



QUESTIONNAIRE
for Center for Social Work/institution from social welfare

Within the numerous activities carried out by the Association of citizens Initiative for Development and Cooperation Serbia (IDC) with partners from the Western Balkans, and based on the experience gained during the migrant crisis, of great importance is the Project ***IRIS NETWORKing - CSOs for protection sensitive migration management*** whose goal is to create opportunities for strengthening the capacity of civil society organizations providing social services. In order to obtain Your views and opinions on the standardization of social services in the Western Balkans and the necessary improvement of their quality standards, and in the best interest of vulnerable categories, please fill in this Questionnaire. Your answers will only be used for the purpose of this research.

Thank You in advance for Your time!

Name of the institution: _____

AREA OF IMPROVEMENT OF SOCIAL SERVICES

1. Given that Your institution performs the most complex tasks in the field of social protection, what challenges do You face in Your daily work with vulnerable categories? Explain

2. At what stage is the process of standardization of social services and licensing of social service providers in Your country? Explain

3. Do you have databases (eg. social maps) on the basis of which You can plan the development of social services and monitor the needs of citizens in Your local community?

4. Based on Your experience in working with vulnerable categories, which social services should be innovated/ increase coverage, and which new social services should be developed? Please explain

a. Social services that need to be innovated/increased coverage _____

b. Proposal of new social services _____



5. Do You control the quality of social services and in what way?

6. In the process of development and provision of social services, do You have cooperation with:
Please explain

- a. Other sectors - education, health, etc..? _____
- b. Civil society organizations that provide social services _____

7. Have You had the opportunity to exchange experiences with other centers for social work/institutions which are an example of good practice in the process of providing and monitoring the quality of social services?

8. How has the situation caused by the COVID-19 virus pandemic affected Your work and the beneficiaries of social services in Your local community?

MIGRATION MANAGEMENT AREA

9. Has Your institution been involved in providing support to migrants/refugees/unaccompanied children? Please explain and paint Your answer in a different color

- a. Yes, specify the form of support _____
- b. No _____

10. Based on your knowledge, have other centers for social work/institutions in Your country provided this type of support?

11. Is there a protocol on the treatment and assistance of vulnerable migrants and refugees at the level of Your local community?



12. What, in Your opinion, needs to be improved for more adequate protection of migrants and other vulnerable categories?

13. When it comes to the migration process, do You think that the employees in Your institution are sufficiently familiar with this area and can they recognize and adequately respond to the needs of refugees and vulnerable groups of migrants?

AREA OF DEVELOPMENT OF PROFESSION AND PROFESSIONALS IN THE SOCIAL PROTECTION SYSTEM

14. Do the employees in Your institution have the possibility of continuous professional development?
Explain

15. Given the complexity of work and the daily workload, do the employees in Your institution have enough time to engage in preventive and innovative activities in the field of social protection?

16. What do You need to further improve the work of Your institution and the quality of social services in Your local community?



QUESTIONNAIRE

For social service providers in order to analyze and identify needs for the improvement of social services in the Western Balkans

Within the numerous activities carried out by the Association of citizens Initiative for Development and Cooperation Serbia (IDC) with partners from the Western Balkans, and based on the experience gained during the migrant crisis, of great importance is the Project ***IRIS NETWORKING - CSOs for protection sensitive migration management*** whose goal is to create opportunities for strengthening the capacity of civil society organizations providing social services. In order to obtain Your views and opinions on the standardization of social services in the Western Balkans and the necessary improvement of their quality standards, and in the best interest of vulnerable categories, please fill in this Questionnaire. Your answers will only be used for the purpose of this research.

Thank You in advance for Your time!

Name of the organization and city/municipality: _____

AREA OF IMPROVEMENT OF SOCIAL SERVICES

1. Please indicate which types of social services Your organization provides and which are the target groups of beneficiaries?

2. At what stage is the process of standardization of social services and licensing of social service providers in Your country? Explain

3. Does your Organization encounter difficulties in the above licensing and standardization processes? Explain

4. Do You control the quality of social services You provide and in what way?

5. Based on Your experience in working with vulnerable categories, which social services should be innovated/ increase coverage, and which new social services should be developed? Please explain



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- a. Social services that need to be innovated/increased coverage _____
 - b. Proposal of new social services _____
6. In the process of development and provision of social services, do You have cooperation with: Please explain
- a. Other sectors - education, health, etc..? _____
 - b. Centers for Social Work _____
7. How would You rate the communication You have with policy makers regarding the improvement of the social protection system in Your country and the support You receive in the development of social services? Explain
- _____
8. Have You had the opportunity to exchange experiences with other organizations (within and outside the country) that are an example of good practice in the process of providing social services and monitoring their quality?
- _____
9. How has the situation caused by the COVID-19 virus pandemic affected Your work and the beneficiaries of social services You provide?
- _____

MIGRATION MANAGEMENT AREA

10. Has Your organization been involved in supporting migrants/refugees/unaccompanied children? Please explain and color Your answer in a different color
- a. Yes, specify the form of support _____
 - b. No _____



11. Based on Your knowledge, are there any organizations in Your country that have provided this type of support to this population? Explain

12. What, in Your opinion, needs to be improved for more adequate protection of migrants and other vulnerable categories?

13. When it comes to the migration process, do You think that the employees in Your organization are sufficiently familiar with this area and can they recognize and adequately respond to the needs of refugees and vulnerable groups of migrants?

AREA OF DEVELOPMENT OF PROFESSION AND PROFESSIONALS IN THE SOCIAL PROTECTION SYSTEM

14. Do the employees in Your organization have the possibility of continuous professional development? Explain

15. Given the complexity of the social protection system and the diversity of needs and number of beneficiaries, do the employees in Your organization have enough time to engage in preventive and innovative activities in the field of social protection?

16. What do You need to further improve the work of Your organization and the quality of social services You provide?



QUESTIONNAIRE

For beneficiaries of social services provided by civil society organizations

Within the numerous activities carried out by the Association of citizens Initiative for Development and Cooperation Serbia (IDC) with partners from the Western Balkans, and based on the experience gained during the migrant crisis, of great importance is the Project ***IRIS NETWORKing - CSOs for protection sensitive migration management*** whose goal is to create opportunities for strengthening the capacity of civil society organizations providing social services. In order to learn about Your experience and initiate the improvement and increase in the number of social services, and in the best interest of all people who need support to overcome life's challenges, please fill out this Questionnaire. Your answers will only be used for the purpose of this research.

Thank You in advance for Your time!

1. Gender: (paint Your answer in a different color)
 - a. Female
 - b. Male
 - c. I do not want to declare myself

2. What age structure do You belong to? (paint Your answer in a different color)
 - a. Children up to 18 years
 - b. Adolescents and youth (18-35 years)
 - c. Middle-aged population (36-64 years)
 - d. Elderly population (over 65 years)

3. How long have You been using the services of the Organization? (enter number)_____

4. What social services did You use during this period and how much did they mean to You? Please explain

5. Are You satisfied with the support You receive from the professional team of the Organization?



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6. When it comes to the activities and social services provided by the Organization, would You change anything?
