



Caritas

Kosova

2012

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Prepared: Caritas Kosova
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Annual Activity Report 2012

Our work in Kosovo

Dear readers, friends and supporters of Caritas Kosova

In line with our vision that is to promote universal values, improve social and economic life conditions of the Kosovar society through focused actions and care towards justice, human rights defence, social inclusion and with a prevailing attention and devotion towards people in need and the most marginalized ones; we have mobilized in continuation all our efforts and resources in order to fulfill our mission. Our beneficiaries are continuously accompanied by our staff. Through our work and activities we aim to promote solidarity, fraternal love and warmth by protecting the human dignity, regardless of people's social background.



In the following pages you will be able to see as usual, examples of our work in the field of social and health assistance, sustainable development, lobby and advocacy and emergency relief. In concrete, providing care for vulnerable people at home is one of Caritas Kosova priorities, not only by healing their physical wounds, but also by socializing with them and breaking away from seclusion. Furthermore, we remain committed to our extensive social work with socially excluded and disabled people, their families and other non-governmental organizations. Moreover, one of the most significant constituents of our sacred mission is the promotion of peace and reconciliation among all the ethnic communities in Kosovo which remains a priority in our post-war society. In addition to this, guided by the principles of human rights, Caritas Kosova continues to be a strong supporter of combating trafficking of human beings aiming the protection of human dignity that is violated in the conglomerate of anomalies. RAE (Roma, Ashkalinj & Egyptians) integration and education of youth and children; including animations, shape our daily Caritas work on the field.

In the year 2012, we have laid new synergies of cooperation with relevant stakeholders and have strongly enhanced our existing cooperation with local, regional and international partners and actors, including the European Commission. In this context, we remain engaged in continuous fundraising activities to ensure financial sustainability and continuation of our mission. In addition to this, Caritas Kosova has worked out a new Strategic Framework (2013-2017) that will be launched by the beginning of 2013 which will serve as our guiding document for the next four years.

Our progress has been made possible only thanks to the great commitment of our more than 150 Caritas staff members who are permanently in service of people in need. We - the Caritas Kosova team are able to be in service of people in need thanks to the strong support of our friends, partners, donors, volunteers and people of good will.

Thanks for putting your faith in us!

God Bless You!

Don Viktor Sopi
General Director



Home Care services for all!

“Home Care”

Donor: Caritas Germany (DCV) and Municipalities of Suhareka, Viti, Rahovec, Klina and Gjilan

Outreach: Prishtina, Prizren, Mitrovica, Novosella, Suhareka, Vitia, Rahovec, Klina and Gjilan

Duration: since 2008

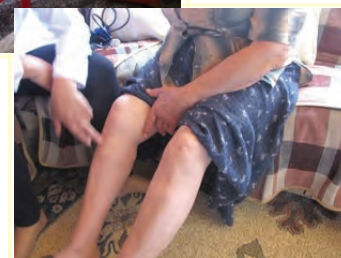
Considering the fact that home care services still do not exist within the Kosovar social and health system, Caritas Kosova as the only provider of these services continued to implement the Home Care project for the next phase 2012-2014. The most common illnesses and ailments suffered by the elderly remained visual and hearing impairment, disorders of the central nervous system, heart diseases, and high blood pressure and sugar levels. Although these diseases in most of the cases do not require hospitalization, they often do require medication and pose serious constraints to the affected people. Important daily tasks such as personal hygiene, getting out of bed, getting dressed, cleaning the house and shopping, can often not be managed any longer by the (abandoned) elderly themselves. In this sense, our Home Care project is designed to address directly the needs of diseased and disabled people, including as well their families or other supporters such as relatives, neighbors and volunteers. In this context, the overall aim of the second phase of the Home Care project was in establishing a home care system on a national scale, in order to improve living and health conditions of elderly, ill, chronically ill and disabled people and persons who are providing care.

During 2012, besides delivering tailored home care services, Caritas has continued its work on the promotion of the Home Care project towards Kosovo Institutions on national and municipal level. This year we have successfully achieved one of our objectives to expand home care activities in the entire territory of Kosovo, by signing four new agreements for the implementation of the Home Care project in Kosovo. Besides its first locations of implementation: Mitrovica, Prishtina, Novosella and Prizren- financed by the main donor Caritas Germany- DCV; municipalities of Suhareka, Vitia,

Rahovec, Klina and Gjilan have joined the Home Care Programme. In the upcoming year Home Care is planned to be implemented in four additional regions: Municipality of Mitrovica, Malisheva, Drenas and Shtime. In these new locations, we remain committed to increase the number of involved volunteers and cooperation with Caritas Parishes is strengthened.

Based on the Home Care activities implemented in the regions of Kosovo, nowadays there are 874 beneficiaries benefiting from the health services; whereas, during 2012 we assisted more than 89 elderly sick people who died. Thanks to the work and the commitment of our Home Care nurses, two of them had a chance to attain Home Care training in Linz (Austria).

It needs to be underlined that the Government of Kosovo and local authorities now see the Home Care as an affordable way to ensure the accessibility and effectiveness of health services. Caritas was invited to provide crucial inputs in drafting health policies of the Suhareka municipality for the year 2013- 2015.





The last ray of hope!

“Receiving Centers”

Outreach: National level;

Partner/Donor: Junge Leute Helfen;

Duration: since 1999

In 2006, Caritas Kosova established the Receiving Center (RC) in Ferizaj as a response to enormous number of people in need who were filing diverse requests towards the Caritas headquarters. Needy people usually ask for humanitarian support (food and clothes), coverage of medications, medical health treatment abroad for severely diseased people, counselling on psycho-social issues by addressing their problems. This year the RC was visited by 1180 persons, where 174 new social cases and 52 patients who seek medical treatment abroad were registered. All requests are filed and archived which through the years constitute an organisational database of the poor people living in Ferizaj and the respective villages. However, the RC is frequented also by people in need coming all over the Republic of Kosovo.

The German organisation "Junge Leute Helfen" has been our partner for more than a decade to support Kosovar people in need which is entirely operating on voluntary basis. Young Volunteers collect in more than seventy Bavarian parishes humanitarian goods such as: food (incl. infant food); equipment (carts, tools for persons with disabilities, beds and bandages, mattresses, wheelchairs and various tools for children); furniture (tables, chairs, wood stoves), clothes, shoes, toys and other gifts. In periodical terms the donations are sent to Caritas, we then disseminate the humanitarian aids to people in need that frequent the RC who are either families or individuals living in extreme poverty. Apart from our Receiving Center in Ferizaj and decentralized Caritas structures (Regional and Project Offices) through which aids are distributed, Caritas has established a RC as well in Mitrovica that supports the distribution. In addition to this, donations are distributed by the parishes, congregations (Vincenzo & Basilian Order, St. Cross, Missionaries of Mother Teresa, Sisters of Divine Love), soup kitchen in Prishtina, various associations for people with disabilities, pensioners' associations, institutions and educational centers, orphanages, SOS Kinderdorf, medical and mental health centers. In concrete, during 2012 Caritas Kosova supported more than 1011 families through its depo.

Every year, a group of 30 young volunteers of "Junge Leute Helfen" visit us and the Kosovar families that have been supporting throughout the years. In 2012, together we have visited families living in extreme poverty from Ferizaj, Mitrovica and Prishtina. In every visit we could experience the extreme poverty still prevailing in Kosovo, whereby packages containing food and hygienic items were given to the families. The volunteers had the chance to see that their help does make a difference to people's lives who displayed their gratitude by inviting us for a drink, sharing their food or simply just smiling with tearful and thankful eyes. It is not just a one-way-giving; the volunteers were given in return smiles, gratitude, hospitality, and even symbolic gifts. For us as Caritas, our work in humanitarian aid distribution and the Receiving Centers remain bridges to reaching our people in need.



I count on Caritas!

“Social Assistance for vulnerable groups”

Outreach: Ferizaj;

Partner/Donor: Caritas Luxembourg

Duration: Since 2012

As a result of persistent and enormous requests addressed at the Caritas Kosova Receiving Center from families living in extreme poverty (RC); thus, in cooperation with our partner Caritas Luxembourg, we initiated the project "Social Assistance to vulnerable groups."

These families are usually beneficiaries of the social aid scheme provided by the Ministry of Labour and Social Welfare, an assistance which does not cover even the basic needs of a family. Unfortunately, there are many other families that are not eligible for this assistance. Besides living in extreme poverty, the addressed cases face also other problems, such as: health problems, persons with disabilities (physical and mental), lack of basic living conditions (home), diverse family problems, lack of food, clothing, hygiene etc. Our Receiving Center has proven to be the place where people in need can freely disclose their problems and demands. It is here where they count on support. This project aims to help families living in extreme poverty with monthly food and hygiene packages amounting 50 euros. Currently, there are 30 families benefiting from this assistance, who have been selected in cooperation with representatives of the Centre for Social Work in Ferizaj. Every month on the distribution of humanitarian aids, the beneficiary families thank Caritas immensely by saying: "You have saved us!"





Be attentive!

“Consolidation of capacities to assist victims of trafficking in Kosovo”

Outreach: National level

Duration: 2011 - 2012

Partner: Secours Catholique – Caritas France & Caritas Switzerland

Combating trafficking of human beings is one of the Caritas Kosova priority actions since 2005 and thus projects were implemented in continuation with a focus on prevention through advocacy and promoting the fight against this phenomenon. With the support of our partners Secours Catholique - Caritas France and Caritas Switzerland during 2012 various activities were implemented, activities that aimed strengthening the consolidation of existing capacities of the Kosovar shelters that work with victims of trafficking, in order to achieve their social and economic reintegration; better understand the cases of victims; and promoting the fight against trafficking through awareness raising campaigns, outreaching the wider public at national level.

In concrete, we supported the shelters, members of the Kosovo Shelter Coalition (KSC), and the sheltered victims of trafficking as the project target through the social - economic re-integration of 16 victims who got employed. Via the employment of victims we aim to achieve their better reintegration into the social life and to ensure their financial independence. Within the project frame, we have also organized thematic-trainings that have contributed to the capacity building of the shelters' staff that work directly with victims.

In addition, CK is an implementing partner of the Regional Anti-Trafficking Project of Secours Catholique-Caritas France, which includes countries from the region such as: Albania, Armenia, Bosnia and Herzegovina, Lebanon, Russia, Romania, Turkey and Ukraine. During 2012, CK together with the representatives of KSC has participated in trainings and activities implemented on the regional level in order to exchange experiences and best practices, and network with partners.

Furthermore, Caritas Kosova has joined the Inter-ministerial Anti-trafficking Group led by the Office of the National Coordinator against Trafficking in Human Beings under the Ministry of Internal Affairs. As a result of this, CK is closely collaborating with all national actors involved in combating trafficking in human beings by being actively participating in all joint activities, such as the recent awareness campaign (see pic.).

*hapi
syte*





During 2012, CK has also been part of the EU Office in Kosovo project - "Strengthening of the institutions in the fight against human trafficking and domestic violence." For enhancing the identification of trafficked persons in Kosovo, we have piloted a new approach, known as outreach and Low threshold Services. In this pilot project, a multi-disciplinary team consisting of social workers, a lawyer and a psychologist have been approaching victims in their working environment and offered them counselling at the spot or via the drop-in center on human rights, health, legal and economic issues, aiming to raise their awareness and support their self-empowerment.



"Socio-pastoral Programme"

Outreach : Diocesan level

Partner/Donor: Caritas Italiana

Duration: since 2000

The Socio-pastoral Project is implemented on the diocesan level since 2000 by Caritas Kosova with the support of Caritas Italiana, aiming to support Parish Caritas-es, promote voluntarism and the pastoral mission. The commitment on strengthening the existing Parish Caritas structures, has gradually affected Caritas Kosova's activities, where Parish Caritas-es and volunteer groups are involved. In this context, volunteers contribute actively to the activities of Caritas Kosova and their participation in the activities of the regional network called PSM (Parish Social Ministry) was ensured in the framework of this project.

During 2012, Caritas Kosova participated in the Regional Conference of National Caritas Directors which was held in Sofia (Bulgaria), whereby the strengthening of the inter-regional cooperation, initiatives of Parish Caritas-es and other joint activities were defined. Exchange of information, best practices and conduction of joint student visits, remained as a focus of Caritas Kosova even during the year 2012. There were also various activities organized during the advent period by promoting volunteerism and Caritas activities. On 5th December 2012, the International Day of Volunteering was celebrated with the participation of more than 150 Caritas volunteers, whereby some of the latter were rewarded with a letter of gratitude for their commitment.



Join us in animation activities!

“Diocesan Animation Programme”

Outreach: Diocesan Level;

Duration: since 2000;

Donor/Partner: Caritas France (events co-financed by Caritas Swiss, Caritas Luxembourg)

Since 2000, Caritas Kosova is implementing the Diocesan Animation Program (DAP) with the financial support of Caritas France targeting children and youth. DAP's objective is to promote equal and full access to social opportunities for children and youth coming from all parishes (24) and to promote cooperation between parish youth and children in implementing projects and various activities that contribute to the education of young people and children. Additionally, we aim to consolidate the volunteer's network at parish level. In this context, Caritas Kosova organizes informative parish visits by offering assistance in the implementation of mini-projects and contributing to the capacity building of volunteers through trainings - such as: organizing animation and educational activities with children and drafting project proposals.



This year, 27 volunteers from the Prizren and Klina parish were trained on how to organize summer camps with children, whereby 110 children who participated at these camps had the opportunity to express their talents in various fields such as sports, drama, drawing, sculpture and other cultural activities. During 2012, Carnivals were organized by our parish volunteers in Prizren by gathering around 160 participants from all parishes of Kosovo and youth NGO-s. We have as well supported the youth football school in the parish of Zllakuqan, whereby 130 children benefited from our activities.

Traditionally, Caritas Kosova marks the International Volunteer Day and besides the artistic program, our volunteers were rewarded with a certificate thanking them for their commitment and motivation during the year 2012. Promotion of Peace remains a priority for Caritas Kosova, therefore the event known as "10 Million Stars" was organized this year in Kosovo with the motto "Let's illuminate the future with Peace" whereby more than 1500 children and youth regardless of their religion, nationality, age or gender from 6 regions of Kosovo have participated in activities like sports, drawing, dancing, drama, recitation and expressing messages of peace. In conclusion, candles were light at the "Mother Teresa" Cathedral in Prishtina by over 400 participants.



Become a volunteer of Love

CARITAS DEUS EST-GOD IS LOVE

1. Who are we?

We are the Caritas Kosova voluntary group who dedicate our time and ourselves, motivated with a free will and a good purpose, not like servants but experiencing pleasure in being a volunteer. We are a group with lots of positive energy with a bright outlook into the future. We work for the benefit of our society, implementing always the all-inclusive approach in our actions. Our group is willing to help at any time being reliable, caring and trustful. We do share our love with other people. We are quite flexible and easily adapt to the needs of our beneficiaries by assisting in the development of society. Our motto is sacrifice motivated by goodwill.

The Caritas Kosova network was established by volunteers named PPCPG (Parish Prizren Caritas Pressure Group volunteers) with the purpose to strengthen the cooperation between Caritas volunteers from different parishes, various youth organizations in Kosova and abroad; sharing experiences, learning from each other and jointly help the people in need.



You are also able to do what we are already doing:

Volunteers your contribution is valued! Volunteering is to give your time, energy and your experience to help others and to contribute for the benefit of the individual or the community.

Each of us, including you, can do good deeds always and everywhere, offering: animations for children with disabilities, accompaniment of diseased elderly people; family support; assistance in the classification and distribution of clothes, food distribution; Caritas staff support; moral, material and spiritual support to people in need. Join us in the following activities:

- Detection of children with disabilities and their registration in Inclusive Kindergarten, Early Education and schools; activities with children with disabilities; excursions and different celebrations; animation with children in the Parish; summer camps. Dissemination of gifts; Brochure production: "We are part of the Kosovar Society too", which aimed to inform parents and all the interested people on helping and assisting persons with disabilities, including the sensitization of the Kosovar society.



- Distribution of food, clothing, beds for the needy and activities with elderly
- Support in organizing the event called “10 Million Stars” with the main purpose to promote volunteerism and solidarity in Kosova, with the participation of different communities such as: Albanians, Roma, Ashkali, Bosnian, Serbs etc. Promotion of voluntarism in strengthening the network among parish volunteers groups, in order to increase the coordination and the collaboration among youth volunteers. Organizing different dramas, especially for Christmas and Easters with classic music, from Johan Sebastian Bach(Markus Passion and Weihnachts Oratorio). Praying and organizing religious lectures. Youth in Action for environmental protection. Celebrating Carnival which has become a traditional feast in Prizren.
- Motivation and Encouragement of volunteers through different training activities, educational seminars and excursions. Volunteers had the possibility several times, to have trainings in Germany, Italy, Macedonia and Albania etc. Celebrating International Day of Volunteering.

What do benefit from becoming our volunteer?

- Confidence and self-esteem
- Acquire work skills (social skills, communication skills)
- Connects volunteers and their communities
- It feels great to make real change in the world
- Make new friends;
- Provides opportunities for discovering individual skills, interests and talents and enables you to test them in a real environment.

***Our message for you:
Become a member of Caritas action!
Find information in your parish,
or at your local Caritas office!***





Support for children and parents!

“Early Detection and Education”

Outreach: Region of Prizren

Duration: since 2008

Partner: Caritas Germany and Caritas Austria (Innsbruck)

Caritas Kosova implements the “Early Detection and Education” project since 2008, aiming to give better chances for the development of children with disabilities and provide special help to their parents.

Still, many parents are overcharged with a disabled born child, being isolated within the families, ashamed to ask for help. One of a disabled child’s mother said: "The way through which I walk, is partially obstructed by stones, but there is always someone who removes them and makes it easier! I am not alone anymore." Similar to her case, many of the parents even do not know where to look for help in order to give these children a chance of social inclusion within their community. This project, offers better possibilities for the early development of children with disabilities (0-6 years old) and special help for their parents, serving as a link with education and health institutions on integrating these children into the Kosovar society. The motto is: **“EARLY HELP- BEST HELP”**.

In concrete, the case of F.S - a child with Down syndrome from Suhareka; she was registered in Early Education in 2010. At the same time, her parents registered her at the "Mother Theresa" Kindergarten. During these 2 years, they brought her regularly to center and kindergarten, where a rapid development is achieved, thanks to the engagement of the committed parents as well. She now displays a positive attitude towards herself and others, shows independence and responsibility, demonstrates an awareness of surroundings, demonstrates good health safety practices, participates in creative movements, dances and follows other physical activities, follows rules of basic conversation, communicates effectively by listening and speaking and talks freely about her interests. In July 2012, she has finished the programmes at the center and kinder garden, consequentially her parents decided to register her at the special school “Lef Nosi.” However, Caritas is still in touch with her and the parents, following up her progress.



Besides dealing with disabled children, Caritas established as well a self-help group of parents called “Smile” that meets every Monday. Parents (mostly mothers) talk about their experiences, private life, share their problems and try to help each other. It needs to be underlined that a significant change was that parents started to speak and know their children's strengths and weaknesses for usually this was silenced, they were more focused on thinking about the future person their child would become, instead of concentrating on the strengths of their children and help them improve these abilities.



Employment of people with special needs!

“Strengthening of the Network of Civil Society Associations Working on Disability”

Outreach: Gjilan

Duration: since 2010

Donor: Caritas Italiana

The project “Strengthening of the Network of Civil Society Associations Working on Disability in Gjilan Region (Kosovo)” is a project implemented in cooperation with the Kosovar Centre for Self-Help, financed by Caritas Italiana. The second phase of the project which was started in October 2011 aimed to build capacities and to create spaces, in order to ensure the empowerment of the role of people within the civil society and strengthen Civil Society Associations of People with Disabilities (PWD). Within the project framework, various activities were implemented on the following fields: capacity building, self-sustainability and anti-stigma events.

Our beneficiaries consisted of the entire organizations dealing with people with disabilities (DPOs) operating in the Gjilan region, such as: Handikos, OPFAKKOS - Parents Association of Children with Disabilities, Inter - Municipal Association of the Blind and Partially Sighted people, Kosovar Association of Deaf People. These Organizations are characterized by lack of capacities in: networking between them, identifying and explaining their needs, organization skills, Project Cycle Management, relating to institutions and community.



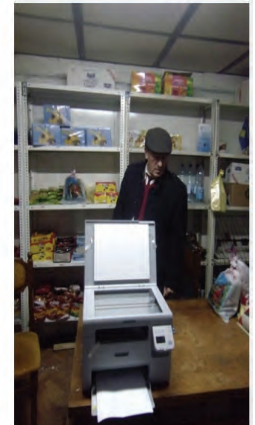
The networking team composed by Disabled People Organizations (DPOs) continued to help the project implementation through agreed common decisions, advocacy actions and planning.

This approach helped different DPO-s to understand the importance of working together and benefiting from each other. Utilization of common resources, exchange of information, joint participation in different events, increased their visibility and promotion towards local authorities of respective municipalities involved in the project. In this way, the project had an impact in increasing internal capacities of DPO-s, respectively professional management of DPO-s leaders and activists, in order to provide services for the needs of their community, as well as their representing empowerment at local and national level.

Moreover, the project has contributed to the decrease of prejudices toward disabled people through campaigns and sport activities implemented with the involvement of the community. As a result of cooperation between DPO-s, Caritas Kosova, Caritas Italiana and Kosovar Center for Self-help, the liaison office which provides support and counseling for DPO-s was established in Novo Berd. Creation of the Self-Help Groups served as a link between the associations and beneficiaries. There were experiences exchanged, good practices on sustainability, project designing, effective implementation of activities and income generation activities that would enable a qualitative life for disabled people. The project has positively influenced the increase of PWD-s' social inclusion, governance of their associations, and on self-sustainability for their activities initiated by this project. During 2012, CK with the support of Caritas Italiana implemented two micro-projects. One of the projects aimed the set-up fast food shop, known in Kosovo as “Qebaptore” within the organization of Handikos enabling the organization to generate incomes and working places for persons with disabilities.



The project objective is to improve increasingly the quality of life of this category of people, through vocational trainings and employment. Another important element is the fact that all the works have been done by the persons with disabilities and their contribution was essential for the success of the project. Nowadays, three people with disabilities are employed and besides this, Handikos in Gjilan is able to generate income which contributes to the financial sustainability of its own organization.



In addition to this, Caritas supported the implementation of the micro-project "Income generation for people with disabilities through sales in three kiosks" that aims to improve economic situation of three families of persons with disabilities and to support organisations (Handikos Gjilan and OPFAKKOS Viti) as their member, helping them to be involved and run income generation activity. Another output of this initiative is to slightly mitigate unemployment and above all, integrate persons with disabilities into the society, enabling rights and responsibilities as equal citizens of this society. Similar to the fast-food shop, within this micro-project three people with disabilities were employed. In addition to this, the generated funds will be shared with OPFAKOS and Handikos in Vitia (Gjilan) to support actions and activities of the respective organizations such as excursions, picnics, sport, and its daily activities.

I can hear you now!

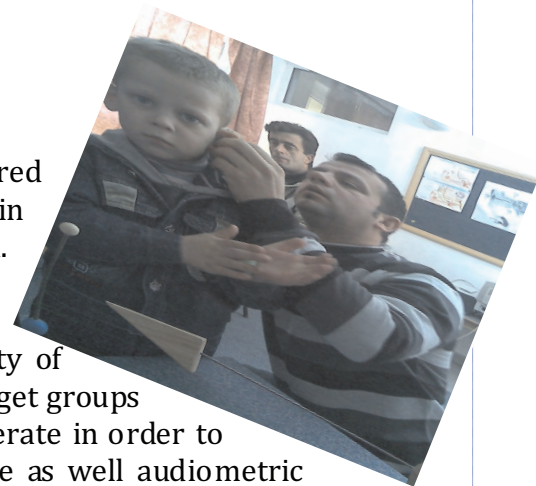
"Laboratory for hearing devices"

Outreach: Region of Prizren

Duration: 2012

Partner: Caritas Austria (Innsbruck)

Caritas Kosova, through the laboratory aims to help hearing impaired children registered in "Nena Tereza" School for hearing impaired in Prizren in order to get possibilities to hear even at a low level. Through the supply with hearing aids for children, we are also supporting the education system and making the work of teachers easier. The quality of education increases as well as the possibility of children to hear and better understand their teacher. One of the target groups are also the parents of these children with whom we closely cooperate in order to achieve best results for their children. In this context, we provide as well audiometric services, whereby, every week children of different ages go through the hearing test. This helps the teachers of the school to plan and adapt their learning individual plan for each student. Meanwhile, we have achieved to train teachers how to use the audiometric tool in order to test the hearing quality of children that attend their classes. Complimentary to this, Caritas continued to regularly provide ear moulds for other children, until now we have succeeded to supply about 70 % of children of the school with ear moulds. Moreover, Caritas adjusts the hearing aid devices according to tone-audiometric screening after providing the hearing test and supplying the ear mould. In continuation adjustments of the hearing device are done according to this method. The hearing aid gets adjusted separately for the right and left ear. Besides, analogue hearing aid devices which were the only products we initially worked with, this year we have started to use digital hearing aid devices.





We are different, but similar!

“National Peace Promotion”

Partners: Caritas Switzerland and Caritas Luxembourg

Duration: since 2010

Outreach: Mitrovica, Shterpce, Prizren (Dragash), Ferizaj, Prishtina

Promotion of Peace continued to be one of the main priorities of Caritas Kosova’s work in the year 2012 since peace and reconciliation remain emergent needs in the post-war society of Kosovo. In order to promote peace in Kosovo, we cooperate and are in partnership with Caritas Switzerland and Caritas Luxembourg attempting to involve as well relevant local actors. In the sequential phase of the National Peace Project, the established Regional Reflection Groups (RRG) were further empowered to contribute and actively engage in peace promotion initiatives in Mitrovica, Ferizaj, Prizren, Dragash and Shterpce. In frame of this project, members of the RRG attended thematic trainings such as dealing with the past, aiming to strengthen their capacities in peace promotion. More than 120 citizens from different ethnic and religious backgrounds were involved in the project activities, including national and regional institutions and NGO-s from Albania and Serbia as well.



Traditionally, Caritas Kosova organizes a peace conference on the International Peace Day 21 September. In 2012, the conference gathered different actors from Kosovo and the region of Western Balkans to reflect on the *“Multi-ethnic Dialogue in Western Balkans - Diverse Experiences”* with a broad representation of institutions such as: Mr. Bajram Rexhepi - Minister of Internal Affairs Ministry, H.E. Mr. Jan Braathu - Ambassador of the Norwegian Embassy and Mr. Arsim Bajrami - Head of the Commission for Constitutional Amendment of the Republic of Kosova. In addition to this, civil society actors constituted the second panel such as: Mr. Albert Nikolla - Director of Caritas Albania, Ms. Isabela Kisnic - Executive Director of the Helsinki Committee for Human Rights in Belgrade, Mr. Fitim Flugaj - Representative of the Islam Community in Kosova. The audience consisted of RRG leaders, regional and local institutions, religious leaders, embassy representatives and media. Significant messages on peace and reconciliation were transmitted during the conference which had a wide outreach:



“From all the constructions that you build nothing is more beautiful and worthy than bridges. Bridges are more important than homes. They belong to all by offering equal approach for each one. They are built there where the human beings need a linkage. Let’s hope that today’s conference has built a new bridge.”

Furthermore, the Regional Reflection Groups of Mitrovica, Prizren, Ferizaj and Shterpce

were awarded mini grants for short-termed initiatives in order to implement peace promoting activities in the respective regions. These activities targeted predominantly women and youth from all Kosovar ethnic groups through which the interethnic dialogue on the grass-root level in Kosova was further enhanced.



Women Together for Human Rights

“Women Together for Human Rights”

Outreach: Mitrovica

Duration: 27 months

Partner: European Commission

Promotion of human rights is one of the crucial Caritas priorities, whereby “Woman together for Human Rights” was implemented by Caritas Kosova for two years with the aim to promote human rights of people living in the municipality of Mitrovica regardless their ethnicity, religion and social background.



In concrete, five multi-ethnic women groups engaged in Human Rights were supported in coordinating their activities at municipal level by the Association of Mitrovica Multiethnic Women’s Group. The women were from Roma Mahala, Bosniak Mahala, Suvi Do/Suhodoll, Miners’ Hill and Osterode Camp. After two years of project implementation, nowadays the multi-ethnic groups and Associations are capable of: dealing with conflicts and differences between their members in a transformative way, identifying and analyzing issues/problems that affect their dignity and threaten their Human Rights and the rights of their families, formulating proposals and negotiate them with different institutions, questioning and lobbying for changes to existing discriminatory policies.

A significant step forward was achieved in developing feelings of solidarity and cooperation among existing ethnic or religious divisions. They have managed to transform existing conflicts of ethnic, religious or cultural nature to work together for issues that are shared by women from all ethnic communities of these five locations and to raise awareness and acquire skills in organizing themselves to promote the rights and interests of their families and of their fellow-women.



The established Multiethnic Woman Association is legally registered and through the community empowerment project approach their statute and an action plan was developed. Recently the Mitrovica Women Association achieved to be supported by the Swedish 'Kvinna till Kvinna' organization working in the area of human rights. Although it appears that women's rights are recurrently challenged, it is still essential to continue preparing women, especially in basic skills development. All international programming must include short- and long-term exit strategies, so that skills are developed and capacity is built, transferring responsibility to local ownership.

RAE children have the future !

"Social Educational Center in Dubrava "

Outreach: Ferizaj;

Partner: Municipal assembly of Ferizaj , KEC, SOROS and European Commission, Caritas Italiana

Duration : Since 2010

Caritas Kosova in agreement with the Municipality of Ferizaj and with the help of its friends, especially with the special contribution of the great humanist Don Sandro Sciaboleta, has built the Social Educational Centre – in Dubrava, a center which responds the needs and demands of the community (95% of them are Ashkali) in Dubrava village, by helping them not only in material aspects, but also on the field of health and education. The center was functionalized in 2010, by implementing a number of projects in the educational, social, health, cultural and artistic field, where numerous new talents of this community have been discovered. Nowadays, the center is daily frequented by approximately 500 people that have benefit from the services provided by us. About 350 are children attending educational programs consisting of pre-school and homework assistance component designed for students of I-IX grade, including literacy courses and dropout prevention. Caritas works closely with governmental and local institutions, representatives of the village, parents of the children as well as with the

leadership of the village school. The" Naim Frasheri" school director Mr. Basri Hasani, said: "Thanks to the center, RAE students have started attending school regularly, and become part of the cultural and artistic programs. Besides facilitating their learning process, reducing their absence at school and improving their performance, now even their hygiene is at a satisfactory level. " Moreover, 150 people benefit from the cultural component by being part of cultural and entertainment programs, artistic performances, excursions, visits and meetings where experiences are exchanged; whereas, 50 of our beneficiaries are patients who are provided with medical and dental treatment (since 2012). All primary medical services provided in the Ambulance of the Family Medicine in Dubrava are free of charge. In addition to our beneficiaries and partners, the Centre is regularly visited by the national and local media for interviews, documentaries and TV shows. As a result of all this commitment, Caritas Kosova 's work is highly recognized from local and international institutions.



Back to school!

“Strengthening, Integration of the RAE Community in Municipality of Prizren”

Outreach: Region of Prizren

Duration: since 2009

Partner: Caritas Swiss

The project Strengthening and Integration of the RAE Communities in Municipality of Prizren is implemented by Caritas Kosova in cooperation with Caritas Swiss since 2009. The project goals are integration and increase the number of employed young Roma, Ashkali and Egyptian; including the improvement of their conditions in various spheres such as : social life, education and improving their economic security. One of our main activities is non-formal education activities organized in three villages of the Prizren Municipality (Landovica, Serbica and Pirana) which includes additional tuition courses on reading and writing.

The course is offered to children who have dropped out of school and for those who have difficulties in learning. During the additional classes children at the age 8-16 have the chance to repeatedly exercise learning material that was taught to them previously at school. During this classes they are accompanied by relevant teachers on different subjects, particularly in Albanian Language and mathematics. As a result of the above-mentioned activities, we could identify many children living in these villages who have dropped out of school, and several of them who are attending school but have difficulties in learning.

Approximately 50 children were registered the offered courses. A great achievement is that 8 of those children who dropped out are back at school. Raising the awareness of the children's parents for returning to school was quite challenging; however, through our on-going efforts finally many of these children are now back at school and very happy for this decision, so are their friends and teachers. As well the parents have shown gratitude for the development of their children thanks to the Caritas support.





Children's Social inclusion!

Support integration of RAE children from Roma Mahala in regular school system

Outreach: Mitrovica Roma Mahala

Duration: since 2011

Partner: UNICEF Kosovo



Supporting integration of RAE children from Roma Mahala in regular school system is a project implemented since 2011 with the support of UNICEF Kosovo, aiming to improve the quality of life of Roma, Ashkalia and Egyptian children, living in Roma Mahala. One of the main problems faced by Roma society is the lack of access to education. In order to meet the needs of RAE community, the team of Caritas Kosova exercised an innovative approach program in working with children and parents. The program is called the "Portage Program" and it is structured based on the principles of the

behaviorism theory, which is designed for the children with special educational requirements from the birth to the start of schooling. The partnership with parents is the key factor in implementing such program, as they are the ones who understand, plan and encourage the development of their children in the process of learning. Profile folders are designed for 30 families (100 parents) which benefited from the project and 50 children (age: 3-10), containing the following information: agreement on cooperation signed between Caritas Kosova and parents, survey questionnaire filled in by parents, evaluation and assessment instruments, drawings and written materials done by children, psychologists' reports written upon each visit. Our action focuses on five basic development areas: socialization, speaking thinking, motor skills and self-assistance



Our beneficiary, I.A. a six years-old girl had difficulties in speaking. She was able to articulate most of the letters except: H, L, LL, RR and TH. Especially in conversation, she couldn't pronounce most of the letters correctly. These particular speaking problems undermined the girl's self-esteem, by affecting her concentration at school and daily life. Thus, there was an immediate need for motivation in order to improve her performance and create possibilities for the girl's progress. Throughout our accompaniment, speech enhancement techniques were applied and gradually her willingness to

communicate and exchange information improved incredibly. The model called: "Time for consideration" proved to be very useful and with support of our psychologist she created the four seasons with the puzzles and was able to tell a story about each season. In concrete we achieved to support her in improving her communication skills, comprehension of spoken words and clearer pronunciation. Nowadays, she is able to initiate a conversation and maintain eye contact as well. Her self-esteem is strengthened. Her family and friends can understand her well which generates a sense of safety and satisfaction to the girl. She is in her first grade in primary school "Dositej Obradovic" and shows great interest by regularly attending school, without considering the language barrier. With our work we prevented her from a potential drop out of school



No fingerprint - Now I can sign!

“Eradication of illiteracy”

Outreach: Mitrovica

Duration: 2012

Partner: Danish Refugee Council (DRC), NGO “Roma Women for Roma Women” (RWRW) and NGO “Grupi i Grave 2 Korriku”

After several years of work and numerous activities implemented with RAE community in Cesmin Lug, Osterode camp and Roma Mahalla, the project “Eradication of illiteracy” was designed to respond to the low educational level of the community. Caritas Kosova in partnership with the NGO “Roma Women for Roma Women” and NGO “Grupi i grave 2 Korriku” implemented this project supported by DRC (Danish Refugee Council). Additional partners are the Municipal Directorate of Education and Municipal office for Communities and Returnees. 64 women and girls from RAE community coming from Roma Mahala and 2 Korriku neighborhoods in Mitrovica were targeted by this project. At the beginning Caritas Kosova faced diverse challenges in the activities and trainings implementation since some of the RAE women would not regularly attend the courses due to their cultural perceptions such as prejudices, for instance one of them could not participate at the trainings because her husband would not allow her. After several meetings we managed to convince her husband about the importance of these courses that it will have an impact in their future. Finally she was given the approval for attendance and has finished the training successfully. Our beneficiaries were quite happy about the opportunity to become literate as Ms. M. Alimovic said:



“Finally, I never have to sign the documents with my fingerprint again - as I used to, which nowadays I consider is as a very primitive way. Very slowly but highly motivated, I am able to read newspaper and understand what the situation is, and the greatest thing is that now I can assist my children in their education.”



We protect OUR environment!

"Environmental protection"

Outreach: Mitrovica

Duration: 2012

Partner: Danish Refugee Council (DRC), NGO "Ardhmëria RAE"

Caritas Kosova in cooperation with NGO "Ardhmeria RAE" and with the main partners of the Municipal Department for Environmental Protection and Regional Waste Company "Uniteti" implemented the project "Environmental protection" supported by DRC (Danish Refugee Council). There are multiple sources of contamination in Roma Mahalla and the most endangered and vulnerable persons of the RAE population are children who are constantly exposed to an open contaminated environment with non - hygienic and disordered nourishment habits, whereby the threat of diseases is quite high. The project aimed raising the awareness of RAE community about environmental protection and the importance of living in a clean environment. Several different activities were implemented besides the physical intervention, including trainings on prevention, education, and awareness raising campaigns on problems and health issues and its consequences as well. The implemented activities contributed to the community sensitization by organizing workshops with women, men (gender balanced approach) and children. In monthly periods we cleaned the neighborhood and supported the construction of the park in the Roma Mahalla. As a result of these activities, we achieved to raise the awareness and follow recommendations for environmental protection. Progress was achieved as well in gardening skills and environmental maintenance within the community. It needs to be underlined that the community is taking self- initiatives and has shown great interest in keeping their neighborhood clean and protecting the environment they live in. The ten year old girl Kimete said: *"I will not allow my family members to throw the garbage elsewhere besides into garbage baskets. "* Whereas the 8 year-old Shemsi said: *"These workshops taught me that plastic bottles, cans, cartons, glass bottles or other trash materials should not simply be thrown to the garbage, instead these can be further used as for adornments."*





Entering the job market!

“Creation of Opportunities for employment of women in municipality of Ferizaj”

Outreach: Ferizaj

Partner: KFOS

Duration: 2012

Unemployment remains one of the biggest problems of the Kosovar society, especially women within the RAE community. Therefore, Caritas Kosova with the aim of creating job opportunities for RAE women, designed a mini-project named “Creation of Opportunities for employment of women in municipality of Ferizaj” supported by KFOS. During the year 2012, this project was implemented (January-July) in Dubrava - a village of the municipality of Ferizaj inhabited by RAE communities where the Social and



Educative Center of Caritas Kosova is located. Within this project we aimed to build the capacities and skills of the RAE women by providing them with professional trainings on managerial skills, planning, setting up a business and preparing and serving cakes. The selection of beneficiaries was done in cooperation with the Social and Welfare Center. Thirty women that had already been on the social assistance and/or unemployment list were selected. Immediately, after the set-up of "patisserie" in the Dubrava Center, the selected women followed a six-month training programme consisting of business management skills, professional cooking and serving of cakes. Upon completion of the training courses, these women have built up their capacities. Thus, we managed to facilitate their entering into the job market in Kosovo, whereby particular cases have even set up their own business initiatives.

I can make a living even in Kosovo!

Strengthening Tailor-made Assisted Voluntary Return (STAVR)

Outreach: National Programme;

Duration: since 2009;

Donor/Partner: Caritas International Belgium (financed by EU and Belgian national funds, through the Ministry of Social Integration and their state agency Fedasil)

Caritas Kosova since 2009 is implementing the Strengthening Tailor-made Assisted Voluntary Return (STAVR) project on the national level supported by Caritas International Belgium (CIB). The project aims to increase the chances of successful reintegration of voluntarily returned migrants (vulnerable or micro-business oriented) after their stay in Belgium. Caritas Kosova in cooperation with Caritas International Belgium provides the returnees with the required support to help them take the first tentative steps towards reintegration.



The assistance, that the Project offers, depends on the nature of the needs of every individual or family returnee. During the year 2012, Caritas Kosova has supported the successful re-integration of 34 cases who returned to Kosovo which include 17 individuals and 17 families. Returnees are assisted via micro-business consultations and field visits, whereby the latter have successfully set-up various businesses such as: milk production, cow farming, agriculture, taxi, car mechanic, car wash, butcher, carpentry, tailor and other. On the other hand, for the vulnerable cases funds are allocated to cover health treatment, education, purchase of basic furniture, and payment of rents or to cover other particular needs of the beneficiaries. This project has thus far contributed to improving the living conditions of the returnees and ensuring income generation for a sustainable welfare of the re-integrated returnee.

One of the successfully integrated cases is the story of Mr. Refik Jakupi from the viallge of Ruboc in Kamenica, who came back in Kosovo after a long period of time he had stayed in Belgium as an asylum seeker. He returned to Kosovo in January 2012 and immediately upon his return, with the counseling support of Caritas Kosovo he quickly made up a business plan and invested the reintegration fund in purchasing necessary work equipment. He decided to set up a small painting company since had an extensive experience in this profession and had worked many years in Germany as well. Quiet soon he received plenty of requests and therefore, he decided to enter a partnership with one of his friends in order to cover the demands. Today, he looks positive into the future and is convinced that it was the right decision to return back home. He has expressed his gratitude regarding the assistance given which enabled him to make a living in Kosovo and give an end to being a migrant in a foreign country.



Emergency - Snowfall !

"Winter relief in South East Europe"

Outreach: National level

Duration: three months

Partner: Caritas Network

In the frame of emergency preparedness, Caritas Kosova is part of the South East Caritas Emergency Group which was found in 2008 by eight Caritas organizations from South-Eastern Europe (Romania, Bulgaria, Turkey, Albania, Kosova, Serbia, Greece and later on enlarged to Bosnia and Herzegovina and Montenegro). In 2012, Caritas Kosova hosted the annual meeting of the SEECEG which is the main event of the group with the participation of all Caritas organizations from the region. All participating organizations had the possibility to report about the common snow emergency project in the respective countries and share their experiences. Besides this, the meeting included also: discussions, training sessions, common challenges, different information about Caritas Europa and Caritas Internationalis policy on emergency.



Emergency case in 2012: An emergent situation in Kosova was created after the heavy snowfalls in the South West of the country, namely: in the mountain village Restelica, Gora region where a snow avalanche covered nearly half of the village. Those consequences were: 10 victims, 15 houses totally destroyed and 6 ones partially demolished. Especially, in the deep rural areas in the municipality of Gjakova ,Decan, Klina, Peja, Prizren the snow reached height of 2m. The emergency project implementation was focused to different regions south and western part of the country. In West, the area of implementation was the Municipality of Decan, namely the village of Junik . In south part the main intervention was provided to the municipality of Dragash respectively in the village Restelica - Gora Region due to the extreme bad weather condition during winter time and the geographic position of the village.

The rapid intervention was organized through existing regional offices, volunteer teams and parishes, in order to assist the affected people by aiming to improve their living conditions through providing food and hygienic packages containing goods for three months. In complementary, Caritas distributed firewood for heating and bedding packages to affected areas. Caritas intervention was supported by Caritas Network.





Facilitate rural life in the beautiful South Kosovo!

“Strengthening of agro-businesses’ competitiveness and developing rural tourism in South Kosovo”

Outreach: South Kosovo

Duration: 2010-2012

Partner: Caritas International Belgium – European Union office to Kosovo

Strengthening of agro-business competitiveness and developing of rural tourism is a project implemented by Caritas Kosovo, financed by the European Union office in Kosovo and co-financed by the Caritas International Belgium, which aims strengthening of agro-businesses and developing rural tourism in south Kosovo. Objectives of project is contribution to the reinforcement of farmers’ initiatives and competitiveness in the region. This will be certainly a step further to strengthen the South Kosovo region’s economy and visibility as a green tourism destination and Kosovo economic development in order to facilitate its stabilization and integration within the Western Balkan and the EU. The phase I project duration was 2 years, whereby the first year the project focus was on the agro sector and in the second year we were more focused in developing rural tourism.

In concrete, first year of project was focused to support the farmers in 6 sector of agro which are: Dairy and milk processing, meat processing, vegetable production, fruit production and processing, wild fruit production and mushrooms, beekeeping. Project beneficiaries were farmers from the entire six municipality of South Kosovo like: Prizren, Mamusa, Rahovec, Malishevo, Suhareka, Dragash, who aimed to strengthen their family business - small to medium sized businesses depending on the sector. Moreover, Caritas Kosovo within the project activities organized study visits and trainings, which included visits abroad and in the region in all sectors which aimed to transfer new knowledge to beneficiary farmers, so that with acquired knowledge they could facilitate their daily work. Moreover, in the second project year, we focused on the development of rural tourism in south Kosovo and organized study visits abroad. Hereby, we promoted the south region as the beauty of Kosovo through supporting beneficiaries that are dealing with rural tourism and providing trainings to them in order enhance their knowledge and increase the economic development in the sector of rural tourism.





Sustainably developing of agro-businesses in the North of Kosovo

“Strengthening of farmers associations and support to a sustainable agri-business in the Ibar Valley Region”

Location: Region of Leposavic Municipality

Duration: since 2002

Partner: Caritas International Belgium

Since 2002, aiming the strengthening of agriculture sector in the North Kosovo in order to revitalize rural areas and valorize their natural resources, Caritas Kosova in cooperation with its partner Caritas International Belgium has implemented the project "Strengthening of farmers' associations and support to a sustainable agri-business in the Ibar Valley Region." In 2012, our Regional Office in Municipality of Leposavic successfully implemented its planned activities by supporting local farmers in their efforts to improve the quantity and quality of their products. This was achieved by providing investments in facilities, acquiring skills through different thematic trainings, study visits and enhancing their economic sustainability with micro-credits.

Besides the economic development of the region, Caritas Kosova together with the Italian KFOR (CIMIC), distributed social aid to vulnerable groups in North Kosovo. In concrete, the project beneficiary Mr. N. Islamovic, a well-known local farmer from Kaljin village, at the beginning of the project was farming one hectare, covering only his family needs, as due the lack of funds he could not increase his productivity. He invested the Caritas fund in purchasing agricultural machines, livestock, seedling material and rehabilitating facilities. Nowadays, he owns 18 livestock, 4 hectare cultivated areas and relevant agriculture machines. In a short interview about his collaboration with Caritas Kosova, Mr. Islamovic said:

“During 2012, I have attended two study visits in the region and three thematic technical trainings. I bought through the no-interest agriculture credit a spreader of organic fertilizer with a cardan shaft, designed for fast and high-quality distribution of manure in cultivated areas. I’m also using it to transport silage as well as other agricultural products. With Caritas' assistance I have managed to get high quality products which I am successfully selling at the market, by increasing my household incomes. However, the political instability is having an impact on the market, since due to the closing of milk dairy last year, for the same amount of production I was obliged to reach for more markets points.”



Caritas Kosova / Implemented Projects

Projects:		Budget 2012	Donor
1	HQ Structural Costs	80,637.68	all CK partners, European Solidarity Fund (Caritas Luxembourg and Spain)
2	Home Care	55,872.51	Caritas Germany
2.1	National Home/Health Care Center	290,314.59	Municipal Assembly of Gjilan, Klina, Rahovec, Suhareka, Viti, Ferizaj
3	Receiving Centers	41,146.90	Junge Leute Helfen, Ministry of Health, Caritas Roma
3.1	Social Assistance for vulnerable groups	17,820.01	Caritas Luxembourg
4	Consolidation of capacities to assist victims of trafficking in Kosovo	34,573.80	Caritas France, Caritas Swiss
4.1	Regional Anti-Trafficking Programme	1,260.00	Caritas France
4.2	Outreach work and low threshold services	4,184.78	European Commission, KMOP
5	Socio-Pasoral Project	7,911.86	Caritas Italiana
5.1	Diocesan Animation Programme (10 Million Stars)	23,841.46	Caritas France, Caritas Swiss, Caritas Luxembourg
5.2	Volunteer Promotion	3,510.00	Caritas Swiss, Caritas Luxembourg
6	Early Detection and Education (laboratory for hearing devices)	30,507.89	Caritas Germany, Caritas Innsbruck, Casanuswerk, Ini Teilen
6.1	National Programme for Disabled People	3,715.77	Caritas Germany
6.2	Strengthening the Network of CSO working on Disability	22,714.71	Caritas Italiana
7	National Peace Promotion	22,789.46	Caritas Swiss, Caritas Luxembourg
7.1	Peace and Reconciliation Programme	104,579.60	Caritas France
7.2	Women together for Human Rights	31,910.28	European Commission
8	Social and Education Center in Dubrava	66,614.04	Municipality of Ferizaj, KFOS, KEC
8.1	Strengthening Integration of RAE Communities in Prizren	21,214.51	Caritas Swiss
8.2	RAE HIP - Ali Ibra	5,218.60	Caritas Swiss
8.3	Support integration of RAE children into regular school system	38,695.48	UNICEF
8.4	Eradication of Illiteracy	12,536.00	DRC
8.5	Environmental Protection	18,025.40	DRC
8.6	Creation of Opportunities for women employment in Ferizaj	15,483.59	KFOS
9	Strengthening Tailor-made Assisted Voluntary Return	81,415.44	Caritas Belgium
10	Capacity building for National Emergency Coordinators (SEECEG)	2,320.28	Caritas Rumania
10.1	Emergency Assistance	46,680.19	Swiss Embassy; Caritas Swiss, Luxembourg, Innsbruck, Wien, Slovenia, Spain
11	Strengthening of agro-business' competitiveness and developing rural tourism	177,849.13	Caritas Belgium, European Commission
12	Strengthening of farmers' associations and support to a sustainable agri-business	84,187.86	Caritas Belgium
		1,347,531.82	



Annual Report

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