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Midterm Evaluation of the Strategy for Inclusion of Roma and Ashkali Community into the Kosovar Society 2017-2021

Prishtina, June 2020

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Table of Abbreviation

Abbreviation	Description
AGE	Agency for Gender Equality
ALMM	Active Labour Market Measures
ALMP	Active Labour Market Policy
ASK / KAS	Kosovo Agency of Statistics
CRA	Civil Registration Agency
EARK	Employment Agency of the Republic of Kosovo
EC	European Commission
EU	European Union
GIZ	Gesellschaft für Internationale Zusammenarbeit German International Cooperation
GoK	Government of Kosovo
GoNM	Government of Northern Macedonia
HP	Housing Program
ILO	International Labour Organisation
IT	Information Technology
KPI	Key Performance Indicator
LFS	Labour Force Survey
MAC	Municipal Action Committee
MAP	Municipal Action Plan
MEI	Ministry of European Integration
MESP	Ministry of Environment and Spatial Planning
MEST	Ministry of Education, Science and Technology
MLSW	Ministry of Labour and Social Welfare
MNE	Montenegro
MOC	Municipal Office for Communities
MoF	Ministry of Finance
MoH / MH	Ministry of Health
MTI	Ministry of Trade and Industry
NDS	National Development Strategy
NGO	Non-governmental Organisation
OGG	Office for Good Governance
OSF	Open Society Foundation
PES	Public Employment Services
PMO	Prime Minister Office
RCC	Regional Cooperation Council
SDC	Swiss Development Cooperation
SPO	Strategic Planning Office
UNDP	United Nations Development Program
USAID	United States Agency for International Development
VET	Vocational Education Training
VTC	Vocational Training Centres
WB	World Bank

1 EXECUTIVE SUMMARY

The Strategy for Inclusion of Roma and Ashkali communities into the Kosovar Society 2017-2021 has been drafted under the leadership of the Office for Good Governance of the Prime Minister Office. It is a key policy aiming to close the gaps between Roma and Ashkali communities and other Kosovo communities. Previously the Office for Good Governance of the Prime Minister Office has drafted and implemented the Strategy for Integration of Roma, Ashkali and Egyptian communities 2009-2015 in Kosovo.

The Strategy for Inclusion of Roma and Ashkali communities into the Kosovar Society 2017-2021 is structured and organized based on four priority area, each of them with a defined strategic objective and 2-4 more specific objectives. The objectives address the challenges in the area of education, employment, social welfare, health and housing. Each of the priority area objectives corresponds to a line ministry mandate and municipal directorate.

In line with international best practices and the requirements of the Strategy for Inclusion of Roma and Ashkali communities into the Kosovar Society 2017-2021, and the commitment of the Office for Good Governance of the Prime Minister Office to learn from implementation monitoring and improve the overall strategy implementation, this mid-term evaluation, that covers the period 2017-2019, objective is to assess the status of implementation of each of the foreseen activities of the Strategy.

This mid-term evaluation is commissioned by the Regional Cooperation Council, Roma Integration 2020 Team. The evaluation has been carried out in conformity with the principles, standards and practices, which adhere to international standards and best practices as articulated in the OECD Evaluation Principles and using the CIPP (Context, Input, Process and Product) model. A wide range of methods have been utilized to complete this evaluation. Online Training and group discussions with each of the ministry contact point and the municipalities. Further, valuable information was extracted from the ministries, agencies, municipalities and CSOs. Data was obtained and analysed from annual reports of the ministries, OGG annual reports, official statistics from the Kosovo Agency of Statistics (KAS) and relevant ministries, and research studies on Roma related topics, donors and local CSOs.

It is important to highlight that there are two key limitations that hindered this evaluation. First, the evaluation was carried out during the COVID-19 lockdown, that slowed down the whole data collection process. The second limitation derives from the data availability and consistency which is a common deficiency in Kosovo and lack of baseline and target indicators in terms of numerical values for numerous objectives and activities. Inconsistency in indicators deter evaluation and limits assessing the progress achieved over time and reporting on the budget spent by donors and CSO to the OGG is almost inexistent.

However, this mid-term evaluation has confirmed that the Strategy for Inclusion of Roma and Ashkali communities into the Kosovar Society 2017-2021 under the leadership of the Office for Good Governance of the Prime Minister Office and the Municipal Strategies for Inclusion of Roma, Ashkali and Egyptian Communities into the Kosovar Society are relevant policy documents as they identified main pressing challenges on education, employment, social protection, health and housing. During the implementation of the strategy and action plans **several new institutional mechanisms have been established** in both, in the central and in the local levels of administration. The Coordination Mechanism within the Office for Good Governance through its regular meeting with the contact points

in the ministries of line and municipalities has largely contributed to the achievements in the priority sectors.

Evidence gathered from different sources indicated that the strategy had a substantial positive effect on increasing and attainment of students on education, on inclusion the most poorest into the social protection schemes, on improving the access to health care services and housing, as employment still remains a challenge.

The mid-term evaluation concludes that in the **education sector**, enrolment and attendance of Roma and Ashkali community members on all level of education during 2017-2019 has yearly increased and improved. However, the participation on pre-school education remains lows and more efforts are needed to improve it.

Notable progress has been achieved on the inclusion of the Roma and Ashkali community members into the Social Assistance Schemes and the Social Services provided by the Ministry of Labour and Social Welfare (MLSW) and the Centers for Social Works (CSWs) located in each municipality. Although the Roma and Ashkali community constitute 0,51% Roma and respectively 0,90% for Ashkali of the Kosovo population, their benefits exceeded more than 10.4% of the social assistance funds for 2019, 10.3% in 2018 and 9.5% in 2017.

The inclusion of the Roma and Ashkali community members into the Active Labour Market Measures (ALMMs) has slightly improved compared to previous periods, but has still not reached the desired level, as employment remains still a challenge and the filling of the employment quotas as required by the law does not seem to be feasible for the period of the strategy.

In regard to the access to health care services progress has been reached on children vaccination, on the screening for breast cancer and awareness raising campaigns. In what concerns vaccination, a total number of 1,400 children were vaccinated in 2017, 7,786 in 2018 and about 6,832 in 2019.

On the housing sector, progress has been notable in the drafting of 3-years housing programmes that worked on identifying of housing needs and families without adequate housing for Roma and Ashkali communities. As of end of 2019 there were 12 active and ongoing municipal housing programmes and 6 others have been drafted and are in the approval process by the municipalities.

2 INTRODUCTION

The Roma are the largest ethnic minority in Europe, as well as one of the most deprived and socially excluded groups. For years they typically had only limited access to basic services and economic opportunities. Although there are no reliable data on the Roma population in the Western Balkans, Roma had only limited access to education, economic opportunities, health care, housing and essential services, and documentation even relative to their non-Roma neighbours who live in close physical proximity.

According to the 2011 population census in Kosovo, about 35,784 inhabitants of the Republic of Kosovo belong to the Roma, Ashkali and Egyptians community people. Out of them, 8,824 are Roma, and 15,436 are Ashkali who reside in Kosovo. However, it is difficult to assess their actual number. On the

one hand, the experience shows that many Roma and Ashkali Community members do not disclose their identity in census taking; on the other hand, many have left Kosovo since 2011 through ongoing migration, which is a phenomenon that Kosovo is facing for all communities, including the majority community. The reason for the emigration lies on the high poverty level and the very high unemployment rate in Kosovo.

In the last two decades, the Kosovo Institutions together with international partners have developed a very advanced legal framework and policies based on best international standards and practices for all communities. The Constitution of Kosovo recognises Roma and Ashkalis as two distinct ethnic communities living in Kosovo. The Constitution guarantees the enjoyment of both individual and collective rights in line with the international and domestic standards of human and minority rights. The Law on Protection and Promotion of the Rights of Communities (Art. 9.2) in this Article specifically refers to Roma, Ashkali and Egyptians and advocates “special consideration” for Roma, Ashkali and Egyptians.

However, a good legal framework itself is not sufficient for the people welfare. The most recent Labour Force Survey (LFS) of the Agency of Statistics of Kosovo (ASK), published in December 2019 points out to a low participation on the labour market 40.5% (ASK, LFS 2019), especially among youth and females, and a high unemployment rate (25.7%). Around two thirds of the working-age active population is inactive (59.5%). Youth unemployment rate (15-24 years) is over 49.4%. The NEET rate for youth 15-24 years is around 32.7%

As a result of high unemployment rate, very high poverty levels are prominent and evident among all communities, especially in rural areas, and among minority groups, including the Roma and Ashkali Communities. They face difficulties to progress in education and career. Poor labour market and social inclusion outcomes are the result of multiple, highly inter-connected factors, including labour demand patterns, skills mismatches, limited effectiveness of labour market intermediation mechanisms, poorly aligned higher education systems of subpar quality, inefficient social safety nets with built-in disincentives to work.

On the backdrop of these challenging aspects and as a response and to meet these challenges the Kosovo Government, with the support of EU and other institutional partners, has developed and coherent, multi-sector policy frameworks by elaborating 2020 sectorial vision to tackle the medium and long-term challenges in employment, VET, social inclusion and housing for all communities in Kosovo living in Kosovo, including the Roma and Ashkali community.

In what concerns the Roma and Ashkali community’s education, employment, social welfare and housing, the Government of Kosovo has adapted and approved the Strategy on Inclusion of Roma and Ashkali Communities in the Kosovar Society 2017-2021. The implementation of the Strategy and its Action Plan and the measures foreseen has involved 7 ministries, Ministry of Labour and Social Welfare (MLSW), Ministry of Education Science and Technology (MEST), Ministry of Environment and Spatial Planning (MESP), Ministry of Health (MoH), Ministry of Finance (MoF), Ministry of Internal Affairs (MIA), Ministry of Public Administration (MPA), Ministry of Local Governance (MLG) and all the municipalities where Roma and Ashkali are residing. The implementation include even other agencies, as the Employment Agency of the Republic of Kosovo (EARK), Kosovo Agency of Statistics (KAS), Civil Registration Agency (CRA) and the Agency for Gender Equality (AGE).

However, to be effective the policy making process depends on regularly tracking progress towards targets and implementation of individual measures, and regular evaluations. Monitoring is the routine collection and analysis of information to track progress against set plans and check compliance to

established standards. It helps identify trends and patterns to adapt policies and strategies and improve them.

For this reason, and in order to improve the overall policy and strategic planning for vulnerable groups, especially for the Roma and Ashkali communities, the Office for Good Governance (OGG) of the Prime Minister of Kosovo has established a coordination mechanism on reporting and monitoring implementation represented by each of the ministries. The OGG has published annual monitoring implementation reports that show the progress achieved in regard to the implementation of the Strategy and Action Plan. Similar mechanisms have been established even in the local level by respective municipalities.

This mid-term evaluation of the Strategy for Inclusion of Roma and Ashkali Communities into the Kosovar Society 2017-2021 elaborates the achievements, the challenges and the impact of the strategy on inclusion of Roma and Ashkali community into the Kosovar Society.

Data and report from all above-mentioned institution was obtained and elaborated. The lockdown measures caused by COVID-19 have largely affected the reporting by the ministries, agencies and municipalities and the data gathering.

The Regional Cooperation Council (RCC) Roma Integration 2020 Action has largely contributed to this initiative and to the reduction of the socio-economic gap between the Roma and non-Roma populations in the Western Balkans and Turkey, by increased rate of implementation of and budgetary allocations for the policies for Roma integration, demonstrated through improved monitoring and reporting.

3 THE EVALUATION PURPOSE AND SCOPE

Evaluations and Midterm requirements are built into the Manual for Strategic Planning and the Integrated Planning Framework of Strategy for Improving Policy Planning and Coordination in Kosovo 2016-2018.

The midterm evaluation also reflects a demand by the Office for Good Governance (OGG) within the Prime Minister Office (PMO) to have an independent assessment of Strategy implementation progress at the mid-point in its lifecycle.

3.1 The purpose of the evaluation

The evaluation is being carried out for the purposes of:

- Learning for improvements in the rationale, design, management, implementation and governance of the Strategy
- Accountability to the International Development Partners and the Kosovo Institutions for their contributions and funds invested in the Strategy implementation and monitoring,
- As a public good contributing knowledge on approaches to strengthening implementation, monitoring and evaluation capacity in the line ministries and municipalities, and where necessary in designing, redesigning and managing interventions for improvement.

3.2 The objective of the evaluation

The evaluation objectives are to:

- Highlight bottlenecks and achievements,
- derive lessons to date as a basis for accountability to the stakeholders,
- Make recommendations for improvements in the design, management, governance and implementation of the Strategy for the remaining period of implementation, with a view to further improve the results sustainability.
- Produce public good knowledge (lessons, approaches) following the evaluation to inform the fields of development evaluation, capacity building, institution building,

The intended users and uses of the evaluation include:

- The Government of Kosovo – through the evaluation challenges related to governance, implementation, and strategic oversight of the direction,
- The line ministries, MEST, MLSW, MH, MESP regarding the performance of on-going operations and development and lessons for improvement,
- Development Partner and Donors (international development agencies, NGOs, foundations) – in terms of informing decisions on continued financing,
- Private sector actors, governments and voluntary organisations active on Roma related issues.

3.3 Scope of the Evaluation

The evaluation covers the period from January 2017 to December 2019 and, where relevant, considers developments up until the time of report drafting (June 2020). The evaluation covers all strategy objectives on the field of education, employment and social welfare, health and housing.

4 EVALUATION METHODOLOGY

The wider scope of the Strategy for inclusion of Roma and Ashkali Communities into Kosovar Society 2017-2021 and its action plan and its interrelated content with other national, cross-sectoral and horizontal policy initiative and strategies for communities requires the use of a range of methods and tools to evaluate its strategic and operational implementation at central and local government level and its impact on the lives of Roma and Ashkali Community members in Kosovo. Consequently, a broad range of methods was used between March and July 2020 to obtain data and build on the evaluation.

The methodology of this mid-term evaluation consists of certain steps and cycle that includes:

- Planning & Preparing the Mid-term Evaluation,
- Desk review of key background documents,
- Developing a Monitoring Framework on Indicators & Activities,
- Providing an Online Training with Municipal Offices for Communities,
- Online Individual & Group Discussions with Municipal staff working with Communities,
- Data analyzing & drafting

In order to provide information on the achievement of the Strategy objectives, activities performed, and results achieved a reporting, monitoring and evaluation framework was developed that provides information on the progress made and result achieved. The evaluation process was broken down into 4 steps and phases as presented in the following figure below:



The Planing of the mid-term evaluation served to fine-tune and clarify the evaluation purpose, objectives and methodology. During the phase meetings were held with the staff of the Office for Good Governance to clarify the evaluation purpose and objectives and review and revise the methodology and to develop a comprehensive Framework for Reporting and Monitoring and Evaluation of the Strategy. Because of circumstanced created and the lockdown caused by COVID-19, the first ideas on the methodology had to be rethought and redesigned and to be adapted to the new circumstances, in which the initial meeting with the planned meetings in each of the Ministry and the Municipal Office for Communities together with a planned training with Municipal staff had to be cancelled.

A Reporting Framework on Indicators and Activities with a short guide was developed and sent to each municipality to collect data on the local level. The MS Excel based Framework of Indicators and Activities was completed by MOC and resend back for further data analysis.

Data Gathering took place between March 2020 and End of June 2020 and consist of a data was collection from the **Central Level Institutions** that involved ministries as MEST, MLSW, MH, MESP and MIA, as well as a number of Agencies as, the Agency for Employment of Kosovo (AERK), the the Civil Registration Agency (CRA) and the Kosovo Agency for Statistics (KAS). and **Local Level Institutions** from where municipalities the Roma and Ashkali Community members live. Publications related to the Roma and Ashkali Communities and other strategies related to them, literature on capacity building and various types of documents, were obtained, reviewed and analysed.

Analysis & Reporting

The Monitoring & Evaluation Framework was developed based on an in-depth screening and assessment of the Strategy and its Action Plan. This Monitoring & Evaluation matrix was used to structure data analysis, observe trends and developments on the basis of the data collected. The indicators were classified according to the following scheme that enables observing trends and impact on the results achieved over years.

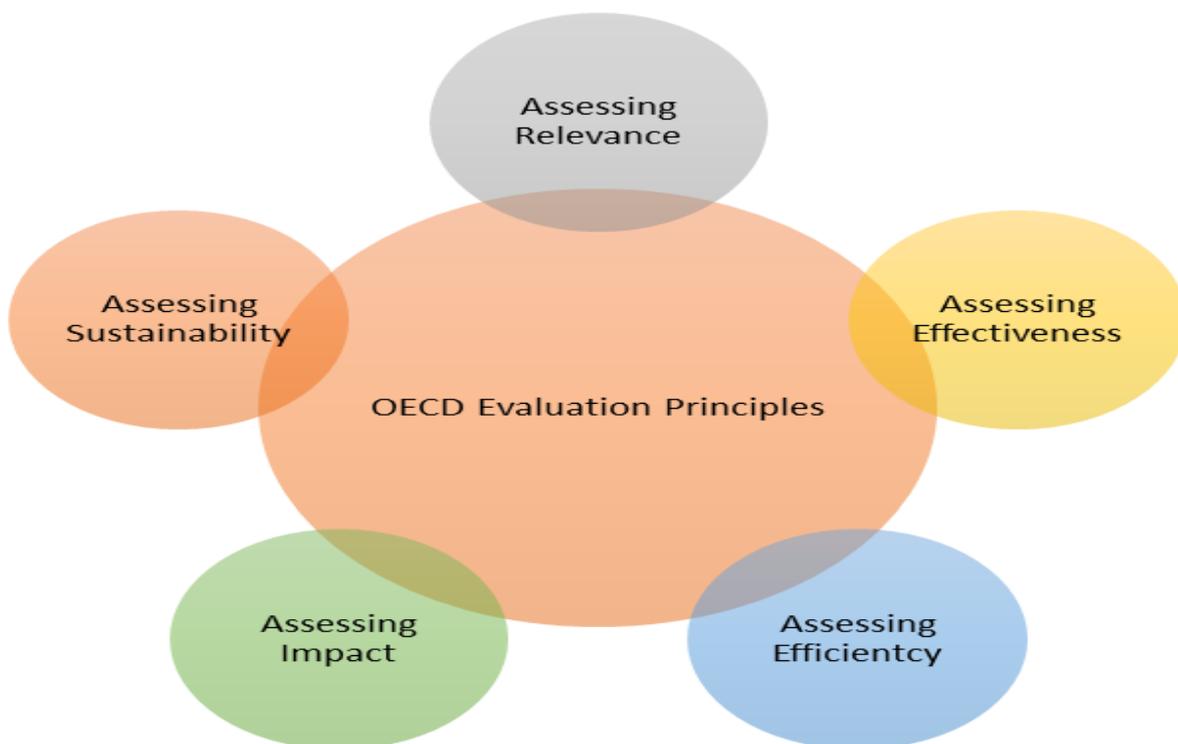


Figure 1: OECD DAC Evaluation Principles

The evaluation methodology used consist of a mix of the OECD Evaluation Principles, international standards and practices set in the Development Assistance Committee and the CIPP (Context, Input, Process and Product) Model.



Figure 2: CIPP - Context, Input, Process & Product Evaluation Model

In determining whether the strategies or incentives had a positive impact or not, the following criteria were used:

- Shifts in quantitative trends.
- Shifts in the way in which core activities are implemented or organised.

The focus of this evaluation is

- To present the strategy in a short, simple, summarized and understandable format,
- To clearly indicate, what has been planned, completed and achieved,
- To provide the budget and the expenses of the implementation,

5 THE STRATEGY IMPLEMENTATION ON THE CENTRAL LEVEL

5.1 Overview of the Strategy for Inclusion of Roma and Ashkali Communities into the Kosovar Society 2017-2021

The Strategy for Inclusion of Roma and Ashkali Communities into the Kosovar Society 2017-2021 and its Action Plan was developed on the fundament of the commitment of the Government of Republic of Kosovo for communities and the National Development Strategy 2016-2021 and was approved by the Government of Kosovo in April 2017.

The strategy development process involved key international and local actors and stakeholders. Key international actors include European Union Office in Kosovo (EUO), the Regional Cooperation Council (RCC) and civil society organisation as Voice of Roma, Ashkali and Egyptians (VoRAE).

Drafting of this document was preceded by intensive individual and group consultations with representatives of all relevant institutions, ministries and the civil / non-governmental sector.

Methodology used was a mixture of workshops and meetings of thematic working groups on Education, Employment and Social Welfare, Health and Housing.

Each working group discussed and compiled a sector assessment and based on it proposed general and specific objectives of the strategy. Also, when developing the strategy, inter-ministerial working group paid particular attention the following key elements:

- 1) The National Development Strategy (NDS) 2016-2021,
- 2) The Strategy for Integration of Roma, Ashkali and Egyptian Communities into Kosovar Society 2009-2015,
- 3) European integration and membership perspective,
- 4) The 10 Basic Principles on Roma Integration,
- 5) Existing documents and strategies - inter-sector issues,
- 6) Consultation with thematic actors.

5.2 Strategic Objectives

The Strategy 2017-2021 sets four (4) strategic objectives. The objectives address the needs for change and improvement of Kosovo citizen's life and represent also challenges to relevant institutions.

Strategic objectives cover essential segments of the four (4) sector, including:

- Education
- Employment and Social Welfare,
- Health,
- Housing,

The following table gives an overview of the defined priorities by sector with its strategic objective and the specific sub-objectives with the number of activities of the action plan.

Table 1: Priority Area with Number of Specific Objectives & Activities

No	Thematic Group	No. of Specific Objectives	No. of Activities
1	Education	3	28
2	Employment & Social Welfare	2	18
3	Health	3	25
4	Housing	3	20
	Total	11	91

The strategic plan sets four (4) strategic objectives, with approximately three (3) specific objectives, eleven (11) in total for each of the strategic objectives covering each segment of the sector, namely Education, Employment and Social Welfare, Health and Housing.

5.3 Action Plan

The Action Plan of the Strategy on Inclusion of Roma and Ashkali Community 2017-2021 was approved by the Government of Kosovo and it details concrete measures to be taken by relevant central and local level institutions as well as a timeline and budgetary estimates for their implementation.

The Action Plan 2017-2021 foresees 91 activities which should lead to the achievement of the strategy objectives. As it is stated, it is meant to focus on priority action areas and interventions for the next years 2017–2021 within a comprehensive and integrated framework.

5.4 Strategy Implementation Budget

The budget estimated for the implementation of this Strategy extracted from the Action Plan of the Strategy and further elaborated indicates a total budget of Eur 8,684,758, for the three years period including all priority areas, by which the most budget around 39% is allocated to the education sector, followed by the Housing with 33%.

Table 2: Budget Planned for the Strategy Implementation 2017-2021

Priority Area	Budget in Euro	Kosovo Budget in %	Municipal Budget in %	Donor Funds in %	% of Sector as a Total Budget
Education	€ 3,385,650	23%	4%	73%	39%
Employment	€ 511,650	76%		24%	6%
Social Welfare	€ 1,631,038	76%		24%	19%
Health	€ 265,000	58%		42%	3%
Housing	€ 2,891,420	12%	2%	86%	33%
Total	€ 8,684,758	33%	2%	64%	100%

Source 1: Action Plan of the Strategy for Inclusion of Roma and Ashkali Communities into the Kosovar Society 2017-2021

The strategy indicates that the overall budget comprises of costs planned within other strategic documents, as well as operational costs. However, public expenses and operational costs, transfers and subsidies and other capital expenditures for the Roma and Ashkali community might be much higher than estimated in the strategy.

5.5 Strategy Implementation Expenses

The aspect of implementation expenses and financial analysis is missing in majority of evaluation and monitoring reports in Kosovo, including the Evaluation Report of KESP 2011-2016, Evaluation Report

of the Strategy against Domestic Violence and Action Plan 2011-2014, Monitoring and Evaluation Report of the National Strategy and Action Plan against Trafficking in Human Beings 2011-2014.

However, as a general observation of the strategies leads to the conclusion that the strategies and action plans do not only lack proper tools for accounting and accurate financial data on the expenses of the implementation, the budgeting itself is a major challenges and requires in-depth analysis, which in the most strategies in Kosovo is missing.

Through the new developed Framework of Indicators and Activities and screening of reports by the OGG and the ministries efforts were made to obtain financial data on the activities conducted by central and local level institutions during the implementation of the Strategy. Obviously, and as expected such information, cannot be extracted by the accounting system and is not available easily available. The public expenses are recorded and managed by the Ministry of Finance, and as global practice accounting by ethnicity cannot be kept in any government accounting software. Therefore, financial contributions to the strategy and action plan implementation cannot be estimated accurately. Some of the ministries provided financial data that were attributed to the direct costs of the beneficiaries, e.g. amount of scholarships provided to students, amount of funds transferred by the social protection schemes, e.g. the social assistance amounts, basic pension amounts and other services provided by the MLSW.

Table 3: Strategy Implementation Expenses by Sector 2017-2019

Expenses by Sector	2017	2018	2019	Total	%
MEST Expenses on Education	83,455	78,500	185,000	346,955	2.91%
MLSW Expenses on Employment	164,000	153,200	175,900	493,100	4.13%
MoH Expenses on Health	50,000	50,000	50,000	150,000	1.26%
MEST Expenses on Housing	231,650	266,065	285,906	783,621	6.57%
MIA Expenses on Re-Integration	345,737	330,809		676,546	5.67%
MLSW Expenses on Social Protection	2,792,215	3,412,720	3,279,504	9,484,439	79.47%
MAFRD Expenses on Employment/Rural Development	432,376	440,889		873,265	7.32%
Office for Communities Expenses on Community Affairs	34,000	34,000	34,000	102,000	0.85%
Total	3,667,057	4,291,294	3,976,310	11,934,661	100.00%

Source 2: Reports and Administrative Databases of the Ministries

An through a deeper insight into the budget and expenses of the strategy under evaluation, can be concluded that only the budget expenses under the economic category, transfer and subsidies, for social assistance for the Roma and Ashkali community, of the MLSW for the three-years period amounts to Eur 9,484,439 and exceeds the total budget planned of the strategy. This amount for 2019 does not include any other transfer and subsidies as the pension for disabilities, social services provision etc.

5.6 Implementation Monitoring

To be effective the policy making process depends on regularly tracking progress towards targets and implementation of individual measures, and regular evaluations. Monitoring is a systematic and routine collection and analysis of information to track progress against set plans and check compliance to established standards. It helps identify trends and patterns to adapt strategies. It is aimed at improving the efficiency and effectiveness of the strategy and action plan implementation. As per the strategic

planning documents, monitoring is an integral part of every strategic document of the Kosovo Institutions.

The Office of Good Governance (OGG) within the Office of the Prime Minister is a key department, which has been charged with the implementation monitoring of the Strategy and its Action Plan of the Republic of Kosovo on Inclusion of the Roma and Ashkali Communities into the Kosovar Society 2017-2021.

The OGG has established a coordination mechanism for monitoring implementation represented by each of the ministries and has published annual progress reports in regard to the implementation of the Strategy and Action Plan.

5.7 The Coordination and Monitoring Mechanism

The Strategy and Action Plan for the inclusion of Roma and Ashkali communities into the Kosovar society 2017-2021 mandated the Office for Good Governance (OGG) within the Office of the Prime Minister with the coordinating role for the implementation of this Strategy. The Office for Good Governance / Office of the Prime Minister, as the Secretariat of this Strategy and Action Plan, coordinates, monitors and oversees the implementation of the Strategy and Action Plan for the inclusion of Roma and Ashkali communities into the Kosovar society 2017-2021.

The mechanisms that will ensure the smooth implementation of the Strategy are:

- The Office for Good Governance (OGG) within the Office of the Prime Minister responsible for overseeing and coordinating the implementation of the Strategy and Action Plan,
- Sector Contact points for coordinating the implementation of the Strategy and Action Plan,
- Municipal Action Committees (MACs) for each municipality.

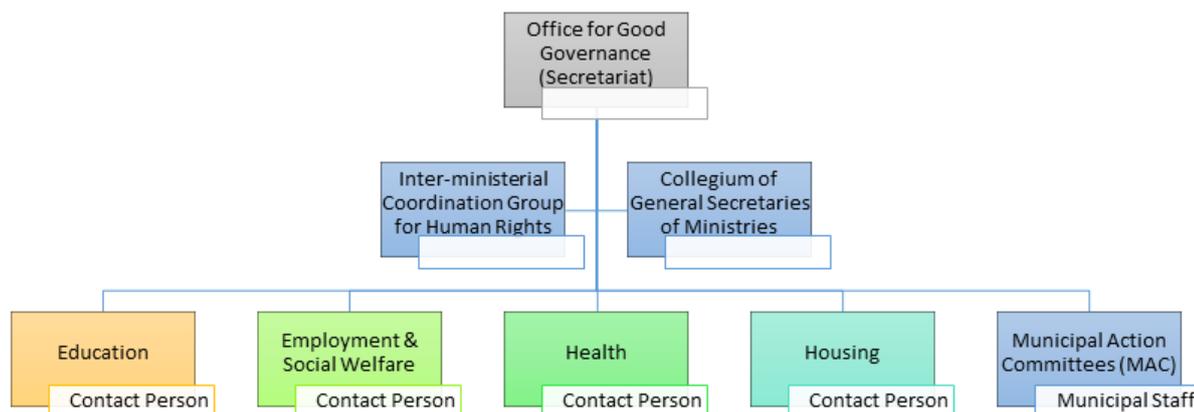


Figure 3: Organisation Chart of the Strategy Coordination Mechanism

Office for Good Governance / Office of the Prime Minister - The Secretariat based on the mandate given by the strategy for the inclusion of Roma and Ashkali communities in Kosovo society, is the Secretariat of this strategy.

Accordingly, the Office for Good Governance of the Prime Minister Office as a leading institution on coordinating and monitoring strategy implementation has appointed a good skilled staff with proper profile, long experienced on working with community rights and good English knowledge to cover and coordinate with all contact points at the ministries and municipalities. The OGG as a secretariat for

coordinating has undertaken several measures on the course of the strategy implementation which are presented below.

OMC / OPM as every year in 2019 and 2020 according to its mandate has continued with coordination and monitoring activities for the inclusion of Roma and Ashkali communities in Kosovo society through the implementation of the strategy and action plan for the inclusion of Roma and Ashkali communities into Kosovar society 2017-2021.

Within these activities, 3 annual reports have been drafted, coordination with NGOs and community representatives through sectoral meetings, various analyses and programs, and also by capacity building of mechanisms at the local level.

The Office for Good Governance / Office of the Prime Minister, according to its coordinating and monitoring mandate, has drafted the annual report for 2018 on the implementation of the Strategy and Action Plan for the inclusion of Roma and Ashkali communities in Kosovo society 2017-2021.

The report presents an overview of the ongoing efforts and activities undertaken by the Government of Kosovo for the best possible implementation of the Strategy and Action Plan for the inclusion of the Roma and Ashkali communities, in order to ensure the socio-welfare of these three communities. the best economics with a focus; access to employment, health, housing and the education system. Within the framework of the report, four sectors were evaluated based on the objectives of the Action Plan: Education, Employment and Social Welfare, Health and Housing.

The report also identified and presented the challenges for the implementation of the activities foreseen in the plan and action and examined the possibilities in the form of a recommendation for overcoming these obstacles.

Declaration on Roma

The Prime Minister of Kosovo participated in the Business Forum at the Summit of Leaders of the Western Balkans in Poznan, Poland on July 4, 2019, where he also approved the Rome Declaration. With this Declaration, the Prime Ministers in the Western Balkans pledged to integrate Roma into society and promised to strengthen efforts as part of the European Union's enlargement process and regional co-operation. In this Declaration 5 objectives are foreseen: **a. employment, b. Housing, c. Education, d. Health, e. Civil registration, f. Non-discrimination.**

Reporting on the implementation of International Instruments for Minority Rights and on the Framework Convention for the Protection of National Minorities

Office of Good Governance / Office of the Prime Minister respecting the obligations deriving from international instruments and based on the aspirations of the Government of Kosovo as a mandate in reporting international instruments and those of the European Union in cooperation with the Office for Community Affairs / Office of the Prime Minister has coordinated the process of implementing the recommendations of the Council of Ministers of the Council of Europe for the implementation of the Framework Convention for the Protection of National Minorities during 2019. This cooperation has been further strengthened by amending and supplementing Decision no. 140/2014 of 10.11.2014 on the Establishment of the Technical Working Group for the coordination of the Implementation of the recommendations of the Framework Convention for the Protection of National Minorities, amended and supplemented by Decision no. 180/2019 dated 11.10.2019, changing the position of the Office for Community Affairs / Office of the Prime Minister from the member to the Deputy Chairman. The Technical Group is chaired by the Office of Good Governance / Office of the Prime Minister.

The Office for Good Governance / The Office of the Prime Minister, which also heads the Technical Working Group for the Coordination of the Implementation of the Recommendations of the Framework

Convention for the Protection of National Minorities, organized the meeting of the Technical Working Group on 23.12.2019.

The purpose of the meeting was to present the Council of Europe's Recommendations on the Implementation of the Framework Convention for the Protection of National Minorities for Kosovo and the activities aimed at implementing these recommendations. The meeting was attended by members of the Technical Working Group and all relevant institutions. As a result of the meeting, an agenda was drafted for the implementation of the recommendations, which identified the institutions for the implementation of the recommendations and for taking responsibility.

Seminar conclusions for the Roma, Ashkali and Egyptian communities

The Office for Good Governance / Office of the Prime Minister has drafted the Annual Report for 2018 on Monitoring the activities developed by the ministries for the seminar conclusions for the Roma, Ashkali and Egyptian communities on 21 February 2018. The report was sent to the European Commission on 10 June 2019. As for 2019, the Office for Good Governance / Office of the Prime Minister has finalized the "Report of the Conclusions for 2019 from the Seminar for the inclusion of Roma, Ashkali and Egyptian communities and has sent it to the European Commission on 03.04.2020

Reports drafted as a result of taking responsibility for the implementation of these conclusions of the seminar by Kosovo institutions. This Report has been compiled by the Office of Good Governance / Office of the Prime Minister, with relevant actors for the implementation of seminar conclusions, Ministry of Education and Science and Technology, Ministry of Health, Ministry of Labor and Social Welfare, Ministry of Environment and Spatial Planning. The reports present the activities undertaken by the Minister for five sectors: Education, Employment and Social Welfare, Health, Housing and Registration.

The reports assess the implementation of activities by Kosovo institutions and the impact of implementing the conclusions and Strategy and action plan in improving the educational, socio-economic, cultural, health and health situation of the Roma and Ashkali communities.

On the Coordination with the local level

Creation of mechanisms at the local level and drafting of an action plan for Roma, Ashkali and Egyptian communities

With the support of the Office of Good Governance / Office of the Prime Minister, municipalities have drafted action plans at the local level and established a mechanism such as "Municipal Action Committees" in order to have coordination, mastery, better communication at the local level - central and better monitoring in the implementation of the Strategy and action plan for the inclusion of Roma and Ashkali communities in Kosovo society 2017-2021.

A total of 18 municipalities - which have a population of no. most of the Roma, Ashkali and Egyptian communities - have drafted action plans at the local level and established "Municipal Action Committees" mechanisms. These municipalities are: Lipjan, Ferizaj, Mitrovica, Vushtrri, Shtime, Suhareka, Prishtina, Skenderaj, Gracanica, Vitia, Obiliq, Istog, Gjakova, Prizren, Gjilan, Rahovec, Fushe Kosova and Klina.

Capacity building of the local level

Office of Good Governance / Office of the Prime Minister in Support of the NGO Voice of Roma, Ashkali and Egyptians has organized a two-day workshop on "Coordination Mechanism for the

Implementation of the Strategy for Inclusion of Roma and Ashkali Communities (2017-21) "On 25-26.06.2019. The participants in the meeting were the coordinators of the Community Action Communities from 18 municipalities and contact points in four ministries.

The purpose of the two-day workshop was to increase capacity, presenting the tasks and responsibilities of the Community Action Community and coordinators, where local action plans for the implementation of the Strategy and Action Plan for the inclusion of Roma and Ashkali communities in society were discussed. Kosovo.

Coordination with civil society

According to the coordination mandate of the Office for Good Governance / Office of the Prime Minister, meetings have been organized with NGOs from the Roma, Ashkali and Egyptian communities.

The purpose of the meetings with civil society was to coordinate the implementation of the Strategy and Action Plan for the inclusion of Roma and Ashkali communities in Kosovo society 2017-2021, through the sharing of information to increase cooperation and coordination between institutions and civil society, for a more efficient implementation of the Strategy and Action Plan.

The meetings were organized as follows:

IN MARCH 2019, March 29 for housing, March 28 for health, March 25 for employment, April 26. April 2019 for education

IN SEPTEMBER 2019, 4 sectoral meetings by sectors; September 20 for housing, September 19 for health, September 19 for employment.

ON NOVEMBER 2019, 4 sectoral meetings by sectors; November 25 for education, November 27 for health, November 26 for work, November 27 for housing

National Platform for Integration, Housing and Employment of Roma in Kosovo with the participation of civil society

The Office for Good Governance / Office of the Prime Minister in cooperation with the Council for Regional Cooperation and with the financial support of the European Commission within the Roma integration project 2020 has organized the national platform for integration, housing and employment of Roma in Kosovo with the participation of civil society. dt. 06. September 2019, where participants were non-governmental organizations and officials from the central and local level.

The forum aimed to discuss the implementation of the Strategy and Action Plan for the inclusion of Roma and Ashkali communities in Kosovo society 2017-2021 and measures taken in the field of housing and employment for 2018-2019.

Topics discussed are: Implementation 2019 and proposed priorities 2020: Achievements and Challenges; Implementation of the Strategy and Action Plan at the local level - cooperation with the civil society – Budget.

Program design, analysis and methodology

Drafting the Budget Program; housing and education

Recommendations for improving the budgeting system for the Roma, Ashkali and Egyptian communities; The Office of Good Governance / The Office of the Prime Minister, in support of the

RCC, has drafted a budget program aimed at improving budget programs for the Roma, Ashkali and Egyptian communities. In this launch, 2 pilot programs have been developed:

- 1) Housing,
- 2) Pre-university education

In the framework of the project for drafting the budget program, a two-day training was initially organized on the topic "Pilot Guidelines for Roma Budgeting that will initiate the presentation of the responsible budget of Roma in Kosovo budget practices and procedures" on May 21-22.

The purpose of the training was to design an ordinary program and a budget program accompanied by guidelines and expert support.

Participants in the training were officials involved in the preparation of important budget programs for Roma integration by ministries and other important government institutions.

As part of the project, in the framework of drafting the budget program, two consultative meetings were organized with the relevant ministries, where the officials of the Ministry of Education, Science and Technology, the Ministry of Environment and Spatial Planning, and the Ministry of Finance were consulted. The first meeting with the Ministry of Environment and Spatial Planning and the Ministry of Finance was organized on 25.09.2019 and with the Ministry of Education, Science and Technology on 24.09.2019, while the second consultative meetings of the same ministries were organized on 31. October 2019 where concrete recommendations have been evaluated and finalized.

Development of methodology for cartography

The Office of Good Governance / Office of the Prime Minister, with the support of the Regional Cooperation Council, has developed a methodology for mapping within the project of Regional Roma Housing Maps in the Western Balkans implemented by the Regional Cooperation Council - Integration of Roma 2020. On 25.09.2019, various meetings were organized with the following actors:

- Ministry responsible for spatial planning and construction,
- Cadastre,
- Statistics Office (organization responsible for National Registration and Statistics),
- Representative of local governments (Union of Local Governments, or any other similar organization),

Civil society organizations working on Roma housing issues

The meetings were aimed at presenting the draft methodology that was developed, where there were discussions about some specific details with the participants, especially a proposed definition of "Roma settlement", and then the availability of data at different levels and institutions, opportunities for data collection and overlapping, etc.

National analysis of key policies aimed at Roma integration in Kosovo

The Office of Good Governance / Office of the Prime Minister of Kosovo in cooperation with the Roma Integration Action Team 2020 of the Regional Cooperation Council has drafted a national analysis on key policies aimed at Roma integration in Kosovo.

The purpose of the analysis was to discuss the possibilities of including Roma-related policies in the regulations, laws, sector strategies listed with the responsible institutions and to implement the most possible recommendations.

In the meeting organized on February 20, 2020, the presentation of the draft national analysis on key policies aimed at the integration of Roma in Kosovo was presented. Officials from Kosovo institutions and the civil society of the Roma, Ashkali and Egyptian communities were invited to the meeting, where they were given the opportunity for discussions and comments, after the inclusion of comments, the document was finalized.

6 SECTOR ASSESSMENT

6.1 Education

The role of education in facilitating social and economic development has been extensively recognised for a long time. The education develops functional and analytical aptitude and opens up opportunities for individuals to achieve greater access to labour and employment market and personal achievement in the life.

The Kosovo National Development Strategy 2016-2021 (NDS) emphasis the education as a high development priority in its chapter for Human Capital Development. Accordingly, the Strategy for Inclusion of Roma and Ashkali Communities into the Kosovar Society 2017-2020 considered in its objectives the education as a key factor for the development and inclusion of the communities into the Kosovar society.

The Ministry of Education, Science and Technoogy (MEST) has drafted Kosovo Education Strategic Plan (KESP) 2017-2021, which has been approved by the Government of the Republic of Kosovo, where measures are foreseen to achieve several specific indicators related to education of all communities including Roma and Ashkali communities by 2021.

The Education Chapter of the Strategy for Inclusion of Roma and Ashkali communities is built upon the KESP and consist of one strategic objective and three specific objectives and gives a strong focus on increasing the participation of the Roma and Ashkali Communities in the education sector through providing incentives for students at all levels of education to improve their performance and through awareness campaign in support of the Roma and Ashkali Communities to all stakeholders involved in the sector.

The following table summarizes the objective on education chapter for the Roma and Ashkali communities from its entire content, outlining objectives, activities planned and completed.

Table 4: Strategy Activities by Objective on Education

Objectives	No. of activities planned	No. of activities performed	% of Completion
1.1. Improved participation in education	17	16	94%
1.2. Improve student performance	7	7	100%
1.3. Increase stakeholder awareness	4	4	100%
Total Activities	27	28	96%

A total of Eur 3,385,650 was planned for the three-years period of the strategy action plan for the education chapter, whereas broken down by objective, by which Eur 1,071,000 were allocated for the objective 1.1. on improving the participation on education, Eur 2,259,650 were allocated for the objective 1.2. on improving the performance on education and Eur 55,000 on objective 1.3. on awareness raising on education.

The Action Plan budget anticipated a total of Eur 2,460,500 or 73% to be funded by donors, Eur 785,150 to be covered by the Kosovo Budget and Eur 140,000 by the budget of municipalities. The table below gives a more detailed overview of the budget by objective and by the planned funding source.

Table 5: Strategy Budget by Objective on Education

Objectives	Budget Planned 2017-2019	Budget Planned by Funding Source	% of Funds
1.1. Improved participation in education	€ 1,071,000	Donor Funds	73%
1.2. Improve student performance	€ 2,259,650	Kosovo Budget	23%
1.3. Increase stakeholder awareness	€ 55,000	Municipal Budgets	4%
Total Budget planned	€ 3,385,650		100%

The yearly budget expenses by the Ministry of Education, Science and Technology are presented in the table below. However, the figures represent only direct costs and only expenses of the MEST.

Table 6: MEST Expenses on Education 2017-2019

Expenses by Sector	2017	2018	2019	Total
MEST Expenses on Education	83,455	78,500	185,000	346,955

Participation and inclusion of Roma, Ashkali and Egyptian Children in compulsory education has improved and increased satisfactorily year by year from 2016 to 2019, except the participation of children in preschool education which remains a challenge that needs to be addressed.

Table 7: Inclusion of children of Roma and Ashkali communities in all levels of pre-university

Education Level	2016/2017	2017/2018	2018/2019
Preschool level (0-4)	1	9	20
Pre-primary level (5-6) - kindergarten & school	336	355	359
Primary education (grade 1-5)	2,996	3,224	3,144
Lower secondary education (grade 6-9)	1,673	1,727	1,804
Higher secondary education	387	411	422
Total	5,393	5,726	5,742

Source 3 - KAS, ASK Data

By the end of the school year 2018/19, a total number of 5,742 children and students of Roma and Ashkali communities were attending schools in all levels of pre-university education, of which 20 in preschool education, 359 in pre-primary education, 3,144 in primary, 1,804 lower secondary education and 422 in higher secondary education. It can be noted that participation is far more satisfactory in compulsory education, respectively primary, lower secondary education, whereas participation decreases considerably in higher levels of education. In addition, it can be noted that, over the years, participation in all levels of education showed a relatively increasing trend.

1.1. Improved participation in education by members of the Roma and Ashkali communities

It is a global phenomenon that some specific vulnerable groups in society are under-represented in the education sector in proportion to their representation in the population of a country as a whole. The Roma and Ashkali Communities in Kosovo make no exemption from this phenomenon.

By this objective a strong focus was given on widening the participation of the Roma and Ashkali Communities in the education sector by supporting them through a series of activities and incentives.

Providing scholarships for the secondary school education for students of Roma, Ashkali, and Egyptian communities that have shown success in learning and that meet the requirements has been defined as a reference point every year within the second activity. In regard to this activity, it is reported that there was an increase in the number of beneficiaries of scholarships for the year 2018/2019. Based on the data from the Division for inclusive education - The office for communities within the MEST, during the school year 2018/2019, scholarships were provided to 600 students of Roma, Ashkali and Egyptian community included in higher secondary education. In addition, the GIZ program implemented by the NGO VoRAE, has supported 150 students (not benefiting full scholarships) in secondary higher education with 50% of scholarship. Therefore, it can be said that in the school year 2018/2019, a total of 750 students of Roma, Ashkali and Egyptian community in secondary schools have been supported with scholarships or 48% more than in the school year 2017/2018.

Anyhow, there is no unified document yet, setting the criteria for selection of winners, although this activity was foreseen to be carried out in 2017.

To achieve the objectives, the following activities were planned to be implemented in the years 2017, 2018 and 2019. The foreseen activities in the action plan included:

- Support pre-school programmes in learning centers,
- subsidise fees for enrolment in public pre-school institutions,
- Build public kindergartens,
- drafting of municipal action plans for prevention of drop-out and non-registration for children,
- Supervision of implementation of action plans,
- yearly grant 500 stipends for students on upper secondary schooling,
- drafting and implementation of annual plans in a number of fields for repatriated children,
- monitoring of schools' implementation of individual plans for repatriated children and returnees from the region,
- implement student registration quota in higher education institutions,
- Organize foundational courses for registration of 100 candidates into higher education,
- grant stipends for 50 students,
- mentoring of 50 students, research needs for adult education,
- organize adult literacy courses,
- inclusion of 50 community members on VET programmes,
- dissemination of information on opportunities for adult education.

1.1.1. Encourage and support attendance in pre-school education

The Ministry of Education Science and Technology (MEST) has adapted policies and undertaken activities to encourage and promote the Enrolment in Public Pre-primary education institutions of Roma and Ashkali children. The MEST adapted the Administrative Instruction No. 19/2016 for the inclusion of children in pre-school education. According to this AI children belonging to vulnerable groups, children of families benefiting from the social assistance of all communities, and all Roma and Ashkali children are exempted from the fee payment. The enrolment fee has to be subsidies by

the respective municipalities for all children of vulnerable groups and the Roma and Ashkali community. The pre-primary education in Learning Centres work according to the MEST Curricula and are supported by civil society organisations.

1.1.2. Drafting of action plans for prevention of drop- out and non- registration in all municipalities

The Ministry of Education Science and Technology (MEST) has drafted a comprehensive legal framework, guidelines, and manuals, and established proper school mechanisms and infrastructure for Preventing pupils from School leaving and Non-Enrollment at Schools.

The Ministry in cooperation with UNICEF, GIZ, OSCE has drafted Action Plans Against the Abandonment and Non-Registration in Schools (2016/2017).

In 2017, the Ministry has organized awareness activities such as “Week against Abandonment and Non-Registration in School” and other capacity building activities for MEDs and school staff about early school-leaving prevention. The trained staff have identified pupils who have dropped out of school. During 2018, MEST has formed Working Teams for tracking, addressing and preventing school leaving and non-attendance at school for all communities, including the Roma and Ashkali community. These working teams consist of three levels, the central level - MEST - MED - School. Later on, two action plans were drafted, the budget was approved and allocated, and an action plan implementation monitoring performed. The implementation monitoring of the action plans is regularly done by MED and MEST.

1.1.3. Incentive measures for facilitating enrolment of Roma and Ashkali children in upper-secondary education

In order to facilitate the enrolment of Roma and Ashkali children on lower and upper secondary education, the MEST has introduced incentive measures, as Scholarships for high-school enrollment of Roma and Ashkali students. MEST in cooperation with donors, civil society organisations and its development partners, the Roma Education Fund, HEKS, VoRAE, KFOS, through the EU Project EU SIMRAES has allocated 405 scholarships for students in grades (10, 11, 12) and (I, II, III). The scholarships were distributed into several instalments and each student got an amount of EUR 300. This measure was repeated in 2017 and 2018 but did not take place for any of the community in 2019.

1.1.4. Drafting of individual plans for repatriated children

The MEST in cooperation with MIA and the MLSW has on an ongoing basis provided reintegration programs for repatriated Roma, Ashkali, Egyptian children

MEST in cooperation with GIZ, the Municipal Education Departments (MEDs) and the Ministry of Interior (MIA) have provided supplementary teaching for returnee children.

The organization of supplementary teaching took place in the schools where there are children returned and the number of teaching hours supplementing the general language and culture consisted of about 60 hours of teaching.

15 Responsible Officers selected by MEDs for the organization and monitoring of supplementary training were trained by MEST in cooperation with GIZ. Supplementary lessons for repatriated children has been organized in 10 municipalities. In cooperation with the Council of Europe, the Ministry has drafted textbooks for teachers and students. Special textbooks have been developed for complementary learning for repatriated students.

1.1.5. Development of specific positive measures and foundation programmes to increase registration and lower attrition in HEIs for members of Roma and Ashkali communities

In 2017, the Ministry (MEST) and the educational institutions in Kosovo have provided free-of-charge textbooks and learning materials for the pupils of all communities attending the grades 1-5.

In 2018 the Ministry (MEST) has extended the offer and enlarged it by offering free-of-charge textbooks and learning materials for all pupils in mandatory education which includes grades 1-9.

The MEST and the Educational Institutions in Kosovo have started applying the AI 09/2016 as a regular yearly procedure to grant scholarship to all communities in HEI.

The call for Scholarships is yearly announced by MEST and the selection process is based on competition and merits, according to criteria set under the AI No. 12/2015 for Scholarship Allocation.

In cooperation with KFOS (EUSIMRAES2) and VoRAE, the Ministry (MEST) have supported and funded a mentoring and tutoring program activities with the objective to improve the learning in upper secondary education for the Roma and Ashkali community.

1.1.6. Support adult education programmes

In 2017 the Ministry (MEST) organized the “week of open doors” aimed at career orientation and informing pupils and parents about profiles in vocational schools. A number of field PR activities were undertaken in the areas where Roma and Ashkali communities live.

A number of field PR activities were undertaken in the areas inhabited by the Roma, Ashkali and Egyptian community, in order to include more members of these communities in vocational education programmes.

MEST organized the career orientation week and informed pupils and parents about profiles in vocational schools. As a result, 494 Roma, Ashkali and Egyptian students in 2016/2017 school year continue their studies in vocational secondary schools. Compared to previous year the number of students from these communities is increased by 47 students

1.2. Improve student performance of members of Roma and Ashkali communities

Socio-economic background has a strong influence on attainment in school. To improve the performance and for a more comprehensive the inclusion of children of Roma and Ashkali communities in pre-university education, programs of learning centers were foreseen to be harmonized during the first three years period 2017 – 2019 according to the strategy implementation plan. The MEST Office for communities reported that the Guidelines and accompanying documentation for the implementation of the Administrative Instruction, AI No. 17/2018 for the establishment and functionalizing of learning centers were drafted and finalized.

By the end of 2019, there were 83 Learning Centers, acting in 20 municipalities of Kosovo, mainly in municipalities inhabited by the majority of Roma, Ashkali and Egyptian community members. The Community-based Learning Centers are managed by civil society organisations in Kosovo, with the financial support of international donators. Municipalities with more than two Community-based learning Centers are Gjakova, Prizren, Peja and Lipjan. Outreach reports of non-governmental organisations managing the Learning Centers, during the school year 2017/18, a total of 5,555 children attended the programs/activities offered in the Learning Centers, and the number of children of both genders is almost equal.

To achieve the objectives, the following activities were planned to be implemented in the years 2017, 2018 and 2019. The foreseen activities in the action plan included:

- setting of indicators,
- development of pedagogic guides to avoid segregation and discrimination,
- training of teachers on the topic of inclusion,
- draft the administrative instruction on learning centres,
- provide support for 40 learning centers serving community children,
- organize catch-up instruction in schools,
- study needs for organization of learning of Roma language, hire teachers of Roma language.

1.2.1. Set gender specific indicators for members of Roma and Ashkali communities to be utilized by EMIS

MEST has on an ongoing basis made efforts for building of a solid and reliable Education Management Information System (EMIS) and regularly updated it.

Activities were undertaken in strengthening of national capacities in the management and provision of reliable information for the planning, monitoring and evaluation of education in Kosovo.

Education institutions and schools at all level at the beginning of each school year conduct the registration of the students in EMIS, which enables registering of students and pupils by their ethnicity.

1.2.2. Eliminate segregation and discrimination against children of Roma and Ashkali communities

With the OSCE support, the MEST has drafted the Guide on Promoting the Dialogue and the contacts between the communities. The Guide sets out some intercommunity activities.

1.2.3. Support community-based learning centres

Community-Based Learning Centers are spaces in which complementary learning and other educational activities are provided for all children / pupils in need. This format of learning centers results from a need assessment for the Roma and Ashkali community. The Community-Based Learning Centers have been highly evaluated by the parents of the children of the Roma and Ashkali community. The school attendance in municipalities where there are Community-Based Learning Centers are higher than in other municipalities.

An Administrative Instruction and a guide on the functioning of the Community-based Learning Centers has been drafted and approved. A commission for registration in these centers has been established and an online application submission platform is on the way to be set up.

By the end of 2018, the Parliament of Kosovo has approved a budget of Eur 500,000 for the Community-based Centers.

1.2.4. Providing catch- up education for children lagging behind in education

The schools under the responsibility of Municipal Departments for Education provide additional lessons for all communities according to the needs and requirements by the people.

1.2.5. Promotion of learning of Roma language

As an ongoing activity, 4 schools in the Municipality of Prizren organize and deliver supplementary learning classes for Roma language, 5 days per week, with a comprehensive curriculum on Roma and Ashkali culture and history. It is expected that similar activities will start in other municipalities.

1.3. Increase stakeholder awareness to support members of the Roma and Ashkali communities

In regard to activities to raise awareness of Roma, Ashkali and Egyptian communities on the importance of timely enrolment and school attendance, various awareness activities were foreseen to be organised annually, with a special focus on girls. Therefore, to raise awareness and to promote the importance of education among Roma, Ashkali and Egyptian communities, on April 2017, MEST organised activities to mark the Roma Day (8th of April), namely a round table addressing the need for education and its importance. In addition, around 2.5% of students of Turkish, Bosnian, and Egyptian communities living in Kosovo participated in the third cycle of the ATOM project, whose objective is to identify and support exceptional intelligence, gifted and talented students (atomists)³⁰. Moreover, from the Office for communities within the MEST, it is reported that leaflets about orientation in higher secondary education, including existing schools and profiles, were drafted and distributed during the school year 2018/2019, and a three-day summer camp was organized in Kukaj village, with the participation of 26 students of all communities included in lower secondary education. In addition, from the MEST data, it is understood that there were several meetings organized with 9th-grade students of Roma, Ashkali and Egyptian communities. However, there is no data about the number of students of Roma, Ashkali and Egyptian communities involved in these activities and school coverage.

The report ‘Communities Access to Pre-university Education in Kosovo’, published by the Organisation for Security and Cooperation in Europe, Mission in Kosovo (OSCE), describes the achievements and challenges in increasing the inclusion of communities in pre-university education in Kosovo. According to this report, institutions generally provide communities with an adequate level of support in accessing education, such as transport, scholarships and catch-up classes that are mainly provided in co-operation with civil society organizations.

To achieve the above expected outcomes and objective the following activities were planned and undertaken during the years 2017-2019:

- development of the package of parent awareness raising programmes on early childhood education,
- organize an awareness raising campaign in areas inhabited by members of Roma and Ashkali communities,
- organization of awareness raising campaigns, organization of sensitizing campaigns for the wider public

1.3.1. Development of awareness raising programmes for parents regarding early childhood education

With the aim to raise the awareness of parents to timely register the children at school, MEST in cooperation with development partners has organized roundtable discussion on awareness and importance of early childhood education and school enrolment for Roma and Ashkali children.

The MEST in cooperation REF and VORAE has organized roundtable discussion on awareness and importance of school enrolment for girls from Roma, Ashkali and Egyptian communities. The event was organized in May 2017 in Pristina - the Amphitheater of the Faculty of Education.

There have been 3 awareness raising campaigns within this framework and other activities of these campaigns have produced a handbook on early childhood and one TV spot for the importance of preschool education.

1.3.2. Organization of activities aiming at awareness raising for Roma and Ashkali communities on importance of timely enrolment and regular school attendance, with a focus on girls

The activities related to this measure are mostly organised by civil society organisations. In May 2017 a roundtable discussion on awareness and importance of school enrolment for girls from Roma, Ashkali and Egyptian communities was organized in the Amphitheater of the Faculty of Education, in Prishtina with the cooperation of MEST, REF and VORAE

About 180 participants from Roma, Ashkali and Egyptian communities from all over Kosovo attended in this event.

1.3.3. Increasing population awareness on the issue of education of Roma and Ashkali communities

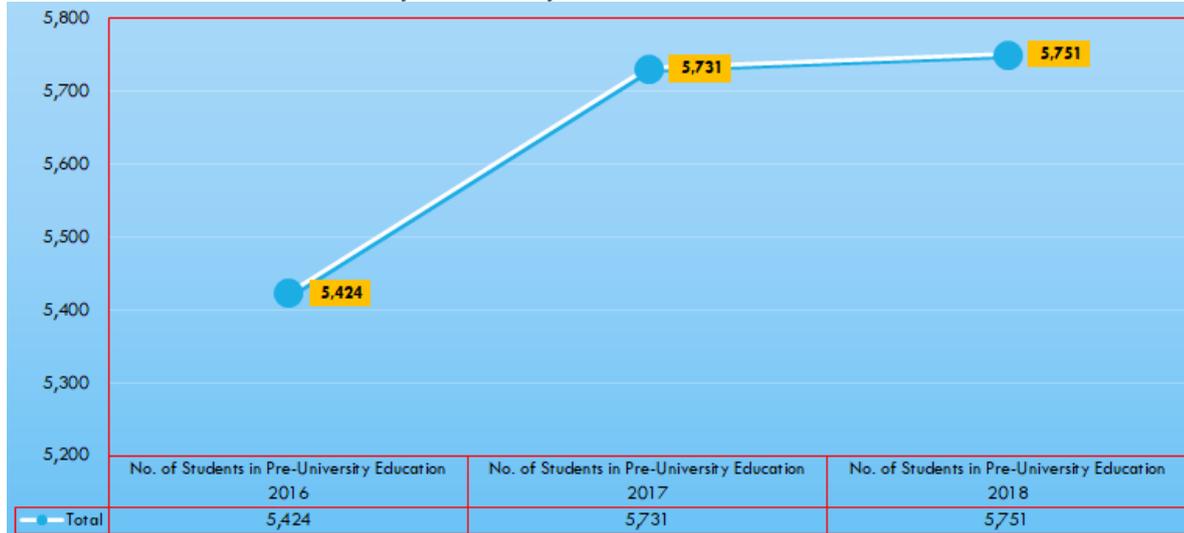
On 08th April 2018, MEST has organized the celebration of “Day of Roma” with a roundtable discussion and other cultural activities.

On 05th November, MEST has organized an event for the “Day of Roma Language” and a roundtable discussion on the Roma Language.

Enrolments in Pre-University Education

Substantial progress has been achieved in enrolments and attainment of the Roma and Ashkali Community in all levels of education. The enrolment in Pre-University Education has yearly increased from 5,424 students in 2016 to 5,731 in 2017 and 5,751 in 2018. This represents an increase of 10%.

Chart 1 - Enrolments in Pre-University Education by Roma and Ashkali

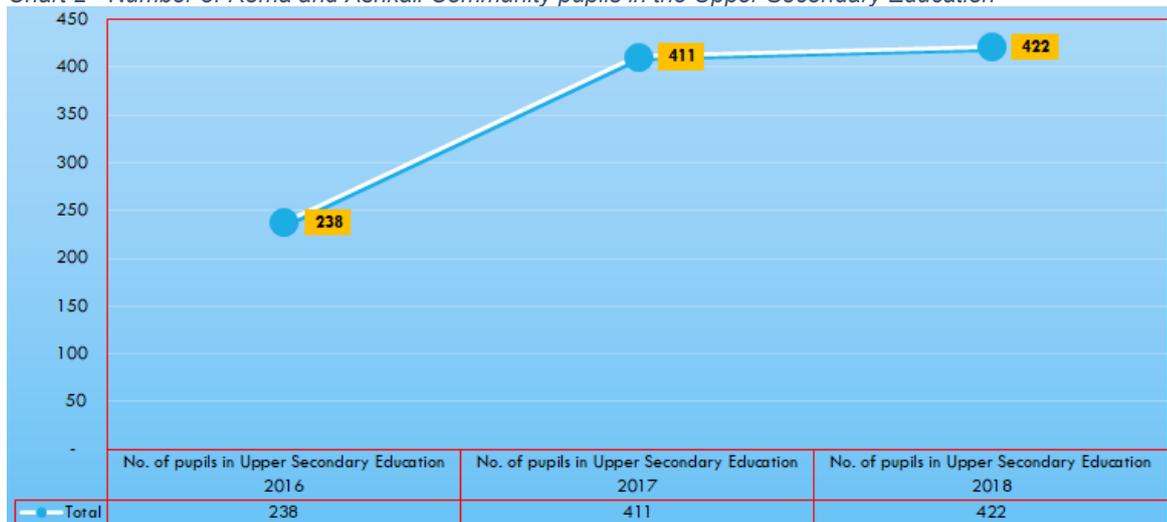


Source 4: MEST Annual Statistics

Enrolments in Upper Secondary Education

As shown in the chart below, the enrolments in the Upper Secondary Education has increased from 238 in 2016 to 411 in 2017, which represents a remarkable progress. It has then slightly increased again in 2018 and arrived at 422 pupils attending this school level. This represents an increase of 56% from 2016 to 2018.

Chart 2 - Number of Roma and Ashkali Community pupils in the Upper Secondary Education

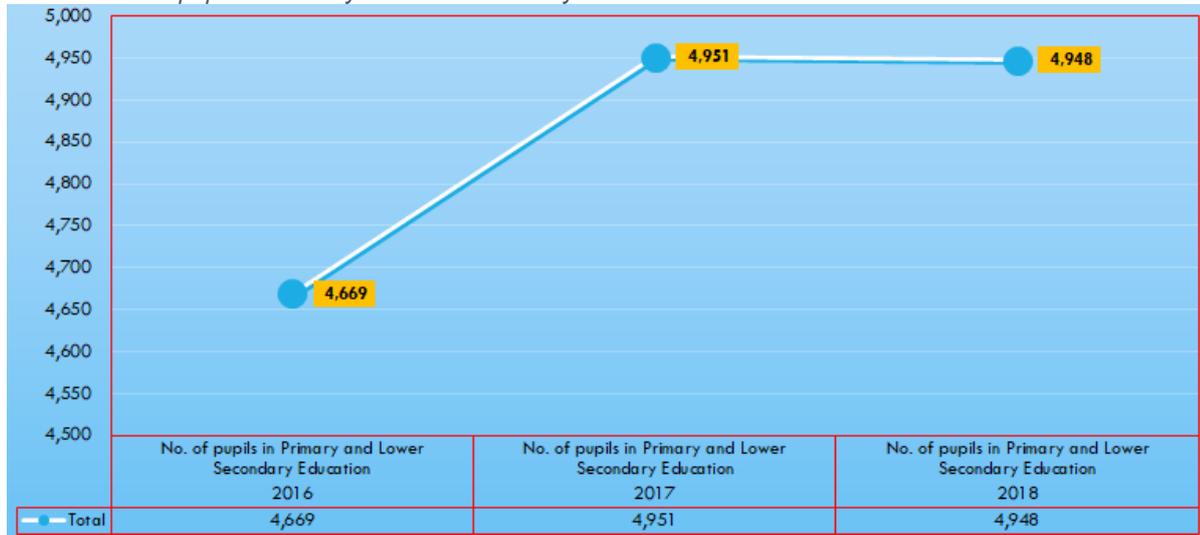


Source 5: ASK, Pupils in the Upper Secondary Education by Ethnicity

Enrolments in Primary and Lower Secondary Education

An increase in the number of participants from the Roma and Ashkali Communities can be observed in the number of pupils in the Primary and Secondary Education, as well, as shown in the graph below.

Chart 3 - No. of pupils in Primary & Lower Secondary Education

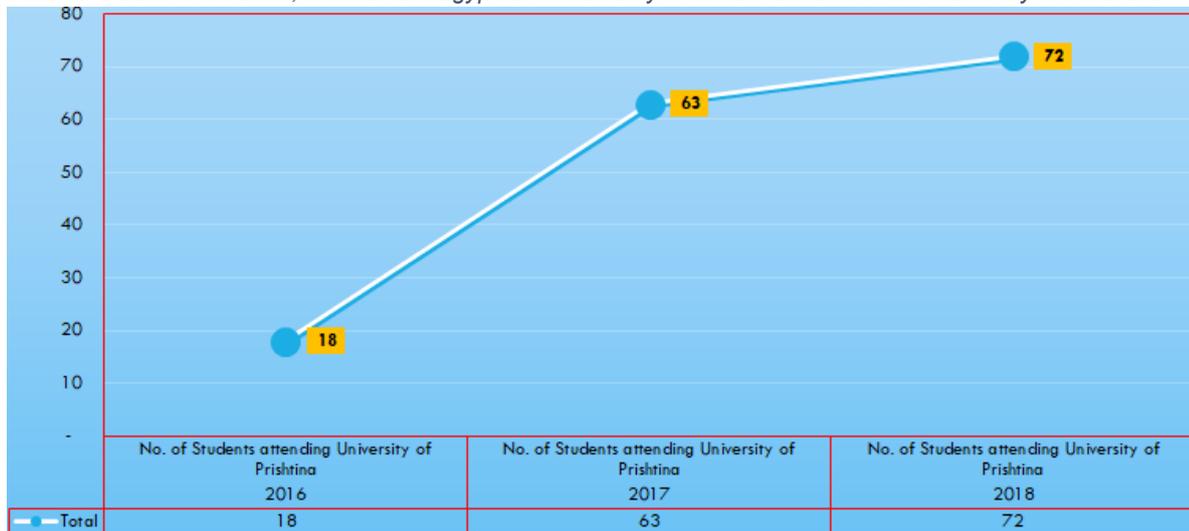


Source 6: MEST Annual Statistics

Enrolments in University Education

Progress has been achieved in yearly increasing the participation of the Roma and Ashkali Community students in the university education. From 18 students in 2016, the number of registered in 2017 increased in 63 students in 2017 and then in 72 students in 2018. This represents an increase of 250% from 2016 to 2018.

Chart 4 - Number of Roma, Ashkali and Egyptian Community Students enrolled at the University of Prishtina

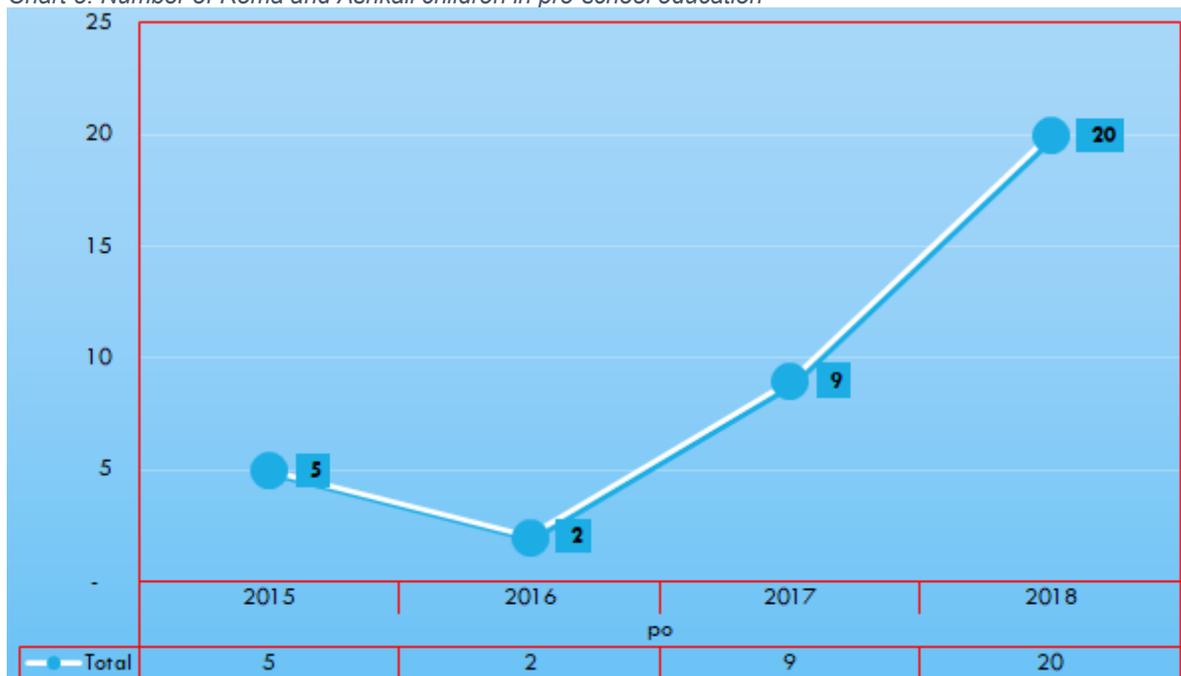


Source 7: ASK, number of Students at UP by Ethnicity

Enrolments in Pre-school Education

It has been proved that early education is vital to a child's academic success. A high-quality preschool program can build early literacy and math skills, as well as develop the social and emotional foundation children need to persist in school. Pupils who attend the preschool institutions as public pre-kindergarten or in a private program receive the full effect of these benefits with a success in school. Although the overall attendance in pre-university education by the Roma and Ashkali community members has remarkable increased the attendance rate in the preschool education remains still very low, as shown and need to be addressed.

Chart 5: Number of Roma and Ashkali children in pre-school education



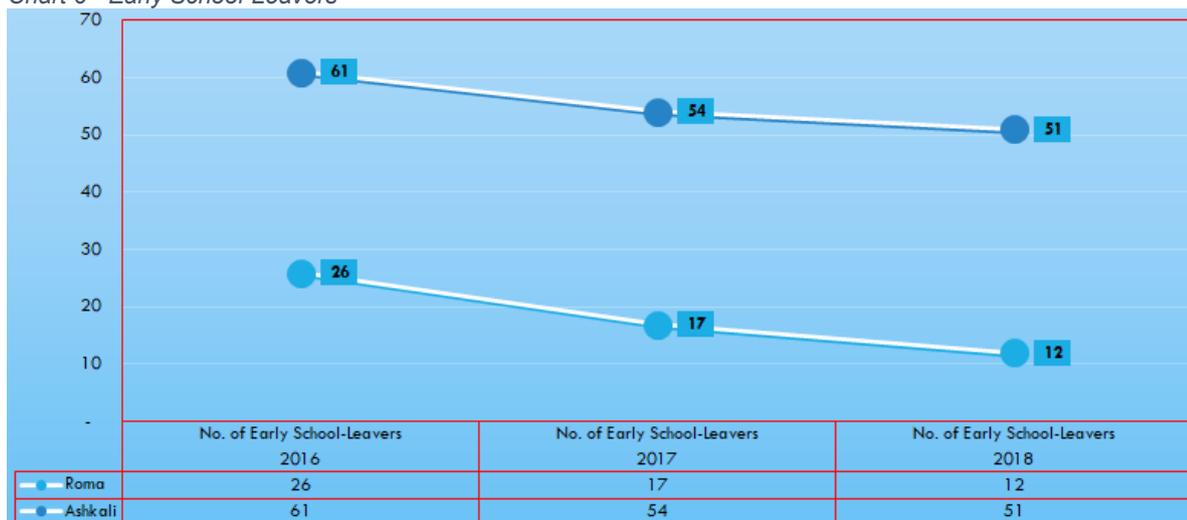
Source 8: KAS, ASK Data

As it can be observed from the above presented chart, the participation of Roma and Ashkali children in pre-school education has improved and increased year by year compared with previous years, it is still not at the satisfactory level. However, low participation in pre-school education is not an issue only for Roma, Ashkali and Egyptian community children, but even among the majority community.

Early School-leavers (School dropouts)

Early school leaving is linked to unemployment, social exclusion, poverty and poor health. There are many reasons why some young people give up education and training prematurely: personal or family problems, learning difficulties, or a fragile socio-economic situation. The way the education system is set up, school climate and teacher-pupil relations are also important factors.

Chart 6 - Early School-Leavers



Source 9: MEST Annual Statistics

Early School-leaving (Dropouts) among the Roma and Ashkali community pupils have been major challenges. Over the last few years, the dropouts are decreasing, so that from 87 school dropouts in the schoolyear 2016/2017, a total of 71 in 2017/2018, the schoolyear 2018/2019 remarked with a total of 63 dropouts the lowest figure in four years.

Providing of Scholarships

Scholarships are considered as an important policy tool to help more students to study. A scholarship helps students enter into higher education without dependency on their own family finances. The MEST in cooperation with its partners have yearly disbursed a number of scholarships to the Roma and Ashkali Community students. The number of disbursed scholarships has slightly increased from year to year.

Chart 7 - Number of scholarships disbursed



Source 10: MEST Annual Report

As the above chart on scholarships show, a total of 500 scholarships have been granted in 2017, followed by 507 scholarships in 2018 and 593 in 2019.

Recommendations for Education

- The scholarships scheme had positive effects on the participation and attainment on education of Roma and Ashkali community members and the MEST should further continue to provide scholarships at least at the level of the previous years,
- Participation on Pre-school education remains low for all communities, especially for Roma and Ashkali community members that needs addressing, **Therefore, it is recommended to address this** issue which could be possibly be solved by undertaking more awareness campaigns, personalized outreach to families of children, targeted intervention with families of children not enrolling in preschool education.
- The MEST should enhance the cooperation with the KAS and make efforts to increase the reporting of indicators, on a timely manner, with data accuracy and consistency related to this sector that enables better analysis and informed recommendations,
- The MEST should initiate the gathering of data and reports by donors active on education sector for their contributions given and expenses occurred on the measures of the strategy,
- Community-based learning Centers should be institutionalized and a needs-based budget for their operations allocated,
- The employment sector emphasized the need for organizing and delivery of Albanian Courses for the Roma and Ashkali community members that would enhance their skills and chances for employment,

6.2 Employment and Social Welfare

Employment and social protection are indispensable factors to socio-economic development, poverty reduction and human dignity. Better and more productive jobs raise incomes and help finance social protection, which not only contributes to stabler and better household incomes but also improves the productivity and employability of the population.

The Kosovo Ministry of Labour and Social Welfare (MLSW) is a central level institution responsible for developing policy and for addressing all issues related to labour, employment, vocational training, social policy and social protection in Kosovo. It has in place a comprehensive, non-discriminatory, and based on international standards legal framework for social protection and employment.

6.2.1 Employment

The most recent Labour Force Survey (LFS) of the Agency of Statistics of Kosovo (ASK), published in December 2019 points out to a low participation on the labour market 40.5% (ASK, LFS 2019), especially among youth and females, and a high unemployment rate (25.7%). Around two thirds of the working-age active population is inactive (59.5%). Youth unemployment rate (15-24 years) is over 49.4%. The NEET rate for youth 15-24 years is around 32.7%

As a result of high unemployment rate, very high poverty levels are prominent and evident among all communities, especially in rural areas, and among minority groups, including the Roma and Ashkali Communities. They face difficulties to progress in education and career. Poor labour market and social inclusion outcomes are the result of multiple, highly inter-connected factors, including labour demand patterns, skills mismatches, limited effectiveness of labour market intermediation mechanisms, poorly aligned higher education systems of subpar quality, inefficient social safety nets with built-in disincentives to work.

As the Labour Force Survey of the Agency of Statistics of Kosovo does not aggregate labour force data on ethnicity, it is difficult to assess these indicators only for Roma and Ashkali Communities and to measure and assess progress.

The following table summarizes the objective on the employment and social welfare chapter for the Roma and Ashkali communities from its entire content, outlining objectives, activities planned and completed.

Table 8: Strategy Activities by Objectives on Employment and Social Welfare

Objectives	No. of activities planned	No. of activities performed	% of Completion
2.1. Improved level of employment	16	12	75%
2.2. Improved participation in social protection schemes	14	13	92%
Total Activities	30	25	83%

A total of Eur 2,148,688 was planned for the three-years period of the strategy action plan for the employment and social welfare chapter, broken down by objective, by which Eur 517,650 were allocated for the objective 2.1. on improving the employment and Eur 1,631,038 were allocated for the

objective 2.2. on improving the participation on social protection schemes. The Action Plan budget anticipated a total of Eur 1,616,400 or 89% to be funded by the Kosovo Budget and Eur 526,288 to be covered by donor funds.

The table below shows the budget planned for the period 2017-2019 for the two objectives on employment and social welfare.

Table 9: Strategy Budget by Objectives on Employment & Social Welfare

Objectives	Budget Planned 2017-2019	Budget Planned by Funding Source	% of Funds
2.1. Improved level of employment	€ 511,650	Donor Funds	24%
2.2. Improved participation in social protection schemes	€ 1,631,038	Kosovo Budget	76%
Total Budget planned	€ 2,142,688		100%

The action plan of the strategy gives a percentage of the budget to be covered by funding source, where it plans the covering of the strategy by 24% by donors and 76% by the Kosovo Budget.

Table 10: MLSW Strategy Expenses on Employment & Social Welfare

Expenses by Sector	2017	2018	2019	Total
MLSW Expenses on Employment	164,000	153,200	175,900	493,100
MLSW Expenses on Social Protection	2,792,215	3,412,720	3,279,504	9,484,439
Total	2,956,215	3,565,920	3,455,404	9,977,539

Previously the MLSW, and now the EARK through its Employment Offices, provide various services for job-seekers, including counselling services, employment mediation, vocational training and participation in various schemes of active measures in the labour market (for example, subsidizing wages, internships, seasonal employment projects, grants for business start-ups, etc.), and information on migration for the purpose of regular employment. Access to active labour market measures (ALMM) for non-majority communities is usually ensured through a quota for these communities, provided under the ALMM schemes. The table below provides an overview of each of the ALMM provided by the EARK and the VTC to the Roma and Ashkali community members for the years 2017, 2018 and 2019.

Table 11: Number of Roma and Ashkali in ALMMs

ALMM Type	2017	2018	2019
No. of ALMM Beneficiaries - On-the-Job-Training	47	33	13
No. of ALMM Beneficiaries - Public Works	23	5	20
No. of ALMM Beneficiaries - Salary Subsidies	30	12	9
No. of ALMM Beneficiaries - Self-Employment	9	30	6
No. of ALMM Beneficiaries - Trainees	7	17	28
No. of ALMM Beneficiaries - Total	116	125	182
No. of Employment Intermediations by EO	91	215	193
Total	323	437	451

2.1. Improved level of employment of Roma and Ashkali communities

The MLSW, through its Employment Offices, provides various services for job-seekers, including counselling services, employment mediation, vocational training and participation in various schemes of active measures in the labour market (for example, subsidizing wages, internships, seasonal employment projects, grants for business start-ups, etc.), and information on migration for the purpose of regular employment. Access to active labour market measures (ALMM) for non-majority communities is usually ensured through a quota for these communities, provided under the ALMM schemes.

To achieve the objectives, the following activities were planned to be implemented in the years 2017, 2018 and 2019. The foreseen activities in the action plan included:

- Research, set gender sensitive indicators and report on the situation of the labour market for members of the Roma and Ashkali communities and their benefits from the services/measures provided by MLSW,
- Improvement of representation of the Roma and Ashkali communities in employment in public institution and enterprises,
- Research and implement measures of affirmative action for employment of Roma and Ashkali communities,
- Assessment of needs and of effectiveness of employment services and LAMM,
- Design / modification of (additional) employment services and LAMM, including vocational training, in line with the needs of the Roma and Ashkali communities,
- Organization of information campaigns for LAMM employment services, including vocational training,
- Promotion of labour market success stories among Roma and Ashkali communities.

2.1.1. Research, set gender specific indicators, and report on the situation of the labour market of members of the Roma and Ashkali communities and on their benefits from services and measures provided by the MLSW

The MLSW Employment Offices have carried forward the classification and breakdown of data by ethnicity, including the classification and collection of data on the number of new registered jobseekers from the Roma and Ashkali communities.

Employment or unemployment related data were registered in the Employment Management Information System (EMIS) by each municipal employment office.

Members of the Roma and Ashkali communities have been included in the ALMMs of the Agency for Employment. The ALMMs were performed by EARK and were largely supported by GIZ and UNDP in partnership with other institutions. Seven (7) Vocational Training Centers of the MLSW have continuously provided training to the Roma and Ashkali communities, as well as all other communities in 7 regions in Kosovo. The trainings last for 3 months cover a wide area of professions and are offered free-of-charge. They give a clear orientation for self-employment.

2.1.2. Improved participation of Roma and Ashkali communities in employment in public institutions and in public companies

The Kosovo Institutions have continued its work towards inclusion of communities into public projects and improving the employment level, although the employment is a major challenge for all communities in Kosovo.

A report by the Ministry of Public Administration (MPA) shows that as of end of 2018, the number of employed Roma and Ashkali community was in total 139 in the municipalities composed of the following breakdown by sector, 25 people employed in the administration, 97 employed in Education Sector and 17 employed in Health Sector,

The MLSW on its section on employment reports that based on a report by MPA, the number of Roma and Egyptians employed in the Central Level Institutions is 15. EARK has published vacancies for Employment Advisors where the minority communities were encouraged to apply, but according to their reports, no Roma and Ashkali applied for the jobs. Therefore, there were no hired employment advisors among the Roma and Ashkali community members in the EARK.

2.1.3. Research and implementation of measures of affirmative action for employment of Roma and Ashkali communities

The MLSW through the VTC has continued its training program for all communities, including the Roma and Ashkali Community in Kosovo.

The regional VTCs provide 30 various free-of-charge courses and trainings, from 1 to 3 months, as well as Entrepreneurship Specific Training for Self-Employment for jobseekers and unemployed registered in municipal employment offices, with the purpose of preparing them for the labour market. These VTC activities are funded by the MLSW budget. The MLSW through the VTCs and in close cooperation with GIZ, have initially trained a number of Roma and Ashkali Community members and then have supported the training participants with Self-Employment Grants. The value of a grant for funding a business plan was 4,000 EUR and was co-financed by GIZ (50%) and MLSW (50%). The scheme has been proved to be very successful and has increased by 300% from 2017 to 2018. Out of 30 courses and trainings, 17 of them were attended by the Roma and Ashkali trainees. All candidates attending the self-employment training have presented a business plan and applied for a grant. A total of 27 grants have been allocated for members of Roma, Ashkali community members.

2.1.4. Assessment of needs and effectiveness of employment services by LAMM

Needs assessment and effectiveness of the employment services, vocational trainings and ALMMs are emphasized in the work plan of the EARK, where specific activities are reserved for communities. The performance of each measure and ALMM is designed on the EMIS.

2.1.5. Design / modification of additional and of LAMM, including vocational trainings, based on the needs of the Roma and Ashkali community's employment services

Under the LAMM, the MLSW, the Employment Agency and the Regional Offices provide job intermediation to jobseekers of all communities. Employment mediation as employment service activity is realized by the regional employment offices through the labour market research and employers demands. The EARK concluded a cooperation agreement with the VORAE on including

and evidencing the Roma and Ashkali community on the unemployment data and their inclusion into the ALMMs, as practical on-the-job training.

2.1.6. Organization of information campaigns on employment services and LAMM, including vocational trainings

The MLSW in cooperation with other line ministries, regional employment offices and donor support has worked on improving the legal framework for VET and in-company trainings and ALMMs.

Through different measures, agreements and workshops, the MLSW tried to closer include the Roma and Ashkali community in its joint program with the Kosovo Forest Agency, however the interest of this community remains low. An Agreement of Understanding btw. MLSW and MAFRD highlights the inclusion of Roma and Ashkali members on public works and employment projects.

In other efforts, a new Regulation on LAMM for better combining of VET training and company training was adapted in March 2018. Call for Grants and Subsidies are yearly issued by the MAFRD for all communities in Kosovo. The MAFRD reported that about 6 specific workshops and other activities were organized by MAFRD for the Roma and Ashkali community in 2018 about agricultural development and self-employment in agriculture.

About five (5) Capital Investments Projects were implemented through Kosovo Forest Agency, where a large number of workers participated, but the participation by ethnicity is unknown, as the data provided is not broken down by ethnicity.

2.1.7. Promotion of success stories in the labour market of members of Roma and Ashkali communities.

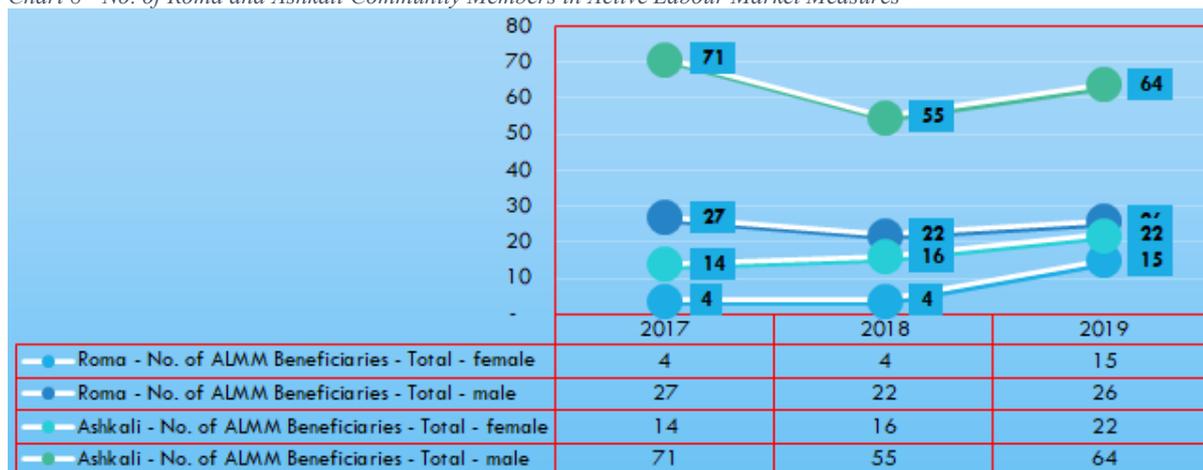
There were several awareness meetings that took place in some of the municipalities with young people participating from the Roma and Ashkali community, where facilitators and representatives from EARK, regional employment offices, vocational training centres and civil society organisations took place. In these meetings the employment, vocational training and other ALMMs services offered by EARK were presented and the benefits for young community members highlighted, if they participate on these measures.

Inclusion into the Active Labour Market Measures

The active labour market policies (ALMPs) are important policy tools to increase the employment opportunities for jobseekers and to improve matching between jobs and jobseekers. ALMPs can contribute to employment and economic growth and reduce unemployment and benefit dependency. ALMPs can range from institutional and workplace training offers over indirect employment incentives (job-retainment, job-sharing, recruitment subsidy) to the setting up of sheltered and supported employment or to the provision of direct job creation through public work schemes and start-up incentives.

Compared to previous years, a better progress has been achieved on inclusion of the Roma and Ashkali communities into the Active Labour Market Measures (ALMMs), as the employment in the public sector has stagnated. The wider inclusion into the ALMM can be attributed to the programmes and projects in support to the ALMMs

Chart 8 - No. of Roma and Ashkali Community Members in Active Labour Market Measures



Source 11: MLSW Administrative Database

A total of 182 members of the Roma and Ashkali communities were benefiting from the ALMMs in 2019, compared to 2017 this number was 116. This represents an increase of 60%. As progress has been reported on the ALMMs, we observe a stagnation in the overall employment of the communities.

Recommendations for the Employment Sector

- More efforts need to be taken and an enhanced cooperation is needed to increase community participation in ALMM, employment services and training programmes,
- A closer coordination with the Ministry of Agriculture, Forestry and Rural Development and the municipality is necessary to facilitate the application for Municipal Grants on Agriculture,
- Further efforts should be taken on implementing the measure 2.1.2. Improvement of representation of the Roma and Ashkali communities in employment in public institution and enterprises that is a law requirement with defined quotas for communities,
- Cooperation with KAS should be enhanced to increase and improve the regular and timely publication of data and indicators by ethnicity that enable analysis and better informed recommendations,

6.2.2 Social Welfare

The Kosovo Ministry of Labour and Social Welfare (MLSW) is a central level institution responsible for developing policy and for addressing all issues related to labour, employment, vocational training, social policy and social protection in Kosovo

Despite economic growth, about 30% of Kosovars live with less than € 1.70 per day (the absolute poverty line), while 10.3% are extremely poor. Poverty is particularly high for the following groups: families headed by women (40%), persons with low levels of education (36% for those who have not completed formal education and 33% for people with primary education) (30%), children (33%), people with disabilities (79%) or pensions (44%), unemployed (36%), And families with more than four children, (34%).

The Social Protection Schemes are a component under the responsibility of the MLSW and the municipalities and are regulated by respective laws, which include the Social Assistance, Social Services and various pension schemes. The Social Assistance and the Social Services are provided mostly by the Centers for Social Work (CSW), as decentralised social provision institutions with a wide and solid network located in each municipality, and the pension transfers are administered by the Pension Department of the MLSW and its regional offices.

Employment and social protection are indispensable avenues to socio-economic development, poverty reduction and human dignity. The MLSW social assistance scheme has in the last years generously supported the Roma and Ashkali community members by yearly increasing the number of beneficiaries of these schemes for this communities. The table below provides a comparative overview on the social protection schemes inclusion of the Roma and Ashkali communities for 3 years in sequence, 2017, 2018 and 2019.

Table 12: Number of Roma and Ashkali Beneficiaries by Social Schemes

Social Services Type	2016	2017	2018	2019
No. of Basic Pension Beneficiaries		479	555	647
No. of Disability Pension Beneficiaries		217	212	208
No. of Emergency Assistances disbursed		22	20	
No. of Family benefiting Electricity Subsidies		2,279	2,379	2,371
No. of Family benefiting Social Assistance		2,279	2,379	2,371
No. of Family Members benefiting Social Assistance	10,501	10,700	11,148	11,121

An overview on the total amounts disbursed by some of the protection schemes under the responsibility of the MLSW for the years 2016, 2017, 2018 and 2019 gives the following table:

Table 13: MLSW Transfers by Social Protection Scheme in Euro

Social Services Type	2016	2017	2018	2019
Amount disbursed for Children in community-based homes in EUR			56,600	
Amount disbursed for Social Assistance in EUR	2,568,530	2,700,315	3,294,120	3,279,504

Amount disbursed from the Emergency Assistance in EUR		2,200	4,000	
Amount disbursed to children from the Disability Pension Scheme in EUR	110,000	108,000	79,000	
Total	2,678,530	2,810,515	3,433,720	3,279,504

Besides financial support, the MLSW and the municipalities, through the Centres for Social Works (CSWs) located in each municipality, provides social services, including: counselling family services, services for the protection of children, services for abandoned children, services for child adoption; shelter for elderly persons and persons with disabilities lacking family care, services for cases of domestic violence, and services for integration of victims of trafficking. Families where a child is placed for family care are entitled to financial support of up to € 150 a month, whereas when a child is placed with family members, the receiving family is supported with € 75 a month.

The CSWs located in each municipality provide about 54 types of decentralized social services to all communities without prejudices on ethnicity in Kosovo, including the Roma and Ashkali community members.

The table below gives a comparative overview of the social services provided by the CSWs on a historical basis from 2015 to 2019.

Table 14: Number of Social Service Cases provided by CSWs for Roma and Ashkali community

Type of Social Service / Year	2015	2017	2018	2019	Total
Abandoned children	8	7	6	8	21
Abused children	5	4	1	5	10
Children of parents prevented from performing parental duty	1	1	1	6	8
Children with asocial behavior	8	15	7	10	32
Clients with disabilities - Adults		2		1	3
Clients with disabilities - Children		2			2
Dangerous child labor	7	43	39	7	89
Marital counseling	24	29	30	33	92
Marriage of minors	11	6	11	6	23
Minors in conflict with the law	15	13	15	13	41
Orphans	1	5		2	7
Victims of domestic violence	11	18	20	25	63
Victims of sexual crimes	2		1	3	4
Other clients – Administrative Services	195	131	110	116	357
Total number of cases	288	276	241	235	752

2.2. Improved participation of families of Roma and Ashkali communities in protection schemes and social services

To achieve the objectives, the following activities were planned and fully or partially implemented in the years 2017, 2018 and 2019. The foreseen activities in the action plan included:

- provide social welfare to poor families of these communities,
- Assessment of additional support for recipients of social assistance,
- Identification of children and persons with special needs,
- Information campaign on welfare schemes and social services,
- Analysis of the quality of social services and identification of new social services,
- Building capacity of municipal officers for improvement of social services.

2.2.1. Assessment of additional support needed for beneficiaries of social services

The MLSW provides social assistance to all communities in Kosovo, including the Roma and Ashkali communities. According to the Constitution of the Republic of Kosovo, access to Social Protection Schemes is granted to all communities equally. The MLSW and the Centres for Social Work (CSW) are responsible for the Social Assistance Scheme. CSW for each applicant collect and analyze data on the size, structure and living conditions of the families benefiting from social welfare schemes. Each family applying and reapplying for social assistance is visited by the CSW team, which consists of three members, one of which is necessary to be the case manager. The monthly amount of social assistance for a family is determined by the number of family members and the consumer cost of the basket of goods. The minimum amount (1-member family) is Eur 50.00, whereas Eur 150.00 is the maximum amount (15-member family). In addition to basic assistance, the beneficiary family of the social welfare shall receive Eur 5.00 per month for each child aged 0-18 as a form of child allowance, aiming to encourage education and improve their health. Families and other beneficiaries of the Social Assistance scheme are additionally supported by subsidies for the household energy costs.

For the energy debt write-off for all communities, including the Roma and Ashkali, each year the Government allocates a fund of EUR 4.5 million to subsidize a portion of electricity utilized by users (families) under the Social Assistance Scheme. Each household is subsidized (paid the electricity debt) on average by 270 KWh or Eur 11.27€ per month, a total of Eur 135.00 per year

The MLSW and the CSWs for all families who are beneficiaries of the Social Assistance Scheme, provide additional financial support is provided in some cases and in extraordinary circumstances, such as funeral ceremonies for family members, damage of the household caused by fire, earthquake or flood, etc. The benefit amount from Eur 100 Euros up to Eur 300 under this scheme and is given only once a year for the same need/ request.

2.2.2. Identification of special needs children and persons

The MLSW has in previous years introduced a Social Protection Scheme for children with special needs, which provides financial support to them and their families. The target group are children with permanent disabilities aged 1-18 years and the identification of children is done through the CSWs and respective division in the MLSW. The financial support package contains Eur 100,00 for every child.

2.2.3. Information campaigns about welfare schemes and social services

2.2.4. Analysis of the quality of social services and identification of new social services

The MLSW through its network of CSWs and NGOs that were subsidized in dealing with Domestic Violence and Trafficking Victims have performed protection service for the Roma, Ashkali and Egyptian Community threatened by domestic violence. Seven (7) active NGOs dealing with domestic violence has been supported by MLSW in 2018.

The CSW recordkeeping reports show that 33 victims of domestic violence belonged to the Roma, Ashkali and Egyptian community have benefited from the CSWs and NGOs services.

The Ministry of Internal Affairs (MIA) through the Department for Re-Integration only for the period January-September 2018 has provided a variety of services for the Roma, Ashkali and Egyptian community members. The services provided include transportation service to the place of origin for returnees, temporary housing and accommodation in the 7 days Accommodation Center, longer term housing through accommodation in rented houses, house renovations, equipment of houses with accessories and furniture, aid package for winter, as heating wood, self-employment grants and job intermediation and on the Job-Trainings.

2.2.5. Build capacity of municipal officers to improve social services

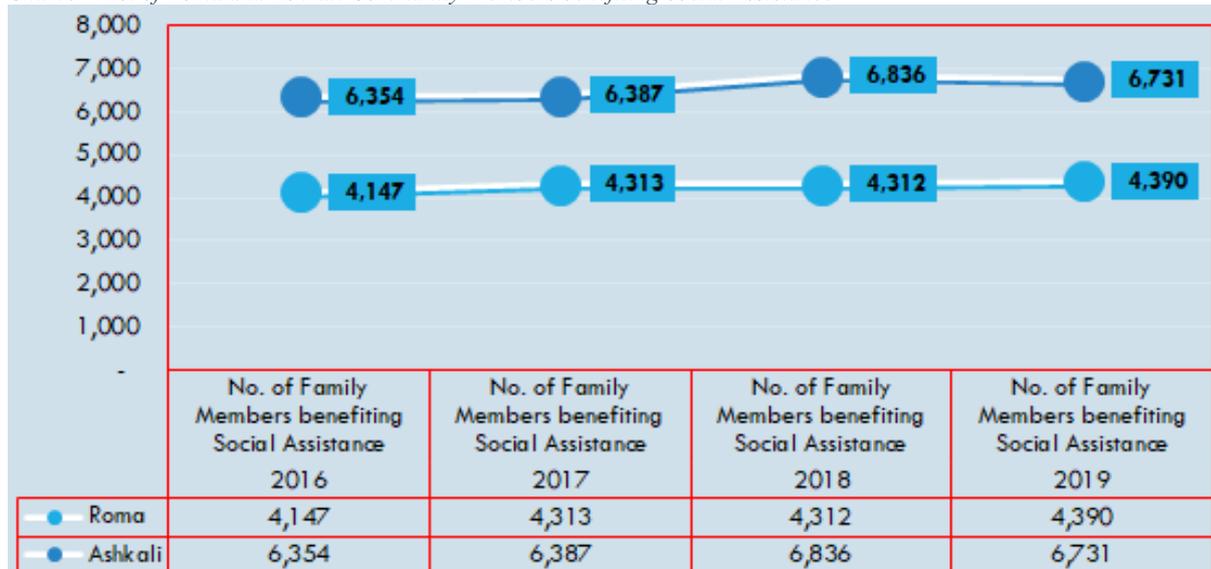
During 2018 and 2019, Save the Children in partnership with Euro Center for Policy and Social Research implemented the EU funded project “Support for Better Social Services for the Most Vulnerable Groups” and delivered several workshops through all regions in Kosovo. Main topics covered by the project included the delivery of social services, the budgeting for social services, strategic planning and monitoring of social services. The General Council for Social and Family Services and the Terre des Hommes have concluded a cooperation agreement, which is being implemented. The social services delivery for the Roma, Ashkali and Egyptian community as vulnerable groups was a top priority on the agenda of the trainings.

Inclusion into the Social Assistance

On the other side to alleviate poverty and improve the social welfare of the Roma and Ashkali communities, the MLSW and the municipalities with the network of Centers for Social Works (CSWs) located in each municipality regularly provide Social Assistance and Social Services.

Available data show considerable progress made on the inclusion of these communities into the social assistance scheme and on provision of social services.

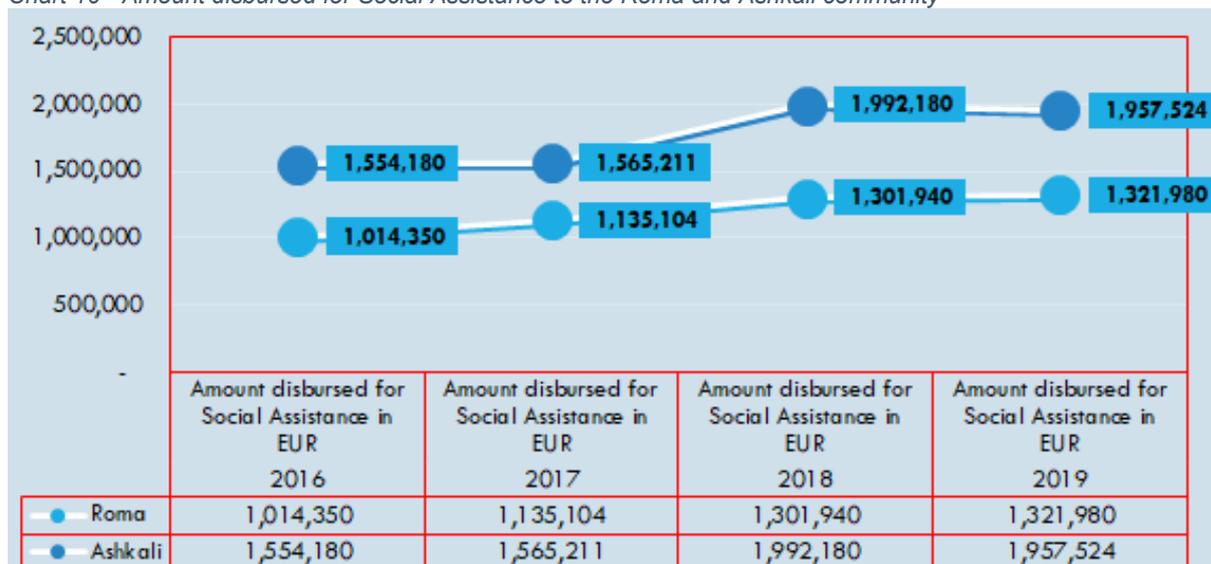
Chart 9 - No. of Roma and Ashkali Community Members benefiting Social Assistance



Source 12: MLSW Administrative Database

The number of the community members benefiting from the Social Assistance Scheme was 8,095 in 2015 and 11,121 by the end of 2019. A total of 3,026 more members of this communities were benefiting social assistance in 2019 than in 2016. This represents an increase of 7% on the inclusion rate on the social assistance scheme.

Chart 10 - Amount disbursed for Social Assistance to the Roma and Ashkali community



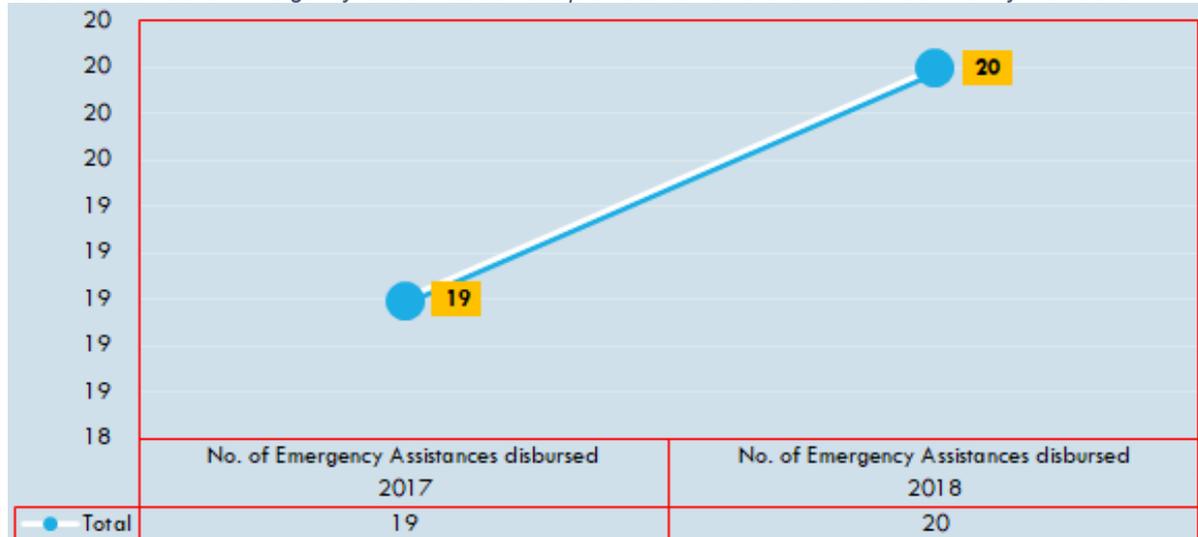
Source 13: MLSW Annual Reports

The amount disbursed by the MLSW from the Social Assistance Schemes has steadily increased from 2016 to 2019 by 30%.

Inclusion into the Emergency Assistance

The Centers for Social Works (CSW) located in each municipality provide an emergency assistance as a tool for emergency cases to help the poorest people with emergent meal and housing, deaths etc. A total of 39 Roma and Ashkali community members have obtained this type of social assistance.

Chart 11: Number of Emergency Social Assistances provided to Roma and Ashkali Community members

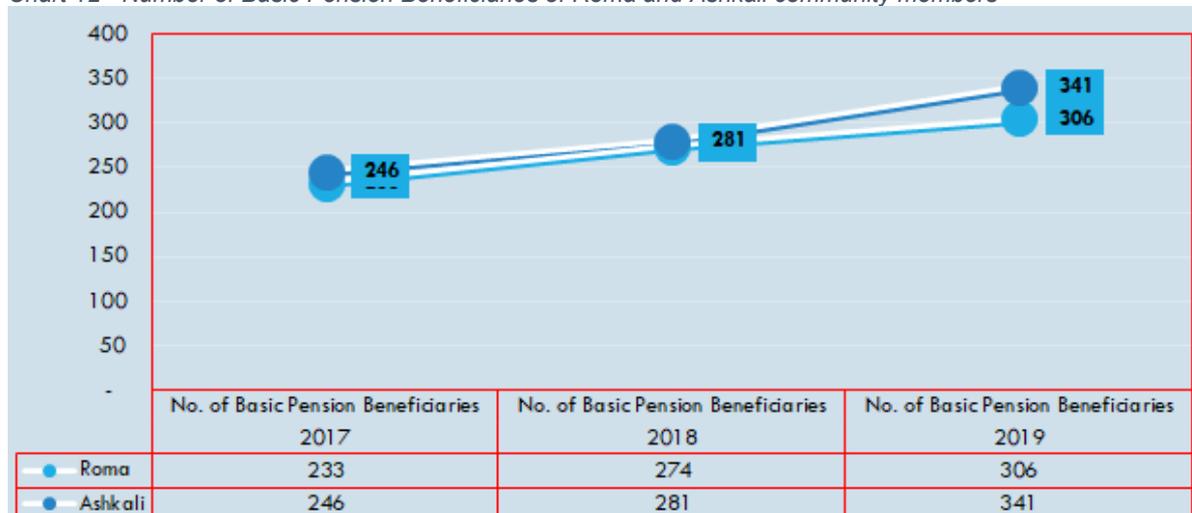


Source 14: MLSW Annual Report

Inclusion into the Pension Schemes

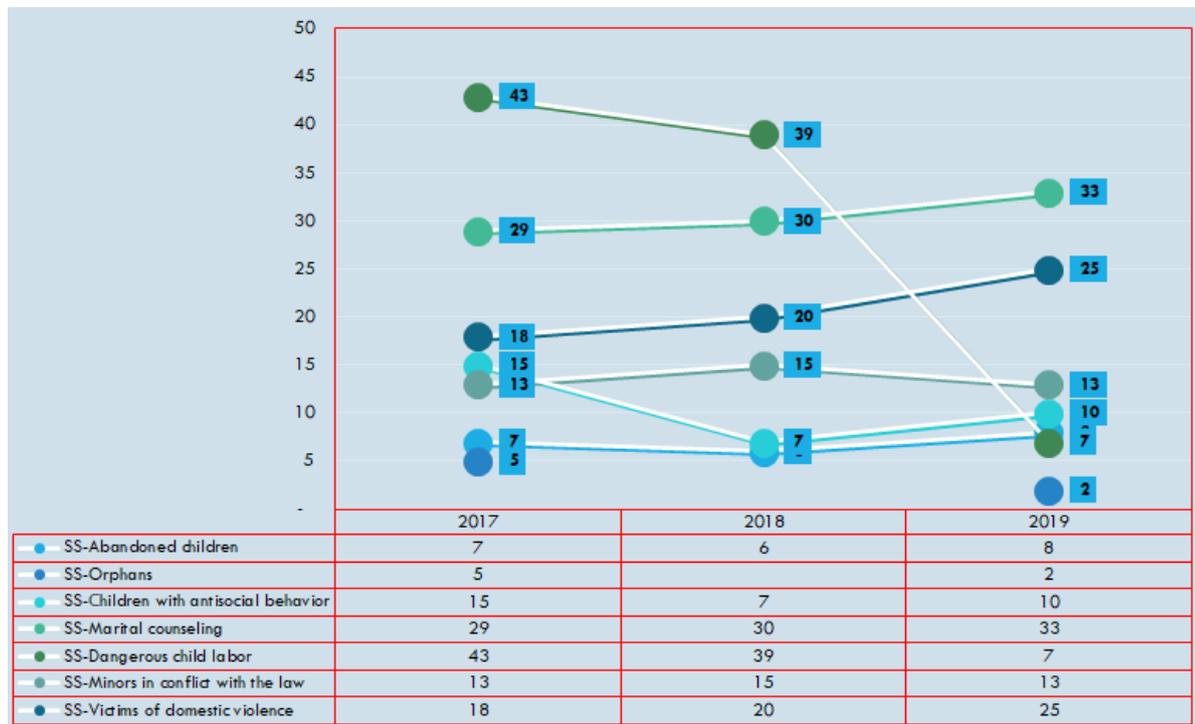
The Pension System in Kosovo is organized in three pillars. The first pillar includes the basic pension of age, the contribution-paying pension, early and special pensions for the categories that did not contribute to the pension fund. This pillar is funded by the regular state budget. The second pillar includes mandatory pension savings on individual accounts in the Kosovo Pension Trust where employers and employees contribute by 5% of the salary. This pillar is administered by Kosovo Pension Trust. The third pillar includes additional voluntary savings, part of which is liberalized for private funds in Kosovo. In 2016 only 160 Roma and 146 Ashkali members have received basic pensions, accounting for only 0.2% of the total number of beneficiaries from this pension scheme.

Chart 12 - Number of Basic Pension Beneficiaries of Roma and Ashkali community members



Source 15: MLSW Annual Report

Inclusion into the Social Services



Recommendation for the Social Welfare

- Work and cooperate closer and better with the employment services on elaborating options for including social assistance beneficiaries into the ALMM, especially those younger people able to work.
- The MLSW should consider the reform of the Social Assistance Schemes for a better coverage and target of the poorest,
- The MLSW should push forward in cooperation with the municipalities and Centers for Social Works (CSWs) the drafting of Municipal Action Plans on Social Services,

6.3 Health

Access to health services was articulated as one of the key challenges in regard to the Roma and Ashkali community members. Numerous reports pointed out financial and non-financial factors that affect access to health services by these communities.

The previous strategy emphasized a very low level of utilization of preventive health-care services by this community. Only 4% of the community have had more than one of the following screenings: mammography, diabetes test, cervix cancer test, prostate cancer test, or any other tests for sexually transmittable diseases. The most frequently used preventive care procedure used by persons over the age of 30 is mammography.

The following table summarizes the objective on the health chapter for the Roma and Ashkali communities from its entire content, outlining objectives, activities planned and completed.

Table 15: Strategy Activities by Objective on Health

Objectives	No. of activities planned	No. of activities performed	% of Completion
3.1. Improved access to health services	7	6	85%
3.2. Improved behaviour and health routines	7	5	72%
3.3. A healthy environment is created	3	2	67%
Total Activities	17	13	76%

Table 16: Strategy Budget by Objective for Health

Objectives	Budget Planned 2017-2019	Budget Planned by Funding Source	% of Funds
3.1. Improved access to health services	€ 90,000	Donor Funds	42%
3.2. Improved behaviour and health routines	€ 95,000	Kosovo Budget	58%
3.3. A healthy environment is created	€ 80,000	Municipal Budgets	0%
Total Budget planned	€ 265,000		100%

Table 17: Ministry of Health Strategy Expenses on Health

Expenses by Sector	2017	2018	2019	Total
MoH Expenses on Health	50,000	50,000	50,000	150,000

3.1. Improved access to health services for members of Roma and Ashkali communities

Only 30% of children from Roma, Ashkali and Egyptian communities received recommended vaccinations until their first birthday, whereas 79% of children aged 24-36 months have immunization record cards.

To achieve the above expected outcomes and objective the following activities were planned and undertaken during the years 2017-2019:

- Implementation of activities for breast cancer screening,
- Implementation of home visitations for mothers and children and other vulnerable groups,
- Vulnerable population outreach activities,
- Institutional measures that improve access to health services,
- Continuous monitoring of access to healthcare services.

Through this activities, 1,459 medical in-house visits have been conducted by the health staff in 2017 and more than 2,792 in 2018, in areas inhabited by Roma, Ashkali and Egyptian Community members.

3.1.1. Development of activities for screening of breast cancer

In 2017, the University Clinical Center of Kosovo (UCCCK) has undertaken preventive activities/measures on breast cancer, like early screening for breast cancer and examinations with mammography. As a result of the undertaken activities, 730 Roma, Ashkali and Egyptian Community women have undergone a screening on breast cancer. The Ministry of Health (MH) in 2018 purchased medical equipment amounting to Eur 50,000 and has handed it over to the Family Health Center with the largest number of Roma, Ashkali and Egyptian community members.

3.1.2. Implementation of home visitations for mothers and children and other vulnerable groups

The Ministry of Health in cooperation with the National Institute of Public Health (NIPH) has carried out home visits with mobile teams for Roma, Ashkali and Egyptian community to for early diagnosis disorders and clinical pathologies. Target group of these in-house health visits were Roma, Ashkali and Egyptian children of 5-13 years. The information on the number of Roma, Ashkali and Egyptian children was provided by the respective municipalities. Using the data, the Family Health Centers have provided health services and treatment for the Roma, Ashkali and Egyptian community.

3.1.3. Other outreach activities targeting vulnerable population

The Ministry of Health has financially supported 4 NGO that deal with the Integration of Roma, Ashkali and Egyptian communities through awareness raising campaigns on access to health. The NGOs supported have been working in the field with the Roma, Ashkali and Egyptian community on enhancing the awareness of the health services.

3.1.4. Institutional measures for improved access to health services

To improve the access to health services of the Roma, Ashkali and Egyptian community the Ministry of Health and the Health Institutions in Kosovo have conducted field awareness campaigns and monitoring of activities in the municipal health institutions. About 21 field awareness campaigns have been performed on the immunization importance.

3.1.5. Continued monitoring of access to health services

The Ministry of Health has collected and analyzed data and reports on the use of health services from all municipalities with Roma and Ashkali population. The reports from all municipalities indicate that the Roma, Ashkali and Egyptian community is continuously using the health services in the Family Medical Health Care Centres through Kosovo and there is no discrimination on origin of patients and

ethnicity. The Centres for Family Medical Health Care Centres have performed 1,330 medical visits for Roma and Ashkali community. This figure is estimated higher, but in many cases the patients and especially the Roma and Ashkali community hesitate to disclose their ethnicity in the Forms of the Family Health Care Centres.

3.2. Improved behaviour and health routines among members of Roma and Ashkali communities

Hygiene among the Roma and Ashkali communities is considered as very poor and often limiting with conditions of extreme poverty: lack of water, insufficient means for spending water and other cleaning materials, etc. Consumption of tobacco is a common phenomenon. Physical activity is very low among the communities, with youth who are more active and older persons who are less active.

To achieve the objectives, the following activities were planned and performed in the course of implementation during the years 2017, 2018 and 2019:

- Immunization campaigns,
- Distribution of information materials on family planning and reproductive health,
- Education on importance of hygiene and sanitary conditions,
- Enhancing preventive capacity of the primary healthcare staff,

3.2.1 Immunization campaigns

In out of 18 municipalities, immunization campaigns have been conducted in 13 municipalities with Roma, Ashkali and Egyptian population, namely in Fushe Kosova, Istogu, Klina, Mitrovica, Podujeva, Prizreni, Rahoveci, Suhareka, Gjakova, Lipjani, Obiliqi, Vushtrria, Gračanica, Gjiçani. Data and reports provided by the National Institute for Public Health (NIPH) show that 7,786 of Roma, Ashkali and Egyptian community children have received immunization vaccines.

3.2.2. Dissemination of information materials on family planning and reproductive health

3.2.3. Education on importance of hygiene and sanitary conditions

The Centre for Family Medical Health Care in Ferizaj has conducted training sessions with Roma, Ashkali and Egyptian community pupils on the topic of Healthy Food and Eating and Mouth Hygiene. In the organized training sessions, more than 80 Roma, Ashkali and Egyptian community pupils have participated.

3.2.4. Enhance preventive capacities among primary healthcare staff

The staff of the Centre for Family Medical Health Care in Obiliq has attended a variety of trainings in a variety of topics on the field of health care. By the acquired skills that will benefit the Roma, Ashkali and Egyptian community in the municipality territory.

A total of 20 seminars have been organized and have been attended by 90 staff members of the Centre for Family Medical Health Care in Obiliq that is planned to serve a large part of the Roma, Ashkali and Egyptian population.

3.3. A healthy environment is created for the population of Roma and Ashkali communities

To achieve the objectives, the following activities were planned and performed in the course of implementation during the years 2017, 2018 and 2019:

- Quarterly control of the lead level in community residential areas,
- Supply with family size waste containers.

3.3.1 Quarterly control of the level of lead in community settlements

During 2016, MHC in Mitrovica, namely the Lead Unit has measured the blood lead levels for 67 patients in the municipality of Mitrovica
6 persons from Roma Ashkali and Egyptian communities were examined with over-normal values of blood lead and these persons were treated with regular therapy and controls.

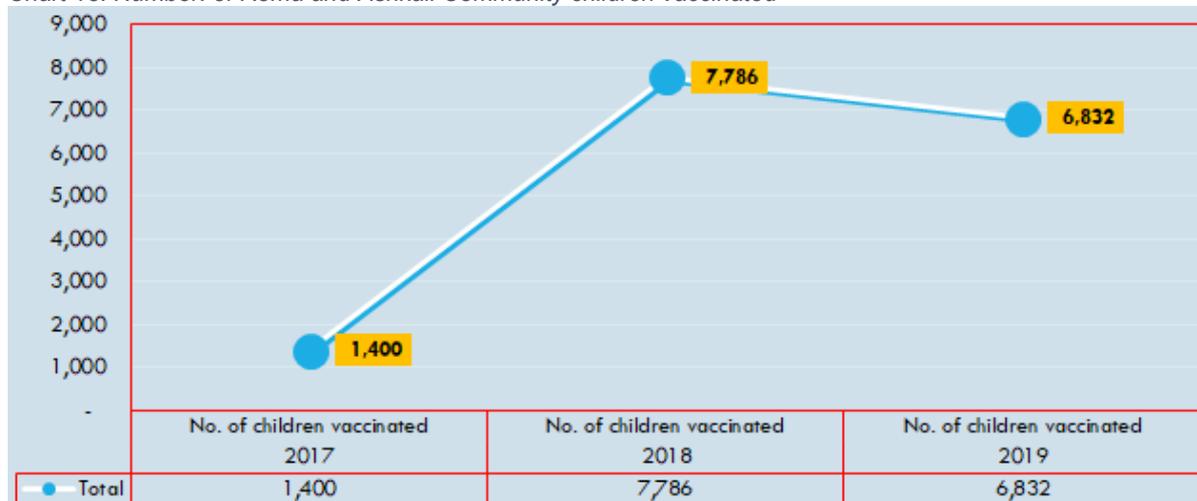
3.3.2. Supply with family waste containers

Measure is more related to the Ministry of Environment and Spatial Planning

Access to Health Services

Progress has been achieved even in the vaccination of children of the Roma and Ashkali community members compared to previous years.

Chart 13: Number of Roma and Ashkali Community children vaccinated



Source 16: Ministry of Health Annual Reports

A number of 1,400 children were vaccinated in 2017, following a number of 7,786 in 2018 and more than 6,832 in 2019.

Chart 14: Number of in-house medical visits performed



Source 17: Ministry of Health Annual Reports

Recommendations for the Health Sector

- The health care services on the field through in-house visits on immunization, medical visits in schools have showed progress on facilitating the access to health for the communities and should further be carried forward,
- Improve the health information management systems in a proper way that it provides information on health care services by municipality and ethnicity

6.4 Housing

The Law on housing (Law no. 03 / L-164 on the financing of special housing) foresees institutional and financial instruments for addressing housing problems for all communities, including the Roma and Ashkali communities. Housing programmes for non-profit making rents, and subsidised housing programmes, as well as the procedure for provision of adequate housing to families in need is coordinated by the municipalities. The procedure includes the following: management of requests for social housing, selection of beneficiary households, analysis of instruments and the needed financial resources (including land with infrastructure for constructing apartments with non-profit rentals), and allocation of housing and supervision of the process of distribution by managing the contracting process. To implement the Law, municipalities are required to develop three-year municipal housing programmes.

The following table summarizes the objective on the housing chapter for the Roma and Ashkali communities from its entire content, outlining objectives, activities planned and completed, the budget and expenses by objective.

Table 18: Strategy Activities by Objective on Housing

Objectives	No. of activities planned	No. of activities performed	% of Completion
4.1. Needs have been identified of the for adequate housing and social housing	3	2	66%
4.2. There is increased awareness on active participation in solving housing issues	5	3	60%
4.3. Significant progress towards settlement of the housing	11	7	63%
Total Activities	19	12	63%

Table 19: Strategy Budget by Objective for Housing

Objectives	Budget Planned 2017-2019	Budget Planned by Funding Source	% of Funds
4.1. Needs have been identified of the for adequate housing and social housing	€ 61,520	Donor Funds	86%
4.2. There is increased awareness on active participation in solving housing issues	€ 186,400	Kosovo Budget	12%
4.3. Significant progress towards settlement of the housing	€ 2,643,500	Municipal Budgets	2%
Total Budget planned	€ 2,891,420		100%

Table 20: Ministry of Environment and Spatial Planning Strategy Expenses on Housing

Expenses by Sector	2017	2018	2019	Total
MESP Expenses on Housing	231,650	266,065	285,906	783,621

4.1. Needs have been identified of the community members for adequate housing and social housing

To achieve the objectives, the following activities were planned and performed in the course of implementation during the years 2017, 2018 and 2019:

- Inclusion of members of Roma and Ashkali communities in the database for financing of special housing programmes,
- Setting of priorities for families in need for inclusion in the social housing programme.

4.1.1. Inclusion of members of Roma and Ashkali communities in the database for funding of specific housing programmes

The Ministry of Environment and Spatial Planning (MESP) has made efforts in identifying families lacking adequate housing conditions. An important step consisted of drafting the three-year residential programs in 27 municipalities. In identifying families living in inadequate housing conditions, the MESP has been supported by the VORAE, a non-governmental organization. Through the activity, 962 Roma, Ashkali and Egyptian families have been identified that do not have adequate housing conditions.

4.1.2. Setting of priorities for families in need for inclusion in the social housing programme

The Ministry of Environment and Spatial Planning (MESP) has MESP jointly with the NGO Development Together through a project funded by the European Commission, have designed the social housing database at central and local level, where all requirements for social housing will be recorded and stored in this database. MESP in cooperation with municipalities is pushing forward the Registration of identified families in the database. So far, this database is being functionalized in municipalities. Training sessions are being delivered through municipalities, the municipalities were required to hire one staff to carry on the tasks, certain Data on the Roma, Ashkali and Egyptians in the database is already available.

4.2. There is increased awareness among the Roma and Ashkali communities about active participation in solving housing issues

To achieve the above expected outcomes and objectives, the following activities were planned and fully or partially implemented in the years 2017, 2018 and 2019. The foreseen activities in the action plan included: selection of the appropriate locations for the organization of the sensitising campaign, drafting and printing of the campaign materials, community trainings on property rights, increasing awareness of the decision-making factors about the property rights of the Roma and Ashkali communities, projects on property rights of Roma and Ashkali communities in the seven regions of Kosovo.

- Organisation of the awareness raising campaign for inclusion in the housing initiatives,
- Support Roma and Ashkali communities for supply with adequate property paperwork or some other title right over building land.

4.2.1. Organization of the awareness raising campaign for inclusion in the housing issue

4.2.2. Support the Roma and Ashkali communities in getting supplied with adequate property documentation or with another land title on which they can build housing.

4.3. Significant progress towards settlement of the housing problem for members of the Roma and Ashkali communities

To achieve the above expected outcomes and objectives, the following activities were planned and fully or partially implemented in the years 2017, 2018 and 2019. The foreseen activities in the action plan included: implementation of renovation projects, projects for building or reconstruction of houses on own land, implementation of a regional project for treating informal settlements, registration in the database of municipality property, registration in the database of the citizens' property ready to lease through a housing bonus, drafting of three-year municipality plans for housing, allocation of building lots in municipal property for social housing, implementation of seven regional projects on social housing, municipalities contracting private properties (houses or apartments) through a scheme of housing bonus, approval of lists for beneficiaries of social housing, approval of the list for beneficiaries of the housing bonus.

Design priority projects for renovation, reconstruction or building houses on own property. □
Implementation of programmes for treating informal settlements. Identification of properties for social housing. Drafting priority projects for social housing.

4.3.1. Drafting of the list with priority projects for renovation, reconstruction or building of houses on own land

In a wide and close sector cooperation between MESP, MIA, MLSW, MoH, MAFRD and Municipalities several re-construction and renovation projects have been implemented.

Reconstruction and renovation of houses according to GRK Regulation no. 04/2016 on Reintegration of Repatriated Persons and the Management of the Reintegration Program, remain under the ownership of the families. Requirement consists on rebuilding and renovating existing houses which have been destroyed, and in which living conditions are poor, but that are under their ownership. Two (2) houses were reconstructed for repatriated Roma and Ashkali community members returned from EU countries. Under these projects funded by MESP, Municipalities and VORAE 72 houses were in process of renovation in 2018, out of which 61 were planned to be granted to Roma, Ashkali and Egyptian community families. 9 houses were re-constructed and supply with new furniture/inventory and other necessary home accessories.

4.3.2. Implementation of programmes for treatment of informal settlements

The Ministry for Communities and Returned Persons (MCR) with the its Project "Support to Close the Collective Centres" with the Danish Refugee Center (DRC) has continued working on building and reconstruction of houses for individuals temporary living in the Collective Centre in Shterpce. The project plan foresees the building of the following objects: 5 building with several apartments, 4 family houses for persons living in these centers.

About 75% of the work has been completed by the end of 2018 and another 25% has to be finished during 2019.

4.3.3. Identification of properties for social housing

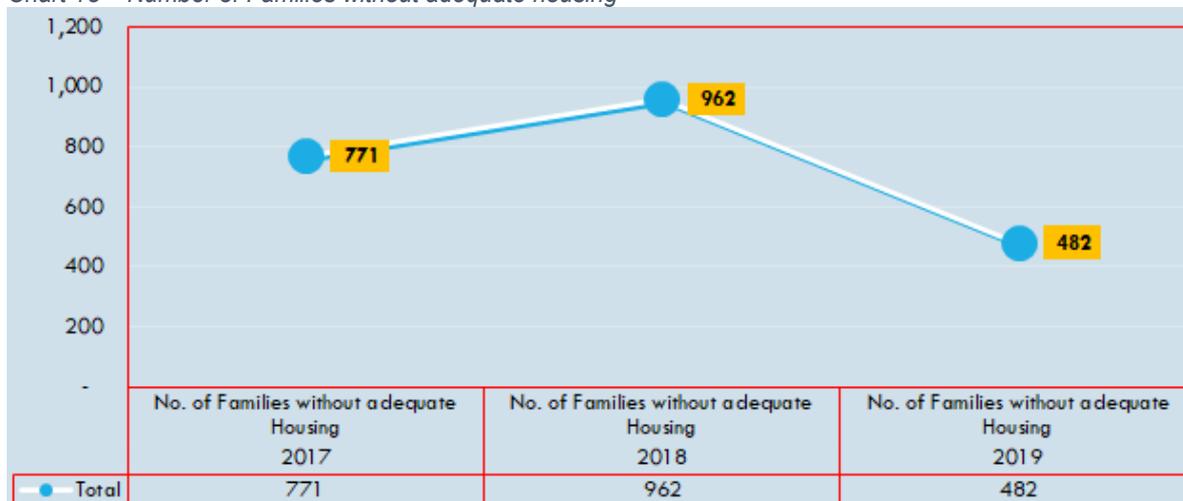
The Ministry of Environment and Spatial Planning has drafted the law for social housing that has passed all the necessary cycle required by guides on approving laws, but was rejected and returned to review by the Ministry of Finance, because of the financial implication of the law.

4.3.4. Drafting of priority projects for social housing

The Ministry of Internal Affairs (MIA) through the Department for Re-Integration only for the period January-September 2018 has provided a variety of services for the Roma and Ashkali community. The services provided include transportation service to the place of origin for returnees, temporary housing and accommodation in the 7 days Accommodation Center, longer term housing through accommodation in rented houses, house renovations, equipment of houses with accessories and furniture, aid package for winter, as heating wood, self-employment grants and job intermediation and on the Job-Trainings. This program is ongoing and only during 2018, 28 families among the Roma, Ashkali and Egyptian community were supplied with new furniture and other home accessories. 173 families were provided with Aid Package for Winter that includes heating wood. Around 182 Roma, Ashkali and Egyptian community families was paid the rent for a period of 12 months.

The actions undertaken in identifying families living in inadequate housing conditions and establishing a database for cases management have identified 771 people living in inadequate housing conditions for the year 2017, about 962 for the year 2018 and 482 people for the during 2019.

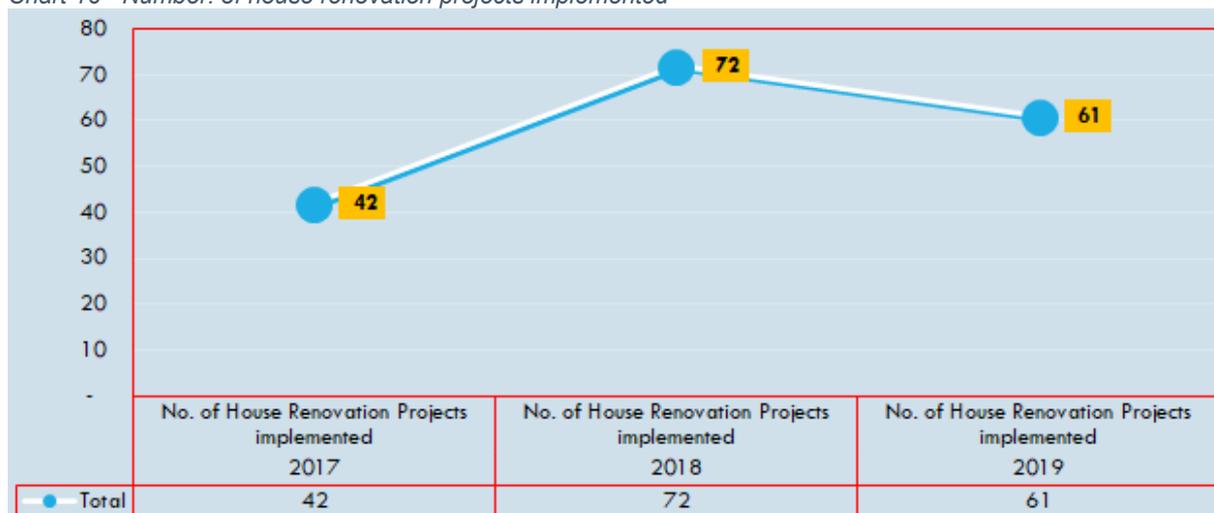
Chart 15 – Number of Families without adequate housing



Source 18: MESP Annual Reports

Reconstruction and renovation of houses has been ongoing and as a result during 2017 there were 42 projects on house renovating, 72 in 2018 and 61 during 2019.

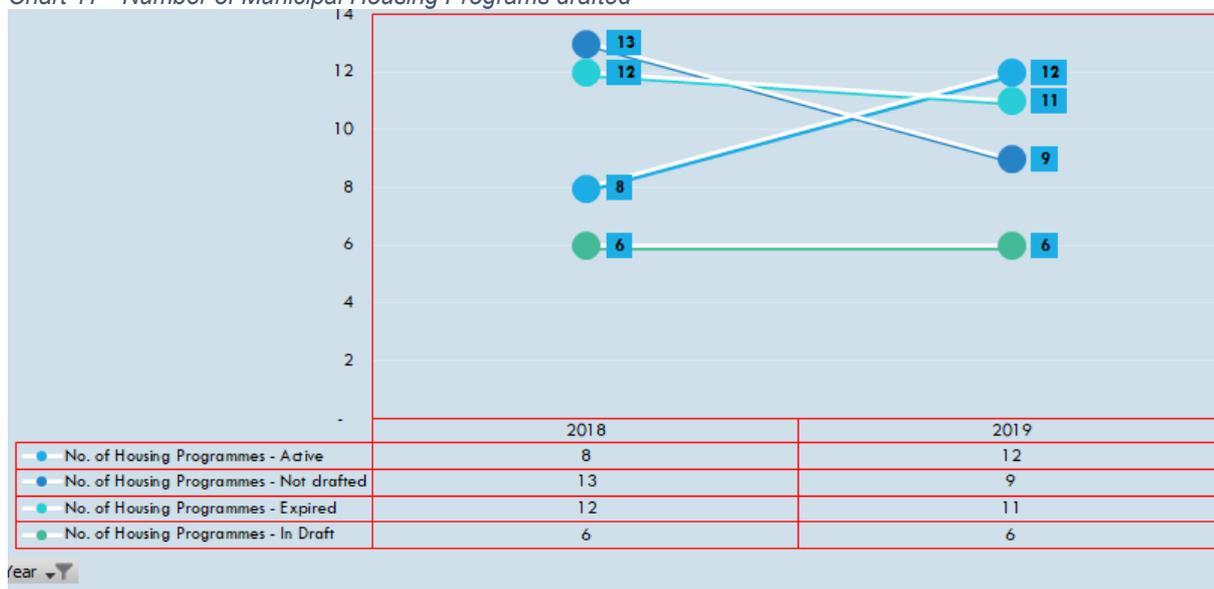
Chart 16 - Number of house renovation projects implemented



Source 19: MESP Annual Reports

Housing in the municipalities has been addressed by drafting the Municipal 3-Years Housing Programmes that include all communities with housing needs, including the Roma, Ashkali and Egyptian community, in municipalities where Roma, Ashkali and Egyptian community members live. By the end of 2019, 12 municipalities had ongoing 3-years housing programmes, in 12 municipalities the 3-year housing programmes had expired and in 6 municipalities the 3-years programmes are drafted and in process of approval by the municipalities. The following chart gives a short overview on the 3-years housing programmes.

Chart 17 - Number of Municipal Housing Programs drafted



Source 20: MESP Annual Reports

In annex, there is a summary list of all municipalities with ongoing 3-years housing programmes, expired and drafted 3-years housing programmes. Through the 3-years housing programmes it was possible to identify housing needs and families without adequate housing.

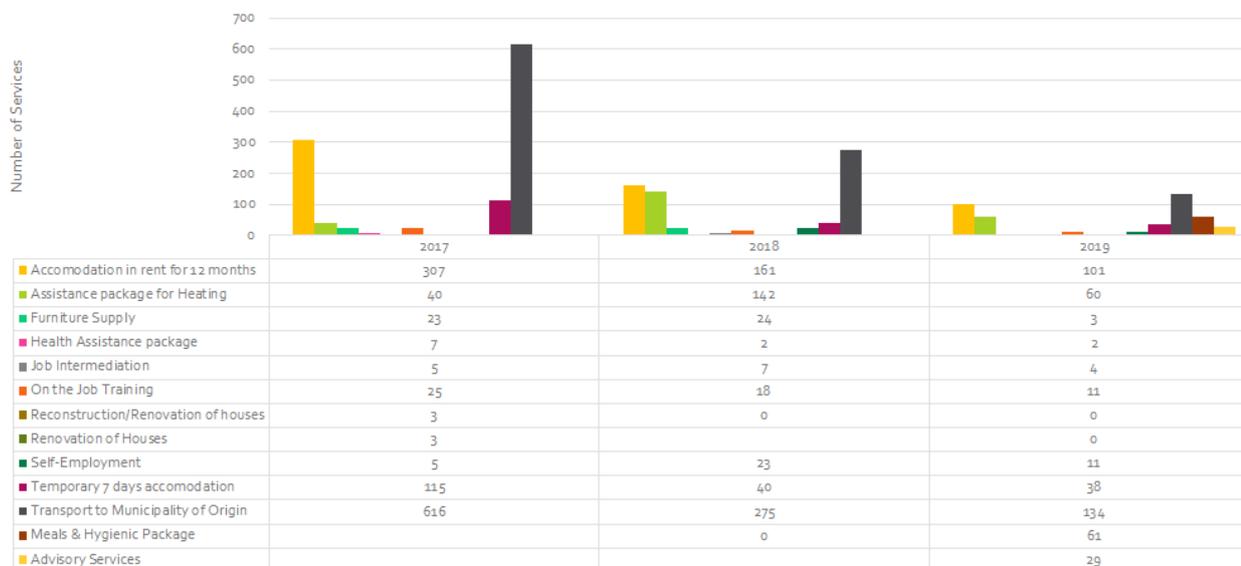
7 OTHER CROSS-SECTOR SUPPORT

7.1 Reintegration

As an intersectoral package support with about 13 services, the Department of Reintegration of the Repatriated Persons (DRRP) in Ministry of Internal Affairs, in cooperation with other line Ministries and with the support of different International Organizations and NGOs has been continuously making effort to reintegrate the readmitted persons through providing several support packages, such as food and hygienic kits, healthcare, temporary housing, education support.

A total of 5,597 Roma and Ashkali community members have benefited from the service package of the DRRP of the MIA in the years 2017, 2018 and 2019. One of the most used service was the transport to the municipality of origin, followed by accommodations in rented properties for twelve (12) months.

Chart 18 - Number of Services rendered by DRRP to Roma and Ashkali Community Members



Source 21: Ministry of Internal Affairs DRRP Annual Reports

As can be observed by the chart, the transport to the municipality of origin is declining from year to year due to the demand declining. A positive trend follows from year 2017 to 2018 on the on-the-job training, job intermediation and self-employment.

7.2 Civil Registration

The Civil Registration Agency (CRA) of the Republic of Kosovo, is an institution under the mandate of the Ministry of Internal Affairs (MIA). CRA is a leading institution in managing the identity of all citizens of the country. The CRA is responsible for maintaining a reliable civil status registry and monitoring data quality of civil status documents, with the aim to provide quality and efficient services for all the citizens of Kosovo. CRA is responsible for developing, monitoring and implementing government policies on civil registration and civil status and to offer services for citizens who apply for identity cards, passports, driving licenses and vehicles registration.

The Municipal Civil Status Offices (MCSOs) are the ‘front-office’ of the civil status service where contacts with citizens take place and where the civil status data is collected, registered and maintained. The MCSOs are under the responsibility of the Municipalities as stipulated in the Law no.04/1 –003 on civil status (article 2, point 1.11) and Law no. 03/1-040 on local self-government.

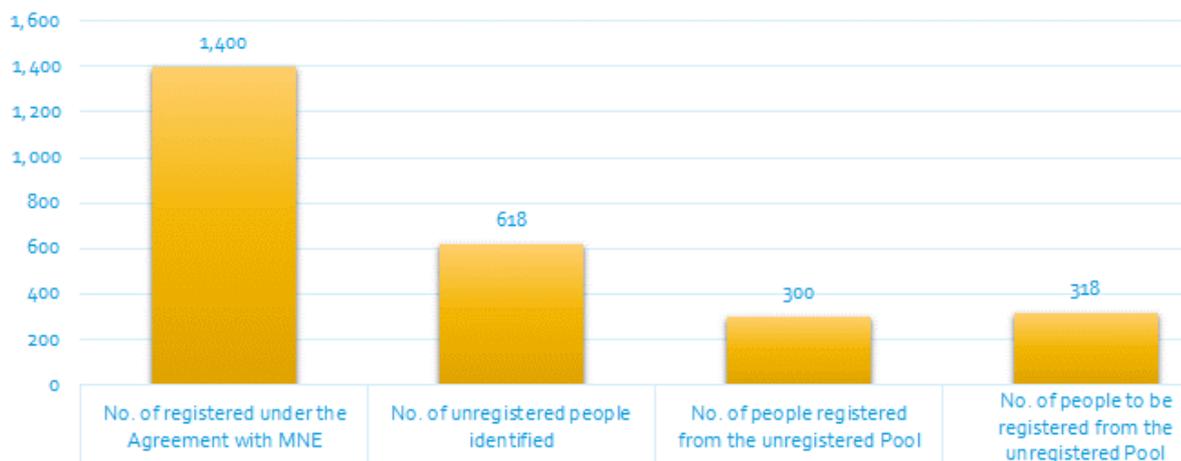
The CRA work on the Roma, Ashkali and Egyptian communities is based on some policies, agreements and documents on the regional and international context that include:

- Zagreb Declaration on the provision of civil status documents and civil registration in Southeast Europe dated 26 and 27 October 2011,
- Revised Draft of the Zagreb Declaration in Skopje,
- Meeting of the Roma Decade in March 2012, and
- Recommendations of the Leaders of the Regional Conference on Civil Registration in Podgorica in October 2013 European Commission - OSCE - KLPK-UNHCR –
- Decree on the ratification of the international agreement between the Government of the Republic of Kosovo and the Government of Montenegro, signed in Podgorica on 30 June 2011, and received at the office of the President of the Republic of Kosovo on 13 July 2011 on the persons displaced from Kosovo and residing in Montenegro.

On the national context, the CRA main policy document and legal framework include:

- Law no. 04 / L-003 on Civil Status,
- Law no. 04 / L-215 on Citizenship,
- Administrative Instruction (MIA) No. 24/2015 on late registration in civil status registers,
- Circular No. 02/872 dated 24.06.2015 for non-application of fines and fees for the Roma, Ashkali and Egyptian community in Kosovo,
- Strategy for Inclusion of Roma, Ashkali and Egyptian Community into the Kosovar Society 2009-2015,
- Strategy for Inclusion of Roma and Ashkali Community into the Kosovar Society 2017-2021,

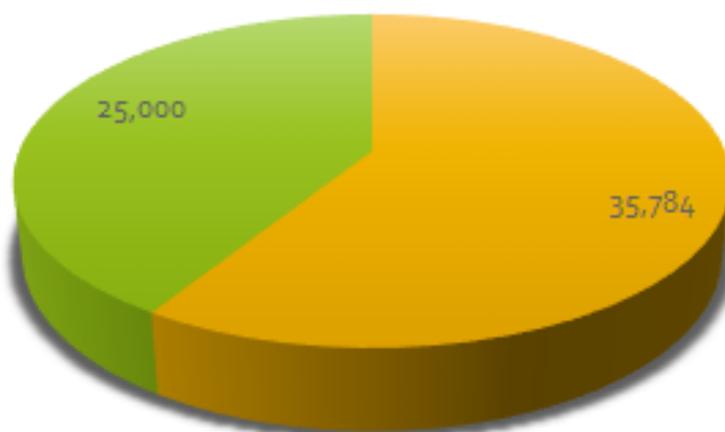
A Circular of the Civil Registration Agency has been issued to the Municipalities for non-application of punitive measures for non-timely registration of the Roma, Ashkali and Egyptian community in Kosovo. The implementation of the agreement for the subsequent registration in the Basic Registers of Civil Status and Citizenship and the provision of documents, birth extract, identity card and passports for all persons originating from Kosovo is being done in full partnership with the Government of Montenegro with the support of UNHCR and OSCE. The implementation of this agreement has entered the final phase, where so far the state of Kosovo has once registered 1400 displaced persons, who have been able to regulate the status in Montenegro.



In May 2016, the Civil Registration Agency together with UNHCR in Kosovo published a report identifying unregistered persons in Kosovo, with a focus on the Roma, Ashkali and Egyptian communities, with 618 unregistered at the country level. Since then, out of 618 people, so far CRA has managed to register about 300 with the support of UNHCR, CRP, and the Municipalities.

Since 2005, the UNHCR-supported Civil Rights Program has assisted nearly 25,000 people in front of the Civil Registry Offices in the Republic of Kosovo.

ARC has established an inter-institutional working group that aims to combat the occurrence of cases of persons born and not registered, as well as the creation of a mechanism for the registration of unregistered persons.



■ Population according to Census 2011 ■ No. of registered by CRPK from 2005-2016

7.3 Gender Equality

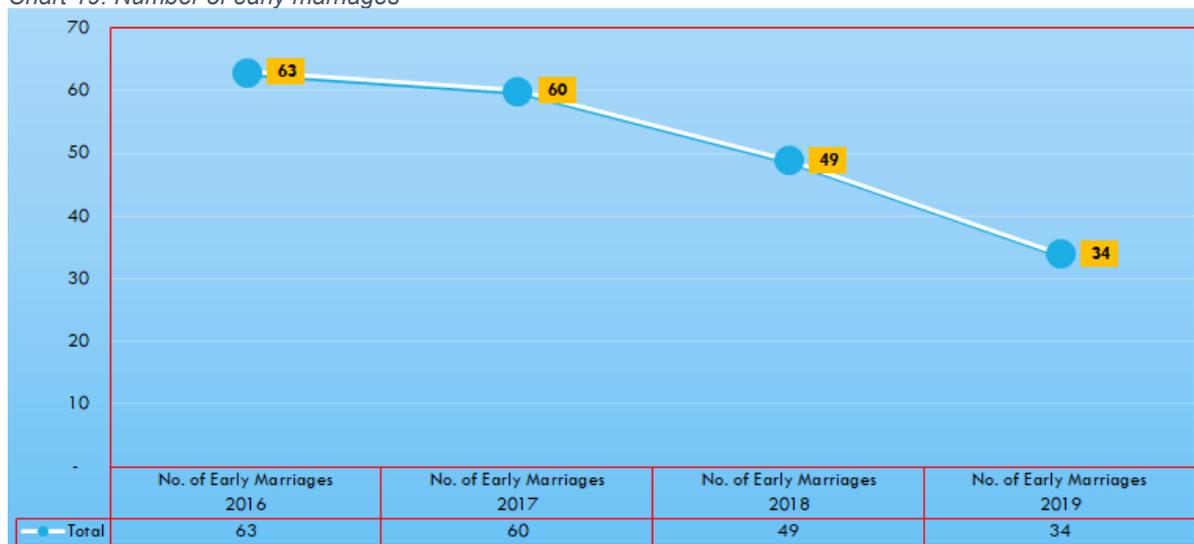
The Agency of Gender Equality (AGE) of Kosovo is an Executive Agency acting within the Prime Minister Office. It is responsible for developing and implementing policy and strategy papers related to gender equality, implementation of the legislation, monitoring and application of standards, addressing requests for donors and overall policy coordination on the gender related issues in order to strengthen the role of the women in society, economy and advance the gender equality agenda

Its main legal framework document is the Law No. 2004/2 on Gender Equality and its Program for Gender Equality 2008-2013 and the newly drafted and approved Kosovo Program for Gender Equality 2020-2024. A deeper screening of the above-mentioned program reveals that the Roma, Ashkali and Egyptian communities belong to the priority groups and have been emphasized 32 times. The early marriages within these communities has been identified as a challenge that needs immediate addressing.

In recent years, AGE has supported through subsidies “The Network Organisations of Roma, Ashkali and Egyptian Women” with its project “A different look”. The project was aimed at making a documentary in order to influence the awareness against domestic violence, specifically violence against women.

In order to sensitize the public on the legal framework that guarantees gender equality in RKS during 2019 ABGJ has realized the video spot "Prevention of early marriages".

Chart 19: Number of early marriages

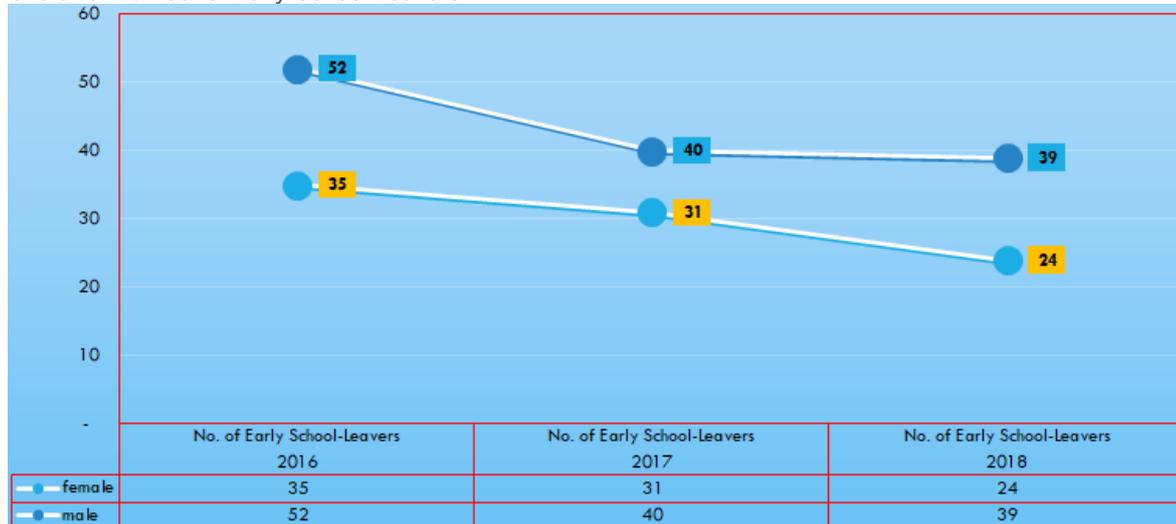


Source 22: AGE Report 2019

The sequence from the video forum realized for the prevention of Early Marriages, where during 2016 there were 63 cases, in 2017- 60 cases, 2018- 49 cases, and in 2019- 34 cases. This videotape has also been translated into Romani and has been broadcast as part of the Unity show on RTK. In July of this year, the same video clip will be broadcast on other private televisions with the help of UNFPA.

Progress can be observed even in the education sector, where female members of the Roma, Ashkali and Egyptian communities are more and more attending schools, colleges and universities. The school dropouts have been in decline from year to year, as can be observed on the below chart.

Chart 20: Number of Early School Leavers

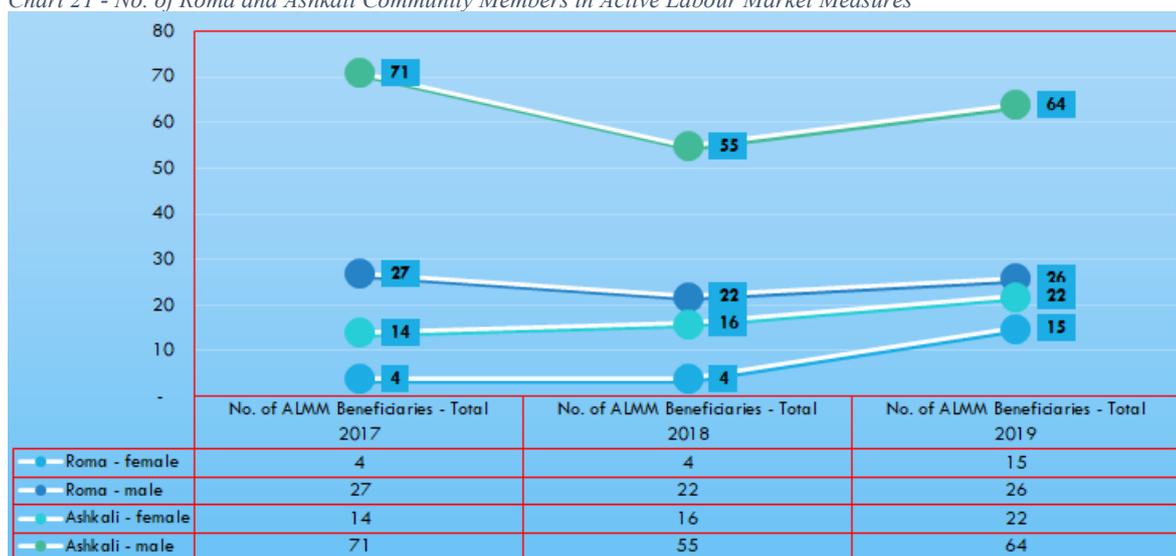


Source 23: MEST Annual Statistics

Every year fewer female pupils are leaving the school and compared to prior to 2016 period this represents a considerable progress.

The participation and representation of females on the Active Labour Market Measures (ALMMs) has considerably improved, if compared with previous years, however the gap between male and female remains high for both communities. The chart below provides a short summary on the participation of Roma and Ashkali female on the ALMMs.

Chart 21 - No. of Roma and Ashkali Community Members in Active Labour Market Measures



Source 24: MLSW Administrative Database

8 STRATEGY IMPLEMENTATION ON THE MUNICIPALITY LEVEL

8.1 Introduction

The Republic of Kosovo population according to the 2011 census has a population of 1,780,021 inhabitants who live in an area of 10.896 km divided in 38 municipalities. The largest municipality by population is the municipality of Prishtina with 198.897 residents, while the smallest municipality by population is the municipality of Partesh with 1,787 residents. The largest municipality by surface is the municipality of Podujevë with 633 Km², while the smallest municipality by surface is the municipality of Mitrovica with 5 km².

According to the 2011 population census in Kosovo, about 35,784 inhabitants of the Republic of Kosovo belong to the Roma, Ashkali and Egyptians community people. Out of them, 8,824 are Roma, and 15,436 are Ashkali who reside in Kosovo. Roma thus constitute 0.51% of the population, Ashkali 0.89% and Egyptians 0.66%. The Roma, Ashkali and Egyptians have traditionally lived in Kosovo and essentially contribute to its diverse society with their distinct traditions and cultures. Members of the three communities are dispersed throughout Kosovo, mainly in 24 municipalities, with significant presence in the municipalities of Ferizaj, Fushë Kosovë, Gjakovë, Pejë/ and Prizren.

In the municipalities where they reside in significant numbers, Roma, Ashkali and Egyptian communities are adequately represented in the community protection mechanisms, as the MOCR and communities committee (CC), mandatory for each municipality where all communities residing in a given municipality should be represented; deputy mayor for communities (DMC) and deputy municipal assembly chairperson for communities (DCMAC), mandatory in municipalities where communities constitute at least ten per cent of its total population.

Table 21: The 5 Municipalities with largest Roma Population

Municipality	Total Population	Roma	Roma %
Gjakovë	94,556	738	0.78%
Obiliq	21,549	661	3.07%
Pejë	96,450	993	1.03%
Prizren	177,781	2,899	1.63%
Graçanicë	10,675	745	6.98%
Total	401,011	6,036	1.51%

Table 22: The 5 Municipalities with largest Ashkali Population

Municipality	Total Population	Ashkali	Ashkali %
Fushë Kosovë	34,827	3,230	9.27%
Lipjan	57,605	1,812	3.15%
Prizren	177,781	1,350	0.76%
Shtime	27,324	750	2.74%
Ferizaj	108,610	3,629	3.34%
Total	406,147	10,771	2.65%

Table 23: The 5 Municipalities with largest Egyptian Population

Municipality	Total Population	Egyptian	Egyptians %
Deçan	40,019	393	0.98%
Gjakovë	94,556	5,117	5.41%
Istog	39,289	1,544	3.93%
Klinë	38,496	934	2.43%
Pejë	96,450	2,700	2.80%
Total	308,810	10,688	3.46%

In line with the Strategy for Inclusion of Roma and Ashkali communities into the Kosovar Society 2017-2021 and its Action Plan, the municipalities where the three communities reside have drafted their Strategies for Inclusion of Roma, Ashkali and Egyptian Community into the Kosovar Society.

8.2 Overview of the Municipal Strategies for Inclusion of Roma, Ashkali and Egyptian Communities into the Kosovar Society

The Municipal Strategies for Inclusion of Roma, Ashkali and Egyptian Communities into the Kosovar Society and its Action Plans were developed on the fundament of the central level Strategy on Inclusion of Roma and Ashkali Communities into the Kosovar Society and its Action Plan 2017-2021.

These strategies have a similar and comparative structure and content with the central level strategy, with the only addition that the municipal level strategies include the Egyptian community, as well. The municipal strategies cover the period 2016-2022 depending on the drafting time by the municipalities.

The municipal strategies on inclusion of Roma, Ashkali and Egyptian Communities into the Kosovar Society sets four (4) to (5) strategic objectives each with 3 to 4 specific or sub-objectives that that cover the following 5 sectors,

- Education
- Employment and Social Welfare,
- Health,
- Housing and
- Media and Culture in the Municipality of Prizren.

8.3 Implementation Monitoring

On the recent years the coordination between the central and local level on the implementation of the mentioned strategy has significantly improved, but still needs to be strengthened. Aggregated data to the country level show improvements in many areas, however monitoring and evaluation mechanism to show progress in each municipality needs further to be developed and sustained.

As the evaluation of each municipal strategy or this mid-term report is impossible, a matrix of measures of the strategies was created that show if the measure/activity has been implemented or not. Data and reports were submitted by the Municipality of Prishtina, Ferizaj, Gjakova, Prizren. Lipjan and Shtime

9 SECTOR ASSESSMENT ON LOCAL LEVEL

9.1 Education

Education is often considered as a great equalizer. It can open the door to jobs, resources, and skills that an individual and families need to not just survive but thrive. Access to quality primary education and supporting child well-being is a globally recognized solution to the cycle of poverty. Not every person without an education is living in extreme poverty, but most of the extremely poor do lack a basic education. Those living below the poverty line will also be more likely to keep their children out of school, which means that their children will also have a greater chance of living in poverty.

Education is directly related to many solutions to poverty, as: economic growth, reduced income inequality, reduced infant and maternal deaths, reduced violence at home and in society

The situation with regards to education has been steadily improving. Data provided by municipalities and the KAS shows that school abandonment is no longer a systemic problem, participation and attainment in education has increased.

The table below provides a summary of the Municipal Action Plans and an elaborated Reporting Framework that includes the activities planned on the vertical list and the municipalities that reported on the horizontal list. It shows which municipality has implemented the activity, which has not implemented it and which has not reported on the foreseen activity. The following table gives an explanation on the activity.

Acronym	Description
YES	Activity implemented
NO	Activity not implemented
NRP	Nothing reported by the municipality
NC	No cases
NN	Municipality considers it as not necessary or already implemented

Activity	Ferizaj	Gjakova	Lipjan	Prishtinë	Prizren	Shtime
Defining quotas for registering on public kindergartens	No	No	No	No	No	
Development of a monitoring system for the scholarship beneficiaries on the upper secondary and high education		No	Yes	Yes	No	Yes
Facilitating of transportation for children living in rural areas attending upper secondary education	NN		Yes	Yes		

Functionalising of the community-based Learning Centers	Yes	Yes	Yes	Yes	Yes	Yes
Identifying and addressing school-drop outs	Yes	Yes	Yes	Yes	Yes	Yes
Organising of awareness campaigns for enrolment on pre-primary and primary education	Yes	Yes	Yes	Yes	Yes	Yes
Organising of awareness campaigns on importance of education	Yes	Yes	Yes	Yes	Yes	Yes
Organising of intensive training for children with delays on mandatory education	NRP	Yes	NRP	Yes	Yes	Yes
Organising of summer camps	Yes		Yes		Yes	Yes
Organising trainings against discrimination and prejudices for teachers	Yes	Yes	NRP	Yes	No	Yes
Supporting Roma, Ashkali and Egyptian community children with school package and books	Yes	Yes	Yes	Yes	Yes	Yes

9.2 Employment and Social Welfare

The Centres for Social Work (CSWs) have the mandate for social assistance and social service delivery at the municipal level. A comprehensive geographical coverage with CSWs exists in each municipality, providing services close to the residence of people in need. The CSWs maintain databases of the beneficiaries with all the required details including the ethnicity.

Social protection schemes and social services offered by the Centers for Social Works (CSW) and municipalities have continuously included more and more members of the Roma, Ashkali and Egyptian community into the social protection system. Employment still remains a challenge and the employment quotas implementation appear to have stagnated.

The table below provides a summary of the Municipal Action Plans and an elaborated Reporting Framework that includes the activities planned on the vertical list and the municipalities that reported on the horizontal list. It shows which municipality has implemented the activity, which has not implemented it and which has not reported on the foreseen activity. The following table gives an explanation on the activity.

Acronym	Description
YES	Activity implemented
NO	Activity not implemented
NRP	Nothing reported by the municipality
NC	No cases
NN	Municipality considers it as not necessary or already implemented

Activity	Ferizaj	Gjakova	Lipjan	Prishtinë	Prizren	Shtime
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Awareness raising campaign on the inclusion of labour force from communities in the Employment Offices	NRP	Yes	Yes	Yes	Yes	Yes
Awareness raising campaign on the quotas for employment of communities	Yes	Yes	No	Yes	Yes	Yes
Better coordination among municipal sectors to enhance the access to jobs and social services for the communities	NRP	Yes	No	Yes	No	Yes
Informing families on the social assistance and social services schemes	Yes	Yes	Yes	Yes	Yes	Yes
Preventing children labour, especially heavy works	NRP	Yes	Yes	NC	NRP	NC
Providing of additional courses on vocational education for jobseekers among the Roma, Ashkali and Egyptian communities	NRP	Yes	Yes	Yes	Yes	Yes
Regular advisory family visits on preventing early marriages	NRP	Yes	Yes	Yes	NRP	Yes
Regulation on the subsidies for community businesses and those businesses employing Roma, Ashkali and Egyptian Community members	NRP	Yes	NC	Yes	NRP	NRP
Start-up support for young community people	NRP	Yes	Yes	Yes	Yes	Yes
NRP=Nothing reported / NC=No cases						

9.3 Health

Access to public health services has improved and in the housing field municipalities receive donor support.

The table below provides a summary of the Municipal Action Plans and an elaborated Reporting Framework that includes the activities planned on the vertical list and the municipalities that reported on the horizontal list. It shows which municipality has implemented the activity, which has not implemented it and which has not reported on the foreseen activity. The following table gives an explanation on the activity.

Acronym	Description
YES	Activity implemented
NO	Activity not implemented
NRP	Nothing reported by the municipality
NC	No cases

NN	Municipality considers it as not necessary or already implemented
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Activity	Ferizaj	Gjakova	Lipjan	Prishtinë	Prizren	Shtime
Budgeting on treating of health cases for communities		Yes	Yes	Yes		Yes
Identifying children that have not been immunized		Yes	Yes	Yes	Yes	Yes
Organising of awareness campaigns on the services offered by Family Health Centers	Yes	Yes	Yes	Yes	Yes	Yes
Organising of lectures on health education and family planning	Yes	Yes	Yes	Yes	Yes	Yes
Organising of periodic visits on mamography in coordination with MOC		Yes	No	Yes	Yes	Yes
Periodic field in-house visits by Family Healthcare Centers in community families	Yes	Yes	Yes	Yes	Yes	Yes

9.4 Housing

Housing in the municipalities has been addressed by drafting the Municipal 3-Years Housing Programmes that include all communities with housing needs, including the Roma, Ashkali and Egyptian community, in municipalities where Roma, Ashkali and Egyptian community members live.

By the end of 2019, 12 municipalities had ongoing 3-years housing programmes, in 12 municipalities the 3-year housing programmes had expired and in 6 municipalities the 3-years programmes are drafted and in process of approval by the municipalities.

In annex, a summary list of all municipalities with ongoing 3-years housing programmes, expired and drafted 3-years housing programme. Through the 3-years housing programmes it was possible to identify housing needs and families without adequate housing.

The table below provides a summary of the Municipal Action Plans and an elaborated Reporting Framework that includes the activities planned on the vertical list and the municipalities that reported on the horizontal list. It shows which municipality has implemented the activity, which has not implemented it and which has not reported on the foreseen activity. The following table gives an explanation on the activity.

Acronym	Description
YES	Activity implemented
NO	Activity not implemented
NRP	Nothing reported by the municipality
NC	No cases
NN	Municipality considers it as not necessary or already implemented

Activity	Ferizaj	Gjakova	Lipjan	Prishtinë	Prizren	Shtime
Drafting of the regulation / criteria for potential beneficiaries	NRP	Yes	Yes	Yes	NRP	NRP
Granting of apartments according to regulation	No	No	Yes	NRP	No	No
Improving the living/housing conditions on existing houses	NRP	Yes	Yes	No	Yes	Yes
Legalising existing property / Registering the property on the owners name	NRP	Yes	Yes	NRP	NRP	No
Providing of parcels/land for house reconstruction for families without housing and property	No	No	No	NRP	NRP	Yes
Registering in the database for families without housing / families in need for housing	NRP	Yes	Yes	Yes	NRP	Yes
Setting quotas for inclusion of community families on the social housing provision	NRP	No	Yes	NRP	NRP	No

10 CONCLUSIONS

The main conclusion of this midterm evaluation is that the Strategy has proved to be a valid and feasible policy document on education, employment, social welfare, health and housing and as an adequate approach for the context of Roma, Ashkali and Egyptian community situation in Kosovo. Evidence showed relevance, effectiveness, impact, and sustainability and as a contribution to achieve better education, better inclusion into the social protection schemes, improved access to health care and housing and in general on closing the gaps between communities in Kosovo. Evidence gathered from different sources indicated that the strategy had a substantial positive effect on increasing and attainment of students on education, on inclusion the most poorest into the social protection schemes, on improving the access to health care services and housing, as employment still remains a challenge.

10.1 Relevance

The Strategy on Inclusion of Roma and Ashkali Communities into the Kosovar Society 2017-2021 and the Municipal Strategies for Inclusion of Roma, Ashkali and Egyptian Communities into the Kosovar Society approach is relevant and responsive to the socioeconomic, legal and policy contexts of Kosovo's focus on equity and rights for the communities.

The strategy translates the Kosovo legal and policy frameworks into a more inclusive and equitable system, as expressed in the Kosovo Constitution, Law on the Communities, Kosovo Education Strategic Plan (2017-2021), MLSW Sector Strategy 2017-2021, Health Sector Strategy 2017-2021 and on housing strategy among other relevant laws and policy frameworks. The relevance of the strategy is closely linked to Kosovo Institutions commitment on equal rights and non-discrimination for all communities.

10.2 Effectiveness

The strategy has been effective in developing and implementing a context-appropriate coordination model that has created conditions to improve the participation on education, inclusion on social protection, access to health care and social housing of the Roma, Ashkali and Egyptian Community and has substantially contributed to closing the gap between the communities standards of living in Kosovo. Almost of the activities planned and foreseen in the action plan of the strategy were carried out by the respective ministries and municipalities. An unresolved issue remains the quotas on employment of the Roma, Ashkali and Egyptian community members required by the law.

10.3 Efficiency

The data gathering and analysing provided evidence provided that Kosovo Budget expenses are much higher than estimated and planned in the strategy budget. The budget estimated for the implementation of this Strategy extracted from the Action Plan of the Strategy and further elaborated indicates a total budget of Eur 8,684,758. However, through a deeper insight into the budget and expenses of the strategy under evaluation, can be concluded that only the budget expenses under the economic category, transfer and subsidies, for social assistance for the Roma and Ashkali community, of the MLSW for the three-years period amounts to Eur 9,273,939. Therefore, the efficiency with the current data available is difficult to be assessed.

10.4 Impact

The Strategy has produced factual and perceived impacts on its intended beneficiaries. According to data gathered, online interviews, online meetings and the training hold with the Municipal Officers from

the Municipal Office for Communities, it is evident that outcomes have been at a high level in all areas of the strategy. This can even be observed on the data analysis conducted during this mid-term evaluation and presented in this document and in the annexes section. The strategy achieved to increase and attain the participation on education for almost all the education level. The wider inclusion in the social protection schemes, as social assistance, social services, disability pensions and basic pension for elderly people for the communities have considerably improved year by year.

10.5 Sustainability

The strategy has established a good working and coordination team, monitoring mechanisms and favourable conditions for future replication and scaling up of the programme. In addition, the socio-political climate is also supportive, but the economic situation and prospects for economic developments in Kosovo remain fragile.

However, for sustainable scaling up of the current or future programme, adjustments to the actual resources in implementing, coordination and monitoring the strategy implementation are needed. Improvements on data management, as statistics, budgeting and expenses are needed, as well. The sustainability can further be strengthened by better coordination together with supportive policies and dialogue between central and local institutions.

10.6 Gender and Equity

The strategy approach has also proved its relevance to gender equality agenda and the equity in general, particularly considering its contribution to promote more inclusion and participation of the communities on education and other social affairs. Improvements in the participation and attendance on education can be attributed to the community-based learning centres that daily help the community children overcome the learning barrier in school. As a part of the gender equality efforts, the strategy has contributed to good participation of girls on education, by largely reducing the school leaving by girls and by contribution to declining of the early marriage's phenomena.

11 RECOMMENDATIONS

The recommendations are based on the findings and conclusions of this mid-term evaluation and are intended to inform the design and implementation of the on-going strategy and any future strategies to be developed.

11.1 Further Development of the Framework of Performance Indicators

It is recommended to the Office for Good Governance and to the RCC Roma Integration Team to work on further developing the Framework of Performance Indicators in the annex that considers the theory of change with clearly defined performance indicators, with data and metrics, clear indicators, baseline data, targets and goals, on a historical and yearly basis to be used in the management, implementation monitoring and the overall assessment of the strategy and its action plan. This Framework of Indicators should be part of the ongoing strategy and any future initiative and is more than necessary for any upcoming programming after 2020.

11.2 Strengthening the Capacities of the Office for Good Governance

The OGG handles a lot of documents as publications, reports by ministries, municipalities and civil society organisations and holds a lot of responsibilities without having sufficient capacity. The way how the work is done causes stress consumes a lot of time and greatly affects the work of the OGG staff and even the quality of decision-making.

Therefore, it is recommended to focus and limit the work of the OGG to a number of tasks in line with its capacities and available resources and to enhance the capacity of the OGG through implementing of standardised tools to handle documents and reports and through training the staff.

11.3 Accountability on Strategy Budget & Expenses

It is obvious, that the strategy coordination mechanism of the OGG lack proper tools for accounting and collecting accurate financial data on the expenses of the implementation and the financial analysis is missing in majority of evaluation and monitoring reports in Kosovo and the efficiency of the strategy cannot be measured.

Therefore, it is recommended to set up proper accounting tools to track the expenses by activity or unit costs, if available, in order to measure the efficiency of the strategy.

11.4 Financial Support for the Learning Centres

The learning centres work according to the MEST curricula and with the support of CSOs. The OGG in cooperation with Municipalities and MEST should implement the relevant Administrative Instruction and approve the relevant guidelines to ensure sustainable funding for the learning centres dedicated for education of Roma and Ashkali communities.

11.5 Better Coordination with Local Level Institutions

The coordination between the central level institutions has improved, but it needs to need to be strengthened between the local and central level, the OGG, ministries and municipalities. The OGG should take concrete steps to strengthen coordination of existing mechanisms on central and local level through capacity building, trainings and implementing proper monitoring tools and empower the role of Municipal Offices for Communities.

11.6 Preparing next Programming

The current and next year should be used as a preparation phase to derive lessons from the strategy implementation and weaknesses identified to build up the new programs. Prior to any new program and in parallel to the existing strategy implementation, the coordination mechanisms of the OGG should be strengthened to improve its efficiency and the effectiveness.

12 ANNEXES

12.1 Annex: Kosovo Population

Municipality	Total Population	Roma	Ashkali	Egyptian	Roma %	Ashkali %	Egyptians %	Roma, Ashkali Egyptian %
Deçan	40,019	33	42	393	0.08%	0.10%	0.98%	1.17%
Gjakovë	94,556	738	613	5,117	0.78%	0.65%	5.41%	6.84%
Glllogoc	58,531	0	0	2	0.00%	0.00%	0.00%	0.00%
Gjilan	90,178	361	15	1	0.40%	0.02%	0.00%	0.42%
Dragash	33,997	3	4	3	0.01%	0.01%	0.01%	0.03%
Istog	39,289	39	111	1,544	0.10%	0.28%	3.93%	4.31%
Kaçanik	33,409	5	1	0	0.01%	0.00%	0.00%	0.02%
Klinë	38,496	78	85	934	0.20%	0.22%	2.43%	2.85%
Fushë Kosovë	34,827	436	3,230	282	1.25%	9.27%	0.81%	11.34%
Kamenicë	36,085	240	0	0	0.67%	0.00%	0.00%	0.67%
Mitrovicë	71,909	528	647	6	0.73%	0.90%	0.01%	1.64%
Lipjan	57,605	342	1,812	4	0.59%	3.15%	0.01%	3.75%
Novobërdë	6,729	63	3	0	0.94%	0.04%	0.00%	0.98%
Obiliq	21,549	661	578	27	3.07%	2.68%	0.13%	5.87%
Rahovec	56,208	84	404	299	0.15%	0.72%	0.53%	1.40%
Pejë	96,450	993	143	2,700	1.03%	0.15%	2.80%	3.98%
Podujevë	88,499	74	680	2	0.08%	0.77%	0.00%	0.85%
Pristina	198,897	56	557	8	0.03%	0.28%	0.00%	0.31%
Prizren	177,781	2,899	1,350	168	1.63%	0.76%	0.09%	2.48%
Skenderaj	50,858	0	10	1	0.00%	0.02%	0.00%	0.02%
Shtime	27,324	23	750	0	0.08%	2.74%	0.00%	2.83%
Shtërpcë	6,949	24	1	0	0.35%	0.01%	0.00%	0.36%
Suharekë	59,722	41	493	5	0.07%	0.83%	0.01%	0.90%
Ferizaj	108,610	204	3,629	24	0.19%	3.34%	0.02%	3.55%
Viti	46,987	12	14	0	0.03%	0.03%	0.00%	0.06%
Vushtrri	69,870	68	143	1	0.10%	0.20%	0.00%	0.30%
Malishevë	54,613	26	5	0	0.05%	0.01%	0.00%	0.06%
Mamushë	5,507	39	12	0	0.71%	0.22%	0.00%	0.93%
Graçanicë	10,675	745	104	3	6.98%	0.97%	0.03%	7.98%
Klllokot	2,556	9	0	0	0.35%	0.00%	0.00%	0.35%
Total	1,739,825	8,824	15,436	11,524	0.51%	0.89%	0.66%	2.06%

12.2 Annex: Strategy Framework of Key Performance Indicators

This table contains an initial Framework of Indicators on the Roma, Ashkali and Egyptian communities in Kosovo and is of an importance for the Monitoring & Evaluation of the Strategies in the central and local level on the Inclusion this Communities into the Kosovar Society. This Framework of Indicators should be further developed and enriched so that progress can be measured.

Area Indicator / Year	2015	2016	2017	2018	2019
Education	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
No. of children in Pre-Primary Education		354	387	410	436
No. of children in Pre-School Education		5	2	9	11
No. of Early School-Leavers			87	71	63
No. of people repatriated & reintegrated in Pre-University Education			6	71	
No. of pupils benefiting from Tutoring			237	400	250
No. of pupils in Pre-School, Primary, Lower & Upper Secondary Education			6,268	6,662	6,835
No. of pupils in Primary and Lower Secondary Education			5,412	5,689	5,793
No. of pupils in Private Education				8	4
No. of pupils in Upper Secondary Education			389	553	582
No. of pupils received free-of-charge textbooks			5,414	5,035	5,815
No. of scholarships granted			500	507	593
No. of Students at Master Level				4	21
No. of Students attending University of Prishtina			18	63	72
No. of Students in Pre-University Education		5,382	6,276	6,670	6,839
No. of students registered in Students Center				11	
No. of Teachers			19	20	17
Employment	2015	2016	2017	2018	2019
No. of ALMM Beneficiaries - On-the-Job-Training			47	33	13
No. of ALMM Beneficiaries - Public Works			23	5	20
No. of ALMM Beneficiaries - Salary Subsidies			30	12	9
No. of ALMM Beneficiaries - Self-Employment			9	30	6
No. of ALMM Beneficiaries - Trainees			7	17	28
No. of ALMM Beneficiaries - Total			116	125	182
No. of Employment Intermediations by EO			91	215	193
No. of Jobseekers on Vocational Education				124	
No. of unemployed registered at EO		4,524		5,230	
No. of people trained by VTC			162	122	
Social Welfare - Social Protection Schemes	2015	2016	2017	2018	2019
No. of Basic Pension Beneficiaries			479	555	647

Area Indicator / Year	2015	2016	2017	2018	2019
No. of Beneficiaries of the Family Violence Protection Scheme				33	
No. of children benefiting from the Disability Pension Scheme	83	110	108	79	
No. of children housed in community-based homes				48	
No. of children housed in the House of Children				1	
No. of Disability Pension Beneficiaries		237	217	212	208
No. of Elderly People without family custody placed in the House for Social Protection				22	
No. of Emergency Assistances disbursed			22	20	
No. of Family benefiting Electricity Subsidies		77		2,733	2,742
No. of Family benefiting Social Assistance	1,736		2,591	2,733	2,742
No. of Family Members benefiting Social Assistance	8,095	12,036	12,236	12,860	12,934
No. of NGOs providing Social Services supported by MLSW				7	
Amount disbursed for Children housed in community-based homes in EUR				56,600	
Amount disbursed for Social Assistance in EUR		2,943,990	3,080,979	3,797,700	3,803,784
Amount disbursed from the Emergency Assistance in EUR			2,200	4,000	
Amount disbursed to children from the Disability Pension Scheme in EUR		110,000	108,000	79,000	
Social Welfare – Social Services	2015	2016	2017	2018	2019
Abandoned children	8		7	6	8
Abused children	5		4	1	5
Children of parents prevented from performing parental duty	1		1	1	6
Children with antisocial behavior	8		15	7	10
Clients with disabilities - Adults			2		1
Clients with disabilities - Children			2		
Dangerous child labor	7		43	39	7
Marital counseling	24		29	30	33
Minors in conflict with the law	15		13	15	13
Orphans	1		5		2
Victims of domestic violence	11		18	20	25
Victims of sexual crimes	2			1	3
Other clients – Administrative Services	195		131	110	116
Health	2015	2016	2017	2018	2019
No. of children vaccinated			1,400	7,786	6,832
No. of health awareness campaigns performed			1	31	40
No. of Health Care Services Delivery			246	1,330	
No. of health field/house visits performed			1,459	2,792	
No. of health service providers (NGO)				4	

Area Indicator / Year	2015	2016	2017	2018	2019
No. of health staff trained in Sanitary Hygiene				423	
No. of mammography examinations performed			673	730	
No. of workshop attendees on Sanitary Hygiene				80	
No. of Workshops held on Sanitary Hygiene				10	
Amount of Funds disbursed to Health Service Providers (NGO) in EUR				41,278	
Housing	2015	2016	2017	2018	2019
No. of Families without adequate Housing			771	962	482
No. of House Reconstruction Projects implemented on own land			42	2	
No. of House Renovation Projects implemented			42	72	61
No. of Houses equipped with Furniture			12	9	
No. of Houses renovated & granted				61	
No. of Housing Program drafted			16	6	3
Gender	2015	2016	2017	2018	2019
No. of Early Marriages		63	60	49	34
Civil Registration	2015	2016	2017	2018	2019
No. of people registered from the unregistered Pool				300	
No. of registered by CRPK from 2005-2016		25,000			
No. of registered under the Agreement with MNE					1,400
No. of unregistered people identified			618		318

12.3 Annex: Strategy Activity Plan

The following table of activities outlines an overview of the activities planned in the Action Plan, broken down by type of activities, showing if the activity is an ongoing activity, an onetime activity and the year of the completion of the activity. It keeps records on activities completed and indicates the activities to be completed and serves as a monitoring tool on activities of the Action Plan.

 Yearly Recurring Activity 1-3 years  One-Time Activity

Priority Area	Activity	Year 2017	Year 2018	Year 2019
Education	Support pre-school programmes in learning centers	X	X	X
Education	Subsidise fees for enrolment in public pre-school institutions for 100 children			
Education	Open 2 pre-primary classes in schools gravitated by Roma and Ashkali communities			
Education	Build public kindergartens in areas inhabited by Roma and Ashkali communities		X	X
Education	Drafting of municipal action plans for prevention of drop-out and non-registration for children of Roma and Ashkali communities	X	X	X
Education	Supervision of implementation of action plans	X	X	X
Education	Grant 500 stipends for students of Roma and Ashkali communities attending upper secondary schooling	X	X	X
Education	Drafting and implementation of annual plans in a number of fields for repatriated children	X	X	X
Education	Monitoring of schools' implementation of individual plans for repatriated children and returnees from the region	X	X	X
Education	Implement student registration quota in higher education institutions for members of Roma and Ashkali communities	X	X	X
Education	Organize foundational courses for registration of 100 candidates into higher education	X	X	X
Education	Grant stipends for 50 students of Roma and Ashkali communities	X	X	X
Education	Mentoring of 50 students members of Roma and Ashkali communities	X	X	X
Education	Research needs for adult education for members of the Roma and Ashkali communities	X		
Education	Organize adult literacy courses (50 participants)	X	X	X
Education	Inclusion of 50 members of Roma and Ashkali communities in vocational education programmes	X	X	X
Education	Dissemination of information on opportunities for adult education (promotion materials)	X	X	
Education	Setting of indicators	X		
Education	Development of pedagogic guides to avoid segregation and discrimination		X	
Education	Training of teachers on the topic of inclusion	X	X	X
Education	Draft the administrative instruction on learning centres			
Education	Provide support for 40 learning centres serving children of Roma and Ashkali communities	X	X	X
Education	Organize catch-up instruction in schools	X	X	X
Education	Study needs for organization of learning of Roma language	X	X	
Education	Hire teachers of Roma language (three full-time equivalent staff)		X	X
Education	Development of the package of parent awareness raising programmes on early childhood education	X		
Education	Organize an awareness raising campaign in areas inhabited by members of Roma and Ashkali communities		X	X
Education	Organization of awareness raising campaigns	X	X	X
Education	Organization of sensitizing campaigns for the wider public		X	X
Employment	Establish gender specific employment indicators and main features of jobs for these two communities from the Labour Force Survey	X	X	X
Employment	Regular reporting of data on benefits received by members of these communities from services and measures provided by the MLSW	X	X	X
Employment	Monitoring of the employment situation in public institutions in municipalities with higher presence of residents coming from these communities these communities	X	X	X
Employment	Monitoring of the situation of employment in central public institutions	X	X	X
Employment	Information and advocacy, based on research results	X	X	X

Priority Area	Activity	Year 2017	Year 2018	Year 2019
Employment	Hiring employment advisors from among members of these communities in municipalities with higher number of job seekers from these communities	x	x	x
Employment	Training of the hired employment advisors	x		
Employment	Research the affirmative action measures that have been effective in other countries	x		
Employment	Implement quota in LAMM (including vocational training)	x	x	x
Employment	Design and implement a needs analysis and an analysis of the effectiveness of services /LAMM for these two communities	x		
Employment	Design the LAMM/employment services based on the research funding	x		
Employment	Provide LAMM (300) beneficiaries a year)		x	x
Employment	Award business startup grants (10 a year)		x	
Employment	Organize an information campaign with members of the Roma and Ashkali communities		x	x
Employment	Broadcasting of promotion videos		x	
Employment	Meetings with citizens		x	
Employment	Provide social welfare to poor families of these communities	x	x	x
Employment	Analyse data on the size, structure and living conditions of the families benefiting from social welfare schemes	x		
Employment	Visit families benefiting from social welfare, which were assessed as having received far from sufficient assistance to meet their basic living needs	x	x	
Employment	The document is drafted with proposals for MLSW on additional support for these families	x	x	
Employment	Organize an information campaign	x	x	
Employment	Information meetings with MEDs to enhance teacher engagement for identification of children with special needs	x		
Employment	Information meetings with responsible persons in centres of family medicine	x		
Employment	Provide financial support for families with special needs children	x	x	x
Employment	Provide pensions for special needs persons who are 18-65 years of age	x	x	x
Employment	Organize an information campaign	x		
Employment	Assessment of the level of utilization of each form of social services and organization of meetings with members of these communities to cognise appreciation of the quality of social services by the beneficiaries and identification of new social services	x		
Employment	Provide training for the CSW on the new services identified by the research		x	
Employment	Assessment of training needs of the CSW staff	x	x	
Employment	Provide training for the CSW staff	x	x	
Health	Examinations with mammography	x	x	x
Health	Implementation of home visitations by mobile teams of professionals	x	x	x
Health	Other subsidized medical examinations targeting groups at risk	x	x	x
Health	Field programme by NGOs	x	x	x
Health	Hiring of adequate staff to engage with communities	x	x	x
Health	Monitoring by local authorities	x	x	x
Health	Monitoring by civil society organizations	x	x	x
Health	Preparation of promotion materials	x		
Health	Organisation of campaigns		x	x
Health	Preparation of promotion materials	x		
Health	Organisation of educational activities		x	x
Health	Preparation of promotion materials			
Health	Organisation of campaigns	x	x	x
Health	Staff training	x	x	x
Health	Field visit to control lead levels	x	x	x
Health	Purchase of containers	x	x	x
Health	Collection of waste	x	x	x
Housing	Identification of families living in inadequate housing conditions	x	x	

Priority Area	Activity	Year 2017	Year 2018	Year 2019
Housing	Registration of identified families in the database	x	x	
Housing	Drafting of priority lists for social housing	x	x	x
Housing	Selection of the appropriate locations for the organization of the sensitising campaign	x		
Housing	Drafting and printing of the campaign materials	x		
Housing	Community trainings on property rights in Kosovo	x	x	x
Housing	Increasing awareness of the decision-making factors about the property rights of the Roma and Ashkali communities	x		
Housing	Projects on property rights of Roma and Ashkali communities in the seven regions of Kosovo		x	x
Housing	Implementation of renovation projects	x	x	x
Housing	Projects for building or reconstruction of houses on own land	x	x	x
Housing	Implementation of a regional project for treating informal settlements			x
Housing	Registration in the database of municipality property	x	x	
Housing	Registration in the database of the citizens' property ready to lease through a housing bonus	x	x	x
Housing	Drafting of three year municipality plans for housing	x		
Housing	Allocation of building lots in municipal property for social housing	x	x	x
Housing	Implementation of seven regional projects on social housing (20 housing units of 46 m2)		x	x
Housing	Municipalities contracting private properties (houses or apartments) through a scheme of housing bonus		x	x
Housing	Approval of lists for beneficiaries of social housing	x	x	x
Housing	Approval of the list for beneficiaries of the housing bonus	x	x	x

12.4 Annex: Activities of the Coordination Mechanism

The table below outline a summary of activities undertaken and performed by the OGG on the course of the implementation of the Action Plan on Inclusion of Roma and Ashkalis Community into the Kosovar Society 2017-2021 and contains workshops attended, training meeting hold, attendance of international conferences and seminars in and outside Kosovo. It points out the cooperation with international partners in the course of strategy implementation and monitoring.

Date	Activity / organised by	OGG	RCC	EC	OSF	GoNM
13/02/2018	Seminar on Addressing Discrimination and Anti-Gypism, held in Berlin					
21/02/2018	Seminar on Roma and Ashkali community on current situation and after 2015, and the committment of GoK	x		x		
09/04/2018	Participation on the Roma Week, held in Brussels					
26/04/2018	Preparation of Instructions on Accountable Budgeting for Roma, held in Vienna		x			
23/05/2018	Sectorial Meeting on Eduction Sector	x				
24/05/2018	Sectorial Meetings on Housing Sector	x				
24/05/2018	Sectorial Meetings on Health Sector	x				
25/05/2018	Sectorial Meeting on Employment Sector	x				
28/05/2018	Conference on Inclusion of Roma, where we are and where we go, held in Sofie			x		
30/05/2018	Seminar on Housing of Roma, held in Bar		x			
03/07/2018	Preparation of Instructions on Accountable Budgeting for Roma, held in Bukarest					
30/08/2018	Participation on the Roma Integration 2020	x	x	x		
21/09/2018	Public Dialogue Forum on the Implementation of the Roma and Ashkalis in the Kosovo Society 2017-2021	x				
08/11/2018	Preparation of Instructions on Accountable Budgeting for Roma, held in Roma		x			
19/11/2018	Sectorial Meeting on Eduction Sector	x				
20/11/2018	Sectorial Meetings on Health Sector	x				
22/11/2018	Sectorial Meeting on Employment Sector	x				
26/11/2018	Sectorial Meetings on Housing Sector	x				
04/12/2018	NRCP Participation on Task Force for Roma Integration 2020 in Northern Macedonia		x			
10/12/2018	Seminar on Innovative Approaches for the Employment of Roma, held in Budapest		x			
05/03/2020	Sectorial Meeting on Eduction Sector	x				
06/03/2020	Sectorial Meetings on Housing Sector	x				
06/03/2020	Sectorial Meetings on Health Sector	x				
05/03/2020	Sectorial Meeting on Employment Sector	x				

12.5 Annex: Number of children in pre-school Education by Municipality

Indicator	No. of children in pre-school education		
Ethnicity	Roma		
Source	ASK Data		
Municipality / Schoolyear	2015/2016	2016/2017	2017/2018
Kamenicë	5	0	6
Prizren	0	0	2
Grand Total	5	0	8

12.6 Annex: Number of children in pre-primary Education by Municipality

Indicator	No. of children in Pre-Primary Education		
Ethnicity	Roma, Ashkali, Egyptians		
Source	ASK Data		
Municipality / Schoolyear	2015/2016	2016/2017	2017/2018
Deçan	3	0	6
Dragash	0	64	0
Ferizaj	52	0	63
Gjakovë	93	60	95
Istog	29	28	21
Kamenicë	1	0	13
Klinë	5	5	15
Lipjan	37	4	39
Mamushë	0	52	0
Mitrovicë	0	6	3
Obiliq	13	0	21
Pejë	33	34	33
Podujevë	5	0	13
Prishtinë	4	13	6
Prizren	52	309	44
Rahovec	8	11	13
Shtime	10	0	17
Suharekë	9	0	8
Grand Total	354	586	410

12.7 Annex: Number of pupils in primary and lower secondary Education by Municipality

Indicator	No. of pupils in Primary and Lower Secondary Education		
	Ethnicity		
Ethnicity	Roma, Ashkali, Egyptians		
Source	ASK Data		
Municipality / Schoolyear	2015/2016	2016/2017	2017/2018
Deçan	92	81	88
Ferizaj	575	636	622
Fushë Kosovë	452	466	529
Gjakovë	1429	1275	1327
Istog	317	335	352
Kamenicë	121	129	158
Klinë	231	231	239
Lipjan	356	370	398
Malishevë	8	2	5
Mitrovicë	25	52	56
Obiliq	89	107	136
Pejë	451	494	556
Podujevë	114	133	132
Prishtinë	57	70	71
Prizren	669	668	631
Rahovec	123	114	133
Shtime	111	133	131
Skënderaj	2	7	4
Suharekë	95	100	110
Viti	0	0	2
Vushtrri	14	8	9
Grand Total	5331	5411	5689

12.8 Annex: Number of pupils in upper secondary Education by Municipality

Indicator	No. of pupils in Upper Secondary Education		
	Roma, Ashkali, Egyptians		
Source	ASK Data		
Municipality / Schoolyear	2015/2016	2016/2017	2017/2018
Deçan	1	4	4
Ferizaj	63	66	72
Fushë Kosovë	35	45	60
Gjakovë	55	101	130
Istog	29	12	44
Kamenicë	21	22	21
Klinë	8	11	25
Lipjan	29	31	41
Malishevë	4	3	2
Mitrovicë	0	1	1
Obiliq	5	3	7
Pejë	41	3	52
Podujevë	9	16	21
Prishtinë	2	0	1
Prizren	67	53	61
Rahovec	3	8	2
Shtime	12	10	9
Suharekë	8	0	0
Vushtrri	14	8	9
Grand Total	406	397	562

12.9 Annex: Municipality 3-Years Housing Programmes

The following table outlines an overview of the Municipal 3-Year Housing Programmes and its status in all municipalities.

No.	Municipality	Period	No. of Cases 2018	No. of Cases 2019
1	Deçan	2018-2021	553	/
2	Dragash			
3	Ferizaj	2014-2016	1	1
4	Fushë Kosovë	2018-2020	7	/
5	Gjakovë	2020-2022	/	/
6	Gjilan	Draft / In Approval	/	/
7	Glogovc (Drenas)	2019-2021	/	2
8	Gracanica	2014-2016	/	/
9	Hani I Elezit	2014-2016	/	/
10	Istog	2016-2019	/	46
11	Junik		/	/
12	Kaçanikë	2018-2021	/	/
13	Kamenicë	2013-2015	20	20
14	Klinë	2013-2016	46	46
15	Klllokot		/	/
16	Leposaviq		/	/
17	Lipjan	2016-2019	100	100
18	Malishevë	2017-2020	1	1
19	Mamush			
20	Mitrovicë e Jugut	2016-2019	23	23
21	Mitrovicë e Veriut			
22	Novobërdë	Draft / In Approval		8
23	Obiliq	2015-2017	150	150
24	Partesh			
25	Pejë	2018-2021	13	13
26	Podujevë	2019-2021	5	5
27	Prishtinë			
28	Prizren	2019-2021		20
29	Rahovec	2013-2015	26	26
30	Ranillug	Draft / In Approval	/	4
31	Shtërpcë	2014-2016	8	8
32	Shtime	2017-2019	5	5
33	Skënderaj			
34	Suharekë	Draft / In Approval		
35	Viti	Draft / In Approval		
36	Vushtrri	2015-2017	4	4
37	Zubin Potok			
38	Zveçan			
	No. of cases		962	482

13 LIST OF PERSONS CONTACTED

On the Central Level

No.		Institution / Ministry	Contact Details
1	Habit Haradinaj	Director OGG	Habit.haradinaj@rks-gov.net
2	Keriman Sadikay	OGG	Keriman.sadikay@rks-gov.net
3	Ganimete Shala	MLSW	Ganimete.shala@rks-gov.net
4	Gani Ismajli	EARK	Gani.Ismajli@rks-gov.net
5	Nazan Safci	MEST	Nazan.safci@rks-gov.net
6	Merita Dalipi	MESP	Merita.dalipi@rks-gov.net
7	Sanije Kiqmari	MH	Sanie.Kicmari@rks-gov.net
8	Teuta Fazliu	MALG	Teuta.Fazliu@rks-gov.net
9			

On the Local Level

No.	Municipality	Name & Surname	Contact Details
1	Prizren	Islam Elshani	Islam_Elshani@yahoo.com
2	Lipjan	Behar Aliu	behar.aliu@rks-gov.net
3	Rahovec	Lendrit Qeli	lendrit.qeli@rks-gov.net
4	Shtime	Ibrahim Demir	Ibrahim.Demiri@rks-gov.net
5	Mitrovice	Enes Kacapor	Enes.Kacapor@rks-gov.net
6	Klina	Ajet Sejdiu	Ajet.Sejdiu@rks-gov.net
7	Gjakova	Armand behluli	Armend.Behluli@rks-gov.net
8	Obiliq	Slavisha Agjanqiq	Slavisa.Adjancic@rks-gov.net
9	Prishtine	Klaudia Mula	klaudia.mula@rks-gov.net
10	Vushtri	Ekrem Merovci	ekrem.merovci@rks-gov.net
11	Suharek	Xhelajdin Sadikaj	xhelajdinsadikaj@hotmail.com
12	Gracanice	Leutrim Ajeti	Leutrim.Ajeti@rks-gov.net
13	Ferizaj	Xhevahire Rexhepi	Xhevahire.Rexhepi@rks-gov.net
14	Istog	Hajrush Shoshi	hajrush.shoshi@rks-gov.net
15	Podujeve	Zenel Zeneli	zenel.zeneli@rks-gov.net
16	Gjilan	Elez Kurteshi	elez.kurteshi@rks-gov.net
17	Vitia	Zoran Marinkovic	zoranbinac@yahoo.com
18	F.Kosove	Slagjana Lazic	sladja8@hotmail.com
19	Peje	Sabahudin cirikoviq Shefqet Radoviqi	sabahudin.cirikoviq@rks-gov.net shefqet.radoviqi@rks-gov.net

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