

## Standard Summary Project Fiche – IPA centralised programmes

### Project number 10: Social Inclusion

#### 1. Basic Information

- 1.1 **CRIS Number:** [2008/020-406](#)
- 1.2 **Title:** **Social Inclusion**
- 1.3 **ELARG statistical code:** 01.19
- 1.4 **Location:** Republic of Serbia

#### Implementing arrangements:

- 1.5 **Contracting Authority:** EC Delegation to the Republic of Serbia
- 1.6 **Implementing Agency:** UNICEF Serbia (Components 1 and 2)  
EC Delegation to the Republic of Serbia (Components 3 and 4)

Activities 1 and 2 outlined in this fiche will be implemented by UNICEF Serbia. Contribution Agreement will be concluded with UNICEF, under the joint management modality, based on the Commission's Standard Contribution Agreement with international organizations (SCA) and in accordance with the Financial and Administrative Framework Agreement (FAFA) signed between the EC and the UN on 29 April 2003

Activity 3 – Grant Scheme - will be managed by the EC Delegation

Activity 4 will be implemented by Service contractor and managed by the EC Delegation

#### 1.7 **Beneficiary** (including details of project manager):

Ministry of Labour and Social Policy

Nemanjina 22 – 26, 11000 Belgrade, Republic of Serbia

The **Steering Committee** will lead and coordinate the project. The project management team within the Ministry of Labour and Social Policy will follow, coordinate and track the implementation of the diverse activities foreseen by the project, in the sequence and timing established by the Terms of Reference and in accordance with the financial project plan.

#### Financing:

- 1.8 **Overall cost IPA 2008:** **5,800,000 EUR**
- 1.9 **EU contribution:** **5,500,000 EUR**
- 1.10 **Final date for contracting:** 3 years after the signature of the Financing Agreement
- 1.11 **Final date for execution of contracts:** 5 years after the signature of the Financing Agreement
- 1.12 **Final date for disbursements:** 6 years after the signature of the Financing Agreement

## 2. Overall objective and project purpose

### 2.1. Overall objective:

The project contributes to the objective of improving social inclusion and reducing poverty among the most vulnerable groups in society (children with disabilities, women in rural areas and Roma) through rationalisation and decentralisation of social protection services and development of community-based alternatives.

### 2.2. Project purpose:

The purpose of the project is to reduce the number of children with disabilities placed in large-scale residential institutions in Serbia by supporting and strengthening local community-based services that foster employment of vulnerable categories of youth and women.

### 2.3. Link with AP/NPAA/EP/SAA

#### European Partnership

- The project directly addresses the **European Partnership** short term priority, under Political Criteria – Human Rights and Protection of Minorities “*Continue de-institutionalisation, community-based services and aid to dependent persons including in the field of mental health.*”
- The project directly addresses the medium term priority under Political Criteria – Human Rights and Protection of Minorities: “*Continue efforts to integrate and improve the conditions for children with disabilities.*”
- Under Employment and Social Policies, the project addresses the medium term priority: “*Further develop social inclusion and social protection policies*” and “*Take further efforts to improve the situation of persons with disabilities.*”
- The project also directly addresses the following passages of the European Partnership, medium term priorities, under Political Criteria – Democracy and Rule of Law: “*Strengthen policy-making capacity and inter-ministerial coordination at government and local levels... implement the constitutional provisions relating to decentralisation and ensure the resources for local governments*” and “*Adopt and implement decentralisation reform ensuring viability of local governments.*”

The project links to the Title VIII of the **Stabilization and Association Agreement (SAA)** – Coordination Policies (Article 101, Social coordination) “Co-operation shall also seek to support the adaptation of the Serbian social security system to the new economic and social requirements, and shall involve the adjustment of the legislation in Serbia concerning working conditions and equal opportunities for women and men, for people with disabilities and for people belonging to minority and other vulnerable groups.” Furthermore, under Article 113 (Regional and local development) of the SAA, Serbia is obliged to strengthen regional and local development co-operation.

The project replies to the following passages of the **European Commission Report on Serbia for 2007**:

- With regard to women and gender equality: “A specific law on gender equality has not yet been adopted and there are concerns over the level of violence against women ... In practice, women continue to be discriminated against in the labour market.”
- With regard to children: “Serbia, as a signatory to the UN Convention on the Rights of the Child, submitted the Initial Report on its Implementation. Nevertheless, difficulties regarding children's rights persist and children from socially vulnerable groups suffer from discrimination and exclusion.”
- With regard to children with disabilities as a particular group: “Persons with disabilities remain a particularly vulnerable group; children with disabilities continue to suffer discrimination and exclusion, and their families are often left without adequate State

support. Out of an estimated 700,000 persons with disabilities, only 13% are employed, while only 15% of children with special needs are included in the educational system.”

#### 2.4. Link with MIPD

The project directly contributes to aspects of the following passage from the **Component I – Transition Assistance and Institution Building** – Political requirements, part 2.2.1.1. of the Multi-Annual Indicative Planning Document for the Republic of Serbia 2007-2009 (MIPD):

“Advancing on the reform of local self-government as part of the decentralisation process. Support regional development policy and balanced territorial development by ... development planning and implementation capacities at central, regional and local level, more efficient ... municipal planning, improving service delivery. Support municipal, inter-municipal and cross-border municipal projects and implementation of the Poverty Reduction Strategy at the local level.”

The project is fully based on the main priorities and objectives set out within the sub-component on socio-economic requirements of the Component I – Transition Assistance and Institution Building (section 2.2. of the MIPD), which reads:

- “Enhance access to employment and participation in the formal labour market. Particular attention should be given to young people, women, elderly people, vulnerable groups (such as long term unemployed, redundant workers, persons with special needs, Roma, refugees and IDPs, etc.) and to areas most heavily affected by economic and social restructuring,” and
- “Fostering social inclusion with the advancement of social welfare system reform through implementation of the Social Welfare Development Strategy with a view to reorganisation, decentralisation and rationalisation of social welfare services and enhancement of its ability to support social inclusion of all, especially disadvantaged groups and creation of the conditions for growth and sustainable development of all individuals, groups and communities.”

With regard to section 2.2.2 Expected Results and Time-Frame, the MIPD expects by the end of 2012 the achievement of the following results

“A policy against the social exclusion of returnees, minorities and handicapped persons will be adopted and there will be visible progress on its implementation” and “conditions for growth and sustainable development of all communities will be improved.” Among the programmes foreseen to achieve these results is “Support to social partnership institutions in the implementation of the Poverty Reduction Strategy and socio-economic development.”

Furthermore, the project directly links to the priorities under section 2.2.1 Political requirements, Main priorities and objectives, under which it is said that one of the objectives is: “Advancing on the reform of local self-government as part of decentralisation process.”

#### 2.5. Link with National Development Plan n/a

#### 2.6. Link with national sector investment plans

The national strategic framework for reform of the social protection system is embedded in the **Social Welfare Development Strategy (SWDS)** adopted in 2005. The objectives of SWDS have been defined on the basis of the relevant documents of the European Commission, the Council of Europe, the United Nations, international conventions and the Poverty Reduction Strategy, as well as on sector strategies. The amendments to Laws, Regulations and by-laws since the adoption of the SWDS (Social Welfare Law, Family Law, etc.) set up favourable initial conditions for the development and creation of the new social protection system based upon new standards of services, a network of local service providers from public, for-profit and non-profit sectors and a more prominent role of local self-governments.

This project replies directly to one of the main conclusions of the 2007 report on the implementation of the **Poverty Reduction Strategy** in Serbia, which states that, “The structure of the unemployed continues to be unfavourable and that it is characterized by long-term unemployment which has deepened in recent years. The dominant share constitutes the young population and women, particularly those with secondary school education, while the unemployment rate of vulnerable groups (Roma, refugees and IDPs, the disabled) is twice that of other population groups. Significant labour market disparities between regions represent an additional problem.”

The project is in line with the main targets of the **National Employment Strategy 2005–2010**, in particular part 5 – Increasing cohesion in the labour market (with an emphasis on section 5.3., Support to gender quality in employment and wages, and 5.4., Fight against discrimination of vulnerable groups). The project supports the main targets of the **draft Gender Equality Strategy**, which considers as its main priority an increase in the employment of women. Along the same lines, the project directly addresses the **draft National Youth Strategy**, particularly the priority of increasing youth employability by offering young people trainings, professional development and volunteer work.

Furthermore, the **National Strategy for Accession to the European Union** in the section pertaining to social welfare, item 3.2.3.3. B) Goals and recommendations it states that: “An important element of the long-term strategy is the reform of social services, which is moving towards de-institutionalisation, development of alternative forms of social protection and engaging various players in the sphere of service provision ... Such pilot programmes are already being implemented at the local level under the programme of the Fund for Social Innovations.”

The **National Investment Programme** during the period of implementation from January to June 2007 has supported eight projects directly linked to the decentralisation and development of social protection in the Republic of Serbia, with a the total value of €27,464,175, mainly for infrastructure and improvement of residential capacities at the local level. Likewise, in the same period, it has supported social housing for war veterans in the value of €4,755,712.

Other than national level investment aspects, the project is linked to the implementation of programmes which are supported by the EC, including those through the DG on Employment, Social Affairs and Equal Opportunities – Programme for Employment and Social Solidarity “Progress”, signed by Serbia in October 2007. The strategies this approach is based upon include those stemming from the Lisbon European Council of March 2000, which incorporated as intrinsic to the overall strategy of the Union the promotion of social inclusion to achieve its strategic goal for the next decade. Furthermore, the project takes into account the communication “Working together, working better: proposals for a new framework for the open co-ordination of social protection and inclusion policies” which sets forth detailed proposals for the streamlining of the Open Method of Co-ordination (OMC) in the field of social protection and inclusion.

### **3. Description of project**

#### **3.1. Background and justification**

The main aim of this project is to contribute to a change in the overall approach to care for vulnerable groups, and in particular disabled children in the Republic of Serbia. Through support for community-based social protection services, the project will assure the provision of better targeted care, oriented toward the end-user, and will contribute to a shift from a model of care for disabled children based on their placement in large-scale residential institutions to a model of support to the natural family or to foster family care for such children.

Care for children with disabilities in Serbia has traditionally followed a medically-oriented approach to their disability, considered to be a condition often requiring life-long placement and treatment in specialized residential institutions. Currently in Serbia there are 16 major institutions providing such residential treatment, of which most provide care for over a hundred children. Although the reform of the system of social protection did lead to the dismantling of institutions that provided residential care for both children and adults with disabilities in 2007, the number of children per institution is still remarkably high for the provision of personalised care, monitoring and assurance of the best life-chances for each child.

The impact of long spans of residential care for children in general, and children with disabilities in particular, has been broadly analysed, establishing a general consensus among professionals that such a model of care hampers the development of social skills, relevant knowledge and personal traits while it also decreases the child's confidence to develop into a fully integrated member of society, capable of contributing to society to the best of his or her abilities.

Serbia has initiated a reform process in the area of social protection services which has had some noteworthy results. Among the alternative forms of social services recently established, the most widespread is foster care for children without parental care (primarily in the city of Belgrade and in the Province of Vojvodina) and the provision of small housing units and day-care centres for persons with disabilities. Since 2003, a strong impetus for deinstitutionalisation has been initiated, and the legal and strategic framework is geared toward this goal (Law on Social Welfare, Family Law, Strategy of Reform of the Welfare System, Poverty Reduction Strategy). However, legal provisions aimed at the deinstitutionalisation of social services are not sufficient. Currently, due to high costs and an inadequate fiscal policy, most social services are provided in a centralized manner, within the social welfare system (Ministry of Labour and Social Policy). However, under the Constitution of Serbia and the Law on Local Self-Government, as well as under the Law on Social Welfare, social services and social care fall mainly within the scope of local self-government. In addition, the law enables the non-government sector (both profit and non-profit organisations) to become social service providers. A major problem for the development of alternatives is that many local self-government units (municipalities) and the civil society sector have insufficient capacities to respond to the complex challenges of decentralisation.

Some EU Member States have experienced similar periods of economic and social transition as Serbia is now undergoing, and they had also previously relied on residential institutions to care for vulnerable and marginalized groups. Most of these States no longer rely on residential care for children, people with disabilities and the elderly (except for the severely disabled). Instead they have primarily shifted to community-based social services provided within a framework of protection for the vulnerable.

This model, implemented in the largest number of EU Member States, is based on a concept initially piloted in Sweden, entitled in that country as a "normalisation policy". This model focuses on the needs of the person (child or adult) with disabilities, in the context of assuring the best conditions for his or her full inclusion and integration into society. This social model, unlike the medical one, supports services and care that are geared toward the immediate community within which the child with disabilities resides. This is particularly useful for certain types of disabilities, which should not dramatically hamper the chances of the child to fully integrate into society. The Serbian Law on Social Protection considers disability to be anything ranging from hearing and visual impairment, physical disability and all levels of mental disability and retardation. It is considered that over a third of children in residential institutions in Serbia have impairments which can, through adequate family and community support, allow for the child's full potential to effectively integrate into society.

In order to achieve the goal of decentralisation, deinstitutionalisation and rationalisation in the field of provision of care for disabled children, a cost-effectiveness analysis needs to be performed. The study commissioned by the World Bank, *Moving from Institutions to*

*Community Based Services in Central and Eastern Europe and the Former Soviet Union*, from 2000, concluded that “residential care is far more expensive than alternate forms of care such as foster family homes for children or community-based services for children, people with disabilities, or the elderly.” A previous World Bank study (1995) showed that in the early 1990s the monthly cost per child under residential care ranged between roughly one to three times the average monthly wages in the region. In Romania a study conducted by UNICEF and the National Committee for Child Protection (1996) showed that the cost for foster care in a programme run by an NGO was no more expensive than the cost of institutional care and was far better for the children. Furthermore, according to UNICEF, the expenditure per bed is highest in infant residential institutions. In the case of Serbia, Save the Children UK reports that in 2005 it was estimated that the cost of residential care for a child with disabilities was three times more expensive than foster care as an alternative option. The long term costs of residential care cannot, however, be simply established through monetary calculations. All studies mentioned conclude that residential care in large-scale institutions stunts the physical, emotional, and intellectual development of children. Providing for better alternatives is not only less expensive in the short term, it also produces invaluable human capital that can contribute to society in the long run.

Three elements that are part of a comprehensive and integrated strategy of change in this area in Serbia, will be included in this project:

***Strengthening the community-oriented social welfare infrastructure.*** The initial steps have been made toward reform in Serbia, but key institutions at the national and local level could benefit from technical assistance and training in social work skills and specific service modalities in order to be able to monitor, coordinate and evaluate the process of introduction of community-based services.

***Establishing community-based social services.*** This is the main focus of the project. By pooling resources of several local self-governments (between four and six local self-government units) and gearing them toward less expensive and more effective solutions, the project will support the creation of further community-based social services in a multifaceted manner. The project will take a regional approach through a grants scheme that aims to support groups of neighbouring municipalities clustering into a region, and providing a joint strategy for developing community-based services. The project supports regional development and municipal networking and cooperation, partnerships between local self-governments and the civil society sector in the provision of care, and methods which stimulate the employability of marginalised groups, mainly women and youth. In addition to the adoption of a joint strategy at the level of each Municipal Assembly, the selection of the coordinating municipality (which will officially submit the joint grant application) and a commitment of at least 10% co-financing for the proposed activities, conditions for grants eligibility will also require a long-term commitment to municipal programmes of financing services by licensed community service providers.

***Changing public opinion and mobilising community support.*** A multi-pronged public information campaign will be developed to change the attitudes of the public, policymakers, administrators, and the staff of residential institutions. Such a campaign was previously successful at local levels in Hungary. One important vehicle for such a campaign is the United Nations Convention on the Rights of the Child as well as other human rights conventions, which have been signed by Serbia.

The project will support the integration of vulnerable groups in Serbia in general, and children with disabilities in particular, through developing a clear set of activities at the local level, funded initially through a grants scheme. During the lifecycle of the project, local authorities will set up municipal programmes of financial support for services provided by the licensed community service providers, and commit to its continuation and financing over the longer term, having established its cost-effectiveness. The types of **activities** foreseen to be eligible for grants funding are the following:

a) **Setting up of mobile teams** composed of a paediatrician, psychologist, health worker, social worker, physiotherapist and logopaedist **to provide field support to family-based care for children with disabilities in their region.** One of the main reasons why parents opt for placing their child into a residential institution rather than providing care within the family unit, and one of the main reasons why foster families do not opt to take in a child with disabilities, is the current lack of any professional support by the State to these families, which feel overwhelmed and unconfident about their ability to properly take care of the child. The financial costs of taking the child to medical or psychological evaluations, which are currently conducted only in large cities (Belgrade, Nis, Kragujevac, Novi Sad) affect decision-making, and more often than not, there is no evaluation of the child's abilities and potential for integration into society prior to his or her placement in an institution. On-going support by a professional mobile team would greatly increase the chances of families taking the decision to care for the child themselves, assuring in this manner better potential for social integration of the child in the long run. Continuous visits by the mobile team will help to ensure that monitoring of the child's progress is made by State institutions, and that his or her needs are properly being met by the family. The Mobile teams will be formed in accordance with the latest quality standards for this type of service providers.

b) **Conducting sets of educational courses for women belonging to vulnerable groups that have the least chance of employability** (women victims of family violence, Roma women, women in rural areas, older population of women), enabling them to obtain a licence for provision of social services. These services can include home care for children with disabilities, home assistance to single parents with a disabled child, nurse support and others. Caring for a disabled child is both time-consuming and financially onerous for families, and can represent a particular problem when one of the parents has to stay out of work in order to care for the child. This increases the financial strain on the family, which is already significant, and is one of the main reasons why statistics show that it is economically disadvantaged families that are more likely to opt for placing the child in a State-run residential institution. This is particularly the case with Roma children, even those with milder forms of disabilities. The problem becomes particularly severe for single parents which may have no available option to care for the child. The programme will provide an opportunity for both parents or for the single parent to continue to work, while a trained person provides daily care for the child in his or her home environment. The programme provides an alternative to specialized day-care centres which may not exist in the region where the child lives, or may not be accessible. Its added impact is that it requires a low-skilled work force, and thus can increase the employability of women that are among the hardest hit by the ongoing economic transition: women of older age categories that have lost their jobs when State-run enterprises closed but do not satisfy the age requirement for State pensions, women victims of family violence, women in rural areas where job options are limited and in particular Roma women, which may not have the required skills and education for other types of jobs. The programme would provide these women with a regular State-subsidized income and thus economic independence and sustenance for them and their families.

c) **Establish programmes for training and organization of youth voluntary work** in cooperation with the Ministry of Youth and Sport and the Ministry of Education for provision of social services to families with disabled children and other vulnerable groups as part of the regular and mandatory course work in humanities and social science colleges, or as a summer course or contribution to youth professional development. Youth voluntarism has a tradition in Serbia (youth brigades and camps during the period of communism, Red Cross volunteers) but changes in the system during the period of transition and the conflicts in the region have significantly decreased the number of initiatives and activities in this field. On the other hand, colleges require field experience as compulsory for obtaining course credits, and employers look for different types of experiences as a factor toward employability. The programme will have a double benefit, as it aims to provide families with children with disabilities timely and targeted support in their place of residence (including assistance to the child, school work help, companionship), affording the child better chances of social integration. It will also provide youth with work experience, particularly in more remote and less developed regions of the country, where such options are limited. An added impact is

that this type of work greatly increases the sensitivity of youth toward children with disabilities, leading to the long-term integration of the social model of care for disabled persons as a new perspective for future generations of social care providers.

d) Contribute to the process of **decentralisation of social services by developing plans of rationalisation for such services at the regional level**. Currently, alternative forms of social services other than those managed by the Centres for Social Work do not exist outside of urban areas and are mainly focused within more developed regions of Serbia. The project will support municipalities in their efforts to develop new institutions or activities aimed at the integration of vulnerable groups in general and children with disabilities in particular, with a regional focus. Given the size of the municipalities in Serbia and their number, it is evident that not all municipalities are expected each to have diverse forms of alternative social protection services. By pooling their resources and adopting a regional programme for service development, they can achieve better results with regard to the social integration of vulnerable groups, through provision of accessible and beneficiary-oriented services, at a lower cost.

### **3.2. Assessment of project impact, catalytic effect, sustainability**

It is expected that the project will have a threefold impact. Its main aim is the inclusion of disabled children into society, through the development of alternatives to long-term placement in residential institutions, by providing adequate and efficient family support through community based services. The project is designed around the community where the child is located, both the immediate environment, through assisting the family as the basic care-givers, and the local community, which will be strengthened and empowered to assist these children in having their practical, every-day needs met, creating a real possibility for their full integration and contribution to society.

The project has a second impact in the inclusion and employment of women, which is one of the main targets of the Gender Equality Strategy prepared by the Government of Serbia. The focus is on the employability of women belonging to vulnerable groups and on increasing their chances for making a livelihood in their own communities, thus gaining personal independence. The project will also help to improve the chances of employability of youth in local self-governments, by providing them opportunities for professional development through volunteer work.

The third substantial impact will become evident through the changes the project will make on the perception of disabled children (and ultimately disabled adults as well), by moving the focus from a medical / health perception of their needs, to a social and inclusive perception. The campaign designed in the project focuses not only on a change in public opinion, creating a better social environment for integration and inclusive policies, but also on an important change in the perception of professionals in the social protection, education and health sectors. The campaign is particularly aimed at having a long-term impact on the gradual decrease of the number of children being placed in residential institutions.

Children with disabilities in residential institutions have been selected as the main target beneficiaries of this project, as their plight is one of the most distressing, and since this constitutes one of the most challenging social protection reform problems in Serbia today. The model of response provided to this issue (mobile teams, employment of women, youth voluntarism and development of alternative forms of care) will potentially have a catalytic effect as it can subsequently be used to assist a wide range of other vulnerable and marginalised categories in Serbia, including the IDP population, Roma children, children with behavioural problems, refugees, migrants and victims of violence.

In 2007, 660,000 Serbian citizens were covered by social and family-legal protection schemes. The right to accommodation in institutions was exercised by 14,687 persons, including children accommodated in 16 homes for children without parental care, elderly accommodated in 38 gerontology centres and homes for the elderly and beneficiaries accommodated in 16 institutions for residential care of persons with developmental



disabilities. Most of these persons can be beneficiaries of the models of care developed within this project. In that sense, one of the major project impacts will be to further decentralise social protection services and expand their territorial reach. The project will thus respond to the challenges of decentralisation and rationalisation, as well as of regional development, which are MIPD and European Partnership priorities. By clustering local self-governments in order to assure the best provision of care, the project will foster cooperation between local communities, and will likewise be able to increase cooperation between local communities and civil society.

The capacity building component of the project will also strengthen the Ministry of Labour and Social Policy (MLSP), at the central government level, in its ability to carry out the reform of social services and protection, both in its monitoring and coordination role, but also in concluding contracts for the provision of certain types of social services outside the social welfare centres.

Community-Based Social Service Protection Strategies at the local level will address the question of financial sustainability of alternative social protection services in order to foresee the support that the local self-governments will provide for this purpose. A system of co-payment is also a mechanism that is expected to be utilized for those services that are offered and accredited by the MLSP.

### **3.3. Results and measurable indicators**

#### **1. Ministry of Labour and Social Policy capacity strengthened to monitor, evaluate and supervise decentralised and well-targeted community-based social protection services in the Republic of Serbia.**

*Measurable indicators:*

- Capacity building and training strategy document adopted by the MLSP by the end of 2010.
  - Regulations and protocols necessary for making alternative community-based social services for most vulnerable groups in the Republic of Serbia operational, issued by the MLSP by 2010.
  - Community-Based Social Service Protection Strategy on social inclusion of most vulnerable groups adopted by the MLSP by 2012.
  - Registry within MLSP for maintaining data on licensed and accredited community-based service providers in the Republic of Serbia expanded to include new licensed and accredited service providers by the end of 2010.
  - At least 10 reports on monitoring, evaluation and supervision missions of social service providers completed annually by MLSP.
  - Criteria of gender sensitivity, anti-discrimination and equal opportunities for all, with a view to using a targeted approach to ensure impact upon social protection services is included in all MLSP and related agency tender processes and fund disbursement programmes (including National Investment Plan activities), based on evaluation and monitoring data as of 2011.
- #### **2. Local municipal authorities in at least 10 regions of Serbia cluster and adopt shared Community-Based Social Service Protection Strategies, and develop targeted local level community-based social protection services to implement these strategies.**

*Measurable indicators:*

- At least 10 regions (covering 50 municipalities) in the Republic of Serbia adopt Community-Based Social Service Protection Strategies by 2011.
- At least 10 clusters of municipalities (or regions, with a target of at least 3 being less developed and disadvantaged regions) successfully pass the selection criteria and are approved for a project grant.
- At least 20 municipal Annual Local Development Plans include activities and projects supporting strengthening and development of community-based social service providers by 2011, at least 30 by 2012.
- Compared to the baseline in 2009/2010, a 10% increase is reflected in the number of licensed community-based service providers in targeted regions by 2011 and a 20% increase by 2012.
- Each participating cluster of municipalities has two new specialised institutions for alternative provision of social and other services (particularly for children with disabilities) by 2011 and at least four by 2012.
- Decrease in the number of children in residential institutions in targeted regions by 10% in 2011 and by 20% in 2012, as compared to the 2009/2010 baseline.
- Overall, a total of 1,000 women licensed as service providers at the local level among targeted municipal clusters by 2012.
- A network of 50 mobile teams established and operating at the local level in Serbia, providing targeted social protection services for most vulnerable groups.
- At least 4,000 youth have contributed as volunteers in providing assistance to most vulnerable categories of society at the local level in Serbia, by 2013.

Increase of 15% in the number of disabled children and their families, and/or other vulnerable groups, obtaining support through community-based social protection services in targeted clusters of municipalities by 2011 and an increase of 25% by 2012.

In order to evaluate the grant scheme, up to 3% of the grant scheme budget will be allocated for an external evaluator.

### **3. Public opinion in Serbia, in particular at local levels, sensitised to the needs of vulnerable groups in general and children with disabilities in particular, leading to a change in models of acceptance and care for these groups in society.**

*Measurable indicators:*

- 20% decrease in the number of families deciding to place their child with disabilities in a residential care institution rather than providing family-based care by 2012 in Serbia, in comparison to the 2009/2010 baseline.
- 25% decrease in the number of newborn babies with disabilities taken directly from maternity wards to residential care institutions by 2012.
- Number of schools accommodating needs of children that have hearing and visual impairments in regular classes, increased by 10% in comparison to 2009/2010 baseline.
- 20% increase in the number of foster care families willing and trained to accept child with disabilities by 2012.

- 10% increase in the number of children with disabilities belonging to ethnic minorities (particularly Roma) placed in foster care families instead of residential institutions by 2012.
- Campaign based on recommendations for incorporating gender-neutral, non-biased and disability-sensitive language and topics into school textbooks initiated by 2012.

### 3.4. Description of Activities

#### **Activity 1 – Capacity building component: National Level (in line with Result 1)**

Elaborate number of training and capacity-building protocols based on experience and know-how accumulated by the CARDS initiative “Social Innovation Fund”, for the purposes of training the staff within the MLSP Social Welfare and Family Support Department, Population Policy Department and Gender Equality Department

Organise annual trainings based on the adopted protocols for MLSP staff and other partner governmental institutions, (including from Social Protection Institute, Government Council for the Rights of the Child, Agency for Human and Minority Rights, Ministry of Education and Ministry of Youth) as of 2009.

Elaborate and implement a system of data collection (social indicators) on the impact of gender and ethnic belonging as factors for the need, type and quality of obtained social protection services in Serbia

Organise on-the-job trainings for staff in the MLSP (Unit for monitoring and oversight of social protection services) on the types, role and impact of community based social protection programmes; and for civil servants from the MLSP, Social Protection Institute, Ministry of Education and Ministry of Health on the standardisation of community based programmes in Serbia based on developed standards and rulebook

Organise training sessions for civil servants from MLSP on monitoring and evaluation of programmes of accreditation and licensing of community-based social protection service providers in Serbia

Organise secondment for at least 15 civil servants from MLSP to EU Member States in order to acquire knowledge and experiences in community-based social protection coordination and monitoring. Ensure support for the dissemination of the experience gained to other MLSP staff.

Organise training programmes for Centres for Social Welfare on standardisation, accreditation and licensing of community-based social protection service providers. Support MLSP staff to perform follow-up trainings.

#### **Activity 2 – Capacity building component: Regional and Local Level (in line with Result 2)**

Organise awareness-raising sessions for 100 local self-governments (municipalities) - members of local assemblies, staff of Town Halls and Mayor’s office -on the need for and forms of supporting community-based social protection services.

Organise seminars for members of at least 120 civil society and private non-profit organisations active in the protection of specific groups (ethnic minorities, Roma, persons with disabilities) at local levels in Serbia on:

- the standardisation, accreditation and licensing of community based social protection service

- the administrative and organizational issues concerning community-based programmes (elaboration of activity plan, implementation methodology, budgeting and costs, project elaboration and management)
- assisting in monitoring efforts by central government institutions and performing independent monitoring on community-based social protection services

### ***Activity 3 – Grant Scheme (in line with Result 2)***

Prepare the tender for grants for municipalities clustered within regions in Serbia, for distribution of grants, based on clear criteria (adoption of Strategy by all municipalities applying for a grant, selection of a coordinating municipality within each cluster, development of the plan and programme of activities per region based on cost-effectiveness of services, contribution of 10% of the total grant as cost-sharing by municipalities participating in the grant).

Support, follow-up, monitoring and evaluation of activities eligible for grant funds in each of the selected regions in Serbia:

- Set up mobile teams composed of pedagogue, psychologist, health worker, social worker, physiotherapist and logopaedist to provide field support to family-based care for children with disabilities in their region;
- Conduct sets of educational courses for women belonging to vulnerable groups and with the least chance of employability in order for them to obtain a licence for provision of social services and establish municipal programmes of financial support for services provided by the licensed service providers;
- Set up programmes for training and organisation of youth voluntary work in cooperation with the Ministry of Youth and Sport and the Ministry of Education for provision of social services to families with disabled children and other vulnerable groups as a summer course of contribution to youth professional development.
- Based on the rationalisation plan for social services for each region, develop new municipal institutions or activities aimed at the integration of vulnerable groups in general and children with disabilities in particular.

In order to evaluate the grant scheme, up to 3% of the budget for the grant scheme will be allocated for an external evaluator.

### ***Activity 4 – Public awareness campaign (in line with Result 3)***

Engage a media company for organising the overall media campaign and awareness raising activities within the project.

Organise at least one media presentation of project activities and achieved results in each municipality in Serbia by project completion.

Elaborate and broadcast at least 2 documentaries about children with disabilities in Serbia and the impact of community-based services in the improvement of their lives during the lifetime of the project.

Organise participation of relevant persons in at least 10 televised sessions on children with disabilities, and children belonging to ethnic minorities and other vulnerable groups (show programmes, news reports, etc.) during the lifetime of the project, to describe how the project is affecting beneficiaries.

Organize a range of awareness raising sessions, particularly with the following stakeholders:

- medical professionals in maternity wards in regional hospitals in Serbia on opportunities and inclusion of children with disabilities;
- each targeted Centre for Social Welfare on options for inclusion of children with disabilities and children belonging to ethnic minority groups;
- staff of cadastre and urban planning offices within 100 municipalities on forms of support for initiatives of community-based social protection service providers in Serbia;

- municipal authorities in at least 120 municipalities in Serbia on inclusion policies and needs of vulnerable groups as part of rationalization process of municipal development;
- justice system and education system employees at national and regional levels (education institutes at national level, Ministry of Justice, regional school boards, county court system), including at least 450 permanent staff of these institutions, on the specific needs of vulnerable groups in general, and children with disabilities;
- members of gender equality boards of the National Socio-Economic Council of Serbia, the Parliament of Serbia, and in municipal assemblies, with at least 300 members of such boards passing through sessions on women employability in community-based social service provision

Elaborate ads and billboards to raise awareness about the project activities and specific needs of vulnerable groups in general, and children with disabilities in particular, during the lifetime of the project.

#### **Contracting Arrangement:**

The project will be implemented through direct award to UNICEF, one service contract and grant scheme (Call for proposals).

### **3.5. Conditionality and sequencing**

No technical or legislative preconditions need to be satisfied prior to the start of this project. Within the activities proposed, sequencing should follow the next pattern: activities related to capacity building at national levels should be performed prior to capacity building at local levels, mainly because an efficient monitoring and supervision system will first be developed within the Ministry in order to adequately follow change over time at local levels, where project impact should be the strongest. Capacity building at State and local levels will begin as soon as this service contract is signed so as to assure that capacity exists within the government, in particular in less developed regions of Serbia, to elaborate the joint strategy and apply for the grants. The grants scheme procedure will take place when the implementation of the capacity building stages has reached the point where the project Steering Committee assesses that local self-governments (municipalities) are successfully able apply for and implement the grants. The awareness-raising campaign should be implemented from the very start of the project, as one of the long-term consequences of the project needs to be a change of attitudes and perceptions toward children with disabilities.

The project is based on a regional model (clustering of local self-governments) which does not follow clearly demarcated regional administrative lines, since Serbia is divided, at the local level, into local self-governments. However, the regional configuration exists for the court system (district courts), health system (regional hospitals) and education system (school boards), around which are clustered neighbouring local self-governments. In that sense, the regional organisation around the issue of social protection provision is not in itself innovative so a basis for regional cooperation has already been established.

### **3.6. Linked activities**

The project is part of the overall process of social protection reform, which has been underway in Serbia as of 2003, and gained particular impetus with the adoption of the Social Protection Reform Strategy in 2005, receiving since then strong support through both national financing mechanisms, mainly the National Investment Programme, and donor projects. The **National Investment Plan** is supporting for 2008 a set of infrastructure related projects linked to the development of capacities in the area of social protection and social service delivery, including the financing of the construction of apartments for youth stepping out of the social protection system (as an alternative to half-way houses), in the value of 182,000,000 dinars; the adaptation, reconstruction and renovation of facilities for the placement of youth without parental care at local levels in the value of 80,750,000 dinars; social housing for war veterans in the value of 55,220,000 dinars and housing support for persons with disabilities in the value of 127,000,000 dinars.

The **Social Innovation Fund** is an initiative of the Ministry of Labour and Social Policy which has been in operation since 2003 and is expected to last until the beginning of 2009, with the support from CARDS programme funds and in cooperation with the United Nations Development Programme (UNDP) and the Government of the Kingdom of Norway. Its activities have included: Provision of funds for local projects, technical assistance and training for the project implementation partners, monitoring and evaluation of local projects, analysis of the partners' activities and systematisation and classification of the lessons learned and fundraising and support for the coordination of social policy actors.

With relation to **IPA funded projects**, the current project strongly ties into the programmes of municipal development (Regional socio-economic development programme and Municipal Support Programme), financed by CARDS in the first phase and foreseen in IPA 2007. The projects aim to develop local self-government capacities (economic aspects) and to support all aspects of the decentralisation of responsibilities and competences from State to local levels. This is in line with the Lisbon Strategy whereby economic development should be strongly supported by additional programmes which assure equal opportunities and the inclusion of the most vulnerable categories of citizens. The project is further complementary to programmes implementing the National Employment Strategy, in particular concerning the improvement of the position of women and employability of women belonging to vulnerable and marginalised categories.

The project ties in with **CARDS 2005 and 2006** support to vulnerable groups, including IDPs and refugees, and to CARDS 2006 support to the development of anti-discrimination legislation in Serbia, to be implemented in the period 2008–2009, focusing primarily on the development of anti-discrimination mechanisms for women, persons with disabilities and ethnic minorities, and also featuring a broad public campaign promoting the Law Prohibiting all Forms of Discrimination.

The project is also complementary to the **World Bank** programme "Delivery of Integrated Local Services" (DILS) which will initiate in mid-2008, focusing on education, health and social protection development at the local level. In relation to the social sector, this project will support IT networking among Centres for Social Welfare and the creation of a Disability Fund for civil society organizations. By the time the IPA 2008 is underway, the WB project should be making interesting progress. As the WB works through partnerships with central level government, the proposed project can complement it by supporting advances from a local perspective.

**DFID and the Kingdom of Norway** (Ministry of foreign affairs) have supported two significant initiatives in line with the transformation of social protection institutions: support to the implementation of the Social Protection Reform Strategy and support to the Social Innovation Fund, which has as of 2003 supported, through grants competitions, small-scale projects at the local level piloting alternative forms of social services.

### **3.7. Lessons learned**

At the national level, lessons learned from the five-year experience of Social Innovation Fund realisation are instructive to the implementation of this project. The evaluation of the work of the Fund has pointed, over the past years, to the following principles as being crucial in the reform of social protection at local levels in Serbia: 1.) assure **plurality of service providers**, i.e. support diversity of service providers; 2.) support **local partnerships** and the creation of local networks addressing social problems; 3.) support a **bottom-up approach**, that is, promotion of citizens' and beneficiaries' participation in determination of priorities and services, as well as in their implementation; and 4.) **decentralisation**, that is, transfer to local level not only of some of the functions of social welfare, but also of management mechanisms and resources, responsibilities and initiatives.

A critical aspect for the success of projects implemented at the local level is the development of very close **working relationships with all the municipalities** and other stakeholders at the sub-national level. Development of capacities at the local level prior to the initialisation of concrete activities will help to minimise some of the implementation risks envisaged in relation to cooperation on the part of the local stakeholders. Another relevant success factor will be the willingness of the municipalities to support financially the development of community-based social services. For this reason the proposed project has determined to secure sufficient financial support from the municipalities as one of the eligibility criteria for participation in the grants component of the project. With respect to lessons learned in the implementation of the **grants scheme**, a general conclusion is that there were more eligible projects than funds available to support their implementation, and that the overall programme impact would have been considerably diminished had there been no accompanying financial incentives for local self-governments as provided through the grants scheme.

#### 4. INDICATIVE BUDGET (AMOUNTS IN €)

Grants recipients will be obliged to provide 10% co-financing, which will contribute a total of €300,000 to the overall project value from the local and regional level.

			SOURCES OF FUNDING									
			TOTAL EXP.RE		IPA COMMUNITY CONTRIBUTION		NATIONAL CONTRIBUTION					PRIVATE CONTRIBUTION
ACTIVITIES	IB (1)	INV (1)	EUR (a)=(b)+(c)+(d)	EUR (b)	%(2)	Total EUR (c)=(x)+(y)+(z)	% (2)	Central EUR (x)	Regional/ Local EUR (y)	IFIs EUR (z)	EUR (d)	% (2)
Activity 1												
contract 1.1	X		2,000,000	2,000,000	100							-
Activity 2												
contract 2.1	X		500,000	500,000	100							
Activity 3												
contract 3.1	X		3,000,000	3,000,000	100							
contract 3.2	X		300,000			300,000	100		300,000			
TOTAL IB			5,800,000	5,500,000	95	300,000	5		300,000			
TOTAL INV												
<b>TOTAL PROJECT</b>			<b>5,800,000</b>	<b>5,500,000</b>	<b>95</b>	<b>300,000</b>	<b>5</b>		<b>300,000</b>			

NO

TE: DO NOT MIX IB AND INV IN THE SAME ACTIVITY ROW. USE SEPARATE ROW

Amounts net of VAT

(1) In the Activity row use "X" to identify whether IB or INV

(2) Expressed in % of the **Total** Expenditure (column (a))



## 5. Indicative implementation schedule

Contracts	Start of Tendering	Signature of contract	Project Completion
Contract – 1.1	T + 1Q	T + 1Q	T + 12Q
Contract - 1.2	T + 1Q	T + 4Q	T + 12Q
Grants scheme		T + 8Q	T + 12Q

## 6. Cross-cutting issues

### 6.1 Equal Opportunity

The project supports gender mainstreaming and will particularly aim to increase in the employability of women that belong to vulnerable groups, particularly women in rural areas, victims of violence, Roma women and the older population of women. The project targets a low-skilled work force and so it will provide women that have the least chance of employability with training which will enable them to obtain a license for the provision of social services. These women will eventually be able to receive a regular State-subsidized income which will afford them greater economic independence and a viable sustenance for their families. This is expected to help empower women and encourage enhanced public awareness of gender equity principles.

### 6.2 Environment

The project focuses on the development of local and regional alternatives of service provision, which ultimately should reduce transportation costs for the beneficiaries of these services. By providing low-cost community alternatives to large scale institutional facilities, the project will have an overall positive impact on the environment. The project will be implemented in a way which is as environmentally friendly as possible and this includes the use of re-cycled paper, whenever possible.

### 6.3 Minorities

The project seeks to achieve social cohesion and integration of vulnerable categories of the population, which particularly refers to disabled children belonging to minority groups, women and members of national minorities. A focus on the local level allows for a direct link to local communities and to national minority communities, which are territorially dispersed in Serbia, and can only be targeted through these types of local-level initiatives. The reach of social protection services to all vulnerable groups, including minorities, despite their geographical location, is a relevant aspect of the increase of social integration of all citizens, including disabled belonging to minority groups, within the State. Throughout the project, the relevance of including vulnerable groups, both as beneficiaries of the alternative, community-based services to be provided, as well as service-providers, is accentuated. Roma, in particularly Roma women, are seen as one of the main beneficiaries, but also as a very important motivator of change as service-providers within their own communities. Furthermore, the regions within the project grant scheme will include those with a significant percentage of the population belonging to national minorities (including regions of Sandzak – Bosniak minority, Eastern Serbia (Bulgarian and Vlach minorities) and South Serbia – Albanian minority).

## ANNEX 1: Logical framework matrix in standard format

LOGFRAME PLANNING MATRIX FOR Project Fiche		Social inclusion	
<b>Social inclusion</b>		Contracting period expires 3 years after the signature of the Financing Agreement	Disbursement period expires 6 years after the signature of the Financing Agreement
		Total budget : <b>5.800.000 EUR</b>	IPA budget: <b>5.500.000 EUR</b>
Overall objective	Objectively verifiable indicators	Sources of Verification	
The project contributes to the goal of improving social inclusion and reducing poverty among the most vulnerable groups in society (children with disabilities, women in rural areas and Roma) through rationalization and decentralization of social protection services and development of community-based alternatives.	Until 2015, 25% of total number of beneficiaries of social protection services only use community-based social protection services.	Ministry of Labour and Social Policy annual reports, Poverty Reduction Strategy periodic reports UN Millennium Goal monitoring procedures and reporting mechanisms Annual Republic Statistical Office indicators (analysis of EU Social Protection and Social Inclusion primary indicators, as per the reviewed Leaken list). <sup>1</sup>	
Project purpose	Objectively verifiable indicators	Sources of Verification	Assumptions
To reduce the number of children with disabilities placed into large-scale residential institutions in Serbia by supporting and strengthening local community-based services that foster employment of vulnerable	Decrease of placement of children with disabilities in residential institutions in targeted regions by 20% by 2012.  By 2012, 10 regions of Serbia have introduced at least three different	Ministry of Labour and Social Policy annual reports, Mandatory annual reports of organizations providing social services, Number of tenders by local self-governments on social service provision and number of contracts signed between local self-governments and organizations providing community-based services. Reports of National Employment Service EC annual reports	Social and economic stability in the region and continuation of macroeconomic and political reforms in the country. Continuation of process of stabilization and association to the EU.

<sup>1</sup> Used for monitoring the overarching objectives with view to EUs Open Method of Coordination in social inclusion. These include indicators of income, access to essential durables, education, health care, adequate housing, distance from the labor and others.

categories of youth and women	<p>types of community based social protection services for children with disabilities.</p> <p>By 2012, 10 regions of Serbia have introduced at least 5 new alternative social protection services (day-care centres, special classes for children with disabilities and others).</p> <p>By 2012, at least 1,000 women belonging to vulnerable categories find employment in the provision of services at local level in Serbia.</p> <p>At least 4,000 youth have contributed in providing assistance to most vulnerable categories in society at local levels in Serbia, by 2012.</p>		
<b>Results</b>	<b>Objectively verifiable indicators</b>	<b>Sources of Verification</b>	<b>Assumptions</b>
1. Strengthened Ministry of Labor and Social Policy to monitor evaluate and supervise decentralized and well-targeted community-based social protection services in the Republic of Serbia.	<p>1.1. Capacity building and training strategy document adopted by the MLSP by the end of 2010.</p> <p>1.2. Regulations and protocols necessary for making alternative community-based social services for most vulnerable groups in the Republic of Serbia operational, issued by the MLSP by 2010.</p> <p>1.3. Community-Based Social Service Protection Strategy on social inclusion of most vulnerable groups adopted by the MLSP by 2012.</p> <p>1.4. Registry within MLSP for maintaining data on licensed and accredited community-based service providers in the Republic of Serbia expanded to include new</p>	<p>1.1.1. Assessment document with recommendations. Adopted capacity-building and training strategy of the Ministry of Labour and Social Policy.</p> <p>1.2.1. Issued regulations and protocols</p> <p>1.2.2. MLSP reports</p> <p>1.3.1. Adopted Community-Based Social Service Protection Strategy on social inclusion of most vulnerable groups</p> <p>1.4.1. MLSP register on community-based service providers</p>	Social and economic stability in the region and continuation of macroeconomic and political reforms in the country. Continuation of process of stabilization and association to the EU

<p>2. Local municipal authorities in at least 10 regions of Serbia cluster and adopt shared Community-Based Social Service Protection Strategy, and through obtained grant strengthen and develop targeted local level community-based social protection services</p>	<p>licensed and accredited service providers by the end of 2010.</p> <p>1.5. At least 10 reports on monitoring, evaluation and supervision missions of social service providers completed annually by MLSP.</p> <p>1.6. Criteria of gender sensitivity, anti-discrimination and equal opportunities for all, with a view to using a targeted approach to ensure impact upon social protection services is included in all MLSP and related agency tender processes and fund disbursement programmes (including National Investment Programme activities), based on evaluation and monitoring data as of 2011.</p> <p>2.1. At least 10 regions (50 municipalities) in the Republic of Serbia adopt the Community-Based Social Service Protection Strategy by 2011.</p> <p>2.2 At least 10 clusters of municipalities (or region, with a target of at least 3 being less developed and disadvantaged regions) successfully pass the selection criteria and are approved for a project grant.</p> <p>2.3. At least 20 municipal Annual Local Development Plans include activities and projects supporting strengthening and development of community-based social service providers by 2011, at least 30 by 2012</p>	<p>1.5.1. Monitoring and evaluation reports</p> <p>1.6.1 Evaluation reports 1.6.2. Programs and projects at National level include gender and anti-discrimination criteria</p> <p>2.1.1. Adopted Community-Based Social Service Protection Strategies at local municipalities</p> <p>2.2.1.Tender applications 2.2.2. Adopted project proposals</p> <p>2.3.1. Projects on social inclusion within Local Development Programs</p>	<p>Interest and willingness by local level authorities and service providers.</p>
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	<p>2.4. Compared to the baseline in 2009/2010, a 10% increase is reflected in the number of licensed community-based service providers in targeted regions by 2011 and a 20% increase by 2012.</p> <p>2.5. Number of specialized institutions for alternative provision of social and other services opened jointly by municipalities within regions selected by the project (number of day-care centres for children with disabilities, number of free transportation services for children with disabilities, number of specialized kindergartens for children that have visual or hearing impairment, number of schools that provide full physical access for children with disabilities). Target: each participating region has at least two new institutions / specialized services by 2011 and at least four by 2012. Overall, that means at least 60 new targeted services / institutions for children with disabilities opened at local level by 2013 in Republic of Serbia.</p> <p>2.6. Decrease in the number of children in residential institutions in targeted regions by 10% in 2011 and by 20% in 2012, as compared to the 2009/2010 baseline.</p> <p>2.7. Number of women that have successfully passed trainings for service provision and obtained a licence as service providers in selected regions. Overall, a total of 1,000 women obtain licences for provision of services at local level in Serbia by 2012.</p>	<p>2.4.1. MLSP register on community-based service providers</p> <p>2.5.1. MLSP register on community-based service providers  2.5.2. Reports by new institutions for alternative provisions of social and other services from municipalities in Serbia.  2.5.3. Republic statistical office municipal data-base.</p> <p>2.6.1. MLSP register on community-based service providers  2.6.2. Reports by new institutions for alternative provisions of social and other services from municipalities in Serbia.  2.6.3. Reports by local social welfare services</p> <p>2.7.1. MLSP register on community-based service providers  2.7.2. Reports by new institutions for alternative provisions of social and other services from municipalities in Serbia.  2.7.3. Reports by local social welfare services</p>	
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<p>3 . Public opinion in Serbia, in particular at local levels, sensitized to the needs of vulnerable groups in general and children with disabilities in particular, leading to change in models of acceptance and care for these groups in society</p>	<p>2.8. A network of 50 mobile teams established and operating at the local level in Serbia, providing targeted social protection services for most vulnerable groups.</p> <p>2.9. Number of youth volunteer programmes set up by region and number of youth volunteers assisting with provision of social protection services at local level in Serbia. Target: at least two programmes established by 2011, and at least 50 volunteers participating and at least three by 2012 with at least 125 volunteers participating. Overall target: at least 4,000 youth have contributed as volunteers in providing assistance to most vulnerable categories in society at local levels in Serbia, by 2012.</p> <p>3.1. Decrease by 20% in the number of families deciding to place their child with disabilities in a residential care institution rather than providing family-based care by 2012 in Serbia.</p> <p>3.2. Decrease by 25% of newborn babies with disabilities taken directly from maternity wards to residential care institutions by 2012.</p> <p>3.3. By 2012, increase by 10% in number of schools accommodating needs of children that have hearing and visual impairments in regular classes, in comparison to 2009 baseline in different regions of Serbia.</p>	<p>2.7.4. Data base of National Employment Service</p> <p>2.8.1. MLSP register on community-based service providers</p> <p>2.8.2. Reports by new institutions for alternative provisions of social and other services from municipalities in Serbia.</p> <p>2.8.3. Reports by local social welfare services</p> <p>2.8.4. Reports by local municipal authorities</p> <p>2.9.1 MLSP register on community-based service providers</p> <p>2.9.2. Reports on Ministry of Youth and Ministry of Education</p> <p>2.9.3. Evaluation report on youth volunteer programme</p> <p>2.9.4. Reports by new institutions for alternative provisions of social and other services from municipalities in Serbia.</p> <p>2.9.5. Reports by local social welfare services</p> <p>2.9.6. Reports by local municipal authorities</p> <p>2.10.1 Reports by MLSP on community-based social protection services</p> <p>2.10.2. Reports by new institutions for alternative provisions of social and other services from municipalities in Serbia.</p> <p>2.10.3. Reports by local social welfare services</p>	
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	<p>3.4. 20% increase in the number of foster care families willing and trained to accept child with disabilities by 2012.</p> <p>3.5. 10% increase in the number of children with disabilities belonging to ethnic minorities (particularly Roma) placed in specialized fostering instead of residential institutions by 2012.</p> <p>3.6. Campaign based on recommendations for incorporating gender-neutral, non-biased and disability-sensitive language and topics into school textbooks initiated by 2012.</p>	<p>3.1.1. Reports by MLSP on community-based social protection services  3.1.2. Reports by new institutions for alternative provisions of social and other services from municipalities in Serbia.  3.1.3. Reports by residential care institutions  3.1.4. Reports by Ministry of Health</p> <p>3.2.1. Reports by MLSP on community-based social protection services  3.2.2. Reports by new institutions for alternative provisions of social and other services from municipalities in Serbia.  3.2.3. Reports by residential care institutions  3.2.4. Reports by Ministry of Health</p> <p>3.3.1 Reports by Ministry of Education</p> <p>3.4.1. MLSP register on community-based service providers</p> <p>3.5.1. MLSP register on community-based service providers</p> <p>3.6.1. Reports by Ministry of Education  3.6.2. School textbooks</p>	
<b>Activities</b>	<b>Means</b>	<b>Costs</b>	<b>Assumptions</b>

<p><b>Activity 1 – Capacity building - National Level (in line with Result 1):</b></p> <p>1.1. Elaborate number of training and capacity-building protocols based on experience and know-how accumulated by the CARDS initiative “Social Innovation Fund”, for the purposes of training the staff within the MLSP Social Welfare and Family Support Department, Population Policy Department and Gender Equality Department</p> <p>1.2. Organize number of trainings annually based on the adopted protocols for MLSP staff and other partner governmental institutions, (including from Social Protection Institute, Government Council for the Rights of the Child, Agency for Human and Minority Rights, Ministry of Education and Ministry of Youth) as of 2009.</p> <p>1.3. Elaborate and implement system of data collection (social indicators) on the impact of gender and ethnic belonging as factors for the need, type and quality of obtained social protection services in Serbia</p> <p>1.4. Organize on-the-job trainings for staff in MLSP (Unit for monitoring and oversight of social protection services) on the types, role and impact of community based social protection programmes.</p> <p>1.5. Organize on-the-job trainings for civil servants from MLSP, Social Protection Institute, Ministry</p>	<p><b>Contract 1.1</b> <b>Contract 1.2</b> <b>Grant scheme</b></p>	<p><b>2 million</b> <b>0.5 million</b> <b>3 million</b></p>	<p>Trainers aware and knowledgeable of social inclusion and reform issues available.</p> <p>Support and good communication with local levels, including municipal authorities and convergent systems (education / health) in order to assure participation of local level service providers and good outturn for the sessions.</p> <p>Local level partners capable and willing of developing and delivering good project proposals for provision of community-based social protection services.</p>
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<p>of Education and Ministry of Health on the standardization of community based programmes in Serbia based on developed standards and rulebook</p> <p>1.6. Organize training sessions for civil servants from MLSP on monitoring and evaluation of programmes of accreditation and licensing of community-based social protection service providers in Serbia</p> <p>1.7. Organize secondment for at least 15 civil servants from MLSP to EU member states in order to acquire knowledge and experiences in community-based social protection coordination and monitoring. Organize support for the dissemination of acquired experiences to other MLSP staff.</p> <p>1.8. Organize training programmes for Centres for social welfare on standardization, accreditation and licensing of community based social protection service providers by 2010. Support MLSP staff to perform follow-up trainings.</p> <p><b>Activity 2 - Capacity building - Regional and Local Level (in line with Result 2):</b></p> <p>2.1. Organize awareness-raising sessions for 100 local self-governments (municipalities) - members of local assemblies, staff of Town Halls and Mayor's office on the need for and forms of supporting community-based social protection services</p>			
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<p>2.2 Organize seminars for members of at least 120 civil society and private non-profit organizations active in the protection of specific groups (ethnic minorities, Roma, persons with disabilities) at local levels in Serbia on standardization, accreditation and licensing of community based social protection service</p> <p>2.3. Organize training seminars for members of at least 120 civil society and private non-profit organizations on the administrative and organizational issues concerning community-based programmes (elaboration of activity plan, implementation methodology, budgeting and costs, project elaboration and management)</p> <p>2.4. Organize training seminars for members of at least 120 civil society and private non-profit organizations on assisting monitoring efforts by central government institutions and performing independent monitoring on community-based social protection services</p> <p><b>Activity 3 – Grant Scheme (in line with Result 2):</b></p> <p>3.1. Prepare the tender for grants for municipalities clustered within regions in Serbia, for distribution of grants based on clear criteria (adoption of Strategy by all municipalities applying for grant, selection of coordinating municipality within each cluster, development of plan and</p>			
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<p>programme of activities per region based on cost-effectiveness of services, contribution of 10% of total of the grant as cost-sharing by municipalities participating in the grant).</p> <p>3.2.. Support, follow-up, monitor and evaluate activities eligible for grant funds in each of the selected regions in Serbia:</p> <ul style="list-style-type: none"> <li>- Set up of mobile teams composed of pedagogue, psychologist, health worker, social worker, physiotherapist and logopaedist to provide on the field support to family-based care for children with disabilities in their region;</li> <li>- Conduct sets of educational courses for women belonging to vulnerable groups and with least chances of employability (victims of family violence, Roma women, women in rural areas, older population of women) in order to obtain licence for provision of social services (home care for children with disabilities, home assistance to single mothers with disabled child, home assistance to elderly or disabled persons etc.) and set up municipal programme of financial support for services provided by the licensed service providers;</li> </ul>			
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<ul style="list-style-type: none"> <li>- Set up programmes for training and organization of youth voluntary work in cooperation with Ministry of Education for provision of social services to families with disabled children and other vulnerable groups as a summer course of contribution to youth professional development.</li> <li>- Based on rationalization plan for social services for each region, develop new municipal institutions or activities aimed at integration of vulnerable groups in general and children with disabilities in particular.</li> </ul> <p>3.3 External evaluation of the grants</p> <p><b>Activity 4 – Public awareness campaign (in line with Result 3):</b></p> <p>4.1. Engage a media company for organization of overall media campaign and awareness raising activities within the project.</p> <p>4.2. Organize at least one media presentation of project activities and achieved results in each municipality in Serbia in the first two years of the project.</p> <p>4.3. Elaborate and broadcast at least 2 documentaries about children with disabilities in Serbia</p>			
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<p>and impact of community-based services in the improvement of their lives during lifecycle of the project.</p> <p>4.4. Organize participation of relevant persons in at least 10 televised sessions on children with disabilities, children belonging to ethnic minorities and other vulnerable groups (show programmes, news reports etc) during lifecycle of the project, accounting for impact of project activities on the beneficiaries.</p> <p>4.5. Organize at least 5 awareness raising session with medical professionals in maternity wards in regional hospitals in Serbia on opportunities and inclusion of children with disabilities</p> <p>4.6. Organize at least one awareness raising session within each Centre for Social Welfare on options for inclusion of children with disabilities and children belonging to ethnic minority groups</p> <p>4.7. Organize awareness raising sessions for staff of cadastre and urban planning offices within 100 municipalities on forms of support for initiatives of community-based social protection service providers in Serbia</p> <p>4.8. Organize awareness raising sessions with municipal authorities in at least 120 municipalities in Serbia on inclusion policies and needs of vulnerable groups as part of rationalization process of</p>			
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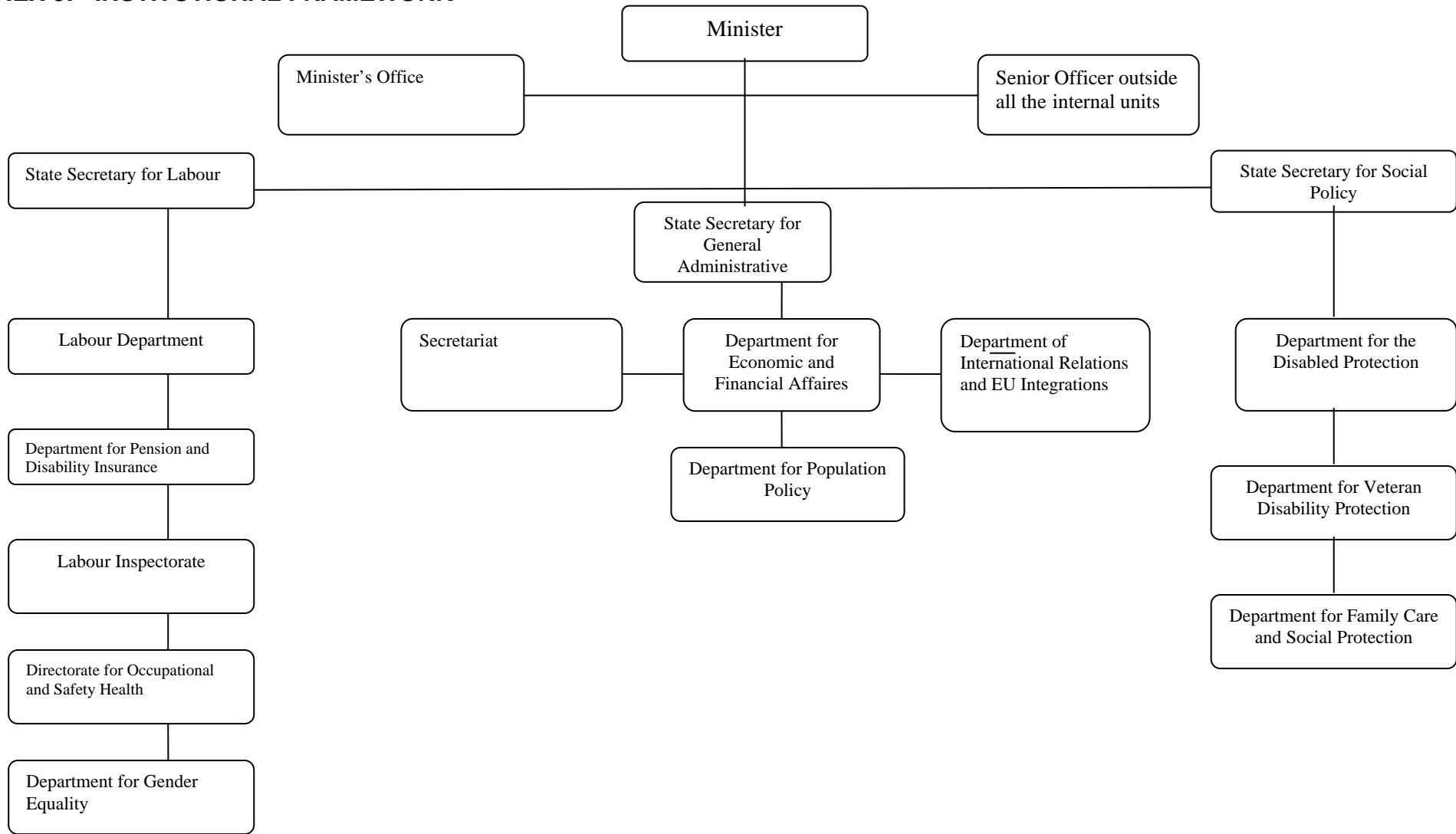
<p>municipal development.</p> <p>4.9. Organize at least 8 awareness raising sessions on the specific needs of vulnerable groups in general, and children with disabilities in particular for justice system and education system employees at national and regional levels (education institutes at national level, Ministry of Justice, regional school boards, county court system), including at least 450 permanent staff of these institutions</p> <p>4.10. Organize at least 5 awareness raising sessions on women employability in community-based social service provision for members of gender equality boards of the National Socio-Economic Council of Serbia, the Parliament of Serbia, and in municipal assemblies, with at least 300 members of such boards passing through sessions</p> <p>4.11. Elaborate ads and billboards raising awareness to the project activities and specific needs of vulnerable groups in general, and children with disabilities in particular during lifecycle of the project.</p>			
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## ANNEX 2: Indicative Amounts (in €) Contracted and Disbursed per Quarter – IPA contribution only

<b>Contracted</b>	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	TOTAL
Contract 1.1				2,000,000									<b>2,000,000</b>
Contract 1.2				500,000									<b>500,000</b>
Grants scheme								3,000,000*					<b>3,000,000</b>
<b>Cumulated</b>				<b>2,500,000</b>				<b>5,500,000</b>					<b>5,500,000</b>
<b>Disbursed</b>													
Contract 1.1				800,000				800,000				400,000	<b>2,000,000</b>
Contract 1.2				50,000		112,500		112,500		112,500		112,500	<b>500,000</b>
Grants scheme								3,000,000*					<b>3,000,000</b>
<b>Cumulated</b>				<b>850,000</b>		<b>962,500</b>		<b>4,875,000</b>		<b>4.987,500</b>		<b>5,500,000</b>	<b>5,500,000</b>

\*Note: For the grant scheme it is not possible at this stage to determine the precise number of contracts due to the open call for proposals system. Therefore, it is also not possible to determine the actual disbursement schedule of the grants so we have put the full amount for the grants component under Q8. The 10% co-financing from the grants recipients (€300,000 total) is not reflected in this table as this amount is not a part of the EU contribution.

### ANNEX 3: INSTITUTIONAL FRAMEWORK





## **ANNEX 4: REFERENCE TO LAWS, REGULATIONS AND STRATEGIC DOCUMENTS**

### **Laws of the Republic of Serbia:**

Law on Social Protection and Social security for Citizens

Law on the Prohibition of Discrimination Against Persons with Disabilities

Law on Financial Support for families with Children

Family Law

### **Regulations:**

The Decision on Social Protection Institutions Network

Rulebook on terms and conditions under which private companies (entrepreneurs) can carry out the activities in the field of psychology.

Rulebook on terms and conditions under which social protection institutions for residential care of children and young persons without parental care and children with behavioral disorders may be established and on rules and standards for their operation and work.

Rulebook on terms and conditions under which the social protection institutions for residential care of pensioners and other persons may initiate their operations and work, carry out their activities as well as on rules and standards according to which they can carry out these activities.

Rulebook on terms and conditions under which the social protection institutions for residential care of adult persons with mental disorders and persons with disabilities may initiate their operations and work, carry out their activities as well as on rules and standards according to which they can carry out these activities.

Rulebook on terms and conditions under which the social protection institutions for residential care of children and young persons with mental disabilities may initiate their operations and work, carry out their activities as well as on rules and standards according to which they can carry out these activities.

Rulebook on terms and conditions pertaining to space, equipment and professionals and other staff required for establishment of the Institute for Social Protection.

Rulebook on maintenance of records on beneficiaries and of documentations on professional operations of the institutions of social protection

### **Strategic Documents**

- Social Welfare Development Strategy (SWDS)
- Poverty Reduction Strategy (PRS)
- National Employment Strategy 2005 – 2010 - in particular part 5. - Increasing cohesion in the labour market (in particular 5.3. Support to gender quality in employment and wages and 5.4. Fight against discrimination of vulnerable groups.
- Draft Gender Equality Strategy
- Draft National Youth Strategy
- National Strategy for Accession to European Union item 3.2.3.3. B) Goals and recommendations
- National Strategy on Aging
- Strategy for the Improvement of the Position of Persons with Disabilities

## **Link with EP/SAA**

### **European Partnership**

- Short term priority, under Political Criteria - Human Rights and Protection of Minorities
- Medium term priority under Employment and Social Policies
- Medium –term priorities, under Political criteria – Democracy and Rule of Law.

**Action Plan on the Implementation of European Partnership Priorities** - Priority 3.1.16. and priority 3.1.22.

**Stabilization and Association Agreement** - Title VIII of the– Coordination Policies (Article 101, Social coordination) and Article 113 (Regional and local development).

### **European Commission Report on Serbia for 2007**

## **Link with MIPD**

- Component I – Transition Assistance and Institution Building - Political requirements (part 2.2.1. and 2.2.1.1. of the Multi-Annual Indicative Planning Document for the Republic of Serbia 2007-2009 - MIPD).
- Component I – Transition Assistance and Institution Building - Socio-economic requirements (part 2.2. of the MIPD and part 2.2.2 Expected Results and Time-Frame.

## **Link with national sector investment plans**

- National Investment Programme

## **ANNEX 5: DETAILS PER EU-FUNDED CONTRACT (\*) WHERE APPLICABLE**

The following services will be designed and delivered under Contract 1.1:

### ***Capacity building***

Completion of training needs analyses based on experience and know-how gained through the "Social Innovation Fund"

Design, delivery and evaluation of training activities – including seminars, workshops, mentoring and on-the-job training – for relevant stakeholders at both State and local levels

Design training and capacity building protocols for staff of MLSP Social Welfare Department, Population Policy Department and Gender Equity Department.

Curriculum development

Organization and management of secondment for civil servants from MLSP to EU Member States

Elaboration of a system of data collection (social indicators) on the impact of gender and ethnic belonging as factors for the need, type and quality of available social protection services in Serbia, and supervision of its implementation

The following services will be designed and delivered under Contract 1.2:

### ***Communication and dissemination***

Develop Terms of Reference for the hiring of a Serbia-based media company that will work on a short-term contract with the project consultants to organize the overall media campaign and awareness raising activities. This will include all relevant activities listed in the project fiche under section 3.4.4.

### ***Grant scheme set up and management***

Prepare the tender for grants for municipalities clustered within regions in Serbia, based on clear criteria:

- adoption of Strategy by all municipalities applying for a grant,
- selection of a coordinating municipality within each cluster,
- development of a plan and programme of activities per region based on cost-effectiveness of services,
- contribution of 10% of the total grant as cost-sharing by municipalities participating in the grant,
- and other criteria as necessary

Design and deliver public announcement of grant scheme (call for proposals)

Support, follow-up, monitor and evaluate activities eligible for grant funds in each of the selected regions in Serbia:

- Set up mobile teams to provide field support to family-based care for children with disabilities in their region;
- Conduct sets of educational courses for women belonging to vulnerable groups and with the least chance of employability in order for them to obtain a license for provision of community-based social services and establish municipal programmes of financial support for services delivered by the licensed service providers;
- Set up programmes for training and organization of youth voluntary work in cooperation with the Ministry of Education for provision of social services to families with disabled children and other vulnerable groups as a summer course of contribution to youth professional development.
- Based on the rationalization plan for social services for each region, help develop new municipal institutions or activities aimed at integration of vulnerable groups in general and children with disabilities in particular.