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Ndihmë për fëmijët.

ANALYSIS OF THE CENTERS FOR SOCIAL WORK

CHALLENGES IN THE LEGAL, INSTITUTIONAL AND FUNCTIONAL ASPECT



Kosova
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Legjislatura për shërbime sociale në
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The Coalition of NGO/s for the Child Protection in Kosovo - KOMF, established in 2011, is a coalition consisting of 34 local and international organizations working in the field of child protection, with a common mission to advocate and protect child rights in Kosovo.

The content and opinions expressed in this report are those of the authors, and do not necessarily represent the opinions of UNICEF or USAID.

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ABBREVIATIONS

HSWMD	Health and Social Welfare Municipal Directorate
FSPD	Family and Social Policies Department
KOMF	Coalition of NGO/s for Child Protection
SFSGC	Social and Family Services General Council
FLK	Law No. 2004/32 Family Law of Kosovo
LCP	Law on Child Protection
LSFS	Law on Social and Family Services
Moj	Ministry of Justice
CP	Child Protection
MFLT	Ministry of Finance, Labor and Transfers
MLSW	Ministry of Labor and Social Welfare
NGO	Non-Government Organization
CB	The Custodian Body
CSO	Civil Society Organizations
CSW	Center for Social Work
SMHD	Case Management Round Table
SSO	Social Services Officer

I. INTRODUCTION

Pursuant to the Law on Local Self-Government and the Law on Social and Family Services, municipalities are responsible for providing social services within their territory, according to the standards and policies of the Government or relevant Ministries. Municipalities are obliged to identify the needs for the provision of social services to the citizens of the municipality, plan the services, provide financing and manage the social services within the municipality. The respective Municipal Directorates for Social Welfare are responsible for municipal social welfare matters, and also manage the Centers for Social Work (CSW/s). CSW/s, as the main actor mandated for the coordination and organization of social services integrated systems (in particular child protection systems), bear the responsibility to provide social and family services to citizens in need. All the municipalities in Kosovo (38) have Centers for Social Work.

Data from the KOMF monitoring report (2021) indicate that, despite the mandate of municipalities and CSW/s for the management and provision of social services, the capacities of municipalities to provide quality social services continue to be restricted. CSW/s are confronting serious difficulties, especially in the legal and functional terms. The monitoring report by KOMF as well as other reports from various organizations that have been carried out in the last 4 years, have emphasized that although there is a legal infrastructure base, the two main Draft Laws (the Draft Law on Social and Family Services and the Draft Law on Local Government Finances) should be prioritized both for clarifying the powers and responsibilities of the central and local level and the advancement of social services, as well as for the regulation of sustainable financing of social services. Moreover, the need for improving and harmonizing by-laws, and strengthening their applicability has also been identified. Studies and analyzes performed in recent years, also highlight structural and functional challenges, such as outdated infrastructure, lack of staff, lack of services, professional profiling of staff and services, fragmented planning and coordination as well as unstable financing. Last, but not least, is the limited financial sustainability of non-governmental organizations (NGO/s) that provide social services in Kosovo. Municipalities and the central level do not provide sustainable support for contracting and providing quality services from the non-governmental sector. Despite a decision issued by the then Ministry of Labor and Social Welfare to draft the financing formula for social services, based on which the amount of the budget allocated within the Specific Grant for Social Services would be done, the formula of financing of social services has not yet been finalized. It is expected that with the approval of the Draft Law on Local Government Finances, work will also be done on the drafting of an Administrative Instruction, that would regulate the functioning and distribution of the Specific Grant for Social Services.

Purpose of Analysis

The purpose of this analysis is to identify the main challenges of the Centers for Social Work, in terms of legal, institutional and functional aspects, and to present the corresponding gaps and solutions for a proper restructuring of these bodies within the process of the complete reform of social services in Kosovo. Since January 2023, the responsibilities for drafting policies, standards and inspecting of social services have been transferred from the Ministry of Finance, Labor and Transfers (MFLT) to the Ministry of Justice (MoJ). In order to implement in the best possible way the reform of social services, and to address the needs of citizens, this analysis will serve as a basis for the reform of the CSW/s in legal, institutional and functional aspects.

Methodology

The methodology implemented throughout this analysis reflects a combined approach of quantitative and qualitative research with the aim of collecting data on the current structural functioning of the CSW/s, the challenges they confront in terms of legal regulation, or the implementation of obligations in practice that they have, and obtaining of opinions from field professionals about the path that the reform of social services should follow. The analysis is based on the collection of data from two key sources:

- (i) **Primary sources** – CSW/s and NGO/s - A quantitative/qualitative instrument was designed for data collection in the form of semi-structured interviews for CSW/s. The interview contained a total of 4 sections (questions on the capacities and current structuring of CSW/s, questions on the operation and provision of services as well as staff development, questions on structural, functional and legal challenges, and questions on suggestions and recommendations). The instrument was distributed to all CSW/s, and CSW/s from 28 municipalities (out of 38) responded to the interview. The list of CSW/s can be found in Annex 1. An interview protocol was also designed to collect data from NGO/s representatives which provide services in partnership with CSW/s. In total five NGO/s were interviewed.
- (ii) **Secondary sources** - the secondary sources included current legal framework, as well as documents, analyzes and reports of various institutions from the last five years, with specific emphasis on studying CSW/s challenges. So, secondary sources have also included relevant reports and empirical studies, conducted in the past by credible organizations on the state and capacities of centers for social work in Kosovo.

After completion of data analysis, the findings were elaborated and the report was drafted, which was discussed with the working group established for the development of the analysis in a two-day workshop, and further supplemented following the the inputs from the members of the working group. The latest version was validated by the working group.

II. THE WORKING CONTEXT OF THE CSWs AND THEIR FUNCTIONING BACKGROUND

In Kosovo there are 38 Centers for Social Work in 38 municipalities, with about 400 social service officials and social welfare officials. Based on statistical reports of the DSFP (2021), the number of employees in the CSW/s is 404, in social services there are 164 social service officials, who are professionals of social and family services with adequate qualifications in the field of sociology, justice, social work, psychology, pedagogy, or in any other field closely related to social and family services, which is licensed and registered in the register of the General Council of Social and Family Services.

CSW/s are the main bodies of municipal authorities mandated to provide social care, social protection and social services for children and families in need, as well as to coordinate and organize an integrated system of social and family services within each municipality. Social and family services include protection and the direct provision of social care, counseling or, in specific cases, material assistance to people in social need. Social services in Kosovo are regulated by the Law No. 02/L-17 on Social and Family Services, the Law No. 04/L-081 on amendment and supplement of Law No. 02/L-17 on Social and Family Services, and the Law No. 03/L-040 on Local Self-Government.

The Law on Social and Family Services was approved in 2005, establishing the legal basis for the regulation and advancement of social and family services for persons and families in need. This law stipulated the roles and responsibilities of former Ministry of Labor and Social Welfare (MLSW), the Municipality, the CSW/s and civil society. In 2006, the General Council for Social and Family Services was also established, and the training of a new staff of social workers for CSW/s and NGO/s was initiated, launching a significant effort to introduce an integrated system of social protection, for infrastructural repairs, construction of CSW/s and staff training. From 2007, the elaboration of a more holistic system of social protection started, with a slightly clearer proper administrative structure, which guaranteed certain rights for marginalized groups, enabling the decentralization of the system, and the construction of community-based social services. The budget for social services and CSW/s was very low, and was dominated by the budget for institutional residential care, suggesting that community-based social services provided by central government were virtually non-existent. In the context of the Government's decentralization policy initiated in 2008, the social services sector in Kosovo confronted dramatic changes. The decentralization based on the Law on Local Self-Government 2008, the Law on Local Government Finance 2008, and an Memorandum of Understanding in 2009, provided that municipalities are responsible for the provision of family and social services, and for the CSW/s. According to this agreement, social services were under the competence of municipalities under the management of the Directorates for Health and Social Welfare. However, in practice, not all the competences were transferred, including special services provided to children, the elderly and the disabled

persons. Also, the mandate for monitoring and inspection remained under the competence of the central level. The transfer of competences from the central to the local level, wasn't accompanied by finances, financing formula and service costing formula.

Nowadays, social and family services are in an important stage of development, with specific emphasis on the improvement and quality of services and their sustainable financing. The importance of ensuring, improving and monitoring the quality of social services that have been transferred to municipal management is essential. Social service beneficiaries are people with particular vulnerability, who depend on these services, and often have no other source of support and protection. The main authority for ensuring the social protection and well-being of their citizens falls on the Municipal Directorate for Health and Social Welfare, and the inability of these directorates to ensure the necessary quality of services directly affects the well-being of the beneficiaries of social services today.

Current laws provides that CSW/s should have strong professional and organizational capacities, in order to undertake the responsibility provided to them in protecting the best interest of children and families. However, even today, CSW/s don't have the necessary human and financial resources to assess the condition of all children and families in their municipalities, and to intervene with necessary services, that is why; their services do not reach all the families in need. In lack of resources and support, CSW/s are overwhelmed with emergency response, leaving aside preventive services, follow-up services and achieving/maintaining the quality of service delivery. This is a consequence not only of the insufficient number of the CSW/s staff compared to cases in need, but also as a result of the lack of budget, insufficient infrastructure, and the lack of professional profiling within the CSW/s. Monitoring reports from KOMF in 2021 highlights that even today due to limitations in human and financial resources, social services are focused on providing emergency protection services, and there is a lack on provision of prevention and reintegration services, which are necessary for the well-being of children and persons in need. The KOMF Monitoring Report, indicates that even during 2021, CSW/s managed to have a reactive approach in terms of assessing the vulnerability in the municipalities where they operate. None of the CSW/s in the monitored municipalities had the opportunity and capacity to carry out the field assessment of the citizens in need.

KOMF monitoring reports highlight that CSW/s didn't have special financing from municipalities dedicated only to social services. Municipalities have mainly covered the monthly salaries and administrative costs for CSW/s, not allocating a budget for CSW/s, for the provision of social services based on the needs of citizens within the municipalities. In all municipalities, the current budget does not cover not even close the real needs for social services, this is even due to the fact that there is a lack of needs-based planning. The unstable financing of social and family services makes it difficult to complete the decentralization process and address the challenges that the social and family services system confronts even nowadays.

III. LEGISLATION ANALYSIS AND FINDINGS ON LEGAL CHALLENGES IN THE FIELD OF SOCIAL AND FAMILY SERVICES

3.1. Legislative framework on social services

The social protection system, in addition to the Constitution, is also grounded on Conventions and international instruments, some of which are taxatively numbered pursuant to Article 22 of the Constitution, and are directly applied in Kosovo and prevail over laws. In regard to Conventions and other international instruments that are not directly implemented in Kosovo, when drafting Laws, Kosovo legislation is always drafted pursuant to their general principles, as far as it can be implemented in Kosovo. Some of the Conventions and international instruments, as well as some of the most important laws that directly or indirectly regulate the field of social services are:

- The Constitution of the Republic of Kosovo;
- Universal Declaration on Human Rights;
- International Covenant on Civil and Political Rights;
- International Covenant on Economic, Social and Cultural Rights;
- Convention on the Rights of the Child;
- European Social Charter;
- European Voluntary Quality Framework for Social Services;
- United Nations Guidelines for Alternative Child Care;
- Law on Family (Law No. 2004/32);
- Law for Social and Family Services (Law No. 02/L-17); The Law (No. 04/L-081) on amendments and supplements to the Law No. 02/L-17 for Social and Family Services, and;
- Law on Local Self-Government (Law No. 03/L-040);
- Law on Local Government Finances (Law No. 03/L-049);
- Law on Child Protection (Law No. 06/L-084);
- Law on Social Enterprises (Law No. 06/L-022);
- Law on Public Finance Management and Accountabilities (03/L-048) (2008, supplemented and amended);
- Law on the social assistance scheme (Law No. 2003/15);
- Law on material support for families of children with permanent disabilities (Law No. 03/L-22);
- Law on Public Procurement of the Republic of Kosovo (No. 04/L-042), as well as Law No. 05/L-068 for the amendment and supplement of the Law No. 04/L-042 on Public Procurement of the Republic of Kosovo, amended and supplemented by Law No. 04/L-237;
- Directive 2014/24/EU on public procurement and abrogation of the Directive 2004/18/EC¹.

The Constitution of Republic of Kosovo - defines Kosovo as a state “based on the principles of freedom, peace, democracy, equality, respect for human rights and freedoms and the rule of law, non-discrimination, the right to property, the protection of environment, social justice, pluralism, separation of state powers, and a market economy” (Article 7).

Also, the Constitution provides the direct implementation of the rights and freedoms provided by the European Convention for the Protection of Fundamental Human Rights and Freedoms and its Protocols, and, in the case of conflict, have priority over provisions of laws and other acts of public institutions (Article 22). More attention has been paid to gender equality and protection from discrimination rather than issues of social justice and the welfare state. Article 50 reflects the child rights, whereas Article 51 of the Constitution only states that health care and social security are regulated by Law, and that basic social security related to unemployment, illness, disabilities and old age are regulated by Law. Indeed, in Kosovo, the system is legitimized with typical liberal values, unlike the region, which still cultivates the European traditions of social

¹ *Assessing even other analyzes conducted so far and the various assessment reports related to the field of social and family services in general and CSW/s in particular, the following analysis tries not to repeat the previous reports and analyses, but to try as far as possible to go beyond them. Also, due to time restrictions, this analysis will only deal with some of the international conventions and instruments, and some of the most important laws for the focus of interest of this analysis. By-laws will not be addressed due to the short time available.*

democracy. In regard to non-governmental organizations and civic initiatives, Article 44 of the Constitution guarantees the freedom of association, which includes the right of everyone to establish an organization without the need to secure permission, to be or not to be a member of an organization, as well as to participate in the activities of an organization. The issue of the establishment and work of non-governmental organizations is regulated in detail by the Law on freedom of association in non-governmental organizations (Law no. 04/L-057), where even in the field of social services, non-governmental organizations have an extremely huge and important role in providing social services.

Family Law of Kosovo is the basic law for the field of family law, which contains both material-legal provisions, but also procedural-legal provisions, defining powers and responsibilities more than all other laws for the Custodian Body (Municipal Center for Social Work, as the Family Law recognizes it). Based on this, it is evident that the Law on the Family identifies the Custodian Body with the CSW and there are many provisions related to the custodian body, which defines that:

“Article 6 - Institutional Protection of Rights”

(1) Protection and family assistance shall be governed by the competent body of the municipal administration which is responsible for issues of social assistance.

(2) The Custodian Body is an administrative municipal body competent for social issues. It shall be comprised of a group of experts with professional work experience in the specific field of duty.

(3) The Custodian Body may also be a body (group of experts as mentioned above) of a specific social institution which is established by the Municipal Assembly to carry out such obligations.

(4) The Custodian Body, participating in the procedures, is authorized to present motions for the protection of children’s rights and interests, to present facts that parties have left out, to suggest administration of necessary evidence, to exercise legal remedies, and undertake other judicial actions. The court is obliged to summon the Custodian Body participating in the procedures, to all court session, and serve it with all the decisions”.

Considering the great importance of the Custodian Body within the CSW, the Law on Social and Family Services, the Law on Child Protection, the Juvenile Justice Code and other material-legal laws define many obligations for the Custodian Body, which are familiar to every social service professional, therefore will not be addressed furthermore. It is worth mentioning the fact that in addition to the material-legal laws, extraordinary importance is paid to the Custodian Body also with the procedural laws, such as: Law on non Dispute Procedure², Law on Dispute Procedure³ and other laws that regulate certain issues where the duties and responsibilities of the Custodian Body are defined⁴.

² LPJ përmban Nenet që rregullojnë fusha të ndryshme me dispozita të veçanta lidhur me detyrimet e Organit të Kujdestarisë, si: Neni 4, 6, 7, 15, 29, 32, 34, 37, 39, 41, 52, 54, 55, 56, 61, 62, 66, 68, 70, 72, 73, 88, 92, 93, 95, 99, 101, 103, 105, 108, 109, 110, 111, 118, 121, 146, 152, 156, 157, 161.

³ LCP contains Articles that regulate different areas with special provisions related to the obligations of the Custodian Body, such as Articles: 67, 77, 78, 79, 80, 82, 343, 346.

⁴ The problems in the functioning of the Custodian Body and the need for legislative intervention, will be addressed in the following parts of this analysis.

However, it has been pointed out by social services officials, that they have a problem to correctly understand the inconsistency of the legal terminology regarding the Custodian Body, thus it is recommended that in addition to the future amendments of the relevant laws, there should be a unification of the terminology and the definition of the Custodian Body, to avoid possible confusion among implementers.

Law on Social and Family Services – Article 1 paragraph 1.3 of the Law on Social and Family Services provides that: “Social and Family Services shall include the provision of direct social care, counseling, or, in exceptional circumstances, material assistance, for the benefit of people in social need”. This means that social care is an activity of special interest for the Republic of Kosovo, which provides and realizes assistance to meet the basic life needs of people in social need, in relation to housework, personal care, mobility, communication and supervision, whereas care can be provided in the person’s own home, in another family, in a specialized day care center, or in a residential home. Also, at the very beginning, the Law on Social and Family Services provides explicit priority to services in the community in relation to settlement services in institutions.

Beneficiaries of social protection are defined as persons in a state of need. This group includes people who need social services due to following reasons: children without parental care, children with antisocial behaviour, juvenile delinquency, disordered family relationships, advanced age, physical illness or disability, mental disability, mental illness, vulnerability to exploitation or abuse, domestic violence, human trafficking, addiction to alcohol or drugs, natural or man made disaster or emergency or other cause that puts them in need (Article 1). Same Article defines even the family in need: “is one where a parent or parents or other caregiver require help in caring for a child because of their own circumstance or those of the child or in circumstances where there is a child who is suffering serious harm as a result of the neglect or abuse of their parent or parents or other caregiver or their parent or parents’ or other caregivers’ inability to care for them adequately, or is exposed to the possibility of experiencing such.”

As for the rights of the beneficiaries, the LSFS does not specify special social rights or rights to services, as defined by the legislation of the countries in the region, but emphasizes the right to assessment. Thus in Article 1 item 1.4 provides “any person or family who consider themselves to be in need within the terms of this Law are entitled to have their circumstances assessed by the Centre for Social Work for the area in which they reside, or in which they are found, and to have those needs met, provided that it is reasonable for the Centre for Social Work to do so, taking into account all the circumstances, including the degree of need and the availability of resources with which to meet it”. However, LSFS deals in detail with the issue of protecting the rights and interests of the child, even though the section on services for adults is quite short.

The Law on Social and Family Services, Article 6 paragraph 6.6 provides that “each Directorate ensures that the Centre for Social Work in their area is resourced to the standards as specified by the Ministry. This includes the categories and numbers of professional staff to be employed”.

It is worth noting that until now the Ministry has not specified a standard for the composition and number of multi-disciplinary professional staff within the social service of the CSW.

As for the division of competences between the central and municipal levels, the LSFS did not make a clear division of rights and responsibilities between the two levels. As a result, representatives from CSW/s and municipalities declare that there are still ambiguities in the division of duties, powers and responsibilities between the central and municipal levels. The New Law on Social and Family Services should clearly regulate the powers and responsibilities for the ministry, municipalities and Centers for Social Work.

LSFS is mainly oriented towards services for the protection of citizens (with a focus on children) in need of social services, leaving aside prevention and reintegration services. Currently, social services are focused on the provision of emergency and protection services, and there is a lack of provision of prevention and reintegration services, which are necessary for the well-being of children and persons in need of social services. The new Law on Social and Family Services should strengthen the component of prevention, rehabilitation and reintegration, assisting citizens, prevent abuses and violations of human rights, and provide support for their rehabilitation and reintegration. Moreover, the planning and provision of prevention services, reduces the state's financial cost for protection and social services, as well as reduces the rate of revictimization or recidivism.

Kosovo, like the countries in Europe, followed the policy of developing the partnership between CSW/s and non-governmental organizations that provide services, thus establishing an open scheme for the provision of social services by public and non-governmental providers. However, this policy should be strengthened within the new Law on Social and Family Services. The new Law on Social and Family Services should define the organization of social and family services and strengthen an open service delivery scheme between public, non-governmental and private providers. The new Law should define the social services that must be provided only by the Centers for Social Work, i.e. which cannot be contracted, the social services that can be provided in cooperation with non-governmental and private organizations, as well as the social services that can be contracted by non-governmental and private sector.

Regarding the accountability of social service providers, including CSW/s, LSFS in Article 3, paragraph 3.4 determines that: "The Department, on behalf of the Ministry, carry out inspections of Social & Family Services, in the statutory institutions, as well as in nongovernment and private sector". Whereas paragraph 3.5 provides that: "A report is prepared by the Department after each inspection, highlighting the achievements and shortcomings of the Social and Family Services under review and providing advice and directions where necessary". In the form as it is defined, the shortcoming stands in the fact that the LSFS has not defined executive powers for the Inspection Unit but has given it a counseling function. It is proposed that the new Law on Social and Family Services will define executive powers for the Inspection Unit, provide measures, fines and sanctions in case of violation of the legal provisions of this law. It is recommended that the revenue from fines and sanctions be dedicated to social services.

It is also worth mentioning that the LSFS does not foresee the licensing of social services provided by CSW/s or other public institutions. In order to increase the quality of social services in CSW/s, it is proposed that the new Law on Social Services provide: Licensing of public services provided by CSW/s and other public institutions as social service providers.

The new Law on Social Services should also provide drafting of a by-law that regulates the structure and organizational chart of the CSW.

Law on Local Self-Government – defines that social care is included in local self-government issues. Indeed, Article 17 paragraph 1 subparagraph k) of the Law on Local Self-government, determines that the municipalities have full and exclusive powers, regarding local interest, respecting the standards defined in the applicable legislation, even in the field of provision of family and other social welfare services, such as care for the vulnerable, foster care, child care, elderly care, including registration and licensing of these care centres, recruitment, payment of salaries and training of social welfare professionals. It means that even with this Law continues the decentralization of social and family services, by defining them as the autonomous competences of the municipalities as the basic unit of local self-government. But, if we consider the provision of Article 2 paragraph 2.3 of the Basic Law on Social and Family Services, which determines that municipalities or other governmental and non-governmental organizations, including private enterprises can provide social and family services, but that, the Ministry retains the right to determine where, how and who performs these services, whereas the Law on Local Self-Government, also as a basic law, considers the provision of social and family services as its own competences, namely as full and exclusive competences of the municipality (Article 17 paragraph 1 subparagraph k), which indicates a lot that they are in contradiction to each other, and that it is not clear the delivery of social and family services. It is evident that there is a collision of these legal provisions.

Also, the Law on Local Self-Government, in addition to the emphasized independent competence of municipalities in the field of social and family services, in the provision of Article 18 on delegated competence, has foreseen the right of central authorities that pursuant to the Law delegate responsibility to municipalities even in the field of social and family services related to the distribution of social assistance payments (with the exception of pensions) (Article 18 paragraph 18.1 subparagraph e). However, pursuant to paragraph 18.2 of Article 18, the Law in question, leaves the opportunity to central authorities, in regard to municipalities, if necessary and pursuant to the Law, delegate additional powers to the municipalities. It is worth noting that in this Law, there is a provision, which foresees that the delegated powers, in all cases, must be accompanied by necessary funding in accordance with the objectives, standards and requirements set by the Government (Paragraph 18.3 of Article 18 of the Law on Local Self-Government).

In the European documents on social rights, as well as in their interpretation, it is evident the need to decentralize social services. Article 4, paragraph 3 of the European Document on Local Self-Government, provides that public authorizations will be carried out as it is preferred to belong to the powers that are close to the citizens. Thus, it can be concluded that decentralization is a necessity of assuming the realization of the forward-looking process of changing the role of the state in the social sphere, including the decentralization

of social services. In fact, it is about the essential elements of the concept of the combined social policy, which are also developed by the states in the region (Croatia, Slovenia, etc.).

Law on Local Government Finance - Social services are a municipal own competence and based on the Law on Local Government Finance, they are financed by the municipalities through two sources of funding, which are the general grant and the municipal own source revenues. The general grant is a closed type grant with 10% of the projected revenues to be collected at the central level during a calendar year. But the problem for social services starts right here, because this form does not offer a guarantee that there will be sufficient allocations in order to ensure the minimum funding for social services. This is because at this point there is no mechanism or formula for the allocation of funds for social services, knowing that from these amounts all directorates conducts budgeting for capital and operation expenditure. Unable to provide a stable mechanism for financing social services, the issue has become a critical existential problem for the functioning of CSW/s and non-governmental organizations that provide social services.

In order not to leave this municipal function at the mercy of the will of the municipal level (considering insufficient financing in recent years), it has been suggested to find a sustainable funding solution within the Law on Local Government Finances, through the creation of Specific Grant for Social Services. This grant should be alongside grants for education and health, as a specific grant for social services. The Specific Grant for Social Services will have to contain clear criteria in order to ensure fair allocation and adequate financing for social services.

Financing formula for Social Services – in Kosovo, the financing formula for social services has not yet been issued, and as a consequence, there is no unit cost for each service provided. This prevents planning and budget allocation according to the client needs for social services.

Law on Child Protection – in addition to other provisions which advances the protection of the child rights, it determines the obligation to establish the child protection houses with the provision of Article 30 par. 1 stipulating as follows: “by this law, the respective Ministry of Labor and Social Welfare, establishes the Child Protection Houses under the relevant Law on Local Self-Government, under the Centers for Social Work where relevant basic and prosecution courts operate”. This legal provision clarifies that the Law itself has established the the child protection houses, and it is not by chance that the legislator used the plural, as several houses for the child protection of different categories should be established. These houses are established in all regions of Kosovo where there is a Court and Prosecutor’s Office (7 regions), next to the CSW/s. Of course, there is need to change and complete the part of the Regulation on the Organization and Internal Systematization of Municipalities, where the child protection houses will be added as part of their organizational structure.

Pursuant to the Article 30 paragraph 2, the competent body for determining the standards and approving the establishment of the child protection houses is the relevant Ministry of Labor and Social Welfare.

The law should be clearer and more precise in this regard, but of course, our duty is not to comment on these two legal provisions which should probably have been written differently, since the powers of the local and central levels should be separated, an item that for someone who does not know well the legal system and the legislative aspects, on which provision derogates the other, has a lot of problem to understand.

If the principle of decentralization is meant to be practically applied in the field of providing social services and child protection, the legal framework with which local self-government has clearly defined competences in this field should be reviewed and established..

Regulation on the Areas of Administrative Responsibility of the Prime Minister's Office and Ministries - In favor of the decentralization of social and family services, should be recalled even the organizational-functional provisions of the former Ministry of Labor and Social Welfare, contained in the legal act, namely in the Regulation (GRK) - No. 06/2020 for the Areas of Administrative Responsibility of the Prime Minister's Office and Ministries, which was approved at the 3rd meeting of the Government of Kosovo, with Decision No. 01/03, date 06.06.2020. In Annex 12 of this Regulation, the former Ministry of Labor and Social Welfare (then transferred to MFLT and now to MoJ) has a lot of responsibilities in the field of social and family services, which are also in favor of decentralization and delegation of social services and family. Indeed, after the abolition of the Ministry of Labor and Social Welfare, the field of Social Services was transferred to the Ministry of Finance, Labor and Transfers, and now recently the part of the Department of Social and Family Services has actually passed to the Ministry of Justice, but that this it should also be completed by specifying this in the Regulation on the Areas of Administrative Responsibility of the Prime Minister's Office and Ministries. In the field of social and family services, mentioned Regulation should address the powers of the Ministry of Justice, while part of the powers of social protection have remained in the competence of the Ministry of Finance, Labor and Transfers.

The legal framework in Kosovo that regulates the contracting/commissioning of social services – Law on Social and Family Services as amended and supplemented, establishes the main legal basis not only for the provision of Social and Family Services, but also for the contracting of social and family services in cases where the state bodies that are responsible for the provision of these services, have no internal conditions and capacities for their provision. This Law decisively determines the possibility of contracting social and family services by NGO/s. Article 8 paragraph 4, provides opportunities to municipalities to conclude contracts with non-governmental organizations for the provision of social services within their territory, according to their needs and plans. Also, Article 8 paragraph 5 of the Law on Social and Family Services defines the powers of the Ministry of Labor and Social Welfare, now the Ministry of Justice for the transferred powers, which is authorized by law to provide funds and provide any other material assistance, for non-governmental organizations that provide specific social and family services in Kosovo, through commissioning and contracting procedures. It is evident that a legal movement has been conducted, in the direction of specific regulation of the field of social services and allowing their contracting, but the problem is that there are no procedural legal provisions, which makes it impossible to implement them separately

from other procurements, thus, there are obvious obstacles and without the amendment and supplement of the Law on Public Procurement and proper establishment of the legal basis for the regulation of the field of commissioning and contracting of services.

In the same line of attempts to open opportunities for the contracting of NGO/s for the provision of social services is also the attempt made with Law No. 05/L -068 for the amendment and supplement of **Law on Public Procurement of the Republic of Kosovo, amended and supplemented by Law No. 04/L-23**, which enables to civil society organizations to be considered **economic operators** for the purposes of the Law on Public Procurement, which is a very important step in the development of this sector, since NGO/s can participate in public procurement procedures alongside other legal and economic entities, since they have received the status of economic operator.

Also, just as important is Article 132/A "Contracting of services by CSO/s", this provision which has been added to the Law on Public Procurement since 2016, which stipulates that: The Government of the Republic of Kosovo by by-law determines rules, standards and procedures for contracting public services for civil society organizations. This provision creates the legal basis for the Government to regulate procurement procedures for NGO/s that deal with the contracting of services in general, but this by-law has not been issued, and therefore this legal provision has remained non-functional, as it needs to be broken down through the by-law of the Government for the regulation of specific procedures only for the contracting of services with NGO/s.

In function of the contracting of social services, there are also some Administrative Instructions, through which the range of organizations, physical and legal persons that can provide social services, subject to a strict procedure of fulfilling the criteria and their licensing, which have been significantly developed and consolidated. Such a by-law of great importance is the Administrative Instruction (MLSW) No. 02/2020 for the licensing of non-governmental organizations and private legal entities that provide social and family services, but the contracting of these services must be strictly regulated by legal norms in the above-mentioned laws, and procedural aspects afterwards can be specified by Administrative Instruction.

However, despite the existence of several legal acts, which in one form or another open up possibilities for the regulation of the field of contracting social services, it is necessary that the legal provisions are still clearer in this view, at the moment when their revision is made, which is seen to be time imperative.

The obligations of the state for the legal, social and family protection of persons in need are permanent, and already the field of public procurement has a tradition of approximately two decades of legal regulation in Kosovo, but the purchase of social services outside the rules of the Law on Public Procurement has been impossible and has not been implemented so far.

In view of this there is an EU Directive on public procurement⁵, which allows some exceptions to the general procurement regulation in case of health or social services. For them, it is not important to use the public procurement mechanism, but to use another mechanism that better reflects the specific conditions related to these services. However, if the amount of such contracts exceeds a minimum limit, the procedure must at least ensure that it is transparent, and that all economic operators are treated equally⁶.

In other words, the EU allows social services to be contracted not by using the public procurement mechanism, but by designing a specific mechanism that can be simpler, and that considers the specifics of social services and their potential providers.

Also, **Law on Public Finance Management and Accountabilities (2008, supplemented and amended several times)**, as a basic law on Public Finance Management and Accountabilities in the Republic of Kosovo, regulates the manner and procedures of spending public money, including the regulation in general manner of the field of subsidies, donations and grants for individuals, NGO/s and the sector of businesses, where Article 53 of the Law stipulates that the Minister of Finance has the authority to issue mandatory rules for all budget organizations when they allocate grants, donations or subsidies, and the method of selecting beneficiaries, a provision which has not been used nor exhausted as should, since it offers many opportunities for the goals that are intended to be achieved in the field of social and family services.

Pursuant to these provisions the Regulation MF-No. 04/2017 was issued on the criteria, standards and procedures for the public financing of NGO/s, which tends to comprehensively regulate the way of public financing of NGO/s by the budget organizations. These provisions of the Law and the Regulation, do not specifically define the possibility of commissioning/contracting social services by NGO/s, however the spirit of the law and this regulation goes in that direction. However, without amendments to the legislation, we cannot say that there is a proper legal framework for the commissioning/contracting of social services by NGO/s.

⁵ DIRECTIVE 2014/24/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL 26 February 2014 on public procurement and repealing Directive 2004/18/EC.

⁶ Directive 2014/24/EU, paragraph 114 (page 23). Threshold set pursuant to Article 4 of Directive is 750 000 EUR.

3.2. The need to amend and supplement the legal framework on social services with specific emphasis for CSW/s

Based on above mentioned, it turns out that the reform of the social protection system in general is a response to the systemic changes, which must be implemented in order to harmonize the legislation as a condition for integration in the European Union. The activity in drafting of the new Law on Social and Family Services should incite the action and partnership of all social actors, diversity and access for all, especially of non-institutional forms.

The need for legal amendments and drafting of a new integrated and advanced law for social and family services should happen as soon as possible, where the legal gaps would be covered and the contradictions that exist in the legislation in the field of social and family services would be eliminated, as well as clarification of powers and responsibilities for the responsible institutions, since there are undefined powers between the central and local level (CSW/s), as well as other providers of social and family services.

Finally, supplements, amendments and harmonization of the provisions of several laws among themselves are needed, such as: the Law on Social and Family Services, the Law on Local Government Finance, the Law on Public Procurement, the Law on the Management of Public Finances and Accountabilities, as well as other eventual laws related to this field, which would open the possibility and create a proper legal basis for the commissioning/contracting of social and family services by public authorities even with Non-Governmental Organizations sector.

IV. FINDINGS ON THE CSW/S STRUCTURE AND FUNCTIONING

4.1 Structure of the Center for Social Work

The Center for Social Work is a professional public institution at the Municipal level. CSW/s, as the main bodies of municipal authorities, are mandated to provide social care, social protection and social services for children and families in need, as well as to coordinate and organize an integrated system of social and family services within each municipality. Social and family services include protection and the direct provision of social care, counseling or, in specific cases, material assistance to people in social need. The organizational structure of CSW/s in Kosovo is as follows:

1. **Social service** – is a professional service (group of experts) within CSW that provides social and family services, and performs the function of the Custodian Body (CB).
2. **Social Assistance Service** – is responsible for the administration and operation of the Social Assistance Scheme.
3. **Administrative-Financial Service** – is responsible for the administration of the budget and finances of the CSW institution as well as technical administrative work.

The main object of this analysis was the **Social Service** within CSW/s. According to the data reported by the CSW/s themselves, the average number of officials employed in social services is 3 - 4 officials. The findings of this analysis indicates that the number of officials is not proportional to indicators such as the number of residents, the number of beneficiaries or the number of children in need for social services. Exceptions to this average are large municipalities such as Pristina (18 employees in 3 of its units), Mitrovica (9 employees), Peja and Gjakova (8 employees) and Prizren (7 employees). The average age of officials in social services is about 45 years (with a range of 25 to 65). The average of working experience of employees in social services is approximately 15 years.

According to the results of this analysis and previous analyses, it turns out that in addition to the number of families in need and the municipalities' needs for services, *the number of social services officers in the CSW/s is deficient*. According to information from the CSW, there is a decrease in the number of staff. Moreover, what follows is that *there is no defined formula, which reflects and defines the number of social services officials against the number of the population in social need*. The same applies to the specific professions that provide social services in the CSW/s (e.g. the need for a psychologist or social worker).

ANALYSIS OF THE CENTERS FOR SOCIAL WORK

Social Service Staff					
No.	Municipality	Total estimated population (31 December 2020)	No. of social service officials	No. of social assistance officials	How many cases does an average social service worker have in a month or year? ⁷
1	Pristina	218,781	18	11	318 cases per year
2	Ferizaj	106,286	5	4	270 cases per year
3	Kamenica	27,948	3	4	25 cases per month
4	Shtime	27,449	4	3	8 raste per month
5	Hani i Elezit	1,009	2	1	No data/no measurement
6	Dragash	33,947	1	1	20 cases per month
7	Lipjan	57,928	5	6	100 cases per month
8	Rahovec	57,047	6	5	25 cases per month
9	Suharekë	58,195	4	5	No data/no measurement
10	Mitrovicë	96,331	9	8	5-6 cases per month
11	Kaçanik	34,672	3	3	25 raste per month
12	Fushë Kosovë	39,948	3	4	31 cases per month
13	Skenderaj	52,714	4	6	5 cases per month
14	Prizren	194,581	7	7	45 cases per month
15	Gjilan	77,145	4	5	20 cases per month
16	Pejë	98,601	8	6	8 cases per month
17	Klinë	4,049	4	5	5 cases per month
18	Gjakovë	94,334	8	7	50 cases per month
19	Istog	41,181	4	3	3 cases per month
20	Deçan	40,248	3	5	6 cases per month
21	Viti	47,896	4	4	160 cases per month
22	Podujevë	82,022	6	4	5 cases per month
23	Junik	6,383	2	2	12 cases per month
24	Glllogoc	61,145	7	6	No data/no measurement
25	Malishevë	57,261	5	3	20-30 cases per month
26	Shtërpçë	6,621	8	4	20-30 cases per month
27	Partesh	1,699	2	2	3-5 cases per month
28	Ranillug	3,737	2	2	10-15 cases per month

Table 1: Estimated population according to each municipality, No. of social services officials according to each municipality, No. of social assistance officers according to each municipality and the average number of cases per social services officer

⁷Two of the CSW/s have stated that they cannot provide data on cases per month, so as an alternative they have sent the data on cases per year.

According to the statistical reports of social services in Kosovo, it turns out that the average number of cases for an official in social services is 85. According to reports from officials of the Social and Family Policy Department (SFPD), until 2009, a standard of determining the number of employees was practiced alongside the number of residents in the municipality. However, the lack of a minimum standard for the CSW/s itself that defines, among other, the standards for the number and category of employees continues to challenge the provision of quality services in CSW/s.

Monitoring reports and preliminary analyzes indicates that there is a gender imbalance among employees in the CSW/s, especially in small municipalities, despite the fact that the characteristics of social work make the presence of both sexes imperative, when treating clients based on their specifics. Moreover, it is assessed that *there is a lack of sensitivity, not only about gender diversity but even about cultural and ethnic diversity* in this aspect, as in the CSW/s in most of municipalities there are no representatives of other communities, in accordance with the percentage of the relevant population in those municipalities.

Data reported by CSW/s also indicates that social service officials have different professional profiles and are mainly in compliance with requirements derived from the Law on Social and Family Services. However, data indicates that there is an *unbalanced presence of professions against professional needs for treating cases or for the nature of cases*. Moreover, systematic and structured analyzes are missing about CSW/s needs, that would inform employment policies at CSW/s. Based on current data the CSW/s are having, there are no analyzes that proves how much respective profiles are required or necessary (psychologist, lawyer, etc.) according to case statistics.

Consequently, in the CSW/s, the profile of the lawyer mainly dominates, followed by profiles such as sociologist, pedagogue, psychologist and social worker. It is worth noting that out of 28 municipalities, *12 have reported that they have the profile of social worker within the social services staff*. Also, it is worth noting that professional profiles such as Education-English Language, high school, economist and public administration have also been reported. Among the main profiles that the CSW/s themselves have reported as lacking and necessary in the social service are Social Work and Psychology. Also, apart from the lack of profiling in academic terms, *the lack of professional profiling is also evidently reported*. All employees, according to the CSW reporting, are social services officials who are appointed case managers and do not provide services pursuant to their academic and professional profiling (with the exception of two psychologists at CSW Pristina). Furthermore, it is also reported about the lack of specialized profiling for categories such as for victims of sexual crimes, rape, juvenile delinquency, disabilities, etc. The lack of profiling and the enormous workload of workers with cases, results in a situation that endangers the provision of services and the minimum quality of service for beneficiaries. In this regard, the need to connect with pre-university curricula for the preparation of professionals is also reported, since it is evident that even in university preparation, future professionals do not receive sufficient knowledge and skills for working with specific categories.

Functioning of the Custodian Body - The CSW pursuant to the legislation into force, performs the function of the Custodian Body, which consists of a group of experts (professionals), who are social service officials at the CSW.

Pursuant to the Law on Social and Family Services, **Social Service Official** stipulates that, social services professionals should have adequate qualification **in the field of social work, psychology, sociology, law, pedagogy or in any other field closely related to social and family services**, that is licensed and registered in the register of the General Council of Social and Family Services. What constitutes a problem in functioning of the Custodian Body, is that all these professionals must be employed within the CSW, and each of them can be a Social Services Official, but the description of the duties must be different and each must provide social services according to his/her professional competence, and in no way should the lawyer or sociologist provide social services that are the competence of the social worker with adequate preparation. Wherever it will be determined by law in the future, the setting in the organizational structure of the Custodian Body inside or outside the CSW, the Custodian Body must adhere to the legal provisions of functioning as a professional body, where each official who provides social services will perform his/her duties and responsibilities in accordance with his/her professional training as part of the joint body that constitutes the Custodian Body. It should be emphasized that this would be possible by increasing of human resources in the CSW, and especially the employment of officials with the profile of "social worker" and "psychologist", which have been reported as missing but necessary profiles in the CSW.

Currently, responsible for the organization and operation of services under the power of the Custodian Body is the Head of Social Services in the CSW. For the performance of the function of the Custodian Body, the Director of the CSW by decision authorizes the head of the Social Service, for the management of works and tasks under the competence of the Custodian Body and the provision of social and family services. The Head of Social Services, based on the complexity of social work and the needs of clients, can establish professional teams for the management and performance of tasks under the competence of the Custodian Body and of the Social Service in the CSW.

Composition of the professional team - The Head of the Social Service, depending on the case in need of treatment and provision of services, establishes the multi-disciplinary professional team of the Custodian Body, comprised by the Social Service Officials. The professional team in the CSW for performing the function of the Custodian Body includes: the Head of the Social Service, social worker, lawyer, psychologist and other experts as needed (pedagogue, sociologist, etc.), but the professional team can also be completed as needed even with external professionals.

This multi-disciplinary professional team is established to perform the function of the Custodian Body even in the CSW branches, which has one or more branches. In the Centers for Social Work with a small number of Social Service Officials, in establishing the professional team of the Custodian Body, the Head of the Social Service can cooperate with external professionals from the public and non-governmental sector, inside and outside the territory of the municipality with a professional from: Other CSW/s, municipalities, health, education, NGO/s, etc. This issue should also be addressed with the new Law on Social and Family Services, as there are dilemmas among professionals in the field of Social Services provision.

No.	Municipality	No. of staf in Custodian Body	Composition of Custodian Body reported by CSW/s
1	Pristina	N/A	No Custodian Body established, working only with case manager
2	Ferizaj	5	1 social worker, 1 psychologist, 1 sociologist, 1 teacher, 1 lawyer
3	Kamenica	4	2 lawyers, 1 sociologist, 1 social worker
4	Shtime	4	1 psychologist, 2 lawers, 1 sociologist
5	Hani i Elezit	3	2 sociologists, 1 lecturer
6	Dragash	1	1 lawyer
7	Lipjan	5	1 social worker, 1 sociologist, 1 teacher, 1 psychologist and 1 lawyer
8	Rahovec	7	1 social worker, 2 psychologists, 2 teachers, 1 lawyer, 1 economist
9	Suharekë	3	1 lawyer, 1 psychologist, 1 lecturer
10	Mitrovicë	9	1 Sociologist, 1 lecturer, 5 lawyers and 2 psychologists
11	Kaçanik	2	1 lawyer, 1 sociologist
12	Fushë Kosovë	4	1 lecturer, 1 sociologist, 2 lawyers
13	Skenderaj	4	1 social worker, 1 sociologist, 1 lawyer, 1 biologist
14	Prizren	4	1 social worker, 1 teacher, 1 psychologist, 1 lawyer
15	Gjilan	5	2 social workers, 1 teacher, 2 lawyers
16	Pejë	5	1 social worker, 1 lecturer, 1 psychologist, 3 lawyers
17	Klinë	4	1 sociologist, 1 lecturer, 2 lawyers
18	Gjakovë	7	1 social worker, 1 sociologist, 2 psychologists, 3 lawyers
19	Istog	4	1 social worker, 2 teachers, 1 lawyer
20	Deçan	3	1 lecturer, 1 sociologist, 1 economist
21	Viti	4	4 lawyers
22	Podujevë	6	3 Sociologists, 1 lawyer, 2 social workers
23	Junik	2	2 with secondary education
24	Drenas	3	2 sociologists, 1 psychologist
25	Malishevë	5	1 social worker, 1 sociologist, 1 administration, 1 lawyer
26	Shtërpcë	N/A	Psychologist
27	Partesh	N/A	No Custodian Body
28	Ranillug	4	2 social workers and 2 lawyers

Table 3: Composition and profiles of the staf in the Custodian Body reported by CSW/s.

4.2 Findings on budget and infrastructure

Budget: The Law on Local Self-Government Finance provides that MFLT, the Government of Kosovo and the Assembly of Kosovo must ensure that through the annual budget of Kosovo, the municipalities are provided with the necessary financial funds, and funds to ensure the fulfillment of the powers delegated to the municipalities, including the provision of social services.

CSW/s do not manage the budget; the budget is centralized in the local government and has specific budget lines for the staff, equipment and goods/services, not for professional social services. Staff wages are administered by the local government.

According to the reports of FSPD officials, in 2010 a specific grant worth 2 million euros was allocated for social services in the municipalities, this grant was halved in 2011, to be completely merged into the general grant in 2012. This merge has put social services and their financing at the discretion of mayors and directors of HSWMD, who prioritize health over social services in financing and budget allocation. Furthermore, it is reported that the Centers for Social Work are never represented in the planning processes of social services and the budget for these services within the municipalities.

According to the CSW/s reports, there are big differences in the CSW budget from municipality to municipality, and there is no specific formula or modality on how this allocation is conducted. Some CSW/s report that apart from the budget for wages and goods, CSW is not allocated a specific budget for social services, and even if it is allocated, CSW does not manage it; whereas other CSW/s report that the budget for services only covers family shelter within the municipality, and that there is no specific category for subsidizing services. Some of the CSW/s have reported that they have no information about the budget at all.

It is also a concern that the CSW/s do not have an emergency fund, despite the great need for such a fund. KOMF monitoring report (2021) found that there is *a lack of planning of services and budget planning based on needs*. Moreover, entirely is missing *costing of services per child/beneficiaries per capita per month for each specific category*. The budget planning isn't based on respective costing or any preliminary analysis of the needs on an annual basis for social services. Municipalities budget planning tends to repeat previous budget planning, without any real assessment of citizens' needs for social services. Moreover, this planning does not even considers the needs of the CSW/s and NGO/s providing social services in the municipalities. The report further highlights that in the Centers for Social Work there was no special funding from the municipalities dedicated only to social services. The only form of financing in some municipalities has been subsidizing foster families, families in need and disabled children. According to the available data, it is worth noting that the budget code for social services exists in the municipalities, but there is no accurate information on the use of this code.

Working spaces: Only 28% of the respondents answered that at the moment the infrastructure conditions in the CSW facility are relatively good. Most of the CSW officials have reported that *CSW services are provided in insufficient physical spaces, with outdated infrastructure and unsuitable conditions for both staff and beneficiaries, and for the provision of social services*. The lack of individual offices or even spaces for the provision of individual services has been reported to hinder the confidential treatment of beneficiaries coming at the CSW. Furthermore, it has been reported that in some cases beneficiaries have to go through the offices of other sectors to reach social services. In other cases, due to the lack of a contact office, officials constantly have to leave their offices to enable contacts with beneficiaries. A CSW has reported that they do not have an office at all, and that they work in an adapted facility (sports gym).

Vehicles and technical equipment: Most of CSW/s operates by *only one vehicle – regardless of the size of the territory, number of employees, number of beneficiaries, CSW location or type of Services they do provide*. In almost all cases, it has been reported that the vehicles are mainly donations, and are outdated, depreciated and in poor condition. In some cases, the CSW does not own a vehicle, and each time it needs one, it must make a request to the municipality for the use of the vehicle. A model that is worth replicating in the municipalities is the model used by the CSW in Pristina, through contracting the taxi service after 4:00 pm and during on call duty, this contracting was done through the procurement office in the Municipality. According to CSW Prishtina, this has been a very positive move, with manageable costs that enables quick and immediate response of officials in emergency cases, and are easily monitored as invoices always correspond to CSW response time.

Technical equipment such as computers are outdated and depreciated, and not all officials are equipped with them. Furthermore, in most cases, follow-up devices such as printers and photocopiers are missing (or not working).

ANALYSIS OF THE CENTERS FOR SOCIAL WORK

Working conditions, office spaces, vehicles and technical equipment						
No.	Municipalities	Vehicle	Computers	Office/space	Phone	Printer/Scanner
1	Pristina	4 (depreciated)	Old models	Uncomfortable	N/A	N/A
2	Ferizaj	1	Old models	N/A	N/A	N/A
3	Kamenicë	1 (depreciated)	N/A	Possesses	N/A	0
4	Shtime	1 (depreciated)	N/A	N/A	N/A	N/A
5	Hani i Elezit	0	Possesses	Possesses	Possesses	Possesses
6	Dragash	1	5 PC	Posedon	N/A	N/A
7	Lipjan	0	Possesses	N/A	N/A	N/A
8	Rahovec	2 (depreciated)	Old models	N/A	N/A	Posedon (Me defekte)
9	Suharekë	2 (depreciated)	Old models	Uncomfortable	N/A	N/A
10	Mitrovica e Jugut	Possesses	Possesses	Possesses	Possesses	Possesses
11	Kaçanik	1 (depreciated)	7 PC	N/A	N/A	N/A
12	Fushë Kosovë	2	Possesses	N/A	N/A	N/A
13	Skenderaj	2	7 PC	N/A	N/A	N/A
14	Prizren	3 (depreciated)	Old models	Insufficient	0	0
15	Gjilan	1 (depreciated)	Old models	Uncomfortable	N/A	N/A
16	Pejë	1	N/A	N/A	N/A	N/A
17	Klinë	1	Po	N/A	N/A	N/A
18	Gjakovë	2+1 (rental)	18 PC + 10 Tablets	19 Offices	Possesses	Possesses
19	Istog	1	8 (old models)	Possesses	N/A	0
20	Deçan	1	Possesses	Possesses	Possesses	Possesses
21	Viti	1 (depreciated)	Possesses PC (depreciated)	Possesses (amortizuar)	Possesses (amortizuar)	Posedon (amortizuar)
22	Podujevë	0	13 PC	11 Offices	N/A	N/A
23	Junik	0	Possesses	Possesses	Possesses	Possesses
24	Drenas	Possesses	Possesses	Possesses	Possesses	Possesses
25	Malishevë	1	Out of order	Insufficient	0	0
26	Shtërpçë	1	3	4 suitable offices	N/A	N/A
27	Partesh	0	Possesses functional PC	Possesses	Possesses	Possesses
28	Ranillug	0	Possesses (old models)	N/A	N/A	0

Table 4: Working conditions, office spaces, vehicles and office equipment

*N/A was marked about CSW/s that didn't provide an answer

Access: Over 50% of CSW/s are reported to be located in the city center, in some cases close to the center and easily identifiable for citizens. However, half of the CSW/s have reported *difficult access or impossible access for disabled persons and elderly*. Some CSW/s have reported that they are located on the second floor, without access to elevators or ramps for disabled persons. Only 8 CSW/s replied that they have a child-friendly environment for contacting or providing services for children. Other CSW/s have reported that they do not have dedicated and child-friendly areas.

The non-governmental organizations participating in this analysis have also expressed that for the most part, the infrastructure of the CSW/s premises is in a poor condition; they highlighted *challenges such as lack of space and suitable offices, outdated or non-functioning information technology and old communication equipment, old furniture and very few child-friendly environments*. The lack of transportation to reach clients and partners in order to coordinate services was also highlighted. All of these are considered to directly affect the quality and timely provision of comfort for children and families in need of CSW services. Furthermore, NGO/s emphasize that the accessibility of CSW/s to work with children and their families is different in different municipalities, but there is a great need for improvement. *Not all CSW/s are fully accessible to children and adults with disabilities*

Access and friendly rooms at the Centers for Social Work ⁸						
No.	Municipalities	Have Access	No Access	Partial Access	Has friendly room	No friendly room
1	Prishtinë			X	X	
2	Ferizaj		X			
3	Kamenicë		X		X	
4	Shtime	X			X	
5	Hani i Elezit	X				X
6	Dragash			X	X	
7	Lipjan			X	X	
8	Rahovec		X			X
9	Suharekë	X				X
10	Mitrovica e Jugut		X		X	
11	Kaçanik	X				X
12	Fushë Kosovë	X				X
13	Skenderaj	X			X	
14	Prizren			X		X
15	Gjilan		X		X	
16	Pejë		X			X
17	Klinë	X			X	
18	Gjakove	X			X	
19	Istog		X		X	
20	Deçan			X		X
21	Viti	X				X
22	Podujevë	X				X
23	Junik	X				X
24	Drenas	X				X
25	Malishevë		X			X
26	Shtërpcë		X			
27	Partesh		X			
28	Ranillug		X			

Table 5: Access and friendly rooms at the CSW/s

Data management: Structured data management processes are not fully functional. Initially, it is reported that *the database of social services is not sufficiently and regularly supplied with data*, but even those data that are entered into the database, are not used either for service or budget planning, or as a basis for developing programs or policies.

⁸ Children with disabilities, especially those who use wheelchairs, cannot access most of the Centers for Social Work. Also, there are no signs in the CSW/s and minimum conditions are offered in addition to the standards.

4.3 Services of the Center for Social Work

Respondents reported over 40 different categories of beneficiaries who are in need of social services, for whom the CSW provides services starting from identification and initial assessment up to referral, counseling, case management and provision of respective services depending on the service plan, and finally closing the case. Some of these services are reported to be provided directly to the individual or family at the CSW facility, whereas others are services that are community-based, in day care centers, or in residential centers. In some cases, these services are offered in partnership with other public services or with established cooperation's with non-governmental organizations. From the point of view of the services listed by the CSW/s, it can be noticed that a part of services is related to administrative and legal duties (such as issuance of certificates, obtaining of statements, requests from liaison institutions, etc).

The professional duties of the CSW are related to assessment, counseling, facilitating contact between family members, providing professional opinion/placing children without parental care in the basic forms of legal and family protection, for disabled persons and elderly persons, referral of cases for receiving adequate specialized services according to categories in the non-governmental sector, etc.

The analysis highlights that *the workload and case overload is evident in almost all CSW/s*. During 2022, about 200 services were offered in small municipalities like Junik, whereas in municipalities like Prizren and Gjakova the number of services is about 4000. There are cases when this number goes up to 16 thousand. These services naturally include services such as home visits, institutional visits, counseling sessions, court hearings, giving opinions, etc. In two municipalities, the number of active cases currently exceeds 5,000 (Pristina, Mitrovica), in other municipalities 2,000 to 3,000 (Prizren, Peja, Ferizaj, Therandë, Fushë Kosovë). There are 4 municipalities with over 1000 active cases (Malisheva, Gjakova, Viti, Gjilan), whereas the others have less than 1000 active cases. The municipalities with fewer active cases are small municipalities such as Junik, Hani i Elezit, and Sharr.

This number differs from municipality to municipality, even if it is considered as a percentage in relation to the population in those municipalities. *There are large differences in the average workload of social service workers, which again does not seem to follow any relevant pattern or formula*. From an average of less than 10 active cases per official in eight municipalities, to an average of 100-150 active cases per official in other municipalities. Two extremes were recorded in the municipality of Ferizaj (270) and the municipality of Pristina (318). According to the statistical reports of FSPD in 2021, it is reported that the average number of cases for an official in social services is 85 cases.

In the question of how often a social services official visits a family on average, CSW/s have provided different answers, from once a month to dozens of times, always highlighting that it depends on the case and the need.

The most frequent categories with which the CSW/s are charged, almost unanimously, are domestic violence, marital problems (divorces, children's trust) and children with antisocial behavior (juvenile delinquency), followed in some CSW/s also by disability. Most of the CSW/s agreed that there are many services that are missing in the CSW and in their Municipality, emphasizing in particular the professional services of the psychologist and family-based services.

At the country level *there is no mapping of services and the population needs for services* that would inform both policy-making and the design of programs and the planning of services according to the needs. Among the main challenges that have been highlighted in relation to services are the lack of competence for the purchase of services, and the lack of financial means for immediate (emergency) services.

The graph below presents some additional necessary services that are not provided by the CSW, which are present in the Municipality. According to this graph, CSW/s have reported that there are day care services in 38.5% of municipalities, family shelter services in 80.8%, educational (extracurricular) services in 53.8%, professional services for disabled children in 69.2%, services for the elderly in 46.2% and emergency shelter services in 57.7% of municipalities. Two CSWs responded that none of these services are present in their municipality, and CSW is the only service available for children and families in need.



Graph 1: Additional necessary services that are not provided by the CSW, and which are present in the municipalities reported by the CSW

In the question of which services are missing the most, the CSW/s have identified services for emergency shelter, specialized services for disabled children, psycho-social and educational services for children in street situations, for children with antisocial behavior and for children substance users, day care centers as well as shelter services for victims of violence, male victims over 12 years old, and victims of the LGBTI community. Also, there is a lack of family shelter for special categories and support for children in need after the age of 18 (mainly disabled children and children without parental care).

The non-governmental organizations participating in this analysis have expressed that, in general, direct services are not offered in the CSW for many categories of children and adults. For example, it has been highlighted that in relation to disabled persons in the CSW, material assistance and regular monitoring

visits are provided in connection with the support scheme for families with permanent disabled children, but not services such as psychological, educational or advisory. The same in relation to children without parental care, it has been reported that after placement in alternative care, NGO/s undertake rehabilitation, psychological, pedagogical, social and counseling work, empowerment and reintegration, whereas the CSW carries out monitoring visits. It is worth mentioning that even monitoring visits cannot be carried out regularly due to the very huge case load, with a variety of services and the impossibility of reaching all the beneficiaries.

As basic services that are missing in the CSW, and therefore also in the municipalities, NGO/s in particular have highlighted prevention services and specialized rehabilitation and reintegration services for special categories, such as children involved in hard work, users of narcotic substances, disabled persons and victims of violence.

4.4 Cooperation and Coordination

Cooperation is an item that CSW/s generally consider to be very positive and functional. Very good cooperation and coordination with other public state institutions, such as; police, courts, medical and educational services was highlighted. In some cases, the need for strengthening the referral system between institutions has been highlighted. Difficulties in the chain of referrals have been highlighted as difficulties at the local level. A system is already installed at the local level that includes CSW/s, Child Protection Teams (in 12 municipalities), Case Management Desks and child protection officials. However, the modalities of cooperation, coordination and referral between these structures are not specified.

Specific emphasis has also been put on the very good cooperation with the non-governmental sector and non-governmental social services, as an opportunity to fill existing gaps in social services and a more multidisciplinary approach. However, as a challenge was identified *the lack of NGO/s in many municipalities and inability to contract services in sustainable manner.*

From the perspectives of non-governmental organizations, cooperation and coordination with local level partners is far and professional (with schools, police, courts, mental health services, hospitals, shelters, youth centers, etc.). It is emphasized that in some cases, in some CSWs, a communication and coordination chain is lacking, meaning that CSWs do not receive feedback from the partners with whom they cooperate. According to the respondents, the importance of coordination and communication of CSWs with partners in the joint efforts to protect children in referral and service provision, remains fundamental and requires the further advancement of the different coordination mechanisms.

5.5 Employees' professional development

CSW/s have reported that, in general, all social services officials are considered well prepared and qualified to perform their duties and responsibilities. A challenge that was highlighted is the *trend of officials leaving the service* (change of position) and *lack of ongoing program for professional development*. The trainings provided are highlighted as few, and not based on proper analysis of needs. The lack of specialized training for more sensitive services and categories has been highlighted. The majority of CSW/s (68%) have stated that there is a lack of training and ongoing professional development to meet the needs of the beneficiaries for quality services. The number of days of training that officials have attended in the last year ranges from 0-3 (4 CSW) to 10 days (4 CSW).

On the question of how much it is necessary to invest in the training of officials, all CSW/Cs agreed that it is very necessary. Three types of required trainings have been specified: 1. *Training related to legislative changes and policy implementation*, in order to ensure their implementation in practice; 2. *Training for specific sensitive cases* as domestic violence, sexual violence, work with trafficking victims, work with repatriated children, work with minors, substance users, etc. and 3. *Training of practical skills* such as those of communication, case assessment, case treatment, etc. In addition to training, support services for social service officials such as prevention of professional and emotional burnout, professional supervision and peer mentoring as support and strengthening measures for employees are clearly specified.

In terms of professional development, the main challenges that have been highlighted include *lack of professional support, unprofessional work/inadequate education, professional burnout, very poor stimulation and lack of professional training for staff*. In relation to inadequate education, in addition to the academic profile, the lack of harmonization in the preparation of future professionals across academic units, and a need for content integration in different academic units and a better connection of academic curricula with the needs of labor market has been highlighted.

From the NGO/s point of view, it has been stressed that despite the demands to increase the workforce of social work, on the contrary, the number of officials for social services in Kosovo has decreased as many vacant positions in the CSW/s (due to retirement, death or resignation) in many CSW/s weren't replaced with new staff. Also, it has been observed that there is a lack of professional profiles of the staff to work with complex cases (most of the employees are having legal profile, not psycho-social); there is a lack of support staff (e.g. administrative clerks in larger CSW/s); there is very little profiled training and a significant overload of employees, professionally burnout out and unmotivated employees; due to low wages and lack of professional support, who are mostly unwilling to learn and incorporate contemporary social theories at their practical work.

5.6 Functioning challenges

The analysis highlighted some respective challenges that make it difficult for CSW/s to function and provide quality services to citizens. Some of these challenges are listed below:

Legal challenges:

- The Law into force on Social and Family Services is mainly oriented towards services for the protection of citizens in need of social services, leaving aside prevention and reintegration services. This law does not make a clear division of the responsibilities of institutions at the municipal and central level. Also, this law does not provide the licensing of social services provided by CSW/s. Pursuant to the Law into force, the inspection does not have executive powers and consequently does not provide the application of measures, fines and sanctions.
- The Law on Local Government Finance does not provide the regulation of the financing of social services through a specific grant. The problem for financing social services begins at this point, because the current form of financing from the general grant, does not provide a guarantee that there will be sufficient allocation of the budget from the municipalities to ensure the minimum financing for social services.
- In Kosovo, the financing formula for social services has not yet been issued, and as a result, there is no cost per unit for each service provided. This inables the planning and budget allocation based on client needs for social services.
- The Law on Public Procurement does not provide the appropriate legal basis for the purchase of social services, as it does not foresee a specific and simple mechanism for the purchase of services, which considers the specifics of social services.
- Centers for Social Work do not have unique statutes and regulations based on the Functioning of State Administration and Independent Agencies.

Structural and functional challenges:

- The lack of proper human resources in CSW and the lack of own budget affect the quantity and quality of services. Failure to define the standard for number of employees and number of population and cases, results in heavy workload.
- There is a disproportion in the number of professional profiles within the CSW/s. The profile of the lawyer dominates, whereas there is a lack and great need for the profile of the social worker and the psychologist.
- Outdated infrastructure, lack of child-friendly rooms and access for persons with disabilities disabled persons are presented as major challenges in the CSW.
- Lack of vehicles, office inventory and work equipment to perform tasks and fulfill responsibilities.
- Lack of petty cash fund.
- The organizational chart of CSW remains not properly defined and requires revision and clear structuring. There is a lack of a precise description of the duties and work obligations for the Director of the CSW, the Head of social and family services, as well as for the social services officials.
- There is an essential misunderstanding of the Custodian Body, and the way this body is organized within the CSW, which is negatively reflected in the protection of the rights of certain categories of clients in need.
- The status of officials as civil servants does not match with the duties and responsibilities performed by the CSW staff, and demotivates their work.
- There is no study for the mapping of services and needs in the municipalities, which services will be offered by CSW and which services will be contracted through procurement procedures.
- Lack of capacities of CSW/s in budget planning and management.
- CSW and municipalities do not have the necessary instruments and capacities for monitoring social services. There is a lack of a coordinated monitoring system by the municipalities.
- Accredited programs for raising the capacities of social services officials in the CSW are missing.
- CSW/s have a functional system for data collection related to their beneficiaries and provided services, through standardized forms, and then report on them at regular intervals. However, not being regularly updated with data poses a problem. Also, there is no data quality and accuracy control, which challenges ensuring high data quality.

V. RECOMMENDATIONS

From the legal point of view, the Government through line Ministries should urgently proceed for approval:

The draft Law on Social and Family Services:

- The need for legal amendments and the drafting of a new integrated and advanced Law for Social and Family Services should occur as soon as possible, where the legal gaps would be covered and the contradictions that exist in the legislation in the field of social and family services, as well as clarifying the powers and responsibilities for the responsible institutions, since there are undefined powers between the central and local level (CSW), as well as other providers of social and family services.
- With the new Law on Social and Family Services, the range of social and family services should be expanded, with a special emphasis on prevention and reintegration, as well as an even greater perspective for the non-governmental and private sectors. This would affect the CSW being freed from a part of the services, and increase the quality in the provision of the services it will provide, changing the approach from the reactive one as it is now, to the proactive one.
- With the new Law on Social and Family Services, the review and classification, different and much more advanced, of the types of social and family services should be done, and their classification should be done in the information system and planning as a whole.
- The new Law on Social and Family Services, CSW/s should be strengthened to advance the quality of the provision of social and family services through mandatory licensing of services provided by CSW/s.
- The new Law on Social and Family Services, should strengthen the accountability by giving executive powers to the relevant body for inspection.
- In the new Law on Social and Family Services, all ambiguities and legal and practical dilemmas, which currently exist regarding the Custodian Body, must be eliminated, both in terms of organization and also in terms of functionality.

The draft Law on Local Government Finance:

- Establishment of specific grant for social and family services. This grant should be alongside grants for education and health as a specific grant for social services. The Specific Grant for Social Services will have to contain clear criteria, in order to ensure fair distribution and adequate funding for social services.

Financing Formula for Social Service:

- Adequate, gender-sensitive costing of social and family services. The financing formula for social services should derive the cost per unit for each beneficiary for social services, and should consider the social criteria and indicators in the municipalities.

The Law on Public Procurement:

- The amendment and supplement of the Law on Public Procurement for the establishment of a specific and simple mechanism for the contracting of services, which considers the specifics of social services and their potential providers. Due to the sensitivity of social services, they should be presented as a separate category in the Law on Public Procurement.

Amendments of the Municipal Regulations for the Organization and Systematization of Positions:

- The organization and systematization of positions, as well as the profiling of functions and positions (jobs) within CSW/s must be done pursuant to Law No. 06/I -113 on the Organization and Functioning of the State Administration and Independent Agencies. In this point of view, the establishment and organization of a unique structure for all CSW/c should take place, with several units within CSW/s, with separate academic profiles and according to social categories that will perform functions and duties in specific areas, including the Custodian Body, as an organizational unit within the CSW.
- CSW/s must have unique statutes and internal regulations, as well as organizational structure based on the Functioning of State Administration and Independent Agencies. This organizational structure should include, in addition to social services officials, officials such as economists, lawyers, planning officials, human resources, and administration and finance.

From the structural and functional point of view, it is recommended:

- The Ministry should stipulate the formula for employment of social services officials in Kosovo in accordance with the needs of the population and the establishment of minimum standards for defining the workload of the staff and the average number of cases. These standards should foresee academic and professional profiling, as well as gender and ethnic diversity among social workers in accordance with the needs of the population. It is recommended that, after defining the formula, to pilot it in 3 municipalities before implementing it broadly.
- Increasing the number of officials with the profile of “social worker” and “psychologist” in all CSW/s and employing the profile of social worker in related institutions (schools, police, medical centers, etc.) to contribute to the best interest for the benefit of children and the population in general, as well as for broadening of social services, so that not all services start and end at the CSW.
- Provision of sufficient and suitable working spaces in the CSW, which do not have these spaces. Ensuring access for persons with disabilities to the facilities of the CSW according to the standards defined in AI 33/2007 as well as international standards.
- Provision of friendly and accessible rooms for children in the CSW/s facilities.
- The provision of additional vehicles for the CSW staff for the provision of social services in families and community. The provision of vehicles should be made in proportion to the number of inhabitants and the number of cases in the CSW/s in the municipalities.
- Supply of inventory (computers, printer and other office equipment) to enable the necessary operation of the CSW/s.
- Definition of the petty cash fund and authorizing the CSW/s to spend the fund.
- Review of the organizational chart of the CSW and review of staff job descriptions.
- Mapping of existing social services and current needs in each municipality, to precisely identify missing

services and plan their development. This would also assist in real annual planning of services according to the needs and budget planning based on evidence.

- Definition of social services that can be provided by the CSW. Services that cannot be provided by the CSW must be presented in the annual plan for public procurement for the contracting of those services from the non-governmental or private sector.
- CSW capacity building in budget planning, gender sensitive and social services budget management.
- Changing the status of social service officials from civil servants to professional staff.
- Design and accreditation of the structured program for career development for social services officials (unique accredited program).
- Establishment of mechanisms for professional support and prevention of professional burnout of employees, such as the operationalization of supportive, professional supervision, and investment in their psychological well-being as well as protection and safety at work.
- Definition of monitoring methodology and self-assessment tools within the structures of CSW/, and municipal mechanisms to ensure quality of services.
- Reviewing and modifying the CSW database and finding modalities for data management, in order to provide real-time information, including data on beneficiaries from non-governmental and private providers of social services, monitoring and assessment.
- Advancement of cooperation between CSW/s and licensed NGO/s in joint provision of social services and referral of cases through Collaboration/Referral Protocols and Guidelines.

FINANCIAL COST OF ANALYSIS

The purpose of the financial cost of analysis recommendations

Under this chapter is presented the financial cost of the recommendations that came out from the analysis on the state of Centers for Social Work. The purpose of this financial cost is to determine the necessary budget to fulfill the recommendations from the analysis. The recommendations of the analysis are addressed to the municipalities and the Government ; therefore, below are presented specific costs in order to clarify the responsibilities for budget allocation for addressing the recommendations.

The analysis on the state of CSWs addresses challenges and recommendations in terms of legal, structural and functional aspects. However, based on the need for emergency intervention, below are the structural recommendations that are essential for the functioning of social services.

The current state of financing of social services in Kosovo

Financing of social and family services for 2023 is 10.2 million EUR, of which about 7.9 million EUR is financed by the General Grant for the operating costs of CSWs, including some capital investment costs, while about 2.3 million EUR are financed from the central level budget for eight community-based houses for persons disabilities and five community-based houses for elderly people.

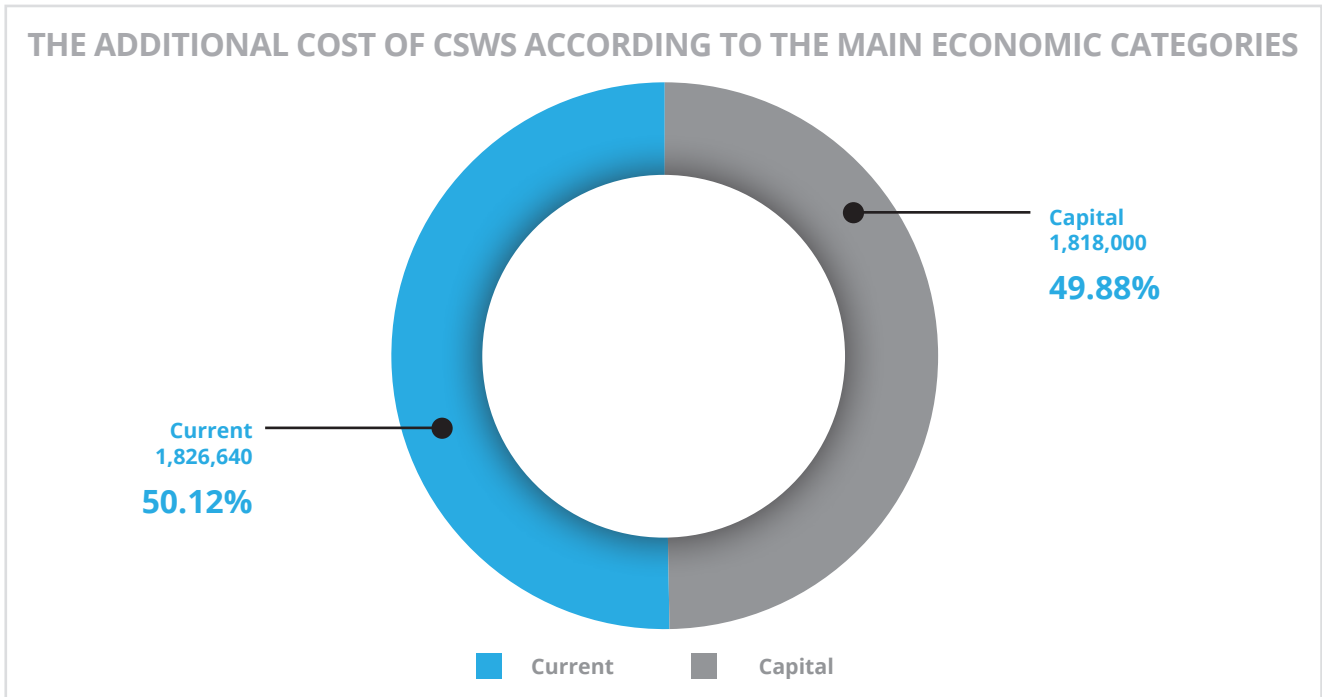
The aforementioned financing of CSWs covers salaries, minimum costs of goods and services, as well as municipal costs. While the remaining part serves for capital investments and is managed by the central level.

Current financing does not cover the cost of prevention and reintegration services, nor the emergency protection services provided by CSWs.

Meanwhile, specialized social services that cannot be provided by CSWs are currently provided by the non-governmental sector, such as specialized daily services, family services, community-based services, and residential services. However, even these services are constantly at risk of sustainability due to the lack of sustainable financing.

Financial cost of analysis recommendations

The financial cost of recommendations or the following financing reaches the value of EUR 3,644,640 million. If we observe this financial implication from the type of expenses point of view, operating/current or annual expenses are 1.83 million EUR, while the rest of 1.82 million EUR is a capital or one-time investment that must be repeated every 5 years.



Additional annual financing of Centers for Social Work

Additional annual municipal financing for CSWs is calculated in the amount of EUR 1,826,640 and covers the following categories:

Based on the recommendations of the analysis, it is estimated to increase the number of social service officials and their professional development. Currently, there are 164 social service officials employed in the social services sector at the CSWs. By increasing the number of staff for additional 200 officials, it will enable the increase of the quality of social services. Moreover, with the increase of the number of officials in the CSW, it will be possible to fill the necessary profiles for the completion and operation of the Custodian Body.

The monthly salary of EUR 577.00 is foreseen for one CSW official and the total cost for 200 officials per year results in EUR 1,384,800.

Regarding the capacity building, it has been estimated that each official will hold three selected trainings. Each training costs about 120 EUR for one official, while the annual implication for 364 social services officials costs 131,040 EUR.

ANALYSIS OF THE CENTERS FOR SOCIAL WORK

Besides the personnel, it has been deemed necessary for the CSWs to have an emergency fund as petty cash, in order to reimburse the invoices for unexpected expenses, such as things that are bought during the 24 working hours of CSWs (meals for victims of violence, milk, clothes and clothing for an abandoned baby, etc.). This fund is foreseen to be provided on a monthly basis. The amount of the emergency fund (petty cash) for the municipality of Pristina is planned to be EUR 800 per month, for the other 6 large municipalities it is planned in the amount of EUR 600 per month, while for other 31 municipalities the petty cash is planned to be in the amount of 400 EUR per month. The budget for the emergency fund for 12 months for 38 CSWs, is foreseen to be EUR 201,600 per year. The calculation of the amount of the petty cash was made based on the number of cases in the municipalities.

In order to support the psychological well-being and prevent the professional burnout of officials, a fund of 300 EUR per year is foreseen for each official for their mental health, including supportive supervision, with a total annual implication in the amount of 109,200 EUR.

Operating or current annual expenses for municipalities	Annual value
Three 3-day trainings during the year for each official (364 officials) (3 trainings, 120 eur/training x 364 officials).	€ 131,040
Salaries for 200 newly recruited officials, EUR 577 monthly salary x 12 months.	€ 1,384,800
The emergency fund (petty cash) on a monthly basis for each of the 38 existing CSWs.	€ 201,600
Psychological supervision for current and new officials. EUR 300 per year for each of the 364 case managers in the CSW.	€ 109,200

3. Capital investment for CSWs

The capital investment of EUR 1,818,000, is an investment which enables the work of 364 officials with basic equipment, improves physical access for persons with disabilities to the premises and toilets of CSWs based to standards for persons with disabilities, as well as creates child-friendly spaces.

For more details, see the division of expenses into categories:

Capital investments	Annual value
Work area including inventory (table, chair, computer and printer for each official)	€ 364,000
Car purchase and maintenance including annual obligations for 5 years	€ 1,200,000
Child friendly rooms	€ 54,000
Access in CSWs spaces and toilets	€ 200,000

The creation of working conditions for the 364 officials who need a desk, chair, computer, printer and telephone, is calculated at a value of 1,000 EUR for each official, resulting in a cost of 364,000 EUR in total.

In order to meet the need for family and field visits, it has been estimated that it is necessary to purchase cars for each CSW, depending on the territorial extent and the number of cases under treatment. This requires the purchase of 60 cars in the amount of EUR 20,000 (including annual obligations for 5 years) resulting in a total cost of EUR 1,200,000.

For creation of child friendly rooms for children, are foreseen the renovation and the purchase of inventory and toys in the amount of 2,000 EUR for 27 CSWs (which reported that they do not possess child friendly rooms). This intervention will cost EUR 54,000 in total.

In addition to inventory and equipment at CSWs, there is a need for investment to enable inclusive access for persons with disabilities. The adjustment of CSWs for physical access for persons with disabilities, will cost EUR 5,000 for each CSW, respectively for 40 objects in total will cost EUR 200,000.

ANNEX 1

List of CSWs that participated in the analysis:

1. Pristina
2. Prizren
3. Gjakova
4. Peja
5. Mitrovica
6. Gjilan
7. Ferizaj
8. Podujeva
9. Rahovec
10. Suhareka
11. Kamenica
12. Kaçanik
13. Skenderaj
14. Deçan
15. Drenas
16. Malisheva
17. Klinë
18. Istog
19. Fushë Kosova
20. Viti
21. Shtime
22. Lipjan
23. Dragash
24. Hani i Elezit
25. Junik
26. Shtërpce
27. Partesh
28. Ranillug

List of NGO/s that participated in the analysis:

1. Handikos Gjakovë
2. Organizata për Fëmijët pa Kujdes Prindëror – OFAP
3. Qendra Labyrinth
4. SOS Fshatrat e Fëmijëve në Kosovë
5. Shpresa dhe Shtëpitë e Fëmijëve Kosovë

ANNEX 2

Reviewed documents

Concept Document on Social and Family Services, Ministry of Labour and Social Welfare – Department for Social and Family Policies, February 2019

Analysis on the Needs for Capacities of the Centers for Social Work in Kosovo, in the Field of Promotion and Protection of the Rights of Children, SOS Children’s Villages Kosova, Handikos, October 2020

Situation Analysis, Save the Children 2018S

Monitoring and Assessment of Social Services in Kosova, Save the Children

Monitoring Report on the Social Services Decentralization Process – Social Services Close to the Citizen, Coalition of NGOs for Child Protection – KOMF 2022

Situation Analysis – Legal and Fiscal Context, and the capacities of the social services providers in Kosova, Save the Children Kosova/o, Mars 2018

Local Research on the Supervision of Social Workers and other Care Workers who work in the integrated and multidisciplinary teams in frame of child protection in Kosova, Center for Research and Development of Social Care for Children (CASCADE), Prill 2022

Regional Research on Violence Against Children in Schools in South Eastern Europe, Child Protection Hub, December 2020

Baseline Study – Strengthening Social Service Provision for the most Vulnerable Groups in Kosovo in Response to Covid-19, Save the Children Kosova/o, March 2021

Evaluation Report – Final Project Evaluation of the Child Protection Hub for Southeast Europe, Junction Bulgaria, April 2022

Social Services in Municipalities, Financing Trends 2010 – 2023, Kosovo Local Government Institute, January 2023

Guideline for the Organizational and Functional Manner of the Custodian Body in the Centers for Social Work (CSW) in Kosova, Ministry of Finance, Labour and Transfers, Department of Social and Family Services, December 2022

Reviewed legal framework

- The Constitution of Republic of Kosova
- Law No. 2004/32 Family Law of Kosova
- Law No. 02/L-17 on Social and Family Services
- Law No. 03/L-040 on Local Self-Government
- Law No. 03/L-049 on Local Government Finance
- Law No. 06/L-084 on Child protection
- Law No. 03/L-048 Management of Public Finance and Accountabilities
- Law No. 04/L-042 on Public Procurement
- Regulation on the Areas of Administrative Responsibility of the Prime Minister's Office and Ministries
- Financing Formula for Social Services

