

WP 4.5 - REPORT ON EXCHANGE AND DISSEMINATION OF BEST PRACTICES

ANNEX 1

*9 REPORTS AND ONE SURVEY ON MONITORING OF BEST PRACTICES IN
THE FIELD OF POLICY MAKING DIRECTED TO DISADVANTAGED
CHILDREN AND WOMEN AND ON DISSEMINATION ACTIVITIES*

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FIRST REPORT – Best Practices Dissemination Activities Post FCT by P4 University of Tirana

Track of changes

| Date | Version | Comments | Author/s |
|------------|---------|---------------------------------|--------------------------------------|
| 29/07/2019 | Draft | Initial version of the document | R.Rama, M.Sota, I.Tahsini, D. Kalaja |
| 02/08/2019 | | Revision first draft | Rudina Rama |
| 26/08/2019 | | Final version | Rudina Rama |

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Synthesis - This report contains reports on visits in best practices for women and children in Florence: (Centro Sociale Via Bini, Casa Madre Bambino¹, Caritas, Io sono mio, Nosostras).

The reports on visits in best practices for women and children were presented in three meetings organized with students, professionals and policy-makers at University of Tirana, during July 2019².

The reports are in English.

Report No.1 Visit in Casa della solidarieta di San Paolino/Caritas

| Policy area | Target Group | Best Practice visited | City | Service(s) offered |
|---|-----------------------------------|---------------------------------------|--------------------------------------|--|
| Support to disadvantaged individuals and families | Disadvantaged adults and children | Casa della solidarieta di San Paolino | Firenze First Consolidation Training | Food and accommodation, individual plans of care |

Section 1: Description of the Services

• Type of Service

The service was a residential structure, run by Caritas, and supported by municipality funding. The service provides food, accommodation and support for the reintegration of its residents in the community. The clients of this service are disadvantaged individuals and families.

• Description of the target group(s)

¹ According to the agenda' possibilities to visit services, we didn't visit the Casa Madre-Bambino, so there is no report on that service.

² Meetings were organized with: a) students of Social Work/Bachelor; b) professionals working in social services and alternative custody; c) policy makers, professionals and professors at UT. A detailed information about these meetings will be given at The Report on Meetings with Stakeholders and in a summary table below.

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The target group of disadvantaged clients come from various backgrounds and needs, such as marginalized persons, who became homeless because of mental health problems, loss of job or housing, migration, etc.

- Description of Social Workers Activities

The social workers' main activity is the design and implementation of individual plans of care with all beneficiaries, resident in the center. The usual staying period, through which the plan is implemented is 9 months, with the possibility of prolonging for other 9 months, depending on the needs and changing situation of beneficiaries.

- Description of the main beneficiaries

The main beneficiaries of the center are single men, single women, women with children and families.

Section 2: Comments following the Study Visit

- General comments on the organization structure

The service started as an official cooperation between the municipality and Caritas, through a tender procedure, won by them. The requirements to be fulfilled by Caritas are various, including: 84 beds, one social worker, other support staff, reintegration services, etc.

- General comments on the quality of Service

The center provides good quality of service for the beneficiaries, in terms of not only attending to their instant needs for food and accommodation, but through setting obligation of active participation in the design and implementation of an individual plan of care, with the aim of reintegration of the individual/family in the community. The requirements of the municipality through the tender do not include psychological assistance and therefore the presence of a psychologist, although this is identified by the staff as a necessary service, but Caritas provides for it itself, through its own funding.

- General comments on the Beneficiaries

The beneficiaries of the center are men, women, young people and families from various backgrounds, which are supported by the service in a crucial moment of their lives, where they have 'dropped out' of the community and lack various resources in order to reintegrate in it.

- General comments on the Logistics N/A

Section 3: Elements of replicability

- Level of replicability (high, medium, low)

The level of replicability of this service is high, since there is already such a residential center in Tirana, which offers food and accommodation for homeless persons, but lacks certain elements of the services visited.

- Dimensions of replicability

Buying services from the third sector is a crucial dimension to be considered, since it's a requirement of the new law for social services in Albania, and a community need for which the municipality cannot provide for by itself.

- Elements of replicability

Responding to beneficiaries of various backgrounds and needs, in cooperation with other institutions. The replication of this element is important for the municipality of Tirana, where services often work in silo, and cooperation is challenging.

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A major requirement of this service was that each client should accept and work on a plan of care, with its own social worker. The replication of such a component is crucial for this new type of residential services (for Albania), in order to ensure sustainability of results and reintegration of clients in the community.

Section 4: Recommendations to the stakeholders

- Buying services from the third sector is a major requirement of the new law on social services in Albania (2016). It provides for services that the municipality itself cannot provide. In this regard, it is needed to move forward with addressing the constraints in the public procurement law (which clashes with the law on social services) and with building internal procedures for the specific tenders this service requires.
- Monitoring of services offered from ‘outsiders’ is a crucial element in ensuring the quality of those services. The Florence municipality ensures that (besides regular reports), through un-notified inspection visits to these services, which need to have a particular protocol for checking up, in order to make sure all areas of services are monitored.
- Reintegration of beneficiaries needs to be the main aim of such a service. In this regard, first, there needs to be a sufficient number of social workers in such a service, to ensure that each client has enough time to share with its own social worker.
- Further on, similarly to other residential or child protection services, this service needs to develop its own social work manuals of procedures, including phases of case management, techniques, various forms for each stage, roles of key stakeholders in the process, cooperation with other institutions, etc.
- Intersectoral cooperation is a key element of the success of such a service. Reintegration individual plans of care can be implemented only with the full involvement of all key stakeholders in the sector of health, employment, education, etc. In this regard, more specific rules/procedures of cooperation need to be built, which define responsibility and ensure accountability of all relevant parties.

Report No.2 Visit in Casa Famiglia “IO SONO MIO”, Monte Morello- Sesto

| Policy area | Target Group | Best Practice visited | City | Service(s) offered |
|--|---------------------|---|--------------------------------------|---|
| Residential structure for children in need | Children in need | Casa Famiglia “IO SONO MIO”, Monte Morello- Sesto | Firenze First Consolidation Training | Casa Famiglia is a structure that offer support for children in need. The foster parents presented to us their experience in dealing with children with severe traumas from their childhood experience and how much difficult was to help them in overcoming these traumas and being able to be part of a family. |

Section 1: Description of the Services

Visit to a residential structure for children in need “Casa Famiglia IO SONO MIO”, Monte Morello- Sesto

This

visit was one of the most interesting and unique ones during the First Consolidation Training in Florence. Casa Famiglia IO SONO MIO, was one of the few ones exciting in Florence. During our visit there we were accompanied from the head of Social Work Order in Florence. The foster parents

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presented to us their experience in dealing with children with severe traumas from their childhood experience and how much difficult was to help them in overcoming these traumas and being able to be part of a family care. The children were of different ages, gender and coming from different typologies of families (drug user, mental health problems, sexual abuse, etc). Casa Famiglia is a residential structure for children in need. This structure was composed from two foster parents their biological children (2 born and 1 adopted) and 6 residential children. The financial support of this structure was covered by local government.

Section 2: Comments following the Study Visit

The foster parents underlined several times the team work between different specialist and social services network and support. One of the strongest points of the success of this casa famiglia was the following training experience of the foster parents, the professional monitoring and supervising role from the social services and the close collaboration and support of the children relatives/familiars.

Section 3: Elements of replicability

Regarding the situation in Albania related to this service we can underline that in the frame of deinstitutionalization of children services, there are a lot of efforts from international organizations as Save the Children, Terre des Hommes, UNICEF and central and local government in this issue. This alternative care in child protection framework still is considered as pioneer.

Any child, in order to achieve a complete and a balanced personality, has the right to grow up in a family environment, in an atmosphere of joyfulness, affection and understanding. This is provided in article 5 of the Albanian Code of Family. This principle is one of the main pillars of foster care service. In Albania, foster care service is one of the novel forms of social services as a means of reflecting the taking of responsibilities by the government to protect children who are deprived of parental care. Foster care or as it is called in the Albanian Code of Family “foster family”, is a form of alternative care for children who are excluded from their family care. This form of caretaking provides children, who cannot live with their parents, a family life. Foster care is frequently used to provide temporary care, while parents are given help to find a solution to their problems, or to assist children and young people to overcome difficult paths in their life. Children will frequently return home as soon as the problem that established them in foster care has been solved and it is made obvious that the parents can safely exercise their parental responsibilities. Others might stay for longer periods in a foster family, some might be adopted whereas some others may lead an independent lifestyle. The Department of Social Work and Social Policy has been an important actor in creating specific modules on “Alternative Care in Albania” and “Child Abuse” in the framework of child protection services improvement as part of school curriculum update and trainings provided for social workers in child protection units.

Section 4: Recommendations to the stakeholders

This alternative care in child protection framework still is considered as pioneer in Albania. There are a lot of efforts from international organizations as Save the Children , Terre des Hommes, UNICEF and central and local government in this issue, but still it’s a lot of to do form making this service available in Albania in the child protection frame.

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Report No.3 Visit to Centro Sociale Via Bini, Florence

| Policy area | Target Group | Best Practice visited | City | Service(s) offered |
|--------------------|--|------------------------------|--------------------------------------|---|
| Community Centre | Minors, Women, Families in Need, Elderly, etc. | Centro Sociale Via Bini | Firenze First Consolidation Training | This community centre was covering a specific administrative territory. |

Section 1: Description of the Services

Centro Sociale Via Bini was one of social centres in Florence Municipality operating in a specific territory. They were responsible to offer services to minors, domestic violence victims, elderly, individuals with disabilities, and other people in need of social services.

The Head of Centro Sociale Via Bini presented to us the online system operating in Florence Municipality, which was the first one in Italy regarding the access to citizens in need of social/health services. The system was operating by calls from persons in need, but also by referrals, and to each person was appointed a social worker and an appointment to evaluate the needs. The social worker was at the nearest distance from the location of the client in order to guarantee access, accordingly to the administrative registration of the citizens.

The system had a database for each beneficiary and the information from the first evaluation till the end of the file was stored there. This system created the database needed for managers of the social services but also provided an integrated space to have information for services, progress of the beneficiaries and the needs not met from the system for each client.

Section 2: Comments following the Study Visit

The system of Florence Municipality has been a model to organize the social services in Tirana Municipality in terms of territory and access, but the online system has not been part of the implementation.

It was evaluated as a very good model to guarantee a) fast response to the persons in need; an individualized meeting with a social worker; a tracing system; a managerial system to assist policy or funding decisions; a very good tool to evaluate the quality of services.

Section 3: Elements of replicability

The element of replicability is the online management system of clients in need of social services, which was not complicated, guaranteeing a prompt response to the needs, direct access to citizens, professional help through the appointment of a social worker and a meeting, tracing tool for the clients and their needs' progress in the system.

Section 4: Recommendations to the stakeholders

- The establishment of an On-Call system from the Directorate of Social Services/Municipality of Tirana, where persons in need/other services/professionals/citizens can call and address their request in regard to a person in need.
- The development of an on-line system to manage the needs of clients or social services from the Municipality of Tirana.

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Report No.4 Visit in Multicultural Association Nosotras Onlus, Florence

| Policy area | Target Group | Best Practice visited | City | Service(s) offered |
|---------------------------------|-----------------------------|------------------------------|--------------------------------------|---|
| Women intercultural association | Immigrant minors and women. | Nosotras Onlus Association | Firenze First Consolidation Training | Sheltering, psychological, social and legal assistance. |

Section 1: Description of the Services

Nosotras Onlus Florence was an women intercultural association located in Florence first, many years ago, and in 2019 they were working not only in Toscana Region, but nationally and internationally, also. Their fields of interventions were:

1. Empowerment and autonomy of immigrant women through: Inform, guide, share the information starting from the migratory project of women (what is the reason for the journey, what can they do, what would they do), they were building together with women personalized projects, aimed at work, study, family, oriented towards autonomy.
2. Open desk to provide multilingual information, support, a space where foreign women can obtain information in their mother tongue. The services offered there were: information and support for services in the Florentine area; link supply and demand for domestic work and care work; legal assistance to report cases of racial discrimination; socialization groups among immigrant women.
3. Legal information, consultancy and psychological support for women and minors involved in non-legal emigration procedures or else.
4. Reception Houses for women and minors, who were in need of shelters. These shelters had limited beds because of the high standards they aimed to have in regard to the space, furniture and services provided for each client.

The organizational scheme was tailored to provide a fast decision-making and representation of immigrants women' groups in Italy but also representation of Italian professionals/activists working in the field of immigration. So the President, Secretary and many of the employees in services were with immigrant background, but Vice President was Italian and a well-known professional in the field of immigration in Florence.

The main source of funding for Nosotras Onlus was donation from the central government, private donations and EU projects. They had no funds from Municipality of Florence, which they evaluated as “a good thing” in order to keep their autonomy and high standards in their services.

Section 2: Comments following the Study Visit

A strong point of their recently experience was lobbying and advocating efforts in policy making level and participating as NGO in writing monitoring reports for the Istanbul Convention on Gender Equality, which enabled them to be at the highest levels of discussions of immigrants women' problematics in Italy. The group of professors, who visited this organization, reflected on the situation in Tirana and we concluded that ethnic and cultural minorities/other minorities in our society need to have more services tailored to them in terms of: teams and the representations of the minority groups; services and standards; sources of funding; different strategies to be empowered and be heard in local and national level.

Section 3: Elements of replicability

The element of replicability was the representation of the minority groups in the staff of social services, nationally and locally.

Nosotras was part of Networks, which made the organization stronger and better supported in its actions.

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Section 4: Recommendations to the stakeholders

- The development of Recruitment Policies in order to recruit persons coming from minority's backgrounds in social services. This policy might be developed from Municipality and Service Providers.
- Service providers such as NGO-s are important in the territory of Tirana, but they are working on individual contracts up to now, without a procurement procedure. The organization of service providers in Networks will empower them to raise the problematics of their target groups and to undergo the competition for municipal funding.

Report No. 5 Synthesis Table on Meetings with appointments with students of Social Work bachelor's degree of UT, professionals working in social services and alternative custody; c) policy makers, professionals and professors at UT

| Date | Type of activity | Main aim of the meeting/activity | Expected outcomes of the meeting/activity | Number of involved policy makers students | Number of involved Teachers/ Academic Staff |
|-----------|--|---|---|---|--|
| July 2019 | Meeting with the students after the First Consolidation Training | Description of the Best Practices and elements of replicability | Increased knowledge on social services models, developing the ability to analyze and reflect on the advantages and disadvantages of different systems, increased ability to reflect on the possibilities to improve a situation/system. | 47 (Bachelor level) | Monika Cenameri |
| July 2019 | Meeting with the professionals after the First Consolidation Training | Description of the Best Practices and elements of replicability. Better experimentation of Best Practices | Best practices replicability; Increased professional abilities. Developing the feeling of self-empowerment; | 17 professionals from state social services, institutions and third sector | Rudina Rama, Marinela Sota. |
| July 2019 | Meeting with the policy makers (administration) after the First Consolidation Training | Description of the Best Practices and elements of replicability | Increased knowledge about social services in Italy. Increased reflection about the replicability of some services in Tirana | 40 participants: policy makers national and local level (8), representative of NGOs, professionals, students of Master in SW. | Rudina Rama, Marinela Sota, Izela Tahsini, Daniela Kalaja, Miranda Spahiu, Eris Dhamo, Elona Dhembo, Juliana Ajdini, Veronika Duci, Florion Bejleri. |

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SECOND REPORT – Best Practices Dissemination Activities Post FCT by P5 University of Shkoder

Track of changes

| Date | Version | Comments | Author/s |
|------------|---------|---------------------------------|---------------------------------|
| 31/07/2019 | Draft | Initial version of the document | V. Dizdari, G. Biba, B. Topalli |
| 02/08/2019 | | Revision first draft | G. Biba, B. Topalli |
| 23/08/2019 | | Final version | V. Dizdari |

Editors P5

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1 - Casa Madre Bambino “Figlie del Crocifisso

| POLICY AREA | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICE(S) OFFERED |
|----------------------------------|-----------------------------------|--|-------------|---------------------------|
| Support to disadvantage families | Mothers and children, women/girls | Casa Madre Bambino “Figlie del Crocifisso” | Florence | Home family |

Section 1: Description of the Services

The social services that we have visited the first day during our week of “First Consolidation Training” in Florence, 25 – 29 July 2019, was Casa Madre Bambino “Figlie del Crocifisso”, a home family supported by the Catholic Church and also by the Municipality of Florence.

This service gives support to mothers and children, also families in social difficulties and women or girls in difficulties. In the last years the home family supports more cases of families in difficulties than girls or women. Some of the beneficiaries accommodated in this social structure were emigrant families. Some years before have had also Albanian girls in difficulties.

This social structure has a staff composed by only 3 people, two of them are nuns. The nuns were the managers of the house and they have a double role: as nurses and educators.

The role of social worker was part-time, and it was the social worker of the Municipality of Florence that gives advice and help the coordination of social services of this home family and the territory. The social worker together with the beneficiaries collaborate to create a social plan for the autonomy of the family or of the girls/women. This period of accommodation in this social structure, was defined as a period of consolidation and integration in social life and as a possibility to create a network of people that can help these families in future.

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So, this social service help and support families mostly and individual also, to avoid social exclusion and help their reintegration. The benefiter, during their stay in this social structure, have the permission to find a job and at the same time, they were beneficiaries of financial support from the Municipality of Florence. The nuns at the same time were the manager of the home family, and they live together with the beneficiaries, supporting them. The type of management of the service was liberal: the decisions are taken together and the structure try to function as a real family.

Section 2: Comments following the Study Visit

The organization of the structure was a detached house with a big and beautiful garden. At the first floor lives the manager staff (two nuns) and also it has a little studio for meeting, kitchen, bedrooms, and bathrooms. At the second floor it has just only bedrooms and bathrooms for the beneficiaries of the service.

The logistics was very good for this kind of social service, because it guaranties privacy and independence for the beneficiaries.

The quality of services was very good because the staff it have a long experience in this typology of social service. The structure had front with success a lot of challenges during the recent years (as change of typologies of beneficiaries- before they work only with girls and women).

Also the two nuns that manage the house were specialized during yeas in different topics of the social domain. The managers of the structures were very helpful to explain the model of organization, the finance support, and the supervision process. They also shared with us cases of success of beneficiaries that lived before in this social structure.

Section 3: Elements of replicability

In the Municipality of Shkoder exists a lot of social structures supported by religious order, especially by the Catholic Church. The categories of beneficiaries are mostly people with disabilities and orphan children. But in the territory of Shkoder we have lack of social structures, as home families that support families or girls and women.

In the last years Municipality of Shkoder has created, in almost every administrative unit, social community center for families, but the activities carried in these public structures are based in private funds by different NGOs.

In the 2010 the Municipality of Shkoder realized the process of procurement of social services (offering public funds to buy social services by NGOs in the territory) and it was a very good and helpful experience for both public and private social services. Through this experience it was create the first home family for orphan girls in Shkoder.

Based in this former experience we believe that it is important to change the way that we think about the financing of social services. Investing public fund in this domain is not a misuse of money, as most of people in our society think, quite the opposite, is a good investment to improve the quality of life.

Section 4: Proposals/suggestions to the stakeholders

One of the basic discussion related to the Municipality of Shkoder social services sector will be how to make public and private sectors to work together for social issues and services.

Till now the public sector just does the role of coordinator of social services in the territory, and does not offer public funds for social issues. In the other side, in Shkoder region is the private sector that finance social services, without guarantee of stability and continuity of service delivery.

Some legislative changes, as the Law “On decentralization and deinstitutionalization of social services” and the suggestions for modification of the Law “For procurement of social services” have created the “proper climate” to realize a basic change in social sector.

View the situation where the social services in the Municipality of Shkoder are, it is important to develop some new practices of offering and organizing social services through public and private sector. The

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Municipality of Shkoder need to increase founding of social services and create sustainable cooperation agreements with NGOs, in this way the continuity of social services is more secure.

Part of our discussion with stakeholders (students, social worker and police makers) in Shkoder territory will be base in this basic reflection:

Students meeting

- To share the experience of training and typologies of social services that we have visited in Florence and identification of similar social services in our municipality with the aim to sign agreements with these social institutions in which our students will do practice.

Social Workers meeting

- Comparison of social policy for children and women in Florence and Shkoder Municipality.
- Comparison of organization and financing of social service in Florence and Shkoder.
- Sharing experience about innovative social services, based on the realized visits in social institutions in Florence.
- Sharing experience about how to document social services action; digitalization process.
- Sharing experience related to the role of Social Worker’s Order of Tuscany and discussion about the necessity of this professional structure in our country.
- Discussion about the way how social workers of Shkoder will be organize in the future to create a network of professionals to share and discuss their challenges and to contribute at the same time in the development of social work profession.

Policy makers meeting

- Comparison of social policy for children and women; organization and financing of social services for these target groups in Florence and Shkoder Municipality.
- Sharing experience about innovative social services, based on the realized visits in social institutions in Florence.
- Discussion about different challenges that the policy makers’ front related to social services issues.
- Discussion about the modalities University and especially The Department of Psychology - Social Work can offer the expertise in confront of these challenges.
- The role of the students that do practice in social care institutions under the managements of Municipality of Shkoder. Better collaboration in regards of the improvements of volunteering issue.

2 - Casa della Solidarieta di San Paolino

| POLICY AREA | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICE(S) OFFERED |
|--|--|-----------------------------|---|---|
| Support and hospitality to disadvantage man, women, children, minors, refuges etc. | Disadvantaged man, women, children, minors, refuges etc. | “San Paolino House” | Firenze First Consolidation Training | Accommodation, social support, health services etc. |

Section 1: Description of the Services

Type of Service (legal nature: public, solidarity, private, NGO)

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“San Paolino House”, also called “house of solidarity” because of the various kinds of hospitality it offers, is a community service, non profit which provides an overview of the many realities of social disadvantage in the province of Florence.

Typology of beneficiaries

Caritas is involved in caring for people in need, in severe socio-economic hardship.

Type of beneficiaries:

Children and Youth: foreign minors and minors of families with problems.

Homeless and very poor people: homeless men, homeless women, people with serious diseases who have no right to public health assistance.

Women with or without children: in a difficult social and economic conditions.

Refugees: temporary reception centers including assistance and integration services.

Description of Social Workers Activities

Once the subject has been accepted to be a resident of the Caritas, the social worker is involved in the following activities:

- Socialization and entertainment activities and services.
- Getting in touch with the association’s services that help the guests to find training courses, to look for a new job and an independent accommodation as soon as possible.
- Promote and stimulate self-care and body care.
- To mediate and encourage health screening, where deemed necessary, to ascertain any pathologies and diseases.
- Booking and monitoring of specialist visits and / or interventions.
- Booking of dental visits.
- Dissemination of information on local social and health services etc.

Theoretical and methodological supports that guide the technical intervention.

The intervention can focus on supporting one or more adult components:

a. The pre-assessment tool with the aim of guaranteeing the best preparation of the active inclusion project.

- General part: containing the family registry, information on housing and on the work, training and economic situation.
- Vulnerability factors relating to the individual components and to the nucleus as a whole with reference to the following areas: housing; work condition; economic situation; declared/certified health situation; adult discomfort; welfare of minors with reference to the sphere of learning, health and social relations.
- Family resources skills; recognition of needs; adaptability etc.
- Active services for the family work placement; economic support; social health services; house assistance etc.
- Family history (loss of work, breakdown of family ties, illness, etc).

b. Organization’s information. At the end of the entry interview, the manager must record, on a specific IT model, the personal data of each individual guest, and put the information at the disposal of the Municipality of Florence staff.

c. Some technical intervention which includes:

Guidance and support services for access to vocational training and work.

Scholastic support in favor of minors.

Activities for over sixty guests.

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Socialization and entertainment activities and services.

Type of management and leadership (Hierarchical, Horizontal, Liberal, Authoritarian, Other, ...)

There is a hierarchical management structure

- The priest's communion
- Coordinator of Caritas (laity)
- Council directive: parish representatives appointed by their respective pastor and members of pastoral councils. Periodic planning and evaluation of the activity.
- Management of direction sector, offices and services. Monthly meetings. Including: listening center; canteen and shower; distribution center; shopping; food collection and distribution, clothing collection and distribution, furniture; relationships with schools, relationships with associations and ecclesial groups; relations with public bodies and civil society associations; project managers and special initiatives; secretary.
- Volunteers, with very different responsibilities. Periodic meetings of industry, annual assembly, training obligation: a group to whom are delegated the organizational aspects of caritas.

Financing

The municipal administration covers 80% of the costs, the remainder will be charged to the users who are hosted on the first and third floor.

Section 2: Comments following the Study Visit

General comments on the organization structure

The staff who look after those in need, based on my observation, they are professionally competent: they are properly trained in what they do and how to do it. I agree with the hierarchical structure of management, because the executive leadership can encourage effective execution of the projects and organization tasks. In the other hand member organization's managements prioritize efficient financial management and encourage everyone in the organization to do the same.

General comments on the quality of Service

I think that services provided by the caritas are useful and appropriate in line with the immediate needs of the residents. However, what I notice is an overestimation of social services, neglecting the psychological ones. Communicating with the social worker of the caritas, she affirmed that the house did not have a proper psychologist. We have to consider that the problems and difficulties of life besides social dramas that would have caused irreparable psychological problems to these persons.

General comments on the Beneficiaries

The "San Paolino" House of Solidarity - in which the Family House, the Hostel for Men and the two Hostels for Women are located - can accommodate a total of 84 people: it is a large family, made up of men, women and children with stories of life, age, nationality, traditions, cultures, etc. very different from each other, but all of them united by the urgency of finding accommodation because of poverty or marginalization.

To this people is offered hospitality for a fixed period during which, thanks to the support of operators and volunteers, a project is developed and allows them to become aware of their situation and build the future with more serenity.

General comments on the Logistics

To the guests are presented the logistics of the structure in the first few days, specifying how to use the hygiene service, the laundry service and the provision of meals; the rules of the structure and its spaces. They are also informed of the possibility of expressing their own opinion on the satisfaction with the

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service obtained. Communicating with residents it turn out that they are satisfied with the way these services are organized. I also found out that from my own observation.

General comments on the social response given to one's needs

In most cases "San Paolino house" can give the guests an adequate response to their needs. They do not have only material needs to satisfy, but also they can find respect and human warmth that are often denied by the society they have known. But I do not agree with the fact that the subjects included in the "Men Hostel" do not use the lunch service and that they must leave the building from 9.00 to 18.30. What happens with them during this time?

Section 3: Elements of replicability

I think this project it can also work well in my community do to the fact that Caritas it was also founded in 1993 in Albania by the Conference of Bishops of the Catholic Church. It provides assistance for civil emergencies and natural disasters in Albania, becoming a leading helper in the last 20 years. They provide essential services, such as food, water and shelter, care for those most in need.

Through training and development of individuals in the public and voluntary sectors, Caritas Albania provides continuity and longevity in improving the living conditions of Albanians. In conjunction with the Catholic Church, they develop and build schools, health centers, hospitals, roads, bridges, water supply systems, housing social canters for children, young people and people in need, like women trafficked and families with children with serious illnesses.

On the perspective of organizational replicability Caritas Albania's main office is in Tirana and has a staff of approximately 20 people and over 100 volunteers. All activities conducted by Caritas Albania are conducted in close cooperation with missionaries, clergy, volunteers and donors. Caritas Albania local offices operate in 6 dioceses: Caritas Tirana / Durres, Shkodra Caritas, Caritas Dashboard, Sapa Caritas, Caritas Lezha, Caritas Rrëshen and South.

We are conscious about the fact that the implementation of such a project would require a very effective and efficient organizational structure, because there are of course, vast differences between the two countries. It would be needed to coordinate the activities of the project with the project cities and to interface between the local agencies and beneficiaries, due to deficits in financial resources and the poor social policies that we have as a community.

Section 4: Proposals/suggestions to the stakeholders

Students:

- To know the typologies of social services that are offered in Florence and to identify similar social services in the Municipality of Shkoder.

Social workers and volunteers need to:

- be sensitized and to develop their abilities to coherently explore the underlying causes of people's needs who receive their support and the necessary changes to actually face these difficulties.
- have more frequent contact with the community to identify cases of poverty, abandonment or social exclusion.
- be involved in the identification and treatment of mental and / or physical health problems in collaboration with special structures.
- be trained to improve their professional and human competencies, including listening ability, empathy, adaptation, etc.
- work to find individual solutions in accordance to the context, taking into consideration the diversity and heterogeneity of the members of Caritas.

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Governing bodies of the organization:

- Sharing experience about innovative social services, based on the realized visits in social institutions in Florence.
- Discussion about different challenges that the policy makers front related to social services.
- Discussion about the further collaboration between the University and the Municipality.

3 - Associazione Nosotras

“NOSOTRAS ONLUS” WOMEN INTERCULTURAL ASSOCIATION” CENTER

| POLICY AREAS | GRUPI I SYNUAR | VISITED ORGANIZATION | CITY | SERVICES (PROVIDED) |
|---|---|-----------------------------|-------------|--|
| 1. Legal services, psychosocial for emigrants, especially women and minors 2. Advocacy for women's rights 3. Lobbying nationally and internationally for the emigrant women's rights 4. Economic empowerment of emigrant women and students through funding. | Emigrant women in violent situations; Minors, unaccompanied emigrants Emigrant students | Nosotras | Florence | Emergency Service, Psychosocial Support, Funding for women's empowerment, Legal assistance |

Section 1: Description of Services

Type of Service (legal aspect: public, solidarity, private, NGO)

Nosotras is a center which aims the empowerment and the autonomy of emigrant women. It is managed by social employee and cultural inter mediators, who are involved in empowerment and autonomy projects for emigrant women. The identification and reference of cases is carried by the Social Services of Florence Municipality. Empowerment projects aim at women's autonomy through information, counseling, housing, and employment assistance. The foundation project does not last more than a year and a half. Also, the center had on focus its services, information and awareness campaigns on maternal and child health, HIV prevention, fight against FGM.

Funding came from a variety of sources: the income owned by center from the shares of a bank and various businesses; projects funded by the European Fund for Integration (EFI/ FAMI) - Ministry of Internal Affairs (Department for Civil Liberties and Immigration) and projects dedicated to the health of the emigrant population, such as information and awareness campaigns on maternal and child health, HIV prevention, the fight against FGM and the prevention of infectious diseases.

Typology of beneficiaries

- Emigrant women
- Unaccompanied Minors
- Emigrant students
- Emigrant communities in Italy

The main beneficiary group were women. The center is a space where emigrant women receive support and information in their native language. The offered support aims to make emigrant women aware that the starting point is economic autonomy, which is a profession and consequently knowledge of the language of the host country; parallel to the problem of providing food, home and health.

Description of social employees' activities

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The social assistant, besides his professional role, also activated other resources provided by the Public Entity of the territory, which may not be only financial, but also those with various services located in the territory. This is in collaboration with associations and the third sector (Private Social Entities). By interacting with ASL (Regional Health Enterprise, specialized health services aimed at preventing diseases, treating people and rehabilitating them) and SDS (Society for Health) in order to reformulate the concept of health by the citizen and individual in health of the whole community. It is the task of the SDS to assess disabled conditions (disability) for the elderly and disabled, so it prepares interventions that provide appropriate safeguards for specific professions in order to enable a synergy of resources.

Theoretical and methodological support that determine technical intervention.

Some of the components where the intervention is based:

Preliminary evaluation tools or preliminary assessment of the situation, which includes:

- **Preliminary meeting** with the assistant / social employee expressing the need for assistance;
- **Situation Assessment:** After being informed about the situation the person is, the social assistant assesses the situation. It also records all personal information, as well as information on housing and work, training and the economic situation.
- **Elements of family resources;** recognition of needs; adaptability etc.
- **Family history** (breakdown of family connections, illness, etc.).

Center information. At the end of the meeting and initial assessment, the social assistant records in a form the personal data of each resident and makes the information available to Florence City Hall staff. After assessing the person, the social assistant directs the person to one of the colleagues who will be designing a project that will assist the person getting out of the situation by taking charge or custody.

Some intervention techniques include:

- Information about the center, services;
- Assessment of the person's condition;
- Psychosocial counseling;
- Support;
- Orientation;
- Taking care;

And where necessary guidance / orientation on other specialized services eg health needs in ASL and associations which are active in the municipal territory.

Type of management and leadership (Hierarchical, horizontal, liberal, authoritarian, etc...)

The structure of the center was liberal. It had:

- A board of directors
- Head of the center
- Three case managers
- 1 Psychologist
- 1 Social employee
- Volunteers: there were many college student volunteers and other emigrant women doing various jobs near the center.

The Funding

Funding came from a variety of sources: the income owned by center from the shares of a bank and various businesses; projects funded by the European Fund for Integration (EFI/ FAMI) - Ministry of Internal Affairs (Department for Civil Liberties and Immigration) and projects dedicated to the health of

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the emigrant population, such as information and awareness campaigns on maternal and child health, HIV prevention, the fight against FGM and the prevention of infectious diseases.

Section 2: Comments about the Study Visit

General comments of the organization structure:

Nosotras provides training, delivered by local teachers, on the following topics:

- Multiculturalism and Interculturalism
- Racism / Gender Discrimination
- 2nd and 3rd generation
- Gender violence in different cultures
- Sexuality and cultural interpretations: prevention of voluntary termination of pregnancy (IVG), early and combined marriages, family planning
- Female genital mutilation (FGM) through an integrated approach in various fields: anthropological-cultural, health and legal
- Traditional Medicine and Western Medicine
- Rites of passage in different cultures: birth, marriage, motherhood, death. Shamanism and magic

General comments of service quality

The center employs people capable of helping families arriving in Italy to find a space and helping spread the message of tolerance. Tolerance to “the other”, no tolerance for violence.

General comments of service beneficiaries

Beneficiaries are persons in socio-economic disadvantage, who turn to the center and thereafter receive the service, which consists of a pre-service called reception or professional secretariat. The first meeting is with the Social Assistant who expresses his need for assistance. After being informed about the situation the person is in, the social employee assesses this situation and directs it to one of the colleagues who will be involved in the design of a project that will assist the person in getting out of the situation by taking charge or custody.

General comments on logistics

Emigrants who are in distress, are well aware of the value of the word 'home'. Nosotras welcomes women into their homes with maximum dignity and freedom. Furnished in accordance with the principles of modern design and beautifully marked, Nosotras homes reflect the work of self-rebuilding that goes also by the consolation and tranquility that a well-preserved space can transmit. They are self-governing spaces, designed for women and minors with good conditions of autonomy, self-esteem and redemption ability. Staying home is supported by personalized projects that aim to keep them from six months to a year. Logistics related to the physical environment was supportive for fulfilling the needs of the target group. There were spacious areas, where the environment were complete with all modern equipment; special living spaces, entertainment. The building was surrounded by a green and relaxing environment, for whom care the staff and residents themselves.

General comments about fulfilling needs

This center provides support for fulfilling the needs of the beneficiaries not only material, but also of human support, respect and warmth often denied by the society they have known and the relationships they have created.

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Section 3: Elements of repetition

The projects of this center have space to be implemented in the Municipality of Shkoder as well, especially those projects which aim at empowering the returned emigrants. A large number of different age groups, who have emigrated, have returned but with little chance of integration in Albania. Most of them are returned emigrants from Germany. In Shkoder, there are initiatives by several NGOs, that provide funding to young emigrants, but there is still much to be done especially in terms of housing and long-term support, through sustainability programs and plans.

Section 4: Stakeholder Proposals / Suggestions

Regarding social employee we would recommend:

- Raising community awareness of the importance of helping and reintegrating return emigrant into society;
- Increase monitoring capacity related to persons in distress;
- Increasing trust in the relationship between the individual in need and the social service required that directly provides professional services to individuals, groups and the community at the local level;
- Time management, by shortening the wait time between receiving information and providing the required service.

Recommendations related to students:

- Develop a sense of volunteering;
- To focus on the master's level the academic preparation of the students should not be general, but should be treated in specific topics;
- Reflect on the curriculum providing information on the theoretical models and best practices of students of both levels: bachelor, Master of Science and Professional Master.

Recommendations for policy makers:

- To design and implement interventions aiming to empower the returned emigrants, especially returnee women;
- To increase the level and quality of social services in suburban and rural areas;
- To increase the capacities of identifying people living in difficulties in order to help them;

4 – Casa famiglia Io Sono Mio

| POLICY AREA | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICE OFFERED |
|--|----------------------------------|-----------------------------|--------------------------------------|------------------------|
| Support to children (orphan, abused, traficated ect) | Children without adults tutelage | “Io sono Mio” | Firenze First Consolidation Training | Home family |

Section 1: Description of the Services

The social services that we have visited the last day, during our week of “First Consolidation Training” in Florence was a home family named “Io sono Mio”. It was a very special social services, innovative also in Italy.

These services supported children without adult tutelage, case of different social background that they come as situation of sexual abuse, femicide, trafficking, etc.

One couple of adults, husband and wife, were the mother and the father of the children, account managers of the house, managers of social case for each child in this social structure.

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The social services that this structure offer were very rare and special. In the same house live together the two biologic children of the couple, together with other adopted our under-custody children. They live as a real family.

Each child frequents the school and also if he/she wants, choose to work. The aim is to conserve they money for the future, if they want to live by their own.

The role of social worker in this structure was represented by the couple, normally with the constantly support of Social Worker's Order of Tuscany. Most of social services that the children take, were recommended by Commune of Firenze, but also they recommend their children in private social services, for a more specialized support. The couple also take part in different training that the Social Work Order organize.

It was very interesting the fact that this family use animal therapy to help their children. Each of them has choose one animal to take care, because they live in a big farm. Taking care of an animal create their daily routine, help them to manage their emotion, to share affection and to take it unconditional affection that only animals can give.

The couple also explain to us the contact that they have created with the community. They were very open to all kind of comments in regard of their way of living. Each time that they have opportunity to celebrate, cause of birthday of their children or during holidays, they invite friends of school and their parents, to celebrate all together in their house. In this way the community can see how they live and also this practice it's a helpful way to create a network very necessary for the future of their children.

Referring to the type of leadership managements we can consider it as liberal, because each of children can decide what they want (if going to school, if living together or by their one), the parents just create the necessary condition to help them in their experiences.

This family is supported with founds by the municipality of Florence, different donations, their work salary and from the benefits of the couple's inheritance.

Section 2: Comments following the Study Visit

The organization structure was similar as in a family, where each person has a role, the rights and also the tasks to fulfill. Everybody knows the personal history of everyone and they can discuss about it as a real family.

The quality of services was very good, the positive comments of the representatives of Social Work's Order prove that. Also, the couple that manage the social services, were very prepared to deal with different difficult situations. Before they have started offering these social services, the couple have had experience as volunteers, also they still continued to participate in different trainings in social domain and they were very informed about the issues of psychology, social services, law, etc.

The beneficiaries of this service were children that have suffered different difficult situations.

Referring to the logistics; the family lives in a big farm in a remote area of Sesto Fiorentino Municipality. Each of children have their personal space or place for playing. In the garden were situated also the animals' stables. The house was surrounded by the green. It was a very peacefully place.

The children that live in this house have all the necessary conditions to create their new life. Most of them still keep their contacts with relatives; some of children were adopted by the couple and some of them were under custody.

Section 3: Elements of replicability

In the contest of Municipality of Shkoder, we have just one similar social services "Community Papa Giovanni XXIII", but is very isolated and not open with the community as the home family "Io sono Mio" was.

During the last years our municipality, in collaboration with other NGOs as Bethany or Save the Children Albania, is implementing a social project to foster the social service of custody. In Albanian culture, the

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custody was applicable only with children and their relatives. Custody without biological descent, was not present.

A lot of informative training sessions are organized to face with this cultural obstacle and also to prepare the first group of family that will take in custody a child without blood connection.

In the last years the situation is in progress, because also the Albanian legislation for Children Custody³, help with transfers (cash) and social support these families. But still remain a lot of work to do that this social service start to be culturally accepted by our community.

Based on the process of deinstitutionalization of social services for orphan children⁴ the Municipality of Shkoder is working in two directions: first they are working to help the biologic family of the child, with the aim to realize the reunion of all family members; in other case they are training to find a new custody family able to take care of these children.

Section 4: Proposals/suggestions to the stakeholders

One of the basic discussion related to the social services offered for orphan children in Municipality of Shkoder is the double administration of this social care institution by the central government and the local government.

All this situation is due to the progress of decentralization process. So, mostly of the budgets in public institutions that provide social services for orphan children in Shkoder, are still under the control of central government. Given that, is the central government that designs the budget of the institutions. Also, the staff structure is still dependent on ministerial levels, and this is considered as an obstacle to the provision of quality services, as it makes it impossible to fulfil social institutions with the necessary staff, according to their needs and specifications. These two problems have as common denominator, the slight progress of the decentralization reform of social services.

Also referring to the social services “Io sono Mio” that support some of children that suffer problem as femicide, in Albanian contest they are a lot of this cases, but it has a lack of legislation norms specific for this target group and also a lack of specific social services for them.

Part of our discussion with stakeholders (students, social worker and policy makers) in our territory will be base in this basic reflection:

Students meeting

- The discussion with the students will be focused on share our experience of training and typologies of social services that we have visited in Florence (home family) and identification of similar social services (Papa Giovanni XXIII) in our municipality with the aim to sign agreements with these social institutions in which our students will do practice.

Social Workers meeting

- Sharing experience about innovative social services, based on the visits in social institutions in Florence.
- Discussion about the situation of orphan in Shkoder Municipality and also about the process of custody for children.
- Discussion about the case of orphan children from femicide. The Role of NGO-s or public institutions.
- Sharing experience about how to document and organize a longitudinal study related to the situation of orphan in Shkoder Municipality with the assistance of professors of Department of Psychology –Social Work.

³ Referring to Albanian Law for Children Custody - nr. 149, date 13.3.2018

⁴ Most of children that live in social care institution in Shkoder; are social orphans.

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- Discussion how the Department of Psychology –Social Work can improve their curricula regards the issue of orphan children and custody service.

Policy makers meeting

- Comparison of social policy for children and women; organization and financing of social services for these target groups in Florence and Shkoder Municipality.
- Sharing experience about innovative social services, based on the realized visits in social institutions in Florence.
- Discussion about different challenges that the policy makers front related to social services issues.
- Discussion about the role of University and especially The Department of Psychology - Social Work to offer expertise in confront of these challenges.
- The role of the students that do practice in social care institutions under the managements of Municipality of Shkoder. How we can create better collaboration in regards of the improvements of volunteering issue.

5 - Report on Meetings with appointments with students of Social Work bachelor degree of the University of Shkoder and with the Municipality of Shkoder territory Social Workers

T@sk Project activities Shkoder, 23 – 26 July 2019

After the “First Consolidation Training” held in Florence on 25 – 29 June 2019, the team of T@sk project of University of Shkoder, has made two appointments with students of Social Work bachelor degree of the University of Shkoder and the Social Workers that operate in the Municipality of Shkoder territory. The aim of these appointments was the presentation of the reports on Best Practices for women and children (Casa Madre Bambino “Figlie del Crocifisso”, Casa della Solidarietà San Paolino, “NosOtras” association, “Io sono Mio”) visited in the area of Florence during the week of the training.

As foreseen by the T@sk project, WP4 “Dissemination & Exploitation”, the involvement of the Social Services in the territory, policy makers and students, is to be reached through a constant confrontation of best practices.

To achieve the goal of constant involvement in the T@sk project activities of the social workers, policy makers and students, the team project of University of Shkoder drafted an agenda of three meetings (one with representatives of each group of stakeholders).

Due to the difficult political situation in the Municipality of Shkoder, after the discussed process of local voting, meeting the local policy makers was not possible.

The detailed agenda of the others two meetings follow as bellow:

23 July 2019, 10.30 – 12.00: Meeting with students and teachers of bachelor program in Social Work

Participants:

- 11 students of second and third year of bachelor program study in Social Work.
- 5 teachers of bachelor program study in Social Work.

T@sk team: V. Dizdari, G. Biba, B. Topalli;

10.30 - 10.40: General presentation of T@sk project’s aim and scope and of the First Consolidation Training program in Florence by V. Dizdari;

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10.40 – 11.10: Presentation of a specific social service the “Social Secretariat of the Municipality of Florence” and of the best practices for children and women (Casa Madre Bambino, Casa della Solidarietà San Paolino) by B. Topalli;

11.10 – 11.40: Presentation of a specific model to respond to the Emergency and Social Urgency the “S.E.U.S” and of the best practices for children and women (“NosOtras” association, Home family “Io sono Mio”) by G. Biba;

11.40 – 12.00: Questions and free discussion with students and teachers about the best practices visited and a possible implementation of such practices in the area of Shkoder.

26 July 2019, 10.00 – 11.00: Meeting with social workers of the Municipality of Shkoder

Participants:

- 7 social workers of public social services and NGOs;
- 1 director of a public service for orphan children;

T@sk team: V. Dizdari, B. Topalli;

10.00 - 10.10: General presentation of T@sk project’s aim and scope and of the First Consolidation Training program in Florence by V. Dizdari;

10.10 – 10.30: Presentation of the “Social Secretariat of the Municipality of Florence”, the “S.E.U.S”, and the best practices for children and women (Casa Madre Bambino, Casa della Solidarietà San Paolino, “NosOtras”, “Io sono Mio”) by B. Topalli;

11.30 – 11.00: Free discussion with the social workers about the best practices visited and a possible implementation of such practices in the area of Shkoder.

Pictures from Shkoder T@sk project Meetings 23 – 26 July 2019

23 July 2019

Meeting with students and teachers of bachelor program in Social Work



26 July 2019

Meeting with social workers of the Municipality of Shkoder



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Shkoder, 31 / 07 / 2019
Author: Dr. Visar Dizdari

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THIRD REPORT – Best Practices Dissemination Activities Post FCT by P6 University of Elbasan “Aleksandër Xhuvani”

Track of changes

| Date | Version | Comments | Author/s |
|------------|---|---------------------------------|--|
| 26.07.2019 | “Nosotras Onlus” Women Intercultural Association” | Initial version of the document | Valbona Muça |
| 27.07.2019 | Centro sociale Via Bini 5 – Sesto Fiorentino | Initial version of the document | Elvira Dode |
| 27.07.2019 | “Casa della Solidarieta di San Paolino” | Initial version of the document | Darina Çoni (Kacollja) |
| 27.07.2019 | Casa famiglia Io Sono Mio | Initial version of the document | Elvira Dode |
| 29.07.2019 | Report On Meetings With Project Beneficiaries | Initial version of the document | Elisabeta Osmanaj |
| 31.07.2019 | | Revision first draft | Darina Çoni (Kacollja) Elvira Dode Valbona Muça Elisabeta Osmanaj |
| 02.08.2019 | | Final version | Elisabeta Osmanaj |

Editors

Darina Çoni (Kacollja), Elvira Dode, Valbona Muça, Elisabeta Osmanaj.

SYNTHESIS/INDEX

| | POLICY AREA | TARGET GROUP | BEST PRACTICE VISITED | CITY | SERVICE(S) OFFERED |
|----------|--|---|--|-------------|---|
| 1 | Support for women and their children | Abused migrant mothers and their minor children | Centro sociale Via Bini 5 | Firenze | Meeting basic needs: housing and food for battered immigrant mothers and their children to spend emergency time. Economic empowerment. |
| 2 | Support for women and their children, fathers etc. | Mothers, children and fathers | “Casa della Solidarieta di San Paolino | Firenze | Completion of the basics needs: accommodation and food for mothers and their children to pass tme emergency moments. Economic empowerment. |
| 3 | Support to disadvantaged Women | Disadvantaged Women | Associazione Nosotras | Firenze | Support for foreign women where they can receive information in their mother tongue but also receive support and assistance to tackle the difficult path of integration into social life. |

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| | | | | | |
|----------|---|--|-----------------------------|---|---|
| 4 | Support for minor children with social problems | Children under 18 years of age raped, trafficked and abandoned | “Casa famiglia Io Sono Mio” | Monte Morell o - Sestro Fiorent ino - Firenze | Residential structure for children in need. Accommodation in adoptive, adoptive families. Achieving social autonomy |
| 5 | Report on Meetings with Project Beneficiaries, Student, Employers on Social Services, Policy Makers after the First Consolidation Training Held in Florence | | | | |

1 - Casa Madre Bambino “Figlie del Crocifisso

Section 1: Description of the Services

“Centro sociale Via Bini 5” provided services for vulnerable mothers (abusive immigrant mothers) and their children. It was managed by two volunteer workers who were members of the Priesthood Order and had long experience in organizations providing various community services. The center's funding relied in large part on the funding provided by the Municipality and the priestly Order itself. The fund was funded through a quota to cover individual expenses at a high level, compared to the per capita income required by the standard of living.

Mothers were encouraged to play the role model as child support, given previous family problems. Special attention was also paid to empowerment through economic independence. This was achieved by finding jobs and earning an income that they could afford and did not spend on daily necessities, as these needs were met by the social center. The help these mothers received was on a high level, including the emotional support so necessary for them and support for housing (paying nothing). Beneficiaries of this service were referred by the social workers of the municipality, after receiving information and assessing the case as a need for emergency intervention.

The target group for the center was abusive, immigrant mothers and their children under the age of 18. The center currently housed two families. One of them had three children who had problems with care. The mothers helped keep the children in the garden while they were working. But the center itself had facilities where children had fun and were taken care of by two center staff while the mothers were present at the center but had to deal with food preparation.

The role of the municipality's social workers was to identify and refer the case to the relevant services as well as the support they provided to mothers and their children for social reintegration, keeping in mind the cultural impact they came from. Social workers played an important role in empowering mothers by helping them get employed. The social worker's support was referral to care facilities for mothers and children in need. The social worker monitored the whole process from case taking until final assistance, when mothers were able to have a safe life for themselves and their children.

The main beneficiaries were mothers in need and their children. Mothers found support to overcome emergency situations starting with housing and providing basic nutritional needs for themselves and their children. The first point of assistance was precisely the contact with the social workers of the municipality, where the mothers sought first aid and referred to the social center according to the problems encountered to overcome the emergency situation.

Section 2: Comments following the Study Visit

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The organizational structure of the center was the same as the family institution, playing the same social role and function. The facility had two volunteer social workers who managed the center's premises and provided support to women by creating facilitation in their daily lives. Social workers at the reception points in the municipality directed the case and referred it to social centers as needed.

The service provided by the center and its staff was specific, on a case-by-case basis, based on the needs of the situation of abusive immigrant mothers and their minor children. The service consisted mainly of assistance including: housing, food, emotional and moral support, professional psychosocial services and assistance for integration into society.

The beneficiaries were the mothers and children directly and the whole of society and the community indirectly, who received the necessary support by meeting the basic needs for food and shelter. Their empowerment was achieved by creating employment opportunities and securing economic independence by managing the earnings they earned outside the center.

Logistics related to the physical environment was a supportive support to meet the needs of the target group. There were spacious areas including: shared kitchen area complete with all modern appliances; special living spaces, entertainment where they could play various musical instruments, paint; separate bedrooms for each family. The building was surrounded by a green and relaxing environment, which was cared for by the staff and residents themselves.

Section 3: Elements of replicability

At the local level we do not have similar centers for housing of women and children funded by the Municipality. But emergency cases for battered women are referred to a non-profit, non-governmental organization "Women's Forum" by employees of the "Office of Coordination of Violence" at the City Hall and the Police Directorate after receiving protection orders. The "Women's Forum" has as its mission: the protection of women's rights; their legal representation before the justice authorities; provision of legal assistance, advocacy on issues facing women on the verge of divorce; psychosocial counseling.

"Women's Forum" provides financial support from the European Union with the contribution of "Kvinna till Kvinna", in the framework of the project "Addressing Women's Needs, Victims of Domestic Violence in Elbasan County" as well as various other projects. earned. This way of securing funding makes budgeting not long-term, but temporary, as long as the project lasts.

In the Emergency Shelter at the "Women's Forum" Elbasan has the capacity to accommodate only two raped women with their children.

The organization has set up a Day Care Center for 12 years, sheltering from 3-7 hours to 2-3 days, pending receipt of the Immediate Protection Order (UMM). The center offers services such as: continuing psychosocial, medical and legal counseling; while staying in the woman's center, children were provided with normal accommodation, living, food, clothing and sleeping habits as appropriate. Equipping the woman with the Immediate Order of Protection makes the transition to another longer-term shelter.

Section 4: Recommendations to the stakeholders

Within the recommendations we would give to the interest groups regarding women's and children's issues, we would divide them into three groups: students, social workers and policymakers.

Student Recommendations:

- Develop a sense of volunteering by participating in institutions that provide social services to individuals, groups and the community.
- Reflect on the internship part of volunteering, encouraging continued participation in the volunteer work of today's students, who will be social workers tomorrow.
- Teamwork should be primary, focusing on efficiency in addressing problems to be addressed as soon as possible.

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- Work to ensure that students' academic preparation is not general information, but that there are references to the best experiences gained during training in Florence, especially at the Master's level.
- This will be accomplished through:
- Outreach meetings with bachelor and master students.
- Reflect on these changes and during classroom instruction in the classroom by promoting individual and group work.
- Through outreach meetings held by the department to provide students with specified study programs for specific target groups, increasing their interest in the social worker profession.
- Involve students in practical assignments to enhance their professional and managerial ability in handling different situations.

In relation to social workers we would recommend:

- Raising community awareness of the importance of women's role in society.
- The role of the family model for its functioning.
- Increase monitoring skills related to domestic violence.
- Addressing issues related to women and children in special institutions.
- Promoting employment through social businesses.
- Greater involvement of social workers in the creation of bridges of institutional cooperation.
- Frequent contact with the community to identify cases of violence, abandonment and child abuse
- Recording and professional handling of special cases in cooperation with the competent authorities.
- Overcome the difficulties of social workers in implementing modern techniques for identifying cases that need assistance.

The implementation of these recommendations will be carried out through:

- Informative meetings with the target groups on best practices taken in Florence during visits to social structures.
- The presentation of the theoretical materials referred to in this training
- Exchange of experience gained during visits to different social centers.
- Collaborate with local institutions in the context of decentralization to reform social services.

Recommendations for policymakers:

- Establishment of the “Needs Assessment and Referral Units”, which is foreseen in the law as of 2016.
- Increase the level and quality of services in suburban and rural areas by social workers.
- In the context of territorial decentralization and territorial reform, which was subsequently followed by the Law on Social Services, to have greater information about the community and the new services offered.
- Increase monitoring capacities related to domestic violence.
- Professional growth of women, who raise their children alone by offering free courses at vocational training centers.
- Prioritize the employment of women who raise single children by doing business locally.
- In some cases, the lack of appropriate education of some of the social workers, who are close to municipalities or administrative units, creates obstacles in identifying and resolving social problems.
- In the absence of the Order of the Social Worker, which has the task of controlling and monitoring the social workers and the services provided, the control of the competent authorities to increase the quality of services mainly in schools and families is increased.

The implementation of these recommendations will be carried out through:

- Training with social workers, where we will assist unskilled social workers to enhance professional performance by sharing with them the best practices adopted in Florence.

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- Training some Master's students on best practices in order to be offered as volunteers in areas where local government is unable to cover them with social workers.
- Conducting continuous monitoring will increase the quality of services provided.

2 - Casa della Solidarieta di San Paolino

Section 1: Description of the Services “Casa della Solidarieta di San Paolino”

The social centre The house of solidarity: ‘ San Paolino’, sheltered more than 80 people, organized for 3 family categories ; mothers and children, fathers and emergency cases. This centre was like a type of a big family composed by people with varying ages, nationality, traditions and cultures, that are very sundry from each other, but all of them were united by needs and urgencies to find shelters and food. The centre offered the hospitality for a specific period of time, during which, thanks to the support of operators and social volunteers, let them become conscious for their condition and to build their future with more quiet and based on the Italian rules and laws. Often some of them didn’t need to complete only materials needs, but also to find human warmth, mostly denied by society, where they have lived earlier. The volunteers contributed and played an important role in building a welcoming atmosphere and cooperated in different useful activities for the right functioning of the house of solidarity.

From the point of view of space organization, the house was composed by six rooms [each with four spaces of a personal cabinet and a shower], separated in floors. Each floor had their own service, where the kitchen was common and it was put together with a laundry room fully equipped, a common room for TV and food, a space where children could play and had fun. The rooms were equipped with foods. According with the way of accepting in their homes, the requests were accepted with a requests of social services and two of them were reserved for Social Interjections {PIS}. The period of waiting depended from the guests needs and usually didn’t pass six months, which could also be longer. For the users that came from {PIS} existed a maximal stay for 30 days, that could also be longer again in time. In the structure of the house of solidarity organization it had three social operators, who took care directly with the integration and the free time of the arrivals. The role of social workers it was in the comfort that was given towards the mothers, but also towards their children for the social reintegration.

Section 2: Comments following the study visit.

The organisative structure of the centre managed by Caritas, which had a capacity of 24 places for the Italian women or emigrants, adults, residents or not, even with children to offer them a long wait and to guarantee a long road of social support. The structures is in fact an integral part of the wait and permanent system, promoted by the administration. This is a type of a good quality courtesy that combined the support for people, who faced difficulties with the research of ways to reintegration and win again the autonomy, overcoming the difficulties of the new beginning integration in a specific society. This kind of job and support was possible thanks to the municipal police, that every day cooperated with social services and with the third sector in the topic of hospitality.

V] The service offered by the centre and its workers was specific, case after case in base of the needs, that the situation of mothers and children, fathers presented. Beneficiaries were mothers and children, fathers, which took the support they needed by completing the basic needs for food and for shelters. Connected with the access way, 18 requests were activated with requests of social services and 2 were reserved by Social Interjections [PIS]. The period of waiting depended on the guests needs and usually didn’t pass 6 months, that could also be longer in time. For users that come from PIS [Social Interjections] existed a maximum stay of 30 days, which could also be longer.

VI} Logistics connected with physics environment it was a supporter for completing the group needs. It had a abundant surface, where it was included: the cooking common environment, completed with all the contemporary gadgets; special stay environment ; entertainment, where they could play in different music

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instruments, could paint; special bedrooms. The building was surrounded by a green and restful environment, for which the workers themselves and the residents took care.

Section 3: Elements of replicability

In a local level we have similar centers for housing people in need like Albanian Caritas. This is a humanitarian organization that works for improving the life conditions of the most needed people in Albania. It was founded in 1993 from The Albanian Bishops' Conference of the Catholic Church, two years after the end of the communist regime and was recognized by the Albanian state like a charity organization of the Albanian catholic church by decision of the court of Judicial District Tirana, on 03.10.1995. Since 1994, Albanian Caritas is a member of Caritas International and European Caritas, the world- wide network of Catholic organizations that provide relief.

Since the time of its founding Albania has passed different crises {the war with the neighbor Kosovo, the collapse of the economy, the highest levels of poverty in Europe}. Albanian Caritas has responded to these challenges by securing material assistance and by returning the hope in the communities, where he has worked. In the early years Albanian Caritas has responded a big number of human crises like flooding, conflicts and immigrants, by securing health services, education and accommodation.

Albanian Caritas works with educational programs aimed at strengthening civic participation, promoting social equality, providing support services to the most vulnerable communities, promoting volunteering, educating children and young people through education, peace initiatives, aimed at building bridges, between divided communities.

All activities, managed by the Albanian Caritas, in the last 20 years have been conducted in close interaction with volunteers and donors. The common purpose of these activities is based on the fundamental values of love, mercy, and solidarity with the people in need. Albanian Caritas, within the medium and long term objectives, offers services and assistance without religious, ethnic or racial differences. Caritas Albania manages, develops and builds social institutions and initiatives such as schools, health centers, hospitals, roads, bridges, water supply systems, shelters, schools and social centers for children, young people and vulnerable groups, such as Roma children, families with sick children, or trafficked women. Through training and development of individuals in the public and voluntary sector, Caritas provides long-term, sustainable improvements in the quality of life of Albanians. Albanian Caritas works according to programs: Social Program, Health Program, Anti-Trafficking Program and Supporting Women in Difficulty, Fundraising Program, Emergency Program and Customs Service Program. Using the unique network of parishes Albanian Catholic churches and religious communities, Caritas Albania is able to bring positive changes in all areas of Albania from the main cities to the most remote rural communities.

Albanian Caritas seeks to be present in the consequences of civil emergencies and natural catastrophes, providing primary services and helping those who are most in need. This includes some of Albania's tougher periods in recent years: the collapse of the communist regime, from 1990-1992; civilian protests, followed by bankruptcy of pyramid schemes from 1997-1998 and the Kosovo refugee crisis from 1998-1999. Caritas also helps people affected by floods, people in rural communities, clogged by snow, and other victims of natural or human causes such as the explosion of ammunition depots in Gerdec on 15 March 2008. All over Albania 6 Diocese Caritas are part of the Caritas National Network: Caritas Tirana-Durres, Caritas Shkodër-Pult, Caritas Sapa, Caritas Lezha, Caritas Rrëshen and Caritas South, as well as 95 referral missions all over Albania. As a direct organization of the Catholic Church where it is practiced, the charisma of the spirit to love the neighbor as well as yourself, in all the initiatives undertaken by Caritas, it catches the eye the feeling of volunteering.

Section 4: Recommendations to the stakeholders.

Necessary recommendations regarding social workers:

- Community awareness about the importance of the role of volunteering in society.

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- Increasing the role of humanism in society.
- Capacity building through training and development of individuals in the public and voluntary sector, ensuring long-term, sustainable improvements in the quality of life of individuals

Necessary recommendations regarding students:

- Develop the feeling of volunteering and raise awareness about this feeling.
- To focus at the master level student academic preparation should not be general, but at the same time increase awareness to help groups in need.
- To provide information on theoretical models and best practices to the students of both levels: Bachelor and Master of Science and Technology.

Recommendations needed for policy makers:

- Increase the level and quality of social services in peripheral and rural areas for social workers.
- Identify persons who are living in difficulty in order to help them.

3 - Associazione Nosotras

Section 1: Description of the Services "Nosotras Onlus" Intercultural Association "

The Center is managed by social workers and cultural intermediaries who are involved in empowerment and autonomy projects for immigrant women, in collaboration with the Social Services of the City of Florence and the North West Florence Health Center, as well as various public bodies with which Nosotras cooperates at regional level. The "Nosotras Onlus" Women Intercultural Association was intended to create a "joint" project, which would help the individual to come from the difficult situation he is in and move to a normal state, or to return it to a independent. Strengthen the awareness, skills and abilities of migrant women to help them in their paths of autonomy.

This intervention, through a project, is clearly distinguished from the state of the charge, which leads to assistance from time to time because it is temporarily granted. The duration of the project (support) has a limited time, does not exceed a year and a half.

Funding is made by the European Fund for Integration (EIF / FAMI) - Ministry of Interior (Department of Civil Liberties and Immigration) and dedicated projects of health of the migrant population, such as information and awareness raising campaigns on mother and child health, HIV prevention, fighting FGM and preventing infectious diseases.

The group of beneficiaries were women. The center is a support, a space where foreign women can get information in their native language, but also receive support and assistance to address the difficult path of integration into social life. The aim is to make women emigrants aware that the starting point is economic autonomy, hence a profession and hence the knowledge of the language of the host country; parallel to the problem of food, home and health insurance. But this outcome can not be achieved if the surrounding environment, ie the people living in the neighborhood, in the city, do not understand the needs and complications of this immigrant population. The task of peaceful coexistence passes through the binary relations of welcome and integration and involves, to varying degrees, all people.

The social assistant, apart from his professional role, also activated other resources provided by the Public Entity of the Territory, which may be not only financial, but also those with various services located in the territory. This by cooperating with associations and the third sector (Private Social Entities). By partnering with the ASL (Regional Health Enterprise, specialized health services aimed at preventing illnesses, curing people and rehabilitating them) and the SDS (Health Society) in order to reformulate the concept of health from the citizen as an individual in health of the entire community. It is the duty of the SDS to assess disability (disabled) situations for the elderly and invalids, thus anticipating interventions that provide appropriate safeguards for specific occupations in order to provide a synergy of resources. The social / The social service offers: information, assessment of the situation, psychological-social counseling, support, orientation, taking care, and in cases where it is necessary to lead to other specialized services eg for health needs in ASL and in associations that are active in the municipal territory.

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Beneficiaries are:

- Pupils and teachers of schools and institutions of all levels
- Students and teachers of the University
- Health workers (gynecologists, midwives, health assistants, pediatricians, general practitioners, psychologists)
- Social workers
- Language-cultural mediators
- Public administration employees (schools, registration offices, URPs, etc.)
- State Police and Public Safety Operators
- Operators of voluntary associations and the third sector.

Section 2: Comments on the Study Visit

In the center are employed people able to help families coming to Italy to find a space and to help spread the message of tolerance. Tolerance to the "other"; there is no tolerance for violence.

Beneficiaries are persons in economic-social difficulties who are addressing the center and after that they receive the service which is comprised of the preliminary service called the reception or the professional secretariat. The first person has the assistance with the Social Assistant expresses his need for help. As informed about the situation in which the social assistance person assesses this situation and leads it to one of the colleagues who will deal with the design of a project that will help the person to get out of the situation through receiving in custody or guardianship.

Emigrants who are in a difficult state are very aware of the value of the word 'home'. Nosotras welcomes women to their homes with dignity and maximum freedom. Furnished by the principles of modern design and well-marked, the Nosotras homes reflect the work of self-reconstruction, which also passes through the comfort and tranquility that can transmit a well-preserved space. They are self-governed spaces designed for women and juveniles with good conditions of autonomy, self-confidence and redemption. Home stay is supported by personalized projects that aim to keep them from six months to a year. Logistics related to the physical environment was a support to meet the needs of the target group. There were spacious areas where the premises were complete with all modern equipment; special environments for living, entertainment. The garden was surrounded by a green and relaxing environment, for which employees and residents were cared for.

Section 3: Elements of replicability

At the local level we have a similar center called " The Next Vision " and its beginnings have been in 1998 when the Italian Non-Governmental Organization CEFA, based on an agreement with the Albanian Government, established through the development projects a social services game in the city of Elbasan. The staff of social workers who worked for the implementation of these projects were trained in order to acquire the necessary resources to provide and offer these services autonomously. Since the end of 2001, a group of employees began work on the establishment of a non-profit Albanian association and on February 20, 2002, the association "Tjeter Vizion" was established. The association received the approval of the Tirana Court on 8 April 2002. Starting from May 2002 and presently, "Tjeter Vizion" offers target services groups in need in the city of Elbasan. It also provides services in the social, agricultural and health field, for the categories in need of society, in order to improve their livelihoods and the community at large. In the framework of the fight against human trafficking "Tjeter Vizion" has been active and helped alleviate this phenomenon. The rehabilitation and social integration of minors with trafficking experiences and the prevention of this phenomenon through the provision of services, supported by the CAAHT program and funded by USAID and with the support of strategic partners and donors such as CEFA, CIES has ensured the continuity of these projects etc. . Recently, the association has decided to act in the Field of Agriculture and Social Businesses in order to

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have access to the absorption and participation in projects in these fields, in order to establish support activities for social services in the Elbasan district.

Repeat Dimensions

The association cooperates and has the partnership of local and national institutions as well as international donors who support it financially through the presented projects. Among these partners we can mention: Elbasan Municipality, Elbasan County, Ministry of Labor, Social Affairs and Equal Opportunities, Ministry of Interior, BKTF, MKR, etc. While the donors currently supported are: European Union, USAID (IOM), King Badouin Foundation, Swiss Contact.

Repeat elements

The other Vision-Vizion Association has extended its activity in some environments, which helps its work more qualitatively and efficiently. The activity is extended and organized in several environments such as;

- Central headquarters: The premises are in very good condition fulfilling the contemporary parameters, the furniture meets the conditions for the activities
- Services Center for Children in Difficulty: The "Child Services and Family Services Center" project focuses its activities in the Prefecture of Elbasan, is committed to providing social care services and day care services for the rehabilitation, recovery and social reintegration of children at risk of abandonment or abandoned, at risk or victims of trafficking, at risk or who have dropped out of school. For the realization of the project "Center for Services for Children and Families in Difficulty" focuses its activities in Elbasan Prefecture of this project NGO "Tjeter Vizion" offers 2 categories of services, residential and daily which are;
- "Shelter Community" for children 6 to 14 years old.
- "Apartment of High Autonomy" for young people (for girls) 18 years old +.
- Day center "Witchcraft" for children aged 6-12 years.

Women's Center in Difficulty: Residential Services: "Strehe Community" and "High Autonomous Apartments" have functioned as residential structures in support of children and families in need. By increasingly adapting to the needs and requirements of beneficiaries, residential structures have continued to provide services for abandoned or abandoned minors from families with severe socio-economic problems, juvenile trafficked or at risk of trafficking .

Vocational Training Center: Based on the needs of the territory and the high level of unemployment in the city of Elbasan, Tjeter Vizion has begun to make possible the realization of a wide range of services related to professional courses and Training on the Job. This center aims at the promotion, employment and socio-economic integration of young people - inhabitants of the municipality of Elbasan, who have deficiencies in inclusion in employment, education or vocational training, through services for the development of skills for life, skills and self-empowerment. It works in the following areas: Information and job orientation in line with labor market requirements.

- Professional training opportunities to improve job engagement
- Developing social skills to enhance social inclusion skills
- Networking with youth centers at regional and national level for adapting new youth policies to local development.

Beneficiaries are the target group of the project, are unemployed young people in social exclusion situations (not included in employment, education or vocational training), minority groups and young women in a vulnerable situation who reside in the municipality of Elbasan, Agricultural Services Center, Dasar Village, Mollas Municipality, Elbasan offers these services:

- Provide field assistance.
- Perform soil analysis (physical and chemical)
- Prepare a pleading plan.

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- Programming for the cultivation of agricultural crops..
- Assistance in compilation of application documentation for the purpose of reimbursing costs for planting new agricultural costumes.

The staff dealing with this target group of people are farmers, the technical staff of the center and the land laboratory that it owns

Section 4: Recommendations to the stakeholders

In relation to social workers we would recommend:

- Community awareness on the importance of assisting and integrating people in difficulty in society
- The role of the family model
- Increase monitoring capacities for people in difficulty
- Increasing trust in relationships between the individual in need and the demanding social service that directly provide professional services to individuals, groups and communities at the local level
- Time management, shortening the waiting time between receiving information and providing the required service
- Recommendations regarding students
- To develop a sense of volunteering
- To focus on the master's degree students' academic qualification should not be general, but be addressed on specific topics
- To provide information on theoretical models and best practices to students of both levels: bachelor and Master of Science and Professions.

Recommendations for policy makers

- Increase the level and quality of services in peripheral and rural areas for social workers.
- Identify persons who live in difficulty in order to help them
- Establish as soon as possible the "Units for Assessing and Addressing Needs" at the Municipality and some municipalities
- Increase monitoring and evaluation capacities for child needs and abusive cases.
- Continuous trainings, especially for providing assistance from the community as well.

4 - Casa famiglia Io Sono Mio

Section 1: Description of the Services

Casa famiglia Io Sono Mio is a Family House, which promotes and encourages the realization of family reception and social inclusion for juveniles in need. It is run by a couple who now have about 22 years of experience providing services to adopted children. They were prejudiced about the reasons for the adoption of a large number of children, who went to 10 children. But their sense of humanity, solidarity, empathy and their sense of being missionaries of a religious faith led them to face and not be influenced to continue their humanitarian mission of welcoming and solidarity against marginalization as a family unit for residential care for minors. through the act of adopting children in need.

The financing of the adopted children is supported by the funding provided by the Municipality. But costs had to be documented every month. The funding included an accrued quote to cover individual expenses for food, clothing, high school education, keeping in mind the per capita income required by the standard of living. Over the years there have been various donations offered for the restoration of various living spaces to suit the growing needs of children including the donation of animals, which are used as therapy for children. Parents serve as supportive role models for their 10 adoptive children and their 2 biological children, despite previous social and family problems from where their adoptive children came.

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Special attention was also paid to education, self-esteem development, communication skills development, socialization and empowerment to achieve social independence. All of this was accomplished through carrying out activities in everyday life such as: achieving high results during the years of schooling, teaching how to cook, socialize by inviting their friends and entertaining various home entertainment activities, care about how to communicate with each other, how to manage their premises, how to secure and plan their financial income. Assistance is provided at a high level, including: parental care absent from biological parents, emotional support so necessary for them, support for meeting vital basic needs for food and shelter. The cases were referred by the municipal social workers, after receiving the information, verifying and assessing the case as a need for emergency intervention and support.

Target group of girls and boys aged 4 - 27 years, who had various social problems, such as: trafficking, sexual abuse, abandonment, consequences of femicide. The children were from different countries but had social-family problems. At first it was thought that the children would stay with the host family until the age of 18, but over the years this family rule was changed with the agreement of all members who create their own rules of procedure regarding the functioning of the family. family relationships. The two eldest children, the first adopted daughter and a son, had achieved social autonomy and now lived independently, but in remodeled environments for those inside the home.

The role of the social workers of the municipality was to identify and refer the case to the relevant services, as well as the support they provided to children for social reintegration, keeping in mind the socio-family problems they came from. Social workers monitored the entire process from receiving information on children in need, assisting in performing procedures for finding the host family, and supporting the child to recognize his or her abilities and achieve social autonomy.

Social workers played an important role in the professional support and development of their parents, helping them successfully cope with the various situations created and in particular the specific problems they face at home with children entrusted with them. The support of social workers was also the reference to the institutions for attending training courses organized for parents, children and adolescents in order to improve and enhance their skills. They also provide professional support to the specific needs of parents and children regarding issues and multidimensional development of children. Make family visits and assessments by being coherent and helping to identify and resolve issues that may arise.

The main beneficiaries were children of different age groups ranging from 4 - 27 years old. Generally adopted children come from different families, therefore they have no blood relation between them. But there were two cases in this family of blood-related children. The first case involved two sisters who had been neglected and abandoned by their biological mother who was an alcoholic. This had left consequences for girls with short-term memory problems, forgetting what they were reading, making it difficult for them to get good results in school. The second case involved two siblings, both of whom were victims of femicide, after the father killed the mother with a baseball bat in the eyes of the children, leaving trauma to both, but especially to the boy. It took a long time for foster parents, a multidisciplinary team, and professional counseling for a long time to get through the trauma.

Section 2: Comments following the Study Visit

The organizational structure was the same as the basic family institution, playing the same social role and function. The family environment showed that there was a very good relationship between the members and a welcoming climate for the company of friends as well, which as we were told, were not lacking throughout the year. Parents did a great job using personal and collective responsibility management methods, thanks to the support they themselves received from social workers. They did this through the use of animal therapy and cooperative therapy. Each of the children had the favorite animal to be cared for and that they were numerous. Through cooperative therapy, the children helped the family to carry out agricultural work while also providing for themselves.

The service provided by parents was in the appropriate context of the family climate that children needed. Parents provided a supportive, protective, cooperative family environment, sharing responsibilities that

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helped children overcome personal and family socioeconomic problems. The service was provided through the parental model and consisted mainly of enhancing self-esteem and recognition of individual abilities, providing support and emotional support, building cooperative relationships, supporting children in their socialization process, and educating children to achieve autonomy and integrate children into friends.

Children through family placement were able to directly receive the support and service they lacked from their family of origin. At the same time fulfilling the basic rights and needs of every individual for food and shelter. The family environment provided them with a healthy lifestyle and for a part rebuilding their previous negative experiences with family of origin.

The physical environment of the building was a supportive support to meet the needs of a large family of 14. The house was located on the Morelli hill, Sesto Fiorentino surrounded by a considerable area of olive trees, which were the source of income for the biological family, in addition to the income you receive from renting a home inherited from the wife's parents in Florence. The building had undergone changes adapted to the developmental needs of the children, who as a teenager wanted and lived in separate rooms. Nine years ago the barn of the house was fitted into two floors. On the first floor, an open environment was created where the children all sat together and talked. The second floor turned into a children's entertainment room adapting it for free and safe climbing. This was intended to be a fun physical environment for the children, but at the same time helping them to build trust in the other.

Section 3: Elements of replicability

In Albania, family foster care is one of the new forms of social services as a reflection of the state taking responsibility to protect children who are deprived of parental care. At the local level, there are no similar practices for adopting children with mediation and funded by the Municipality. The adoption procedure is handled by the Albanian Adoption Committee, which is the only Resident Authority and provides services in the area of adoption as a state structure. The Albanian Adoption Committee relies on law no. 9695, dated 19. 03. 2007 "On Adoption Procedures and the Albanian Adoption Committee" and amended by Law No. 10 358, dated 16.12.2010 "On some additions and amendments to Law no. 9695, dated 19.3.2007 "On adoption procedures and the Albanian Adoption Committee". The purpose of the work of the Albanian Adoption Committee is to protect the best interests of the child through the adoption process when the opportunity to resettle the child with a biological or large foster family fails.

Whereas the selection of the foster family on the basis of decision no. 149, dated 13.3.2018 "On the Criteria, Documentation and Procedures for the Recording of the Custody Family for Parental Care Children and the Amount of Funding for the Expenditure of a Child placed in Custody Families", based on Article 100 of the Constitution and Article 5, 24, of Law no. 121/2016, "On social care services in the Republic of Albania", upon the proposal of the Minister of Health and Social Protection, Council of Ministers.

Foster care, or as it is called in the Albanian Family Code, a "foster family" is an alternative family, court appointed, to provide the child with a family environment, conditions for care, physical care, and emotional support.

Custody Forms:

- The bloodlust custody known in contemporary literature as 'Kinship Care'.
- Bloodless caregiver known in contemporary literature as " Foster care ".

In accordance with the Family Code, the identification of foster families is the responsibility of the Department of Social Assistance and Social Services, the Child Protection Unit at the Municipality or Commune where the minor resides, which is accomplished by signing a declaration of readiness from family to foster children. Applicants to be foster parents must not be less than 25 and over 65 years of age. Also, the Family Code clearly outlines the criteria, procedures and documentation for foster family identification, as well as the duties and responsibilities of the social worker.

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The social worker of the responsible structure makes a preliminary assessment of the concerned families, based on the assessment criteria provided, invites the selected families to attend the care section information section, interviews to obtain detailed information on the family, educational and social context of the applicant family, as well as the conditions and opportunities the family has to create a suitable family environment for the child's upbringing, receives the documentation of the concerned family, in cooperation with the psychologist, conducts further evaluation of the concerned foster family. The social worker also deals with filling in the child's file, informs the child of the possibility of settling in a foster family, gets him or her opinion on his or her preferences for the future foster family. The child's opinion is taken:

- verbally, in his / her presence, for a child aged 6-10;
- In writing, in his / her presence, for a child over 10 years of age.

The regional departments of the State Social Service monitor the work processes of the social worker of the local government unit every three months and monitor the children placed in foster care.

The amount of funding for a child placed in custody is determined by an annual 133 thousand lekë, including: 9 thousand lekë / month, food expenses, 10 thousand lekë / year, for education 5 thousand lek / year and expenditures other 10 thousand ALL / year. Payment of the foster family is done once a month, near the administrative unit, where the foster family has a permanent residence.

At the local level, three non-governmental organizations provide their services in support of abandoned children:

- Charity Missionaries Association of Mother Teresa's Sisters - which provide residential care for children aged 0 - 6
- Weilheim Relief Society - offers residential care for children aged 6 - 16 years.
- "Other Vision" Association - offers residential and day care for children
- Shelter Committees - 6-14 years old
- Daycare Center "Magic" for children aged 6-12 years.

Section 4: Recommendations to the stakeholders

In the framework of the recommendations we would give to the interest groups on the issue of women and children, we would split them into three groups: students, social workers and policy makers.

Recommendations regarding students:

- To develop professional shelter through participation in institutions and non-profit organizations that provide social services for the protection of children.
- Develop individual and group work by focusing on efficiency in addressing the problems of children in need and resolving them as quickly as possible.
- Work on the practical training of students referring to the best practices gained during the training in Florence.

This will be accomplished through:

- Informative meetings with bachelor and master students.
- Identify the best models for providing services to marginalized children and their referral.
- Organize hands-on sessions during seminar hours promoting the promotion of child protection work techniques.
- Involve students in practical tasks to enhance professional and management skills in dealing with specific cases with children.

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In relation to social workers we would recommend:

- Community awareness on the importance of problem solving and child protection.
- Increase of monitoring habits in relation to the assessment and referral of children's needs.
- Addressing issues related to children in special institutions.
- Greater involvement of social workers in creating bridges of institutional co-operation.
- Frequent contact with the community to identify cases of violence, abandonment and ill-treatment of children
- Identification and professional handling of special cases in cooperation with competent bodies.
- Continuous training on the implementation of contemporary techniques for case identification and meeting needs for children.

The implementation of these recommendations will be carried out through:

- Information sessions with inter-target groups on best practices taken in Florence during visits to social structures.
- The presentation of the theoretical materials referred to in this training
- Exchange of experience gained during visits to various social centers.
- Cooperation with local institutions in the context of decentralization for the reform of social services.

Recommendations for policymakers:

- Establishment of “Needs Assessment and Referral Units” within the Municipality and some municipalities as soon as possible.
- Increase the level and quality of services in suburban and rural areas by social workers.
- Increase monitoring and evaluation capacities for the needs of children and abusive cases.
- Ongoing trainings especially for community assistance.
- Awareness raising for community awareness on sensitivity to forms of violence.

The implementation of these recommendations will be carried out through:

- Training with social workers to enhance professional performance by sharing with them the best practices adopted in Florence.
- Training with stakeholders to share the best models in order to provide professional services.
- Conduct monitoring and evaluation of the quality of services provided to children.
- To play the role of the regulator in the provision and coordination of social services provided by state institutions and various children's organizations.

5 - Report on Meetings with appointments with students of Social Work bachelor degree of the University of Shkoder and with the Municipality of Shkoder territory Social Workers

REPORT ON MEETINGS WITH PROJECT BENEFICIARIES, STUDENT, SOCIAL EMPLOYMENT, POLICY BIDDERS AFTER THE FIRST CONSOLIDATION TRAINING HELD IN FLORENCE. July 2019

1. At the first informative post-training meeting held in Florence on June 25-29 for bachelor and master social work students, Florence-trained lecturers shared with students the best practices gained from this training. The meeting was attended by 39 students and 5 lecturers of the Department of Social Sciences.

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On 19.07.2019 at the University of Elbasan, Faculty of Educational Science, Department of Social Sciences Hall 115, was held a meeting with the Bachelor students of Social Work and Master Students (of Social Work with Children and Family, Probation Service).

The meeting started as scheduled on the agenda. The registration activity was from 9.30 -10a.m.

The meeting began with a presentation of project work during the first phase. Students were briefed systematically for the T @ SK project. The focus of the presentation by the Head of the Department Prof.assoc.dr Elisabeta OSMANAJ was the work forecast during the second phase of the project.

Doc. Nuredin Ceci discussed with the students the changes in the disciplinary programs reflected in the first phase of the project and the opportunity to enrich the library of the department with contemporary literature.

Prof. Dr. Elvira Dode shared her experience during the training in Florence. She put the emphasis on the Secretariat. Its role and function.

The Emergency Services and Social Security Services at Italy's Florence was a part of her presentation by giving examples of how the Secretariat operated in managing such cases. The role and importance of the secretariat was viewed as a good opportunity to eliminate the problem of addressing the needs even in our country.

Students were active during the meeting by asking questions time after time, which the panel was eager to reply.

Dr. Valbona Muca, part of the trained workgroup in Florence, shared with the students the Artemisia organization's expertise in risk assessment. The whole work was carried out by a team of 45 operators, who were also volunteers. Counseling and intervention was their strongest point.

Dr. Darina Kacollja part of the trained group in Florence shared with the students the experience in organizations such as Caritas ect. The financing of social services was a very important aspect; the Italian approach offers security for the continuous benefit of the services.

The way Caritas offered his service was very complete. In meeting in Caritas with the beneficiaries of the services, we were informed that they received not only social services but also legal counseling.

The students were very interested in how these services were managed from the beginning to the end. There were questions from students who received responses from trained pedagogues in Florence.

2. The second information meeting on best practices was held in Elbasan Municipality. The municipality is a supporter of this project and has followed in every step of its development and has been directly involved in the trainings provided under the T@SK project.

The meeting was held in the Municipality of Elbasan in the office of the Mayor Mr. Ervin Saraci. On date 23.07.2019 from 12 noon until 14.30. The working group of T @ SK project held an informative meeting in the municipality of Elbasan. The meeting was attended by the Mayor, **Mr Ervin Saraci** and the two heads of the sectors for the protection of women and children, **Mrs. Nadire Kreka** and **Mrs. Eltiona Kolla**, both social workers.

After being informed by the head of the department for the progress of the project by Elisabeta Osmanaj, the colleagues trained in Florence shared the best practices with them. Elvira Dode spoke mainly about the role of the secretariat and how the cases were referred and followed by the secretariat in cooperation with social services in the region of Tuscany. The municipal employees indicated that the law had foreseen the establishment of a unit of needs assessment and referral, but which for the time being was not yet functional. This unit would play the role of the secretariat and it was expected to be established at the time the structures were upgraded. Also, Darina Kacollja emphasized the way in which the cases were coordinated in Florence, by addressing the problems to the proper services and the role of the social worker's order.

The mayor underlined the importance of cooperation under the project T @ sk and agreed that next year within this project, the third-year bachelor students, after being trained in the department, will become part of the one stop shop offices founded from the municipality.

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As part of the capacity-building needs, social workers in the municipality expressed the need for training regarding the decentralization that took place in Albania in recent years. Proposals for training topics will be proposed to T@SK project partners.

The meeting lasted about 2 hours and 30 minutes.

3. The Third informative meeting was held in the Department of Social Sciences with social workers of non-profit organizations and other institutions working mainly with children and women. The meeting was held on 22.07.2019 and was attended by 14 participants.

The meeting with the social workers began at 10.00. The meeting was held at the Department of Social Sciences. The social workers were spoken about the progress of the project T@SK. Elisabeta Osmanaj asked the social workers who work on the ground field dealing mainly with children and women, to identify the needs and how the project can help them through trainings and where their needs are centered/focused.

The best practices learned in the training that took place in Florence were presented. Elvira Dode shared with the social worker the experience of the Secretariat and the way they dealt in emergency cases. The work phases of the secretariat. Waiting phase, professional development, channeling the problem, identifying the problem. The existence of a special sector for emergency intervention.

The Social worker also played the role of negotiator between the client and the service. The lack of such co-ordination leads to many problems in Albania. This was also admitted by the social workers. Once a week the operators reported on the problem and not just what happened on the case since it was evidenced by the operator. The existence of shelter homes facilitated the work of the service sector.

Darina Kacollja put the emphasis on the funding of organizations. The way these organizations were funded by the state, did not leave the work started by the organizations unfinished. One main problem for the social workers is when projects come to the end and cases remain uncovered due to lack of funding. A very good model was that of CARITAS.

Valbona Muca emphasized on the way the services that offered to clients were coordinated. At the end of the meeting, Elisabeta Osmanaj asked social workers to identify some needs so that future trainings focused on their needs.

FOURTH REPORT – Best Practices Dissemination Activities Post SCT by P4 University of Tirana

Track of changes

| Date | Version | Comments | Author/s |
|--------------|----------------|---------------------------------|--|
| 2. 12. 2019 | | Initial version of the document | E.Bejko, D. Kalaja, M.Sota, I. Tahsini |
| 20. 12. 2019 | | Revision first draft | Editors |
| 31.01.20 | | Final version | Editors |

Editors

E.Bejko, D. Kalaja, M.Sota, I. Tahsini Rudina Rama, P4

This document contains the report on the visits of some of best practices for adults and children in Lisbon, during the second consolidation training, December 2019.

1. Espaço Júlia, Lisbon

| Policy area | Target Group | Best Practice visited | City | Service(s) offered |
|---|----------------------|------------------------------|--------------------------------------|---|
| Support to disadvantaged individuals and families | Disadvantaged adults | Casa Julia | Lisbon Second Consolidation Training | First and second interview, report on violence and social support |

Section 1: Description of the Services

Type of Service

The service was a structure connected with the hospital, and covering the central Lisbon area, (one of the four ‘minimunicipalities’). The service provides first and second interview by police and social worker, and social support for women victims of violence.

Description of the target group(s)

The target group of disadvantaged clients in these services are girls and women of any background, who are experiencing a violent situation.

Description of Social Workers Activities

The social workers’ main activity is to conduct the second interview with the victim of violence and to offer social support to them, in the process of denouncing violence.

Description of the main beneficiaries

The main beneficiaries of the center are women, victims of violence, which make for 93% of cases of violence in Portugal.

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Section 2: Comments following the Study Visit

General comments on the organization structure

The service started as a pilot service, four years ago. Now, it operates as a regular service, and there are attempts to replicate it in other municipalities.

General comments on the quality of Service

The center provides good quality of service for the beneficiaries. It is a 'one of a kind service': first, in terms of the premises of the service, which being next to the hospital, allow for very high anonymity in entering the service to report violence; second, in terms of the crime investigation team coming to the service/woman to get the interview, and not to the woman going to them, thus avoiding revictimization. Also, the service offers the presence of a policewoman 24 hours in 24, attending to the needs of victims for female police officers during their reporting. The police and social worker work as a team, and are highly trained in both areas.

General comments on the Beneficiaries

The beneficiaries of the center are women, which are supported by the service in a crucial moment of their lives, where they are reporting violence, and need extra support in order to get out safely of the violent situation and also increase chances of not getting back in it again.

General comments on the Logistics

N/A

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability of this service is medium, considering the traditional in silo way of hospitals and police station, in working with victims of violence. On the other hand, the reporting offices could be brought out of police stations in several ways, besides hospitals, such as primary health care centers, etc. In the context that for several years now, the ministry in charge of social affairs has become the Ministry of Health and Social Care, there are more opportunities for intersectorial work between services.

Dimensions of replicability

Getting reporting services out of police stations is a very important dimension to be considered, since it increases considerably the opportunities of women to report violence, not only through increasing anonymity of reports, but also by decreasing the influence of police attitudes toward reporting violence, in the decision of women to report.

Elements of replicability

Responding to victims of violence, in close intersectorial cooperation. The replication of this element is important for the municipality of Tirana, as for other municipalities, where services of municipality and those of police often work in silo, and cooperation is challenging.

Section 4: Recommendations to the stakeholders

Increasing reports of violence is a major need for the municipality. Getting reporting services out of police stations contributes importantly to this goal.

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Amendments of law are necessary in order to increase reports. According to the law, in Portugal, when violence is reported, there is no opportunity for the woman to withdraw her report, and the process follows to court, while that is not the case for Albania.

Intersectoral cooperation is a key element of the success of such a service. Conducting interviews in highly trained teams, in cooperation with each-other, is a major element of it.

Casa Do Parque, Lisbon

| Policy area | Target Group | Best Practice visited | City | Service(s) offered |
|-----------------------------------|------------------------|------------------------------|--|--|
| Support to disadvantaged children | Disadvantaged children | Casa do Paque | Lisbone, Second Consolidation Training | Residential Care for Children. Accommodation and individual plans of care |

Section 1: Description of the Services

Type of Service

Casa do Paque is a residential structure, established in 1999, supported by municipality funding (social service) in collaboration with community, NGOs and donors funds. The service provides food, accommodation and support for abused, neglected, immigrant and children who drop out of school. The clients of this service are disadvantaged children.

Description of the target group(s)

The target group of disadvantaged children comes from various backgrounds and needs, such as marginalized families, immigrant families, abandoned children, children living in complete poverty, children in deprived communities, children without parental care, children exposed to violence or neglect, etc. In total there were 14 children, age 0-12.

Description of Social Workers Activities

The social workers' main activity is the design and implementation of individual plans of care for each child and facilitating the process of reintegration in families. The usual staying period, through which the plan is implemented, is 18 months, with the possibility of prolonging for other months, depending on the needs and changing situation of children and families. The social workers work in close collaboration with educators, psychologists, legal experts and family members of children.

Description of the main beneficiaries

The main beneficiaries of the residential structure are such as marginalized families, immigrant families, abandoned children, children living in complete poverty, children in deprived communities, children without parental care, children exposed to violence or neglect, etc. The target group of disadvantaged children comes from various backgrounds and needs. In total there were 14 children, age 0-12.

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Section 2: Comments following the Study Visit

General comments on the organization structure

Casa do Paque is a residential structure, established in 1999, supported by municipality funding (social service) in the beginning. What is unique is the collaboration and the support from donors, NGOs and the community to enhance service quality in this structure.

General comments on the quality of Service

Casa do Paque provides good quality of service for the children, in terms of not only attending to their instant needs, but through setting obligation of active participation in the design and implementation of an individual plan of care, with the aim of reintegration of the children in their family and in the community. This structure offers a family and friendly environment care in all the services offered for the residential children.

General comments on the Beneficiaries

N/A

General comments on the Logistics

N/A

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability of this service is low, taking in consideration the fact that children care in Albania is mostly provided by residential institutions.

Dimensions of replicability

- Regarding the situation in Albania related to this service we can underline that in the frame of deinstitutionalization of children services, there are a lot of efforts from international organizations as Save the Children , Terre des Hommes, UNICEF and central and local government in this issue.
- Buying services and collaboration from the third sector (NGOs, community, business, etc) is a crucial dimension to be considered, since it's a requirement of the new law for social services in Albania, and a community need for which the municipality cannot provide for by it.

Elements of replicability

- Buying services and cooperating with the third sector is an important dimension to be considered for the municipality of Tirana, where the services are limited.
- A major requirement of this service was that each client work on a plan of care, with its own social worker. The replication of such a component is crucial for this new type of residential services (for Albania), in order to ensure sustainability of results and reintegration of clients in the family and community.

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Section 4: Recommendations to the stakeholders

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- Buying services and collaboration from the third sector (NGOs, community, business, etc) is a crucial dimension to be considered, since it's a requirement of the new law for social services in Albania, and a community need for which the municipality cannot provide for by it.
- Reintegration of beneficiaries in families and communities needs to be the main aim of such a service. In this regard, first, there needs to be a sufficient number of social workers and other professionals in such a service, to ensure the quality of the service. Intersectoral cooperation is a key element of the success of such a service. Reintegration individual plans of care can be implemented only with the full involvement of all key stakeholders. In this regard, more specific rules/procedures of cooperation need to be built, which define responsibility and ensure accountability of all relevant parties.
- Further on, similarly to other residential or child protection services, this service needs to develop its own social work manuals of procedures, including phases of case management, techniques, various forms for each stage, roles of key stakeholders in the process, cooperation with other institutions, etc.

3. Casa Pia Lisboa, Lisbon

| Policy area | Target Group | Best Practice visited | City | Service(s) offered |
|---|---|---|---------------------------------------|--|
| Support to disadvantaged children and children and youngsters with special needs. | Disadvantaged youngsters and children with special educational needs. | Casa Pia, Education and Development Centers | Lisboa, Second Consolidation Training | Food and accommodation, shelter. Individual Plans of care. |

Section 1: Description of the Services

Type of Service

The service was a Public Institute whose mission is to promote children and Youngers people's rights and protection. The major objective of Casa Pia is to promote and contribute to personal and social and professional learning inclusive processes for disadvantaged children or for children with special educational needs.

Description of the target group(s)

The target group is children and young adults deprived of an appropriate family environment, especially of those who are in danger and in the risk of exclusion. There is also another target group which is the children and youngsters with special educational needs, in order to ensure their full development through shelter, education, training and social and professional insertion. The work of professionals in Casa Pia aims to attend the best interests of children putting them through development projects.

Description of Social Workers Activities

The social workers' main activity is the design and implementation of individual plans in collaboration with the psychologist. They establish objectives (together with the children) depending in the needs of children and they follow those objectives. They pay attention to the compartmental skills based in a Socio- Educational Model. The families are also involved because the Social Education model of Casa Pia pays attention to the integration of the families during the implementations of the individual plans and this is a good example for their social integration.

Description of the main beneficiaries

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The main beneficiaries of the center are children with special educational needs and children who are in danger and in the risk of exclusion. The goal of this institution is to ensure their full development through shelter, training and social and professional insertion.

Section 2: Comments following the Study Visit

General comments on the organization structure

There are several Educational and Development Centers in Casa Pia that provide the following services:

- Care of Children and youngsters in danger and in risk.
- Education, teaching and education in different levels , including nursery school, preschool education, primary school, high school, initial qualifying formation.
- Education and rehabilitation of children and youngsters with special needs particularly deaf and blind.

General comments on the quality of Service

The center provides a very good service for the beneficiaries with the model of Socio Education Model, which is a model of inclusion even that those children might have special needs or come from various disadvantaged areas. The shelter in this institution is considered as transitional and the return to the family environment is considered important. It is important to mention the relevance of the intervention with the deaf and blind students through creating a very appropriate environment according to their needs. For the deaf students there is a structure in charge of the employment that is unique for the whole country.

There is another strong point that we noticed during the visit that is working within a team: social workers, psychologists, teachers , educators of youth, auxiliary staff etc.

General comments on the Beneficiaries

The beneficiaries of Casa Pia are children and youngsters with special educational needs and children and youngsters in risk of social exclusion.

The focus of Casa Pia is inclusive learning through a participative learning methodology.

General comments on the Logistics

N/A

Section 3: Elements of replicability

Level of replicability (high, medium, low)

- The level of replicability of this service (linked with the school of children with special education needs) is high, since there is a school for pupils with special educational needs (deaf and blind pupils) but it lacks several elements of the services visited such as other forms of education especially teaching of professional skills and the building of capacity and attitudes and values in order to be responsible citizens in the future.

- There is not a public Institution in Albania for children and youngsters in risk of social exclusion or coming from disadvantaged environments but there are services offered for those children from various NGO-s.

Those NGO-s offer education, teaching, animation and training, So the level of replicability is high.

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Dimensions of replicability

The social integration and education of the children with specific needs is important in Albania. The teaching of technical skills that should serve for them in the future is essential also. Those forms of education should be integrated in the School for children with specific educational needs.

Elements of replicability

In Albania there is not a public institution for children coming from disadvantaged areas. The municipality should work closely with the NGO-s that offer several services for those children and should collaborate and offer several services by itself. This is challenging but very necessary and important.

The integration of the family during the constitution of the plan care and the social integration of the children and the Youngsters with the social worker and the psychologist is a very important requirement. The replication of this element ensures the participative integration of those children as well as the involvement and the responsabilisation of their families.

Section 4: Recommendations to the stakeholders

- Reintegration of children with special educational needs is a crucial aim. In these regards the goal is not only teaching and the acquirement of technical skills but should be also the integration of them in the professional cycle once they have finished their studies and their preparation as responsible citizens. The center of the integration of those children in the professional cycle from the Model of Casa Pia ia a very interesting example with not only an educational environment but also animation environment and the participative integration in the school and in the society.
- The need of a multidisciplinary team with the social worker and other professionals that work together in a team in the school of children with specific needs as well as to the NGO-s that offer services for the disadvantaged children. They should establish specific individual goals that need to be achieved. In this regard there is a need that such a multidisciplinary team should be established especially in the school of the children with special educational needs.
- The need of the multidisciplinary intervention is very important. The model of Casa Pia shows that the family is present during this intervention and it has an important role concerning the child integration in the school. This is an interesting example to be followed as well as all the necessary instruments to be established such as the individual plan with the specific objectives, techniques and cooperation with other institutions and the development of the updated manuals of working with children with specific educational needs.

4. Centro Social e Paroquial São Jorge de Arroios, Lisbon

| Policy area | Target Group | Best Practice visited | City | Service(s) offered |
|--|--|---|-------------|--|
| Psychological, spiritual and social support for the elderly to enhance | Elderly persons living in isolation/ people and families who are in physical | Centro Social Paroquial de Sao Jorge de | Lisbon | -Shelter -Food -Psychological Assistance -Occupational&Recreational |

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| | | | | |
|--|---|---|--------|---|
| their quality of life. | and mental distress temporarily. | Arroios | | Services (Different policies of coverage with services (different financial coverage adaptable to personal income) |
| Support for people and families who are facing situations of physical and mental difficulties. | People and families in physical and mental distress . | Centro Social Paroquial de Sao Jorge de Arroios | Lisbon | -Shelter -Psychological assistance -Social assistance -Professional qualification &Employment assistance |

Section 1: Description of the Service

The Social Center Sao Jorge de Arroios is a private institution belonging to the parish church of Sao Jorge de Arroios. This Center was created as a social response to provide psychological, spiritual, preventive and rehabilitative support for the elderly at the community center or at home by contributing to enhance the quality of life. The center provides social, psychological and spiritual services both at Headquarters and in the Elderly's Residence.

The Service has changed and grown through the years in response to the different needs of elderly persons with diversification of the services, expansion of the services 'hours and the availability of the staff. They extended intervention over the weekends and increased the number of users covered. The center offers many services such as physical facility (gym), stimulation room, Day Center, Night Center, etc.

Section 2: Comments following the Study Visit

The service and care provided to the elderly was exceptional and well organized. The facilities of the center were appropriate to meet the vital needs of the elderly in particular. The Night Center was providing a transitional service, with a maximum duration of 90 nights (maximum 3 months stay).

The approach of the service was to offer services and safety to the elderly people living alone or at need. Each of the rooms in this center housed 3 occupants with 3 beds, in order to minimize feelings of isolation and loneliness. The center was opened seven days/week.

The Day Center was also open seven days/week, from 7am to 12pm. This center provided care and support for the elderly who were in isolation and loneliness. The day center provided a range of services that contributed to the maintenance of the elderly in their socio-family environment.

The Mother Teresa Community Center was recently opened to provide services that helps prevent and minimize the effects of social exclusion on the population (families or individuals).

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Section 3: Elements of replicability

The National Aging Plan approved recently guarantees a framework of reform for the services offered to elderly in Albania, role of local government and also funds needed to be provided to such services. Tirana Municipality has 6 community centers, where one of the main groups provided with daily services are elderly, which are a good resource to develop and provide services to elderly.

The problem with services to elderly in Tirana Municipality (not only) is the lack of home services for those who live in bad health conditions or social isolation. The model of service offered to elderly at homes by the Social Center Sao Jorge de Arroios can be replicated in Tirana by offering such service from the existing community centers in the territory.

Section 4: Recommendations to the stakeholders

The recommendations developed from best practices visit will be addressed to policymakers, service providers and Educational Institutions (Social work).

Policymakers:

- Guarantee the implementation of National Aging Plan by establishment of mechanisms,
- funds and staff.
- Make sure that the Standards of Services for Elderly are met nationally and locally.
- Monitor and evaluate the quality of services offered to elderly in order to guarantee the level of services needed and the standards of services.

Service providers:

- Diversification of services offered to elderly in response to their needs.
- Improve the recruiting policies in order to have qualified human resources such as social workers in such services.
- Offering infrastructure and space for elderly in their centers appropriate to elderly needs
- and to guarantee the privacy and autonomy of individuals.

Educational Institutions in Social Work:

- Include in curricula of social work education courses/topics related to the problems of elderly and practice models of working with them.
- Raise the skills of future social workers in advocacy and institutional cooperation with focus to services to elderly.

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FIFTH REPORT – Best Practices Dissemination Activities Post SCT by P5 University of Shkoder

Track of changes

| Date | Version | Comments | Author/s |
|------------|---------|---------------------------------|---------------------------------|
| 04/07/2020 | Draft | Initial version of the document | GalsvindaBiba |
| 10/07/2020 | | Revision first draft | Visar Dizdari |
| 20/07/2020 | | Final version | Galsvinda Biba Visar Dizdari |

Editors P5

Visar Dizdari, Bujanë Topalli, Galsvinda Biba, Lediana Xhakollari, Adelina Kakija.

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1. Casa Do Parque, Lisbon

| POLICY AREA | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICE(S) OFFERED |
|-----------------------------------|------------------------|----------------------|---------------------------------------|---|
| Support to disadvantaged children | Disadvantaged children | Casa do Parque | Second Consolidation training, Lisbon | a) Residential Care for Children. b)Accommodation and individual plans of care |

Section 1: Description of the Services

Type of Service

Casa do Paque was a residential structure, established in 1999, supported by municipality funding (social service) NGOs and donor's funds. The service provided food, accommodation and support for abused, neglected, immigrant, children and children who dropped out of school. The clients of this service were disadvantaged children.

Description of the target group(s)

The target group of disadvantaged children comes from various backgrounds and needs, such as marginalized families, immigrant families, abandoned children, etc. In total there were 14 children, age 0-12.

Description of Social Workers Activities

The social workers' main activity was designing and implementation of individual plans of care for each child and facilitating the process of reintegration in families. The usual staying period, through which the plan was implemented, was 18 months, with the possibility of prolonging for other months, depending on

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the needs and changing situation of children and families. The social workers worked in close collaboration with educators, psychologists, legal experts and family members of children.

Description of the main beneficiaries

The main beneficiaries of the residential structure were abused, neglected, immigrant, children and children who drop out of school. The target group of disadvantaged children comes from various backgrounds and needs, such as marginalized families, immigrant families, abandoned children, etc. In total there were 14 children, age 0-12.

Section 2: Comments following the Study Visit

General comments on the organization structure

Casa do Parque was a residential structure, established in 1999, supported by municipality funding (social service) in the beginning. What was unique is the collaboration and the support from donors, NGOs and the community to enhance service quality in this structure.

General comments on the quality of Service

Casa do Parque provided good quality of service for the children, in terms of not only attending to their instant needs, but through setting obligation of active participation in the designing and implementing of an individual plan of care, aiming the reintegration of the children in their family and community. This structure offered a family and friendly environment care in all the services offered for the residential children.

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability of this service is medium, consideration deinstitutionalization of residential institutions

Dimensions of replicability

- Regarding the situation in Albania related to this service we can underline that in the frame of deinstitutionalization of children services, there are a lot of efforts from international organizations as Save the Children, Terre des Hommes, UNICEF and central and local government in this issue.
- Buying services and collaboration from the third sector (NGOs, community, business, etc) is a crucial dimension to be considered, since it's a requirement of the new law for social services in Albania, and a community need for which the municipality cannot provide for by it.

Elements of replicability

- Responding to beneficiaries of various backgrounds and needs, in cooperation with other institutions. The replication of this element is important for the municipality of Shkodra, where services and cooperation is challenging.

Section 4: Recommendations to the stakeholders

- Reintegration of beneficiaries in families and communities needs to be the main aim of such a service. Intersectoral cooperation is a key element of the success of such a service. In this regard, more specific rules/procedures of cooperation need to be built, which define responsibility and ensure accountability of all relevant parties.
- Further on, similarly to other residential or child protection services, this service needs to develop its own social work manuals of procedures, including phases of case management, techniques, roles of key stakeholders in the process, cooperation with other institutions, etc.

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2. Casa Pia Lisboa, Lisbon

| POLICY AREA | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICE(S) OFFERED |
|--|---|-----------------------------|---|--|
| Support to children and youth at risk. | Children and youth without adequate family backgrounds. | Casa Pia | Lisbon Second Consolidation Training | Public residential Care for Children and youth. Inclusive education, based on prolonged education and quality commitment to professional integration. |

Section 1: Description of the Services

Type of Service

Casa Pia was a public institute (residential care), established in 1780 in context of the social problems arising from the 1755 earthquake. The institute had an administrative, financial and proprietary autonomy. The services provided technical and pedagogical autonomy, with intervention in the social, educational and formative areas in collaboration with Ministry of Labor, Solidarity and Social Security and Ministry of Education.

Offers 2 kind of social services: residential care and educational services. The structure was composed by: 5 residential units (2 homes with pre autonomy program), 8 autonomy apartments (1 for youth and their children), 5 residential units, 1 temporary residential care, 1 family support and parental counseling center and homes for children with disabilities (deaf and deaf blind).

Description of the target group(s)

In the residential institution they had mostly the target group of disadvantaged children and youth 6-14/15 age old. They were without parental custody, because they were victims of physical, psychological, sexual abuse or victim of traffic and deaf blind.

Description of Social Workers Activities

The social workers' activities were organized in multidisciplinary group, together with a psychologist and an educator. Main activity was assessments of children or youth situation. All specialists wrote a report for the case analyzed. After creating an individual plan of education and social integration, because by portages law, children and youth can stay only 6 months in residential care. It was necessary to integrate them in other alternatives social services- temporary foster houses (or pre autonomy program) or back in biological families. Children and youth during the 6 months of accommodation on foster houses have to accomplish a specific program made for them. The program was created by specialist in collaboration with the children/ youth and their family, so in continuous negotiation. During the stay in institution, they need to pass through the plan of 4 steps composed by: integration, development, consolidation and autonomy.

Description of the main beneficiaries

The main beneficiaries of the residential structure were abused or victim of traffic. The most frequent aged of children and youth was 14 to 15-year-old. Some of them have been before in other residential care institution. They lived in semi autonomy assisted by a team of social work, psychology or educator.

Section 2: Comments following the Study Visit

General comments on the organization structure

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Casa Pia was a residential structure, established in 1999, supported by municipality funding (social service) in the beginning. What was unique was the collaboration and the support from donors, NGOs and the community to enhance service quality in this structure.

General comments on the quality of Service

Casa Pia provided good quality of service for the children and young without custody, especially in pro-autonomy program and also for deaf blind children. Their programs were created in collaboration of university professor/ specialist and certificated by the ministry. Also, they used qualitative assessments tools to evaluate the effectiveness of each individual plan created for children.

General comments on the Logistics

Casa Pia was a big social care structure with a lot of social services, as the school for deaf and blind children, building constructed all in glass structure as a way to help deaf children to communicate with each other also in distance, though signs language.

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability of this service is medium, consideration deinstitutionalization of residential institutions.

Dimensions of replicability

Regarding the situation in Albania related to this service we can underline that in the frame of deinstitutionalization of children services, there are a lot of efforts from international organizations as ACLI-IPSA, Save the Children, Terre des Hommes, central and local government (municipality of Shkoder) in this issue. We are at the first step of children deinstitutionalization.

Buying services and collaboration from the third sector (NGOs, community, business, etc) is a crucial dimension to be considered, since it's a requirement of the new law for social services in Albania, and a community need for which the municipality cannot provide for by it.

Elements of replicability

In 2010 Shkodra Municipality has piloted buying services for children from NGOs, but till now this experience hasn't been repeated, cause of some gaps in the procurement law for social services. It is necessary to work in this dimension.

Section 4: Recommendations to the stakeholders

- Central and local governments: Reintegration of beneficiaries in families and development of alternative care education for children as the model of educational communities or social apartment's structures.
- At the level of social policy, it is necessary to improve more the concept of equity than equality.
- NGO-s- Work together with the governments to promote the system of working in group (creating network) and sharing best practices.
- University- Offering master's degree for educators. This specialist is absent in our social services context.

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3. Espaço Júlia, Lisbon

| POLICY AREAS | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICES (PROVIDED) |
|---------------------|---------------------|-----------------------------|---------------------------------------|--|
| Against violence | Victim of violence, | Espacho Julia's | Lisbon, Second Consolidation Training | Center that supports victims of violence |

Section 1: Description of the Services

Type of Service

September 25, 2011, Chief João Sousa Dias, on duty at the time, takes a phone call from a man who reported a death in a room, set two minutes away from the police station. Wasting no time, he goes to the given address and becomes the first officer to evidence the crime of domestic violence. Julia, a 77-year-old woman, was killed after a morning debate by her husband with whom she had lived for 30 years who contacted the police identifying himself as a killer. The center operates 365 days a year, 24 hours a day.

Description of the target group(s)

Espacho Julia's phenomena are complex and sensitive, as they involve particularly vulnerable victims of different ages, from different social strata. The most complicated phenomena are those involving the sexual abuse and rape of children, not only because of the nature of the crime but also because of the technical procedures and police measures that must be taken urgently.

Description of Social Workers Activities

The technician for victim support in Espaço Julia, licensed in psychology, works with another technician, licensed in social assistance and ten other officials of the Public Security Police - in two shifts - with specific training in the field of domestic violence. There are female PSP agents because many victims "find it easier to express their case to a female agent".

iv) Description of the main beneficiaries

Women, girls, children and all families.

Section 2: Comments following the Study Visit

General comments on the organization structure

IRAV (Integrated Response Assistance to the Victim) was located in Santo António dos Capuchos Alameda, providing permanent specialist care from technical support to the victim from a collaboration between the parish of Santo António, the First Division of the Metropolitan Command Police of Lisbon - Public Safety Police and in partnership with the Lisbon Central Hospital Center.

The police department plays a key role in these centers. At a normal police station, the victim shows up to tell what happened. The social service where the victim will be sent, is called. The police officer files a complaint, which can be a lengthy process. The risk assessment is divided into 3 types:

- Low risk,
- Secondary,
- High

Then the technical implementer manages these risks by verifying the needs of the stay length: daily stay / weekly / monthly etc. until finding the solution for the client.

Victims benefit:

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- Immediate assistance
- Accommodation
- Legal support
- Social support

General comments on the quality of Service

Very best integration of work in equip, especially the introduction in the team of the police officer role.

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability of this service is medium, consideration the working in group of our institutions responsible against family violence.

Dimensions of replicability

- Unlike other centers, the victim goes to the Espacio Julia center after reporting. Every step after reporting is important and it is done there, which is the most significant for the victims. The purpose of treating victims is to minimize the possibility of re-victimization, thus minimizing the contact of the victim (the abused child or other cases) with the abuser.
- This is done with the court's decision as well, but until then it is the center which enables this (victims of high risk stay here with us, stay in this sofa, eat with us, until the Court gives the decision to arrest the abuser. Here the victim will be safe, regardless of their gender, age, occupation, says the psychologist of the center).

•

iii) Elements of replicability

- Unlike the police station, the center not only looks at legal issues but also social support, family relations, etc. and sends this information to doctors or institutions that can help.
- The establishment of the center adjacent to the hospital is one of its strengths (one of the entrances to the center was through the hospital) as many individuals may need medical treatment.

Section 4: Recommendations to the stakeholders

- Integration on the team of the police officer role (giving a more important role)
- Working in equip

| People INVOLVED [how many] | HOST INSTITUTIONS [how many] | AVERAGE DURATION [n. of hours] | HIGHLIGHTS |
|--|---|---|---|
| 1st and 2nd year of Master of Science in Child and Family Issues 21 | Department of Social Work and Social Policy-UT | 3 hours | Post consolidation training meeting with students of Master Program in UT Workshop 1 January 13, 2020 (after Lisbon training) |
| - 5 | Municipality of Tirana Department of Social Work and Social Policy-UT | 1.5 hours | Post consolidation training meeting with Tirana Municipality representatives Meeting 2 March 27, 2020 (after Lisbon training) |
| - 11 | Prime Minister Office; Probation Service; Ryder Albania (NGO); Help the Life (NGO); Arsis (NGO); CRCA (NGO); Shkej (NGO); Penal Institution for Juveniles-Kavaje; Ministry of Tourism; Shelter for Survivors of Domestic Violence (NGO) | 3 hours | Post consolidation training activity with social work professionals Workshop 3 March 30, 2020 (after Lisbon training) |

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5. Centro Social e Paroquial São Jorge de Arroios, Lisbon

| POLICY AREAS | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICES (PROVIDED) |
|---------------------------|---------------------|--|---------------------------------------|--|
| Support to elderly people | Elderly people | Centro Social e Paroquial São Jorge de Arroios | Lisbon, Second Consolidation Training | Psychological rehabilitation and spiritual support provided at the headquarters or at home to the elderly population |

Section 1: Description of the Services

Type of Service

The Parish Social Center of São Jorge de Arroios was a canonically erected Private Social Solidarity Institution, constituted as a social response of preventive and rehabilitation psychological and spiritual support, provided at the headquarters or at home to the elderly population, contributing to their quality of life. The Institution started its activity in the 70s under the name of “fraternal conviviality”, specifically in 1976, in the proper space of the Church of Arroios. In 1982, the Parish Church of São Jorge de Arroios, acquired the property, where today the Social Centre is located, with the purpose of responding to the elderly population of the parish. It is a private institution with public funds. This institution is religious, like the extension of the church. The institution has 47 workers. 5 social workers, 1 psychologist, 1 animator, 1 occupational therapist, 4 drivers, and the rest are helpers or supporting staff. There are no criteria for the elderly receiving the services.

These institutions offer some type of services like:

- Home Support Service from Monday to Sunday from 7:00 am to 12:00 pm.
- 24h Personalized Home Support Service
- Day Centre from Monday to Saturday from 8:30 am to 7:00 pm
- Night center
- Mother Teresa Community Centre with Food Bank and Social Canteen services
- Solidarity Line

Night center / Caregiver's rest - It is a transitional service, with a maximum duration of 90 nights, which allows the elderly to dominate in a system of greater security, with vigilance. Night centre is dedicated to persons of advanced age, which have dementia or other mental and physical disorders or problems. The night center has the capacity of 10 beds and in that time were 10 people living there.

The Home care (Day care) has a capacity of 197 persons and in that time was offering services for about 85 people. In the Lisbon city, this is the only center offering services from 8.00 till midnight including the weekends. Many elderly people, all around the city, came to this center. The Day Centre is a Social Response, developed in equipment, which provides a set of services that contribute to the maintenance of Elderly People in their socio-family environment.

Home sharing for seniors (Senior Republic).

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The concept of home sharing was born because of high rent bills in Lisbon. Senior people can rent the house with a low price. In a house could live 2 to 3 persons, this depending on the number of the rooms that the house has. The rules of the home are made from elderly themselves, leaving in the same house. Each of the elderly people has a personal room, and share the rest of the house (kitchen, bathroom, hallway etc). There is no restricted time for the people to live in these houses, as long as they can pay the bills for water, gas etc., but not for the rent of the house. The rent of the houses was paid from another project. Elderly people leaving in these shared homes, have much more autonomy and do not need much support. The concept is like the home sharing of the students. Response consisting of community housing, with a view to minimizing feelings of isolation and loneliness, responding to problems associated with poor housing, based on principles: Dignity, Freedom, Autonomy of Will. There are 9 home sharing.

Home sharing for homeless people

These services are like the home shearing for seniors, except the fact that they are not dedicated to the seniors, but to the homeless people. The people for this service are selected by the team of the municipality, and they can stay at this shared home till they are autonomous. Each of the persons has a separate insertion and integration program. This kind of service is only for individual persons, not for families and not for elderly. It is an answer consisting of community housing, with a view to inclusion and social participation, aimed at Homeless People, also based on principles of Dignity, Freedom and Autonomy of Will.

Description of the target group(s)

Social Centre exists to provide care services to the Elderly with the aim of bearing a better quality of life for them. In this framework it provides services of a social, psychological and spiritual nature, at the headquarters and at the elderly person's own home.

Description of Social Workers Activities

There were 5 social works at the center, working with elderly people. They do not work only with their physical needs, but also with this social and psychological need. Beside their formal education on social work, they are all trained for the working with elderly people.

Description of the main beneficiaries

The main beneficiaries are elderly persons but also homeless persons.

Section 2: Comments following the Study Visit

General comments on the organization structure

The institution was very well organized. The nature of this institution is religious, but with strong collaboration with the municipality and other institutions and organizations. It has a long experience in offering social services especially for elderly people.

General comments on the quality of Service

It seems that the elderly people get a full treatment of their physical and psychological needs. The space of the centre (night centre) and facilities were optimal. There was an effective multidisciplinary staff (social worker, animator, therapist, psychologist, sanitary staff, helpers staff) working with the elderly. Seniors and homeless people leaving at the home sharing seem very autonomous and had a good quality of life.

In general, The Parish Social Centre of São Jorge de Arroios offers a very good quality service for the elderly people and for homeless people.

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General comments on the Beneficiaries

The beneficiaries of Night Centre are elderly people which have dementia problem or other mental and physical disorders. The beneficiaries of two typologies of Home sharing services are elderly people who cannot afford the rent of an apartment or homeless people.

General comments on the Logistics

The Parish Social Centre of São Jorge de Arroios has a range of good equipped care services. The Night centre and the Day care have adequate logistic for the elderly people including physiotherapy room and entertainment room. The Home sharing service has quit and autonomous apartments for the elderly and the homeless people.

Section 3: Elements of replicability

Level of replicability (high, medium, low)

Albania, due to a strong flux of emigration of youth and adults, has an increased number of elderly people that live alone in their homes. The necessity of providing a range of different social care services for the elderly people is going to be pressing.

For this reason, the level of replicability of the different services provided by the Parish Social Centre of São Jorge de Arroios is high.

Dimensions of replicability

The dimensions of replicability rely most on the need to offer different types of social care services that are not sufficiently developed in Albania and, in our case, in the Municipality of Shkoder, such as the night centre and the Day care.

The home sharing for seniors and the care at home are other types of services that might be necessary to be developed in the Municipality of Shkoder.

Elements of replicability

Including new types of non-residential services for elderly people that enhance the level of live and of the autonomy of elderly, respecting in the same time the principles of Dignity, Freedom and Free Will.

Section 4: Recommendations to the stakeholders

- Developing new types of non-residential services for elderly people.
- Commitment to the principles of Dignity, Freedom and Free Will.
- Promotion multidisciplinary teamwork model for these services.

After the “Second Consolidation Training” held in Lisbon on 2 – 6 December 2019, the team of T@sk project of University of Shkoder, has made three appointments:

• 31 January 2020, 10.30 – 12.00: Meeting with students of bachelor program in Social Work (43)

In frame of sharing the best practices on social services in Lisbon, we organized one informative session with students of the social work program. The information session took place on January 31th 2020, with the participation of social work students of the third and second year. The focus of session was to share information about the best practices on child, women and elder’s social protection services visited in Lisbon. The presentation was made form Bujane Topalli, Galsvinda Biba and Visar Dizdari. They share

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not only their experience but also encouraged discussion on the feasibility of applying these practices from social protection services offered in Shkoder municipality.

- **19 February 2020, 12.00 – 13.00: Meeting with representatives of Social Service Directory of Municipality of Shkoder (4).**

This meeting took place in the Municipality of Shkoder premises, in the presence of Director of Social Service, representative of Child Protection Unit and two social workers.

T@sk team: V. Dizdari and B. Topalli presented the best practices of the services visited during the second consolidation training.

Confronting the possibilities of replicability was an interesting discussion. The possibility of applying the child protection services seems more likely not only because of the long and good experience that municipality has but also the greater financial opportunity for this target group.

In the course of the discussion, it was concluded that the cooperation between the university and the municipality needs to continue and to be more frequent.

- **22 May 2020, 12.00 – 13.00: Meeting with social workers of the Municipality of Shkoder and associated partner “The DOOR” (9)**

The organization of this session took place online, due to the pandemic situation. Participants: 8 social workers of public social services and one representative of the “The Door” NGO;

T@sk team: G. Biba, B. Topalli; V.Dizdari

The aim of these appointments was the presentation of the reports on Best Practices for women and children visited in Lisbon during the week of the training, possibilities of replicability in Shkoder,

The meeting was very interesting and collaborative. The social workers show curiosity and asked for additional information regarding the consolidation of services provided by Casa Pia and the form of registration and reporting of violence by women. Among other things, the need for more services for vulnerable groups was identified.

Throughout the meeting, a positive climate, exchange of experiences and proposals for further cooperation between the university and the community were noted.

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Pictures of T@sk Project activities in Shkoder, January – June 2020

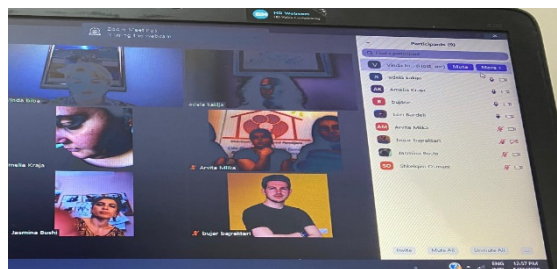
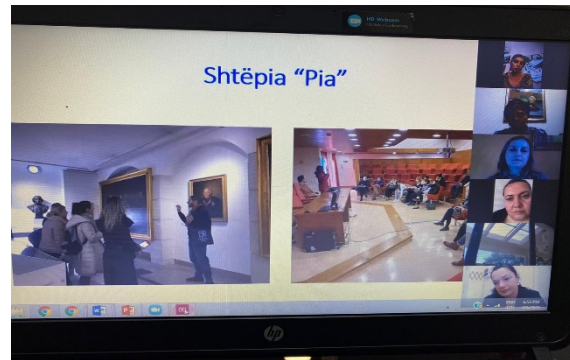
28 January 2020

Meeting with students of bachelor program in Social Work



22 May 2020

Meeting with social workers of the Municipality of Shkoder and “The DOOR”-NGOs



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SIXTH REPORT – Best Practices Dissemination Activities Post SCT by P6 University of Elbasan “Aleksandër Xhuvani”

Track of changes

| Date | Version | Comments | Author/s |
|------------|---------------|---------------------------------|--------------------------------|
| 04/07/2020 | Draft | Initial version of the document | Roksana Poci |
| 10/07/2020 | Revision | Revision first draft | Elisabeta Osmanaj |
| 20/07/2020 | Final version | Final version | Roksana Poci Elisabeta Osmanaj |

Editors P6

Elisabeta Osmanaj, Roksana Poci, Valbona Muca, Erjona Hasa, Eda Cela.

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1. Casa Do Parque, Lisbon

| POLICY AREA | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICE(S) OFFERED |
|----------------------------------|------------------------|----------------------|---------------------------------------|--|
| Support to disadvantage children | Disadvantaged children | Casa do Parque | Second Consolidation training, Lisbon | a) Residential Care for Children. b) Accommodation and individual plans of care |

Section 1: Description of the Services

Type of Service

Casa do Parque has its beginnings in 1989. Actually, it offers residential service to 14 children aged from 0 to 14 yrs. The residence has been built by Lisbon Municipality and owned by it. The running cost for the residence is covered by CresCer, which relies financially from different sources: Social Protection Services financial support and aides, community contributions, private donations and grants from projects to other organizations. In Portugal and particularly in Lisbon, the Non-Governmental Organizations have reached an agreement with State, which covers a percentage of the cost of a private solidarity service, in cases the number of the users goes beyond a certain number, thus challenging the financial capacity of the associations themselves. Generally, the State through Social Protection Services and Agencies covers up to 40% of the cost. Local government is financially involved into supporting local social protection services in the city of Lisbon.

Description of the target group(s)

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Casa do Parque is a residential home for children, situated in Lisbon, one of the seven residential houses, part of CresCer Child Residence Services in Portugal. CresCer refers to the Portuguese Association for Family and Minority Rights. It is part of private enterprises of social solidarity in Portuguese Social Protection System, created since 1986 by a group of Portuguese judges who believed that child protection had to stretch beyond court's rooms into the community in order to offer protection to children and youth at risk. CresCer has a focus on children and youth deprived or neglected from their families, or violence and crime victims. Overall in Portugal, CresCer has established seven residential homes for children from 0 to 12 yrs of age, and for youth from twelve to 18 – 25yrs old. The hosted children and youth are mainly victims of domestic abuse, family neglect, or suffer from infective diseases. According to CresCer database there are 96 children and youth in national level actually hosted in all the national residential homes.

Description of Social Workers Activities

The social workers' main activity was designing and implementation of individual plans of care for each child and facilitating the process of reintegration in families. The usual staying period, through which the plan was implemented, was 18 months, with the possibility of prolonging for other months, depending on the needs and changing situation of children and families. The social workers worked in close collaboration with educators, psychologists, legal experts and family members of children.

Description of the main beneficiaries

Casa do Parque offered residential and psycho-social services to children with a Court decree, moved from their biological family or referred to by the Commission for Child Protection for a six months period. The longest residency period could extent to one year and a half in some cases. The children came from families with parental neglect, physical and sexual abuse, and school dropout. Casa do Parque intended to create for these children the most likely familial environment possible, in order that the child could feel the warmth and security of a typical family. For example, the staff observed during the child's first few days in the center, his or her greater attachment behavior to an individual staff member, namely an educator, who then was assigned more responsibility for the child, for example, taking the child to and from the school, accompanying him or her to medical or dental visits or looking after child's academic duties. The residential home staff was mainly comprised of educators, who worked in three shifts for the whole 24h service.

Section 2: Comments following the Study Visit

General comments on the organization structure

Residential services provide an important link in the chain of child protection services sustained by child rights charters and legal papers, when family environment presents a risk to the wellbeing of the child. In order that a child's normal development needs are met, such services offer an alternative buffer providing basic needs, security and attachment needs. Casa do Parque cared that the child had all the adequate environmental conditions and social ones. It aimed at functioning like a typical family with its regime, duties and time structure. Attention was given to support child communication with his or her parents, through a twofold approach, one aimed at offering support to family to remedy its problematic situation within the time the child was at the residential home, and the other to provide space for parental presence and communication to the child.

General comments on the quality of Service

The residential home staff was invested into caring for the child, in case his or her biological family could not have resources to be a familial environment to the child any longer, by evaluating whether adoption could be the best possible solution for the child in order to live in a nourishing family otherwise. Casa do Parque used an interesting approach in considering young children' attachment needs, by giving time to observe with whom from the adult staff, the newcomer child was disposed for a closer relationship. Adult

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figures play an important role for child interpersonal functioning and orientation especially when found in a completely new environment and people. A particular attention was given to accommodate the house to young children with disability needs, by providing with bathroom specific accommodations.

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability of this service is medium, consideration deinstitutionalization of residential institutions

Dimensions of replicability

The Albanian Law no. 121/2016 “*For the social care services in the Republic of Albania*”, distinguishes among types of services in order that social protection and care are guaranteed to targeted population segments. According to Article no. 14 in the above-mentioned Law, residential care type of services are provided. All the services for social protection and care are monitored by the National Agency of Social Services.

The National Strategy for Social Protection 2015-2020 has declared at its main objectives the deinstitutionalization of residential care through alternative care services like foster care for children that are abandoned, orphaned or at risk, The Governmental Decree no. 1104, date, 30.07.2008 “*The strategy of foster care service*”, and The Governmental Decree no. 89, date, 26.01.2012, which predicts care and protection in a foster family for those children from age 0 to 18 yrs lacking in parental care and support.

Elements of replicability

As far as the removal of paternal responsibility is concerned, the Albanian Code of Family, no. 9062, date 08.05.2003, Article no. 228, predicts that when one of the parents abuses with his responsibility, or adversely affects child wellbeing, he is called by the court for a removal of parental responsibility. The court is assigned with the capacity for this judgment. The removal of parental responsibility lasts as long as the conditions sustain the aversive situation in the family.

Section 4: Recommendations to the stakeholders

- Promoting public awareness through child rights and protection campaigns in order that reporting a child, a victim of maltreatment, be felt as a compulsory act
- Every child be educated to protect himself or herself from threats or signals of maltreatment, violence and abuse in the circle of family or trusted others. Every child be instructed for the National Phone Assistance Service (ALO 116) a 24 h service per 7. Such information be made public in schools, local papers, local TV and public places
- Professionals working with children like teachers, social workers, nurses or educators be encouraged to cooperate with Child Protection Unit in cases of assessing a child in a risky or threatening situation
- Main and minor municipalities fully establish services for the child protection services as derived by the law
- Professionals like social workers be integrated in such services through employment
- Other local professionals that work with children need to cooperate with the Child Protection Unit in order to inform and refer about cases or situations in the area that may harm or put into risk the wellbeing of the child
- To put up together advocacy initiatives for adequate care for children, campaigns or solidarity actions in order to strengthen local network
- The Law no. 10347, date 04.11.2010 “*For the protection of children rights*”, does not constrain by law municipalities to create Child Protection Units. This needs to be mandatory for local government in order that Child Protection Units benefit from proper allocation of funding and proper financial support for its adequate functioning

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2. Casa Pia Lisboa, Lisbon

| POLICY AREA | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICE(S) OFFERED |
|--|---|-----------------------------|---|--|
| Support to children and youth at risk. | Children and youth without adequate family backgrounds. | Casa Pia | Lisbon Second Consolidation Training | Public residential Care for Children and youth. Inclusive education, based on prolonged education and quality commitment to professional integration. |

Section 1: Description of the Services

Type of Service

Casa Pia was created shortly after the earthquake that struck Lisbon in the 1750s, the term that ravaged the whole city of Lisbon and left not only misery, destruction, but also extraordinary social problems. One of the biggest problems was that of children who were left orphaned after this earthquake. So its beginnings were an orphanage for children who lost their parents after the earthquake (1789-1807). Later in the years 1811-1833 because of the war lost her brilliance and was forced to move from the castle of Sant Jorge. 1834-1910 was also the period where the education was greatly improved which was not only qualitative but also the expansion of knowledge such as music, sport, art and culture. During this period, 1910-1926, important figures from Portugal were educated in Casa Pia and the first football team in the country was born. The reforms that accompanied Portugal in those years were affected by 1933-1974 period, and Casa Pia, which centralized the services of headmasters of the school, continued to be an important institution but due to its old name rather than curriculum improvement. 1974-1980 period of time, a deep crisis accompanies Casa Pia which was affected by the chaos created by a dictatorial regime. During this period, 1980-2001 Casa Pia not only had a significant and fundamental reorganization but expanded its cooperation mainly with institutions which were already run by former school students. 2001-2006 period were the most difficult years for Casa Pia. 2006-2010 period of time, the legal changes and the reorganization of Casa Pia itself changed and its profile.

Description of the target group(s)

In the residential institution they had mostly the target group of disadvantaged children and youth 6-14/15 age old. They were without parental custody, because they were victims of physical, psychological, sexual abuse or victim of traffic and deaf blind.

Description of Social Workers Activities

Casa Pia is a center, a school for children from 6 to 14 years old, children who move out of their homes by court order (maltreatment, street abuse etc). Upon arrival at the child's home, a report is drawn up by a multidisciplinary team that identifies the immediate needs and the level of intervention on a case-by-case basis. The interdisciplinary team consists of a social worker, a psychologist and an educator. The working group's roundtable also defines the final report for the child. Monitoring takes place no more than 24 months and the stay may not be longer than 3 months at home after the child has a family, returns to his or her family or to the institutions provided by law Casa Pia's mission is the integration of children and adolescents, mainly those who do not have a decent family environment and their preparation through extended education and gaining autonomy, preparing them so they can afford to live and integrate into society

Description of the main beneficiaries

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The main beneficiaries of the residential structure were abused or victim of traffic. The most frequent aged of children and youth was 14 to 15-year-old. Some of them have been before in other residential care institution. They lived in semi autonomy assisted by a team of social work, psychology or educator.

Section 2: Comments following the Study Visit

General comments on the organization structure

Casa Pia not only had a significant and fundamental reorganization but expanded its cooperation mainly with institutions which were already run by former school students. 2001-2006 period, were the most difficult years for Casa Pia.

General comments on the quality of Service

2006-2010 period of time, the legal changes and the reorganization of Casa Pia itself changed and its profile giving special importance to social education, which made the main priorities of were:

- Transitional reception of children and return to families or institutions provided by law.
- Extended education.
- Initial Qualification.

The importance of training for the deaf and hard of hearing persons.

General comments on the Logistics

Casa Pia was a big social care structure with a lot of social services, as the school for deaf and blind children, building constructed all in glass structure as a way to help deaf children to communicate with each other also in distance, though signs language.

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability of this service is medium, consideration deinstitutionalization of residential institutions.

Dimensions of replicability

In Albania, the Law on the Protection of Children, No. 10 347, dated 4.11.2010 regulates the protection of the child in a concrete manner, citing the constitution, the European Convention on the Protection of the Child, etc. This law aims to provide "special protection of the rights of the child through the realization of a complete legal and institutional framework, in pursuance of the Constitution, international acts operating in this field, as well as applicable legislation; taking steps to ensure that the child exercises his / her rights in accordance with his / her development and personality, based on his or her best interests; taking measures to ensure the life, survival and development of the child and ensuring co-operation between central and local structures and authorities, as well as organizations protecting the rights of the child.

Elements of replicability

In Elbasan the "Zëra Jete" school, is a school for children with disabilities but not of the Casa Pias dimensions. The special public school in the city of Elbasan was opened in 1983 as a classroom near the "Thoma Kalefi" eight-year public school. This school is named after the special school "Zëra Jete" with the request of the school director and the pedagogical staff and the approval of the district council in December 1998. Today, due to the reform of the education system, it is a 9-year school. This school has a total of 61 children with disabilities who study at this school. Each grade from grade 9 to 9 has two teachers. The subjects taught in this school and given by other teachers are Music, Education, Handicrafts, Physical Education etc. In total there are 22 teachers and one psychologist at the school who provide psychosocial services one hour per week. Working with children with disabilities consists in the

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implementation of the individual PEI (Individual Work Program) program implemented by the teacher and assistant teacher

Section 4: Recommendations to the stakeholders

- Make institutions and communities aware of emergency situations assessment of children with disabilities and other disabilities
- The municipality takes measures to create the necessary infrastructure as the law provides for children in need and with different abilities.
- Local professionals working with children to work more closely with children's families by making them integral to the assistance they provide to the child in parallel.

3. Espaço Júlia, Lisbon

| POLICY AREAS | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICES (PROVIDED) |
|---------------------|---------------------|-----------------------------|--|---|
| Against violence | Victim of violence, | Espacho Julia's | Lisbone, Second Consolidation Training | Center that support victims of violence |

Section 1: Description of the Services

Type of Service

Espaço Julia Center is managed by social workers, police agents trained for domestic violence victims, various specialists working in the field of domestic violence, namely social emergency services, local authorities, units family health, social security and organizations. as well as promoting prevention, outreach and awareness raising activities in the local community. Alameda Santo António dos Capuchos is located near the entrance to the Santo António dos Capuchos Hospital.'Espacio Julia' has two independent entrances, providing privacy, comfort and security for victims of domestic violence. This space allows for access by persons with reduced mobility. Collaborates with the Parish of Santo António, First Division of the Lisbon Metropolitan Police Command - Public Safety Police and the Lisbon Central Hospital Center, entities that have developed partnerships for many years. institutions for the purpose of signaling, supporting and referring victims of domestic violence.

Description of the target group(s)

The beneficiary group is women victims of domestic violence and various abuses. The 'Espacio Julia Center' is a support, space for women victims of violence, sexual abuse, children or elderly victims of domestic violence. At a normal police station, the victim shows up to tell what happened, and the center reports, calls social services to send the victim. Unlike the police, Espacio Julia Center practices practices, not only see legal issues but also social support, family relationships, etc., and sends this information to doctors or institutions that can help.

Description of Social Workers Activities

Social workers primarily assess the current situation, provide protection, deal with victims of violence, support victims, deal with victims to help minimize violence and opportunities for re-victimization. So they minimize the contact of the victim (the abused child or other cases) with the abuser.

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Social workers apply all the techniques that are needed and available to support and assist the victim. Unlike the police, they see not only legal issues but also social support, family relationships etc and send this information to doctors or institutions that can help. T

Description of the main beneficiaries

Women, girls, children and all families.

Section 2: Comments following the Study Visit

General comments on the organization structure

At the local level we have a similar association called " Women's Forum " and it started in August 1991 as a branch of the Independent Forum of Albanian Women, re-registered in 1995 as a branch of the Independent Forum of the Albanian Woman, branch Elbasan, is registered as a separate association on 07.01.2000 in accordance with the law of Non-Profit Organizations in Albania. According to the statute, the organization is called "Elbasan Women's Forum" It may also be known as FGE (acronym). The organization is formed as a membership association. The organization extends its activities in the Elbasan District, with the right to extend throughout Albania. The specific profile of the organization is that it is based on women's issues and problems, particularly those with violence, age groups, different levels and beliefs from urban and rural areas, and on the increase of women's participation in public life mainly in politics and in society.

General comments on the quality of Service

Very best integration of work in equip, especially the introduction in the team of the police officer role.

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability of this service is medium, consideration the working in group of our institutions responsible against family violence.

Dimensions of replicability

Social workers primarily assess the current situation, provide protection, deal with victims of violence, support victims, deal with victims to help minimize violence and opportunities for re-victimization. So they minimize the contact of the victim (the abused child or other cases) with the abuser.

Social workers apply all the techniques that are needed and available to support and assist the victim. Unlike the police, they see not only legal issues but also social support, family relationships etc and send this information to doctors or institutions that can help. This is also done by a court decision but until then it is the social workers who provide this support and assistance using all opportunities and means. From the beginning social workers speak to the police who have always been and are their main partners in these matters. types of crimes. Social workers follow victims to other levels from the beginning. They take the first steps, try to understand the impact that the violence has on the victims, try to find the best way to help the victim, assess the situation if there is a high risk that can be threatened. They also cooperate with the police and with the entire community who are willing to help. Social intervention is very well connected to the police. In addition to their professional role, they also use all resources to assist the abusive victim.

Elements of replicability

- Unlike the police station, the center not only looks at legal issues but also social support, family relations, etc. and sends this information to doctors or institutions that can help.
- The establishment of the center adjacent to the hospital is one of its strengths (one of the entrances to the center was through the hospital) as many individuals may need medical treatment.

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Section 4: Recommendations to the stakeholders

- Women / girls who have been subjected to constant violence and who need to be removed from the situation of danger need a protected place until the moment of the Immediate Protection Order
- Women / girls demonstrating a determination to get out of a discriminatory situation of violence.
- Promotion and inclusion of women in the market economy through the encouragement and creation of different women's societies by their own means or through donated funds to the association and project funds.
- Protection guarantees and promotion of women in social life.

5. Centro Social e Paroquial São Jorge de Arroios, Lisbon

| POLICY AREAS | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICES (PROVIDED) |
|---------------------------|---------------------|--|--|--|
| Support to elderly people | Elderly people | Centro Social e Paroquial São Jorge de Arroios | Lisbone, Second Consolidation Training | Psychological rehabilitation and spiritual support provided at the headquarters or at home to the elderly population |

Section 1: Description of the Services

Type of Service

The Social Center exists to provide services to the elderly in order to provide a quality of life for them. To do so, she provides social, psychological, and spiritual services, either at Headquarters or in the Elders' own residence.

The center began its activity in 1976 as a center of "brotherly obedience".

It is a center of social solidarity, which enjoys legal personality in the canonical and civil forum and belongs to the parish church of Sao Jorge de Arroios.

In 2009, the center defined its organizational culture based on a mission, vision and set of values, which consist in providing psychological and spiritual support to guarantee the quality of life of the elderly.

The center provides social, psychological and spiritual services both at Headquarters and in the Elderly's Residence.

Description of the target group(s)

The Social Center Sao Jorge de Arroios is a private institution of Social Solidarity, created as a social response to the psychological, spiritual, preventive and rehabilitative support provided in the elderly or at home offices by contributing to enhancing the quality of life. their livelihood. The social center is a canonical, non-profit making institution

Description of Social Workers Activities

In 2003, the Institution had 11 Employees, and three Social Responses, addressed solely to the elderly population of the Arroyo Parish: Day Center with a capacity of sixty people, which worked Monday through Friday from 9h00-17h00, Home Help with capacity for 70 people who worked Monday-Friday from 09h to 17h00, and a Social Center for 30 people who also worked Monday-Friday between 14h30 and 17h.

In 2006, the domestic help service extends its intervention until 9pm, and in 2007, it lasts until 12pm. In 2008, this response expands again, from 08h to 00h. In 2011, there is a further expansion, operating from 07h to 00h.

In July 2009, the social response of the Social Center was abolished. In October, the Internal Support Service extended its intervention over the weekends, also increasing the number of users covered, to 85 users, of whom 29 during the five days of the week and 56, seven days a week.

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Description of the main beneficiaries

The main beneficiaries are elderly persons but also homeless persons.

Section 2: Comments following the Study Visit

General comments on the organization structure

The service and care provided to the elderly mainly near the center was exceptional and well organized. The center provided a social response and psychological, spiritual, social, preventive and rehabilitative support to the elderly with the sole purpose of enhancing their quality of life. These services were provided both at the headquarters of the center as well as in the care of the elderly and families who were in a state of physical and mental distress. This was in fact a novelty in meeting the needs of this category of people. The facilities of the center were conducive to meeting the vital needs of the elderly in particular.

General comments on the quality of Service

Center was recently opened to provide services that help prevent and minimize the effects of social exclusion on the population (families or individuals). The Stimulation Room was another separate center facility providing a therapeutic setting that allowed the use of sensory stimulation. The elderly in this room consciously used the senses to access emotional memory and favor cognitive processes. This was achieved by the professional use of touch, speech, appearance, etc

General comments on the Beneficiaries

The beneficiaries of Night Centre are elderly people which have dementia problem or other mental and physical disorders. The beneficiaries of two typologies of Home sharing services are elderly people who cannot afford the rent of an apartment or homeless people.

General comments on the Logistics

The Parish Social Centre of São Jorge de Arroios has a range of good, equipped care services. The Night centre and the Day care have adequate logistic for the elderly people including physiotherapy room and entertainment room. The Home sharing service has quit and autonomous apartments for the elderly and the homeless people.

Section 3: Elements of replicability

Level of replicability (high, medium, low)

In Albania, a range of services are offered for the elderly. Finally, the National Aging Plan has been introduced on World Elderly Day. Under the plan, family services will be provided for the first time to the elderly.

Dimensions of replicability

The center provided a social response and psychological, spiritual, social, preventive and rehabilitative support to the elderly with the sole purpose of enhancing their quality of life. These services were provided both at the headquarters of the center as well as in the care of the elderly and families who were in a state of physical and mental distress. This was in fact a novelty in meeting the needs of this category of people. The facilities of the center were conducive to meeting the vital needs of the elderly in particular.

Elements of replicability

Including new types of non-residential services for elderly people that enhance the level of live and of the autonomy of elderly, respecting in the same time the principles of Dignity, Freedom and Free Will.

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Section 4: Recommendations to the stakeholders

- Take measures to minimize social isolation in aged care facilities and ongoing efforts to raise awareness and emancipate society about these care centers so that they are more solidarity and supportive of this category of individuals.
- Ongoing trainings especially for community support for this category of individuals.
- Increase of staff in residential care centers for the elderly, as one of the elements of staff

T@sk Project activities Elbasan January 2020

After the “Second Consolidation Training” held in Lisbon on 2 – 6 December 2019, the team of T@sk project of University of Elbasan, has made four appointments:

Meeting minutes T@sk Second Consolidation Training Group informative sessions with Social Workers (15)

Date: January 13th 2020

Time: Afternoon session 12.30 – 14.00

Venue: Center for Autism “Fly for Life”

Presenters: Associate Professor Elisabeta Osmanaj, Dr. Roksana Poçi

Agenda: 12.30 – 13.00 Integrated Care Services for Children and Youth – Casa Pia Lisbon

13.00 – 13.30 Child Residential Services – Casa do Paroique, Lisbon

13.00 – 14.00 Discussion & Conclusions

Mrs. Osmanaj presented the national institution of child protection Casa Pia Lisboa, starting with the history background since its foundation to the present day, then following a detailed description of its programs and services ranging from psychosocial interventions to educational and formative responses and residential ones. Casa Pia is a model of a comprehensive support system services and interventions to help children, youth and young mothers reach autonomy and responsibility for independent living. The structure of Casa Pia services to young children and youth was presented the following order: the school for deaf children, foster houses (emergency and residential ones), residential houses for building pre-autonomy skills, autonomy apartments, autonomy apartments for young mothers, center for family support and parent counseling, residential homes for deaf young students, and the holidays center or pedagogical farms, for all the users of the services. The presentation made a point about the role and functions of the social workers in the various Casa Pia programs and services. The social worker held a highly qualified profile at Casa Pia performing educative, diagnostic and evaluative, mentoring or counseling functions.

Ms. Poçi presented child residential services established by CrescerSer, a private institution of social solidarity since year 1989, having a national coverage of a total of seven residential homes, sheltering children from 0 to 18 yrs of age. The greatest part of the presentation focused on Casa do Paroique, one of the seven residential homes, which accommodated children from 0 to 12 yrs of age. It recounted the role it played for child protection for those children either brought by a verdict of Court or referred by the Commission for Child Protection and the corresponding family problematic issues that followed legal or institutional decisions. The social workers were given a detailed description of the structure at its functions, the roles and activities of the staff, respectively educators, social workers and part time staff (lawyer and psychologist). Later a briefly comparative analysis ended the presentation, regarding the legal framework and

social protection schemes for child protection in both countries, discerning moments of replicability with residential child homes in the city of Elbasan and the role of the Child Protection Unit at district level.

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Mrs. Blerina Boçi, Director of the center, contributed to the presentations' section of the meeting by offering an account of the center for autism "Fly for life" regarding educational and therapeutic services, staff capacity and activities, and their one-decade efforts to secure sustainability of the center in their mission of caring for children with autism and other disability. She mentioned the center's perseverance to reach for support and collaboration from the district of Elbasan and municipalities of Elbasan, Cerrik and Gramshi, which on their modest means have supported the users and staff with transport costs, therapeutic and educational materials and office materials. The future for her, holds promise for a better coordinated local network and integrated efforts from various agents engaged in child care and protection, toward the consolidation of the existing social care services.

Meeting minutes Task Second Consolidation Training Group informative sessions with Social Workers (11)

Date: January, 15th 2020

Time: Morning and Afternoon session 11.00 – 12.30

Venue: The Social Center Balashe

Presenters: Dr.ErjonaHasa

Agenda: 11.00 – 12.00 Presentation of services for the elderly - The social center Sao George Paraquial de Arroios, Libon. 12.00 – 12.30 Discussion & Conclusions

During our training to the Balashe Social Center Elbasan, we had the opportunity to present the experience gained in Lisbon at the Sao George Paraquial de Arroios Social Center for the Elderly.

In our training first we stopped at the mission of this center, which was mainly concerned with providing psychological, spiritual, social support to the elderly, thereby enhancing their quality of life. The peculiarity of this center was in fact the fact that the services were provided not only in its headquarters, but also in the elderly settlements. The center also provided support to people and families who were at home in a difficult physical and mental situation, providing psychological, social support to meet their basic needs. The service and care provided to the elderly at the center was exceptional.

The facilities of the center were conducive to meeting the vital needs of the elderly. The center stood as a shared community, as a social, preventive and rehabilitative response for the elderly with the sole purpose of enhancing their quality of life.

The center consisted of several main formations, among which we can mention Republica Center, Night Center, Senior Republic, Home Support Service, Solidarity Center, Day Center, Mother Teresa Community Center and Stimulation Room. The latter was very interesting and was received with great interest by the staff of the Balashe Social Center in Elbasan. Specifically, the psychologist at the center expressed the importance and need for the elderly who may be accommodated near the center to have the opportunity to create such a thing.

Another issue raised by the director of the Balashe center was the urgent need to recruit medical staff near the center. The center needed the presence of physicians who would look after the elderly and follow-up with regular check-ups. The staff were actually amazed at the well-organized and well-functioning Sao George de Arroios center in Lisbon.

The staff had the need in ongoing training in the implementation of modern techniques to meet the basic needs of the elderly.

At the conclusion of the meeting, the social worker of the center reiterated the urgent need to develop plans for recreational activities that would provide amusement and entertainment for the elderly to facilitate their lives to some extent. This issue was addressed to the policy makers in our country.

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Meeting minutes T@sk Second Consolidation Training Group informative sessions with Social Work students

Date: December 16th, 2019

Time: Morning session 11.00 – 12.15; Afternoon session 12.30 – 13.40

Venue: Faculty of Educational Sciences, University of Elbasan, Room 211

Presenters: Elisabeta Osmanaj, Eriona Hasa, Valbona Muça, Roksana Poçi

Elisabeta Osmanaj presented the national institution of child protection Casa Pia Lisboa, starting with the history background since its foundation to the present day, then following a detailed description of its programs and services ranging from psychosocial interventions to educational and formative responses and residential ones. The structure of Casa Pia services to young children and youth was presented the following order: the school for deaf children, foster houses (emergency and residential ones), residential houses for building pre-autonomy skills, autonomy apartments, autonomy apartments for young mothers, center for family support and parent counseling, residential homes for deaf young students, and the holidays center or pedagogical farms, for all the users of the services. Casa Pia was a model for a comprehensive support system services and interventions to help children, youth and young mothers reach autonomy and be able for a responsible living.

Roksana Poçi presented child residence services established by CrescerSer, a private institution of social solidarity since year 1989, having a national coverage of a total of seven temporary foster homes, sheltering children from 0 to 18 yrs of age. Later the presentation focused on the child residence Casa do Paroque, a facility visited during Lisbon training week, presenting the family issues that brought children to shelter home, shelter's coordination with Child Protection Commission, kinds of support offered to the children, the role of social workers and educators to provide a family like environment and parallel work with other agencies and municipality providing support to resident children' families.

Erjona Hasa presented elderly care services in the social center Paroquial de São Jorge de Arroios. The center covered a plethora of services for the care of elderly, ranging from day care centers to residence homes, namely day care activity center for elderly, including sensorial stimulation therapy for those with dementia and cognitive impairment, all sitting services, night centers and residential homes. Another service the center provided was that for the homeless, residential apartments arranged to shelter up to five people, priorly selected by the municipality. The social center coordinated work with a social worker from municipality in order that the homeless build their autonomous capacity skills.

Valbona Muça presented an integrated service support model center for women, victims of domestic violence. The center was an exemplary one, both in national and European level, as it had succeeded in bringing together police and technicians in one coordinated team to approach the situation of the battered woman, offering both legal and social support. The presentation followed a background history of the center, its innovative approach, a step by step description of the intervention since the referral, to report writing, contact with crime investigation report station, risk evaluation procedure by the police and preparation for court.

Note: In all presentations, besides providing an account of the best practice social care centers and facilities, visited in Lisbon, an emphasis was laid to their respective funding schemes. The presenters believed that the information would be interesting to the Albanian situation in the context of currently developing an integrated social care services model at governmental level, where funding opportunities will present a challenge.

Meeting minutes T@sk Second Consolidation Training Group informative sessions with Social Workers (11)

Date: January, 27th 2020

**ANNEX 1 - 9 REPORTS AND ONE SURVEY ON MONITORING OF BEST PRACTICES IN THE FIELD
OF POLICY MAKING DIRECTED TO DISADVANTAGED CHILDREN AND WOMEN AND ON
DISSEMINATION ACTIVITIES**

Time: Afternoon session 12.45 – 14.45

Venue: Center “Espaço Julia”

Presenters: Dr.Valbona Muça

Agenda: 12.45 – 13.15 Integrated Care Services for Espaço Julia,Lisbon
13.15 – 14.45 Discussion & Conclusions

The workshop held in the framework of the second consolidation training in Lisbon took place on January 27, 2020 in the premises of the Women's Forum in Elbasan. The workshop was aimed at sharing practices and exchanging ideas. and Nuredin Çeçi. Valbona Muca shared with the staff of the center the experience gained at the Espaço Julia Center and presented the National Institution for the Protection of Women Victims of Violence and Abuse, familiarizing them with the history of its establishment to date, following a detailed description of its programs and services, ranging from psychosocial interventions, to supportive, supportive, formative and residential responses. Espaço Julia is a model of a comprehensive support and intervention system service to help women. The center is a support, for battered women, sexually abused persons where they can receive support and assistance, specialized care, treatment on the difficult path of integration into social life. Espaço Julia is a support, space for women victims of violence, sexual abuse, children or elderly victims of domestic violence.

The presentation was a presentation of the role and function of social workers, police and social services. The social worker at 'Espaco Julia' demonstrated a highly qualified profile in signaling, supporting and referring victims of domestic violence, in order to make women aware of the situation they manage, access to legal and medical information, psychosocial assistance and treatment. Emotional support for women and girls victims of violence by performing educational, assessment, mentoring and counseling functions. The social workers were given a detailed description of the center's structure in its functions, roles and activities of staff, social workers and the rest of the staff. The interest was high. The questions asked by the staff included:

- To the police officer if he was part of the staff? From which institution was he paid?
- What kind of measures does the protection order include?
- How and by whom is the case followed after leaving the center?

The staff also expressed interest in exchanging experiences at the center level, to get acquainted with the practices, how the treatment of cases of sexual violence or sexual abuse works. Espaço Julia " in Lisbon, and some of the services are also offered at the Women's Forum but lack the chain and links of this service to be as complete. Later, a brief comparative analysis concluded the presentation, regarding the legal framework and social protection schemes for the protection of women, the protection order in both countries, looking at the cases referred to this center in the city of Elbasan the role of all law enforcement institutions ..

The training lasted 2 hours, started at 12.45pm and ended at 2.45pm

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SEVENTH REPORT – Best Practices Dissemination Activities Post TCT by P4 University of Tirana

Track of changes

| Date | Version | Comments | Author/s |
|------------------|---------|---------------------------------|----------------------------|
| 10 October 2020 | | Initial version of the document | Izela Tahsini |
| 25 November 2020 | | Revision first draft | Rudina Rama |
| 12 December 2020 | | Final version | Izela Tahsini, Rudina Rama |

Editors

Rudina Rama, Marinela Sota, Izela Tahsini

This document contains the report on the presentation of some of best practices for adults and children in Madrid, during the Online Third Consolidation Training, October 2020.

The participants in this online training from Tirana University were:

1. Rudina Rama
2. Izela Tahsini
3. Marinela Sota
4. Erika Bejko
5. Juliana Ajdini
6. Veronika Duci
7. Elona Dhembo

1. Forensic social work in family court (Raul Soto Esteban)

| | Policy area | Target Group | Best Practice presented | City | Service(s) offered |
|---|---|-----------------------------------|-------------------------|-------------------------------------|-------------------------------|
| 1 | Support to disadvantaged individuals and families | Disadvantaged adults and children | Forensic social work | Madrid Third Consolidation Training | Social work services in court |

Section 1: Description of the Services

Type of Service

The service of forensic social work in courts is provided by forensic social workers in Family courts, who report on the family situation of fathers, mothers and children. They defer directly or through the expert report for families to other resources. They also give family assistance, through the court process.

Description of the target group(s)

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The target group of disadvantaged clients in these services are families and individuals, fathers, mothers and children, who are in contact with the law.

Description of Social Workers Activities

The social workers' main activity is to prepare a comprehensively the court report on the situation of the family and its members and to support the family throughout the process.

Description of the main beneficiaries

The main beneficiaries of this service are children, women and men.

Section 2: Comments following the Presentation of the service

General comments on the organization structure

The service followed the 1981 divorce law. In 1982, the Spanish government created the psychosocial teams of the administration of justice. These teams are composed by social workers and psychologists and have grown throughout the national territory with the aim of advising the judge on matters other than his knowledge. The first jurisdiction was that of the family, but it has also been used in other judicial matters.

General comments on the quality of Service

The psychosocial service teams provide a unique service for its beneficiaries, which is crucial to the decisions that are taken by court, in order for the family and children to be protected. It has developed and improved through the years and there are expert professionals who offer this service by now. Their training has improved and there is more presence at university of this sub-branch of social worker. In practice, there is still the challenge of cooperation between social workers and psychologists, and mostly reports are done individually.

General comments on the Beneficiaries

The beneficiaries of the center are families, children, men and women, in a familiar crisis, who need expert support in order to choose the best custody alternative for children, in cases of divorce.

General comments on the Logistics

N/A

Section 3: Elements of replicability

Level of replicability (high, medium, low)

the level of replicability of this service is medium, considering the fact that this area of service has been dominated in the last years by psychologists in Albania, by using the lack of an Order of Social Workers in Albania, as justification to exclude social workers by reporting on divorce cases. On the other hand, with the new law on the Order of Social Workers just approved in Albania in December 2020, there will be soon the opportunity for social workers to get back to family courts, and revive a practice that already existed, and also through the continuous education program that the Order will set criteria on, there will be created a space for forensic social workers to develop their skills in producing effective and technical reports for courts.

Dimensions of replicability

Reviving the position of the social workers in family courts in Albania, is the most important dimension of replicability. Social workers have gone through a full program of academic training in social work in Albania, and also have been working for years in family courts. They are an added value to the service, by

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bringing their unique perspective, of an ecosystemic approach in understanding the person in its environment, and complement the psychologists work, in this regard.

Elements of replicability

Responding to the needs of families in front of courts, through teamwork of psychologists and social workers. This element adds quality to court reports, especially in cases of social workers on child protection units, which follow through the court procedures children that are in need of protection, which makes for higher quality report, since there is already an established relationship with the child, and deep knowledge of the family dynamics. That makes for thorough and highly more accurate socio-family reports.

Section 4: Recommendations to the stakeholders

- The revival of the position of social workers in Albanian courts is a must for Tirana municipality. Advocacy of the Order of social workers in this regard, is a real necessity for this position to be reinstated.
- Increasing the accuracy of reports in family courts is of high importance. Family courts need to respond to this by building teamwork of social workers and psychologists in this regard, which contributes importantly to this goal.
- Amendments of regulations in court are necessary. According to the law, in Spain, both psychologists and social workers are recognized as experts in family court, while currently that is not the case anymore for Albania.
- Social workers themselves need to be more strongly/formally organized through professional associations, with the goal of lobbying and advocacy to increase the territory of their professional influence and the position of the social workers in Albania.

2. Minor Protection System in Spain (Ruben Masia Martinez)

| | Policy area | Target Group | Best Practice presented | City | Service(s) offered |
|---|--|------------------------|--------------------------------|-------------------------------------|--|
| 1 | Support to disadvantaged children and families | Disadvantaged children | Minor protection system | Madrid Third Consolidation Training | Social work services in child protection |

Section 1: Description of the Services

Type of Service

The service of protecting minors, is offered by social workers in the minor protection system, and also by other relevant professionals in all institutions that are part of the system such as police men/women, teachers, nurses, and doctors.

Description of the target group(s)

The target group of clients in these services are minors, from 0-18, who are in need of protection and youth 18-23, who are supported in gaining their independence.

Description of Social Workers Activities

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The social workers' main activities in the social services are to prepare the risk declaration; in the reception center are to protect the children and assess the social situation to find out proper resources in short term (45 days); in the host center are to ensure their rights are supported throughout their development, in long term, until adulthood; and in emancipation centers, to support them in gaining their independence, from 18-23 years old.

Description of the main beneficiaries

The main beneficiaries of this service are children from 0-18, who need protection from violence and abuse, and protection of their rights, according to the law, and youth from 18-23, who need support in their path to independence and unsupported living.

Section 2: Comments following the Presentation of the service

General comments on the organization structure

The Valencian law on childhood and adolescence established a protection model. In the Valencian child protection system, the institutions that compose it include police services, social services, education system, health system, emancipation centers, host centers, and reception centers.

General comments on the quality of Service

The Valencian child protection system offers comprehensive support for children and youth in need of protection, through institutional interaction, and this support expands throughout their young adulthood, up to 23 years old. There are still challenges, since the system is not dynamic, lack evaluation, is not well financed and there are struggles in the relationship between associations and regional government.

General comments on the Beneficiaries

The beneficiaries of the services are children and youth in need of protection, from all age groups, 0-6, 6-12, 12-18, and 18-23 years old.

General comments on the Logistics

N/A

Section 3: Elements of replicability

Level of replicability (high, medium, low)

the level of replicability of this service is medium to high, considering the fact that the child protection system in Albania is one of the best structurally developed, in the area of social work services. Especially in the municipality of Tirana, the presence of social workers in municipality administrative units is stronger, compared to other municipalities. Also, there are many non-governmental organizations, that offer crucial services to the goal of child protection, through a well set relationship with the municipality, through cooperation agreements, and recently, also good attempts to procure services by third parties (which is a novelty, happening for the first time in the Tirana municipality).

Dimensions of replicability

Strong presence of social workers in all components of the system is a crucial dimension of replicability, to be taken into consideration, including high ratio of professionals in specific services, such as host centers. Although as mentioned above, Tirana municipality is the most developed local government unit in this regard, this dimension still needs to be enhanced, in order to respond to the requirements of the Albanian law, and to respond more effectively to the needs of children and youth. For example, ensuring

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that all child protection workers in each administrative unit are social workers by academic training, and similarly so, all professionals in each public and non-public institution, part of the child protection system, that are set in the position of a social worker.

Elements of replicability

The component of youth protection after 18 years old, is one of the main gaps of the child protection system in Albania, although a need emphasized by social workers and relevant organizations working on the field for years. Based on the Valencian model, developing this component, up to 23 years old, would ensure the proper finalization of the path of growth and development for young people, and that they could continue to live an independent and fulfilling life, and enjoy their rights.

Section 4: Recommendations to the stakeholders

Ensuring the presence of academically trained social workers in all the components of the child protection system in Tirana municipality, through full implementation of the new law for social services and the new law on child protection and child rights.

Developing comprehensive support services for youth 18-23, in need of protection, in the territory of Tirana municipality, through models similar to emancipation centers, using the space created in this regard by the new law for social services, by allowing procurement of social services by third parties (NGOs with expertise in the area).

3. Social intervention with women” (Jean Díaz-Guijarro Hayes, CEPAIM Foundation)

| Policy area | Target Group | Best Practice presented | City | Service(s) offered |
|--------------------------------|---------------------|--------------------------------|-------------------------------------|-----------------------------------|
| Support to disadvantaged women | Disadvantaged women | | Madrid Third Consolidation Training | Social services for women in need |

Section 1: Description of the Services

Three different interventions/programs on working with women were presented, including Adelante, Salir Adelante, and Nosotras, which focus on empowerment of women.

- Type of Service

The support and empowerment of women in these programs is achieved through a mixture of techniques, that complement each-other, such as:

- Individual and grupal methodology
- Participatory workshops
- Social theatre
- Art of hosting (<https://www.artofhosting.org/>)
- The world café (<http://www.theworldcafe.com>)

Description of the target group(s)

The target group of clients in these programs are women, of various ages, at risk of social exclusion, at risk of violence or survivors of violence, and/or acting as agents of social changes in their communities.

- Description of Social Workers Activities

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The social workers' main activities in these programs are presented below:

Adelante – Move forward program, includes activities oriented to:

- Personal empowerment
- Development of social and working abilities
- Training workshops
- Personal counseling
- Help with employment opportunities

Salir Adelante – Get Through program, includes activities oriented to:

- Workshops aimed to build empowerment in women and teach them how to help other women in their communities
- Emotional and physical self-care
- Personal counseling

Nosotras – Us program, includes activities oriented to:

- Participatory Workshop
- Women as agents of social change
- Agency building.

Description of the main beneficiaries

The main beneficiaries of this service are women of all ages, who need protection from violence or/and support in their empowerment path, in order to live a life free from violence and to fulfill their potential; and also who can act as agents of social change, through supporting other women during this process, in achieving the same goals, and contributing to societal changes.

Section 2: Comments following the Presentation of the service

General comments on the organization structure

These three programs offer a structure that includes women as part of the organization in a way, in being co-constructors of common goals, from women, for women and with women. Individual long-term care plans are prepared for each woman, including focused individual work on physical self-care, employment capabilities, social capabilities, and personal counseling, while other group activities mentioned above, contribute to the same goal of empowerment.

General comments on the quality of Service

The three programs are best practices, offering a high quality of service, which is shown not only by the individual focus on each woman's needs, but also by the collaborative approach between social workers and women, and by going beyond individual micro level work, to the wider aim of social change in community.

- General comments on the Beneficiaries N/A
- General comments on the Logistics N/A

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability of this service is medium to high, given the fact that the services directed at women in need of support from violence, or at risk of social exclusion, are quite developed in Tirana municipality (compared to others), and there are already various support structures in place, from well-

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experienced NGOs. Also, there is some awareness at institutional level of the need for building a more dual focused goal, on one hand using individual focused approach, and on the other, focusing on social change in community, which affect the well-being of all women.

Dimensions of replicability

Ensuring long-term case management, through individual follow up of cases, until real empowerment happens, is a very important dimension of replicability, which is yet to happen in Tirana municipality. Also, working on primary and secondary prevention, thus not being stuck at level of tertiary prevention, is another important dimension, which currently is neglected, although some movement in this regard has happened, and mainly in Tirana municipality.

Elements of replicability

In order to develop the two dimensions mentioned above, there is a need (similarly to child protection system, but more strongly so), to ensure presence of academically trained social workers as the ones working on cases of violence against women, at full time positions, at administrative unit level, almost at every unit (while currently this position is covered by other professionals, and the burden of cases still remains with the coordinator of this service as municipality directorate level).

Also, support of NGOs by the social fund at central level, is a must, in order for them to ensure sustainability of services, and therefore be able to focus more on advocacy and social change, than on survival.

Section 4: Recommendations to the stakeholders

- Ensuring the presence of academically trained social workers in all the administrative units in Tirana municipality, through full implementation of the new law for social services and the amended law on violence against women.
- Improving the use of the social fund at central level, and its amount, in order to ensure sustainability of services, and contribute to societal change, towards gender equality and rights in Tirana, and all over Albania.
- Designing a strategy on development of services for this target group, which shifts from tertiary work on individual cases, to primary and secondary prevention, with the wider goal of reducing violence against women and empowering women in the protection of their rights.

Post consolidation training activities Report

“Best practices in social services with children, women and families in Madrid”

Tirana University, P4

Summary of activities conducted

Three post consolidation training workshops were organized at Tirana University, with the aim of sharing best practices in social services with children, women and families in Madrid, Spain, as a follow-up activity after the third consolidation training, as presented in the following table:

| Date | Activity |
|-------------|--|
| 11 November | <i>“Best practices in social services with children, women and families in Madrid, Spain” (online)</i> |

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| | |
|------------------|---|
| 2020 | Workshop 1, with the students of the second year of the Master Program in Child and Family Issues (MS CFI) and of the Master of Social Work (Clinical Profile) (MSSW CP), with the aim of sharing the best practices in social services in Madrid, related to working with children and families. The students had the opportunity to make questions and discuss the strengths of these practices, especially with relation to the work of social workers and psychologists in courts. |
| 19 November 2020 | <p><i>“Best practices in social services with children, women and families in Madrid, Spain and the role and competences of social workers as part of the team”</i></p> <p>Workshop 2, with social workers in public and nonpublic sector, working in the Region of Tirana, with the aim of sharing the best practices in social services in Madrid and discussing the role and competencies of social workers, in cooperation with other team members, within these services. In particular, the relationship between court social workers and child protection services was discussed, in the frame of the stronger need for formalized cooperation between the services.</p> |
| 20 November 2020 | <p><i>“Best practices in social services with children, women and families in Madrid, Spain and potential for replication”, Tirana Municipality</i></p> <p>Meeting with the Director of Social Services and the Coordinator of Child Protection Unit in Tirana Municipality, with the aim of sharing the best practices in social services in Madrid. The potential for the replication of relevant models in the services provided by Tirana Municipality was discussed.</p> |

The participants were presented with three different areas of social work activity and best practices in Madrid. First, they learned about forensic social work in family court (presented in the training by Raul Soto Esteban). Secondly, they were presented with the system for minor protection in Spain (presented in the training by Ruben Masia Martinez). At the end they were presented with social interventions with women, in Madrid (presented in the training by Jean Díaz-Guijarro Hayes, CEPAIM Foundation).

The participants in all three workshops found the sharing of best practices of high interest, and shared their feedback, asked questions, and also appreciated the participation in such events, during T@sk project.

In the first workshop, the students of the Master of Science on Child and Family Issues expressed a strong interest in the position of social workers in courts, given the fact that they they study the field and would be interested in this area of practice in the future. They discussed the struggles of social workers in Albanian courts, and the need for change in this regard, and expressed that through the presentation, they started to value more, the position of social workers in courts.

In the second workshop, the practitioners participating in it, discussed the need for developing better practices for social workers both in courts, and in the child protection system, in Albania, based on the models presented. They shared their views on a better relationship between courts and child protection system, and also on the need for building new services within the child protection system, that through primary and secondary prevention, (based on the second presentation), help reducing child abuse and violence.

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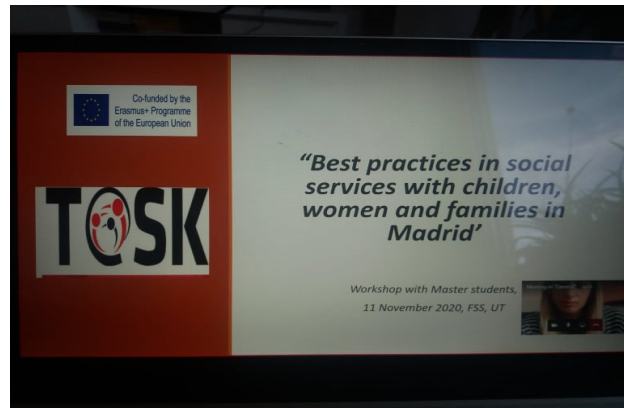
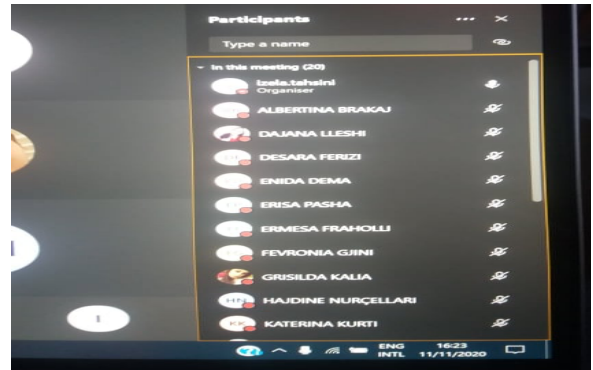
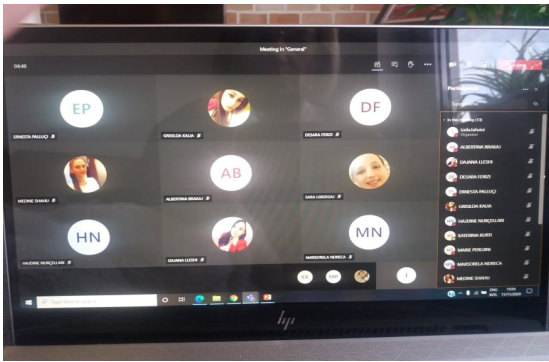
In the third meeting, the Director of Social Services and the Coordinator of Child Protection Unit in Tirana Municipality focused their interest in the specific of the child protection system and on interventions with women in Spain. Since the municipality is at the verge of preparing the second Social Plan for the social services in its territory, they found the best practices of high interest in this regard, and discussed the replicability of the models, especially in two areas: firstly, in increasing the number of social workers in child protection units in administrative units of the municipality and ensuring that all of them have a diploma in social work (which is not the case so far), and secondly, in developing new services, such as services for children from 18-23, that support independent living, and programs that ensure women's empowerment, through procuring services by NGOs of expertise in both these areas.

Documentation of activities – photos and lists of participants

Workshop 1, 11 November 2020

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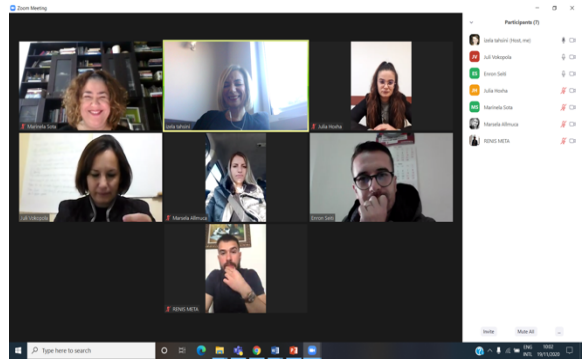
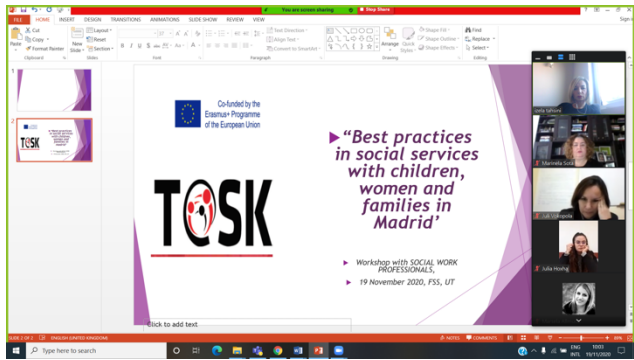
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20. Workshop 2, 19 November 2020

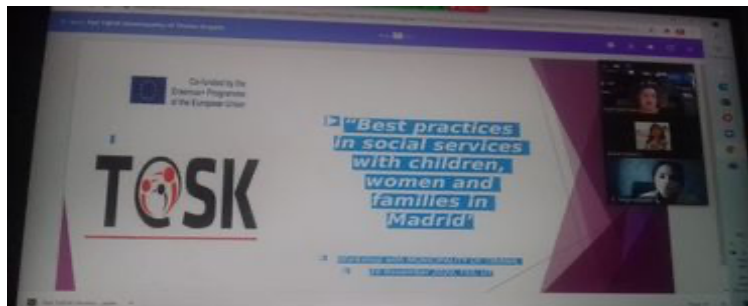
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ANNEX 1 - 9 REPORTS AND ONE SURVEY ON MONITORING OF BEST PRACTICES IN THE FIELD OF POLICY MAKING DIRECTED TO DISADVANTAGED CHILDREN AND WOMEN AND ON DISSEMINATION ACTIVITIES



6. Meeting with Municipality representatives, November 2020

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EIGHTH REPORT – Best Practices Dissemination Activities Post TCT by P5 University of Shkoder

Track of changes

| Date | Version | Comments | Author/s |
|--------------|---------|---------------------------------|--------------------|
| 20. 11. 2020 | Draft | Initial version of the document | Galsvinda Biba |
| 7. 12. 2020 | 1.0 | Revision first draft | Visar Dizdari |
| 14. 12. 2020 | 2.0 | Final version | G.Biba; V. Dizdari |

Editors P5

Visar Dizdari, Bujanë Topalli, Galsvinda Biba, Lediana Xhakollari, Adelina Kakija

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1 . GENERAL COUNCIL OF SOCIAL WORKER

| Policy area | Target Group | Best Practice visited | City | Service(s) offered |
|--|-----------------------------|----------------------------------|-------|--|
| Strengthening of professional exercise of social workers | Social Worker | General Council of Social Worker | Spain | 1. Strengthening social and political influence of social worker. 2. Strengthening of professional structure. |
| Ensuring the prestige of the profession in National and International Level. | Social workers | General Council of Social Worker | Spain | Promoting professional cooperation. |
| Protection of the fundamental rights of citizens. | Beneficiary of the services | General Council of Social Worker | Spain | Ensuring of professional training to promote a decent quality in professional skills. |

Section 1: Description of the Service

Type of Service

The General Council of Social Work in Spain is a public organ which acts as a representative, coordinating and executive organ. The Council has an extraordinary political and social influence and the

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main purpose of its activity is to further strengthen the professional structure of social workers. The Council continuously improve the social communication networks, cooperation and inclusive participation in decision-making. The Council constantly encourages the undertaking of trainings, various researches and publications of social workers.

Description of the target group(s)

The Council participates in various international initiatives and is the part of various international organizations by strengthening the image and visibility of social work in Spain:

- It has been part of the international federation of social workers since 1970 with a very active participation at the European and international level.
- One of the innovations regarding the exercise of the activity of this Council has to do with the approval of the Code of Ethics. The first Code of Ethics was adopted in 1992 and update in 2012.
- It's part of commitments of global social work agenda, 'Agenda 2030 and the Sustainable Development Goals'.

The General Council has two types of publications periodicals such as the Journal of Social Services and non-periodical publications published since 1984, an important instrument representing the voice and concerns of Social Work in Spain. Since 2020 the Journal is published in digital format providing more access to social worker.

The main Areas of action followed by General Council of Social Work in Spain are: Ethics; Feminism; Comprehensive participation and collaborative work; Social work in defence of planet.

Description of Social Workers Activities

- The social work profession is a regular profession with University Degree and the General Council of Social Worker keep strong relationship with University and professional organization.
- To work as social worker it's mandatory to have an University degree in Social Work and be registered in a Professional Body. Professionals from outside Spain must meet the same requirements through the recognition of qualifications.

Description of the main beneficiaries

The Council continuously improve the social communication networks, cooperation and inclusive participation in decision-making. The Council constantly encourages the undertaking of trainings, various researches and publications of social workers.

Section 2: Comments following the Study Visit

General comments on the organization structure

The services provided by the Council were well organized allowing the strengthening of professional skills of social workers. The functions undertaken have enabled the advancement of the daily activities of social workers, the promotion of professional work through the provision of best practices.

General comments on the quality of Service

The Council continuously improve the social communication networks, cooperation and inclusive participation in decision-making. The Council constantly encourages the undertaking of trainings, various researches and publications of social workers.

General comments on the Logistics

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N/A

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability of this service is low, considering the missing of Order of Social worker in Albania.

Dimensions of replicability

Social work is included in the list of professions but not yet regulated by law. Currently, the Law on the Establishment of the Order of Social Workers has been approved by parliament. The main purpose of the Law No.163/2014 “On order of Social Workers in the Republic of Albania” is to regulate the organization and activity of the Order of Social Workers, as well as the legal and ethical-professional relations of social workers.

Elements of replicability

This law defines the criteria for practicing the profession of social workers, guarantees ethical-professional standards in practicing this profession and in the protection of the public interest.

Section 4: Recommendations to the stakeholders

The recommendations are organized as per main actors: policy makers, social worker and student of social work.

Recommendations regarding to policy makers:

- Facilitating the organization of elections by the general assembly of social workers;
- Involvement of the social worker in more institutions and services;
- Enrichment of the legal framework with specifications of concrete responsibilities and duties of key actors;
- Capacity building by increasing the quality and professional skills of social workers.

Recommendations regarding to social workers:

- Participation in joint research projects at local, national and international level;
- Increasing the exchange of best practices;
- Strengthening communication between universities graduating social workers;
- Better involvement of social works in creating bridges of institutional cooperation.

Recommendations regarding to students:

- To be more present in activities that focus on volunteering;
- To develop individual and group worker addressing the problems of student social works;
- Students should work to address issues related to social workers, referring to the best experiences gained during the training in Spain;

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2. MODEL OF THE CEPAIM FOUNDATION

| POLICY AREA | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICE(S) OFFERED |
|--|---------------------|--------------------------------|-------------|---|
| Support to disadvantaged Women, gender equality, | Disadvantaged Women | Model of the Cepaim Foundation | Spain | Human Rights, Support for Women in Need, Humanitarian Aid, Civil Emergency and Migration. |

Section 1: Description of the Services

Type of Service

The Cepaim Foundation develops prevention and awareness projects on the issue of gender-based violence, targeting both women and men. The foundation creates opportunities for cooperation and meeting for migrant women and women from the local population. Supports the processes of women's empowerment, improving their employment and their professional training. Provides Assistance to Victims of Racial or Ethnic Discrimination. The foundation advises people who have been victims of discrimination because of racial or ethnic origin in the areas of education, health, housing and employment. Aims to promote cultural and racial diversity in professional settings and within the business structure. Professional organizations and social intervention agents in equality and diversity.

Description of the target group(s)

The beneficiaries group are women victims of domestic violence and various abuses as well as men. The 'Cepaim' center is a space for women victims of violence and for migrant women. The mission of the foundation is to provide comprehensive support to the migrant population, asylum seekers and the local population. The fight against poverty and social exclusion and cooperation with the general public aiming at achieving an inclusive, diverse and multicultural society. The purpose of the center is to signal, support and refer victims of domestic violence, to make women aware of managing the situation, legal and medical information; psycho-social assistance and treatment..

Description of Social Workers Activities

Social workers Goal: Activities oriented to empower vulnerable women, to realize their personal empowerment. Assisting with employment opportunities, assessment of the situation by providing protection and support for victims, aiming to minimize violence and opportunities for re-victimization.

To find the best way to help the victim, Social workers provide: information, condition assessment, psychological-social counselling, support, guidance, care, guidance and guidance in other specialized services.

Description of the main beneficiaries

The beneficiaries group are women victims of domestic violence and various abuses as well as men. The 'Cepaim' center is a space for women victims of violence and for migrant women

Section 2: Comments following the Study Visit

General comments on the organization structure

The structure is organized to build empowerment in women and teach them how to help other women in their communities; Emotional and physical self-care; personal counselling.

General comments on the quality of Service

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The services are very well organized to respond to the needs of beneficiaries, common traits in the work with women's groups

- Disclosure of Gender violence cases
- Family responsibilities, heavy burdens
- Always put other's needs above their own
- Desire for changes in their family lives
- Emotional discharge in group and individual sessions
- Structural discrimination: underpaid and part-time jobs, unpaid work and unemployment. Care work
- Discovery of new perspectives from which understand their own lives that may bring, at first, new difficulties in their lives

Tools of working with women includes but not limited in: individual and groups methodology; participatory workshops; social theatre; art of hosting.

General comments on the Beneficiaries

The "Cepaim" foundation employs specialized, trained, qualified people, who are ready to help migrant women and girls, victims of violence and with various social problems. Beneficiaries are persons who are victims of violence who denounce their perpetrators, abusers and who seek protection, support, and assistance or be provided with a protection order. Among the others, the foundation train the students in the field of interculturalism, sociocultural models, diversity and, cultural identities, stereotypes and tools for working interculturalism, among others.

General comments on the Logistics

N/A

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability of this service is high, consideration the fact that Shkodra is the second city after Tirana who has the biggest number of services for children and women in Albania.

Dimensions of replicability

At the local level we have the possibility of replicability. We have two similar organization who offer support and capacity building for women and girls. Their main mission is explained below:

The centre "Women's for Women" offers psychological assistance to women and girls victims of domestic violence based on the victim's specific situation and conditions (emotional support, face-to-face counselling, telephone line counselling, individual therapy and group counselling). *Free legal services* are another service offered from this NGO. A service through which abused women and girls are represented in the courts or administrative bodies. *Office for Boys and Men (ZDB)* is a new counselling service for violent men, which is offered for the first time throughout Albania, followed by the "Men and Men's Counselling Line" in Tirana. The ZDB aims at reducing domestic violence with the focus of rehabilitating perpetrators, raising awareness and educating to young people. The Office for Boys and Men (ZDB) has started its activity in July 2014 and offers: free individual counselling for boys and men with violent behaviour; provides assistance in conflict management and aggressive behaviour; public awareness through media.

Women Centre's "Easy steps" This organization has been operating in the territory of Shkoder for several years since its beginnings in April 2001, with the support of the Italian NGO COSPE, and in partnership with three Albanian women's associations. Theism organization implements its projects in Puka area or, more broadly, in the north part of the country. The mission of this organization is empowering of women's role in society by promoting employment or self-employment (business enterprise).

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Beneficiaries of the offered services are women from the marginalized communities aiming their social integration. The projects have a focus on: building social businesses, capacity strengthening on gender issues; offering free psychological and legal assistance for women and girls who experience violence; providing professional courses for: computers, foreign languages, dance courses; day care for children of ages 3 to 6 years old; etc.

Elements of replicability
Support and capacity building.

Section 4: Recommendations to the stakeholders

Recommendations for policymakers:

- Increase the role of municipalities in addressing domestic violence
- Increase the level and quality of services in suburban and rural areas for women victims of domestic violence
- Improve living conditions for women victims of domestic violence and address them by the local government;
- Create employment priorities for victims of domestic violence;
- Develop community awareness activities and strengthen cooperation in reporting domestic violence cases;
- Increase financial, human and logistical resources for domestic violence in institutions different;
- Further strengthen inter-institutional cooperation and coordination: regular meetings, continuous exchange of case information, co-ordination and unification of the current system of data collection by different institutions on cases of domestic violence.

Recommendations for social workers:

- Raising women's awareness of their rights in society and family through awareness raising campaigns;
- Education and protection of reproductive rights, maternal and child health and family planning;
- Promotion and inclusion of women in the market economy through the encouragement and creation of different women's societies by their own means or through donated funds to the association and project funds.

Recommendations for students:

- Various activities and meetings with the school psychologist or social worker to discuss domestic violence, for cases experienced by students;
- Psychological counseling and support for students experiencing domestic violence;
- Conduct gender awareness education activities and increase the role of youth in the family and change the masculine mindset;
- Develop awareness-raising activities on denouncing sexual violence, harassment, rape.

3.FORENSIC SOCIAL WORK IN SPAIN

| Policy area | Target Group | Best Practice visited | City | Service(s) offered |
|---|---------------------|------------------------------|-------------|--|
| Forensic social workers fulfil demanding job responsibilities to ensure the voice of their client is heard and respected within the legal | Child, family | Forensic Social Work | Madrid | Assessment and intervention design, using the technical tools of Social Services: social tab, social history and social work |

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| | | | | |
|----------------|--|--|--|-------------|
| justice system | | | | assessment. |
|----------------|--|--|--|-------------|

Section 1: Description of the Service

Type of Service

Forensic social work is rapidly rising as a vital public service for offering psychological and behavioural services in the criminal justice system. According to the National Organization of Forensic Social Work (NOFSW), forensic social work is defined as the "application of social work principles to questions and issues relating to law and legal systems." Under this definition, forensic social work is concerned with various types of litigation, including child custody issues, child neglect, spouse abuse, juvenile or adult justice services, corrections, and civil disputes. The social worker operates as an agent of citizens' access to the System of Social Services and specialized care, as he refers them to other professionals after his/her assessment and intervention design, using the technical tools of Social Services: social tab, social history and social work assessment.

Description of the target group(s)

The social worker is also responsible for coordinating procedures on Social Services' matters. The specific fields of action of social workers are children and adolescents, families, national and international adoption, senior citizens, drug addiction, immigration, refugees, women and equal opportunities, gender violence, people with mental and physical disabilities and health-dependent people, homelessness, prisons, educational system, emergency assistance, minimum income, intervention as social experts in judicial matters, companies, among others.

Description of Social Workers Activities

The social workers of the Family Courts report on the family situation of fathers, mothers and children. The Social Worker acts, as an agent, for the citizens, to enter the system of Social Services, and specialized care, as they refer other professionals, after evaluating and designing the intervention, using their technical instruments, such as the social file, social history, and the release of social reports. Depending on the setting, there may be interaction with a variety of constituencies, including attorneys, judges, caseworkers, advocates, and mental health professionals.

Section 2: Comments following the Study Visit

General comments on the organization structure

To work as forensic social worker you must have the diploma in social work and master in forensic field. The social workers of the Family Courts report on the family situation of fathers, mothers and children, refer directly or through the expert report. The information must be duly accredited. Value judgments must be based on empirical facts.

General comments on the quality of Service

Psychosocial teams, of the administration of legal justice, in Spain, have been formed since 1982 and are taken, initially, with the advice of judges, for family conflicts. Psychosocial teams advise judges, in matters of family conflicts, and how they can provide the most optimal solution to cases.

General comments on the Beneficiaries

In most cases, social workers provide consultation to law enforcement personnel, law makers, attorneys, paralegals, community members, correctional officers, doctors, and psychiatrists on interdisciplinary teams.

Section 3: Elements of replicability

Level of replicability (high, medium, low)

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The level of replicability of this service is low, consideration that in Shkodra University we offer only bachelor degree.

Dimensions of replicability

N/A

Elements of replicability

N/A

Section 4: Recommendations

Two of the main recommendation for developing the forensic social worker are:

- Creating of the Order of Social Workers in the Albania;
- Providing ongoing training for social workers that work in forensic field

T@sk Project activities Shkoder, 26 November 2020

Pursuant to the training in social services with children, women and families in Madrid, two post consolidation training workshops were organized at Shkodra University, with the aim of sharing best practices as presented in the following table:

• **26 November 2020, 11:00 – 12.00: Meeting with students of bachelor program in Social Work (43)**

In frame of sharing the best practices on social services in Madrid, we organized one informative session with students of the social work program. The information session took place on November 25th 2020, with the participation of social work students of the third year. The focus of session was to share information about the best practices on child, women presented in Madrid. The presentation was made form Bujane Topalli, Galsvinda Biba and Adela Kakija. They share not only their experience but also encouraged discussion on the feasibility of applying these practices from social protection services offered in Shkodra municipality. Students highlighted the importance of engaging in volunteer activities since Shkodra has a lot of service for children and women.

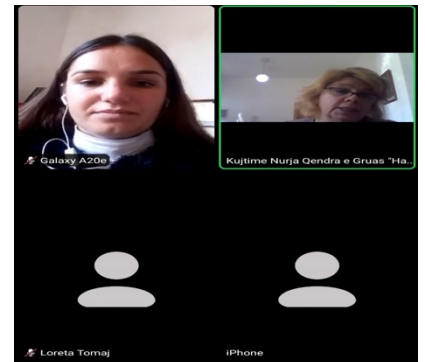
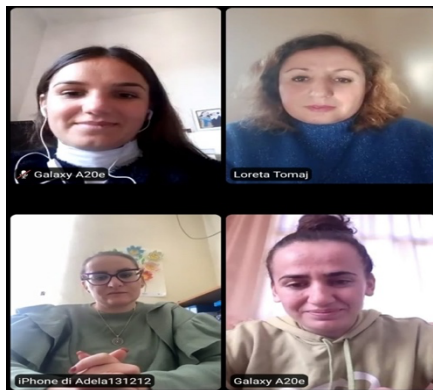
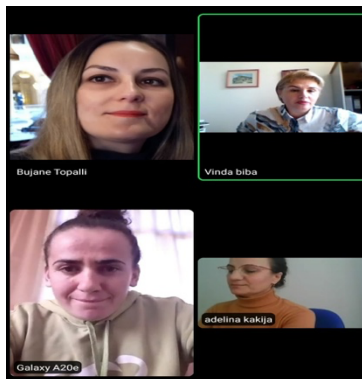
• **26 November 2020, 13:00 – 14:00 Meeting with representatives of Social workers of the Municipality of Shkoder and social worker from nonpublic sector (12).**

This workshop was organized with social workers in public and nonpublic sector, working in the Region of Shkodra, with the aim of sharing the best practices in social services in Madrid and discussing the role and competencies of social workers, in cooperation with other team members, within these services. During the discussions it was seen that services for children and women had similarities in terms of empowerment and integration of these two groups in society. An identified handicap was the lack of certified supervision in social services. All participants considered it useful to participate in this workshop as they considered group work and the relationship with the university important. NGO representatives discussed further formalization of the relationship between local partner and university as the best way to provide a standard service in the future. In this workshop were nine participants: one from Municipality of Shkoder and six from nonpublic sector.

Date of report: Shkoder, 9 / 01 / 2021_Author: **Dr. Galsvinda Biba**

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**Pictures from Shkoder T@sk project Meetings
November 2020**



Projekti Erasmus+ TOSK

Rritja e kapaciteteve në arsimin e lartë
“Drejt rritjes së vetëdijes, përgjegjësisë dhe cilësisë së përbashkët në punën sociale ”

Eksperiencat më të mira praktike të punës sociale me ne fokus gratë dhe fëmijët.

Shkodër, 26 Nëntor 2020

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NINETH REPORT – Best Practices Dissemination Activities Post TCT by P6 University of Elbasan “Aleksandër Xhuvani”

Track of changes

| Date | Version | Comments | Author/s |
|------------|---------|---------------------------------|-------------------------------|
| 05/11/2020 | Draft | Initial version of the document | Elvira Dode |
| 09/11/2020 | Draft | Revision first draft | Elisabeta Osmanaj |
| 11/11/2020 | Final | Final version | Elvira Dode Elisabeta Osmanaj |

Authors P6

Elisabeta Osmanaj, Elvira Dode, Sabina Belshaku, Darina Kacollja, Valbona Muca.

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1.Psycho-Social Service Unit for the pre-university system

| POLICY AREA | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICE(S) OFFERED | EVIDENCE OF GOOD PRACTICE |
|------------------------------------|-------------------------------|--|-------------|--|---|
| Psycho-Social Service for children | Pupils up till university age | Psycho-Social Service Unit for the pre-university system Elbasan | Elbasan | Promoting the physical and mental well-being of students during the learning process. Facilitating the learning process. | Good collaboration between education institutions with psychologists & social service workers |

Section 1: Description of the Services

Type of Service

The psycho-social service assesses the social condition of students/pupils with learning disabilities, behavior, socialization, integration with each other, cooperation, adaptation, and inclusion of students. In cooperation with teachers, heads of educational institutions, and parents, plans and implements

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appropriate services that help in educational, social, and development personal of the student. For such reasons, the unit is required to have:

- Psychologists & social workers
- Directors for the unit
- Supervisor for the psychologists and social workers

Description of the target group(s)

The psychologists and social workers have to make a close collaboration with teachers and parents to achieve their plans towards the fulfillment of requested needs and a better understanding of students/pupils who have been in contact with them.

Description of Social Workers Activities

The psychologist/ social worker has the following main duties in the educational institution:

- In cooperation with teachers and parents, identifies and evaluates, as soon as possible, students with behavioral problems or learning difficulties, and designs and implements for these students individual preventive or rehabilitation plans.
- Assists educational staff, parents, and students in preventing or eliminating the abuses of educational staff against students, of students against students, and abuses of students by tobacco, alcohol, drugs, etc.
- Informs, through conversations, and lectures the employees of educational institutions for typical age developments of students and problems that students encounter during learning and learning.
- Assists caregivers and subject teachers for the integration of children with disabilities restricted the classes of ordinary educational institutions.
- Advises students on their careers.
- Administers and interprets psycho-social tests (psychologist)
- Completes individual files for the cases of students who have benefited from the psycho-social service.
- Report in writing to the head of the psycho-social service unit any fact of abuse of students by educational staff and parents of students.
- Participates in the research provided in the annual plan of the unit
- Awareness activities at the school level
- Psycho-social games with students
- Collects and processes data on students' economic status, social status

Description of the main beneficiaries

Social workers and psychologists working within school systems provide services to students to enhance their emotional well-being and improve their academic performance. They often also address issues such as substance abuse and sexuality issues in the higher-grade levels. Also, there exists close collaboration with teachers and parents by giving them suggestions regarding specific cases.

Section 2: Comments following the Study Visit

General comments on the organization structure

The Psycho-Social Service unit was established in 2013 with the support of Education, Sports and Youth Ministry, Regional Pre-University Educational Directorate of Korçë. Elbasan Local Education Office. There are 10 employees, from which 5 are psychologists and 5 are social service workers.

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General comments on the quality of Service

This unit's service depends on the collaboration that exists between the parents, teachers, institution principals, and the psychologists and social service workers present at the pre-university institution. Moreover, the number of psychologists and social workers in a Psycho-Social Service (PSS), for a Regional Education Directorate (RED) / Education Office (EO) is determined by the number of students/pupils in the respective educational institutions (kindergartens, schools, high-schools) in the jurisdiction of RED / EO and GPS norms.

General comments on the Logistics

The allocation of the psychologists or social service workers depends on the educational institution number of students/pupils (i.e. 1 psychologist and 1 social worker for $\leq 500-700$ students or 2 for more than 700 students and 1 for 10 students with medical conditions at special education institutions). Later on, the level of education from the psychologists and social workers candidates. If there are more than 30 psychologists and social workers working for the Psycho-Social Service then it is required the presence of a supervisor.

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability of this service is medium, considering the deinstitutionalization of regional institutions.

Dimensions of replicability

Regarding the situation in Albania related to this service, we can underline that regional directorates of pre-university education are responsible for the organization and better functionality of the psycho-social unit. This unit is built with the help of the regional education directorate which last holds the main responsibility for hiring and delivering the psychologists and social workers.

Elements of replicability

To be considered is the fact that law directives tend to change from time to time and that means that the institutions related to this service have to adapt in no time. For example, the number of students necessary for a psychology and social worker has changed from 3000 in 2013 to 500 recently at 20.10.2020.

Section 4: Recommendations to the stakeholders

Considering the changes that the law has recently suffered from, we can give such recommendations:

- Reintegration of duties between directive makers and directive implementors. More freedom should be given to regional education directorate, as they should not be only executors of directives.
- The number of psychologists and social service works should be following the necessities coming from the regional education directorate.
- Recently, considering the COVID situation, it is required a higher number of psychologists and social service workers. As such, this high demand should be fulfilled in less time.
- Further training with international parties and concrete use case discussions.

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2. Elbasan State Social Service Office

| | POLICY AREA | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICE(S) OFFERED | EVIDENCE OF GOOD PRACTICE |
|---|----------------|--------------------------|-------------------------------------|---------|---|---------------------------|
| 1 | Social Welfare | Vulnerable Social Groups | Elbasan State Social Service Office | Elbasan | Provide assistance and aid for people in need | Multi-disciplinary staff |

Section 1: Description of the Services

Type of Service

The office has a multi-disciplinary staff such as psychologists, social workers, etc. who deal directly with the identification of the most vulnerable social groups such as: children, women, people with disabilities, etc. Its mission is to identify the poorest families in the Municipality and apply the legal criteria regarding the provision of economic assistance.

Description of the target group(s)

People in need, disabled persons born or made during life, blind persons, before and quadriplegic, work invalids, etc.

Description of Activities

- Identify the poorest families in the territory of the municipality and implement the legal criteria regarding the provision of economic assistance.
- Plan and administer funds for the treatment of persons with disabilities as well as payments for the disabled at work.
- Identify the needs of social groups at risk such as children, youth, women, people with disabilities, the elderly and minorities for social services.

Description of the main beneficiaries

The main beneficiaries of this service are different people in need which mostly request economic help.

Section 2: Comments following the Study Visit

General comments on the organization structure

Funded by:

- State budget contributions
- Few contributions from donations and sponsorships

General comments on the quality of Service

The amount of benefit for each category as well as the number of persons with disabilities is done according to the data received from the unit. Actual funds spent for each previous bi-monthly, which have served for the planning of the next bi-monthly.

Section 3: Elements of replicability

Level of replicability (high, medium, low)

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The level of replicability can be considered as a medium, due to the deinstitutionalization of residential institutions and founding issues.

Dimensions of replicability

The regional directives should consider more the dynamic of the county problematic stories that the majority of citizens suffer from. Moreover, there is a dependency regarding the leverage of funds.

Elements of replicability

Law directives from the central directorate play an important factor.

Section 4: Recommendations to the stakeholders

- The need for continuous training to apply modern techniques to meet the basic needs of different groups in need.
- Further training in order to get as much information as possible about the role of the forensic doctor.
- More training regarding the latest developments in their field.

3. Women’s forum association, Elbasan

| POLICY AREA | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICE(S) OFFERED | EVIDENCE OF GOOD PRACTICE |
|-------------------|----------------|------------------------------------|---------|-------------------------------------|------------------------------------|
| Support for women | Women violated | Women’s forum association, Elbasan | Elbasan | a) Social b) Medical c) Legal | Concrete help with difficult cases |

Section 1: Description of the Services

Type of Service

Women’s forum association offers services for violated women in different social, medical, and legal aspects.

Description of the target group(s)

The Women's Forum is based on the issues and problems of women, especially those with problems of violence, age groups, different levels of beliefs from urban and rural areas, as well as on increasing women's participation in public life, mainly in politics and decision-making. The target group of the organization is also men as their presence in the problems of women and girls affects the treatment, mitigation, and solution of problems according to gender.

Description of Activities

The organization has a good work experience for women's rights, has training capacities, management, and concrete service providers. The organization has had a wide activity by:

- Provide concrete services in favor of women and girls
- Set up awareness campaigns
- Organize training and capacity building

Description of the main beneficiaries

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The main beneficiaries of this service are violated women of different age. Some of them have requested the help of the association even previously.

Section 2: Comments following the Study Visit

General comments on the organization structure

The association "Women's Forum" has its activity in several environments which helps it in its work as high quality and efficient as possible. Although the association has a good infrastructure human resources are insufficient, it needs wider and more qualified staff, getting acquainted with the model of the association in Spain should expand the human capacities which are related to the financial capacities. The activity is extended and organized in several facilities such as:

- Headquarters: Its facilities are in a very good condition meeting the contemporary parameters, the decor meets the conditions for its activity
- Counseling Center which provides free telephone and face to face for women with violent problems: Social service, medical, Various information and referrals, Psychological assistance, and treatment.
- The Law Firm has continued to help women and girls, survivors of domestic violence, and economic hardship. Law Firm has assisted clients in the Elbasan Judicial District Court. Legal aid is free and consists of:
 - Preparation of documents for the judicial process and in other institutions
 - Legal advice
 - Legal representation before the court

General comments on the quality of Service

These capacities are created step by step, year by year because the organization has given much importance to training and qualification of staff. In solving various problems, the organization cooperates and cooperates with many other organizations and with the local government.

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability can be considered as a medium, due to the deinstitutionalization of residential institutions and founding issues.

Dimensions of replicability

Finding further actors that can help with concrete cases trainings.

Elements of replicability

More close collaboration with further institutions based in the dynamics of the presented cases.

Section 4: Recommendations to the stakeholders

- Continuous training to meet the basic needs of abused women and children
- Information about the code of ethics and the innovations that occur in their profession
- Training on online platforms to advise on the current situation of COVID-19

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4.Elbasan Center of Autism

| POLICY AREA | TARGET GROUP | VISITED ORGANIZATION | CITY | SERVICE(S) OFFERED | EVIDENCE OF GOOD PRACTICE |
|-------------------------------|---|--------------------------|----------------------|---|---|
| Support for autistic children | Children with autism and their families | Elbasan Center of Autism | Elbasan Municipality | a) Develop psycho-educational functions | Volunteer psychologist offering their services for free |

Section 1: Description of the Services

Type of Service

Elbasan Center of Autism offers individual development therapy following the national autism program, group therapy, speech therapy, physiotherapy services, individual counseling for parents of children, and coordinates the work between educators, parents, volunteers based on individual programs programmed for each child. Moreover, it provides information to the parents regarding the procedures they must follow to gain custody and social welfare. This center collaborates with pediatricians and neuro-pediatricians regarding the referral system.

Description of the target group(s)

The target group consists of a) children with autism b) family members of autistic children. At the moment, 75 children take services from this center.

Description of Activities

The center has a multidisciplinary staff psychologist who develop one hour of therapy every day for the children, speech therapists, psychotherapist, and social work. Every person of the staff takes care and work too for six children a day. The center has a professional and cooperative staff who provide services, but if there is a greater increase in the number of children it is very necessary to increase the number of staff and physical space too.

The Autism Center service provides help, support, and concerning appropriate service, assistance for a social integration process. Also, it focuses on the development of a psycho-educational function on each child in particular. The autism center aims to provide services:

- Development therapy with ABA program for children with autism
- Individual and group therapy
- Individual consultation with parents to come to their aid as much as possible
- Speech therapy service
- Psychotherapy service
- The service of volunteer psychologists to accompany children through nurseries, kindergartens, or schools.

Description of the main beneficiaries

The main beneficiaries of the residential structure were children with autism from the Elbasan municipality and their family members. This target group comes from various backgrounds and needs, such as marginalized families, immigrant families, abandoned children, etc. In total there were 75 children of different ages.

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Section 2: Comments following the Study Visit

General comments on the organization structure

Elbasan Center of Autism is recently established and it collaborates with the National Center of Autism. The main source of support comes from the Ministry of Health and Social Welfare and Elbasan County Council.

General comments on the quality of Service

This structure offered a family and friendly environment care in all the services offered for the autistic children. One of the staff said to be more productive and to do the best for the children they cooperate with the University of “Aleksandër Xhuvani” where students of psychology offer their voluntary to care for the children. During our discussion, the staff of the center expressed the need for continuous training in the application of modern techniques to meet the basic needs of the children and also to receive as much information as possible about the ethics code and the innovation in their profession.

Section 3: Elements of replicability

Level of replicability (high, medium, low)

The level of replicability can be considered as a medium, due to the deinstitutionalization of residential institutions and founding issues.

Dimensions of replicability

- An effort has been done for finding international organizations that provide specialized training.
- Buying or renting services and collaboration from third parties (NGOs, community members, etc.) is a crucial dimension to be considered.

Elements of replicability

Responding to beneficiaries of various backgrounds and having close cooperation with other institutions is hard to be achieved.

Section 4: Recommendations to the stakeholders

- The social workers of the center reiterated the urgent need to secure permanent contracts, as well as making the profession of a social worker, as soon as possible a regulated profession. This issue should be addressed to policymakers in our country.
- Like similar child services, this service needs a special manual of procedures that includes different cooperation parties and cases of management.

T@sk Project activities Elbasan

The team of T@sk project of University of Elbasan has made these appointments:

- **26 October 2020, 09:00 – 11:00: Meeting with students of bachelor program in “Social Work”, professional master in “Social worker for children and family”, scientific master in “Social services” (57)**

| YEAR OF BACHELOR/MASTER COURSE | STUDENTS INVOLVED [how many] | HOST INSTITUTIONS [how many] | AVERAGE DURATION [n. of hours] | HIGHLIGHTS |
|--------------------------------|------------------------------|------------------------------|--------------------------------|----------------|
| Master Students | 13 | UNIEL FSHE | 26 october 2020 | Training |
| Bachelor Students | 24 | UNIEL FSHE | 26 october 2020 | Spain Training |
| Master Students | 20 | UNIEL FSHE | | |

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In order to share the best practices learnt in our trainings with topic “Social Policy and Social Services development in the Spanish democracy” presented by Mr. Fernando de Lucas and Murillo de la Cueva. We thought it would be beneficial to organize some meetings of informative nature with our department students. As such, at the focus of our open discussion with the students it was the practices gained during our last project training. During this meeting, discussion regarding the Albanian application of our training was encouraged.

T@sk team: E. Dode, P. Dishani; A. Biçoku, D. Çoni, O. Kotherja.



- **27 October 2020, 10:00 – 13:00: Meeting with representatives of Psycho-Social Service Unit for the pre-university system of Elbasan County (11)**

T@sk team: E. Dode

This meeting took place in the offices of the respective unit. The unit directors and 10 employees were present, from which 5 are psychologists and 5 social service workers. There it was discussed regarding the direct impact that such employees have as a main point of applying the social policies at a regional level. Also, the summary of the meeting “Social Policy and Social Services development in the Spanish democracy” presented by Mr. Fernando de Lucas and Murillo de la Cueva was discussed throughout the meeting. Moreover, the discussion continued towards law directives and institutional possibilities towards the chances for achieving fewer

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times the problems that there are in this unit. In the end, the constructive supervision of their job done so far concluded our visit.

The meeting topic was interesting for the representatives. The social workers and psychologists showed curiosity and asked questions regarding the Spanish practices. The positive climate of this meeting and the experiences exchanges in it should serve as a start for further international cooperation between our department, the service unit, and external parties.



• 28 October 2020, 11:00 – 12:00: Meeting with Elbasan Center of Autism (13)

T@sk team: O.Kotherja, E.Hasa.

During our visit to the Autism Center Elbasan, we had the opportunity to present the experience that we got from the online presentation of Mrs. Emiliana Vicente Gonzales, President of the General Council of Social Work in Spain. Mrs. Emiliana informed us in detail about the beginnings of the profession, the structure, the role, and the importance of implementing the code of ethics in this profession. The training started with a greeting and introduction of the center staff and then we got information about the role and function of the center. During our discussion, the staff of the center expressed the need for continuous training in the application of modern techniques to meet the basic needs of the children and also to receive as much information as possible about the ethics code and the innovation in their profession.

Also, they said that is very important for them to have training regarding the best platforms online that help them and the children with autism and their parents to take the best information during a specific period like this situation COVID-19. The staff of the center expressed the desire to have a permanent contract, not a short contract like 6 months as they had. Also, the social workers of the staff expressed to work as much as possible to enable the realization of the creation of the profession of the social worker as a regulated profession that would greatly help them to identify their needs, role, and function in various institutions.

The staff were amazed at the well-organized and well-functioning of the general council of social work in Spanish and also for the show of it in two types of publications periodicals and non-periodical publications that give different information for social workers for tools and instruments of social work, academic manuals, and essays. This issue was addressed to policymakers in our country.

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• 30 October 2020, 10:00 – 12:30: Meeting with Women’s Forum Association Elbasan

T@sk team: S. Belshaku, V. Muca.

During the visit to the association "Women's Forum" in Elbasan, we had the opportunity to present our experience gained from the online presentation of Mr. Jean Díaz-Guijarro Hayes, Executive Director of the foundation "CEPAIM". Mr. Jean Díaz-Guijarro Hayes informed us in detail about the structure, mission, role of social workers, and the activity of the foundation. Mr. Jean Díaz-Guijarro Hayes emphasized the role that gender equality has played since education as an instrument to prevent gender-based violence.

The training started with the greeting and introduction of each employee of the center and then continued with the provision of information on the role and function of the center. Later on, employee staff identified a need to implement the good practice of the CEPAIM Foundation in their organization, especially to establish a men's counseling center on violence. The staff of the center also expressed the need for continuous training to meet the basic needs of abused women and children and also to get as much information as possible about the code of ethics and the innovations that occur in their profession. Moreover, they requested training on the best online platforms that would help them to advise on the current situation of COVID-19. At the end of the meeting, the social workers and other employees of the association expressed the desire to be part of the training offered by the University continuously as well as the realization of the profession of social worker a regulated profession.



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• **2 November 2020, 11:00 – 12:30: Meeting with Elbasan State Social Service Office**

T@sk team: A. Biçoku, D.Kacollja.

During our visit to the State Social Service Office of the Municipality of Elbasan, we had the opportunity to present our experience gained from Mr. Raul's online presentation. He informed us in detail about the beginnings of Social Legal Work in Spain, the structure, role, and importance or functions of the employee's job social forensic. In the 5-day online training we conducted, the emphasis was placed on the role of the forensic worker, the field in which this profession consists as and the good communication skills that these individuals should have.

The training started with the greeting and introduction of each employee of the Office and then proceeded to provide information on the role and function of the Office State Social as a link between state institutions and them in the private sector. During the conversation together we communicated to them about the job functions of the forensic doctor, their expertise to work within the systems of courts, agencies of children and families, bars, mental health agencies or correctional institutions, prisons, etc.

The staff was impressed by the well-organized and functional manner of forensic medicine in Spain as well as for displaying different information in two types of periodicals and non-periodicals that provide different information about forensic doctors, the tools they use to record concrete cases.

Of particular importance were the consultations provided by social workers with law enforcement personnel, lawyers, community members, physicians, and psychiatrists on interdisciplinary teams. The training also focused on the development of advocacy programs in the criminal justice system. It would be a great help for all in the progress of social issues, in this regard.

The training also discussed the role of Legal Social Work, the responsibilities and challenges that accompany them in their work. Forensic social workers often offer their clients emotional support, guidance in the judicial system.

The staff also expressed the need for continuous training to apply modern techniques to meet the basic needs of different groups in need and also to get as much information as possible about the role of the forensic doctor, social workers, and the latest developments in their profession.



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ONE SURVEY – Stakeholders’ Assessment of the Best Practices Presented. a Study by P5 University of Shkoder

In the context of sharing best practices on social services in Florence (after First Consolidation Training in Florence) and Lisbon (after Second Consolidation Training in Lisbon) with professionals working in the field of psychosocial services in Albania (Tiranë, Shkodër, Elbasan), it is done a general report about the opinions and of participants for these social services.

The three Albanian Universities (Tirana, Shkodra, Elbasan) had organized different informative sessions with professionals working (mainly social workers) in the field of psychosocial services in each region. This is the list of all institutions and organizations where informative sessions have been delivered form universities:

| No | Institutions/Organizations in Tirana | Institutions/Organizations in Shkoder | Institutions/Organizations in Elbasan |
|----|---|---|---------------------------------------|
| 1 | Ryder Albania | Residential Institution for Orphan Children 0-3 years | Autism Center |
| 2 | Help the live | NGO "ZDB" | Balashë center |
| 3 | Arsis | NGO "Hapat e Lehte"- Women center | Women's forum of Elbasan |
| 4 | CRCA | NGO The Door-Albania | Prefecture of Elbasan |
| 5 | National Association Education for life-SHKEL | Communitarian center “For families” No. 1, 2, 3, 4, 5 | Municipality of Shkodra |
| 6 | Juvenile institute, Kavaje | Municipality of Shkodra | |
| 7 | Ministry of Tourism | | |
| 8 | Streheza | | |
| 9 | Probation service | | |
| 10 | Prime Ministry | | |
| 11 | Municipality of Tirana | | |

The data for this report are gathered through an online survey.

To all the participants of information sessions organized by Albanian Universities, has been send a request to fulfill the survey regarding their participation on information sessions.

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The main purpose of this report is to receive a feedback from professionals working in the field of psychosocial services in Albania regarding the social services in Florence and Lisbon. Which were the most interesting services for them (from a professional point of view)? Which of the services looks appropriate to be implemented in Albania? In general, the information received during the information sessions was new from them, was useful for their daily work, and was used by them in their daily work? How do the Albanian professionals think they can use the information receiving from the information sessions in the future? Do they think that these information sessions were helpful for their work?

The data are gathered from 11 professionals working in the field of psychosocial services in Albania:

- 5 social workers,
- 3 specialists
- 2 psychologists
- 1 project manager

From a professional point of view of the participants, the most interesting services of the Florence were “The S.E.U.S. Service of Emergency and Social Urgency”, “NosOtras” and “Casa Famiglia Madre - Bambino”. And the most interesting services of the Lisbon were “Casa Pia” and “Julia Espacio Social Center”

For the participants, the most suitable services of Florence to be implemented in the Albanian context are: “Segretariato Sociale”, “The S.E.U.S. Service of Emergency and Social Urgency”, “Centro sociale via Bini 5”. According to them, the SEUS had a perfect organization eliminating the overlapping of the services. If this kind of organization would be implemented in Albanian context, it would be a great think. For the participants, the most suitable service of Lisbon to be implemented in the Albanian context is “Casa Pia”.

In general, the participants declare that the information of the sessions they participated was new for them and was enough useful for their actual job. During their daily work some of the participants declare that had used a lot of information from information sessions, but in general the participants declare that they had used somehow these informations.

The opinions of participant regarding the way they can use the information from social services in Florence and Lisbon are diverse. Some think that these social services can serve as models and gave them new ideas for job improvement and offering qualitative services. They think that some of the services they actually offer in Albania can be adjusted or adapted following the models of social services of the Florence and Lisbon. Other participants declare that thanks to the information sessions, they now had new perspectives and new approaches for the social services and examples of how to best deliver these services. Others think that the best way to use the information from social services in Florence and Lisbon is to disseminate information to other colleges.

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There is diversity of opinion regarding the usefulness of these information sessions (workshops) for their work in providing social services. Some of them declare that the information sessions have trained them with new professional skills and have increased their work motivation. Some others think that information gained through information sessions are helpful to establish new social services needed by community. In general, Albanian professionals think that these information sessions are very useful in improving the field work.

They had learned new experiences, not only in theoretical way but also in practical ones. Now they have concrete models to follow for improving their work. Also, the models of social services of Florence and Lisbon, served as an inspiration for some participants to design and develop new social policies.

**Evaluation of social services
SURVEY QUESTIONS**

- The name of the organization where you actually work: _____
- Region of work:
 - Tirana
 - Durrës
 - Elbasan
- Your position of work: _____
- In which of the workshops have you participated?
 - Social services in the region of Tuscan, Italy
 - Social services in Lisbon, Portugal
- Which of the services in the region of Tuscan (Italy), do you think is most interesting from your professional point of view? (You can choose more than one option)
 - Segretariato Sociale
 - The S.E.U.S. Service of Emergency and Social Urgency
 - Centro sociale via Bini 5
 - “Casa Famiglia “Madre - Bambino”
 - Solidarietà di San Paolino
 - “NosOtras”
 - “Casa Famiglia IO SONO MIO”
- Comments (if you have any) _____
- Which of the services in Lisbon (Portugal), do you think is most interesting from your professional point of view? (You can choose more than one option)

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- Casa do Parque
 - Casa Pia
 - Julia Espacio Social Center
 - Centro Social e Paroquial São Jorge de Arroios
 - Comments (if you have any): _____

 - Which of the services in Tuscany (Italy), do you think is the best model that could be implemented in Albania? (You can choose more than one option)
 - Segretariato Sociale
 - The S.E.U.S. Service of Emergency and Social Urgency
 - Centro sociale via Bini 5
 - “Casa Famiglia “Madre - Bambino”
 - Solidarietà di San Paolino
 - “NosOtras”
 - “Casa Famiglia IO SONO MIO”
 -
 - Comments... why do you think so? _____

 - Which of the services in Lisbon (Portugal), do you think is the best model that could be implemented Albania? (You can choose more than one option)
 - Casa do Parque
 - Casa Pia
 - Julia Espacio Social Center
 - Centro Social e Paroquial São Jorge de Arroios
 - Comments... why do you think so? _____

 - How much new information did you learn from the training? _____

 - How useful for your current job was the information you learned from the training?

 - How much have you used the information learned in your current job? _____

 - How do you think you will use in the future the information you learned during the trainings? _____

 - Comments over the benefits of the trainings on your job: _____
-