

CASE STUDY

Innovative social inclusion practices in Albania

COUNTRY: ALBANIA

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Acronyms and Abbreviations

ARSIS	ARSIS, Social Organisation for the Support of the Youth
CSO	Civil Society Organisations
MSWY	Ministry of Social Welfare and Youth
IRIS Network	160 organizations providers of social services
INSTAT	Institute of State Statistics Albania
EU	European Union

1. Description of the Innovative model

Model of delivery of emergency social services for children and mothers exposed to immediate risks

Since December 2010 ARSIS operates the drop-in social Centre “House of Colors”¹ that provides multidisciplinary services. This facility operates based on the following triangle of cooperation:

- » The Municipality of Tirana provides free of charge the premises, working appliances and a minivan,
- » The donors cover the operational expenses and the staffing; and
- » ARSIS is the provider of a set of services to children, youth and family members in vulnerable situations.

The multifunctional centre House of Colors is a facility with the surface of 1’500m2 including a courtyard with vegetables and fruit trees, sport playground, seminar hall, music hall, an art-classroom, tree classrooms and offices.

Additionally, within the premises of the social centre “House of Colors” since September 2011 operates an emergency shelter of two bedrooms.

1.1. Emergency responses / scope of the model, longer-term strategy and sustainability

ARSIS is the first CSO in Albania that piloted and strengthened the model for the provision of the emergency accommodation to children and mothers at risk. ARSIS remains the sole provider of emergency accommodation and related services in Albania.

Scope of the model: The emergency responses ensure provision of multi-disciplinary supporting services to children and mother exposed to immediate harmful situations as well as their family members. These services are highly necessary for juveniles’ wellbeing and development; otherwise these services in such high demand would have been almost entirely lacking.

ARSIS’ emergency responses with the availability 24 hours/day - 7 days/week are ensured through:

- » provision of emergency accommodation and related services up to 72 hours,
- » psycho-social support towards children in contact with the law in Police stations.

The emergency responses at the Police stations include:

- » ARSIS’ Case Management Team responds to an immediate call from Police;
- » provides a psychologist and a social worker in 6 Police stations of Tirana in cases of crime and felonies involving children;
- » the psychologist supports the child psychologically during her/his interview with police officials; in the meantime, the social worker provides food to the child and creates links with child’s family;
- » after the interview the children are accompanied back to their family. When this is not possible then the child or the children is/are accommodated in Centre’s emergency shelter;
- » in recidivist cases the case management team follows up the case. In some cases, the children and their parents are provided with legal advice by the lawyer while the Centre cooperates with the Police and Prosecution authorities in best interest of the child.

¹ The daily drop-in centre “House of Colors” operated by ARSIS hereafter will be referred to as the Centre.

Table 1. Number of juveniles supported in the Police stations of Tirana

No. of beneficiaries	2011	2012	2013	2014	2015	2016 (half)	Total
No. of children (0-14)	11	25	9	26	52	45	168
No. of adolescents (14-18)	35	38	81	96	173	67	490
Total	46	63	90	122	225	112	658

The services provided in the emergency shelter include:

- » accommodation up to 72 hours,
- » food, clothing and washing facilities,
- » Psycho – social, legal and administrative support,
- » Case Management and follow-up,
- » medical support;

During the years 2014 and 2015 in the emergency shelter have been accommodated and supported with services 89 cases of which 35 are girls. Of these cases:

- » 50 involve children under 14 years old, 29 of them are girls;
- » 21 mothers and one father;
- » 39 of these children followed-up by the Case Management Team in medium-terms after the provision of emergency services.

Table 2: For the period January – August 2016 alone have been supported as follows:

	Gender		Age Range			Overall
	Male	Female	0-5 y. old	6-13 y. old	14-18 y. old	
Children	26	23	22	22	5	49
Parents	1	18	18-45 yrs old			19 68 children and parents

The two emergency accommodation bedrooms are furnished with seven standard beds and a new born baby's bed. These rooms are designated to:

- » provide emergency accommodation and related services to children and mothers assessed to be exposed to immediate risks,
- » segregate the beneficiaries according to their age and gender.

The set of emergency services has been tailored as such to ensure the short and longer term wellbeing and development of the involved children. Children/parents exposed to high risk situations through these services and cross-sector approach are provided with immediate care, safety and support. ARSIS develops case by case individual plan of integration that will take into account the age, gender, level of education, the best interest of the child, child psychological needs, consulting with parents/custodians, lawyer or other actors relevant to the juveniles.

ARSIS' Case Management Team undertakes its interventions in cooperation with the Police, State Social Service authorities and other stakeholders to provide more sustainable longer term solution for these beneficiaries.

The steps of support are undertaken as follows:

- » Development of multi-disciplinary individual intervention plan to ensure juveniles' wellbeing:
 - make the first assessment or the update of case-assessment;
 - identification of the core issues per each juvenile, the challenges and the related risk factors, undertake mitigation measures,
 - develop, update and review the joint individual development plan on each juvenile. The implementation of the individual plan aims to provide the best available solutions on each case to juveniles; it specifies the tasks of the related actors during the implementation (who has to do what, when, how);
 - enhance appropriate services with the collaboration of social service providers.
- » Follow up the implementation of juveniles' reintegration plan by delivering:
 - psycho/social/health/educational/legal support,
 - civic status facilitation,
 - coaching for employment,
 - interaction with juveniles' family members;
 - recreational activities, education and participation in Centre's activities;
 - (if necessary) enrolment/integration on educational institutions and follow up;
 - Referral to other services providers including residential or daily care.

For each of these beneficiaries is ensured:

- » the child is taken off and prevented from further exposure to harmful situations;
- » development of short and mid-term individual child protection plan to reduce the harming; involvement of all relevant public and non-profit stakeholders,
- » involvement of children and their families in the individual plan thus empowering them to confront the risks.

1.2. Operational Protocol on the emergency shelter

The current Albanian legal framework has vacuum regarding the standards of services of transitory emergency accommodation.

The emergency services delivered by ARSIS are based on:

- » Law 10 347, dated 04 November 2010 "On Protection of Child's Rights",
- » sub-law No. 231, dated 20.03.2013 "On the standards of social care services for children in need in public and private day care centres",
- » legislation for social protection.

ARSIS has established its Emergency Accommodation Operational Protocol. Ongoing monitoring and evaluation of respective service delivery set the basis for ARSIS to enhance its standards. The protocol contains in detail the procedures to be followed-up:

- » child's identification or referral,
- » setting an individual development plan,
- » follow-up process, necessary documentation for the ID file,
- » documentation and procedures to follow-up when the child formally leaves the premises emergency accommodation; ID-file archiving.

Any beneficiary who receives services in the emergency accommodation is guaranteed: safe environment, non-discriminatory approach, equal treatment, confidentiality of information and data.

1.3. Beneficiaries supported in the emergency shelter

The rescued beneficiaries at the emergency accommodation are:

- » detected by ARSIS's professionals during the provision of multidisciplinary services in Centre's premises or during the outreach interventions;
- » referred by Police authorities, Probation Service, Prosecutor's Office, the State Social Service, Child Protection Units, partner organisations etc.

Beneficiaries supported in the emergency shelter include:

- » **children (0-18 years old)** victims or exposed to immediate harmful situations including: violence, neglect, abuse, mistreatment, trafficking, exploitation, discrimination, in street situation, in contact with the law, run-away, out of parental care;
- » **youth:** (I) leaving the alternative residential care; (II) in post detention out of parental care;
- » **women:** (I) in particular underage pregnant and young mothers; (II) single unsupported parents victims of violence or similar situations; (III) children and mothers victims of social and natural emergencies.

1.4. Emergency enrolment procedure

Centre's manager monthly announces the emergency schedule of ARSIS' professionals by defining which week and day that they are obliged to become available. Shifts are always carried out by two professionals, one woman and one man including social workers, psychologists, social animators, teachers and a nurse.

The reception and initial assessment at the emergency shelter is carried out by ARSIS' child protection professionals such as case managers, social workers and psychologists.

If assessed that there is no other suitable alternative solution children are accommodated in the emergency shelter.

In the Police stations during the psycho-social support of the child by ARSIS professionals it is signed a Police report prior to admission in the emergency accommodation. When necessary the child/parents are encouraged to testify, carry out charges or start the procedures for the issuance of the order of protection².

If the child/parent is referred by state institutions or partner organizations ARSIS demands from them to be supplied with the form of referral and the form of first assessment³.

For each beneficiary enrolled in the emergency shelter ARSIS professionals prepare/update an ID file that contains all the related documentation:

- » general information,
- » assessment forms,
- » forms of reference,
- » Police report,
- » admission form,
- » analysis of health indicators,
- » reports on child's psycho-social behaviour,
- » round tables minutes of meetings,
- » civic status and educational certificates.

² As per respective Law on Domestic Violence, for the issuance of immediate order of protection the court takes the decision within 24 hours; for the issuance of order of protection with court decision is taken within 15-30 days.

³ These forms are indicated in the Protocol for the Protection of Children.

Establishing relations of trust and mutual understanding children/parents and ARSIS professionals is seen as key for the mid-term rehabilitation. No beneficiaries are kept in the emergency shelter against their will.

1.5. Referral procedure and leaving the emergency shelter

During the emergency accommodation ARSIS' case managers and psychologists:

- » carry out face to face interviews on case by case basis,
- » carry out a detailed assessment,
- » liaise with related stakeholders,
- » develop and implement individual intervention plan.

The child is referred to the relevant institutions and in cooperation with the State Social Service is explored the best alternative solution:

- » the child is accompanied back to the family;
- » enrolled in public/private residential care or alternative accommodation for a longer term support/solution.

When the child leaves the emergency accommodation the involved parties (representatives of ARSIS, Police, social services, hosting institution) do sign the form of referral.

The beneficiaries leave the emergency accommodation when:

- » a safer environment has been ensured;
- » no longer wish to remain in the emergency shelter or the relations with the family are (re)established for child's best interest;
- » there are serious misconducts of rules, policies and procedures by the beneficiary/ies including violent behaviour, possession or use of drugs, weapons or poisons, possession of inflammable or blasting substances. In such cases the beneficiaries are referred to other stakeholders for further adequate treatment;
- » Beneficiary's needs and expectations exceed the existing resources and expertise provided by the emergency shelter.

1.6. The set of emergency services

Immediate services include provision of:

- » Meals, fruit and soft drinks,
- » Shower and clothing,
- » Medical care including medical analyses,
- » Psycho-social assessment and counselling,
- » Sleeping amenities ensuring gender and age segregation,
- » Set up an intervention short and mid-term plan,
- » Referral to other stakeholders in place for longer more sustainable solutions (residential care or alternative accommodation),
- » Preparing the set of documents for the enrolment in residential care:
 - civic status certificates on each child and family,
 - vaccination and health booklets, notes kept on child's health situation,
 - certificates and related documents issued by the educational authorities (according to the child's age and level of education),
 - (if occurs) notary declaration by the parent/s,
 - Police forms,

- Assessment form that including notes on child's behaviour, upbringing, relationship with his/her family members,
- Home visit form - data of child's family social-economic background,
- » ARSIS accompanies the children back to their families or in the residential care.

Long-term services to ensure viable solutions

ARSIS tries to fight the root causes that expose children to harmful situations. Each child is supported with a multidisciplinary and cross-sector approach.

Some forms of interventions are:

- » **Individual Development Plan per each child**
 - Identification and initial assessment of cases,
 - Identification of core issues, challenges and risk factors,
 - Update of system of referrals contact details including representatives from
 - State Social Services, Regional Education Directorate and educational institutions principals, Police authorities, public health institutions, Prosecution, Probation Service, local government authorities, CSOs etc;
 - The Case managers of ARSIS also do organize multi-disciplinary roundtable meetings in order to: (a) introduce the emergency cases' (b) identify and provide timely the most thorough response possible,
 - develop a Individual Development Plan per each child,
 - Follow up the implementation of Child's Individual Development Plan.
- » **Strengthening family, protecting children:** In several occasions children become exposed to harmful situations because the families are dysfunctional and/or live in extreme poverty. ARSIS cooperates with local government authorities, friendly businesses, employment offices and CSOs.
 - The parents are facilitated in employment opportunities and vocational training;
 - The families are supported with 3-6 tenancy payment, provision of food package.
- » **Residential care follow-up:** after children are enrolled in residential care ARSIS continues to:
 - follow up child's behaviour and level of integration,
 - (when necessary) facilitate the contacts with the native family,
 - support the children with schooling materials.
- » **Supporting juveniles after residential care:** ARSIS facilitates: (I) enrolment to vocational training; (II) employment to friendly businesses.

1.7. Setting up the standards of the emergency shelter

The emergency services were piloted and strengthened by ARSIS. Developing standards for transitory emergency accommodation for children and mothers exposed to immediate risks is an important step to enhance the quality of service delivery. Due to the legal vacuum on provision of such services, until amendments of related legislation take place, ARSIS has (informally) adjusted the existing standards.

ARSIS has advocated regarding the emergency shelters with the policy makers to:

- » Ensure the adoption of social service delivery standards,
- » set new similar facilities in other administrative units of Albania,
- » ensure its sustainability by allocating the related resources with public funds.

The process of setting up these standards by ARSIS took in consideration the outreach experience, similar best practices in other countries.

The standards applied by ARSIS for the delivery of emergency services are based on:

- » UN Child Rights Convention, Albanian legislation, Child Protection Protocols,
- » the principles of best interest of children and non-discrimination,
- » EU standards of social care and protection.

(Informal) Standards are set for the:

- » Delivery of services,
- » premises and amenities of service delivery,
- » individual development plans and respective system of monitoring,
- » criteria for the multidisciplinary staff,
- » evacuation procedures.

Main challenge remains the allocation of the financial means to ensure the sustainability and continuous improvement of standardized services.

ARSIS has advocated to the policy making bodies:

- » To set more emergency shelters that will provide support to children and parents in the whole territory of Albania, with special emphasis in the informal settlements, rural areas where most children in need of emergency shelters come from;
- » The only viable solution to ensure the sustainability of emergency shelter/s is the allocation of identifiable budget line by the local governments for emergency services;
- » The central and local government to sustain the service delivery by employing qualified and trained staff.



SUCCESS STORY

Model of delivery of emergency social services for children and mothers exposed to immediate risks

On 07 January 2015, at 02.00 a.m. the Tirana Police Station no. 2 asked for immediate psycho-social support in their premises. Mimoza T, 19 years old, mother of a 2,5 years old son was seeking protection from her violent partner Astrit (father of her son). Mimoza T's native family is originally from a remote village in the Northeast of Albania very traditional and conservative; they did not approve Mimoza's relation with Astrit. Mimoza was jobless; she and her son had nowhere to go to escape the severe domestic violence. After the initial assessment in Police premises Mimoza and her son were enrolled in the transitory accommodation and supported with multidisciplinary services.

In the immediate technical round table with the actors in place was assessed as the only mid-term available solution was the enrolment of mother and son in a residential care for women victims of domestic violence. Mimoza and her son stayed for a year in this shelter. While there ARSIS supported them simultaneously:

- » **follow up with the judicial proceedings against her partner:** issuance of the order of protection making sure that he stays away from her; taking in repossession her own and her son's personal belonging; clarification of details of meeting between father (Astrit) and son;
- » **Vocational training:** Mimoza was enrolled in a 6-months tailoring and clothing style course; In October 2015 Mimoza was facilitated to establish her employment relation next to a TV Channel. She is working there as tailor;
- » In December 2015 Mimoza T left the shelter for women victims of domestic violence. ARSIS supported her by covering her tenancy payment for 3-months. Now she has sufficient monthly income to cover the rent for a flat for herself and son;
- » Mimoza T's son is enrolled and regularly attends kindergarten.



2. Quality assessment of the local social realities

In the Republic of Albania there is shortage of services tailored for the groups/individuals in need including:

- » homeless citizens,
- » travelling individuals,
- » returned emigrants, refugees,
- » persons with disabilities;
- » children in contact with the law, out of parental care, in street situation, runaways, victims of neglect, abuse, trafficking, exploitation etc;
- » marginalized Roma and Egyptian communities;
- » youth in need, unskilled; unemployed, underemployed individuals,
- » women in vulnerable situations;
- » individuals exposed to extreme poverty;
- » drug users, sex-workers;
- » victims of domestic violence, victims of trafficking; and
- » LGBT persons, etc.

According to the National Cross-sector Strategy of Decentralisation and Local Government 2015-2020 the delivery of most social services will be decentralised and become a competence of the local government.

On each commune and municipality there will be:

- » established the integrated offices of social services, alias known as Needs Assessment Referral Unit (NARU);
- » identified/qualified/quantified various social groups/individuals and their particular needs; the integrated offices of social services will carry out the process of Needs Assessment; and
- » tailored the so-called "Basket of basic Services" and allocated the resources according to these needs. Such basket of services will be financed by the central government's annual budget.

Each municipality will compile its Local Social Plan. The municipalities will have the authority to provide additional social and welfare services other than those provided under the "Basket of basic Services". The financing of these supplementary services will be funded by the local budgets.

The local governments may establish financial instruments such as the Local Social Fund (LSC) clearly identifiable on their annual budget. The establishment of LSC sets the basis for:

- » Delivery of community based services including the poorer areas, deep remote and other rural areas, settlements in the outskirts of cities;
- » Setting up pilot/innovative models of social service delivery;
- » Sustainable social planning at regional level,
- » Diversified sources of funding.

The modalities for LSC's establishment and functioning should be set at the soonest possible. The CSOs will follow up and monitor the effective functioning of LSC's in the whole territory of Albania.

In the context of reforms in the system of social services (National Strategy of Social Protection 2015-2020) there has been undertaken number of measures to ensure a sustainable qualitative network of decentralized of care services. Currently in Albania there are 23 residential social care services that are supported with public funds.

The draft-bill that stipulates the establishment of the daily care centers in all local government units in under process of approval.

The models of distribution and structuring of social care services are various and under different interdependencies of local and central government.

Remaining challenges are:

- » Definition of the most appropriate model of decentralization of delivery of social services;
- » Deinstitutionalization from residential care as it requires: (a) the creation of a network of services in each administrative unit; (b) structuring the processes and procedures for case management; (c) capacity building of professionals;
- » Amendments of the legal framework that will enable contracting non-profit organizations or other service providers to provide lacking services (including emergency services). This will provision of social service delivery currently in short supply in lower costs, greater flexibility and range.



3. Means-tested analysis of the beneficiaries and service providers

ARSIS has:

- » Built since January 2016 vast experience on social service delivery for children, youth and families in and vulnerable situations,
- » experienced staff with expertise on case management and emergency responses,
- » the required logistics and infrastructure to provide emergency responses,
- » consistent partnerships with donors, local and central government.

ARSIS tailored its emergency services based on:

- » Best practices from partners abroad,
- » its own findings during delivery of services in the Center and outreach interventions,
- » and the needs assessment of related stakeholders that deliver social care services and are focused on social policies.

For the time being ARSIS is the sole provider of transitory emergency accommodation services as well as psycho-social support in the Police stations. ARSIS is willing to share its expertise and experience with public and private stakeholders that will be involved on provision of emergency social service.

CSOs have the following advantage compare to public social service providers:

- » they possess the resources, expertise and experience to provide lacking services for individuals/groups in need particularly for the most disadvantaged.
- » have faster access to the vulnerable groups, are less bureaucratic and flexible, politically independent, less influenced by corrupt and abusive actions.

There are areas that need further development by the CSO and by public social service providers such as:

- » provision of services especially in rural areas, small provincial towns, settlements in the outskirts of large cities,
- » piloting new and strengthening innovative models,
- » promotion of volunteerism and community/client-based services.

The weakest points for the CSOs are that the provision of their services is:

- » project-driven; relatively small in size;
- » prone to the requirements and availability of the foreign donors;
- » reliant on the fluctuation of funding; and
- » unsustainable on long-terms.

Members of IRIS Network Albania are advocating and lobbying for the legal amendments regarding the procurement of public funds to CSOs that provide social services. There is a need to accelerate the process of social protection and social service reform as well as the amendments in the legal framework that regulates the relations between state and private social service providers.

Currently one of the greatest challenges remains the client-based accessibility, standards and range of service delivery. Social services for people in need in particular for the protection of children should be looked at with priority in budget allocation in order to reduce social problems.

As per data gathered by INSTAT:

- » the Albanian citizens living in poverty has increased year after year; numbers of those living in extreme poverty on 2015 has reached 2.2% of population (1 in every 45 persons Albania) (4);
- » over 20% of children live in absolute poverty (21.4% in rural areas),
- » 49.6% of households with more than four children are poor,
- » 22% of children aged 0-4 are living in poverty (4).

As indicated in the National Strategy for Social Inclusion (2) (NSSI) children at risk are one of the most vulnerable groups of the population. Today the Albanian families face risks and other factors that undermine social cohesion due to changing demographic structure, internal and external changes in the family roles and disruption of informal networks. As result the need for welfare and social services is growing; it is becoming imminent that the policy-making actors should increase their partnerships with the CSO sector to enhance integrated access to social services. An upgraded coordination of all actors will enable additional, systematic, planned and integrated, accessible services and social protection in accordance with the quality standards for individual/groups in need. Such coordination will enable the enhanced function of the Social Local Fund therefore additional opportunities for multiple applications from local authorities, service public and non-public providers and partnerships between them (5).

CSOs can also provide capacity building to state stakeholders at local and central so that they adequately address and meet the needs for quality, durable and standards for children, individuals and other groups at risk. CSOs will continue to carry out awareness interventions to ensure pressure on decision-making bodies to better address the needs of children at risk, individuals and groups in need.

4. Relevance to the EU policies

In Albania the National Social Protection Strategy 2015-2020 and the reforms undertaken in the social field (protection, inclusion and social care) have been drafted with referral to Articles 70 and 99 of the Agreement of Stabilisation and Association, the European Strategy 2020 and meet the obligation arising from the National Plan for European Integration 2015-2020. The objectives of the Strategy Europe 2020 stand as a reference framework to guide for sustainable concrete policies in Albania. The adoption of these documents sets a benchmark for strengthening the system of social protection enabling it to tackle socio-economic disparities, setting up policies and mechanisms to protect all individuals in need and/or socially excluded. The programs are combined with preventive approach, social reintegration and with employment schemes. Further concrete policies areas of employment, social inclusion, education, health care should be developed and adopted. (6) In Albania the laws have been designed in accordance with European standards by their implementation remains a challenge. Amendments in the legal framework and policies as suggested by the EU will bring positive developments to the groups and individuals in vulnerable situations.



5. Quality assessment on the up scaling potential

ARSIS established the emergency service as a highly necessary lacking service. Currently the emergency accommodation and related services have turned into a model. Such model could be replicated by the related stakeholders including Ministry of Social Welfare and Youth, the State Social Service, Child Protection Agency, local governments, CSOs etc. Such replication could be ensured by carrying out necessary amendments in the legal framework and policies followed up by the allocation of resources, definition of standards and modalities.

As per an initiative of Municipality of Tirana there has been established the emergency service at children's residential centre "Zyber Hallulli" in Tirana; also the sub-law no.14 dated 10.05.2016 issued by the Ministry of Social Welfare and Youth stipulates that public residential care centers ought to have an emergency accommodation room with expenses covered by the state budget.

Currently the emergency accommodation in these public residential centers is provided only for beneficiaries that possess or are under process of obtaining the order of protection issued by the court.

The emergency services provided by ARSIS as a replicating model by ARSIS includes cases of children in conflict with the law, assessed to be exposed to immediate risks who in most cases do not possess the issued order of protection by the courts.

These issues are the subject of the whole reform of social services and other reforms taking place in the context of the Strategy Europe 2020.

References:

Mapping and analysis of the child protection system in Albania (UNICEF, Terre Des Hommes, June 2016);

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National Strategy for Social Protection (Strategjia Kombëtare e Mbrojtjes Sociale) 2015-2020, MSWY

INSTAT (Institute of Statistics Albania)

Survey: Ri-shkallëzimi i shërbimeve të kujdesit shoqëror për nivelet e qeverisjes - Propozim për përgjegjësitë dhe funksionet e Njësive të Qeverisjes Vendore (UNICEF and Swiss Embassy, April 2014).

Albania towards Europe 2020- IDM, Konrad Adenauer Foundation - Tirana 2014

IRIS Network Albania list of members according to the area of activities:

Support to children in vulnerable situations:

- » Children of the World and of Albania - Human Rights,
- » National Association Education for Life – SHKEJ,
- » Terre des hommes Foundation,
- » Centre for the Children that Work and Live on the street,
- » Partners for Children,
- » ARSIS - Social Organisation for the Support of the Youth,
- » United for Child Care and Protection,
- » SOS Children Villages Albania.

Support to victims of trafficking:

- » Different and Equal,
- » Psycho-Social Centre "Vatra",
- » Tjeter Vizion.

Support to LGBT community:

- » LGBT Alliance Albania,
- » Shelter of LGBT people.

Support to people with disabilities:

- » MEDPAK Association

Support to women victims of domestic violence:

- » Shelter for Abused Women and Girls/SAWG, Albania,
- » Association of Women with Social issues.

Support to Roma/Egyptian community:

- » Institute of Romani Culture in Albania – IRCA,
- » TLAS (Tirana Legal Aid Society),
- » ADRA Albania,
- » "Amaro-Drom" Union.

Support to youth:

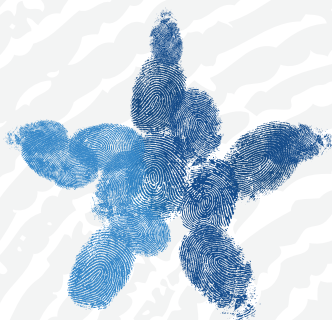
- » Institute for psychological services for community- IPSC,
- » Community, Education and Communication House, QESH.

IRIS NETWORK IS A UNIQUE REGIONAL NETWORK THAT BRINGS TOGETHER MORE THAN 160 CSOS, SOCIAL SERVICE PROVIDERS IN SOUTH EAST EUROPE. BASED ON VISION OF EQUAL RIGHTS AND OPPORTUNITIES FOR DECENT LIFE FOR ALL, THE NETWORK HAS BEEN CREATED TO ENSURE SOCIAL INCLUSION AND STRENGTHEN THE ROLE AND CAPACITIES OF NON-PROFIT SOCIAL SERVICE PROVIDERS THROUGHOUT SEE. MEMBERS OF THE IRIS NETWORK PROVIDE NECESSARY SOCIAL SERVICES TO OVER 10000 BENEFICIARIES DAILY.



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