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Këshilli i Përgjithshëm i Shërbimeve Sociale dhe Familjare
Generalni Savet Socijalnih i Porodičnih Usluga
General Council of Social and Family Services



MODULE ON **STANDARDS OF SOCIAL AND FAMILY SERVICES**

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INTRODUCTION

For several years now, Kosovo has developed minimum standards for the provision of various social services, to guarantee the quality of the provision of these services for the most vulnerable groups of society. The necessary available resources, whether structural or functional, such as premises, equipment, personnel, etc., are defined as necessary criteria in the standards, to ensure that specific services provided by public, non-governmental or private service providers are of high quality.

As part of the drafting of policies and legislation for social services, minimum standards have been developed in the provision of social and family services, which are comprehensive, focused on users and their needs, encourage partnership between social service providers, as well as between other experts relevant and involved in the field of social protection and services.

The application of these standards by service providers from the public, non-governmental and private sectors, in their daily work, serves as a measure and guarantor of the quality-of-service provision to improve the quality of life of users.

Starting from the importance for professionals and providers of social services, proper and detailed knowledge of the minimum standards in the provision of social and family services is necessary, in order to effectively implement them in the daily work of service providers. continuously raise the capacities of service providers, ensure the recognition and understanding of standards so that they become an integral part of the daily work of service providers.

This training module aims to establish a common understanding of different standards designed to guarantee quality social services for vulnerable population groups, types of standards, their goals, user groups, types of services and the main principles of the work of these experts. in providing services in accordance with the standards and laws in force.

ABBREVIATIONS

MLSW	Ministry of Labor and Social Welfare
MFLT	Ministry of Finance, Labor and Transfer
MJ	Ministry of Justice
DSFP	Department for Social and Family Policy
DHSP	Directorate for Health and Social Protection
GCSFS	General Council for Social and Family Services
CSW	Center for Social Work
NGO	Non-government organization
CCR	Convention on the Childrens Rights
LFK	Law on the Family of Kosovo
LSFS	Law on Social and Family Services
UN	United Nations Organization

Purpose of the training program

The purpose of this module is to provide advanced knowledge of minimum standards related to the provision of social and family services.

Also, this module aims to recognize the main goals of social and family services for vulnerable groups, priority groups for the provision of different services as well as the types of social services provided for vulnerable groups. This module provides candidates with an overview of the standards for social and family services, equipping them with the knowledge and skills necessary to apply these standards in their practice.

Objectives of the training program:

- Providing a general overview of minimum standards in the provision of social and family services for service providers from the public and non-governmental sectors;
- Providing the right knowledge to understand and implement the minimum standards of providing social and family services;
- Development of the necessary practical skills of professionals, in the application of standards in everyday practice;
- Ensuring a common understanding of the role and function of professionals/providers of social and family services;
- Knowledge of the types of social services and the different groups for which they are offered, including work with the child, the family, support for vulnerable families and their empowerment;
- Acquiring skills for creating a safe and efficient network, creating partnerships and cooperation in guaranteeing protection and providing quality and sustainable service.

Expected results of the training:

At the end of this training, the trainees will be able to:

- Expand knowledge about the basic concepts of social and family service standards, characteristics, types of services and minimum standards for the provision of social and family services;
- Better understanding of the minimum standards for social and family services in order to protect and improve the well-being of the family and their application in practice;
- Understand the role and function of professionals/social service providers, including working with clients, supporting vulnerable groups, creating a safety net and in partnership to empower and ensure their well-being.

LEGISLATION ON STANDARDS OF SOCIAL AND FAMILY SERVICES

Kosovo is a country that strives for the values of the European Union and good international practices. The legal framework in Kosovo, including that related to the provision of social and family services, is based not only on local legislation, but also on international instruments related to human rights, even giving priority to the latter in case of conflict with local laws.

The Ministry has defined 22 minimum standards of social and family services that must be adhered to by public, non-governmental and private service providers engaged in the provision of social services. Three additional standards are expected to be developed, although there are currently no concrete plans for when this process could continue. Each of these sets of standards is specific to a category of people in need, including children (ie standards for work with children without parental care, standards for work with children with antisocial behavior, standards for work with limited persons with disabilities, etc.).

Each standard is accompanied by a guide that provides guidance and information on how to complete the documentation and processes required to support the monitoring of compliance with the agreed standards. Each standard is divided into structural standards (harmonized statements that identify the structural requirements of the service) and functional standards (statements that define criteria for measuring service processes and activities in achieving the service goal).

Structural standards are defined for organization, capacity and staff development, while functional services are defined for acceptance and assessment, planning, review, monitoring, etc. Where possible, performance indicators are defined for standards.

STANDARDS OF SOCIAL AND FAMILY SERVICES

What are the standards of social and family services

The standards of social and family services define a certain set of criteria and requirements that are necessary for the functioning of a certain service. These standards aim to ensure a high quality of services and guarantee that citizens have equal access and protected rights in these areas.

Minimum standards are considered the minimum acceptable threshold for service provision, and below this minimum threshold the service is considered unacceptable or of poor quality. Every provider of social and family services, whether public, non-governmental or private, must meet and apply these minimum standards in their work, in order to guarantee not only the quality and sustainability of the service provided, but also to ensure an increase in the quality of life of the client or user.

Some of the main elements or principles of social and family services standards are:

- 1. Access and justice:** *The standards require that social and family services are available to all people who need them, without discrimination and respect for their rights. This includes equal access to services and support for all population groups, including minorities, people with disabilities, the elderly, children and others.*
- 2. Quality of services:** *The standards require that social and family services are of high quality and meet the needs of individuals and families. This includes providing the necessary help and support, using professional methods and best practices, as well as defining expected results and monitoring them. Likewise, the quality of service requires that clients or persons who need it be provided with access to necessary information, services and resources; equality of opportunity; and active participation in all decision-making processes that affect the life and well-being of these persons.*
- 3. Dignity and worth of the person:** *The standards require that every person in need of social services be treated with care and respect, taking into account individual differences and cultural and ethnic diversity. This includes empowering and building clients' skills to change and respond to their needs.*
- 4. Importance of human relationships:** *The standards require service providers to recognize and understand human relationships as an important tool for positive change and engaging people as partners throughout the process of providing assistance or services. Strengthening relations between people should be developed as an effort to improve, restore, maintain and improve the well-being of individuals, families, communities and the population.*
- 5. Planning and coordination:** *The standards require social and family services to be appropriate and aligned with local needs and policies. This includes developing detailed plans and coordinated strategies to ensure that services are effective and responsive to diverse community and family challenges and demands.*
- 6. Competence and integrity:** *The standards require that persons and professionals who provide social and family services have the necessary competence and skills to perform their work. This includes appropriate professional qualification, ethics and integrity in their work, as well as continuing to develop their skills and knowledge. These professionals must be aware of the mission, values, ethical principles and ethical standards of the profession.*
- 7. Monitoring and evaluation:** *The standards require regular evaluation and monitoring of social and family services in order to identify all weaknesses and improve their quality and effectiveness. This includes the use of assessment matrices, review of processes and policies, and improvement in practice, based on monitoring results.*

These are just some of the main elements or principles of the standard of providing social and family services. Other standards may include aspects such as the protection of the rights of individuals and families, security, cooperation with the community and other institutions, and the use of available resources as efficiently as possible.

Characteristics of standards and their level

Social and Family Services Standards are a set of criteria, requirements and guidelines established to ensure quality and appropriate service for those in need of care and social support. These standards include a number of features that aim to guarantee the effectiveness of social services. These characteristics include the accountability and responsibility of social welfare institutions and employees. They must be conscientious and responsible towards their clients, applying minimum standards of social and family services.

Empowering and empowering clients to make choices and make choices in their own lives is also an important characteristic that social service professionals should consider and encourage in their clients. Maintaining the confidentiality and privacy of each case is another priority feature that must be observed and respected by social service providers. Case handling must be done in a discreet and confidential manner, and the sharing of data for a specific case must be done only with authorized professionals involved in handling the case, with the aim of making harmonized and well-coordinated decisions about the provision of services deemed necessary for that case.

Even communication with clients is a very important aspect that contributes to ethics in working with clients and the quality of the service provided. Good communication skills help to develop a fair and honest relationship, to share information accurately and clearly about the care and support provided and to provide clients with the emotional support they need. Adequate verbal and non-verbal communication, active listening, empathy, avoidance of prejudice and honesty are qualities that significantly increase the possibility of effective partnership and cooperation between providers and clients, in the direction of improving their lives and well-being.

Cooperation and coordination between different institutions and organizations is another main feature of social service standards. This focuses on the need to provide an integrated and coordinated response to customers' social challenges.

Minimum structural standards

STRUCTURAL STANDARDS:

Agreed statements that identify the structural requirements of services.

The minimum structural standards for social and family services include requirements and specifications necessary for institutions, organizations and structures that provide social and family services. These standards are designed to ensure that public, non-governmental or private service providers are adequate and efficient in providing services to their users. Some of the main and most common minimum structural standards for the provision of social and family services are:

Licensing: Institutions, organizations and structures that provide social services must be licensed to work in their specialized field. This ensures that they comply with national social services laws and regulations and are monitored by the relevant authorities.

Organizational structure: The minimum standards require that service providers have a clear organizational structure, with the responsibilities and roles of different employees defined. This helps coordinate services and ensures that each employee has clear duties and responsibilities.

Staff composition: Service providers must have qualified and trained staff in accordance with the areas of social services they provide.

Care capacity and physical space: Minimum standards require that service providers have sufficient capacity to receive and provide services for the number of expected clients. It also requires physical spaces to be convenient and safe for customers and employees.

Safety rules and policies: Service providers should have clear rules and policies for the safety of customers and employees. These policies should include security measures to prevent various incidents, such as violence, abuse or other dangers to customers and employees.

Access and information: Service providers must have a clear and transparent process for accepting clients and informing them about services and their rights. This ensures that customers have enough information to make informed decisions about the services they receive.

Quality monitoring and evaluation: Service providers must develop continuous systems for monitoring and evaluating the quality of the services they provide. This helps to improve the services and ensure that they meet Valid specialist licenses.

Examples of structural standards:

Minimum structural standards	Performance indicators
X.1.1 Socio-psychological services for child victims of sexual abuse will be provided by licensed social service providers, licensed psychologists and social workers.	<ul style="list-style-type: none"> • Valid specialist licenses
X.1.2 Social service providers will be specially trained to provide services to child victims of sexual crimes.	<ul style="list-style-type: none"> • Evidence of subject training
X.1.3 Each social service provider and psychologist who will work with child victims of sex crimes cannot have more than 4 active cases (any type of active case).	<ul style="list-style-type: none"> • social service provider / open cases • Psychologists/open cases
X.1.4 Consultations and socio-psychological treatment will take place in a convenient and comfortable space for children.	<ul style="list-style-type: none"> • Adequately equipped offices
X.1.5 Shelters/residential facilities that provide services to child victims of sexual crimes must meet the requirements of the minimum structural standards defined for residential facilities/shelters.	<ul style="list-style-type: none"> • Internal regulations • Assessment in monitoring reports • Valid license

Minimum functional standards

FUNCTIONAL STANDARDS:

Agreed statements that define the criteria for measuring service processes and activities in achieving the purpose of the service.

The minimum functional standards of social services determine the quality and level of services provided to clients. These standards aim to ensure that social services are effective, coordinated and responsive to client needs. Some of the main and most important aspects related to the common minimum functional standards for the provision of social and family services are:

Needs assessment and service planning: Service providers must conduct a detailed assessment of the needs of their clients and prepare plans to provide the services they need. This assessment should be based on customer knowledge and ensure an individual and personalized approach.

Specialist help and support: Minimum functional standards require social services to provide specialist help and support to meet clients' needs. This includes services such as child care, domestic violence treatment, disability assistance, etc.

Service coordination: Service providers must have mechanisms to coordinate services with other relevant structures, such as health, education and other services. Cooperation between these structures ensures an integrated and coordinated response to customer needs.

Monitoring and evaluation of services: Minimum functional standards require that service providers monitor and evaluate the effectiveness and quality of the services they provide. This ensures continuous improvement of the quality and impact of services on customers.

Respect for users' rights: Minimum functional standards require that service providers respect the rights and privacy of their users. Users must be treated with respect and dignity and have the right to equal access to services.

Emergency planning: Social service providers must have plans in place to manage emergencies and crises that may arise during service delivery. This ensures a quick and efficient response in an emergency.

By applying these minimum functional standards, social services become more adequate, effective and of higher quality, providing adequate assistance to clients and their families.

Examples of functional standards:

Functional standards	Performance indicators
<p>X.2.1 All actions of the service provider will be based on the best interest of the child and will aim to protect his/her rights.</p>	<p>Rregulloret e brendshme. Njohuri mbi legjislacionin ndërkombëtar dhe vendor për të drejtat e fëmijës</p>
<p>X.2.2 The service provider will ensure the confidentiality and privacy of all details related to the case. Confidential information will be shared with relevant authorities only with the consent of his/her parents or legal guardians and after obtaining the opinion of a child over 10 years of age in accordance with local legislation. The sharing of this information with authorized parties will only be for professional purposes related to the assistance and progress of the case.</p>	<p>Internal regulations Assessment in monitoring reports</p>
<p>X.2.3 The social service provider will inform the child about the goals and methods of professional intervention as well as the role of all professionals who will work with the child. Information will be provided taking into account the child's age and development, mental and emotional state, health condition, gender, national, religious and cultural affiliation of the child.</p>	<p>Internal regulations A trained professional</p>
<p>X.2.4 The social service provider will provide the child's parents/guardians with adequate information about the goals and methods of professional intervention, as well as about the role of experts who will work with the child and family members. In cases where a parent or family member is suspected of a sexual crime against a child, social service providers will inform the suspect of the actions they will take to ensure the psychological and physical protection of the child and other family members, such as actions related to the referral to legal responsibility of the suspect.</p>	<p>Internal regulations</p>
<p>X.2.5 Based on the risk assessment, the service provider will develop a full assessment of the child's needs. The needs assessment will include the child's social needs (including circumstances leading to abuse), psychological, health, educational needs as well as legal support needs.</p>	<p>Needs assessment form, where assessed needs are reflected</p>
<p>X.2.6 Professional intervention and support will be provided in accordance with the Individual Care Plan, developed on the basis of assessed needs. An individual care plan will be developed by a multidisciplinary team with the participation of the child. All decisions and actions will be explained and coordinated with the parents/legal representatives of the child, as well as with the child, taking into account his age, mental and health condition.</p>	<p>Individual plan with all listed actions</p>

TYPES OF MINIMUM STANDARDS OF SOCIAL AND FAMILY SERVICES

1. Minimum standards for social services - Guardianship
2. Minimum standards for social services - family reunification
3. Minimum standards for social services - Adoption of children without parental care
4. Minimum standards for social services - Trust of children in families of divorced parents
5. Minimum standards for social services for children placed in kinship families
6. Minimum standards for social services for children in foster care and foster families
6. Minimum standards of social services for children with antisocial behavior/children who commit criminal acts without criminal responsibility
7. Minimum standards for social services for child labor
8. Minimum standards for social services for minors entering marriage
9. Minimum standards of social services for children in conflict with the law with criminal responsibility
10. Minimum standards for social services - Domestic violence - children and adults
11. Minimum standards for social services for abused/neglected children
12. Service for children who use psychoactive substances
13. Minimum standards for social services for children with disabilities
14. Minimum standards for social services for children with developmental disabilities in day care centers
15. Minimum standards for social services for children with intellectual disabilities in residential homes (children and adults)
16. Minimum quality standards of social services for the elderly at home
17. Minimum standards for social services - Institutional care for the elderly
18. Minimum standards for social services for elderly people who are at home in the community.
19. Minimum standards for social services for the elderly who are at home in day care centers
20. Minimum standards for social services for child victims of sexual crimes
21. Minimum standards for social services for victims of human trafficking

MINIMUM STANDARDS FOR SOCIAL SERVICES

Each social service has minimum standards, the purpose of the service, priority groups and the package of services offered.

Some of the goals, priority groups of some of the social services are elaborated below.

Purpose of services for children without parental care, in family housing. By placing a child without parental care in a family home, the goal is to provide the child with a protective environment in accordance with his specific developmental needs, which will enable his upbringing, education and preparation for a long-term alternative solution and independent life in society.

Priority groups

Family shelter is a form of protection for children without parental care and children who are under parental care, but for various reasons cannot stay in the family. Priority groups for this type of service are:

- Abandoned children
- Orphans
- Children of unknown parents
- Children of missing parents
- Abused and neglected children

Services provided

- Guardianship
- Counseling (with the child, family and community)
- Material support for children
- Advocacy
- Preventive activities

MINIMUM STANDARDS FOR SOCIAL SERVICES FOR MARRIED MINORS

Purpose of Services

The purpose of the social service for minors entering marriage is to promote opportunities for the development of their personality and support them so that they are not excluded from social development.

Priority groups

- Minors older than 16-18 years

Services provided

- Providing information
- Provision of social support
- Provision of psychological assistance
- Ensuring the protection of rights

CHILDREN USING PSYCHO-ACTIVE SUBSTANCES

Purpose of Services

The purpose of the social service for children who use psychoactive substances is to provide a comprehensive social program in the community that provides adequate support to the child and family in overcoming the endangered state towards social well-being, health and successful reintegration into society.

Priority groups

- Children who use psychoactive substances

Services rendered

- Guardianship
- Counseling (child, family, community)
- Housing
- Social help
- Advocacy

MINIMUM STANDARDS FOR THE PROTECTION OF ELDERLY PERSONS

Purpose of Services

The purpose of institutional care for the elderly is to provide health, physical and social support to each resident individually in order to improve the quality of their own life. Each service is expected to meet the individual needs of residents who are unable to live independently and who can be offered more comprehensive support and facilities to meet their daily needs.

Priority groups

Institutional care is available to older people who have limitations such that they are no longer able to live independently without full support, care and supervision.

Principles of daily care

- All services provided at the facility are designed to encourage and support residents' self-management skills;
- Institutional care services are offered equally and continuously to all residents, regardless of their social or ethnic status;
- Institutional care services are designed to protect and ensure residents' rights to health and safety;
- All resident information will remain confidential to the Service, unless the resident specifically agrees to share this information with other professionals or agencies;
- Institutional care services focus on the capabilities and needs of each individual resident in order to identify practical support. All residents are valued as individuals and receive personalized care that demonstrates this respect.

Service specification

Institutional care services provide safe housing for older people who are unable to live independently in their communities. Currently, the central house in Prishtina cares for a larger number of residents, while 'satellite' communities care for a smaller number of residents, in special communities in Kosovo.

Residents are offered 24-hour supervision and support in maintaining quality of life in adaptation/accommodation according to their needs. The facility is the place where the most services are provided, and the balance of health and socially oriented services reflects the identified needs of residents.

All service providers will ensure that residents have full access to health and psychological services based on their individually assessed needs. Institutional care providers are coordinated in such a way that residents maintain the maximum level of independence and self-management. Services and activities will be provided in a manner that does not discriminate or exploit residents.

The main activities of institutional care include:

- Assessment – before (if possible) and after admission and periodically during placement with as much resident and carer participation as possible, if relevant.

The assessment includes:

- Detailed assessment of opportunities and interests, health, social and educational needs related to maintaining contact with family and/or establishing stable relationships with other responsible persons;
- It is necessary to fulfill the priority specification;
- Involvement of multidisciplinary professionals inside and outside the institution, depending on identified needs, in cooperation with PSC referral;
- Guided planning of residents, the environment and individual access to services, to achieve the maximum level of functioning and return to the natural environment;
- Identification of the services that will be provided within the institution, including the manner, time, frequency and responsible persons;
- Regular review of the plan in accordance with the needs of the individual tenant or the identified minimum standard.

Institutional care includes:

- Adequate rooms for carrying out daily activities, personal hygiene, eating and sleeping in accordance with minimum standards;
- Providing enough space for residents to have their privacy;
- The premises of all buildings will be adequately equipped to fulfill their functions (eg laundry room, kitchen) considering the number of inhabitants and their capabilities;
- Adequate access and mobility for residents with disabilities.

24-hour supervision:

- Provision of personnel for day and night supervision;
- Appropriate general care, which includes supervision or administration of prescribed therapy, rehabilitation and treatment of minor injuries, monitoring of vital signs (blood pressure/tension, temperature, blood sugar level, fluid intake and elimination), dressing, assistance with

movement, changing position in bed, maintenance of personal hygiene, changing 'colostomy' and litter/garbage bags). General health care is available or accessible to all clients, 24 hours a day;

- Provision of rehabilitation and therapeutic services. These services are provided in a manner defined according to an individual care plan with the aim of maximally developing the clients' potential;
- Rehabilitation and therapeutic services are provided in a manner defined by the individual care plan
- When services are not available directly at the institution, arrangements should be made to provide these services through formal arrangements (contracts) with qualified local service providers.

Maintaining the quality of life

- Maintenance of personal hygiene and care, including instructions for independent performance of practical tasks, including maintenance of personal hygiene;
- Participation and choice – development of work methods and activities that encourage the participation of residents;
- Overcoming loneliness, depression or fear by involving residents in activities that motivate productive relationships with the environment;
- Organization of free time and work in professional activities;
- Educational activities that motivate the acquisition of new skills and knowledge;
- Cultural activities – organizing appropriate cultural activities that are performed inside or outside the institution;
- Entertainment - according to the interests, wishes and possibilities of the tenants.

MINIMUM STANDARDS FOR THE PROTECTION OF PERSONS WITH DISABILITIES - CHILDREN AND ADULTS

Purpose of Services

The purpose of social services in the home for people with disabilities is to maintain and improve the quality of life in their natural environment, providing professional care and assistance, in accordance with their individual needs.

Priority groups

Priority groups for social services in the home for people with disabilities are:

- Children with disabilities;
- Single adults with disabilities;
- Adults with disabilities living in households.

Services rendered

The following activities will be carried out through internal services:

- Provision of personal care - hygiene, basic nursing, physical assistance;
- Providing help in the family - cleaning, cooking, shopping, paying bills;
- Help in social life - reading, communication, going for a walk, help in accessing available social services;
- Assistance in education.

MINIMUM STANDARDS FOR THE PROTECTION OF VICTIMS OF DOMESTIC VIOLENCE, VICTIMS OF HUMAN TRAFFICKING AND SEXUAL CRIMES

Purpose of Services

The purpose of social services for child victims of sexual crimes is to ensure social-psychological rehabilitation and reintegration of children, as well as providing support to their family members and maintaining their well-being.

Priority groups

- Any child victim of a sexual crime (as defined in the relevant national legislation)
- Any child at risk of any type of sexual crime

Services rendered

- Ensuring the protection of rights
- Providing information
- Provision of social support
- Provision of psychological support
- Health Insurance
- Provision of educational support

Performance indicators in measuring standards for social and family services

Success indicator: A simple formula that includes two data (actual performance / required performance), which allows an electronic or paper system for easy processing and compliance monitoring, expressed as a percentage.

Performance indicators are a key tool for the work of social and family service providers, which serve to evaluate and monitor the effectiveness of social and family services. These indicators help determine the quality of services and the impact these services have on clients and the community. These indicators help assess service quality, efficiency and impact on clients and their families. Here are some common performance indicators used to measure standards for social and family services.

Forms for measuring standards

As for assessing compliance with the minimum standards, the process is relatively straightforward. The data collection program in Excel is a simple electronic spreadsheet, which can also be processed manually on paper. At the top of the table, this identifies it:

- service, service provider and service provider location;
- a contact person in the service who provides information on the data collection sheet;
- the period covered by the eligibility list

An Excel spreadsheet has 12 columns:

COLUMN 1: The reference number is a sequence of three numbers (defines each service, type of standard and each individual standard) e.g. 6.1.1 or 6.2.1. The first number (6.1.1) – indicates that this is a guardianship service; The second number 1 (6.1.1) - indicates that it is a structural standard, while the second number 2 (6.2.1) will identify the functional standard. The third number (6.2.1) will identify the specific standard, in this case the functional standard.

COLUMN 2: Every single structural and functional standard.

COLUMN 3: Performance indicator formula, where one is defined (this is necessary for the electronic version)

COLUMN 4: The provider's current performance against the standard (expressed in numbers).

COLUMN 5: Required standard performance (expressed in numbers).

COLUMN 6: The relevant level of compliance with the standard expressed as a percentage (%).

COLUMN 7-9: If no performance indicator has been identified for that standard, then another monitoring method should be used:

- data collection (when a performance indicator is identified)
- supervision or;
- observation / supervision

It is possible to use more than one method!

COLUMN 10: A simple statement of whether the standard has been achieved or not (yes/no).

COLUMN 11: The reason identified by the service provider for not achieving the standard when the standard was not achieved.

COLUMN 12: The service provider's proposal for the requested action against the standard that was not achieved.

In terms of completing the eligibility sheet, the service provider should tick column 7-9 depending on what the monitoring was used for. In addition, the service provider must enter "Yes" or "No" in column 10. When the answer is "no", you must enter the reason for the answer "no" using codes N. The provider must then identify some actions are required to made it possible to achieve the standard using the provided R codes.

Simple codes are identified for column 11 and 12:

- the main reason for not achieving the standard (eg "not enough time" or "lack of coordination with other agencies"), and
- appropriate action required if the standard is not achieved

Guide/form template in Excel

Service	No.Ref. 7-Family reunification service
Service Provider	
City	
Contact person - overview of collected data	
Date of revision	

No.Ref	MINIMUM STANDARDS OF STRUCTURE	PERFORMANCE INDICATOR	Actual	Re-quired	Eligibility Level (in %)	Tracking method			P/J	Reason for absence (by code)	Proposal (by code)
						Ed	M	O			
7.1.1	Each CSW in large municipal centers will have at least 4 professional officers working in the family reunification service	No. official/ Number of employees employed	3	4	#DIV/0!						
7.1.2	Each CSW in small municipalities will have at least 2 professional officers working in the family reunification service.	No. official/ Number of employees employed			#DIV/0!						
7.1.3	Each family reunification case manager will have at least 1 (one) year of work experience in the relevant field before starting to work on family reunification cases.	Number of cases with appointed officers with 1 or more years of work experience / no. referred cases			#DIV/0!						
7.1.4	Each family reunification service worker must be licensed in the field of social and family services	Number of licensed officers/ no. employed officers			#DIV/0!						
7.1.5	Each service must have at least 1 employee of the opposite sex	Monitoring			#DIV/0!						

MONITORING AND EVALUATION OF STANDARDS

Monitoring of social and family services is a continuous and complex process of control and evaluation of services provided to users of social services. This process is an important tool for ensuring that social services are provided with quality and in accordance with the standards set by law, policies and relevant regulations. It evaluates the implementation of SMC in practice, the level of implementation by different actors and identifies possible difficulties and challenges in their implementation.

When monitoring the minimum standards for social and family services, several important aspects must be taken into account in order to ensure an appropriate and efficient process in assessing the quality and fulfillment of these standards. Here are some of them.

Monitoring planning: A clear and structured plan for monitoring standards must be defined in advance. This plan should include the duration, sources of information, method of data collection and role of personnel involved.

Selection of performance indicators: Appropriate performance indicators that will be used to assess the fulfillment of the minimum standards must be selected and defined. These indicators must be measurable, objective and consistent.

Data collection: A key aspect of monitoring is the collection of relevant data and information. This includes document analysis, interviews with employees and service users, and customer care surveys.

Evaluation of quality and effectiveness: In the evaluation of standards, it must be understood whether the organization has achieved the goals and objectives set for the quality and effectiveness of services. Evaluation should be objective and focused on real achievements and challenges.

Feedback and staff engagement: To ensure a successful monitoring process, it is important to include feedback from community organization staff and workers. Their participation in the monitoring process will help identify problems and find ways to improve the minimum standards.

Renewal and improvement of standards: Monitoring results and findings should be used to improve standards if necessary. This renewal process is important to ensure that established standards are current and in line with developments in the field of social services.

Anticipation and evaluation of these aspects will ensure a structured and appropriate process of monitoring minimum standards for social and family services, helping to guarantee high quality and effectiveness of services for their users.

APPENDIX

a) Methodology and structure

Standards of social and family services			
First session			
Questions for discussion:	Expected results:	Time:	Methodology:
<ul style="list-style-type: none"> • Relevant legislation for standards of social and family services • What are the Standards of Social and Family Services? • Characteristics of standards and their level • Structural standards • Functional standards 	<ul style="list-style-type: none"> • Knowledge of the legal framework in force, including primary and secondary legislation, necessary in connection with the provision of social and family services; • Knowledge of different standards of social and family services; • Knowledge of the main characteristics and level of standards of social and family services; 	6 hours	PPT presentation Open discussions Plenary discussions on concrete situations of social services
Second and third session			
Questions for discussion:	Expected results:	Time:	Methodology:
<ul style="list-style-type: none"> • Types of minimum standards of social and family services • Performance indicators measure standards • Forms for standards • Monitoring and evaluation of camel standards 	<ul style="list-style-type: none"> • Identifying the needs of vulnerable groups, preparing action plans for their needs; • Understanding the needs of different vulnerable groups; • Identification of resources and services in the community that can provide support and assistance; • Identifying risks that may affect the well-being of people who need services, as well as dealing with them in effective ways; 	12 hours	PPT presentation Open discussions Plenary discussions on specific situations Case study

b) Case studies

CASE 1

A family of five consisting of two parents and three children lives on the outskirts of a small municipality in the country. The parents are both unemployed and with health problems, they say that they do not have the opportunity to get a job and that they are not able to earn the necessary income to take care of themselves and their children.

All children are under 15 years old. All three children do hard work to survive, including working in landfills (collecting cans and other metals) and begging. The parents are aware of the work that the children are involved in, but they have never tried to withdraw the children from these activities. The family lives off the money that the children bring.

Also, all three children are at risk of dropping out of school. They do not go to school regularly because they spend most of their time at work. Meanwhile, the family's oldest child, their 14-year-old son, started staying out of the house even with extended night hours. It is still unclear where he is staying and what he is doing during this period away from home.

What action would you take in this case?

CASE 2

Three children were left without parental care and because of this their uncle took care of his brother's three children. The children have been living with their uncle for several months, who also has his own family consisting of his wife and two children.

In his family, his aunt is the only one employed and has an average salary of 300 euros per month. He states that the monthly salary he receives is not enough to take better care of all the members living in that house. It is difficult for him to meet all the expenses for care, clothing, food and education for all the children. Due to difficult economic conditions, the three children who live with their aunt left school.

What would you do in this case, based on the minimum standards of social and family services?

CASE 3

Edona married Ghent five years ago and lives with her husband's family. They also have a two-year-old daughter. During the pregnancy, Ghent's behavior began to change, and after the birth of their daughter, their relationship changed. Ghent seemed withdrawn and spent a long time alone. Over time, Ghent became threatening and controlling towards his wife, especially regarding money and social contacts. He was increasingly aggressive in arguments and often shouted and threw objects around the room. However, Edona felt that since Ghent had not physically harmed her, his behavior did not qualify as abuse. Ghent showed no interest in the girl either, except when they were in public.

After a few years, Ghent's behavior worsened. During the fight, he threatened Edona's life. On several occasions, objects that Ghent threw across the room also hit their daughter. Edona began to fear not only for herself, but above all for the little girl. In addition to violent situations, the girl began to stutter, often shows irritation and irritability and refuses to be separated from her mother for a moment. What would you do in this case, based on the minimum standards of social and family services?

c) Training agenda

Day One	
09:00 – 09:30	Purpose of the training and expected results
09:30 – 11:00	First session: <ul style="list-style-type: none"> • Legislation for social and family services and standards
11:00 – 12:00	<ul style="list-style-type: none"> • Types of services • User groups • Specific goals in the provision of social services
12:00 - 13:00	Lunch
13:00 – 14:00	<ul style="list-style-type: none"> • Open discussion / Types of services, user groups and concrete goals in the provision of social services
14:00 – 15:30	<ul style="list-style-type: none"> • Open discussion / Concrete situation of implementation of standards and maintenance of quality in the provision of services
15:30 – 16:00	Reflections and conclusion of the first day

Day two	
09:00 – 09:30	Summary from the first day of training
09:30 – 11:00	Second session: <ul style="list-style-type: none"> • Standards of social and family services • Types of minimum standards of social and family services Continuation: <ul style="list-style-type: none"> • Open discussion / Exchange of experiences on actualization conditions for meeting structural and functional standards
11:00 – 12:00	Continuation: Second session: <ul style="list-style-type: none"> • Structural standards • Functional standards
12:00 - 13:00	Lunch
13:00 – 14:30	Continuation: Second session: <ul style="list-style-type: none"> • Structural standards • Functional standards
14:00 – 15:30	Continuation: <ul style="list-style-type: none"> • Case study with group work • Open discussion
15:30 – 16:00	Reflektime dhe mbyllja e ditës së dytë

Day three

09:00 – 09:30	Summary from the second day of training
09:30 – 11:00	Third session <ul style="list-style-type: none">• Forms for standards• Monitoring and evaluation of standards
11:00 – 12:00	<ul style="list-style-type: none">• Performance indicators in measurement standards
12:00 - 13:00	Lunch
13:00 – 14:30	Continuation: <ul style="list-style-type: none">• Measuring standards through group and individual work• Presentation of work
14:00 – 15:30	Monitoring and inspection of minimum standards
15:30 – 16:00	Evaluation and training Training conclusion

d) Referral sources

The main training source documents are Minimum Standards for Social Services in Kosovo. They include resources, guidelines and tools for use when providing social and family services.

- Minimum standards for social services - Guardianship
- Minimum standards for social services - family reunification
- Minimum standards for social services - Adoption of children without parental care
- Minimum standards for social services - Entrusting children to families of divorced parents
- Minimum standards for social services for children placed in kinship families
- Minimum standards for social services for children in foster care and foster families
- Minimum standards for social services for children with antisocial behavior/children who commit crimes without criminal responsibility
- Minimum standards for social services for child labor
- Minimum standards for social services for minors entering marriage
- Minimum standards for social services for children in conflict with the law with criminal responsibility
- Minimum standards for social services - Domestic violence, children and adults
- Minimum standards for social services for abused/neglected children
- Service for children who use psychoactive substances
- Minimum standards for social services for children with developmental disabilities
- Minimum standards for social services for children with developmental disabilities in day care centers
- Minimum standards for social services for children with intellectual disabilities in homes (children and adults)
- Minimum quality standards of social services for the elderly at home
- Minimum standards for social services - Institutional care for the elderly
- Minimum standards for social services for elderly people who are at home in the community.
- Minimum standards for social services for elderly people who are at home in day care centers
- Minimum standards for social services for child victims of sexual crimes
- Minimum standards for social services for victims of human trafficking

Literature and sources:

- Child and family service standards manual - Province of Manitoba | fs - standards (gov.mb.ca)
- European voluntary quality framework for social services (<https://ec.europa.eu/social/main.jsp?catId=1169&langId=en>)
- Guidelines for strengthening the personnel strength of the Social Service for Child Protection; Published by UNICEF's Child Protection Program, Ujedinjene nacije Division 3 New York - (Guidelines-to-strengthen-social-service-for-child-protection-2019.pdf (unicef.org))
- Law on Child Protection (Law Nr.06/L-064). (<https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=20844>)
- Law no. 02/I-17 for social and family services (<https://gzk.rks-gov.net/ActDetail.aspx?ActID=2447>)
- Law no. 04/I-081 on amendments to Law no. 02/I-17 for social and family services (<https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=2808>)
- Law no. 2004/32 for the Family of Kosovo (<https://gzk.rks-gov.net/ActDetail.aspx?ActID=2410>)
- National standards for child protection and welfare, health information and quality authority; published by the Directorate for Health Information and Quality, George's Court, George's Lane Dublin 7, Korrik 2012

- Effort for quality social services social protection proposal for quality assurance principles in Europe, European Social Network 2020
- United Nations Guide to Alternative Care <https://resourcecentre.savethechildren.net/document/united-nations-guidelines-alternative-care-children/>

e) Training evaluation

Note: This rating is anonymous. It will serve to make the necessary adjustments and further advance the training program. Please take the necessary time and give us your valuable feedback.

1. Logistic aspect	No	Sometimes	Most of the time	Yes, completely
1.1 I was informed in time about the date of the workshop				
1.2 The meeting place was comfortable and suitable for the training activities				
2. Training, efficiency and effectiveness	No	Sometimes	Most of the time	Yes, completely
2.1 The trainer presented the purpose and expected results of the training module				
2.2 The coach was competent in the relevant areas				
2.3 The trainer contributed to the active participation of the participants				
2.4 The presentations were elaborate and clear				
2.5 The lecturer gave sufficient and appropriate examples to illustrate the content				
2.6 The trainer applied interactive training methods				
2.7 Special attention was paid to work in pairs, group or individual work				
2.8 The trainer gave adequate answers to the participants' questions				
2.9 The trainer gave adequate feedback on group work / individual work / or pair work presentations				
3. General impressions	No	Sometimes	Most of the time	Yes, completely
3.1 I am satisfied with the overall quality of the training				
3.2 The training gave the expected results				
3.3 I will use the materials that have been shared for my next work				
3.4 The training had the right balance of theoretical and practical aspects				

Answer the following questions:

- What topics interested you the most?
- Which topics were least important to you?
- What changes would you recommend in this training program?
- Do you have any other comments?

