of welfare situation in these municipalities.⁷⁶

⁶⁹Interview with Directors of CSW in Prishtina and Ferizaj.

⁷⁰Interview with Directors of CSW in Ferizaj.

⁷¹<http://komunat-ks.net/wp-content/uploads/2012/01/13.10.2011.Report-from-the-CDSW-meeting.pdf>

⁷²Action Plan for provision of Social Services in Pristina Municipality, 2015 – 2017.

⁷³Action Plan of DHSS for Provision of Social Services in Ferizaj Municipality, 2016.

⁷⁴ Consulted for this report the Statute of CSW, Municipality of Pristina and Statute of CSW, Municipality of Ferizaj

⁷⁵Statute of CSW, Municipality of Pristina

⁷⁶Brief Budget Analyses on Social Protection Policies for Children in Kosovo, 2014.

There are some entities in CSW-s that are more responsible for professional development of OSS. The Professional Council⁷⁷ created as professional entity of CSW, has an important role in identifying needs about the improvement of professional work and professional development and propose to the Director of CSW the programs of professional development to be part of.

The Experts Council⁷⁸, also part of CSW-s has a role in assisting the OSS in their job to the most difficult cases and in identifying the needs for further education on job for OSS. The director of CSW⁷⁹ (under the hierarchy of director of DHSW) is responsible among other duties for the identification of the needs for training and ongoing professional development and further trainings of CSW staff. The director of the CSW in Ferizaj asserts that, *in the municipality the human resource office is responsible for the training of the municipality workers. Due to law enforcement, every year we send to them in the written form the needs for training. If we couldn't have the EU support for the training, nothing would happen in this direction.*

In the recent years, there are implemented a number of projects focused on the social services⁸⁰ in general and more in specific in capacity development of the staff working on social services, mainly on political level then to the local level staff that is direct responsible on the planning and provision of social services at local level.

Association of the Kosovo Municipalities (AKM)

AKM is a non-profit organization founded in 2001 and with high reputation among key actors of the local government. The Collegium for Health and Social Welfare (CHSW) is a one of 12 collegium of AKM, which covers different fields of local authorities. The CHSW has design a strategy and its action plan, where take an important role the capacity building of Municipal Directorates of Health and Social Welfare and CSW-s. The areas identified for capacity building are: counseling for social and familiar issues including divorce and children, children with antisocial behavior, domestic violence delinquency, drug abuse, foster care parents, etc.; legislation in force on Social Welfare; social work application in different contexts including schools. The head of the CHSW⁸¹ stress that few results are evident on capacity buildings and more efforts and strategy of interventions are needed to be undertaken to improve the situations. Considering that member off the collegium are key actors of the area, they can lobby and advocate for the coordination and drafting a clear strategy for training programs for the OSS.

During the recent years there are organized a lot of training programs for professional working in social services including OSS of CSW in Prishtina, Ferizaj and Klina. The main topics have been with focus on licensing, case management and role and functioning of Multidisciplinary Round Table, gender issues, etc. Most of the trainings are coordinated from DSS in MLSW supported from EU and other organization as Save the Children, Terres des Home, Amici dei Bambini etc. Other local organizations have played a crucial role in provision of training programs. The NGOs have asked about the training needs and then planning and developed them, but the needs are assessed in municipality level, and in some cases the trainings are developed in national level. The training needs may vary from a municipality to other, therefore analysing and grouping the participants due to their needs is crucial.

⁷⁷ Ibid

⁷⁸ Statute of CSW, Municipality of Pristine, 2011

⁷⁹ Ibid

⁸⁰ Declaration of ACC "On Social Services", Pristina 2010

⁸¹ From interview with the director of the Directorate of Health and Social Welfare in Pristina Municipality, who in the same time, the head of the Collegium for Health and Social Welfare.

3.3.2 Quality Assurance of the training program for CSW

Belief in the client's right to have knowledgeable and skilful assistance provides the basis for the officers of social services participation in continuing education. A commitment to continuing education also is grounded in an ethical principle articulated in the *Code of Ethics*⁸²: "Social service workers practice within their area of competence and develop and enhance their professional expertise." Continuing education further provides them with the opportunity to acquire new and necessary information; demonstrate a conscious self-directed and continuous effort toward personal and professional development; strengthen qualifications for professional licensure, certification, or registration; meet changing career demands; and explore new careers. All key actors interviewed in the assessment highlighted the importance to participate in training programs and the necessity to participate in the training with topics based on their needs. In most of the cases, to each participant was delivered a template to list their needs for further trainings. But, in very few cases the needed topics listed by them, are not considered in further trainings⁸³. There are cases when OSS have participated in not useful training programs, or when the performance of the trainer has not been in appropriate levels⁸⁴. As abovementioned international and local organizations has significantly contribute in training of social service workers. The decentralization process has created an ambiguity regarding the responsibility of the training and also has slow down the opportunities to create a well-established mechanism for coordination and management of training program of the staff working in social services, including here the OSS of CSW. The responsible institutions have paid attention to the process of the training, but more needs to be done even regarding on the training evaluation. Typically there is applied only the evaluation of the instructors and participant assessment related with content, methodology and trainer. In very few cases there are practises where there are assessed the knowledge acquired by participants through exams or other similar techniques. The director of DSS with a large experience in the area cites as a success case, the long term training supported from the World Bank in collaboration with the Helsinki University developed during 2003 – 2005. The experience was that at the end of the training they have done an exam about the knowledge's performed during the three years program.

The training had not been accredited. The GCSFS, recently⁸⁵, seems to have the responsibility for the accreditation of the trainings or continuing education programs⁸⁶. A group of licensed trainers for social services are trained from EU project in collaboration with MLSW⁸⁷. Very recently, the degree for the basic and middle level for managers and social workers are accredited and further on is expected to be accredited the fields, programmes and modules⁸⁸. There are good steps to be undertaken planned by GSFC to design the modules of training and other initiatives to improve the situation, but still there are not evidences accomplished in this regard. Receiving training accredited services provides a plethora of benefits. The participants and the responsible organization are confident that they're in expert hands and operating at a high level, including training services, trainers, course materials and quality management systems. Training accreditation is a way of being officially recognized for competency and best practice. The trainings have not been accredited and no standards of the Continuing Professional Education are developed.

⁸²Ethical Code for the social service providers in Republic of Kosovo.

⁸³Interview with OSS of CSW in Klina and Ferizaj.

⁸⁴Interview with Director of DSS, director of CSW and OSS in Prishtina, Ferizaj and Klina.

⁸⁵After the amendment of the Law for Social and Family Services, on 2012

⁸⁶ibid

⁸⁷Interview with director of DSS and Director of CSW in Pristina, Ferizaj and Klina.

⁸⁸Interview with director of CSW in Prishtina.

There are no evidences or reports in local or national level listing and elaborate the training programs developed with social service workers. The reports could help the responsible organization to analyse and develop efficient intervention plan for trainings. The international organizations and experts articulates that, content areas appropriate for continuing education should take into account the social worker's education level and can include methods of intervention, such as individual counselling, family treatment, group work, and community organization; administration, management, and supervision; consultation; planning and policy development; teaching and educational methods; research; social problems; advocacy, social change, and social action; cultural diversity and ethics; and specialized services and treatment⁸⁹. Expert's trainers are important for the quality development of the training program. Generally the trainers have been experienced and international. MLSW, five or six years ago had organized a competition for licensed trainers, establishing a group of experts for training, not excluding here the lecturers from the university and other well-known experts of the different areas." Collaboration with academia is an added value for practicionaries and more cooperation is important to be developed in this area.

3.3.3 Needs for training of CSW in Pristina, Ferizaj and Klina

OSS in the CSW works in a large range of the services, they have to provide about 47 services. Within the CSW the OSS is not specialized in categories or specific fields, they are responsible to manage all the persons in need despite their problems, age or specifics needs. In these circumstances the training of OSS to work with all the cases is an imperative need. One of the main focuses of their work and activities are children and families. From desk review and interviews results that OSS have participated in several trainings, but very few of them have been specified for child protection and responsiveness of different actors in local and national level. Following there are several topics on need for training of OSS in Municipalities of Pristina, Ferizaj and Klina. They prioritised the topics based on most encountered cases in daily work, which results to be: children who works, especially during the night or do work which are not in accordance with their age; how to work with drug users young children, there is an increased number of children older than 15th who use substances; working with children who dropout school; case analysing and formulation; ethical issues and ethical dilemmas etc.

⁸⁹ www.socialworkers.org/practice/standards/cont_professional_ed.asp

4. Conclusions and recommendations

4.1 Conclusions

The conclusions of this report are related to identification of current situation, provision of social services in Kosovo, identifying the needs of officials of social services of CSW's to prevent, identify and respond to violent cases of children, and identify training received over the years for capacity building in the area of child protection and responsiveness of different actors in local and national level.

4.1.1 Social Services in Kosovo

In Kosovo, the central government through MLSW is responsible to design and develop policy documents (national strategies, action plans, standards of the services, etc.), drafting legal framework, budgeting the social services, ensuring the implementation of legislation and monitor and evaluate the social services. Even the decentralization has taken place, still there are few national social service institutions running from MLSW.

The local government is responsible to deliver services to people in need, mainly through CSW, a local authority established in all municipalities and responsible for providing social protection programs. CSW provide two basic services: the provision of professional social services for individuals and families in social need and the provision of cash benefit schemes (distribution of social assistance for poor families). In Kosovo there are several state institutions and non profit organizations which provide direct care to children and families in form of residential, day care and community care services. Many other entities and organizations are available to work with and for children and families, but their activities are focused mainly in lobbying, advocacy and capacity building issues.

Social services for people in need are provided through community based services, day care centres and residential care. Community based service are provided mainly from CSW and few NGOs, day care centres are delivered mainly from NGOs in local government, but are limited to few groups of people in need. The residential services are provided from central government, local government in partnership with NGOs and only from NGOs, most of them are provided from elderly, victims of trafficking and few for disabled people. Home care services for different groups of people in need are limited.

The process of decentralization of social services remains partial. The social assistance schema is still under the umbrella of MLSW meanwhile the officers of social assistance are under the municipality administration.

The OSSs working in CSWs are licensed. This can assure that certain professional benchmarks are met and maintained. It is also of great benefit to the public at large by making sure that appropriate services are given and standards maintained.

The initiative to design the Law "On Child Protection" is planned since 2013 from the government. The draft law is available and despite others, address the violence against children in needed, but it isn't approved yet from the government.

MLSW has designed 22 minimum standards for social services which aim to guarantee the quality service of CSW to clients, but more efforts are needed to be done for the introduction, trainings of OSSs on the standards and monitoring actions by MLSW and independent organizations/groups.

There are law restrictions to benefit from Social Assistance Scheme for families in need. The criteria's for social assistance exclude the families with children over the age of five.

Social service provisions are not a priority for the local government. There is no grant allocated for social services supplements, even there are recommendations from central government.

CSWc have not the appropriate number of staff, several requests are addressed from CSW and DHSW to the government, but no reaction is available.

CSWs are the main social welfare authorities operating at a municipal level to provide professional services to persons in need to their communities. CSW have lot of competences but have restrictions in human and financial resources. CSW provide to main services, the social assistance and the professional social services through OSS.

Social services are under resourced and there is no budget for social services supplements neither from central nor from local government. This affects the performance and the quality of the service of the sector, so the people in need aren't provided with the appropriate services they need.

DHSW and CSW in municipalities of Prishtina and Ferizaj have designed a Local Strategy plan and relevant action plan for social services. Both documents have included objectives and activities in regard to the children and family issues, but not with a high focus to violence.

The performance of the CSWs, as observed, face challenges which mostly are related with the restrictions of human and financial resources and law level of key decision makers' engagement in central and local government. This has raised serious concerns about the accomplishment of their mandate, awareness of legal obligations and practices which impact the quality of social service provisions.

Employees in CSW/social services are defined by law as officers of social services, meanwhile in the ground is used the term 'social worker' which creates confusion between the job position and the education background in social work.

Social workers and psychologists are less represented in the staff of CSWs. The main aim of CSWs is providing social services so the professional figure of social worker is crucial to the professional work of CSWs. This conclusion is based on the main roles of social workers by profession have, such as: Counsellor (or caseworker) who works with individuals to help them address personal issues; advocators on behalf of the poor and socially excluded; being partner working together with disadvantaged or disempowered individuals and groups, assessor of risk or need for a number of client groups, also associated with surveillance; Care manager who

arranges services for users in a mixed economy of care; Agent of social control who helps to maintain the social system against the demands of individuals whose behaviour is problematic.

4.1.2 Prevention, identification and responds

The Program against Domestic Violence (program foreseen under the Law “On Protection from Domestic Violence” is the only program meant to do prevention actions in national level.

Regulation No.21/2013, approved from GRK, for ‘Protocol for the Prevention and Reference of Violence in Institutions of Pre-University Education’ is a progress for improving the collaboration between several institutions in cases of child protection issues.

In cases of domestic violence, when the victim or the witness is under 18 years old, the Law “On the Protection from Domestic Violence”, Kosovo Police is obliged to report the case to CSW. Also Health Care Institution, Education Institutions, Community and by law are obliged to refer the case of the violence to the appropriate institutions.

Prevention is a major missing link in the children and family service system in Kosovo. Mostly the social services are focused, experienced and trained on treating on the consequences of the social problems.

CSWs has not any plan or even specific responsibility for the early prevention, there are some ad hoc activities undertaken in collaboration with different institutions, which could be considered as tangent inputs in this regard.

Officers of CSW/social services treat the child and family only in medium and high risk. This excludes CSW from the prevention and early intervention in regard to child in risk of abuse. The intervention in the medium and high risk cases creates not only overloading but burn out of officers of social services and the quality of the service.

There are no protocols on referring and intervention in cases of child abuse which make difficult the unification of the work of CSW in national level and reduce the quality of the services to child and family.

CSW officers of social services are overloaded due to the high number of cases, wide range of services to be provided and lack of resources and logistic support. They are not specialized in treating specific groups of people in need even it’s one of the requirements of the standards by MLSW.

Most of officers of social services in CSW in Pristina, Ferizaj and Klina are experienced in social services and demonstrate engagement and motivation.

MRTs are a good model for enhancing the collaboration and responsiveness of relevant actors working for and with children in local and central level. There are 12 operative MRT in Kosovo, which mainly are managed from CDW, a protocol for managing MRT is available.

Training

Actually, by regulations the capacity building and professional developments of OSS is responsibility of GCSFS, Division for Social Policy, and Municipalities in partnership with national and international organizations.

In recent year MLSW (even out of her responsibility), in partnership with national and international organization has played an important role in training the OSS of CSWs. Mostly the trainings have been short term based and there are no detailed data/database available on training programs.

The decentralization process has created an ambiguity regarding the responsibility of the training and also has slow down the opportunities to create a well-established mechanism for coordination and management of training program of the staff working in social services, including here the OSS of CSW.

There are good efforts planned from GSFC to design the modules of training and other initiatives to improve the situation, but still there are not evidences accomplished in this regard.

The OSS, recently, have participated in training related with case management, licensing, positive discipline, role and function of multidisciplinary round table etc. Trainings have been organized not according to the prioritization of OSSs needs in some cases.

The OSSs in focus of this research have not participated in specific training program on child protection and on responsiveness of relevant actors in national and local level. Few issues of child protection and responsiveness of relevant actors are shortly elaborated in the training module on positive discipline and multidisciplinary round table.

The accreditation of the training remains an imperative need, this process will affect the assurance of the quality of the trainings for OSS.

There is a lack of detailed and periodic training plans by public institutions, based on regular needs assessments, resulted in unevenly distributed training, lead mainly by NGO plans.

There is a need for further developing the component on:

- case formulation and analysis in child protection,
- early identification and intervention of children who works, especially during the night or do work which are not in accordance with their age;
- early identification and intervention work with drug users young children. There is an increased number of children older than 15th who use substances;
- working with children who dropout school;
- ethical issues and ethical dilemmas on child protection issues etc.
- Increasing the coordination and collaboration with relevant stakeholders in the community.

4.2 Recommendations

4.2.1 Social Service provisions

Civil society organizations working with and for the children take the responsibility to encourage the government to accelerate the approval of the draft law “On Child Protection”. The good implementation will require a promotion of law to institutions and wide society.

The central and local government authorities increase the collaboration for creating the appropriate environment, resources and mechanisms for the full implementation related to child protection, but not only.

An initiative for the amendment of the Law “On Social Assistance Scheme” is needed, reviewing the article related with the criteria for benefiting the social assistance for families in need.

The government has to take the responsibility to establish mechanisms for allocation of the specific grant for the social services. To accomplish that, can follow the same procedures or mechanisms, used for the specific grant allocated for health and education institutions, or to create an ad hoc group of experts to address the issue or to follow the recommendations of the research study ‘Brief Budget Analyses on Social Protection Policies for Children in Kosovo’, 2014.

Local government should aim to improve the situation of the CSWs related with:

- Ensuring the CSW has all the appropriate staff for provision of the professional social service
- Finding out mechanisms to establish a grant for supplement social services
- Improving the logistic due to minimum standards for delivering of the services
- Establishing a balance between professional backgrounds, within each CSW.
- The municipality should concentrate their efforts on recruiting qualified OSS, who are either specialised in child protection issues.

4.2.2 Prevention, identification and responds

Respective authorities should take all responsibilities and engagements to implement the Regulation No.21/2013, approved from GRK, for ‘Protocol for the Prevention and Reference of Violence in Institutions of Pre-University Education’.

Municipality and DHSW should design a prevention plan in close collaboration with all institutions which directly and indirectly are related with child protection.

Engagement of the CSW and other community stakeholders (health institutions, education, policy, etc.) to identify children and families in low risk level.

Municipality, DHSW and CSW should establish or develop relevant information channels through which individuals and members of the community know who to contact. These referral pathways should be written down and should indicate clearly the responsibilities, deadlines and other important details for the referral process.

MLSW and other authorised institutions have to establish protocols on referring and intervention in cases of child abuse to facilitate the unification of the work of CSW in national level and increase the quality of the services to child and family.

MLSW and other authorised institutions have to establish and approve a child protection work protocol for OSS in CSW and other organizations which work with the children.

MLSW through its institutions and in partnership with children organizations/agencies should design an online and hard copy resource package with detailed information on services and organization available for children in Kosovo. This will help CSW and other organization to better address and manage work with children.

All municipalities should developed and/or reinforced Multidisciplinary Round Tables managed by CSWs. The MRT will improve the cooperation and teamwork of CSWs with relevant institutions for child protection issues.

Training of CSW

GCSFS or DSP should create a national training or professional development program for social service and child protection. This could be done in closely collaboration with the expert area and high education institutions.

A detailed data base of the training and professional development of social service workers should be established and an information system for data collection should be delivered to the ground.

An analyse of high education legal framework should be undertaken to assess the opportunity for the organization of formal and accredited mid or long term training/education program on child protection issue or a part or full time master program on children and family issues.

MLSW should establish the national standards for training and professional development of social services staff and mechanisms for accreditation of the training program.

GCSFS, any other potential authority and organizations working for children should make an agreement to design a standardised training module for provision of child protection issue. Some of the issues that the module on Child Protection Issues should include are: Childhood and child protection system; Children needs; Child abuse; Assessment process; Early interventions and the family; Different services in child protection; Intervention with children; Alternative care; Legislation; Case management; etc.

Formal evaluation of each continuing education event should be available for maintaining or improving the quality and effectiveness of future events. The evaluation should be developed regarding two aspects of the trainings: the instructor's, and participants' assessment of the event with respect to content, format, methodology, instruction, and facilities; and the assessment of the knowledge acquired by participants (based on demonstration of a taught skill, an oral or written test or a project report).

Appendices

- 1. Informed consent form**
- 2. Semi-structured interview guide**
- 5. Transcripts**
- 6. Any other relevant information**