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UNDP

SOCIAL PLAN
2024-2026

MUNICIPALITY OF ROSKOVEC

Leave No One Behind

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FOREWORD

The drafting of the Local Social Plan is both a legal obligation for the Municipality and a necessity to assess the needs for social care services in accordance with the characteristics of the groups that need these services in the territory of the Municipality, as well as to fulfill these needs through concrete measures and actions undertaken by the responsible structures of the Municipality and its partner institutions according to their area of responsibility.

The Social Plan of the Municipality of Roskovec for the period 2024-2026 is based on the developed practice and experience created by this Municipality since 2016 in establishing and providing social protection and care services, as part of its commitment to serve qualitatively and in accordance with the needs of every member of the local community. It aims to expand and improve the level and adequacy of existing services, as well as to include in these services every individual who needs them.

In the process of preparing the Social Plan, the Municipality of Roskovec engaged its internal structures, partner institutions that have common roles and responsibilities with it to address the needs of specific groups, as well as representatives of groups in need of social services. This comprehensive approach aimed to produce a realistic Social Plan, based on concrete needs, as well as on the capacities and resources not only of the Municipality but of every actor involved in the process.

The Municipality of Roskovec thanks UNDP and the “Leave No One Behind 2” Program for their expert support in drafting this Social Plan, as well as for all the ongoing support they have provided to this Municipality for the practical implementation of the social services reform at the local level.

METHODOLOGY

In the process of preparing the Social Plan, the national consultant engaged by UNDP worked closely with the local group led by the head of the social protection and care sector in this Municipality, aiming on the one hand to draft a realistic Plan and on the other hand to support the local team with capacities so that it can independently undertake in the future the processes of identifying needs and planning social care services.

The plan was prepared in the period June-November 2023 and several combined techniques were used throughout the process:

1. ***National legislation and strategies were analyzed*** . Local policies in the field of social care services have their roots in national policies and standards. The analysis of national legislation helped in three main directions: (i) preliminary listing of potential groups in need of social care services. The analyzed legal package has defined the groups in need of

services. On their basis, research was then built through social and administrative indicators, as well as consultations conducted to identify which groups are in need of services, as well as their characteristics; (ii) the basket of social care services. The analysis helped to identify the types of social care services, as well as their specific standards. The analysis facilitated the assessment of existing services, as well as the planning of services that should be established in the territory of the Municipality; (iii) the structures and organization of the Municipality at both its levels. The analysis of the legislation from this perspective is a guide to review, in accordance with the legal framework, the roles and functions of the Municipality in this field, as well as the human resources that it must plan to qualitatively fulfill these roles and responsibilities that national legislation has given it.

2. ***Local development strategies and plans were consulted*** . For the preparation of the Social Plan of the Municipality of Roskovec, in addition to the National Strategies and Legislation in the areas related to this Plan, the following were consulted: (i) The General Local Plan approved by the National Territorial Council and the decision of the Municipal Council no. 11 dated 24.02.2020. The aim was to identify priorities in the field of social services foreseen for the following period [1]. According to this Plan, a Capital Investment Plan for 76 projects worth 3,447 million lek has been foreseen for the next 15 years. Only one project has been foreseen for social care [2]. (2) The Internal Regulation of the Municipality. This regulation was analyzed in order to identify the roles and functions not only of the social service structures in the Municipality, but also of its other structures whose tasks are related to the field of social protection and care. The implementation of the Social Plan of the Municipality of Roskovec for the period 2020-2023 was also analyzed with the aim of identifying the achievements and challenges encountered during its implementation.

3. drafted within the framework of the implementation of UNDP Programs [3]***were also consulted , specifically: "Social Fund – a reality amidst local challenges" and "Social Care in Municipalities – Opportunities and Challenges for establishing structures*** ", as well as " Guidelines for municipalities for planning and administering social care services [4]".

4. ***Social and administrative indicators*** . A number of social and administrative indicators were identified and collected, which facilitated the identification of groups in need of social care services, their characteristics, size, the territory where they live, as well as the existing social care services in the territory of the Municipality. After the definition of the instruments by the national consultant, the local team worked on collecting data from local and regional institutions, and interacted with these institutions to enable the

[1] *This plan, approved in 2020, is scheduled to be implemented until 2034.*
[2] *Local General Plan, Table 11, projects according to the MTBP Page 143*
[3] *Reports compiled by HDPC with the support of UNICEF in the framework of the joint United Nations project in Albania "Leaving No One Behind" supported by SDC.*
[4] *Prepared by ESA Consulting within the framework of the program "Support for planning, budgeting, financing and delivery of social services at the local level", part of the Leave No One Behind Program, implemented by United Nations agencies in Albania and with the financial support of the Swiss Agency for Development and Cooperation.*

consultations to be carried out. The data were collected in the period June-August 2023. The data collection process involved 12 local structures within and outside the Municipality, as well as a community service provider in the territory of the Municipality.

5. ***Consultations with public stakeholders, organizations and service providers*** . Two roundtable consultations were held with local and regional public and non-public actors with specific roles and responsibilities in the perspective of social care services (16 participants in the first roundtable and 12 participants in the second roundtable). The following were directly involved in the data collection process and in the consultations held : the Deputy Mayor of the Municipality, the Director of Police and police officers, the Directorate of Economic Assistance and Social Service, the Regional Directorate of State Social Service Fier, the legal sector of the Municipality, the Directorate of Human Resources, social administrators of each administrative unit, the project office in the Municipality, the Fier Labor Office, representatives of health, education, community services (PWD and day center for the elderly), the non-governmental organization "Woman, Community, Environment".

6. ***Visit to the Community Social Center:*** The center was visited to clearly identify not only the capacities and services it offers, but also its physical infrastructure.

7. ***The Draft Social Plan was consulted by*** (i) in electronic format sent by the Mayor's Office to all public institutions, organizations and service providers at the Municipality and District levels; (ii) A consultation roundtable was organized with the participation of 18 representatives of local institutions (Municipality, police, health), the Labor Office, the Regional Directorate of Social Security Fier, service providers. The Mayor participated in this consultation; (iii) The Plan was consulted in a public hearing with the participation of 35 representatives of groups in need (from all groups identified in need during the drafting of the plan). The consultation was held with the participation of the Deputy Mayor and the Municipality's social services staff.

8. ***Limitations:*** Despite efforts to identify all groups in need of social care services, we estimate that the Plan has limitations stemming from:

   (i) Lack of official data on some groups in need, which although representatives of institutions have described as groups in need of services, no data is recorded for them. These include drug users, people with alcohol addiction, and the elderly group in need of services, for whom all consultations estimated that the size of the group is larger than the reported figures;

   (ii) The lack of access of the Municipality's social service structures to identify individuals in need directly on the ground and not simply when those in need of services turn to local structures themselves. The analysis showed that the Municipality does not have a sufficient number of personnel to be able to identify individuals in need of services through a proactive approach.

(iii) Despite the effort to provide gender-disaggregated data on each identified group in need, gender-disaggregated data is lacking for most of the indicators collected.

The plan, through concrete measures, also addresses the problems that led to the aforementioned restrictions.

LEGISLATION

The Local Social Plan was drafted taking as a guide, on the one hand, the national legislation, strategies and standards of social care services, and on the other hand, the priorities set by the Municipality to qualitatively address the changing needs of the local community for these services.

The national strategic framework was analyzed, focusing on those national strategies that focus on target groups in need of social care services. In particular, the following were analyzed: the National Strategy for Social Protection 2020-2023; the Social Inclusion Strategy; the National Strategy for Gender Equality; the National Agenda for Children's Rights; the Strategy for Employment and Training; and the Strategy for Social Housing. Each of the analyzed strategies was taken into consideration in the drafting of this Plan, from the perspective of fulfilling their objectives in local conditions, as well as of including in the Plan for the implementation of those concrete measures and actions that charge the structures of local government units with responsibility. Undoubtedly, the "National Strategy for Social Protection 2022-2023", with the three strategic priorities it defines, bears the main weight in the conception and direction of the preparation of this Plan. Poverty alleviation and relief, improving the quality of life of people with disabilities, and developing social care services, strategic priorities of the Albanian Government, also constitute the essential pillars on which this plan is built.

The analysis of national legislation [5]was essential to enable the analysis of the situation in local conditions in four main directions:

(1) **Preliminary listing of potential groups in need** of social care services in the territory of the Municipality: Law No. 121/2016 "On social care services in the Republic of Albania" in its article 6 has clearly defined the beneficiaries of social care services, thus facilitating the preliminary listing of potential groups in need of services. The methods followed subsequently during the process of preparing this Plan enabled the concretization for this Municipality of each group in need of services, their characteristics and size, as well as their extension in the territory.

(2) **Analysis of existing services and planning of new services** : Law no. 121/2016 "On social care services in the Republic of Albania" and Council of Ministers no. 518, date 4.9.2018 “On community and residential social care services, the criteria, procedures for their benefit and the amount of the amount for personal expenses for

[5] *In the appendix "References" you will find the complete Strategies, Legislation and Decisions of the Council of Ministers analyzed in the preparation of this Social Plan.*

beneficiaries of organized services" have clearly defined all forms of social care services that address the needs of different groups in need of services. Meanwhile, for each form of service, a national service standard has been formulated and approved, therefore the analysis of the Decisions of the Council of Ministers or Instructions of the Minister responsible for social services by which these standards were approved was also important in the function of preparing the plan, as through them: (i) the types of social care services were identified, as well as their specific standards; (ii) the assessment of existing services was enabled, as well as the process of planning services that should be established in the territory of the Municipality was facilitated;

(3) **Analysis of the structures and organization of the Municipality at both its levels, as well as financial capacities** . Law no. 121/2016 "On social care services in the Republic of Albania", as well as Law 139/2015 "On local self-government" have clearly defined the functions of Municipalities in the field of social services. To fulfill their legal functions, Municipalities must have the necessary financial and human resources. The analysis of the laws, "Law No. 121/2016 "On social care services in the Republic of Albania", Law 57/2019 "On Social Assistance in the Republic of Albania", Law No. 139/2015 "On Local Self-Government", Law No. 93/2014 "On Inclusion and Accessibility of Persons with Disabilities", Law No. 18/2017 "On the Rights and Protection of the Child", Law 22/2018 "On Social Housing", Law 47/2018 "On Measures against Violence in Family Relationships", Law "On Gender Equality, helped the analysis and planning process in two important components:

(i) ***Municipality organization and human resources.*** There are two structures that the Municipality must build in order to operate the community system of social care services. The structure responsible for social protection and care in the Municipality, which essentially must plan, build and guarantee the operation of the community system of social services. In addition to the direct functions of social protection (cash payments to families with economic assistance and persons with disabilities) and the planning and establishment of social services, this structure must fulfill functions related to the protection of children (through the Child Protection Unit), measures against gender-based violence (through the Local Coordinator for measures against domestic violence), addressing gender issues (gender coordinator) and social inclusion (accessibility officer). The Needs Assessment and Referral Units are structures that, in accordance with Law 121/2016 "On Social Care Services", must fulfill the functions of identifying, managing and referring individuals in need of services to services. This structure, according to Article 36 of this law, must be established at the level of the administrative unit and must be composed of a social administrator (in accordance with the law on social assistance), a social worker (one social worker for 6,000 to 10,000 inhabitants) and a child protection worker (according to the law on the rights and protection of the child, there must be one PMF for every 3,000 children).

(ii) ***financial capacities*** . Law 121/2016 "On Social Care Services" and point 2 of the Council of Ministers No. 111, dated 23.2.2018 "On the Establishment and Functioning of the Social Fund", determine that each Municipality establishes a Social Fund, which is created with financial resources, from: conditional funds allocated by the ministry responsible for social affairs; funds from the budgets of local self-government units, foreseen for social services; income from non-profit organizations, individuals and businesses, as well as foreign and local donors; service fees for beneficiaries of social care services. Overall, the analysis of the legislation for the two components: human and financial resources of the Municipality enabled the identification of the existing capacities of the Municipality by keeping in reference the national forecasts and consequently guided the planning of measures that should be included in the plan to address existing problems.

(4) **Analysis of multi-sectoral and inter-institutional interaction.** The municipality with its responsible structures is not the only institution that has specific roles and responsibilities deriving from national legislation to address the needs of vulnerable groups in its territory. A number of public institutions at local and regional level have specific responsibilities for specific groups. The interaction of measures and work of all these institutions is essential to qualitatively address the needs of individuals in need of social services. The obligation for interaction is found not only in the legal framework, but especially in the sub-legal acts that have clearly defined what measures/interventions are taken by each institution in specific situations that aim to protect and care for different individuals in difficult situations. Such are the decisions of the Council of Ministers that have defined the rules of cooperation between institutional advisory and coordination mechanisms, structures for: economic empowerment of individuals benefiting from economic assistance, child protection, measures against domestic violence, for victims of trafficking, the elderly, etc. The analysis of these bylaws enabled not only the analysis of the existing state of inter-institutional response, but also the planning of measures that should be included in this plan in order to address the identified problems.

1. MISSION, VISION AND GUIDING PRINCIPLES

1.1 Mission

The Municipality of Roskovec will expand and strengthen the existing system of social protection and care services by allocating human and financial resources and building effective partnerships with institutions, public and non-public service providers, organizations and representatives of communities in need in order to qualitatively address the needs of every individual who needs these services.

1.2 Vision

Quality social protection and care services that are appropriate to the needs of the community, to guarantee equal treatment, with dignity and without discrimination for every member of this community.

1.3 Guiding principles

To fulfill its mission in the period 2024-2026, the Municipality of Roskovec is committed to implementing national legislation, universal principles for the protection and respect of human rights and in particular:

The principle of partnership

The functioning of the social services system in the Municipality of Roskovec will be based on close cooperation between central and local government. The Municipality is also committed to developing the current partnership with local institutions and organizations that work to support groups in need and respect their rights, as well as to expand this partnership with any organization, donor, interest group or local business whose goals and objectives align with those of this Social Plan.

The principle of social justice and social support

The Municipality of Roskovec is committed to respecting the right of individuals who meet the conditions to benefit from social care services to receive services in the manner prescribed by law and for as long as they are in conditions of difficulty and impossibility.

The principle of deinstitutionalization

Social care services will be provided and provided, to the extent possible, near the family or community of the service recipient, with the aim of ensuring social well-being and the efficient use of funds.

The principle of universality

Social care services will be established, operated and supervised based on a national system of rules and standards that provide sufficient guarantees to be applied equally to beneficiaries in the same conditions. In addition to establishing and operating each service according to the approved national standard, the Municipality, through the structure responsible for social care services, will periodically monitor the fulfillment of standards by the Multifunctional Community Center.

The principle of confidentiality and protection of personal data

The personal data of the individual, who is treated with social care services, are confidential and will be protected and processed in accordance with the law in force on the protection of personal data. The social worker, as well as any other person engaged in the provision of social care services, will maintain the confidentiality of the personal data of the individual, of which he has become aware as a result of the function or task he performs.

The principle of non-discrimination

The Municipality is committed to not allowing any form of discrimination against beneficiaries of social care services, based on the reasons mentioned in the legislation in force for protection against discrimination.

The principle of respecting the human rights and integrity of the beneficiary

The provision of social care services will be based on respect for human rights, the integrity of the individual, religious belief and his or her comprehensive formation. Individuals are responsible for their own lives, therefore they will be encouraged to make decisions about their lives within the norms established by society.

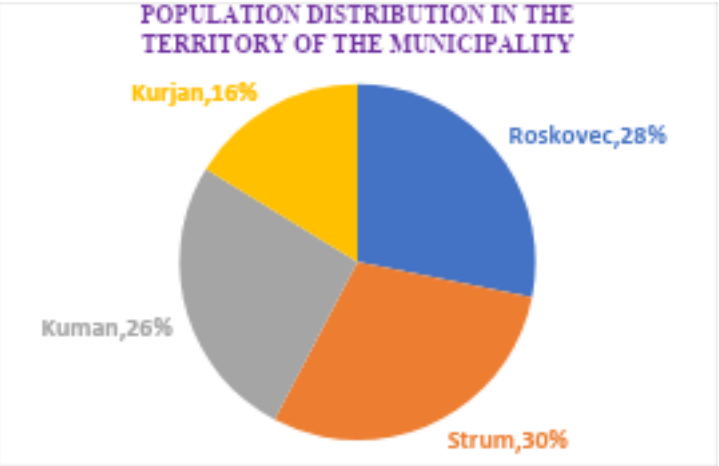
2. ANALYSIS OF GROUPS IN NEED AND EXISTING SERVICES

2. 1 Overview

The municipality of Roskovec is part of the Fier Region and borders the municipality of Lushnje to the north and west, the municipality of Mallakastër to the south, the municipality of Ura Vajgurore to the east, and the municipality of Patos to the west.

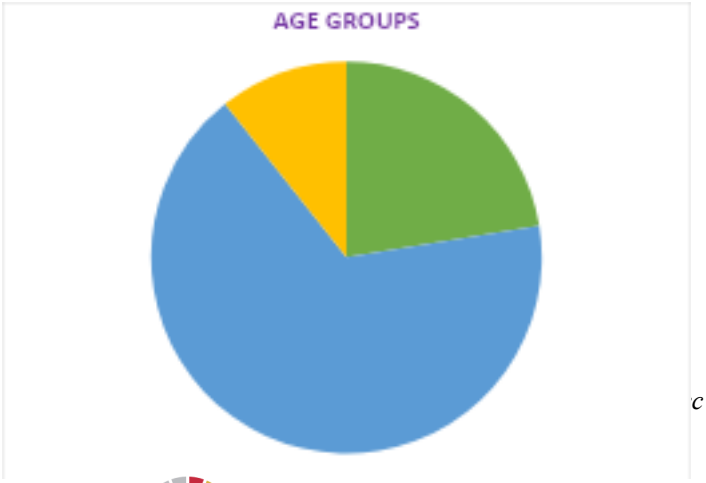
The municipality consists of 4 administrative units, specifically: Roskovec, Kuman, Kurjan and Stum, and administers one city – Roskovec (the center of the municipality), as well as 14 villages. The administrative unit Kuman is only 2 km from the center of the municipality, while the administrative unit Strum is 8.1 km from its center and Kurjan is 9 km from it.

According to the civil registry data, [6]this Municipality has a population of 32,883 inhabitants and 9,984 families. The average number of members in a family in this Municipality is 3.2. Meanwhile, 47.5% of the population are female and 52.5% are male.



72% of the population lives in the rural area of the Municipality. The highest percentage of the population is found in the Strum administrative unit (30% of the total population lives in this administrative unit) and the lowest percentage is found in the Kurjan administrative unit.

We also emphasize that referring to the 2018 civil status data, [7]the total population reported was 32,041 inhabitants. There is an increase in the number of inhabitants in a 5-year period of 792 inhabitants.



The 2011 Census data for the Municipality of Roskovec give a lower number of population living in the territory of the Municipality, specifically 21,742 inhabitants, which is related to migratory movements and emigration. The graph shows the age groups in the composition of the population according to the census. However, developments in recent years and the

distance in time from the Census must have brought changes in the number of population physically living in the territory. During the following analysis, we will refer to the civil status data.

The analysis of groups in need of protection and care in the territory of the Municipality showed that there are at least 2,174 individuals, or 6.6% of the population, who need at least one form of protection/social service. As can be seen from the table, the largest share in this figure is made up of individuals who are part of families that benefit from economic assistance and persons with disabilities. The lack of human resources, specifically of the Needs Assessment and Referral Unit in the administrative units means that cases are identified and registered only when they present themselves for services.

Table: Individuals identified in need of protection/care in the territory of the Municipality

Administrative unit	Disabled person	LITTLE VISION	pre-quadriplegic	Physical and mental disability	Individual WE	Domestic violence	Children (without NE and PAK)	Elderly	Alcohol user	TOTAL
Roskovec	116	18	11	77	88	4		12	1	327
Kuman	97	55	15	115	153	12	2	23	5	477
Kurjan	37	15	15	80	669	2	1	33		852
Strum	69	31	29	137	232	5	2	11	2	518
TOTAL	**319**	**119**	**70**	**409**	**1142**	**23**	**5**	**79**	**8**	**2174**

85% of the individuals in need identified by the analysis reside in the rural area of the Municipality and 15% in its urban area . We reiterate that 72% of the total population of the Municipality reside in the rural area.

Referring to individuals in need of protection or social care services in the territory of each administrative unit, we can say that the administrative unit Kurjan has the highest number of individuals in need in relation to the size of its population. 16% of the population in this administrative unit is in need of at least one form of protection/care service. The administrative unit Roskovec has the lowest percentage of individuals in need in relation to the size of its population, as 3.5% of the population is in need of at least one form of protection/care service. In the administrative unit Kuman 5.5% of the population residing in that unit is in need of social services and in the administrative unit Strum 5.3% of the population is in need.

In terms of the need for services, the analysis showed that the Municipality has a limited number of social services and consequently a low number of beneficiaries of these services compared to the needs.

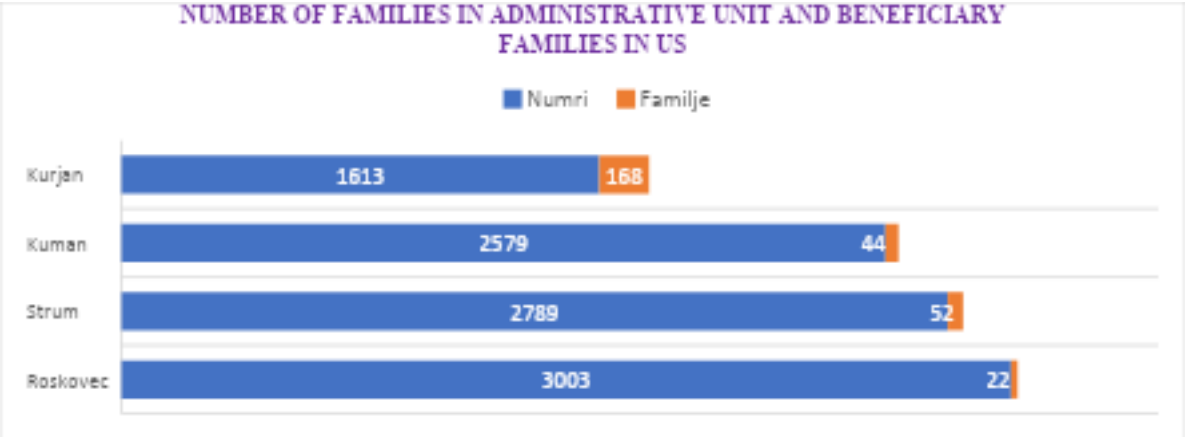
2.2 Individuals in need of services and existing social services

2.2.1 Families with no income/insufficient income

- **Group size and territorial spread**

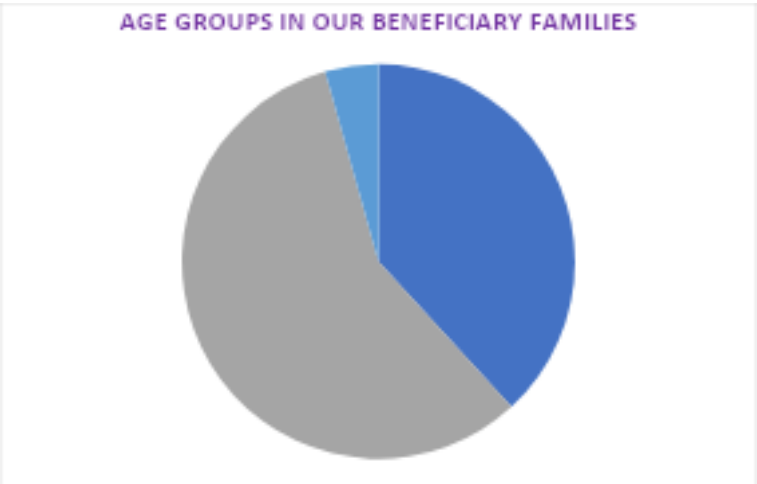
According to data from the Municipality of Roskovec, in June 2023, 286 families in this Municipality benefited from economic assistance. Compared to December 2021, there is a slight decrease in the scheme by 8% (24 families). The decrease is related both to the result of the efforts to employ individuals of working age by the Labor Office, as well as to exiting the scheme due to incorrect declarations by applicants. The lowest percentage of families in the economic assistance scheme is found in the administrative unit of Roskovec (7.7% of beneficiary families live in this administrative unit).

At the Municipality level, referring to the total number of families, 2.86% of families are supported through economic assistance as they have no or insufficient income.



As can be seen from this graph, in the administrative unit of Kurjan, 10.4% of the population is supported through economic assistance, in Kuman 1.9% of the population, in Struma 1.7% of the population and in Roskovec only 0.73%. Social administrators estimate that the economic assistance scheme really targets the poorest families and areas of the Municipality. The distance from possible jobs makes it impossible to employ people of working age who live in these areas. In villages where the terrain is rugged, it is difficult to secure income and consequently the number of families benefiting from economic assistance is higher.

- **Characteristics of families benefiting from economic assistance**



There are 1,142 people in families that benefit from economic assistance. Referring to the number of beneficiary families (286 families), we conclude that the average number of members in these families is 4, while the average number of members in a family in the Municipality of Roskovec is 3.2. From a gender perspective, 47.6% of the members of these families are women, which coincides with the percentage they occupy in the total population in this Municipality (47.5%).

As can be seen in the graph, in families benefiting from economic assistance, 38% of the members are children, 4% are of retirement age, and 58% of the members are of working age.

Compared to the age groups in the total population of the Municipality (Children 22%; working age 67% and pensioners 11%), we can say that the economic assistance scheme prioritizes families with more children and a higher number of members than the average for the Municipality.

The low percentage of people of retirement age in the economic assistance scheme does not necessarily reflect their economic situation, but is related to the existence of pension income.

Table: Characteristics of families benefiting from Economic Assistance

ADMINISTRATIVE UNIT	NE beneficiary families	FEATURES					
		Female head of household	Up to 2 minor children	Over 2 minor children	Roma/Egyptian	With at least 1 PWD member	At least 1 member of retirement age
Roskovec	22	2	9	13	2	0	4
Cumans	44	7	9	22	0	2	12
Strum	52	8	19	33	0	0	8
Quran	168	24	42	98	0	0	26
TOTAL	**286**	**41**	**79**	**166**	**2**	**2**	**50**

As can be seen from the table, 14% of families are headed by a woman, 58% of beneficiary families have over 2 minor children, 17% of them have at least one member of retirement age. The level of inclusion in the scheme of Roma/Egyptian families and those with at least one disabled person is the same, 0.7%.

- **Existing services for individuals and families benefiting from economic assistance**

Economic empowerment through employment

According to data from the Labor Office, the number of job seekers registered for work in this municipality in the most recent year is 174 people, of whom 47.1% are women and 52.9% are men. Referring to the total population in this Municipality, 0.53% of the population is looking for a job .

Table : Data on unemployment by general characteristics at the Municipality level (Year 2023)

Hall	Age group	Urban	Rural	By gender		According to status			
				Female	MALE	LESS	Roman/Egyptian	Returned emigrants	Fem head house
	16-19 years old	7	0	1	6				

	20-24 years old	11	3	7	7				
	25-29 years old	4	0	2	2		3		
	30-39 years old	11	2	5	8				
	40+	68	68	67	69		4	1	3
	TOTAL	**101**	**73**	**82**	**92**	**0**	**7**	**1**	**3**

Source: Roskovec Labor Office data

As can be seen from the data in the table:

78% of unemployed job seekers are over 40 years old.

58% of unemployed job seekers live in the urban area of the Municipality and 42% in its rural area.

19% of women registered for work are heads of household and almost all are over 40 years old.

4% of job seekers are Roma and Egyptians. It is noted that there is no person with disabilities registered for work.

For 91.4% of unemployed job seekers, the challenge of employment seems to be related to the lack of a profession that comes from education. Only 8.6% of job seekers have a profession that comes from the education they have attended. Among women and girls seeking work, only 7.3% of them have a profession that is related to the school they have completed, while among men and boys, 9.7% of those seeking work have a profession. The lack of qualification constitutes a major obstacle to meeting their employment requirements.

According to data from the Labor Office, with the exception of one job seeker from the rural area of the Municipality, the rest of the job seekers do not belong to families benefiting from economic assistance. In rural areas, there seems to be a higher interest in employment from individuals who do not belong to families benefiting from economic assistance.

The Labor Office, the Regional Directorate of the Social Security System of Fier and the Municipality have built a tripartite partnership for the employment of working-age individuals from families benefiting from economic assistance. Social administrators prepare assessments for the employment of working-age members of families and forward them to the Regional Directorate of the Social Security System and the latter to the Labor Office. Rejection of job offers is frequent and this increases the challenge of all three structures for the economic empowerment of families with economic assistance.

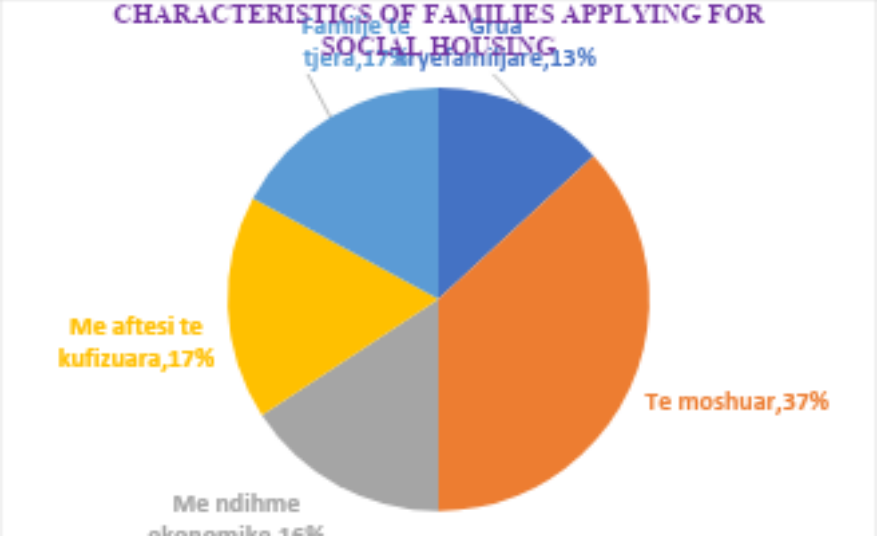
The Labor Office has implemented three community work programs and 30 members of these families have been employed for short periods, but at the end of the program they continue to remain on the economic assistance scheme.

HOUSING

The Municipality of Roskovec implements two housing programs : (i) improvement of housing conditions and (ii) low-cost housing.

The municipality prioritizes housing for categories in need. There are 32 families that have benefited from the housing improvement program, among them, priority has been given to families headed by women, as well as Roma/Egyptian families, etc.

According to data from the housing structures in this Municipality, 76 families requested housing support from the Municipality in 2022. Referring to the total number of families in this Municipality, 0.76% of them requested housing support. 18% of the applicant families reside in the territory of the urban area of the Municipality, the rest in its rural area.



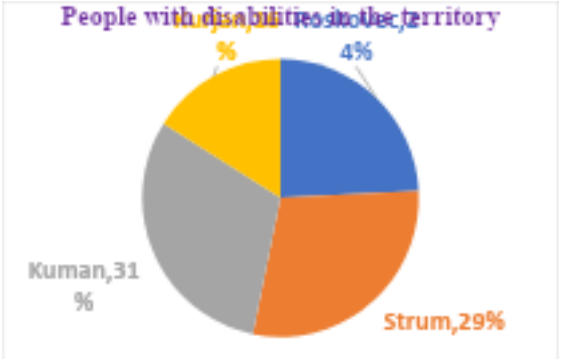
The graph shows the characteristics of families applying for social housing. As can be seen, 83% of the applicant families belong to vulnerable categories, of which 16% are families receiving economic assistance, 17% are families with at least one person with a disability, 37% are elderly and 13% are female-headed households.

The Municipality has managed to meet a portion (42%) of the families' requests for social housing. In fact, out of 76 families that have applied for social housing, 32 families benefit from one of the forms of housing implemented by the Municipality. The housing requests of 38% of families in a vulnerable situation have been supported, specifically 11% of the requests of the elderly (3 out of 28), 46% of the requests of families with disabled people (6 out of 13) and 25% of the requests of families benefiting from economic assistance (3 out of 12).

2.2.2 Persons with disabilities

- **Group size and territorial spread**

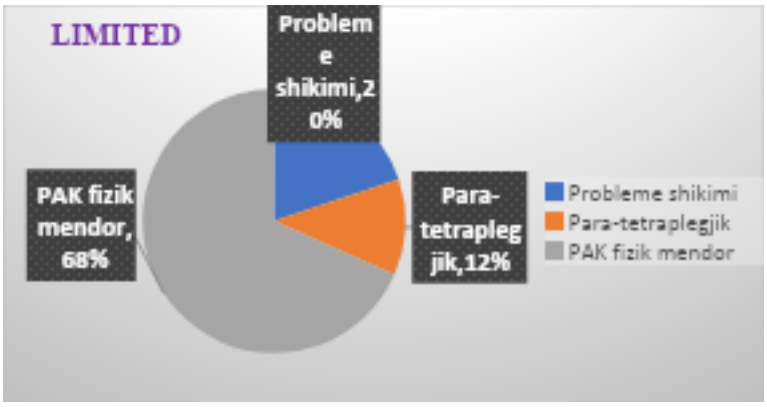
According to data from the Social Services Directorate of the Municipality of Roskovec, there are 598 people with disabilities in its territory, beneficiaries of social protection payments, and 319 people with work disabilities. Referring to the total number of the population, it results that 2.8% of it has at least one form of disability, therefore they need specific services.



As can be seen in the graph, 31% of people with disabilities reside in the territory of the Kuman administrative unit, while in the three administrative

units: Strum 29%, in Roskovec 24% and in Kurjan 16%.

- **Characteristics of the group of people with disabilities**

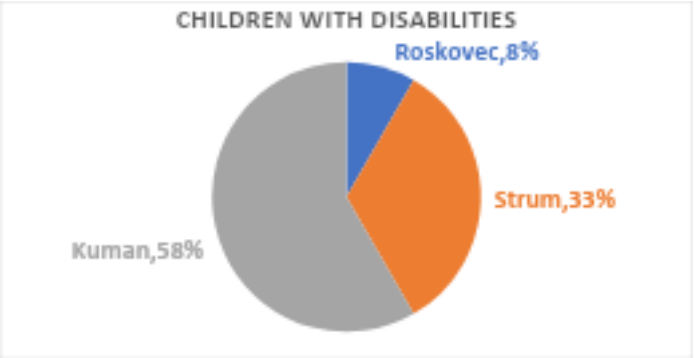


Referring to the group of people with disabilities (598 people), it consists of people with vision problems (119 individuals), paraplegics and tetraplegics (70 individuals) and people with physical or mental health problems (409 individuals).

As can be seen, among the group of people with disabilities, the highest percentage is occupied by people with physical or mental health problems (68%).

There are 160 people with severe forms of disability (27% of PWDs are supported by a caregiver) and among this group: 20 people are blind, 70 people are tetraplegic and 61 people have severe forms of physical or mental health.

Among the 598 people with disabilities, 40 are children. So, 6.7% of people with disabilities are children. Referring to the total number of children in the Municipality of Kuçovë (7,223 children), we can say that 0.6% of them have some form of disability and therefore need specific services.
The graph shows the percentage of children with disabilities in each administrative unit compared to the total number of children with disabilities in this Municipality.



- **Services for people with disabilities**

The bio-psycho-social assessment has made it possible to objectively determine the level of disability, as well as clarify the needs for services of the individual with limited abilities, such as a personal assistant, hygiene and sanitation package, sign language interpreter, mobility aids, etc. Part of the assessment are interviews through which the commission makes the assessment to create the bio-psycho-social profile of the disability beneficiary and then makes the relevant recommendations regarding benefits in payments and health, psychosocial, education, vocational training and employment services, etc. Now, in the commission's decision for the person with disability, the decision on the benefit of the monthly disability payment is combined with the qualification of the services that the individual should receive in accordance with the assessed needs.

This new assessment model has in fact been accompanied by challenges in this municipality: (i) the new assessment criteria have excluded a number of individuals from the cash payment

system for whom only service benefits were foreseen. (ii) the lack of many services or barriers that are often created for access to existing services (such as distance from the service, failure to meet accessibility criteria in general) make a significant part of these decisions unenforceable.

Health service

According to data from health structures in the territory of the Municipality of Roskovec, there is a Health Center and two ambulances with 2 family doctors and 16 medical/nursing personnel. There is a significant shortage of specialist doctors, which creates difficulties and increased financial costs for groups in need. People with disabilities and the elderly, especially those who need specialized services, are forced to travel to Fier or Tirana to receive the necessary service.

Employment service

According to the data of the Labor Office for 2022, no person with disabilities has been registered with this office . There is a lack of connection between the social administrator, who makes the decision of the Bio-Psychosocial Commission, and the Labor Office for the referral of those persons that the Commission has assessed should be referred to employment services.

Social housing service

The social housing program prioritizes families and individuals in need . 46% of requests from families with disabled persons were supported with this service by the Municipality during 2022. The rest of the applications were not supported due to deficiencies in the necessary documentation to benefit from this service.

Rehabilitation and development services

There are 16 children with disabilities registered to receive services at the Day Center for the Disabled that operates in the Municipality and was established with the support of UNDP. In fact, only 8 children attend/receive services at the center. This is because they live in an administrative unit outside Roskovec and do not have transportation options to receive services at the center. The center does not provide transportation. At the center, children currently receive physiotherapy and developmental therapy services. The center's staff is trained to provide quality services.

Accessibility

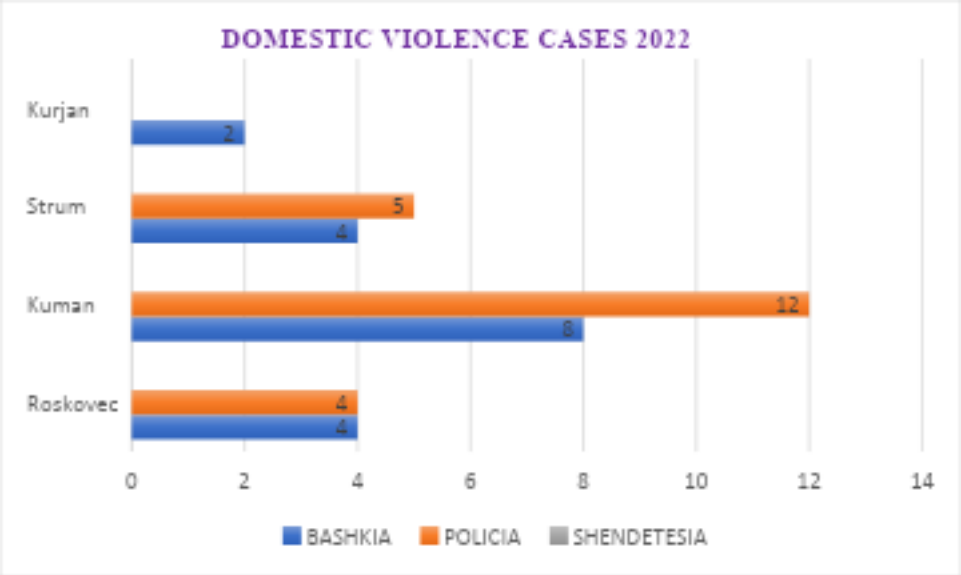
Public environments where investments have been made in recent years in the territory of the Municipality are accessible, however public institutions are not completely accessible to all groups of disabilities such as: ramps for wheelchair users, use of sign language for people who are deaf, braille for blind people. Even school environments are partially accessible for children with mobility difficulties or wheelchair users. Where the Municipality has made investments in recent years, accessibility criteria have been implemented. The service of an assistant teacher for children with disabilities is provided in schools for every child that the multidisciplinary commission of ZVAP deems necessary.

2.2.3 Victims of domestic violence

- **Group size and territorial spread**

During 2022, according to the Municipality's Social Service Directorate, 18 cases of domestic violence were identified and managed in the territory of the Municipality of Roskovec. According to Police data, 21 cases were identified for the same period. Health structures have not reported any cases of violence .

Cases have been increasing year after year as information and awareness campaigns have increased the reporting and denunciation of domestic violence.



According to data from the social service structure, in 44% of cases the victim of violence resides in the administrative unit of Kuman and the lowest (11%) in Kurjan.

The police have reported a somewhat higher number of cases of violence. 57% of cases in the Kuman administrative unit, while no cases of violence have been reported in Kurjan.

- **Characteristics of victims of domestic violence**

According to data from the Municipality's social service structure, in 94% of cases the victim of violence was a woman and in 6% of cases the victim of reported violence was a man. Cases of violence against men are within gender (brother/son against father). Meanwhile, police structures report that in 71% of cases the victim is a woman and in 29% of cases the victim of domestic violence was a man.

- **Identification and management of domestic violence cases**

The Municipality of Roskovec has established and is operational a coordinated mechanism for the prevention and measures against violence in domestic relationships. The Steering Committee meets and discusses the implementation of the measures and there is a full involvement of the institutions provided for in the legal and sub-legal acts both in this committee and in the technical groups that meet to manage cases of domestic violence. The awareness campaigns undertaken continuously have led to an increase in the denunciation of domestic violence and have also strengthened the interaction between local institutions. The Police and the Municipality also interact to monitor the situation of the victim of violence during the time she is provided with a protection order.

- **Services for victims of domestic violence**

Emergency service

The Municipality has set up an emergency service for victims of domestic violence, in the form of a facility near the kindergarten to enable accommodation for 72 hours for two victims of domestic violence. Emergency cases are supported by a service from the Social Center. In fact, accommodation is reported to be a challenge in this Municipality. Although the law provides for the removal of the abuser from the apartment, this measure is almost never implemented.

Economic assistance and economic empowerment

In any case, the victim of violence provided with a protection order is treated with economic assistance and referred to the employment service, as needed. It is reported that in the vast majority of cases the victim refuses job offers, in some cases due to the distance from the workplace or the need to take care of children.

Social housing

According to the structure responsible for housing, there have been no requests for social housing from victims of domestic violence.

Psychosocial service

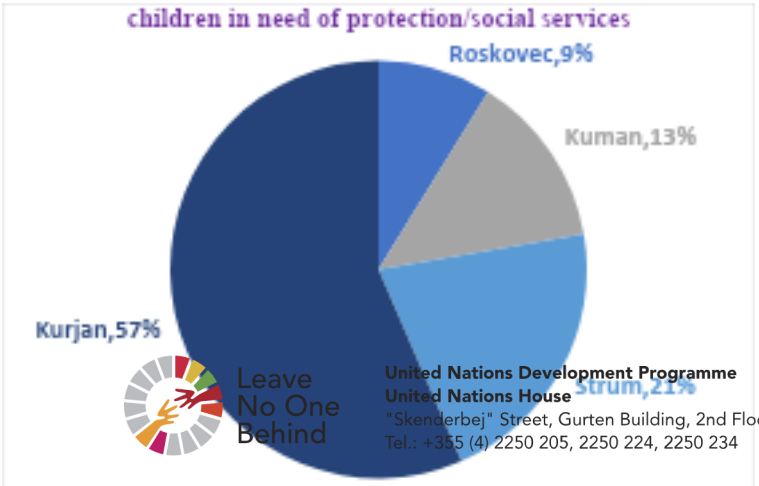
This form of service was provided until a few months ago by the psychologist at the Roskovec health center and by the staff of the Community Social Center. Now, none of them have psychologists.

Support service for children

Apart from a nursery and a kindergarten with lunch in Roskovec and kindergartens and schools in the villages, there is no childcare support service that would enable victims of violence against children to accept job offers regardless of working hours. When children attend school, the coordinator for measures against domestic violence and the PMF interact with the school psychologist to increase attention and assess whether the child needs psychological services.

2.2.4 Children in need of protection and care

- **Group size and territorial spread**



There are 510 children in the Municipality of Roskovec who need at least one form of service due to the situation of vulnerability they are in. Referring to the total number of children in this Municipality (7,262 children according to civil status), it results that 6.3% of children in this

Municipality are in a situation that requires support with at least one form of social care service.

As can be seen in the graph, 57% of them reside in the administrative unit of Kurjan (256 children), 21% reside in the administrative unit of Strum (96 children), 13% reside in the administrative unit of Kuman (61 children) and 9% of them live in the administrative unit of Roskovec (40 children).

- **Characteristics of children in need of protection and care**

This group includes children with disabilities, children in need of protection, orphans, as well as children in families that benefit from economic assistance . Including children with disabilities, children with economic assistance, children in conflict with the law and orphans, 510 children have been identified.

96% of this group consists of children living in families with economic assistance (436 children) and 2.6% children with disabilities (40 children). There are only 2 cases of children in need of protection and 3 orphans. 16 children with disabilities are registered to receive services at the PAK Care Center.

- **Identification and management of cases of children in need of protection or care**

There is a lack of human resources and time available to current employees of the municipality and Administrative Units to conduct case identification, given that in the entire jurisdiction of the Municipality there is only one employee, the Violence and PMF Coordinator, who covers these services.

According to the dynamics, cases are reported by institutions that are also part of the Mechanism/GTN Intersectoral Technical Group, such as the Education Office, the health service, the Probation Service, etc.

Services for children

Community Social Center
It offers services only for children with disabilities [8].

Service in nurseries, kindergartens, education
The Municipality implements facilitation measures for the inclusion of Roma/Egyptian families in nurseries and kindergartens. There is a Decision of the Municipality Council for the subsidy of 50% of the food fee. For other categories there are no facilitation measures, but there have also been no requests from families/children attending these two institutions. The Municipality remains committed to creating such facilitation and mitigation measures for specific cases.

[8] *For more information, refer to services for people with disabilities.*

School environments are partially adapted (ramps, adapted toilets) to enable access for children with disabilities.

The service of an assistant teacher for children with disabilities in schools in the territory of the Municipality is provided.

The daycare service is provided only in the territory of the administrative unit of Roskovec for 21 children. The daycare operates at 70% of the maximum capacity it can handle (the maximum capacity is for 30 children).

460 children receive services in 17 kindergartens in the municipality. In fact, the kindergartens have a capacity for 325 children and therefore they provide services above their maximum capacity.

There are 11 9-year schools operating in the municipality. 1,745 students aged 7-15 attend school. There are no reported cases of school dropout, while only 1 psychologist provides psychological services in the 11 schools spread across the territory. At the municipality level, the average ratio of students to psychologist is 1 psychologist for 1,745 students. The number of psychologists is clearly insufficient .

In the 2 upper secondary schools there is a better coverage with psychologists compared to lower secondary schools. At the municipal level, 1 psychologist is engaged for 473 students in these schools. It is reported by the educational structures that there are no cases of school dropout by students of this age group.

2.2.5 Roma and Egyptian families

- **Group size and territorial spread**

There are 80 Roma families and 10 Egyptian families living in the Municipality of Roskovec. The Roma families live mainly in the administrative unit of Roskovec, while the Egyptian families live in Kuman.

- **Services for Roma and Egyptian families**

The Municipality of Roskovec considers them in every one of its services as a priority group for receiving services. This is not only in terms of applying for and benefiting from economic assistance, but also of social housing services (specified in the sections above), and even employment. 7 employees of the Municipality are part of this community.

Community work programs have consistently prioritized members of this community, even though some of them have refused inclusion in the program.

By providing school supplies, the Municipality has aimed to encourage the inclusion of children from this community in school. Despite the efforts of the Municipality and schools, cases of children dropping out of school are reported, mainly due to immigration, but also due to the mentality of the parents.

2.2.6 Elderly people in need of social services

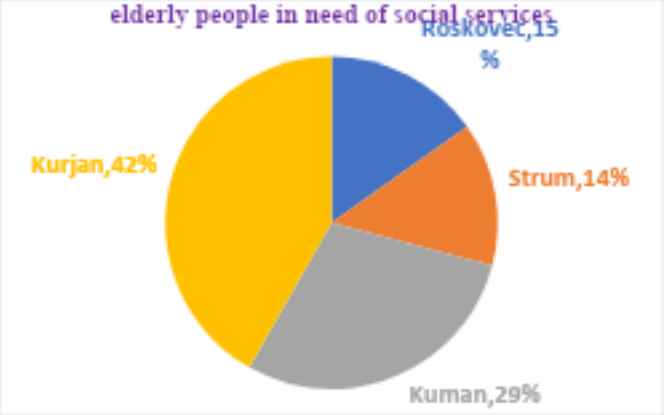
- **Group size and territorial spread**

According to the civil status register, 3,612 elderly people are registered in the territory of the Municipality. Meanwhile, at least 79 elderly people have requested support from the Municipality in the last year for specific protection or care services (2.2% of the total number of elderly people).

Table: Elderly demand for services

ADMINISTRATIVE UNIT	Economic Assistance	Social housing	Family service	Day care center service
Roskovec	4	8		
Strum	8	3		
Kuman	12	10	1	
Kurjan	26	7		
TOTAL	**50**	**28**	**1**	**0**

Source: Social Service Directorate, Roskovec Municipality



As shown in the graph, the highest number of requests for services is in the administrative unit Kurjan, followed by the administrative units Kuman, Roskovec and finally Strum.

Referring to the number of elderly people in each administrative unit, there are two units with the highest percentage of elderly people in need of protection or care services, specifically Kurjan with 5.6% of elderly people in need and Kuman with 2.4% of elderly people in need. While in Roskovec and Strum the percentage of elderly people in need of protection and care is respectively 1.2% and 1%.

There is a growing trend of elderly people living alone, especially in rural areas of the Municipality.

- **Case identification and management**

The Municipality does not have a mechanism for proactive identification of cases in conditions where there is a shortage of personnel for this purpose. For this reason, the Municipality's data on the needs for services from this group are very limited. There is no interaction between the Municipality and the health service or involvement of village heads or community liaisons in order to identify elderly people in need of services.

- **Services for the elderly**

Social housing is a service provided to the elderly. Out of 28 applications, 3 elderly people benefited from the social housing program during 2022. The other applications were not successful due to deficiencies in the documentation.

Health services are provided through a network of ambulances and family doctors, but as was highlighted in the cases of people with disabilities, the lack of specialist doctors creates difficulties for the elderly both in receiving services and in affording transportation costs.

As part of the social center, supported by the Ministry of Health and Social Protection, the Municipality has established a day service for the elderly. The environment is very suitable for the functioning of the center, but the level of attendance of the elderly is still limited. The center has a capacity for 60 elderly people but is attended by only 15 elderly people. The mentality of not being considered in need still keeps the elderly away from this service. However, this level of attendance is also related to the lack of a social worker to work with a specific plan both for bringing the elderly closer to the center, and for organizing social activities with and for them (in addition to games that the elderly participate in themselves and coffee and lunch). The Day Center for the Elderly is a beneficiary of the Ministry's Social Fund for 2023, with a project to provide a meal for lonely grandparents. This project has also increased the reception capacities of the center, which will provide services for up to 60 people.

2.2.7 Drug users

- **Size, characteristics of the group and territorial extent**

During the consultations held, the existence of this group in the territory of the Municipality was emphasized, but the lack of a mechanism for identifying and reporting these cases does not allow for an analysis to understand the size, characteristics of this group and where we find it in the territory.

- **Case identification and management**

There is a lack of institutional interaction to identify and manage these cases.

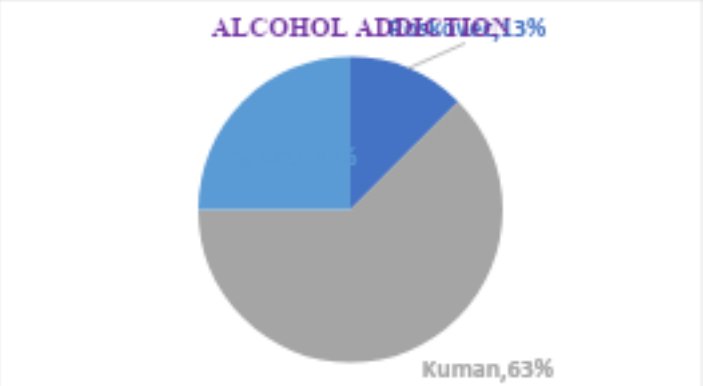
- **Social services**

There is no form of service set up for this group.

2.2.8 People with alcohol addiction

- **Group size and characteristics**

The Municipality structures do not report identified cases of alcohol users. This is also related to the lack of services for this group. The health structures also do not report cases. Meanwhile, the police structures report on such cases. Specifically, there are 8 cases of people with alcohol addiction reported by the police.



The highest percentage of alcohol users is found in the administrative units of Kuman (63%), Strum (25%) and Roskovec (12%). In Kurjan, no cases were identified during the period reported by the police.

- **Case identification and management**

There is a lack of institutional interaction to identify and manage these cases.

- **Services for people with alcohol addiction**

There is no form of service set up for this group.

3. MUNICIPALITY CAPACITIES

3.1 Human resources

There are three key components that were analyzed from a quantitative and qualitative perspective of the human resources necessary for the functioning of the social care services system in the territory of the Municipality: (1) responsible structure at the Municipality level; (2) Needs Assessment and Referral Units (administrative unit); (3) existing social services.

(1) Responsible structure at the Municipality level

The Municipality of Roskovec has a social service sector, part of the Economic Directorate. There are 5 employees in this sector, including a sector manager, 1 domestic violence coordinator who also fulfills the function of the CPU, as well as 3 social administrators who are actually personnel of the three administrative units of the Municipality.

According to the head of this sector, the functions currently fulfilled by the structure responsible for social services in the Municipality are:

- ✔ Strategic planning of social care services in the Municipality, the establishment of these services and monitoring the quality of their provision, procurement of services and social housing.
- ✔ Administration of economic assistance and disability payments.
- ✔ Protection and care for children.
- ✔ Measures against domestic violence.
- ✔ Identification of needs for social care services in the territory of the Municipality.
- ✔ Collection and management of social protection and services indicators.

The current regulation of the Municipality does not reflect the legal changes that occurred after 2016 and consequently the tasks assigned to the Social Service Sector need to be

completely revised. In fact, the structure of this sector does not include the position of coordinator for measures against domestic violence and consequently the job description for this position is missing [9].

There is no separation of the functions of planning, establishing and operating the social care services system (which should be the responsibility of the responsible structure in the Municipality) from that of managing social cases (which should be the responsibility of the Needs Assessment and Referral Units in the administrative units).

The personnel needs training for the functions that the sector must fulfill in accordance with the field of social services , while the Directorate of Social Services does not have a defined training plan.

Interaction with structures within the Municipality
The responsible social services structure in the municipality interacts with:

- Economic Directorate for planning and management of funds
- The Community Center for referral of cases from the categories of PWD, children with disabilities, Roma and Egyptians, lonely elderly people or those in need to benefit from the services or programs that the community center offers.

Interaction with structures outside the Municipality
The responsible social service structure interacts mainly with those institutions that are part of local mechanisms for managing cases, mainly of children and victims of violence, as well as the economic empowerment of families: the Labor Office, Vocational Training, State Social Service, Education Structures.

Interaction with organizations and service providers
There are two organizations with which it has interacted on issues of domestic violence: the Organization "Women, Community, Environment" and the "Center for Legal and Civic Initiatives" (for information campaigns and trainings). It has collaborated with "Special Olympys Albania" for sports activities for children and people with intellectual disabilities.

(2) Needs Assessment and Referral Units (administrative unit)
Needs Assessment and Referral Units, a legal obligation, have not been established. Out of 5 staff members in the sector, 3 are social administrators whose duties include not only applying for economic and disability assistance, but also identifying cases in need of services, managing these cases, preparing documentation for individuals who will receive services, and entering data into the National Electronic Registry.

Overall, it is estimated that:

1. There is a mix of tasks between the two levels of organization (Municipality and administrative unit).

2. There is a lack of staff to fulfill all the functions provided for by law. Specifically, taking into account the legal criteria that link the number of population to the number of social workers (for every 6-10 thousand inhabitants, one social worker is needed

[9] *See point 12 of article 32 of the Regulation "Duties and Responsibilities of the Social Service Sector"*

and for every three thousand children, one PMF is needed), the Municipality of Roskovec should have the Needs Assessment and Referral Units:

(1) administrative unit Roskovec – 2 employees (1 social worker and 1 social administrator); (2) administrative unit Strum – 2 employees (1 social worker and 1 social administrator); (3) administrative unit Kuman – 2 employees (1 social worker and 1 social administrator); (4) administrative unit Kurjan – 1 social administrator.

Table: Needs Assessment and Referral Units according to legal provisions

Unit Needs Assessment and Referral	Number of pOPULATION	Number of Social Workers	Number of chilDReN	Number of PMF
Roskovec	9239	1	2033	0
Strum	9715	1	2137	0
Cumans	8555	1	1882	0
Quran	5324	0	1172	0
TOTAL	**32833**	**3**	**7262**	**0**

Given that the total number of children in the Municipality is 7262, but in no administrative unit is the number of children 3,000 according to the legal provision, the PMF should be part of the responsible structure in the Municipality. The social workers of the administrative units should also fulfill the legal functions of the PMF, as well as interact with the local coordinator for measures against domestic violence. In the case of the administrative unit Kurjan, all these functions should be performed by a social administrator.

Meanwhile, the working environments of the administrative unit staff are not entirely suitable for working professionally with social case management.

(3) Social services financed in whole or in part by the Municipality

As presented in the analysis of groups in need of services and existing services, the Municipality, with the support of UNDP and the Ministry of Health and Social Protection, as well as its own revenues, has established three key forms of services: (i) day centers for people with disabilities; (ii) day centers for the elderly; (iii) 72-hour emergency service for victims of domestic violence.

The infrastructure of the community social center is complete and there is room to expand other social services. However, the services need to be supplemented with professionals (speech therapist, psychologist, social worker), and they also need more budget.

3.2 Social Fund

The municipality has proven that it has the capacity to attract funds and establish social services. Applying through projects both to the Ministry of Health and Social Protection and to the UNDP has enabled the establishment of the services presented in the sections of this plan.

4. SWOT ANALYSIS

Strengths
The Municipality of Roskovec has demonstrated over the years a willingness to provide services to the most vulnerable groups in the community.

It has demonstrated and has the capacity to attract funds from both donors and the line Ministry, capacities that it can use in the future to establish the Social Fund.

Even though there are limited local revenues, the Municipality has allocated funds for the continuity of established social services.

The Municipality has established key coordination mechanisms with public institutions and non-governmental organizations, which are an important basis for expanding interaction for the identification and referral of other groups targeted by this Social Plan.

Weak points
The municipality currently lacks sufficient human resources to fulfill all the functions assigned to it by law.

Limited sources of revenue to implement the components of the Social Plan will increase the need to engage in attracting funds from Ministries or potential donors.

There is an extremely low number of organizations and a lack of non-public service providers in the territory of the Municipality. Under these conditions, the Municipality remains the only provider of social protection and care services.

The Municipality's social service staff know and apply the legal package of social protection with quality, but they lack capacities in terms of strategic planning, monitoring of services and procedures for referring individuals to social services.

OPPORTUNITY
The experience gained with applications for fund absorption is a good basis to continue on this path and to secure the necessary funding for the implementation of the Social Plan.

The municipality has established and is operational three types of services and has trained personnel to provide these services qualitatively. The plan has foreseen the expansion of these services and the experience already created is an opportunity that favors qualitative expansion.

The partnership established with institutions and organizations at the local and regional level will facilitate the establishment of new mechanisms and solutions that bring individuals in need closer to social services.

THREATS
If the Municipality does not allocate human resources specifically to establish the Needs Assessment and Referral Unit, the existing staff will find it almost impossible to implement the objectives of this Plan.

The Municipality's projects unit must be very active and interact closely with the Economic Assistance and Social Service Sector to apply and attract funds that will enable the full financing of this Plan.

5. GOALS, OBJECTIVES AND ACTIVITIES

All action in the three-year implementation period of this Plan will be based on the following four pillars:

Re-dimensioning the role and function of the responsible structures of social protection and care. This intervention addresses the need to fulfill the obligations of national legislation and to have the appropriate numerical teams, professionally prepared and with the appropriate budget and infrastructure as a prerequisite to identify, manage and refer individuals in need to services, as well as to plan and manage community services.

Expansion of existing mechanisms to identify every case of individuals in need of protection and care. Although during the preparation of the Plan, a significant number of individuals in need of services were identified through statistical indicators, the analysis showed that it is necessary for the Municipality structures and other local actors to follow a more proactive approach in identifying cases in need of services. This is particularly necessary for cases of domestic violence, children in need of protection, the elderly living alone, drug users or people with alcohol addiction.

Diversification of social services in the territory of the Municipality . The analysis of existing services in the territory of the Municipality, as well as the needs for services of identified groups, clearly revealed the missing services that need to be established as a priority for the three-year period of implementation of this Plan.

Economic and social reintegration for families with no income or insufficient income. *At least* 30% of individuals in need of identified services have as their main need preparation for the labor market and employment. In these conditions, it is necessary to coordinate the intervention of programs for their economic empowerment with social services on a case-by-case basis.

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

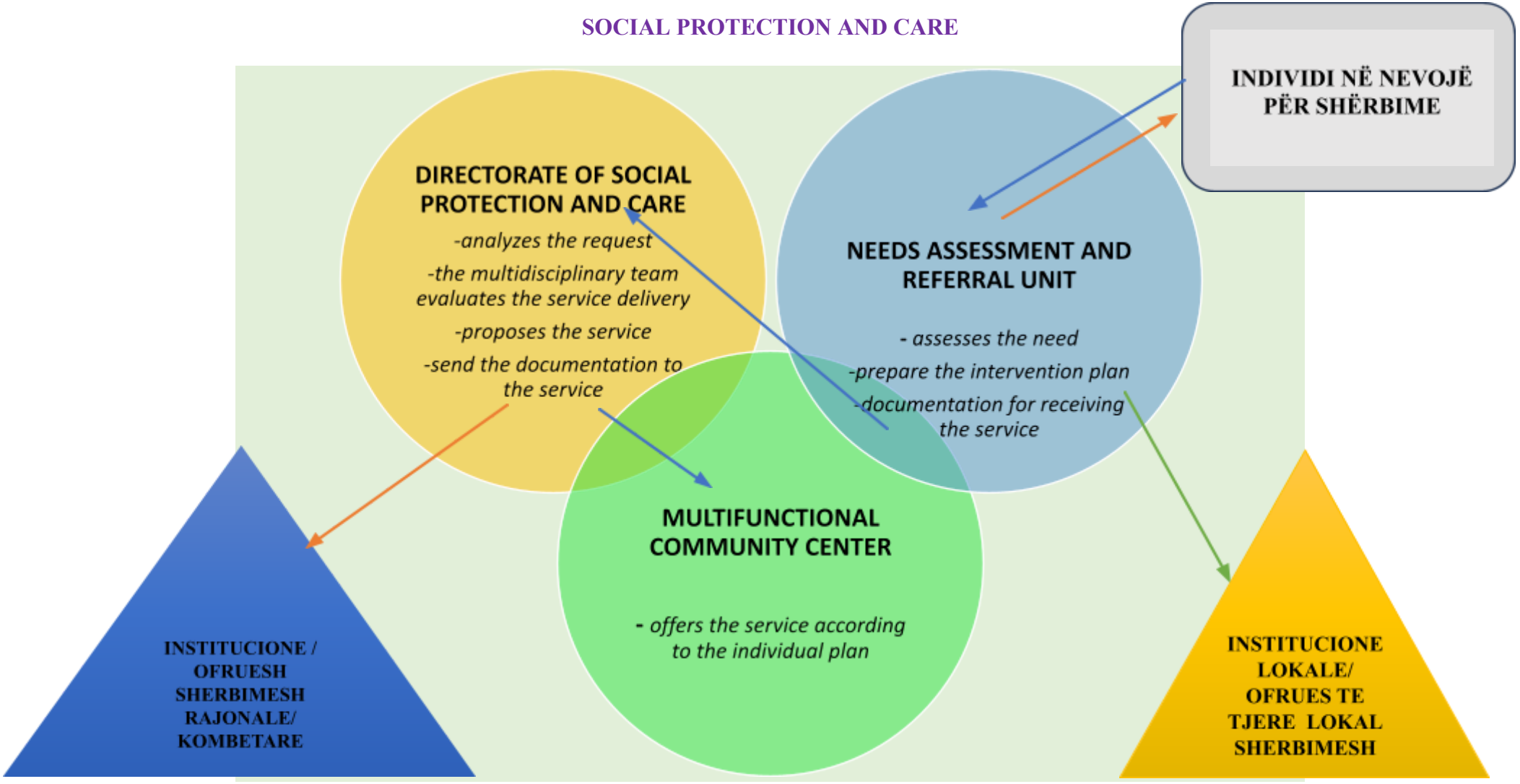
Swiss Agency for Development and Cooperation SDC

REPUBLIKA E SHQIPËRISË
MINISTRIA E SHËNDETËSISË DHE MBROJTJES SOCIALE

UNITED NATIONS ALBANIA

UNDP

SOCIAL PROTECTION AND CARE



Leave No One Behind

United Nations Development Programme
United Nations House
"Skenderbej" Street, Gurten Building, 2nd Floor, Tirana, Albania
Tel.: +355 (4) 2250 205, 2250 224, 2250 234

GOAL 1. REDIMENSIONING THE ROLE AND FUNCTION OF THE RESPONSIBLE STRUCTURES OF SOCIAL PROTECTION AND CARE

Rezultati Strategjik 1 : Bashkia ka burimet njerëzore dhe kapacitetet e nevojshme për të ngritur e bërë funksional sistemin e shërbimeve të kujdesit shoqëror, si dhe ofrimin e shërbimeve pjesë e shportës që janë detyrim i Njësisë së Vlerësimit të Nevojave dhe Referimit

Treguesit që masin përmbushjen e rezultatit: të specifikuar në çdo aktivitetet të Planit të Veprimit

Target i pritshëm:

- ✔ Drejtoria e mbrojtjes dhe përkujdesjes sociale në Bashki ka burimet e nevojshme njerëzore për të përmbushur misionin që ka në përputhje me parashikimet ligjore.
- ✔ Personeli i drejtorisë është trainuar dhe ka kapacitetet praktike dhe infrastrukturore për të përmbushur detyrat funksionale.
- ✔ Njësia e Vlerësimit të Nevojave ka burimet njerëzore të nevojshme dhe detyra të qarta të specifikuara në Rregulloren e Bashkisë.
- ✔ Njësia e Vlerësimit të Nevojave njeh dhe zbaton në praktikë protokollet e punës për menaxhimin e rasteve sociale.
- ✔ Drejtoria e mbrojtjes dhe përkujdesjes sociale mbledh dhe analizon çdo vit treguesit social për të vlerësuar situatën e grupeve në nevojë për shërbime dhe rishikon Planin Social përmes proceseve të konsultimit me vetë përfituesit e programeve sociale.

Partnerë: Drejtoria Rajonale e Shërbimit Social Shtetëror Fier

Kosto: 21,977,280 lek

Objective 1. By 2024, the structures responsible for social protection and care will have the human and financial resources to fulfill functional tasks as defined by national legislation.

Activity 1.1 Review of the structure, roles and functions of the Social Protection and Care Sector in the Municipality

It is envisaged that the transition to the Directorate will fulfill the following functions:
Coordination and management of the implementation of cash payment programs for the disabled and the disabled for the entire territory of the Municipality.
Planning, establishing and operating social care services at the community level.
Protection and care for children.
Gender equality and measures against domestic violence

The structure and duties for each job position are given in the appendix [10]and will be included in the Regulation of the Municipality of Roskovec.
The Directorate will be composed of:

- ✔ directory
- ✔ Social protection and care specialist
- ✔ Child Protection Officer
- ✔ Coordinator for measures against domestic violence

The Needs Assessment and Referral Unit and the Multifunctional Community Center will be subordinate to this Directorate.

Activity 1.2 Establishment of the Needs Assessment and Referral Unit

Given that the municipality of Roskovec has a limited budget to cope with an increase in staff during the implementation period of this plan with all employees required by Law 121/2016 "On Social Care Services" and the Law "On the Rights and Protection of the Child", a Needs Assessment and Referral Unit will be established in order to fulfill all functions provided for by national legislation.
This Unit will consist of:

- ✔ Social administrator (4)
- ✔ Social worker (1)

This unit, as foreseen by national legislation, will be a connecting link between the community in each administrative unit and the structure responsible for social protection and care in the Municipality. It will be the first line of service, as every individual in need of services will be directed or referred to this unit.

Social administrators will continue to provide (i) the application service for the benefit of economic assistance; (ii) verification of the applicants' situation in the family; (iii) Preparation of an individual employment plan for individuals of working age and referral to the employment service; (iv) information and support for people with disabilities; (v) home visits every three months; (vi) referral to services determined by the Bio-psycho-social Assessment Commission.

The social worker will be the manager of every case referred in need of services from the territory of each administrative unit. Especially in the first year, he will be responsible for implementing the plan for identifying individuals in need of services, as well as interacting with social administrators, the PMF and the coordinator for measures against domestic violence to manage cases in the territory of the municipality.

Objective 2: Developing the capacities of personnel to qualitatively fulfill their functional duties

Activity 2. 1 Training of staff of the Directorate of Social Protection and Care in the Municipality and the Needs Assessment and Referral Unit

[10]In the appendix you will find detailed functional tasks of the Directorate.

The trainings will be designed in accordance with the needs of the personnel of both organizational levels (Directorate and NRU), as well as the functions that these structures must fulfill.

Training for the staff of the Directorate of Social Protection and Care will focus at least on the following issues:

- Strategic planning and budgeting of the community system of social care services.
- The mechanism of financing services and techniques for writing social projects.
- Social care service standards, procurement and monitoring of services.

Training for the staff of the Needs Assessment and Referral Unit will include at least:

- In-depth knowledge of the legislative package of social care services and protection of vulnerable groups;
- Teamwork and social case management techniques.
- Specific training on issues of child protection, victims of domestic violence, victims of trafficking, as well as employment counseling.

Activity 2.2 Creation of work models and practices according to the profile of each NRU employee

The staff of the Directorate of Social Protection and Care within the first six months of the implementation of this plan will prepare and instruct the staff of the Needs Assessment and Referral Unit on the work protocols for case management. In particular: access and entry of data into the Electronic Registry of Social Services, the package with all forms for identifying and reporting cases of individuals in need of services, children in need of protection, victims of violence, as well as any type of form specified in legislation and by-laws.

Activity 2.3 Development of working practices for collecting, analyzing and reporting on the situation of vulnerable groups in the territory of the Municipality .

The Directorate of Social Protection and Care within the first year of implementation of the Plan will identify social indicators, the periodicity of their collection and the institutions inside and outside the Municipality from which it will obtain this data. Periodic analysis built on social indicators, communication with groups in need of services and public and non-public actors that have roles and responsibilities in addressing the needs of these groups will be a guide both in the formulation of specific local policies for groups in need, as well as the annual review of the Municipality's Social Plan. The Directorate of Social Protection and Care will hold hearings every year with each of the groups identified in need of services. The hearings will be held in particular with: children, victims of domestic violence, representatives of families benefiting from economic assistance, persons with disabilities, the elderly, Roma and Egyptians. After the establishment of social care services foreseen in this Plan, this structure, as part of the process of monitoring the quality of services, will conduct interviews/focus groups with direct beneficiaries of these services.

GOAL 2. INCREASE IN IDENTIFIED CASES OF INDIVIDUALS IN NEED OF PROTECTION AND CARE

Rezultati Strategjik 2 : Çdo rast i individëve në nevojë për shërbime të mbrojtjes dhe përkujdesjes identifikohet nga sistemi i ngritur komunitar dhe referohet tek shërbimet përkatëse në përputhje me nevojat e vlerësuara nga ekipet e profesionistëve.

Treguesit që masin përmbushjen e rezultatit: të specifikuar në çdo aktivitetet të Planit të Veprimit

Target i pritshëm:

- ✔ 200 raste të reja të identifikuara dhe të menaxhuara nga kategoritë në nevojë për shërbime deri në fund të periudhës së zbatimit të këtij plani.
- ✔ Rrjeti i institucioneve/punonjësve dhe ofruesve të shërbimeve i ngritur dhe funksional.
- ✔ Kryetarët e fshatrave dhe ndërlidhësit e komunitetit, punonjësit e policisë që punojnë në terren, psikologët e shkollave, mjekët, kanë qartësi të plotë mbi sistemin komunitar të shërbimeve të kujdesit shoqëror, rolit që ata do të luajnë si pjesë e tij dhe informojnë komunitetet me të cilët janë në kontakt dhe referojnë rastet tek struktura përgjegjëse për menaxhimin e tyre.
- ✔ Komunitetet në territorin e Bashkisë janë të informuar mbi shërbimet e kujdesit shoqëror dhe se ku dhe si mund ti përfitojnë ato shërbime.
- ✔ Çdo individ i rrezikuar nga varfëria apo përjashtimi social përfiton nga sistemi i ngritur proaktiv i identifikimit të rastit dhe referimit tek shërbimet.
- ✔ 2,174 individë në nevojë për të paktën një formë të shërbimeve të kujdesit shoqëror përfitojnë nga shërbimi i përmirësuar i informimit dhe këshillimit.

Partnerë: Kryetarët e fshatrave, drejtues të shkollave, mjekë, punonjës të policimit në komunitet, psikologët e shkollave

Kosto: ***386,400 lek*** për periudhën 3 vjeçare

Objective: The referral and case management system will be established and functioning in accordance with the national standard by 2024

Activity 1. 1 Coordinated local system for identification/referral of cases in need of protection and care

The local coordinated system for identifying and referring social cases should include at least:

- Establishing a phone number where anyone can refer cases at any time.

- Establishing a network of institutions/employees and service providers who have contacts with the community and who can refer cases to the Needs Assessment and Referral Unit.

To establish this network, the following steps will be taken:

The social worker of the Directorate of Protection and Social Care, the CPU and the local Coordinator for measures against domestic violence identify local institutions, service providers which, in accordance with the legislation in force, have roles and functions for each of the vulnerable groups targeted by this Social Plan, in particular: village heads/community liaisons; family doctors; school psychologists; police structures, labor office. Within the second half of the first year, the Directorate of Protection and Social Care will hold an inter-institutional roundtable to formalize the establishment of the case identification system. The aim is for participating institutions and service providers/organizations to be informed about where and how they can report cases of individuals in need of services to the Municipality structures. Each institution will also be required to designate a contact worker who will be involved in the management of social cases according to the area of responsibility they have.

Activity 1.2 Functioning of a coordinated system for supporting communities with services

After establishing the coordinated system, the Directorate of Social Protection and Care organizes a one-day roundtable with the participation of village heads and community liaison officers, police officers working in the field, school psychologists, family doctors to facilitate the understanding of the community system of social care services and the role they can play in identifying cases in need of protection and care . Three key presentations are given by:

- Child protection worker - how to identify cases of children who have been abused or in need of services and where to refer.
- Local coordinator for measures against domestic violence - how to identify domestic violence and where to refer.
- Social worker - other groups in need of support (focus on people with disabilities, the elderly, extremely poor families) and where we refer them for immediate support.

Activity 1. 3 Direct communications with local communities on the system set up for referral/identification of cases

In every community meeting held by the social protection and care structure, or other directorates of the Municipality throughout the implementation period of this plan, participants will be informed about where to seek support for social services or where to refer cases that may need protection or care. The telephone contact where cases of individuals in need of services can be reported will be continuously highlighted in every meeting. Especially in the meetings that will be part of the work of the Child Protection Officer and the Local Coordinator for measures against domestic violence (mainly as part of information and awareness campaigns) will be highlighted how the community system of protection and care functions.

Activity 1.4 Publication of the referral/identification system

The Directorate of Social Protection and Care prepares in a graphic format the coordinated system established for the identification and referral of cases of individuals in need, which simply explains where and how such cases should be reported. This graphic format is published in the Municipality's facilities that provide services to citizens (at both levels of the Municipality's organization and at every institution part of this system (police, health, educational structures, service providers, etc.). It is also published on the Municipality's website.

Activity 1.5 Effective case management and referral to social care services

The management of cases of children in need of protection is carried out in accordance with the provisions of the Decision of the Council of Ministers 578 dated 3.10.2018 "On the referral and case management procedures, the drafting and content of the individual protection plan, the financing of expenses for its implementation, as well as the implementation of protection measures" [11]. The Directorate of Social Protection and Care establishes the intersectoral technical group for child protection at the municipal level. The intersectoral technical group is composed of representatives of police structures, social service structures, representatives of educational, health, justice structures, non-profit organizations, as well as any other specialist who has knowledge of the child's situation or who can contribute to the adoption or implementation of child protection measures, who are obliged to participate in the meetings of the intersectoral technical group. For case management, the Child Protection Officer coordinates with the social worker of the NJVNR.

The management of cases of victims of domestic violence is carried out in accordance with the provisions of the Decision of the Council of Ministers 327 dated 2.06.2021 "On the mechanism for coordinating the work for the referral of cases of violence in family relationships and its processing for the support and rehabilitation of victims of violence" [12]. The local coordinator for measures against domestic violence leads the interdisciplinary technical team (with representatives of the institutions determined by the Steering Committee at the local level). For case management, he also interacts with the social worker of the NJVNR and social administrators according to the residence of the victim of domestic violence.

For any other case referred in need of protection and care, case management is carried out by the NJVNR social worker and social administrators.

For each case that, in accordance with the Individual Protection Plan, is assessed as requiring social care services, the case manager will prepare the relevant documentation in accordance with the Council Decision No. 518, dated 4.9.2018 "On community and residential social care services, criteria, procedures for their benefit and the amount of the amount for personal expenses for beneficiaries of the organized service" and will refer it to the social worker of the Directorate of Economic Assistance and Social Services. The latter, in accordance with the aforementioned Council Decision, undertakes the procedures for approving the receipt of the service.

[11] *http://differentandequal.org/wp-content/uploads/2019/09/VKM-nr.-578-dt-3.10.2018.pdf*
[12] *https://shendetesia.gov.al/wp-content/uploads/2021/07/VKM-Nr.-327-dat%C3%AB-2.06-00000002.pdf*

GOAL 3. DIVERSIFICATION OF SOCIAL SERVICES IN THE TERRITORY OF THE MUNICIPALITY TO INCLUDE AND ADDRESS THE NEEDS OF TARGETED GROUPS MORE WIDELY

Rezultati Strategjik 3 : Çdo individ në nevojë për shërbime të emergjencës, reabilituese, zhvilluese dhe riintegruese i përfiton me cilësi dhe në përputhje me nevojë që ka pavarësisht distancës nga shërbimi, përmes sistemit komunitar funksional të shërbimeve të kujdesit shoqëror.

Treguesit që masin përmbushjen e rezultatit: të specifikuar në çdo aktivitetet të Planit të Veprimit

Target i pritshëm në tre vite:

- ✔ Të paktën 2,174 individë në nevojë përfitojnë nga shërbimi i informimit dhe këshillimit.
- ✔ 150 fëmijë të familjeve përfituese të ndihmës ekonomike ose në nevojë për mbrojtje/përkujdesje përfitojnë shërbime sipas nevojës së vlerësuar nga PMF dhe Njësia e Vlerësimit të Nevojave dhe Referimit kryesisht përmes shërbimeve në qendrën komunitare multifunksionale.
- ✔ Të paktën 90 viktima të dhunës në familje përfitojnë nga shërbimet e emergjencës, shërbimet reabilituese apo të strehimit social sipas nevojave të vlerësuar nga koordinatori vendor për masa kundër dhunës në familje dhe grupet teknike ndërsektoriale.
- ✔ 80 fëmijë me aftësi të kufizuara përfitojnë nga shërbimet në qendrën ditore dhe shërbimi në familje.
- ✔ Çdo individ në nevojë për shërbime psikologjike i përfiton ato përmes Qendrës multifunksionale (përfshirë familjet që kanë përjetuar divorc, përdorues të drogës apo me varësi nga alkooli).
- ✔ 100 të moshuar që jetojnë vetëm dhe janë në vështirësi ekonomike përfitojnë nga shërbimi në qendrën multifunksionale dhe në familje.
- ✔ 30 persona me aftësi të kufizuara përfitojnë nga shërbimi në familje.

Partne: Drejtoria Rajonale e SHSSH Fier

Kosto: ***32,160,800 lek*** për periudhën 3 vjeçare

Objective: By 2026, the needs for emergency, family assistance, rehabilitation and development services of groups in need will be addressed through a functional community system of social care services.

Activity 1.1. Information and advice through the NRU

Information and counseling will be provided to every individual in need of social care services in order to benefit from services such as economic assistance, disability payments,

personal assistants, employment services, developmental/rehabilitation services, etc. This service is provided by the Needs Assessment and Case Referral Unit.

Activity 1.2. Expansion of community services through the Multifunctional Community Center

The center will be established and operate in the existing premises of the community social center, which currently offers only two forms of services: for people with disabilities and for the elderly.

The Multifunctional Community Center will be established in accordance with the national service standard in multifunctional centers, approved by the Instruction of the Minister of Health and Social Protection [13], will be licensed and will include a number of services that essentially diversify the forms of existing services by orienting them according to the priorities identified in this Social Plan. The Center will offer a number of services, which will be established gradually in accordance with the priority of the service and the budgetary possibilities of the Municipality.

For the provision of services to each individual in need, the criteria and rules set out in the Council of Ministers No. 518, dated 4.9.2018 "On community and residential social care services, criteria, procedures for their benefit and the amount of personal expenses for beneficiaries of the organized service" will be respected.

First year: Expansion of two existing services
In the first year, two professionals are added to the center: a speech therapist (necessary for the service for people with disabilities) and a psychologist (necessary to diversify services and expand the categories of current beneficiaries of the center's services) .

Day service for children and young people with disabilities
The service continues to function in accordance with the service standards for day centers for people with disabilities [14]. The existing service is expanded with a speech therapist. Under these conditions, the staff of professionals will consist of: a speech therapist, a physiotherapist, an occupational therapist, in addition to support personnel and aims to promote the development and rehabilitation of people with disabilities up to the age of 21.

Day care service for the elderly
Through funding from the Ministry of Health and Social Protection, the daily service for the elderly will continue and will be expanded to include lunch. The service will be resized to fully meet national standards. Activities with the elderly will be planned by the center's multidisciplinary team, stimulating the connection of the daily service activity with community life.

Psychological service

[13] *Instruction no. 91, dated 27.12.2018 "On the approval of standards for the provision of social care services in multidisciplinary community centers"*

[14] *Standards of social care services for people with disabilities in residential and day institutions. Accessed from* http://inspektoriatipunes.gov.al/ëp-content/uploads/2014/02/Vendim-i-KM_822_06.12.20061.pdf

The center's psychologist will enable the provision of these services at the center: Parenting counseling (any parent who is assessed as needing counseling and any case of children placed in foster care); Anger management programs for violent parents; Individual psychological counseling for any child in need of protection; Psychological counseling for any victim of domestic violence, as well as families that have experienced divorce; Foster family training program. This program aims to prepare foster families with or without blood ties to children without temporary parental care.

Employment and Entrepreneurship Laboratory

The existing center has space to conduct training sessions for professional development, therefore the Municipality's Social Assistance and Service Directorate will interact with the Labor Office and the Vocational Training Center in Fier with the aim of developing courses/trainings that promote employment and self-employment of various individuals from the territory of the Roskovec Municipality.

Family service

In the first year, in the absence of a means of transportation, home service according to the identified needs and the assessment carried out by the case managers (NJVNR/PMF) the center staff (according to the job profile) will provide home service only to individuals in need in the territory of the Roskovec administrative unit. Home service will include (as needed): individual therapy; food packages (for specific cases); counseling.

Second year: The services established in the first year continue and new services are established.

In the second year, the center's staff is expanded with a social worker, as well as a vehicle necessary to provide services throughout the territory of the Municipality. The services in the multifunctional center are complemented by ***:***

Day and emergency service for children

The day care center provides services for children from families with socio-economic problems and any child in need of services according to the assessment carried out by Child Protection Workers. Services include food, educational support, psychological and social support, leisure activities that promote education and integration. Children from the Roma community are particularly supported in preparing lessons. This service is established in accordance with the Standards of social care services for children in need in day care centers [15].

For extremely poor families with children, an emergency service is being established through which cases assessed by the Needs Assessment and Referral Units are provided with food and hygiene packages as immediate support during the period while the family receives other alternative services.

Home services for people with disabilities who need developmental therapy and whose distance from the multifunctional center prevents them from receiving the service. The service is established in accordance with the standard of home assistance service for people with disabilities [16].

[15] *Standards of social care services for children in need in day care centers. Accessed from* http://www.qbz.gov.al/botime/fletore_zyrtare/2013/PDF-2013/54-2013.pdf

[16] *http://www.sherbimisocial.gov.al/ëp-content/uploads/2014/03/udhezim-597-dt.22.12.17.pdf*

Home services for seniors living alone are established in accordance with the home assistance service standard for seniors [17].

Activity 1.3 72-hour emergency service for victims of domestic violence
From the third year of implementation of this Plan, one (1) protected apartment serves to accommodate cases of victims of domestic violence provided with an immediate protection order. The service includes: Housing, clothing (in cases where the victim is unable to access the home even temporarily), food, psychological services, medical services, legal services, vocational training, employment, support with economic aid, educational assistance. This form of service is combined with the services provided in the multifunctional center in accordance with the needs assessed for services by the intersectoral technical group.

Activity 1.4 Continuity of social housing service

The Municipality will continue to treat every year with priority families that are unable to afford the cost of housing and in particular: Families receiving economic assistance that have a female head of household; Families receiving economic assistance that have more than 2 minor children; Roma/Egyptian families; Families receiving economic assistance that have at least one member with disabilities; Victims of domestic violence; the elderly.

Activity 1.5 Guaranteeing access for people with disabilities to public infrastructure

The Urban Planning Directorate respects the criteria for guaranteeing access for people with disabilities to public buildings and environments in infrastructure projects.

GOAL 4. ECONOMIC EMPOWERMENT AND REINTEGRATION INTO THE LABOR MARKET FOR WORKING AGE INDIVIDUALS WITH NO INCOME OR INSUFFICIENT INCOME

Rezultati Strategjik 4 : Të paktën 10% e individëve në moshë pune, pjesëtarë të familjeve përfituese të ndihmës ekonomike dhe grupeve të identifikuara në rrezik, të fuqizuar ekonomikisht përmes masave që mundësojnë formimin profesional dhe punësimin.

Treguesit që masin përmbushjen e rezultatit: të specifikuar në çdo aktivitetet të Planit të Veprimit

Target i pritshëm:

- ✔ Tryeza ndërsektoriale mblidhet dhe çdo vit dhe Plani i Veprimit përfshin masa të miratuara që mundësojnë fuqizimin ekonomik të individëve në situatë të vështirës ekonomike e sociale.
- ✔ 30 gra kryefamiljare dhe/ose viktima të dhunës në familje, 10 romë/egjiptianë dhe 20 të rinj përfshihen në programin e formimit profesional.
- ✔ 100 individë të familjeve përfituese përfitojnë nga shërbimet e informimit dhe këshillimit për punësim.
- ✔ 100 persona me aftësi të kufizuara përfitojnë nga shërbimet e informimit dhe këshillimit për punësim.
- ✔ 6 të rinj të sapodiplomuar pjesëtarë të familjeve përfituese të ndihmës ekonomike punësohen në biznese/institucione lokale.
- ✔ Të paktën 30 gra kryefamiljare dhe/ose viktima të dhunës në familje dhe 10 persona me aftësi të kufizuara, 10 pjesëtarë të komunitetit rom/egjiptian punësohen përmes programit

Partnerë: Zyra e Tatim-taksave të Bashkisë, Zyra e Punës, Qendra Rajonale e Formimit

Objective: Integration into the labor market of at least 10% of adult individuals from families benefiting from economic assistance

Activity 1.1. Effective functioning of the local mechanism for the economic empowerment of families benefiting from economic assistance and groups in need

In the first year of implementation of this Plan, the Municipality will convene a roundtable with representatives of the Labor Office, the Regional Vocational Training Center, the Agricultural Development Agency, the Fier Regional Branch, as well as non-governmental organizations that develop economic empowerment projects in the territory of the Municipality and the region (identified in advance in partnership with the Labor Office and the Regional Directorate of the Social Security Institution of Fier, etc.), representatives of the local business community. The roundtable will aim to raise awareness among all actors who have employment capacities for the need to include working-age individuals from families receiving economic assistance in the labor market. Forms of interaction between the Municipality-business-Labor Office-ADA-Vocational Training will also be discussed in order to fulfill the objective of economic empowerment of families and poverty alleviation in this Municipality. Based on the conclusions of the roundtable, the social worker will build an Action Plan among stakeholders targeting the employment of families and individuals with no income or insufficient income. In each of the two subsequent years of this Plan, this roundtable will reconvene to discuss the results, challenges and possible improvements.

Activity 1.2. Vocational training to enable inclusion in the labor market

Following the inter-institutional Roundtable, the Multifunctional Community Center will interact with the Fier Vocational Training Center, as well as with any other actor identified for this purpose, to carry out courses/trainings in the facilities of this Center that enable the acquisition of a profession, the development of practical skills for employment or self-employment.
The Multifunctional Community Center will interact with the NVRCU and high schools in the territory with the aim of informing about the existence of courses and the opportunity to participate in them.

Activity 1.3 Employment Incentive Program

Employment counseling. The Directorate of Social Protection and Care increases interaction with the Labor Office. Social administrators prepare the assessment of each individual of working age who benefits from economic assistance and, through the Municipality, forward it to the Labor Office. The social administrator also forwards to the Labor Office every case assessed by the Bio-psycho- social Commission that must be referred according to the employment decision. Every 6 months, the Directorate of Economic and Social Assistance and the NJVNR hold a meeting with the Labor Office and analyze the product of the bilateral engagement.

Employment of young people from families benefiting from economic assistance. Every year, 2 young people who have just graduated, mainly from families in need of social care services, will be employed for six months according to their profession in local businesses or in the Municipality. The Municipality will finance their salaries at the rate of 26,000 lek/month.

Community Work Program. The Directorate of Social Protection and Care will interact with the Labor Office to implement the community work program with the latter's funding, but oriented towards the needs of the Roskovec Municipality. In the first year, this program will enable the

employment of individuals from families benefiting from economic assistance to support the family service for the elderly that will be established by the Multifunctional Community Center. Applied in this way, the program on the one hand facilitates the work of the center's staff and on the other hand promotes the employment of individuals who benefit from the national social protection program.

ACTION PLAN

GOAL 1 – REDIMENSIONING THE ROLE AND FUNCTION OF THE RESPONSIBLE STRUCTURES OF SOCIAL PROTECTION AND CARE

EVENTS	RESPONSIBLE STRUCTURE	DEADLINE	INDICATORS	LEGAL REFERENCE	SOURCE OF FINANCING	cost	mONITORING
Objective 1. By 2024, the structures responsible for social protection and care will have the human and financial resources to fulfill functional tasks as defined by national legislation.							
Activity 1.1: Review of the structure, roles and functions of the Directorate of Economic Assistance and Social Services in the Municipality	Directorate of Social Protection and Care Human Resources Department	January-February 2024	Responsible structure organized in number and functions according to legal provisions; The Municipality Regulation contains a new job description for the responsible structure and each specialist according to legal provisions;	Law “On social care services in the Republic of Albania” Law "On Local Self-Government" Law "On the Rights and Protection of Children" Law "On measures against violence in domestic relationships"	Municipality	12,575,280	Deputy Mayor

				Law "On Social Assistance"			
Activity 1.2: Establishment of the Needs Assessment and Referral Unit	Directorate of Social Protection and Care Human Resources Department	January-February 2024	Needs Assessment and Referral Unit organized in number and functions according to legal provisions; The Municipality Regulation contains a new job description for the structure of the VNR Unit in the administrative unit and each specialist according to legal provisions;	Law "On social care services in the Republic of Albania" Law "On Local Self-Government" Law "On the Rights and Protection of Children"	Municipality	8,892,000	Deputy Mayor
Objective 2: Developing the capacities of personnel to qualitatively fulfill their functional duties							
Activity 2. 1 Training of staff of the Directorate of Economic Assistance and Social Services in the Municipality and the Unit of Needs	Directorate of Social Protection and Care	2024 2025 2026	Number of trainings conducted in accordance with the areas identified in the Social Plan for capacity building; Number of training participants in accordance with their role and function; Improved work practices following	Law "On social care services in the Republic of Albania" Law "On Local Self-Government" Law "On the Rights and	Municipality Partnership with Social Security and non-governmental organizations	510,000	Deputy Mayor

Assessment and Referral			training as a result of increased capacities and skills acquired from training;	Protection of Children" Law "On measures against violence in domestic relationships" Law "On Social Assistance" Law "On the Right to Public Information" Law "On Public Procurement"			
Activity 2.2 Creating work models and practices according to the profile of each NRU employee	Directorate of Social Protection and Care	March-June 2024	Work protocols prepared and staff recognizes and implements them in work practice; A package of assessment and case management forms for each group in need prepared and used by staff during work practice; The staff is familiar with and constantly updates the Electronic	Law “On social care services in the Republic of Albania” Law "On Local Self-Governm ent" Law "On the Rights and Protection of Children" Law "On measures	Municipality	0	Deputy Mayor

			Register of Social Services;	against violence in domestic relationships" Law "On Social Assistance" VKM 518 " date 4.9.2018 "On community and residential social care services, criteria, procedures for their benefit and the amount of personal expenses for beneficiaries of the organized service". Council of Ministers "On the National Electronic Registry of Social Care Services"			

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Activity 2.3 Development of working practices for collecting, analyzing and reporting on the situation of vulnerable groups in the territory of the Municipality .	Directorate of Social Protection and Care	December 2024 December 2025 December 2026	Package with indicators (indicator, source from which data will be obtained) to be collected and prepared; Official letters addressed to institutions that possess the necessary data; Annual Monitoring Report of the activity contained in the Social Plan prepared at the end of each year Revised Social Plan, taking into account the analysis of groups in need; Number of hearings/consultations conducted with children, victims of domestic violence, representatives of families benefiting from economic assistance, persons with disabilities, the	Law “On social care services in the Republic of Albania” Law "On Local Self-Governm ent" Law "On the Rights and Protection of Children" Law "On measures against violence in domestic relationships" Law "On Social Assistance" Law "On the Right to Public Information"	Municipality	0	Deputy Mayor

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			elderly, Roma and Egyptians. Changes made to local plans and budgets according to proposals received from consultations held;				

GOAL 2. INCREASE IN IDENTIFIED CASES OF INDIVIDUALS IN NEED OF PROTECTION AND CARE

EVENTS	RESPONSIBLE STRUCTURE	DEADLINE	INDICATORS	LEGAL REFERENCE	SOURCE OF FINANCING	cost	mONITORING
Objective: The referral and case management system will be established and functioning in accordance with the national standard by 2024							
Activity 1. 1 Coordinated local system for identifying/referring cases in need of protection and care	Directorate of Social Protection and Care	March-June 2024	Database established and containing data with contact points for every local, regional, national institution, service provider organization at the regional level; Access to the database by staff at the Municipality and NRMU level according to their area of responsibility;	Law “On social care services in the Republic of Albania” Law "On Local Self-Government" Law "On the Rights and Protection of Children" Law "On measures against violence in	Municipality	86,400	Deputy Mayor

			Number of participants and institutions represented at the roundtable where the established referral system is presented; Inclusion of targeted institutions in this system;	domestic relationships" Law "On Social Assistance" Law "On the Right to Public Information"			
Activity 1.2 Operation of a coordinated system for supporting communities with services	Directorate of Social Protection and Care	September 2024	The participants and institutions they represent in the roundtable are in line with the objective of the roundtable; Participants and the institutions they represent have complete clarity on the referral system and their duties as part of it; Number of cases in need of social services identified and referred each year by institutions included in the system;	Law “On social care services in the Republic of Albania” Law "On Local Self-Governme nt" Law "On the Rights and Protection of Children" Law "On measures against violence in domestic relationships"	Municipality	0	Deputy Mayor
Activity 1. 3 Direct communications	Social worker Child Protection Unit	September -Decembe r 2024	Number of meetings held;	Law “On social care services in	Municipality	0	Head of the Directorate of

with local communities on the system set up for referral/identification of cases	Local coordinator for measures against domestic violence Needs Assessment and Referral Unit	2025 2026	Number of individuals informed thanks to meetings held; The issues discussed and presented at each meeting are in line with the priorities set out in the Social Plan; The number of individuals referred to the referral system to receive social care services reaches the target set in this Plan;	the Republic of Albania" Law "On Local Self-Governme nt" Law "On the Rights and Protection of Children" Law "On measures against violence in domestic relationships"			Protection and Social Care
Activity 1.4 Publication of the referral/identification system	Directorate of Social Protection and Care	December 2024	Number of public institutions that have posted data on the referral system; Updated website with information of interest to the public	Law "On social care services in the Republic of Albania" Law "On Local Self-Governme nt" Law "On the Rights and Protection of Children" Law "On measures against violence in domestic relationships"	Municipality	120,000	Deputy Mayor

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				Law "On Social Assistance" Law "On the Right to Public Information"			
Activity 1.5 Effective case management and referral to social care services	PMF Local coordinator for referral of domestic violence cases Employees of the Needs Assessment and Referral Unit	CONTINUALLY 2024 2025 2026	Number of cases managed through an intersectoral approach; Number of cases where the individual was supported with services and/or empowered; Number of intersectoral meetings held; Number of representatives of institutions participating in meetings;	Law "On social care services in the Republic of Albania" Law "On Local Self-Government" Law "On the Rights and Protection of Children" Law "On measures against violence in domestic relationships" VKM 518, dated 4.9.2018 "On community and residential social care services, criteria, procedures for	Municipality	180,000	Head of the Directorate of Protection and Social Care

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				their benefit and the amount of personal expenses for beneficiaries of the organized service".			

GOAL 3. DIVERSIFICATION OF SOCIAL SERVICES IN THE TERRITORY OF THE MUNICIPALITY TO INCLUDE AND ADDRESS THE NEEDS OF TARGETED GROUPS MORE WIDELY

EVENTS	RESPONSIBLE ACTORS	DEADLINE	INDICATORS	LEGAL REFERENCE	SOURCE OF FINANCING	cost	mONITORING
Objective: By 2026, the needs for emergency, family assistance, rehabilitation and development services of groups in need will be addressed through a functional community system of social care services.							
Activity 1.1. Information and advice through the NRU	Needs Assessment and Referral Unit	CONTINUALLY 2024 2025 2026	Number of individuals informed and advised; Number of individuals referred to specific social care services according to their identified needs;	Law "On social care services in the Republic of Albania" VKM 518/2018 "On community and residential social care services, criteria, procedures for their benefit and the amount of personal expenses for	Municipality	0	Directorate of Social Protection and Care

				beneficiaries of the organized service"			
Activity 1.2. Expanding community services through the Multifunctional Community Center *First year: Day service for children and young people with disabilities; Day service for the elderly; Psychological service; Employment and entrepreneurship laboratory; Family service (only in the territory of the Roskovec unit)* *Second year: The services established in the*	Multifunctional Community Center	2024 2025 2026	Component services established and functional in accordance with national standards for the specific service; Professional staff trained to provide services according to the type of service; Number of beneficiaries of services provided by the center;	Law "On Social Care Services" VKM 518, dated 4.9.2018 "On community and residential social care services, criteria, procedures for their benefit and the amount of personal expenses for beneficiaries of the organized service" National Standard approved by Instruction of the Minister of Health and Social Protection No. 911, dated 27.12.2018 "On the approval of the standard for	Social Fund (Ministry of Health and Social Protection, donor funding, Municipality)	30,969,800	Directorate of Social Protection and Care

first year continue and new services are established: Day and emergency services for children; Home services for people with disabilities; Home services for the elderly (the latter for the entire territory now) *Third year: The center, complete with all services, continues its activity*				the provision of social care services in multidisciplinary community centers"			
Activity 1.3 72-hour emergency service for victims of domestic violence	Local coordinator for measures against domestic violence	2026	Functional emergency shelter for every occasion; Number of cases accommodated under emergency conditions; The number and quality of services provided to each victim of violence;	Law "On Social Care Services" Law "On Measures Against Violence in Family Relations" VKM 518, dated 4.9.2018 "On community	Social Housing Fund	1,191,000	Directorate of Social Protection and Care

				and residential social care services, criteria, procedures for their benefit and the amount of personal expenses for beneficiaries of the organized service" DECISION no. 505, date 13.7.2011 "On the approval of care service standards" public for victims of domestic violence, in centers residential, public and non-public"			
Activity 1.4 Continuity of social housing service	Directorate of Social Protection and Care Housing Directorate	2024 2025 2026	The number of families that have benefited from social housing that belong to the	Law "On Social Housing" Law "On social care services in	Municipality	0	DEPUTY

			categories in need identified by the Social Plan, especially: families composed of people with disabilities, women heads of household, victims of domestic violence, elderly people in difficult situations.	the Republic of Albania".			
Activity 1.5 Guaranteeing access for people with disabilities to public infrastructure	Directorate of Social Protection and Care Urban Planning Directorate	2024 2025 2026	Investments undertaken by the Municipality or suggested to other public actors with the aim of guaranteeing access for people with disabilities to public spaces.	Law "On the Inclusion and Accessibility of Persons with Disabilities"	Municipality	0	DEPUTY

GOAL 4. ECONOMIC EMPOWERMENT AND REINTEGRATION INTO THE LABOR MARKET FOR WORKING AGE INDIVIDUALS WITH NO INCOME OR INSUFFICIENT INCOME

EVENTS	RESPONSIBLE ACTORS	DEADLINE	INDICATORS	LEGAL REFERENCE	SOURCE OF FINANCING	cost	mONITORING
Objective: Integration into the labor market of at least 10% of adult individuals from families benefiting from economic assistance							
Activity 1.1. Effective functioning of the local mechanism for the economic empowerment of families benefiting from economic assistance and groups in need	Social worker/Directorate of Social Protection and Care	September -November 2024 REVIEW 2025 2026	Database of businesses, institutions and partner organizations established; The program and the developed Roundtable are in line with the objective of this activity; Forms of interaction have been identified between the Municipality-business-Labor Office-AZHBR-Vocational Training-organizations with the aim of	Law "On Social Assistance" Law "On the Promotion of Employment" Law "On Social Enterprises" Decision No. 882, dated 24.12.2019 "On the mechanism for inter-institutional coordination of work for the referral for employment of individuals and members of active working age of families benefiting from economic assistance"	Municipality Partnership with the Labor Office, Fier Regional Vocational Training Center, The Agricultural Development Agency, Fier Regional Branch, as well as non-governmental organizations in the territory of the District and Municipality	180,000	Mayor's Office DEPUTY

			fulfilling the objective of economic empowerment of families and poverty alleviation in this Municipality; Action Plan for economic empowerment drafted within the first year and monitored and reviewed annually; Number of individuals from vulnerable groups employed through the implemented measures of this Plan;				
Activity 1.2. Vocational training to enable inclusion in the labor market	Social worker/Directorate of Social Protection and Care Multifunctional Community Center NJVNR	December 2024 2025 2026	Number of vocational training courses/employment and self-employment training offered to individuals in need at the Multifunctional Community Center	Law "On Social Assistance" Law "On the Promotion of Employment"	Municipality In partnership with the Labor Office; Vocational Training Center; Partner non-governmen	0	Deputy Mayor

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					tal organizations;		
Activity 1.3 Employment promotion programs *1. Employment of young people from families benefiting from economic assistance.* *2. Community Work Program*	Social worker/ Directorate of Social Protection and Care Multifunctional Community Center Partnership with the Labor Office	2024 2025 2026	Number of young people, members of families benefiting from economic assistance, employed; Number of individuals from families benefiting from economic assistance, victims of domestic violence, and persons with disabilities employed through the implementation of the community work program;	Law "On Local Self-Government" Decision No. 535, dated 8.07.2020 "On the procedures, criteria and rules for the implementation of the public works program in the community"	Municipality Labor Office	936,000	Deputy Mayor

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7. MONITORING AND EVALUATION

As can be seen from the detailed Action Plan in section 5 of this document, the Social Plan is envisaged to be implemented for a period of three years and for each activity the implementation time has been determined by assessing both the priority of the intervention and the financial capacities to implement it within the foreseen timeframe.

The plan defines for each activity the implementing unit of the specific activity, as well as the indicators that measure and evaluate the fulfillment of each activity and consequently the objectives of this Plan. For the purpose of monitoring and evaluation, the unit(s) responsible for monitoring each activity is provided for each activity of the Plan. The list of indicators will facilitate the monitoring and evaluation process.

The Directorate of Protection and Social Care is responsible for the annual review of this Plan by analyzing the extent and quality of the activities carried out in the one-year period and by carrying out the necessary revisions to the Action Plan in accordance with the conclusions of the analysis carried out. For the review of the Plan, concrete measures have been foreseen as part of *Goal 1/ Activity 2.3 Development of working practices for the collection, analysis and reporting of the situation of vulnerable groups in the territory of the Municipality* . In addition to the periodic collection and analysis of social indicators, the Directorate will hold hearings every year with each of the vulnerable groups and in particular with: children, victims of domestic violence, representatives of families benefiting from economic assistance, persons with disabilities, the elderly. After the establishment of the social care services provided for in this Plan, this structure, as part of the process of monitoring the quality of services, will conduct interviews/focus groups with direct beneficiaries of these services.

External monitoring will also facilitate the monitoring and evaluation processes. Based on legal obligations, some of the activities included in the Action Plan are subject to monitoring, control or inspection by national institutions such as: the State Agency for the Protection of Children's Rights, the State Social Service, the Inspectorate of Social Services. The results of the controls, monitoring or inspections will also be taken into account during the evaluation process of the Plan by the responsible structure of the social care services of the Municipality.

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8. BUDGET SUMMARY[18]

For the implementation of the Social Plan 2024-2026, the Municipality of Roskovec needs a Social Fund of 55,640,480 lek. The calculations have been carried out in detail for each activity of the Plan and are reflected in detail in Appendix 3 of this document. In the first year, to implement all the activities foreseen in the Plan, the Municipality needs a fund of 16,437,760 lek.

PURPOSE	OBJECTIVE	TOTAL BUDGET	MUNICIPALITY BUDGET YEAR 1	FUNDING GAP YEAR 1
Goal 1. Redimensioning the role and function of the structures responsible for social protection and care.	*Objective 1. By 2024, the structures responsible for social protection and care will have the human and financial resources to fulfill functional tasks as defined by national legislation.*	21,467,280	7, 155, 760	
	Objective 2: Developing the capacities of personnel to qualitatively fulfill their functional duties	510,000	150,000	20,000
Goal 2. Increase in identified cases of individuals in need of protection and care.	*Objective: The referral and case management system will be established and functioning in accordance with the national standard by 2024*	386,400	88,800	120,000
Goal 3. Diversification of social services in the territory of the Municipality to include and address the needs of target groups more broadly	*Objective: By 2026, the needs for emergency, family assistance, rehabilitation and development services of groups in need will be addressed through a functional community system of social care services.*	32,160,800	5, 719, 800	2, 811, 400

[18] In Appendix 3 you will find detailed calculations for each activity of the Social Plan.

Goal 4. Economic empowerment and reintegration into the labor market for working-age individuals with no income or insufficient income.	*Objective: Integration into the labor market of at least 10% of adult individuals from families benefiting from economic assistance*	1,116,000	60,000	312,000

9. APPENDICES

1. REFERENCES

Law

Law No. 121/2016 "On social care services in the Republic of Albania"
Law No. 57/2019 "On Social Assistance in the Republic of Albania"
Law No. 139/2015 "On Local Self-Government"
Law No. 93/2014 "On the inclusion and accessibility of persons with disabilities"
Law No. 8098, dated 28.03.1996 "On the status of the blind",
Law No. 8626, dated 22.06.2000 "Status of paraplegic and tetraplegic invalids"
Law No. 7889, dated 14.12.1994, "Status of the disabled".
Law No. 18/2017 "On the Rights and Protection of the Child"
Law No. 8153, dated 31.10.1996 "On the status of orphans"
Law 22/2018 "On social housing"
Law 47/2018 "On measures against violence in domestic relations"
Law "On Gender Equality"

National Strategies and Plans

Decision No. 866, dated 24.12.2019 2020–2023 "On the approval of the national social protection strategy 2020-2023 and the action plan for its implementation"

National Agenda for Children's Rights 2021-2026

Decision 430, dated 30.6.2021 "National Strategy for Gender Equality and Action Plan 2021-2030".

Decision of the Council of Ministers, no. 276, dated 12. 5. 2021 "National Plan for Persons with Disabilities 2021-2025"

DCM in implementation of the law

DCM No. 518, dated 4.9.2018 "On community and residential social care services, criteria, procedures for their benefit and the amount of personal expenses for beneficiaries of the organized service".

Decision No. 148, dated 13.3.2018 "On the determination of the rules of cooperation between institutional advisory and coordination mechanisms, structures for the rights and

protection of the child and non-profit organizations, for the implementation of national and local policies, as well as for the necessary services for child protection".

Decision No. 882, dated 24.12.2019 "On the mechanism for inter-institutional coordination of work for the referral for employment of individuals and members of active working age of families benefiting from economic assistance"

Decision No. 535 , dated 8. 07.2020 " On the procedures, criteria and rules for the implementation of the public works program in the community "

DCM No. 327 dated 2.6.2021, "On the mechanism for coordinating work between the authorities responsible for referring cases of violence in domestic relationships, as well as its processing for the support and rehabilitation of victims of violence"

DCM No. 233, dated 10. 4.1998 "On the implementation of the Law "On the status of orphans"

DCM No. 578, dated 3.10.2018 "On referral and case management procedures, the drafting and content of the individual protection plan, the financing of expenses for its implementation, as well as the implementation of protection measures".

DCM No. 111, dated 23.2.2018 "On the establishment and functioning of the social fund".
Decision No. 150, dated 20.03.2019 of the Council of Ministers "On the methodology for calculating funds for financing social care services".

Decision No. 148, dated 13.3 2018 "On determining the rules of cooperation between institutional advisory and coordination mechanisms, structures for the rights and protection of the child and non-profit organizations, for the implementation of national and local policies, as well as for the necessary services for child protection"

Decision No. 353, dated 12.6.2018 "On the rules of operation of the technical, intersectoral group for child protection, at municipalities and administrative units"

Decision No. 499, dated 29.8.2018 "On the approval of standard operating procedures for the protection of victims and potential victims of trafficking"

Decision no. 864, dated 24.12.2019 "On the approval of the national policy document on aging, 2020–2024, and the action plan for its implementation"

Decision No. 823, dated 6.12.2006, "On the approval of the standards of social care services for the elderly in day care centers "

Decision no. 822, dated 6.12.2006, "On the approval of the standards of social care services for persons with disabilities, in residential and day centers "

Ministerial Orders/Instructions

Order No. 101, dated 21.2.2020 on the approval of standard operating procedures (SOPs) for the handling of cases of domestic violence and gender-based violence by health service

employees, within the framework of cooperation as members of the coordinated referral mechanism (CRM)

Instruction No. 14, dated 10.5.2016 "On the provision of emergency services in institutions of social care institutions financed by public state budget funds that provide residential care services for children in need"

Guide to "Procedures for the identification, immediate assistance and referral of children in street situations"

Instruction No. 394, dated 9.5.2019 "On the organization and functioning of the multidisciplinary commission, as well as the procedures and implementation of the standards of the alternative care service for children in foster families"

Instruction No. 581, dated 18.12.2017, "On the approval of standards for social care services, home assistance, for the elderly"

Instruction no. 91, dated 27.12.2018 "On the approval of standards for the provision of social care services in multidisciplinary community centers"

Instruction no. 597, dated 22.12.17 "On the approval of standards for social care services, home assistance, for persons with disabilities"

2. JOB DESCRIPTION OF THE EMPLOYEES OF THE DIRECTORATE OF SOCIAL PROTECTION AND CARE AND THE NEEDS ASSESSMENT AND REFERRAL UNIT

POSITION	Number of personnel	Main tasks[19]
Director	1	Coordinates and directs all activities of the directorate in all components in accordance with the directorate's functions.
Child Protection Unit	1	Supports the PMF in the CPU of the administrative units for the management of cases of children in need of protection; Supervises the well-being and progress of children in need of protection in the CPU of the administrative units, who have taken Protection Measures and are followed up through an Individual Protection Plan; Reports periodically to the State Agency for the Protection and Rights of Children (ASHMDF), with processed statistical data on children in need of protection in the territory of the municipality and the respective CPU; Identifies all actors and providers of public and non-public services for the protection of children in the territory of the municipality, including representatives of alternative care services, health, psychological, social, legal services, specialized police officers, representatives of the prosecution and educational institutions; Convenes the Intersectoral Technical Group at the level of the municipality and/or administrative unit and coordinates its

[19] *For the description of the work of each "Guide for Municipalities, for the planning and administration of social care services", a publication of UNICEF and Esa Consulting*

		functioning, for the identification, analysis, protection of children in need of protection, referral and prosecution in the justice system of cases related to Protection Measures and Protection Orders; Raises community awareness on child protection, organizes information, educational and training activities on child protection in the territory of the municipality; Serves as an information center, where children and families in the territory of the municipality can be informed about or referred to other support services or institutions, according to their needs; Drafts and annually reviews the list of procedural representatives for children in conflict with the law, child victims and witnesses in criminal proceedings, and sends it to local state police structures, as well as relevant prosecutors and courts.
Coordinator for measures against domestic violence and employee for gender equality issues	1	The local coordinator for referral of cases of violence has the function of case manager for cases of domestic violence. He coordinates the Inter-sectoral Technical Group and provides resources or refers them to services. He ensures that all cases of domestic violence follow all procedures and provides comprehensive and updated information on the situation. He coordinates the work of all actors and providers of public and non-public services to guarantee through legal measures the protection of family members who are victims of domestic violence, the elderly and people with disabilities. The Gender Equality Officer drafts policies, programs, documents and bylaws from a gender perspective and within the framework of the fight against domestic violence. He is responsible for integrating gender equality issues into policies, programs, documents and laws drafted by the municipality. He monitors the implementation of local government commitments on gender equality and domestic violence, in accordance with strategic documents and national laws, as well as international conventions.
Social worker	1	Leads the work to identify the needs for social care services in the territory under the jurisdiction of the municipality; Drafting the draft local Social Plan costing the necessary services identified, as well as preparing the relevant annual Budget Program, for approval by the municipal council; planning the annual distribution calendar and ensuring the provision of the basic package of social care services during one year; Establishing a system for supervising services in the territory of the municipality; Proposing the beneficiary of social care services for approval by the Municipal Council; Supports with capacities the case management structures in the administrative units; Interacts with the housing specialist in the Directorate of Urban Planning to address through housing the needs of vulnerable groups according to priorities during the management of cases referred by the NRU ; Coordinates the implementation of economic empowerment programs;
Needs Assessment and Referral Unit	4 social administrators 1 social worker	*The social administrator:* Administers, implements and monitors economic assistance and disability payments for individuals and groups in need; Identifies and refers individuals and families in need to the social worker according to needs; Proposes and contributes to the improvement of policies, programs, documents and the legal framework at the national and regional level in support of individuals in need and in accordance with national and local priorities; Coordinates the work and provides the

		necessary support to prevent poverty and social exclusion for individuals and families in need by referring to a system of interventions and services to improve their living conditions; Prepares, monitors and cooperates in the collection, processing and reporting of national statistics in the field of social assistance and services, respecting the format approved by the MMRS as the responsible authority. *The social worker carries out* : identification of cases of individuals and families in need ; initial assessment of the needs and level of risk for individuals in need; public information and advice on rights and opportunities for care and treatment, advice on possible health and educational services at the local level, employment advice, information on social cash payments; drafting of an individual care and support plan; coordination of support for individuals and families in need, and referral to social care services at the local, regional and central levels, according to the area of responsibility and the possibility of providing the necessary service; preparation of the necessary documentation for each individual to benefit from community services or residential services that meet the needs of the individual; ongoing supervision of the progress of cases, as well as assessment of the adequacy of the service provided; entry of relevant data for the administrative unit under the municipality, in the National Electronic Registry .