



# MAPPING OF NON-GOVERNMENTAL ORGANIZATIONS (NGOs) IN KOSOVO







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## 1. EXECUTIVE SUMMARY

The aim of the mapping assessment is to map out the expertise of CSOs in Kosovo based on their field of operation, for both members and non-members of CiviKos, and identifying the expertise and potential of CSOs in Kosovo to contribute to the implementation of the Government Strategy for Cooperation with Civil Society 2019- 2023.

This assessment is part of the project “The Citizen Engagement Activity (CEA)” in Kosovo, which aims to support Civil Society Organizations (CSOs) to build constituencies, diversify their resource and partner base, and affect change by connecting different actors around locally driven development solutions, and to enhance government accountability. CEA is a five-year program (2021-2026) supported by the United States Agency for International Development (USAID) and implemented by the Kosovar Civil Society Foundation (KCSF) that will contribute toward the achievement of the following objectives:

- **Objective 1:** Strengthened civil society links to constituencies, energized community activism and increased demand for accountability.
- **Objective 2:** Established cross-sectoral partnerships and increased trust between CSOs, citizens, private sector, and public institutions.
- **Objective 3:** Developed capacities of CSOs and an enabling regulatory environment to mobilize alternative domestic and diaspora resources.

Within the project “The Citizen Engagement Activity (CEA) the CiviKos platform has established four working/advocacy groups (Annex IV) based on the four strategic objectives of the Government Strategy for Cooperation with Civil Society 2019- 2023. These working groups will cooperate with the Council for Cooperation between the Government and Civil Society, aiming to increase the strategy’s implementation. The Citizen Engagement Activity is a 5-year commitment to foster a culture of activism that makes life in our neighborhoods and cities better, caring, and meaningful. This initiative imagines a future built upon a civil society that brings fundamental change within our communities through bold activism, bottom-up representation, wide-spread cooperation, professional action, structural transparency, a transformative mobilization of resources, and a reencountered sense of solidarity with one another.

The Citizen Engagement Activity in Kosovo aims to support Civil Society Organizations (CSOs) to build constituencies, diversify their resource and partner base, and affect change by connecting different actors around locally driven development solutions, and to enhance government accountability. It is a five-year program (2021-2026) supported by the United States Agency for International Development (USAID) and implemented by the Kosovar Civil Society Foundation (KCSF). The findings of this research will help the implementation of the Government Strategy for Cooperation with Civil Society 2019-2023, which has four strategic objectives as follows: 1) Increasing civil society participation in policy-making; 2) Improvement of the regulatory and institutional framework for financing sustainability of programs and projects of CSOs in public interest; 3) Developing practices and procedures of contracting of CSOs for the provision of public services; and 4) Increasing volunteering in programs of public interest.

## 1.1 Key research findings

- The majority of the organizations described themselves as national organizations, followed by local organizations. Most organizations had less than ten years of work experience, followed by 11-20 years of work experience, and organizations that had more than 20 years of work experience.
- The organizations that have work experience with public funding and policy-making had an annual budget of more than 60,000 euro. In contrast, youth organizations that work on volunteering had an annual budget of less than 10,000 euro, whereas only two had an annual budget of more than 60,000 euro. The top three finance sources for the organizations were: 1) funds from international donors, 2) funds from the national government and, 3) funds from the local government. There was no significant difference between national and local organizations in this regard. The majority of organizations reported being financially unsustainable.
- The three main sources of funding for the organizations were international donors, government funding (both central and local), and in-kind contributions from the private sector.
- The majority of the organizations have reported that they have not contributed to public funding discussions and policy-making. Differently, approximately half of the organizations in this group have reported having contributed to the drafting of legislation. In addition, the majority of the organizations in this group have published research and technical reports on their field. Lastly, the majority of national non-governmental organizations have a clear vision for their work and focus on the future, which was less obvious for the local organizations, who have reported an annual budget of less than 60,000 euro.
- Regarding the support they receive from the government, the majority of them report that the received support is insufficient, mainly in the form of a short-term grant, and free rent of office space.
- Regarding their financial sustainability, most of the organizations reported not being financially sustainable to provide long-term essential services for the beneficiaries.
- The majority of organizations responded that government support is vital; without government support, they will not be able to survive in the long-term, whereas only two organizations reported that government funding is not vital but would highly contribute to improving the quality of their services.
- For the majority of organizations, government support is vital for their survival in the long term. The best way for the government to support organizations is through long-term contracts where the government contracts them to provide specific services to the beneficiaries.
- Of the non-governmental organizations that work on volunteering, the majority report having contributed to public and institutional discussions on volunteering. In contrast, only two organizations have published research in this field. Organizations working with youth see themselves active in the field; however, their lack of funds does not provide opportunities to contribute as much as they aspire to.

## 1.2 Key recommendations

- The government should strengthen cooperation with national organizations that are well-positioned in the field. Furthermore, collaboration should be intensified with local organizations, especially youth organizations, as they are better positioned to address the needs and challenges of the local communities.
- The government should consider awarding scheme bonus points to project proposals that



include the volunteering component, particularly to youth organizations.

- The government should contract organizations through long-term engagement where they are contracted to provide specific social and family services to the beneficiaries.
- Government should engage organizations to be part of the process of designing and planning long-term contractual arrangements with the government.
- Organizations, especially local ones, which are less competitive than national organizations, should look at other possibilities of generating revenue from different means, such as cooperation with the private sector.
- Organizations should provide an internal assessment and supervision of their social and family services. The supervision involves talking through the impact the work has on the organizations and exploring its impact on beneficiaries.
- Non-governmental organizations, especially those active at the local level, must strengthen their commitment to monitoring public funds and policy-making in their area of expertise. In particular, youth organizations should consider creating an incentive system to engage young volunteers.
- In implementing the Government Strategy for Cooperation with Civil Society 2019-2023, the government should consult the organizations' research in the field so that the interventions are evidence-based.

### 1.3 Research methodology

The main objectives of the research presented in this report were to conduct:

- a) Mapping of the CSOs in Kosovo based on their field of operation, for both members and non-members of CiviKos.
- b) Identifying the expertise and potential of CSOs in Kosovo to contribute to the implementation of the Government Strategy for Cooperation with Civil Society 2019- 2023.
- c) Analyzing the potential support of the CSOs based on their mission, as well as their current expertise in the fields of the four objectives of the Government Strategy.

Three questionnaires were prepared: 1) Questionnaire for the non-governmental organizations that contribute to policy-making and public funding; 2) Questionnaire for the non-governmental organizations that provide family and social services; 3) Questionnaire for the non-governmental organizations that contribute to volunteering.

After the drafts of the questionnaires had been cleared with CiviKos, a list of non-governmental organizations was compiled, considering mainly their scope of work and being active in the field. Approximately 150 organizations have been reached to fill out the questionnaire. In addition, each organization was contacted by phone to ensure the highest response rate. The questionnaires were sent using google forms and emails. In addition, individual interviews were conducted with a limited number of organizations in order to get a whole perspective of their work in the field, constraints, and lessons learned.

As a result, 43 organizations responded (from those contributing to public funds, policy-making, and volunteering), and 33 organizations responded from those licensed by the Ministry of Labour and Social Welfare (MLSW) that provide family and social services.

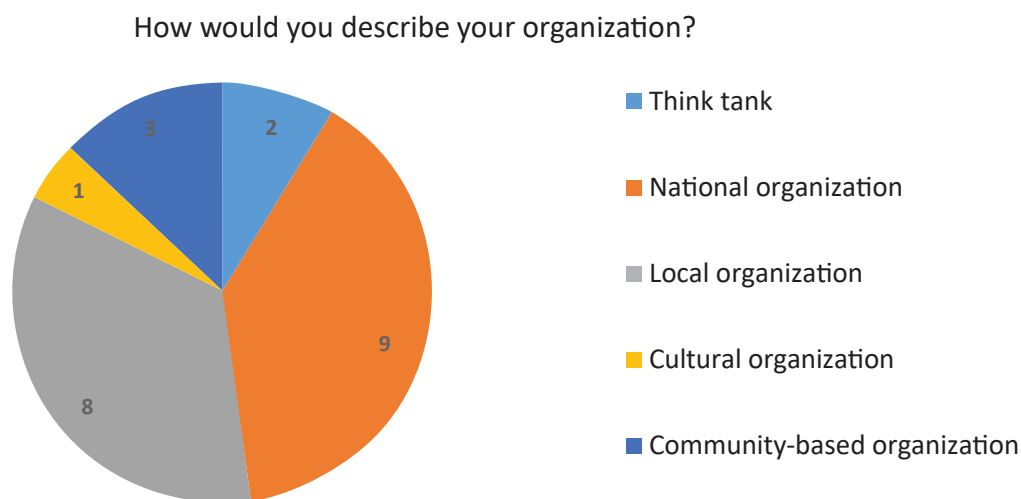
The data analysis was done separately for each group of organizations, in the same format as the results were presented.

## 2. RESEARCH FINDINGS

In the following section, the results of the survey will be presented in three separate components: 1) Non-governmental organizations that contribute to public funding and policy-making at the central and local level; 2) Non-governmental organizations that provide family and social services, and, 2) Non-governmental youth organizations whose work is related mainly to volunteering.

### 2.1 Non-governmental organizations whose work is related to public funding and policy-making at the central and local level

In total, the number of filled questionnaires for this component was 23. In the question “How would you describe your organization”? Figure 1 provides detailed information.



**Figure 1. How would you describe your organization?**

Organizations were quite widespread in several municipalities of Kosovo; Kosovo wide (10), Prishtina (2), Shtime (1), Prizren (1), Podujevë (1), Peja (2), Mitrovica (1), Gjilan (1), Kamenica (1) Gjakova (2), and Ferizaj (1).

Most organizations have a broad scope of work, except for the national organizations, which are better positioned to provide specific services to their beneficiaries.

Organizational Scope of work	Number of organizations
Influence public policy development processes to accelerate the country’s socio-economic development, improve governance, and strengthen the democratic culture in Kosovo.	2
Promotion and protection of patients’ rights. Receiving and managing patients’ complaints and representing them in working groups for drafting legislation in the health field.	1

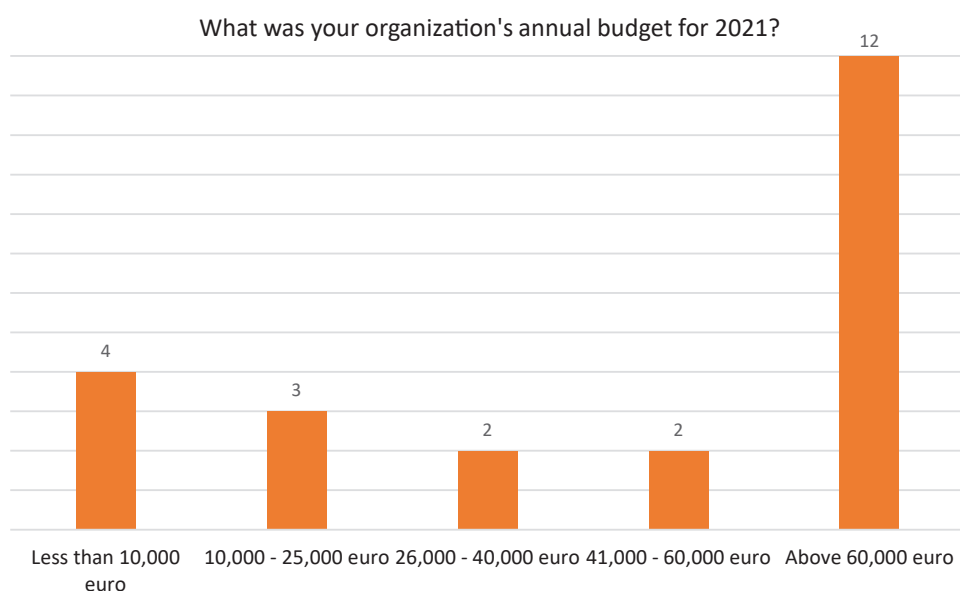
Identification and counseling services to individuals or groups in need of preventing gender-based violence and domestic violence, rehabilitation, and reintegration of the perpetrators of these acts; a center that promotes human rights, gender equality, prevents violence, gender-based violence, and domestic violence, promotes healthy living among young people, promotes sexual and reproductive health.	1
Promotion, protection and preservation of culture, tradition of Roma, Ashkali and Egyptian communities	1
Youth, transparency and accountability	1
Support, integrate and promote the rights of women and girls of the Roma, Ashkali and Egyptian communities in Kosovo.	1
Economic empowerment, rule of law, gender equality and human rights	2
Integration and capacity building of marginalized groups	2
Environment protection	1
Provides legal counseling services, including support to women and men who have no financial means	2
Arts and Cultural Activism	2
Improve citizen's role in policy-making through our projects and programs for education and advocacy in that way to influence in better governance in Kosovo.	1
Health education and promotion	2
Pre-university education & Non-formal education	2
Addressing the needs of people with special needs, including children	2

**Table 1. Organizations' scope of work**

Most of the organizations participating in the research had less than ten years of work experience (9), followed by 11-20 years of experience (10) and more than 20 years of work experience (4).

The average number of personnel working full-time was between 1 and 13, whereas the average number of personnel working part-time was between 1 and 16. Lastly, the average number of volunteers for the organizations falls between 1 and 350. However, the data for volunteering engagement should be taken with caution, given that organizations that have reported a higher number of volunteers have done so on the premise that volunteers might be ready to engage if asked, and does not necessarily imply they are active volunteers.

Most organizations participating in this survey (12) had a budget of over 60,000 euro, whereas 4 organizations reported an annual budget of fewer than 10,000 euro. Figure 2 provides detailed information on their responses.



**Figure 2. What was your organization's annual budget in 2021?**

The three main sources of funding for the organizations were: international donors (15 organizations), private sector (4), national non-governmental organizations (1), central government (6), local government (2), and through funds from the in-kind contributions, such as philanthropy (2).

Concerning their financial sustainability, most organizations reported they are not financially sustainable in the next 3-5 years (9), while seven of them consider themselves financially sustainable, and seven of them do not have any answer on this issue.

### Organizations' activity in the field

In the question "In the last three years, has your organization contributed to the process of monitoring public funds at the central or local level?", the majority of organizations reported they have not contributed (17), while only 6 reported having done so. Those who have reported doing so are organizations that mainly work at the community level.

Slightly different results were reported in the question, "In the last three years, has your organization contributed to the drafting of a legislation?", 11 out of 23 organizations have reported having contributed to the drafting of legislation. As reported, these are mainly national organizations working on drafting, harmonizing, and amending work plans for municipal directorates, municipal assemblies, and strategies. More specifically, organizations have been reported to have contributed to action plans on child protection, the Law on Social and Family Services; the Civil Code, the family law chapter on children without parental care, and part of the working groups in drafting secondary legislation Administrative Instruction on family housing, Administrative Instruction on Adoption, and Administrative Instruction on guardianship.

In legislation, the contribution is greater by the national organizations. Although legislation is the responsibility of the central government level, it is very important for local organizations to be engaged at the local level, such as public hearings on decisions affecting the community, local development strategies, and so on.

In the question "In the last three years, have you published any research, technical report, evaluation, etc., in your field of action?", most organizations (17) have reported doing so. At the same time, 14 out of 23 organizations reported having contributed to policy-making processes at the central and local levels, mainly in these activities: drafting the local regulations, preparation of local development strategies, drafting the action plan for family housing, drafting the strategy and action plan within the collegium for health and social welfare at the local level association of municipalities, and drafting of a strategy and regulation for the protection of children in the

municipality of Ferizaj.

Lastly, in the question “How do you see your organizations’ contribution in the future?”, some organizations have highlighted the lack of funds that places them in a disadvantageous position to contribute meaningfully.

Differently, several organizations have provided concrete information on how they see their organizations’ contribution in the future, such as; 1) Increasing citizen participation; 2) Continuing the promotion and protection of patients’ rights; 3) Contributing to policy-making at the local level. It is important to emphasize that the participating organizations in this research did not give sufficient and detailed feedback on how they see their commitment in the future. This shows that civil society organizations, especially organizations that work at the local level have difficulty absorbing funds. As a result, the vision of their engagement is unclear and uncertain in the future.

## **2.2 Non-governmental organizations that provide social and family services**

This section will provide information on the organizations that provide social and family services, licensed by the Ministry of Labour and Social Welfare (MLSW). The organizations are divided into several categories; 1) Organizations that provide services to victims of domestic violence and trafficking; 2) Organizations that provide residential services for children without parental care; 3) Organizations that provide non-residential social and family services; and 4) Organizations that provide services to children and adults with special needs.

### **1) Organizations that provide services to victims of domestic violence and trafficking**

These organizations provide support services that allow for the victims’ protection, rehabilitation, and reintegration. The average number of personnel working on a full-time basis in these organizations was seven, whereas the average number of personnel working on a part-time basis was three. The number of volunteers was very low, given that, out of eight organizations, only three organizations had volunteers. The organizations’ annual budget was between 41,000 – 60,000 euro. Regarding state funding for their services, they all benefit from the public call for financial support for NGO projects licensed by MLSW in providing social and family services. More specifically, shelters benefit from the bulk of the budget allocated to this call, given the sensitivity of the needs of the beneficiaries of their services.

Besides the support from the government funding, shelters finance their service provision through funds from international donors, followed by the local government, mainly in the form of free rent office space and utilities. The support received from the government is regular, for which they have to apply each year through an open competitive process. However, their financial sustainability is endangered. Their finances are insufficient to continue providing services for the beneficiaries in the long term. To address this gap, it is recommended by organizations that the government support them in the form of long-term contracts.

### **2) Organizations that provide residential services for children in need**

These organizations provide residential services for abandoned children, children without parental care, children whose families are unable to care for them, and children at risk of losing parental care. In MLSW, only two non-governmental organizations are licensed to provide services to needy children. The only organization that provides residential services for children who have lost parental care or are at risk of losing parental care since the war is “SOS Village.” In recent years, the organization has expanded its scope to provide services to parents of vulnerable families and mothers at risk of abandoning a child. The other organization founded in recent years, in 2011, is “Hopes and Homes for Children,” which mainly provides services to abused children aged 3-18, who may be at risk for various forms of trafficking.

### **3) Organizations that provide non-residential social and family services**

These organizations provide non-residential services to different categories of society, starting from organizations that provide non-residential services to children without parental care, children who beg on the streets, and organizations that provide daily, regular, non-residency services for women victims of wartime sexual violence, and survivors of wartime torture in Kosovo. Although with different scopes, organizations reported similar challenges in terms of financial sustainability over the long term. It is important to note that these are mainly large organizations operating in Kosovo since the post-war period. The budget of these organizations is mainly over 60,000 euro per year. The primary financial sources of these organizations are funds from international organizations, followed by Ministry of Labour and Social Welfare funds, and funds from local government. Nevertheless, the support received from the government is considered insufficient and not regular to provide sustainable and ongoing services for the beneficiaries.

### **4) Organizations that provide services to children and adults with special needs**

These organizations provide health, social, and employment services that aim to improve the rights and living standards of persons with disabilities in Kosovo, including advocacy and monitoring the implementation of the legal infrastructure in the rights of persons with disabilities.

In addition to an increased demand for the services, these organizations have faced difficulties in providing services to their beneficiaries due to lack of mobility (of beneficiaries) and lack of organizations' additional financial resources to conduct regular home visits to the needy beneficiaries. These organizations face similar challenges in terms of financial sustainability. As all of them are licensed by the Ministry of Labour and Social Welfare and are beneficiaries of annual grants allocated by this ministry, all consider that the amount of support is insufficient to plan and implement the provision of services to beneficiaries in the long run. For this reason, they recommend that the government start supporting them through long-term contracts, which would ensure financial sustainability. Most organizations that provide services for people with special needs (adults and children) have faced difficulties during the pandemic, mainly due to the increasing demand for services by the beneficiaries.

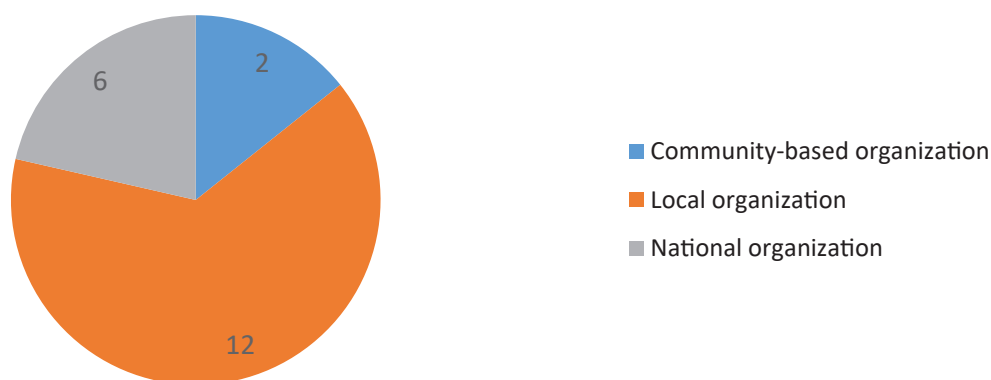
### **5) Organizations that provide services mainly to Roma, Ashkali, and Egyptian communities**

These organizations work to promote the rights of the Roma, Ashkali, and Egyptian communities and the promotion of education through providing direct services for children in the field of education through daily activities. They report having a budget of over 60,000 euro. In terms of funding for their services, both organizations have international donors as their primary funding source, followed by central government funding and, ultimately, local government funding. Although organizations operate in a wide range of activities, they consider themselves not financially viable. The projects are mostly short, which does not ensure the sustainability of service delivery over a more extended period. Funds received from the government (through MLSW) are not considered sufficient to cover organizations' current needs, much less to plan sustainable interventions in the long term. Organizations consider that the government should start engaging them through long-term contracts to address this gap.

## **2.3 Non-governmental organizations that contribute to volunteering**

In total, the number of the filled questionnaire was 20. In the question, 'How would you describe your organization?', Figure 3, provides detailed information.

### How would you describe your organization?



**Figure 3. How would you describe your organization?**

Organizations were spread in several Kosovo municipalities: Vushtrri, Viti, Mitrovica, Fushë Kosovë, Lipjan, Ferizaj, Kacanik, Istog, Klinë, Peja, Gjakova, Malishevë, Drenas, Skenderaj and Dragash. Two organizations work Kosovo-wide.

Most organizations have a well-defined scope of work, especially youth NGOs at the local level, which are well-positioned to provide specific services to their beneficiaries.

Organizational Scope of work	Number
Ensuring equal access for young people in Kosovo, strengthening their role in policy-making, and socio-economic empowerment, enhancing cooperation between local and regional youth, and empowering them to make a difference in their communities.	1
Home-made products and crafts	1
Youth activism, education, counseling, and advocacy	13
Community development, promotion of democratic practice and civil society, preparations for the return and integration process for displaced families, promoting gender equality, and strengthening youth activities such as health, culture, sports, and education.	1
Connecting diaspora with homeland	1
Education, volunteering, international exchanges	1
Non-formal education	1
Culture and sports	1

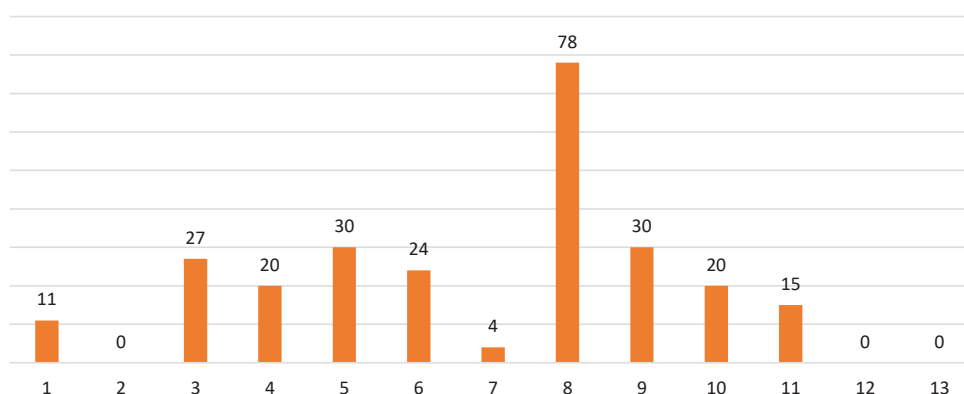
**Table2. Organizations' scope of work**

Most of the organizations participating in the research had less than ten years of work experience (10), 11-20 years of experience (9), and more than 20 years of work experience (1).

Regarding their staff, the majority of organizations (17) had less than five personnel working on a full-time basis, whereas the number of personnel working on a part-time basis was less than three (eight organizations), seven (one organization), 10-12 (three organizations), and 15-20 (three organizations). The number of volunteers engaged was quite various, as presented in Figure 4.

Engaging volunteers by non-governmental organizations allows NGOs to further develop their potential, capacities, and skills and positions them in a better position to make an impact at the community level.

What was the number of volunteers engaged in 2021?



**Figure 4. The average number of volunteers engaged in 2021**

Regarding the budget, the majority of organizations participating in this survey had an annual budget of fewer than 10,000 euro (9), three of them between 10,000 – 25,000 euro, two organizations reported a budget between 26,000 – 40,000 euro, two organizations reported a budget of between 41,000 – 60,000, and four organizations reported to have had a budget of more than 60,000 euro.

As it can be seen, the budget of these organizations is small, which places them in a disadvantageous position to contribute meaningfully. Local organizations, especially youth organizations, are well-positioned to provide services to young people in their communities, and their position should be empowered.

The three main sources of funding for the organizations were; international donors (8), national organizations (7), national government (9), local government (3), and own revenues (2).

Concerning their financial sustainability, 5 out of 20 organizations reported they do not know if they will be financially sustainable in the next 3-5 years; eight (8) of them consider themselves financially sustainable, and six (7) consider themselves financially unsustainable.

### **Organizations' activity in the field**

In the question “In the last three years, has your organization contributed to public and institutional discussions about volunteering (e.g., have you initiated a law change, an administrative instruction, a regulation, etc.)? , the majority of organizations reported they have not contributed (18). Two organizations that have contributed varied from advocacy to capacity-building initiatives for drafting the concept of volunteerism through the inclusion of the perspective of young volunteers, working on creating regulations at the municipality level on volunteering, working on the law for the theatre, and participating in public discussions at the local level.

In the question “In the last three years, have you published any research, technical report, evaluation, etc., in the field of volunteering?”, only two organizations reported having published during this time. This can be explained by the fact that youth organizations working with youth do not have sufficient human capacity and financial resources to conduct various research.

Organizations working on volunteerism, mainly local organizations, have not made any publicity about volunteering. Evaluation reports and various research in this field at the local level done by the organizations that work with the communities themselves are very important to understand the challenges and constraints in this field, considering the low level of volunteerism at the local level.

Lastly, in the question “How do you see your organization’s contribution in the future”?, some organizations have highlighted a lack of funds that do not create opportunities for them to contribute to policy-making processes and monitoring; thus, the vision for their contribution was less clear. A smaller number of organizations have provided concrete information on how they see their organizations’ contribution in the future in the thematic area they have been working to.



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### 3. CONCLUSIONS AND RECOMMENDATIONS

This study has provided important information on the organizations' scope of work, work experience, budget, financial sustainability, and contributions to the respective fields.

The majority of the organizations described themselves as national organizations, followed by local organizations, organizations that work with minorities, community-based organizations, think tank, and cultural organization. Most organizations had a well-defined scope of work, and fourteen of them worked only with youth.

Regarding the years of work experience, most organizations (that contribute to public funding, policy making and volunteering) had less than ten years of work experience, followed by 11-20 years of work experience, followed by organizations that had more than 20 years of work experience. Regarding the annual budget of the organizations, the organizations that have work experience with public funding and policy-making had more than 60,000 euro. In contrast, youth organizations that work on volunteering had an annual budget of less than 10,000 euro, followed by the annual budget. In contrast, only two had a yearly budget of more than 60,000 euro.

For most groups of organizations, the three main sources of funding were international donors, government funding (both central and local), and in-kind contributions. Regarding financial sustainability, the majority of organizations reported being financially unsustainable.

For the non-governmental organizations that contribute to public funding and policy-making at the central and local level, the majority have reported that they have not contributed, and only five said having done so. Those who have reported doing so are organizations that mainly work at the municipal level. Differently, half of the organizations in this group have reported having contributed to the drafting of legislation. These mainly non-governmental organizations work at the national level. In addition, most of these organizations have published research and technical reports in their field. Lastly, most non-governmental organizations have a clear vision for their work and focus on the future, which was less evident for the local organizations, who have reported an annual budget of less than 60,000 euro.

The third group of organizations in this report that provide family and social services tend to have a clearly defined scope of work and are well-positioned to provide services to their beneficiaries. Most of them have more than 20 years of work experience and are considered stable and professional in carrying out their services. Most organizations participating in the survey had a budget of over 60,000 euro, while the top three finance sources for the organizations were: funds from international donors, national government, and local government. Regarding the support they receive from the government, 29 out of 33 organizations declared that the received support is insufficient. They receive support mainly from a short-term grant and free office space rent (mainly from the local government level). Regarding their financial sustainability, 25 organizations reported not being financially sustainable to provide long-term essential services for the beneficiaries. From this number, 14 of them reported they would be able to provide services for approximately 7-12 months.

The majority of organizations responded that government support is vital; without it, they will not be able to survive in the long term, whereas only two organizations reported that government funding is not vital but would highly contribute to improving the quality of their services. Lastly, for the majority of organizations, government support is vital for their survival in the long term. The best way for the government to support organizations is through long-term contracts where the government contracts them to provide specific services to the beneficiaries.

Most of the non-governmental organizations that work on volunteering have contributed to public and institutional discussions on volunteering. In contrast, only one organization has reported

having published research in this field. Regarding the organization's contribution in the future, organizations working with youth see themselves as active in the area; however, their lack of funds does not provide opportunities to contribute as much as they aspire to.

## RECOMMENDATIONS

The following section provides the recommendations, grouped into categories: 1) Recommendations for the government, and 2) Recommendations for the organizations.

### Recommendations for the government:

- The government should look at strengthening cooperation with local organizations, as these are better positioned to address the needs and challenges of the local communities. They should be invited to draft local development strategies and action plans at the community level.
- The government should strengthen cooperation with national organizations that are well-positioned in the field. Furthermore, collaboration should be intensified with local organizations, especially youth organizations, to promote volunteerism among young people.
- In implementing the strategy, the government should consult the organizations' research in the field so that the interventions are evidence-based.
- The government should contract organizations through long-term engagement where they are contracted to provide specific social and family services to the beneficiaries. This should be done in order to avoid gaps in the provision of services to beneficiaries and, at the same time, ensure the sustainability of organizations in the long run. In this regard, the government should be engaged in social dialogue with CSOs to decide on the best practices for long-term contractual engagement of CSOs in providing social and family services.
- Government should engage organizations to be part of the process of designing and planning long-term contractual arrangements with the government. Moreover, the government should prioritize organizations that work with marginalized and vulnerable groups who need emergency care and whose services cannot be delayed, such as survivors of domestic violence, children without parental care, children working in the street, etc.
- It is strongly recommended that the government consider awarding scheme award bonus points to project proposals that include the volunteering component, in particular, youth organizations.

### Recommendations for the organizations:

- Non-governmental organizations, especially those active at the local level, must strengthen their commitment to monitoring public funds and policy-making in their area of expertise.
- Organizations, especially local ones, which are less competitive than national organizations, should look at other possibilities of generating revenue from different means, such as cooperation with the private sector.
- Organizations should provide an internal assessment and supervision of their social and family services. The supervision involves talking through the impact the work has on the organizations and exploring its impact on beneficiaries. It is vital for organizations, their professional development, and management oversight. Most importantly, supervision helps organizations to achieve the best possible outcomes for their beneficiaries.
- Organizations, in particular youth organizations should consider creating an incentive system to engage young volunteers. In this regard, they should work on raising awareness of the benefits of volunteering by individuals and the community.

## ANNEX I

### Profile of the organizations who contribute to public funding and policy-making

Name of the organization	Democracy for Development (D4D)
<b>Background information</b>	<p>The organization describes itself as a think tank and has 11 years of working in the field. D4D's mission is to influence public policy development processes to accelerate the country's socio-economic development, improve governance and strengthen the democratic culture in Kosovo.</p> <p>The average number of personnel working on a full-time basis is eight. They have no personnel working part-time, and the number of inters differs.</p>
<b>Finances</b>	<p>The annual budget of the organization is above 60,000 euro. The main source of funding for the organization is international donors, mainly international embassies working in Kosovo. They consider themselves financially sustainable.</p>
<b>Contribution to public funding and policy-making</b>	<p>In the Draft Law on Joint Parental Leave</p> <p>Review of the Law and start of Electoral Reform</p>
<b>List of recent publications in the field</b>	<p><a href="https://d4d-ks.org/punimet/fushata-zgjedhore-ne-llupe/">https://d4d-ks.org/punimet/fushata-zgjedhore-ne-llupe/</a></p> <p><a href="https://d4d-ks.org/punimet/fondi-i-sigurimeve-shoqerore-mbulimi-financiar-i-lejes-prinderore/">https://d4d-ks.org/punimet/fondi-i-sigurimeve-shoqerore-mbulimi-financiar-i-lejes-prinderore/</a></p> <p><a href="https://d4d-ks.org/punimet/kush-e-paguan-cmimin-me-te-larte-ndikimi-i-covid-19-ne-punesimin-e-grave-ne-kosove/">https://d4d-ks.org/punimet/kush-e-paguan-cmimin-me-te-larte-ndikimi-i-covid-19-ne-punesimin-e-grave-ne-kosove/</a></p>
<b>How they see their contribution in the future</b>	<p>Very active, considering that the participation of CSOs in policy-making processes is crucial for transparency, and to ensure citizen participation and contribution</p>

Name of the organization	Patients' Rights Association (PRAK)
<b>Background information</b>	<p>The headquarters of the NGO is in Prizren, but we work in all municipalities of Kosovo. They have been operational since 2013. The organization's mission is to promote and protect patients' rights, in particular, receiving and managing patients' complaints and representing them in working groups for drafting legislation in the health field.</p> <p>The average number of personnel working on a full-time basis is four, and three personnel are working on a part-time basis. The number of volunteers is around 350.</p>
<b>Finances</b>	<p>The organization's annual budget in 2021 was between 41,000 and 60,000 euro. The main source of funding for the organization is international donors and donors from the private sector. They consider themselves financially sustainable.</p>

<b>Contribution to public funding and policy-making</b>	Contribution to public funding: Monitoring of public funds in the Municipality of Prizren. Contribution to legislation: All laws and bylaws of the Ministry of Health affect patients' rights.
<b>List of recent publications in the field</b>	<a href="https://prak-kosova.org/raporti-i-hulumtimit-kenaqshmeria-e-komuniteteve-jo-shumice-me-sherbimet-shendetesore-anti-covid/">https://prak-kosova.org/raporti-i-hulumtimit-kenaqshmeria-e-komuniteteve-jo-shumice-me-sherbimet-shendetesore-anti-covid/</a>
<b>How they see their contribution in the future</b>	PRAK is the only organization of this nature in the country. They consider an obligation to continue the activity in promoting and protecting patients' rights until we establish patient councils in the country, a project already launched.

<b>Name of the organization</b>	<b>SIT - Center for Counseling, Social Services and Research</b>
<b>Background information</b>	The headquarters of the NGO is in Prishtina, but with different projects in most of the municipalities of Kosovo. SIT serves in three (3) departments: as a counseling center that provides identification and counseling services to individuals or groups in need of preventing gender-based violence and domestic violence, rehabilitating and reintegrating the perpetrators of these acts; a center that promotes human rights, gender equality, prevents violence, gender-based violence, and domestic violence, promotes healthy living among young people, promotes sexual and reproductive health. They have been operational since 2008. The average number of personnel working on a full-time basis is eight, whereas the average number of personnel working on a part-time basis is seven. The number of volunteers is 190.
<b>Finances</b>	The annual budget of the organization in 2021 was above 60,000 euro. The main source of funding for the organization is international donors, such as UN, EU, regional international organizations, and national institutions in Kosovo. They consider themselves financially sustainable.
<b>Contribution to public funding and policy-making</b>	In the last three years, their organization has not contributed to monitoring public funds at the central or local level. However, they have contributed to legislation, working closely with the Ministry of Justice.
<b>List of recent publications in the field</b>	<a href="https://sit-ks.org/wp-content/uploads/2022/05/IPPF_REPORT_Kosovo_2.pdf">https://sit-ks.org/wp-content/uploads/2022/05/IPPF_REPORT_Kosovo_2.pdf</a> <a href="https://sit-ks.org/wp-content/uploads/2022/03/YVYC-Research-Report-Young-peoples-SRHR-needs-in-Western-Balkans-in-Covid-times_4.pdf">https://sit-ks.org/wp-content/uploads/2022/03/YVYC-Research-Report-Young-peoples-SRHR-needs-in-Western-Balkans-in-Covid-times_4.pdf</a> <a href="https://sit-ks.org/wp-content/uploads/2021/06/An-analysis-of-Domestic-Violence-and-Gender-Based-Violence-Perpetrator-Services-Of-fered-in-Kosovo-report.pdf">https://sit-ks.org/wp-content/uploads/2021/06/An-analysis-of-Domestic-Violence-and-Gender-Based-Violence-Perpetrator-Services-Of-fered-in-Kosovo-report.pdf</a>
<b>How they see their contribution in the future</b>	They see themselves active in policy-making processes in the future.

<b>Name of the organization</b>	<b>Durmish Asllano</b>
<b>Background information</b>	The organization works in Prizren. Its mission is promoting, protecting, and cultivating the Roma language, culture, and tradition. They have been operational since 1968. The average number of personnel working on a full-time basis is five, whereas the average number of personnel working on a part-time basis is two. The number of volunteers engaged in the organization is 30.
<b>Finances</b>	The organization's annual budget in 2021 was between 41,000 and 60,000 euro. The primary source of funding for the organization is international donors (US Embassy, British Council), and the Ministry of Culture, Youth and Sports. They do not consider their organization financially sustainable.
<b>Contribution to public funding and policy-making</b>	In the last three years, their organization has not contributed to monitoring public funds at the central or local level.
<b>List of recent publications in the field</b>	"Local Action Plan for the Roma Community in the Municipality of Prizren" and a Monograph for the 30th anniversary of the operation of the Roma Theater "Nexhip Menekshe"
<b>How they see their contribution in the future</b>	Continue working with their target beneficiaries and audiences.

<b>Name of the organization</b>	<b>Network of Peace Movement-NOPM</b>
<b>Background information</b>	The organization works in Kamenica. Its mission is public participation in policy-making, local government, social oversight, monitoring, policy-making, etc. They have been operational since 2014. The average number of personnel working on a full-time basis is four, whereas the average number of personnel working on a part-time basis is eight. The number of volunteers engaged in the organization is between 25-30.
<b>Finances</b>	The organization's annual budget in 2021 was between 26,000 – 40,000 euro. The main source of funding for the organization is international donors (EU, US Embassy in Kosovo) and through the national organization (KCSF). They consider their organization financially sustainable.
<b>Contribution to public funding and policy-making</b>	In the last three years, their organization has contributed to drafting, harmonizing, and amending municipal regulations, code of ethics, work plans for municipal directorates, municipal assembly, strategies and action plans for child protection, and mandatory and non-mandatory committees. The organization is part of policy-making processes at the local level. They have recently been engaged in working groups/advocacy established according to the four objectives of the Government Strategy for Cooperation with Civil Society 2019-2023.
<b>List of recent publications in the field</b>	Monitoring reports, strategies and action plans for child protection in the municipalities of Kamenica and Gjilan.
<b>How they see their contribution in the future</b>	The organization considers itself an integral part of almost all processes in discussions/monitoring of public funds and policy-making.

<b>Name of the organization</b>	<b>Let's do it Peja</b>
<b>Background information</b>	The organization works in Peja. Its mission is environmental protection. They have been operational since 2012. The average number of personnel working on a full-time basis is nine, whereas the average number of personnel working on a part-time basis is three. The number of volunteers engaged in the organization is 94.
<b>Finances</b>	The annual budget of the organization in 2021 was above 60,000 euro. The main source of funding for the organization is international donors (European Commission, US Embassy).
<b>Contribution to public funding and policy-making</b>	In the last three years, their organization has contributed in local policies for environmental issues.
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	N/A

<b>Name of the organization</b>	<b>VENERA</b>
<b>Background information</b>	The headquarters of the NGO is in Peja. The organization's mission is to contribute to economic empowerment, the rule of law, and human rights. They consider themselves. They have been operational since 1992. The average number of personnel working on a full-time basis is one.
<b>Finances</b>	The annual budget of the organization in 2021 was less than 10,000 euro. The main source of funding for the organization is income generated by the organization and through in-kind contributions. They consider themselves financially unsustainable.
<b>Contribution to public funding and policy-making</b>	N/A
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	N/A

<b>Name of the organization</b>	<b>Foundation "Seventeen"</b>
<b>Background information</b>	The headquarters of the NGO is in Prishtina, but with different projects in most of the municipalities of Kosovo. The organization's main programs are Art and Education, Cultural Activism, and Space. The organization's strategic priorities focus on public space, cultural activism, policy-making, advocacy, environment, gender, community development and collaboration, democracy, and human rights. They mainly with youth and high school students. The average number of personnel working on a full-time basis is four, and the average number of personnel working on a part-time basis.
<b>Finances</b>	The annual budget of the organization in 2021 was above 60,000 euro. The main source of funding for the organization is international donors, such as the UN, EU, regional international organizations, and national institutions in Kosovo. They consider themselves financially sustainable.

<b>Contribution to public funding and policy-making</b>	In the last three years, their organization has not contributed to monitoring public funds at the central or local level. However, they have contributed to legislation, working closely with the Ministry of Justice.
<b>List of recent publications in the field</b>	<a href="https://sit-ks.org/wp-content/uploads/2022/05/IPPF_REPORT_Kosovo_2.pdf">https://sit-ks.org/wp-content/uploads/2022/05/IPPF_REPORT_Kosovo_2.pdf</a> <a href="https://sit-ks.org/wp-content/uploads/2022/03/YVYC-Research-Report-Young-peoples-SRHR-needs-in-Western-Balkans-in-Covid-times_4.pdf">https://sit-ks.org/wp-content/uploads/2022/03/YVYC-Research-Report-Young-peoples-SRHR-needs-in-Western-Balkans-in-Covid-times_4.pdf</a> <a href="https://sit-ks.org/wp-content/uploads/2021/06/An-analysis-of-Domestic-Violence-and-Gender-Based-Violence-Perpetrator-Services-Of-fered-in-Kosovo-report.pdf">https://sit-ks.org/wp-content/uploads/2021/06/An-analysis-of-Domestic-Violence-and-Gender-Based-Violence-Perpetrator-Services-Of-fered-in-Kosovo-report.pdf</a>
<b>How they see their contribution in the future</b>	They see themselves active in policy-making processes in the future.

<b>Name of the organization</b>	<b>Vizionida</b>
<b>Background information</b>	The headquarters of the NGO is in Shtime, and they have been operational since 2008. The average number of personnel working on a full-time basis is one, and the average number of personnel working on a part-time basis is one. The average number of volunteers engaged is two.
<b>Finances</b>	The organization's annual budget in 2021 was above 10,000 – 25,000 euro. The main source of funding for the organization is international donors in drafting Municipal Regulations, e.g., Regulation on Waste Management in the Municipality of Shtime.
<b>Contribution to public funding and policy-making</b>	In the last three years, their organization has contributed to research on the Impact of the Covid-19 Pandemic on women-led businesses in the municipality of Shtime. Drafting of local regulations, preparation of local development strategies, etc.
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	Due to a lack of sustainable funds, the organization has no clear vision of what its contribution will be in the future.

<b>Name of the organization</b>	<b>Network of Roma, Ashkali and Egyptian women's organizations in Kosovo</b>
<b>Background information</b>	The headquarters of the NGO is in Prishtina. The organization's mission is The rights of women and girls of the Roma, Ashkali, and Egyptian communities and gender equality. The average number of personnel working on a full-time basis is three, and the average number of personnel working on a part-time basis is two. The average number of engaged volunteers is 15.
<b>Finances</b>	The annual budget of the organization in 2021 was above 60,000 euro. The main source of funding for the organization is international donors, administrative expenses, and long-term budget. They consider themselves financially sustainable.
<b>Contribution to public funding and policy-making</b>	In the last three years, their organization has contributed to monitoring public funds at the central or local level.
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	Due to a lack of sustainable funds, the organization has no clear vision of what its contribution will be in the future.

<b>Name of the organization</b>	<b>Follow Up - Organization for Social Integration and Development</b>
<b>Background information</b>	The headquarters of the NGO is in Prishtina. The organization's main mission is aimed at (reintegrating) marginalized groups in the field of employment, education, psychosocial counseling, etc. The average number of personnel working on a full-time basis is one. There are no volunteers engaged.
<b>Finances</b>	The annual budget of the organization in 2021 was less than 10,000 euro. The main source of funding for the organization is in-kind donations. They consider themselves financially unsustainable.
<b>Contribution to public funding and policy-making</b>	They have not contributed to public funding and policy-making in the last three years.
<b>List of recent publications in the field</b>	In the last three years, they have not published any report.
<b>How they see their contribution in the future</b>	Due to a lack of sustainable funds, the organization has no clear vision of what its contribution will be in the future.

<b>Name of the organization</b>	<b>Organization for children without parental care OFAP</b>
<b>Background information</b>	The headquarters of the NGO is in Prishtina; however, the organization works Kosovo-wide. The organization's main mission is to provide professional psychosocial services for needy children in support of the Centers for Social Work. They have been active for 15 years now. The average number of personnel working on a full-time basis is ten, whereas the average number of personnel working on a part-time basis is ten. The number of volunteers engaged in the organization is seven.
<b>Finances</b>	The annual budget of the organization in 2021 was above 60,000 euro. The main source of funding for the organization is in-kind donations. They consider themselves financially unsustainable.
<b>Contribution to public funding and policy-making</b>	They have not contributed to public funding and policy-making in the last three years.
<b>List of recent publications in the field</b>	In the last three years, they have not published any report.
<b>How they see their contribution in the future</b>	Due to a lack of sustainable funds, the organization has no clear vision of what its contribution will be in the future.

<b>Name of the organization</b>	<b>Kosovar Women Initiative</b>
<b>Background information</b>	The organization works in Gjakova. The organization's mission is to increase safety in primary and secondary schools, environmental protection, civic activism, social businesses, and job creation. The final beneficiaries of the project are women and youth, including minority communities, women heads of households affected by unemployment, young people who have not been trained in the labor market, and women and young people who engage in informal activities in many sectors. They have been operational since 2000. The average number of personnel working on a full-time basis is four, whereas the average number of personnel working on a part-time basis is three. The number of volunteers engaged in the organization is six.
<b>Finances</b>	The organization's annual budget in 2021 was between 10,000 – 25,000 euro. The main source of funding for the organization is the national government, followed by international donors. They do not consider themselves financially sustainable.



<b>Contribution to public funding and policy-making</b>	N/A
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	Due to a lack of sustainable funds, the organization has no clear vision of what its contribution will be in the future.

<b>Name of the organization</b>	<b>Kosova Population Foundation</b>
<b>Background information</b>	The organization works Kosovo-wide. The organization's mission is to contribute to health education and promotion, and its target audience is young people aged 15-25 and the reproductive age of women and men. The organization has been operational for 18 years now. The average number of personnel working on a full-time basis is five, whereas the average number of personnel working on a part-time basis is seven. The number of volunteers engaged in the organization is 30.
<b>Finances</b>	The annual budget of the organization in 2021 was above 60,000 euro. The main source of funding for the organization is international donors (UNFPA, FONDI GLOBAL, and AQH). They do not consider themselves financially sustainable.
<b>Contribution to public funding and policy-making</b>	They have not contributed to public funding and policy-making in the last three years.
<b>List of recent publications in the field</b>	In the last three years, they have not published any report.
<b>How they see their contribution in the future</b>	Continue working on sexual and reproductive health.

<b>Name of the organization</b>	<b>Democracy begins here</b>
<b>Background information</b>	The organization works in Podujeva. The organization's mission is to contribute to monitoring and advocacy, focusing on women, people with special needs, and minorities. They describe their organization as a community-based organization. They have five years of working in the field.  The average number of personnel working on a full-time basis is three, whereas the average number of personnel working on a part-time basis is two. There was no volunteer engaged in the organization for 2021.
<b>Finances</b>	The annual budget of the organization in 2021 was less than 10,000 euro. The main source of funding for the organization is Kosovar Civil Society Foundation. They do not consider themselves financially sustainable.
<b>Contribution to public funding and policy-making</b>	They have contributed to the monitoring of the executive and municipal assemblies in Podujeve. They have been part of the contribution for the documents-regulations of the local level with comments and working groups.
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	Continue working on the field.

<b>Name of the organization</b>	<b>Gjon Nikollë Kazazi</b>
<b>Background information</b>	The organization works in Gjakova. The organization works in education by providing regular schooling to children aged 15-18 years old. They have been operational since 2009. The average number of personnel working full-time is twelve, whereas the average number of personnel working on a part-time basis is sixteen. The average number of volunteers is three.
<b>Finances</b>	The annual budget of the organization in 2021 was above 60,000 euro. The main source of funding for the organization is parents' contribution/ education fee, donations, and developmental projects.
<b>Contribution to public funding and policy-making</b>	They have not contributed to public funding and policy-making in the last three years.
<b>List of recent publications in the field</b>	In the last three years, they have not published any report.
<b>How they see their contribution in the future</b>	Continue working on the field.

<b>Name of the organization</b>	<b>Action for Mothers and Children</b>
<b>Background information</b>	The organization works Kosovo-wide, although its office is based in Prishtina. Their beneficiaries are mothers and children. They have nine years of working experience. The average number of personnel working on a full-time basis is 13, whereas the average number of personnel working on a part-time basis is 1. The average number of volunteers is five.
<b>Finances</b>	The annual budget of the organization in 2021 was above 60,000 euro. The main source of funding for the organization is international donors (EU, UN agencies) and contributions from the private sector. They consider themselves to be financially sustainable.
<b>Contribution to public funding and policy-making</b>	They have not contributed to public funding and policy-making processes in the last three years, mainly through advocacy interventions and activities.
<b>List of recent publications in the field</b>	<a href="https://amchealth.org/publications-2/">https://amchealth.org/publications-2/</a>
<b>How they see their contribution in the future</b>	Continue to actively contribute in the field related to health policies.

<b>Name of the organization</b>	<b>7 Arte</b>
<b>Background information</b>	The organization works in Mitrovica. They work in promoting art and culture. They have been operational since 2006. The average number of personnel working on a full-time basis is five, whereas the average number of personnel working on a part-time basis is four. The number of volunteers engaged is four.
<b>Finances</b>	The organization's annual budget in 2021 was between 26,000 and 41,000 euro. The main source of funding for the organization is international donors (European Commission, foreign embassies in Kosovo), central government (Ministry of Culture, Youth and Sports), and local government (Municipality of Mitrovica). They do not consider themselves to be financially sustainable.

<b>Contribution to public funding and policy-making</b>	In the last three years, they have not contributed to the public debate on budgeting at the local level, have led the drafting of the Strategy for Culture and Tourism 2018-2022, and have initiated the drafting of the regulation for the management of cultural heritage for the center of Mitrovica.
<b>List of recent publications in the field</b>	<a href="https://www.7-arte.org/category/publications/">https://www.7-arte.org/category/publications/</a>
<b>How they see their contribution in the future</b>	Continue to be active in the field.

<b>Name of the organization</b>	<b>Nisja, Zhvillohu</b>
<b>Background information</b>	The organization works in Ferizaj. They work in promoting business development for women and youth and consider themselves a community-based organization. They have been operational since 2018. The average number of personnel working on a full-time basis is five, whereas the average number of personnel working on a part-time basis is six. The number of volunteers engaged is 22.
<b>Finances</b>	The organization's annual budget in 2021 was between 10,000 – 25,000 euro. The main source of funding for the organization is international donors, central government, and local government (Municipality of Ferizaj). They do not consider themselves financially sustainable.
<b>Contribution to public funding and policy-making</b>	They have not contributed to monitoring public procurement in the last three years.
<b>List of recent publications in the field</b>	They have no publication on the field.
<b>How they see their contribution in the future</b>	Continue to work in promoting business development for women and youth.

<b>Name of the organization</b>	<b>Ipko Foundation</b>
<b>Background information</b>	The organization works mainly in Prishtina, Lipjan, and Gjilan. They work in three main programs: Next Generation, Encouraging Change, and System Hacking. The organization's targets are young men and women, including non-majority communities such as Roma, Ashkali, Egyptians, Serbs, and young people with disabilities. They have been active since 2000. The number of personnel currently engaged is 14, whereas the number of volunteers is 40.
<b>Finances</b>	The organization's annual budget in 2021 was above 60,000 euro. The main source of funding for the organization is IPKO company, followed by international donors. They consider themselves financially stable.
<b>Contribution to public funding and policy-making</b>	They are part of the working groups for Digitization of Education in Kosovo, Voluntary Work and Youth Empowerment as well as part of the working group in Civicos - Improving the institutional and legal framework for financing sustainable development; of CSO programs and projects of public interest;
<b>List of recent publications in the field</b>	They have no publication on the field.
<b>How they see their contribution in the future</b>	They consider their contribution to changing the institutional framework for the sustainable development of NGO programs that are of public interest.

<b>Name of the organization</b>	<b>Edutask Institute</b>
<b>Background information</b>	It is a local organization that works in Prishtina. They work on educational activities, evaluation and monitoring, and research. They have been operational for two years now. The number of personnel working on a full-time basis is four, whereas the number of personnel working on a part-time basis is ten. No volunteer engagement is reported.
<b>Finances</b>	The organization's annual budget in 2021 was above 60,000 euro. The main source of funding for the organization is international donors. They consider themselves financially stable.
<b>Contribution to public funding and policy-making</b>	They have reported no contribution to legislation, public funding and policy making.
<b>List of recent publications in the field</b>	They have no publication on the field.
<b>How they see their contribution in the future</b>	Development of measurement and monitoring methodologies and instruments, research, data visualization and interpretation. Assistance in strategies and action plans in the field of education.

<b>Name of the organization</b>	<b>Kosovar Institute for Local Government</b>
<b>Background information</b>	It is a national organization that works in advanced training, advocacy, and professional support in the field of local government. The number of full-time personnel is 13, and the same number of personnel is engaged on a part-time basis. They have reported having engaged two volunteers.
<b>Finances</b>	The organization's annual budget in 2021 was above 60,000 euro. The main source of funding for the organization is international donors. They consider themselves financially stable.
<b>Contribution to public funding and policy-making</b>	They have reported contributions to legislation, public funding, and policy-making; however, it was not specified what their contribution is.
<b>List of recent publications in the field</b>	They have no publication on the field.
<b>How they see their contribution in the future</b>	KLGI, in the next five years, will monitor the allocation of public funds at the local level. We will also train municipalities and NGOs in advancing compliance with the local legislation and regulations.

<b>Name of the organization</b>	<b>Politeia</b>
<b>Background information</b>	Is a local organization that works mainly in the region of Gjilan. Their scope of work is youth, transparency and accountability. The number of personnel working on a full-time basis was two, while the number of volunteers is five.
<b>Finances</b>	The organization's annual budget in 2021 was less than 10,000 euro. The main source of funding for the organization comes from the Ministry of Culture, Youth and Sports. They don't know if they will be financially sustainable in the next 3-5 years.
<b>Contribution to public funding and policy-making</b>	They have not reported any contribution to legislation, public funding, and policy-making; however, it was not specified what their contribution is.
<b>List of recent publications in the field</b>	They have conducted research on the level of satisfaction of the citizens in Gjilan with local governance (published on their Facebook page).
<b>How they see their contribution in the future</b>	They will continue working on monitoring the local governance in the region of Gjilan.

## ANNEX II

### Profile of Non-governmental organizations that provide family and social services

#### Organizations that provide services to victims of domestic violence and trafficking

Name of the organization	Women and Children's Shelter – Prizren
Background information	<ul style="list-style-type: none"><li>- Provides accommodation, including rehabilitation, medical check-up, psychosocial services, individual and group therapy for women victims of domestic violence and their children.</li><li>- Operational since 2002. The number of personnel working on a full-time basis is six, whereas the number of personnel working on a part-time basis is five.</li><li>- Annual budget for 2021 was between 41,000 – and 60,000 euro.</li></ul>
State funding for social services	<ul style="list-style-type: none"><li>- The organization finances its service provision through funds from the national government, the international donors, and the local government.</li><li>- The support from the government is regular through annual grants, for which they have to apply each year through an open competitive process.</li><li>- The funds received are considered insufficient to cover the needs of their beneficiaries. The government funding for the organization's long-term survival is considered vital. The recommended way for the government to support the organization is through long-term contracts.</li></ul>

Name of the organization	Women and Children's Shelter "Safe House" – Gjakova
Background information	<p>Provides protection, shelter, rehabilitation, and reintegration (including economic reintegration) of women and children, victims of domestic violence, and gender-based violence. The organization has been operational since 2000.</p> <p>The total number of personnel working on a full-time basis is 10, whereas the total number of personnel working on a part-time basis is 5. They have, on average, 2-3 volunteers per year. The organization's budget for the year 2021 was above 60,000 euro.</p>
State funding for social services	<p>The primary source of funding comes from the central government, and international donors. The support from the local government is sporadic. The organization finances its services through funds from other economic activities generated by the organization. The support from the central government is considered vital for the organization's long-term survival. It is recommended that the government supports them through long-term contracts to ensure ongoing services to their beneficiaries.</p>

<b>Name of the organization</b>	<b>Center for the Protection of Women and Children – Prishtina</b>
<b>Background information</b>	The organization has been operating since 2000. They provide protection, shelter, rehabilitation, and reintegration for the victims of domestic violence. They provide accommodation, clothing, food, psycho-social support, counseling, basic education, training (IT), and craft workshops (tailoring). The average number of personnel working on a full-time basis is seven, whereas the average number of personnel working on a part-time basis is two. There are no volunteers engaged in the organization. Their annual budget for the year 2021 was over 60,000 euro.
<b>State funding for social services</b>	Their central finances for service provision are through funds from the central government, international donors, and local government. Although they receive support from the MLSW annually, the support received is not sufficient, given that they are short-term. The organization has to apply in an open competitive process. They report not being financially sustainable and consider government support vital for their survival in the long run. The best modality they recommend is for the government to support them through long-term contracts where the government contracts us to provide specific services to the beneficiaries.

<b>Name of the organization</b>	<b>Center for the Protection of Women and Children “Raba Voca” Mitrovicë</b>
<b>Background information</b>	<p>The organization has been operational since 2007. The organization was established with the aim of helping women in raising awareness and advance their position in society. Specifically, the organization provides the following services: (1) protection and housing of women and children victims of domestic violence in education, (2) gender equality and advancement of human rights, (3) economic reintegration of victims of domestic violence, (4) psychosocial and legal counseling for women and girls, (5) and non-formal education of children to continue uninterrupted primary and secondary education.</p> <p>Primarily, the organization provides accommodation, clothing, food, rehabilitation, medical check-up, psychologist, individual and group counseling, drafting of a reintegration plan for each person, and training (tailoring, hairdressing). The average number of personnel working on a full-time basis is seven, whereas the average number of personnel working on a part-time basis is two. There are no volunteers engaged in the organization. Their annual budget for the year 2021 was between 41,000 to 60,000 euro.</p>
<b>State funding for social services</b>	Regarding the state support for the organization to provide social services, their main donors are the government (central level), international donors, and funds from the local donors (NGOs, foundations). Currently, they receive support from the government. However, the support received is not sufficient. These are short-term grants in which the organization has to apply with its project to the MLSW in an open competitive process. Another challenge addressed by the organization is that its facility is rented. The total monthly amount the organization has to pay is considered high and unaffordable in the long run, being a financial burden for the organization. The support provided by the government is considered vital for their long-term survival and considered that the best way for the government to support them is through long-term contracts where the government contracts them to provide long-term and regular services to their beneficiaries.

<b>Name of the organization</b>	<b>Center for Protection and Rehabilitation of Women and Children “Liria” Gjilan</b>
<b>Background information</b>	The organization has been operational since 1999. The mission of the organization is to create an environment for the promotion of women’s rights in Kosovo in order to improve the health, well-being, and status of women and girls in Kosovo, meeting the practical needs of survivors of domestic violence and providing protection, shelter, advocacy, and awareness-raising for their rights as citizens of Kosovo, and Economic Empowerment as a key component in the economic independence of women and girls, including all ethnic groups. Specifically, the organization provides accommodation, clothing, food, rehabilitation, medical check-up, psychologist, individual and group counseling, drafting of a reintegration plan for its beneficiaries, and training.
<b>State funding for social services</b>	

<b>Name of the organization</b>	<b>Center for Protecting Victims and Preventing Trafficking in Human Beings – Prishtinë</b>
<b>Background information</b>	<p>The organization provides its services through the protection and provision of social assistance, prevention, and education; advocacy and information, awareness-raising and empowerment; vocational training and other recreational activities, as well as long-term rehabilitation and reintegration of victims of trafficking and potential victims of trafficking in human beings, children at risk of being trafficked and victims based on gender.</p> <p>The organization attempts to fulfill its mission through a multi-disciplinary approach in two pillars: Direct Assistance (Housing / Rehabilitation and Long-Term Reintegration) and Prevention. The organization’s target is victims of trafficking with low and medium risk, children and adults, including foreign trafficking victims in Kosovo. The organization has been operational for more than 20 years. The average number of personnel working on a full-time basis is eight, whereas the average number of personnel working on a part-time basis is two. The number of volunteers engaged in the organization is six. The annual budget for 2021 was above 60,000 euro. The organization reports not being financially sustainable, and they have finances available to provide services only for 7-12 upcoming months.</p>
<b>State funding for social services</b>	The support from the government in the long term is considered vital for the organization. They recommend that the support from the government to be sustainable and that it is of utmost importance for the government to support them through long-term contracts, where the government contracts the organization to provide regular services for their beneficiaries.

Name of the organization	Women's Wellness Center - Pejë
<b>Background information</b>	<p>Women's Wellness Center (WWC) is a non-governmental organization working in the Peja. It has been operational since November 1999 in collaboration with the women of the local community to ensure a safe and confidential environment in which women, the violence survivors in the family, can receive counseling on health needs, social, educational, psychological, legal, and social. The organization was registered as a local NGO in May 2001 and opened a safe house in December 2002. Women's Wellness Center offers support and services for housing and education, advocacy, and leadership to form a nonviolent future for women and children. More specifically, they provide accommodation, rehabilitation, medical care, psychosocial support (individual and group counseling), contacts family members and representatives of relevant institutions, and training.</p> <p>The number of personnel working on a full-time basis was seven, whereas the number of personnel working on a part-time basis was three. The average number of volunteers in 2021 was three.</p>
<b>State funding for social services</b>	<p>They finance their services through funds from the central government, international donors, and local government. Nevertheless, the support received is not sufficient. The organizations reported that in a two-year row, the MLSW had supported them with 5,000 euro per month, which includes all services following an accommodation of the victim of domestic violence, including personnel. The support they receive is through the regular calls for licensed service providers to provide residential services for victims of violence against women and children, issued by MLSW, which is considered insufficient.</p> <p>The organization considers support from the government as vital for their long-term sustainability. They recommend that the best way for the government to support their organization is through long-term contracts where the government contracts the organization to provide regular and sustainable services for their beneficiaries.</p>

Name of the organization	Center for Protection and Rehabilitation of Women and Children "Liria" Gjilan
<b>Background information</b>	<p>The organization has been operational since 1999. The mission of the organization is to create an environment for the promotion of women's rights in Kosovo in order to improve the health, well-being, and status of women and girls in Kosovo, meeting the practical needs of survivors of domestic violence and providing protection, shelter, advocacy, and awareness-raising for their rights as citizens of Kosovo, and Economic Empowerment as a key component in the economic independence of women and girls, including all ethnic groups. Specifically, the organization provides accommodation, clothing, food, rehabilitation, medical check-up, psychologist, individual and group counseling, drafting of a reintegration plan for its beneficiaries, and training.</p>
<b>State funding for social services</b>	<p>Regarding the state support for the organization to provide social services, their main donors are the government (central level), international donors, and funds from the local donors (NGOs, foundations). Currently, they receive support from the government. However, the support received is not sufficient</p>



Name of the organization	Women’s Wellness Center - Pejë
<b>Background information</b>	<p>Women’s Wellness Center (WWC) is a non-governmental organization working in the Peja. It has been operational since November 1999 in collaboration with the women of the local community to ensure a safe and confidential environment in which women, the violence survivors in the family, can receive counseling on health needs, social, educational, psychological, legal, and social. The organization was registered as a local NGO in May 2001 and opened a safe house in December 2002. Women’s Wellness Center offers support and services for housing and education, advocacy, and leadership to form a nonviolent future for women and children. More specifically, they provide accommodation, rehabilitation, medical care, psychosocial support (individual and group counseling), contacts family members and representatives of relevant institutions, and training.</p> <p>The number of personnel working on a full-time basis was seven, whereas the number of personnel working on a part-time basis was three. The average number of volunteers in 2021 was three.</p>
<b>State funding for social services</b>	<p>They finance their services through funds from the central government, international donors, and local government. Nevertheless, the support received is not sufficient. The organizations reported that in a two-year row, the MLSW had supported them with 5,000 euro per month, which includes all services following an accommodation of the victim of domestic violence, including personnel. The support they receive is through the regular calls for licensed service providers to provide residential services for victims of violence against women and children, issued by MLSW, which is considered insufficient.</p> <p>The organization considers support from the government as vital for their long-term sustainability. They recommend that the best way for the government to support their organization is through long-term contracts where the government contracts the organization to provide regular and sustainable services for their beneficiaries.</p>

**Organizations that provide residential services for children in need**

Name of the organization	SOS Village
<b>Background information</b>	<p>SOS Children’s Villages Foundation is a non-governmental social care organization dedicated to supporting abandoned and needy children regardless of ethnicity, nationality, and religion.</p> <p>The SOS Children’s Villages Foundation in Kosovo has been operating since 1999 and has already taken care of over 1000 abandoned and needy children. The primary source of funding for SOS Children’s Villages is donations, sponsorships, donations of goods, and other services from all over the country.</p> <p>The target group and beneficiaries of the organization are (1) abandoned children, (2) children without parental care, (3) children at risk of losing parental care, (4) young people without parental care, (5) young people at risk of losing parental care, (6) parents of vulnerable families, and (7) mothers at risk of child abandonment.</p>

<b>State funding for social services</b>	The annual budget of the organization for 2021 was over 60,000 euro. The organization receives basic funds from SOS village international, followed by government funds and corporate donations (private sector) funds. The organization considers itself financially stable as long as SOS village international's willingness to support them. However, in the long run, it is considered that the government should provide adequate support to the organization, given that it works with a sensitive target.
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<b>Name of the organization</b>	<b>Hopes and homes of children – Shpresat dhe shtëpitë e fëmijëve</b>
<b>Background information</b>	The organization provides temporary accommodation for abused children aged 3-18 years old. The organization has been operational since 2011. The average number of personnel working on a full-time basis is 15, whereas the average number of personnel working on a part-time basis is one. There is no volunteer engaged in the organization. The annual budget for the organization for 2021 was above 60,000 euro.
<b>State funding for social services</b>	The organization finances its services through funds from international donors, national government funds, and local government funds. Currently, the organization doesn't have financial support from the central government. The support is short-term and is based on the contracts signed through public calls, in which the organizations apply and are implemented for 9-10 months. Regarding sustainability, the organization claims to be financially unstable, and with the current funds, they would be able to provide services for 1-2 years. The support from the government is considered vital for their survival. Therefore, they recommend that the organization is contracted on a long-term basis for the service provision.

### Organizations that provide non-residential social and family services

<b>Name of the organization</b>	<b>Organization for Children without Parental Care (OFAP) - Prishtinë</b>
<b>Background information</b>	The organization's primary mission is to protect children without parental care in Kosovo and provide every abandoned child without parental care with "a family to live, grow, feel part of it." Specifically, the organization provides psycho-social services for children who are placed in alternative family accommodation and foster care for their relatives. The organization also includes parenting counseling services. They have been operational for 20 years. Their annual budget for 2021 was between 40,000 to 60,000 euro.
<b>State funding for social services</b>	The organization finances its service provision through funds from the central government, international donors, and local government. Nevertheless, the support received is not considered sufficient, given they are short-term grants, which doesn't make them financially sustainable. Without sustainable and consistent support from the ministry, the organization considers itself unable to survive in the long term. Therefore, they suggest that the government supports them through long-term contracts, where the government contracts them to provide regular services for their beneficiaries.

Name of the organization	Women's Association "Medica Gjakova" – Gjakovë
<b>Background information</b>	<p>The organization has been operational since 2000. They provide multidisciplinary services, group psychosocial counseling, individual counseling, gynecological services, legal services, and economic empowerment to women survivors of sexual violence during the war. The mission of Medica Gjakova is to improve the mental and physical condition of women survivors of sexual violence and the impact on social policies in supporting women's welfare and their integration in all vital areas. For this purpose, a double strategy, including basic-level activities by offering psychosocial and gynecological counseling and activities developed on the social and political level, was developed. Social and political strategies include activities aiming at the sensitization of society and government for the difficult situation of women attacked by the war and the need to shape policies on behalf of women's welfare and social integration. The average number of personnel working on a full-time basis is 21, whereas the average number of personnel working on a part-time basis is one. The number of volunteers is five. Their annual budget for 2021 was above 60,000 euro.</p>
<b>State funding for social services</b>	<p>The organization secures its finances for services provided mainly through international donors, followed by the central government, and through funds from other economic activities (generated by the organization). The organization receives support from the MLSW. Nevertheless, the support received is considered insufficient. Furthermore, the grants are short-term, and the organization has to apply each year through an open competitive process. Nevertheless, the organization considers itself financially sustainable to continue providing services for its beneficiaries. Government support is needed more to improve their services in the long-term, but not necessarily for survival. They recommend that the government sign long-term contracts with licensed NGOs, to provide regular services to their beneficiaries.</p>

Name of the organization	Medica Kosova - Gjakovë
<b>Background information</b>	<p>It was established in August 1999 and registered as a local NGO in October 2003 for improving the mental and physical situation of women victims of rape. The organization provides interdisciplinary psychosocial, medical, and legal services and income-generating programs for improving the living conditions of war and post-war traumatized women and girls and those with special needs. To this end, the organization implemented over 30 projects providing social and rehabilitation services, reproductive health care, women's access to properties and other legal rights, and since 2011 access to justice and documentation of war rape. Empowerment programs include: rehabilitation through psycho-social counseling and support for improving their mental health situation, primary medical care through gynecological services and education, legal counseling and concrete aid for achieving their property and other legal rights, capacity building and education on gender equality and public participation, development of income-generating activities in the sector of agriculture and professional and political lobby for influencing public policies in improving the situation of survivors of war sexual violence. The number of personnel working on a full-time basis is six, whereas the number of personnel working on a part-time basis is three. The number of volunteers engaged in 2021 was two. The organization's annual budget was above 60,000 euro.</p>

<p><b>State funding for social services</b></p>	<p>Their main sources of financial support come from international donors, followed by support provided by the central government (MLSW) and local government. Annual support provided by the government is EUR 24,000, mainly in supporting the process of verification and recognition of persons violated during the war and is insufficient due to the complex trauma that requires multidisciplinary support and, as such, requires different professional profiles (at least two psychologists, a lawyer, qualified person in the academy of arts, agronomist or economist to support economic empowerment programs) in addition to the administrative and logistical staff that provides coordination and transportation for survivors. In addition, rent and other indirect costs have additional financial implications. Nevertheless, the support provided is not considered sufficient. Therefore, support from the government is vital for the continuity and sustainability of the organization. Lastly, the organization suggest that one of the best ways to ensure the sustainability of the services for their beneficiaries is for the government to contract them on a long-term basis.</p>
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<p><b>Name of the organization</b></p>	<p><b>The Kosova Rehabilitation Centre for Torture Victims</b></p>
<p><b>Background information</b></p>	<p>The Kosova Rehabilitation Centre for Torture Victims (KRCT) is an independent, non-governmental and non-profit organization that was founded in 1999 with the mission to provide treatment and rehabilitation for Kosovar torture victims.</p> <p>The Kosova Rehabilitation Centre for Torture Victims (KRCT) was established as a response to the need for psycho-social support for torture and trauma survivors and systematic oppression exercised against the Kosovo civil population during the Kosovo war (1998-1999), which led to grave consequences in the field of mental health and psycho-social conditions of this population. KRCT continues to pursue its mission by helping survivors obtain justice, advocating with government, parliament, and international organizations on the need to respect the prohibition of torture, and working in partnership with like-minded organizations worldwide to eradicate torture. The number of personnel working on a full-time basis is 24, whereas the number of personnel working on a part-time basis is four. The average number of volunteers engaged in the organization for 2021 is two. The annual budget for the year 2021 was above 60,000 euro.</p>
<p><b>State funding for social services</b></p>	<p>The organization finances its services through funds from international donors, followed by funds from the national government. However, the organization's support is considered insufficient, given that it is considered not regular and insufficient to operate thoroughly. Nevertheless, they consider themselves financially stable. The support received from the government is not vital but would highly contribute to improving the quality of our services. However, the recommendation is that the government support them through long-term contracts where the government contracts us to provide specific services to the beneficiaries.</p>

<p><b>Name of the organization</b></p>	<p><b>Independent women's association "Hareja"</b></p>
<p><b>Background information</b></p>	<p>The organization provides social services, day and a half daycare for children and young people with special needs, and psychosocial treatments for victims of sexual violence, domestic violence, and school violence. The organization has more than 20 years of experience in the field. The average number of personnel working on a full-time basis is four, whereas the average number of personnel working on a part-time basis is 16. The number of volunteers engaged in the organization for 2021 is five. The annual budget for 2021 was above 60,000 euro.</p>

<b>State funding for social services</b>	<p>The organization finances its services through funds from international donors, the national government, and local government and funds from other economic activities (generated from the organization). The support from the government is considered insufficient. They receive funds from the Ministry of Finances, Labour, and Transfers for people with special needs, but it is not sufficient given that the number of children and youth who need services is high, and the engagement of the staff is high. The support received is through regular funds that the organization receives yearly, for ten months maximum. Although the support is regular, it is considered insufficient.</p> <p>The organization considered itself unsustainable, and it would be able to continue its service provision for approximately 3-6 months. The support from the government is vital for their sustainability. Therefore, they recommend that support from the government be through long-term institutional funds.</p>
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### Organizations that provide services to children and adults with special needs

<b>Name of the organization</b>	<b>Handikos Prishtinë</b>
<b>Background information</b>	<p>The scope of work for the organization is to achieve positive and lasting changes in the lives of people with disabilities through representation, protection of rights, and support. Specifically, the organization provides the following types of social services for children and adults with disabilities: (1) physical and psycho-social rehabilitation services; 2. services provided at home; (3) daycare services, (4) independent living services, (5) services for ancillary equipment. All of these are project-based only.</p> <p>The number of personnel working on a full-time basis is 23, whereas the number of personnel working on a part-time basis is five. The number of volunteers engaged is three. Their annual budget for the year 2021 was above 60,000 euro. Their sources of financing for the services are mainly international donors, government, and private donations (philanthropy). They currently receive support from the government (part of the open call issued by MLSW for licensed NGOs). However, the support provided is not sufficient.</p>
<b>State funding for social services</b>	<p>The organization finances its service provision through the funds from the central government, international donors, and funds from the local government. The organization reports that the support from the government is vital for their long-term sustainability and survival, given that international donors' interest in Kosovo has decreased in recent years, and they recommend that the government contracts them through long-term contracts, in which they deliver services for their beneficiaries.</p>

<b>Name of the organization</b>	<b>Handikos - Suharekë</b>
<b>Background information</b>	<p>The organization provides psycho-social services, physiotherapy, logopedics, and transportation for children with special needs. The total number of personnel working on a full-time basis is 8, whereas the total number of personnel working on a part-time basis is 1. The number of volunteers is one. Their annual budget for the year 2021 was above 60,000 euro.</p>
<b>State funding for social services</b>	<p>Their main sources of financing are funds from the central government, international donors, and local government. Although they receive funding from the government, they consider it insufficient to cover their beneficiaries' needs. They claim to be financially unstable and would be able to provide services for their beneficiaries not longer than 7-12 months. The support from the government is considered vital for their sustainability and survival and recommended that government support them through long-term contracts for service provision.</p>

<b>Name of the organization</b>	<b>Handikos - Gjakovë</b>
<b>Background information</b>	<p>The organization has been operational for more than 20 years. The organization provides support to people with disabilities, by advocating, lobbying, and providing community-based rehabilitation services to achieve equal rights. The organization focuses its work on five types of community-based social services, primary physical and psycho-social rehabilitation, daycare services, palliative care at home, provide skills for independent living services, and services for ancillary equipment</p> <p>The average number of personnel working on a full-time basis is eight, whereas the average number of personnel working on a part-time basis is 4. The number of volunteers engaged in 2021 was six. The annual budget for the year 2021 was above 60,000 euro.</p>
<b>State funding for social services</b>	<p>The organization finances its service provision through funds from the national government, international donors, local government funds, and local donors (NGOs and foundations). Currently, the organization receives support from the government. However, the support provided is considered insufficient by the organization, as it doesn't allow to provide services for all people with special needs who are members of the organization. The support they receive from the government is mainly through funds provided by the open public calls for NGOs provided by MLSW. The organization applies an open competitive process every year.</p> <p>Regarding financial sustainability, the organization doesn't consider itself sustainable, and they would be able to continue providing services for the beneficiaries for not longer than 7 to 12 months. Therefore, government support is considered vital to ensure an organization's sustainability and survival. The recommended modality for the government to support Handikos is through long-term contracts, which provide continuity of their service delivery.</p>

<b>Name of the organization</b>	<b>Handikos - Vushtrri</b>
<b>Background information</b>	<p>The scope of work for the organization is to achieve positive and lasting changes in the lives of people with disabilities through representation, protection of rights, and support. Specifically, the organization provides the following types of social services for children and adults with disabilities, physical and psycho-social rehabilitation services, and palliative care services. The organization has been operational since 2000. The average number of personnel working on a full-time basis is 4, no part-time personnel, and the average number of volunteers is 25. Their main sources of funding are funds from the national government, corporate donors (private sector), and local government.</p>
<b>State funding for social services</b>	<p>Currently, they are not receiving any support from the government, given that the yearly support ended in 2021, and they need to apply for the new funds in 2022. The organization considers itself financially unstable. Therefore, the support received from the government is vital to the organization's long-term sustainability, and the recommended modality is through long-term contracts, which enable the organization to provide continuous and regular services for its beneficiaries.</p>

<b>Name of the organization</b>	<b>Handikos - Ferizaj</b>
<b>Background information</b>	The organization provides community-based services for adults and children with special needs. They have been operational since 2000. The average number of personnel working on a full-time basis is 8, whereas the average number of personnel working on a part-time basis is 2. The number of volunteers engaged in the organization for 2021 was three. The annual budget of the organization is between 26,000 to 40,000 euro.
<b>State funding for social services</b>	The organization secures its finances through funds from the national government, local government, and international donors. Currently, they receive funds from the government. However, the support is mainly through short-term projects, in which they have to apply in an open competitive process. The local government supports them with free rent space.  Regarding the organization's sustainability, they consider themselves to be financially unsustainable and consider that they would be able to provide services for their beneficiaries in a maximum of one to two years. Therefore, government support is vital for their survival. In contrast, the best modality they propose for the government to ensure sustainability is through long-term contracts. The government contracts them to provide ongoing services for their beneficiaries.

<b>Name of the organization</b>	<b>Handikos - Malishevë</b>
<b>Background information</b>	The organization provides social services to people with special needs. They have 20 years of experience in the field. The average number of personnel working on a full-time basis is 5, whereas the average number of personnel working on a part-time basis is 2. The number of volunteers engaged in the year 2021 was 20. The annual budget for 2021 was between 26,000 to 40,000 euro.
<b>State funding for social services</b>	Their main sources of funding come from international donors and local government. Currently, they do not receive any funds from the central government. The organization doesn't consider itself sustainable, and the most extended period they could survive, considering the current funds, is between 3 to 6 months. Therefore, the support from the government is vital, and they recommend that this should be regulated through long-term contracts.

<b>Name of the organization</b>	<b>Handikos - Drenas</b>
<b>Background information</b>	The organization provides social and daycare services for people with disabilities, children, and adults at the local level. They have been operational since 2000. The average number of personnel working on a full-time basis is 7, whereas the average number of personnel working on a part-time basis is 2. The number of volunteers engaged in 2021 was four. The organization's annual budget was between 41,000 to 60,000 euro.
<b>State funding for social services</b>	Their main sources of finances come from international donors, central government, and local government. Currently, the report has no support from the government. They claim to be financially unstable. Therefore, the support from the government is considered vital, where they will be contracted through long-term projects.

<b>Name of the organization</b>	<b>Handikos - Pejë</b>
<b>Background information</b>	The organization provides physiotherapy, psychotherapy (in the center and at home), home health services, provision and use of orthopedic devices, advocacy, and lobbying for the rights of persons with special needs. They have been operational for approximately 20 years. The average number of personnel working on a full-time basis is six, whereas the average number of personnel working on a part-time basis is three. The number of volunteers engaged in 2021 was three. Their annual budget for 2021 was between 26,000 to 40,000 euro.
<b>State funding for social services</b>	The organization finances its service provision through funds from the central government, international donors, and local government. They currently receive funds from the government, which they consider to be sufficient. However, they consider needing additional support to ensure sustainability in the long term. Currently, they have funds to provide services to their beneficiaries only for 7 to 12 months. Therefore, government support is considered vital. The support they envisage for their organization, in the long run, is through long-term contracts, in which the government contracts them to provide specific and ongoing services to their beneficiaries.

<b>Name of the organization</b>	<b>Center for Independent Living - Pejë</b>
<b>Background information</b>	The Kosovo Center for Self-Support (NCCP) has been operational since 2005, where they have implemented various projects in support of people in need. The purpose of the NFCC has been personal empowerment and support for vulnerable groups. The organization provides full-day stays for people with mental disabilities and services. The average number of personnel working on a full-time basis is nine, whereas the number of personnel working on a part-time basis is one. The number of volunteers engaged for the organization is five. The organization's annual budget is above 60,000 euro.
<b>State funding for social services</b>	The organization finances its services through international donors, national government, and local government. The support they receive from the government is regular. However, it is considered insufficient. Government funding is considered vital for the long-term sustainability of the organization.

<b>Name of the organization</b>	<b>Center for Independent Living - Pejë</b>
<b>Background information</b>	The Kosovo Center for Self-Support (NCCP) has been operational since 2005, where they have implemented various projects in support of people in need. The purpose of the NFCC has been personal empowerment and support for vulnerable groups. The organization provides full-day stays for people with mental disabilities and services. The average number of personnel working on a full-time basis is nine, whereas the number of personnel working on a part-time basis is one. The number of volunteers engaged for the organization is five. The organization's annual budget is above 60,000 euro.
<b>State funding for social services</b>	The organization finances its services through international donors, national government, and local government. The support they receive from the government is regular. However, it is considered insufficient. Government funding is considered vital for the long-term sustainability of the organization.



<b>Name of the organization</b>	<b>Kosovo Association of the Blind</b>
<b>Background information</b>	<p>The organization provides psycho-social services, literacy skills, and informational technology, committed to protecting, representing, and affirming the interests and rights of blind citizens regardless of age, gender, ethnicity, and religion.</p> <p>Under the Law on the Blind, the organization recognizes the right to represent the blind and provide services to the blind. Therefore, through the Service Delivery Center, the organization provides quality and specific services for the blind. At the same time, cooperation with relevant institutions contributes to realizing the rights and benefits set out in the law on the blind. Association of the Blind of Kosovo cooperates with sister organizations, public institutions, and other stakeholders to achieve satisfactory results, being in coordination and compliance with the approved bodies and policies. The number of personnel working on a full-time basis is seven, whereas the number of volunteers engaged in the organization for 2021 was 20. The annual budget of the organization for 2021 was above 60,000 euro.</p>
<b>State funding for social services</b>	<p>The organization finances its service provision through funds from international donors, funds from the national government, and the local government. They currently receive funds from the government; however, the support received is considered insufficient, given that it doesn't provide financial support for the services in long-term form but through grants. The grants are short-term, in which the organization has to apply in an open competitive process. It is continuous support through grants that we have on a yearly basis. Therefore, the support received from the government is vital for the long-term survival and sustainability of the organization. They recommend that the government support them through long-term contracts where the government provides specific services for their beneficiaries.</p>

<b>Name of the organization</b>	<b>Center for counseling and rehabilitation of children with disabilities "Floriani"</b>
<b>Background information</b>	<p>The organization provides the following services: Physiotherapeutic treatment and education, prevention of orthopedic deformities, educational, developmental psychosocial activities, and stimulation activities related to self-nutrition, self-dressing and personal hygiene, and trainings. The average number of personnel working on a full-time basis is four, whereas the average number of personnel working on a part-time basis is one. The average number of volunteers engaged in the organization is two. The annual budget of the organization is between 26,000 to 40,000 euro.</p>
<b>State funding for social services</b>	<p>The organization finances its services through funds from international donors and funds from the national government. From the local government, they receive support for electricity. They are highly dependent on international donors, such as Diakonie – Wurttemberg, and projects supported by MLSW.</p>

Name of the organization	Association Down Syndrome Kosova
<b>Background information</b>	<p>The organization is established in March 2007. The association was founded by the parents of individuals with Down syndrome. The association's mission is to raise the dignity of individuals with Down syndrome and their families, advocating and lobbying for rights and respect for these rights, for improving the quality of life and full inclusion in society for individuals with Down syndrome.</p> <p>The average number of personnel working on a full-time basis is 13, whereas the average number of personnel working on a part-time basis is 31. The number of volunteers engaged in the organization is 10. The annual budget for the organization for 2021 was above 60,000 euro.</p>
<b>State funding for social services</b>	<p>The organization receives support mainly from the central government, funds from international donors and local government. Government support is critical in financing support for therapeutic-social services provided by the association to members. In this regard, they recommend that the government establishes a system through which they create financial sustainability for services. Services should not be funded through calls open to project proposals, establishing a system for services to be continuously funded, and monitoring the NGOs that provide these services. The government should ensure that the services offered within NGOs are professional and adequate service to specific groups.</p>

Name of the organization	Day Care Center - PEMA
<b>Background information</b>	<p>Is a non-governmental organization works on developing and advancing community-based social services for children with disabilities and children from other vulnerable categories and their families. The organization has established and developed four specialized daycare centers in four municipalities of Kosovo (Prizren, Peja, Ferizaj, and Gjilan).</p> <p>Specifically the organization provides: Psychosocial/rehabilitation and counseling services for children with disabilities and children from other vulnerable categories through Day Care Centers; Psychological counseling for parents/guardians of children in need; Awareness and empowerment of parents to advocate and lobby for children's rights; Monitoring the implementation of national laws and policies for children; Awareness and mobilization of relevant state authorities at the local and national level, sensitization of service providers and other actors on issues of protection and rights of children; Raising awareness among the general public on child protection issues without distinction; Increasing the participation of children and all groups most exposed to the violation of children's rights.</p> <p>The number of personnel working on a full-time basis is 31, whereas the number of personnel working on a part-time basis is three. The number of volunteers engaged in the organization is 25. The annual budget for the organization for 2021 was above 60,000 euro.</p>
<b>State funding for social services</b>	<p>The organization's main sources for service provision are funds from international donors, national government, local government, and through funds from corporate donors (private sector). Currently, they receive funds from the government; however, this is not considered sufficient, given that it doesn't cover all programs and services by PEMA. Therefore, government support is vital for their sustainability and survival.</p>

## ANNEX III – Profile of the organizations that contribute to volunteering

Name of the organization	MIA bags handcrafted
<b>Background information</b>	The organization works in Kacanik. They have started to work in 2020. The average number of personnel working on a full-time basis is two, whereas the average number of personnel working on a part-time basis is two.
<b>Finances</b>	The annual budget of the organization in 2021 was less than 10,000 euro. The main source of funding for the organization is international donors. They consider themselves financially sustainable.
<b>Contribution to volunteering</b>	N/A
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	N/A

Name of the organization	ACCESS
<b>Background information</b>	The organization works in Vushtrri. ACCESS is committed to ensuring equal access for Kosovo's youth, strengthening their role in policy-making, and socio-economic empowerment, enhancing cooperation between local, regional, and international youth, and empowering them to make a difference in communities. The organization's targets are youth (from rural areas, minority communities, and young people with low levels of education) and culture (digitization and promotion of tangible and intangible cultural heritage). They describe themselves as a Community-based organization. They have been operational since 2004. The average number of personnel working on a full-time basis is 3, whereas the average number of personnel working on a part-time basis is 2. The number of volunteers is 11.
<b>Finances</b>	The organization's annual budget in 2021 was somewhere between 10,000-25,000. The main source of funding for the organization is international donors (EU, OSCE, Friedrich Ebert Stiftung) and the central government (Ministry of Culture, Youth and Sports). They do not consider themselves financially sustainable.
<b>Contribution to volunteering</b>	In the last three years, their organization has contributed to the workshops for drafting the draft concept for volunteerism-inclusion of the perspective of young volunteers', organized by the organization LENS and the Office for Good Governance. This draft paved the way for the drafting of a law on volunteering.
<b>List of recent publications in the field</b>	They have continuously promoted the administrative instruction for volunteer work, as well as the platform for registration of volunteers <a href="https://kosovovolunteers.org/">https://kosovovolunteers.org/</a>

<b>How they see their contribution in the future</b>	They will contribute to creating the legal infrastructure in the field of volunteering and continue to promote volunteering as a very important alternative that promotes active citizenship and improves life in the community.
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<b>Name of the organization</b>	<b>Mitrovica Local Youth Action Council</b>
<b>Background information</b>	The organization works in Mitrovica. Its target is young people from the ages of 15-25. They describe themselves as a local organization whose primary purpose is advisory. They have been operational since 2009. The number of personnel working on a full-time basis is one whereas the number of personnel working on a part-time basis is two. Meanwhile, the number of volunteers is between 30-40.
<b>Finances</b>	The annual budget of the organization in 2021 was under 10,000. The main source of funding for the organization is Mitrovica Municipality  They do not consider themselves financially sustainable.
<b>Contribution to volunteering</b>	In the last three years, their organization has contributed to organizing seminars and capacity-building related to volunteering.
<b>List of recent publications in the field</b>	No recent publications!
<b>How they see their contribution in the future</b>	They see their contribution in the future as being very important.

<b>Name of the organization</b>	<b>Vision 02</b>
<b>Background information</b>	The headquarters of the NON-GO is in Istog, Klinë, and Peja. Vision 02 is committed to developing communities, promoting democratic practice and civil society, preparing for the return and integration process for displaced families, promoting gender equality, and strengthening youth activities such as health, culture, sports, and education. Its target is all communities regardless of ethnicity, age, or gender. They would describe themselves as a community-based organization. They have been operational since 2002. The average number of personnel working on a full-time basis is 5, whereas the average number of personnel working on a part-time basis is 7. The number of volunteers is 27.
<b>Finances</b>	The annual budget of the organization in 2021 was under 10,000. The main source of funding for the organization is only the grants they apply for and the volunteering work. They do not know if they will be financially stable in the next 3-5 years.
<b>Contribution to volunteering</b>	They have not contributed in the last three years.
<b>List of recent publications in the field</b>	No recent publications.
<b>How they see their contribution in the future</b>	N/A

<b>Name of the organization</b>	<b>Vitia Local Youth Action Council</b>
<b>Background information</b>	The organization works in Viti. Its mission is to increase youth mobilization and progress. They are a community organization with a primary focus on young people aged 15-24. They have been working in the volunteering field for nine years. They do not have personnel working full-time; however, the number of personnel working part-time is 20.
<b>Finances</b>	The annual budget of the organization in 2021 was under 10,000. The main source of funding for the organization was the municipality. They do not consider themselves financially sustainable.
<b>Contribution to volunteering</b>	N/A
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	N/A

<b>Name of the organization</b>	<b>AVOKO</b>
<b>Background information</b>	The organization works in Dragash and is committed to capacity building and advocacy, and its main target is young people. They are a local organization working for about 15 years in this field. The number of personnel working full-time is four, whereas the number of personnel working part-time is one. The number of volunteers is 30.
<b>Finances</b>	The annual budget of the organization in 2021 was 26,000-40,000. The main source of funding for the organization is USAID and the Ministry of Culture, Youth and Sport. They do not know if they will be financially stable in the 3 to 5 years.
<b>Contribution to volunteering</b>	N/A
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	Continuing working on volunteerism.

<b>Name of the organization</b>	<b>Activism Roots</b>
<b>Background information</b>	The organization works in Gjakova. The organization's mission is to promote active citizenship, and its focus mainly concerns the youth of ages 15-29. They describe themselves as a community-based organization. For four years and a half, they worked as founders with the staff, but they have been working as an organization for a little over a year. The number of personnel working full-time is three, whereas the number working part-time is one. The number of volunteers is 24.
<b>Finances</b>	The annual budget of the organization in 2021 was under 10,000 euro. The main source of funding for the organization is international funding (USAID) and the central government (Ministry of Youth, Culture, and Sports).

<b>Contribution to volunteering</b>	In the last three years, their organization has been working continuously with other organizations and partners to implement the guideline for volunteering and its change. They are also working on creating regulations for the municipality of Gjakova for volunteering.
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	The promotion and development of volunteerism is an important component in their organization's plan, and through their programs, they will contribute to this area. Also, mentoring young people to implement the guideline by applying them on the Volunteer platform.

<b>Name of the organization</b>	<b>Bonevet Foundation Gjakove</b>
<b>Background information</b>	The organization works in Gjakova. The organization's mission is to promote volunteering and provide non-formal education among youth. It is a local organization with a focus on children and young people. They have been working in this field for eight years. The number of personnel working full-time is ten, whereas the number of personnel working part-time is also ten. The current number of volunteers is four.
<b>Finances</b>	The annual budget of the organization in 2021 was above 60,000 euro. The main source of funding for the organization was their own source revenues, grants and donations from foreign organizations/missions, and sponsorships from local organizations/businesses. They consider themselves financially sustainable.
<b>Contribution to volunteering</b>	N/A
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	Volunteering is a cross-cutting goal of this organization's services. Through education, young people are stimulated to be active in the community, and through projects, they are encouraged to solve community problems voluntarily. Their involvement in non-formal education and youth events is also voluntary to stimulate this engagement.

<b>Name of the organization</b>	<b>Youth Association for Human Rights</b>
<b>Background information</b>	The organization works in Lipjan, Shtime, Fushe-Kosove, and Ferizaj. The organization's mission is to contribute to the democratization of local institutions. They have been operational for 20 years now. The number of personnel working full-time is five, whereas the number of personnel working part-time is 15. The number of active volunteers is 78.
<b>Finances</b>	The annual budget of the organization in 2021 was between 26,000-40,000. The main source of funding for the organization is international donors. They do not consider themselves financially sustainable for the next 3-5 years.
<b>Contribution to volunteering</b>	In the last three years, their organization has contributed to volunteering on a local level.

<b>List of recent publications in the field</b>	Monitoring reports of local institutions every six months, analysis of the gender composition of local institutions in Lipjan, etc.
<b>How they see their contribution in the future</b>	They will be working on promoting volunteerism to the 14-24 age group under the youth program.

<b>Name of the organization</b>	<b>Local Youth Action Council, Gjakove</b>
<b>Background information</b>	The organization works in Gjakova and is committed to youth, focusing mainly on the ages of 15-24. They are a local organization working in this for six years. The number of personnel working full-time is three, whereas the number of volunteers is 30.
<b>Finances</b>	The annual budget of the organization in 2021 was between 10,000-25,000 euro. They do not know if they will be financially stable in the next 3-5 years.
<b>Contribution to volunteering</b>	Yes
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	The development of youth in many aspects.

<b>Name of the organization</b>	<b>Youth Passion</b>
<b>Background information</b>	The organization works in Vushtrri and is committed to art, culture, and sport. They describe themselves as a national organization, and it has been active since 2002. The number of personnel working full-time is two, whereas the number of personnel working part-time is 12. The number of volunteers is 15.
<b>Finances</b>	The annual budget of the organization in 2021 was under 10,000. The main source of funding for the organization is the realization of shows, documentaries, and sports activities. They consider themselves financially sustainable.
<b>Contribution to volunteering</b>	N/A
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	Continue to work with youth.

<b>Name of the organization</b>	<b>EARTH</b>
<b>Background information</b>	The headquarters of the NON-GO is 15-20 municipalities in Kosovo, but its main headquarters is in Prishtina. It serves in education, volunteerism, and international exchanges. It works with adolescents, students, and teachers. They are a national organization working for about seven years in this field. The number of personnel working full-time is 14, whereas the number of personnel working part-time is two. The number of volunteers activated by this organization is above 1000.
<b>Finances</b>	The annual budget of the organization in 2021 was above 60,000. The main funding source is international donors (EU, SIDA, SDC). They consider themselves financially sustainable in the next 3-5 years.
<b>Contribution to volunteering</b>	Yes
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	In public policies related on volunteering.

<b>Name of the organization</b>	<b>Kosovar Youth Council – KYC</b>
<b>Background information</b>	The organization operates in 30 municipalities, while its headquarters are in Prishtina. KYC is committed to 1) Education (Pre-university education; Kosovo Student Council, etc.); 2) Youth activism (activities for youth activation); and 3) Youth development (activities for capacity building of young people, etc.). Its targets are girls and boys and young men and women from different municipalities and nationalities. It is a national organization working in this field for about 23 years. The number of personnel working full-time is five, whereas the number of personnel working part-time is two. The actual number of volunteers is around 500-700.
<b>Finances</b>	The annual budget of the organization in 2021 was between 41,000-60,000. The main funding source for this organization is international organizations (Schuler Helfen Leben, Canada Fund for Local Initiatives) and national organizations (ODK - Open Data Kosovo). They consider themselves financially unsustainable in the next 3-5 years.
<b>Contribution to volunteering</b>	Yes, they have commented on the initiatives for legal changes, shared their experiences from field work on volunteering, the problems identified in volunteering, etc.
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	KYC's contribution in the field of volunteering is significant, mainly in the area of providing voluntary work for young people.



Name of the organization	Peer Educators Network
Background information	PEN is a national organization working at Kosowide. They have been operational since 2008. The number of personnel working on a full-time basis is 22, whereas the number of personnel working on a part-time basis is 13. The PEN platform counts more than 4,000 volunteers from all municipalities.
Finances	The annual budget of the organization in 2021 was above 60,000 euro. The main funding source for this organization is an international organization). They consider themselves financially sustainable in the next 3-5 years.
Contribution to volunteering	They have commented on the initiatives for legal changes, shared their experiences from field work in the volunteering.
List of recent publications in the field	<a href="http://ngo-pen.com/">http://ngo-pen.com/</a>
How they see their contribution in the future	PEN will focus on non-formal education to strengthen the volunteerism among young people.

Name of the organization	Germin
Background information	Germin is a national organization aiming to connect the diaspora with Kosovo through programs that mainly deal with the integration of the diaspora in the homeland, both with investments and with their professional engagement. They have been operational since 2014. The number of personnel working on a full-time basis is 10, whereas the number of personnel working on a part-time basis is three.
Finances	The annual budget of the organization in 2021 was above 60,000 euro. The main funding source for this organization is an international organization. They consider themselves financially sustainable in the next 3-5 years.
Contribution to volunteering	The vote of the diaspora, the change in the voting method, i.e., from voting by mail to physical voting in consulates, etc. Engagement of professionals from the diaspora.
List of recent publications in the field	<a href="https://germin.org/#publicationsID">https://germin.org/#publicationsID</a>
How they see their contribution in the future	Very impactful, thus creating a connection between volunteers from the diaspora and volunteers within the country, where together they are and will positively influence the various initiatives for changes within the country.

Name of the organization	Youth Center Drenas
Background information	The organization works in Drenas. The organization works on education, employment, and civic activism. The organization provides training, mentoring, lectures, and recreational activities. They have been operational since 2003. One staff works on a full-time basis, whereas the number of personnel working on a part-time basis is two. The number of volunteers engaged is 30.

<b>Finances</b>	The organization's annual budget in 2021 was between 10,000 – 25 000. The main funding source for this organization is the Ministry of Youth, Culture, and Sports. They consider themselves financially unsustainable in the next 3-5 years.
<b>Contribution to volunteering</b>	As part of the Civil Society Council for cooperation with the government, the organization advocated and provided advice to the government in relation to the development of volunteering.
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	N/A

<b>Name of the organization</b>	<b>Youth Center in Skenderaj</b>
<b>Background information</b>	The organization works in Skenderaj and has been working for 12 years now. The number of personnel working on a full-time basis is two, and the same is the number of personnel working on a part-time basis. They have more than 100 volunteers engaged.
<b>Finances</b>	The annual budget of the organization in 2021 was less than 10,000 euro. The main funding source for this organization is the Ministry of Youth, Culture and Sports. They consider themselves financially unsustainable in the next 3-5 years.
<b>Contribution to volunteering</b>	We have organized various meetings with different actors with a special focus on volunteering, and we have also promoted it in various creative ways since a large part of our work is based on volunteering.
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	Continue working with youth.

<b>Name of the organization</b>	<b>GYEK</b>
<b>Background information</b>	The organization works in Prishtina and has been operational since 2016. The number of personnel working on a full-time basis is two, and the same is the number of personnel working on a part-time basis. The organization has approximately 20 volunteers engaged.
<b>Finances</b>	The organization's annual budget in 2021 was between 41,000 and 60,000 Euro. The main funding source for this organization is the Ministry of Youth, Culture, and Sports, EU Office. They consider themselves financially sustainable in the next 3-5 years.
<b>Contribution to volunteering</b>	N/A
<b>List of recent publications in the field</b>	N/A
<b>How they see their contribution in the future</b>	N/A

Name of the organization	Leds
Background information	The organization works in Malisheva and has been operational since 2017. The number of personnel working on a full-time basis is three, and the same is the number of personnel working on a part-time basis. They have approximately nine volunteers engaged.
Finances	The annual budget of the organization in 2021 was less than 10,000 Euro. The main funding source for this organization is the Ministry of Youth, Culture, and Sports, EU Office. They consider themselves financially sustainable in the next 3-5 years.
Contribution to volunteering	N/A
List of recent publications in the field	N/A
How they see their contribution in the future	N/A

### Organizations that provide services to children and adults with special needs

Name of the organization	Handikos Prishtinë
Background information	The scope of work for the organization is to achieve positive and lasting changes in the lives of people with disabilities through representation, protection of rights, and support. Specifically, the organization provides the following types of social services for children and adults with disabilities: (1) physical and psycho-social rehabilitation services; 2. services provided at home; (3) daycare services, (4) independent living services, (5) services for ancillary equipment. All of these are project-based only. The number of personnel working on a full-time basis is 23, whereas the number of personnel working on a part-time basis is five. The number of volunteers engaged is three. Their annual budget for the year 2021 was above 60,000 euro. Their sources of financing for the services are mainly international donors, government, and private donations (philanthropy). They currently receive support from the government (part of the open call issued by MLSW for licensed NGOs). However, the support provided is not sufficient.
State funding for social services	The organization finances its service provision through the funds from the central government, international donors, and funds from the local government. The organization reports that the support from the government is vital for their long-term sustainability and survival, given that international donors' interest in Kosovo has decreased in recent years, and they recommend that the government contracts them through long-term contracts, in which they deliver services for their beneficiaries.

Name of the organization	Handikos - Suharekë
Background information	The organization provides psycho-social services, physiotherapy, logopedics, and transportation for children with special needs. The total number of personnel working on a full-time basis is 8, whereas the total number of personnel working on a part-time basis is 1. The number of volunteers is one. Their annual budget for the year 2021 was above 60,000 euro.

<b>State funding for social services</b>	Their main sources of financing are funds from the central government, international donors, and local government. Although they receive funding from the government, they consider it insufficient to cover their beneficiaries' needs. They claim to be financially unstable and would be able to provide services for their beneficiaries not longer than 7-12 months. The support from the government is considered vital for their sustainability and survival and recommended that government support them through long-term contracts for service provision.
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<b>Name of the organization</b>	<b>Handikos Gjakovë</b>
<b>Background information</b>	The organization has been operational for more than 20 years. The organization provides support to people with disabilities, by advocating, lobbying, and providing community-based rehabilitation services to achieve equal rights. The organization focuses its work on five types of community-based social services, primary physical and psycho-social rehabilitation, daycare services, palliative care at home, provide skills for independent living services, and services for ancillary equipment The average number of personnel working on a full-time basis is eight, whereas the average number of personnel working on a part-time basis is 4. The number of volunteers engaged in 2021 was six. The annual budget for the year 2021 was above 60,000 euro.
<b>State funding for social services</b>	The organization finances its service provision through funds from the national government, international donors, local government funds, and local donors (NGOs and foundations). Currently, the organization receives support from the government. However, the support provided is considered insufficient by the organization, as it doesn't allow to provide services for all people with special needs who are members of the organization. The support they receive from the government is mainly through funds provided by the open public calls for NGOs provided by MLSW. The organization applies an open competitive process every year. Regarding financial sustainability, the organization doesn't consider itself sustainable, and they would be able to continue providing services for the beneficiaries for not longer than 7 to 12 months. Therefore, government support is considered vital to ensure an organization's sustainability and survival. The recommended modality for the government to support Handikos is through long-term contracts, which provide continuity of their service delivery.

<b>Name of the organization</b>	<b>Handikos Vushtrri</b>
<b>Background information</b>	The scope of work for the organization is to achieve positive and lasting changes in the lives of people with disabilities through representation, protection of rights, and support. Specifically, the organization provides the following types of social services for children and adults with disabilities, physical and psycho-social rehabilitation services, and palliative care services. The organization has been operational since 2000. The average number of personnel working on a full-time basis is 4, no part-time personnel, and the average number of volunteers is 25. Their main sources of funding are funds from the national government, corporate donors (private sector), and local government.

<b>State funding for social services</b>	Currently, they are not receiving any support from the government, given that the yearly support ended in 2021, and they need to apply for the new funds in 2022. The organization considers itself financially unstable. Therefore, the support received from the government is vital to the organization's long-term sustainability, and the recommended modality is through long-term contracts, which enable the organization to provide continuous and regular services for its beneficiaries.
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<b>Name of the organization</b>	<b>Handikos Ferizaj</b>
<b>Background information</b>	The organization provides community-based services for adults and children with special needs. They have been operational since 2000. The average number of personnel working on a full-time basis is 8, whereas the average number of personnel working on a part-time basis is 2. The number of volunteers engaged in the organization for 2021 was three. The annual budget of the organization is between 26,000 to 40,000 euro.
<b>State funding for social services</b>	The organization secures its finances through funds from the national government, local government, and international donors. Currently, they receive funds from the government. However, the support is mainly through short-term projects, in which they have to apply in an open competitive process. The local government supports them with free rent space. Regarding the organization's sustainability, they consider themselves to be financially unsustainable and consider that they would be able to provide services for their beneficiaries in a maximum of one to two years. Therefore, government support is vital for their survival. In contrast, the best modality they propose for the government to ensure sustainability is through long-term contracts. The government contracts them to provide ongoing services for their beneficiaries.

<b>Name of the organization</b>	<b>Handikos Malishevë</b>
<b>Background information</b>	The organization provides social services to people with special needs. They have 20 years of experience in the field. The average number of personnel working on a full-time basis is 5, whereas the average number of personnel working on a part-time basis is 2. The number of volunteers engaged in the year 2021 was 20. The annual budget for 2021 was between 26,000 to 40,000 euro.
<b>State funding for social services</b>	Their main sources of funding come from international donors and local government. Currently, they do not receive any funds from the central government. The organization doesn't consider itself sustainable, and the most extended period they could survive, considering the current funds, is between 3 to 6 months. Therefore, the support from the government is vital, and they recommend that this should be regulated through long-term contracts.

<b>Name of the organization</b>	<b>Handikos Drenas</b>
<b>Background information</b>	The organization provides social and daycare services for people with disabilities, children, and adults at the local level. They have been operational since 2000. The average number of personnel working on a full-time basis is 7, whereas the average number of personnel working on a part-time basis is 2. The number of volunteers engaged in 2021 was four. The organization's annual budget was between 41,000 to 60,000 euro.

<b>State funding for social services</b>	Their main sources of finances come from international donors, central government, and local government. Currently, the report has no support from the government. They claim to be financially unstable. Therefore, the support from the government is considered vital, where they will be contracted through long-term projects.
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<b>Name of the organization</b>	<b>Handikos Pejë</b>
<b>Background information</b>	The organization provides physiotherapy, psychotherapy (in the center and at home), home health services, provision and use of orthopedic devices, advocacy, and lobbying for the rights of persons with special needs. They have been operational for approximately 20 years. The average number of personnel working on a full-time basis is six, whereas the average number of personnel working on a part-time basis is three. The number of volunteers engaged in 2021 was three. Their annual budget for 2021 was between 26,000 to 40,000 euro.
<b>State funding for social services</b>	The organization finances its service provision through funds from the central government, international donors, and local government. They currently receive funds from the government, which they consider to be sufficient. However, they consider needing additional support to ensure sustainability in the long term. Currently, they have funds to provide services to their beneficiaries only for 7 to 12 months. Therefore, government support is considered vital. The support they envisage for their organization, in the long run, is through long-term contracts, in which the government contracts them to provide specific and ongoing services to their beneficiaries.

<b>Name of the organization</b>	<b>Center for Independent Living - Pejë</b>
<b>Background information</b>	The Kosovo Center for Self-Support (NCCP) has been operational since 2005, where they have implemented various projects in support of people in need. The purpose of the NFCC has been personal empowerment and support for vulnerable groups. The organization provides full-day stays for people with mental disabilities and services. The average number of personnel working on a full-time basis is nine, whereas the number of personnel working on a part-time basis is one. The number of volunteers engaged for the organization is five. The organization's annual budget is above 60,000 euro.
<b>State funding for social services</b>	The organization finances its services through international donors, national government, and local government. The support they receive from the government is regular. However, it is considered insufficient. Government funding is considered vital for the long-term sustainability of the organization.

<b>Name of the organization</b>	<b>Kosovo Association of the Blind</b>
<b>Background information</b>	<p>The organization provides psycho-social services, literacy skills, and informational technology, committed to protecting, representing, and affirming the interests and rights of blind citizens regardless of age, gender, ethnicity, and religion.</p> <p>Under the Law on the Blind, the organization recognizes the right to represent the blind and provide services to the blind. Therefore, through the Service Delivery Center, the organization provides quality and specific services for the blind. At the same time, cooperation with relevant institutions contributes to realizing the rights and benefits set out in the law on the blind. Association of the Blind of Kosovo cooperates with sister organizations, public institutions, and other stakeholders to achieve satisfactory results, being in coordination and compliance with the approved bodies and policies. The number of personnel working on a full-time basis is seven, whereas the number of volunteers engaged in the organization for 2021 was 20. The annual budget of the organization for 2021 was above 60,000 euro.</p>
<b>State funding for social services</b>	<p>The organization finances its service provision through funds from international donors, funds from the national government, and the local government. They currently receive funds from the government; however, the support received is considered insufficient, given that it doesn't provide financial support for the services in long-term form but through grants. The grants are short-term, in which the organization has to apply in an open competitive process. It is continuous support through grants that we have on a yearly basis. Therefore, the support received from the government is vital for the long-term survival and sustainability of the organization. They recommend that the government support them through long-term contracts where the government provides specific services for their beneficiaries.</p>

<b>Name of the organization</b>	<b>Center for counseling and rehabilitation of children with disabilities "Floriani"</b>
<b>Background information</b>	<p>The organization provides the following services: Physiotherapeutic treatment and education, prevention of orthopedic deformities, educational, developmental psychosocial activities, and stimulation activities related to self-nutrition, self-dressing and personal hygiene, and trainings. The average number of personnel working on a full-time basis is four, whereas the average number of personnel working on a part-time basis is one. The average number of volunteers engaged in the organization is two. The annual budget of the organization is between 26,000 to 40,000 euro.</p>
<b>State funding for social services</b>	<p>The organization finances its services through funds from international donors and funds from the national government. From the local government, they receive support for electricity. They are highly dependent on international donors, such as Diakonie – Wurttemberg, and projects supported by MLSW.</p>

Name of the organization	Association Down Syndrome Kosova
<b>Background information</b>	<p>The organization is established in March 2007. The association was founded by the parents of individuals with Down syndrome. The association's mission is to raise the dignity of individuals with Down syndrome and their families, advocating and lobbying for rights and respect for these rights, for improving the quality of life and full inclusion in society for individuals with Down syndrome.</p> <p>The average number of personnel working on a full-time basis is 13, whereas the average number of personnel working on a part-time basis is 31. The number of volunteers engaged in the organization is 10. The annual budget for the organization for 2021 was above 60,000 euro.</p>
<b>State funding for social services</b>	<p>The organization receives support mainly from the central government, funds from international donors and local government. Government support is critical in financing support for therapeutic-social services provided by the association to members. In this regard, they recommend that the government establishes a system through which they create financial sustainability for services. Services should not be funded through calls open to project proposals, establishing a system for services to be continuously funded, and monitoring the NGOs that provide these services. The government should ensure that the services offered within NGOs are professional and adequate service to specific groups.</p>

Name of the organization	Day Care Center - PEMA
<b>Background information</b>	<p>Is a non-governmental organization works on developing and advancing community-based social services for children with disabilities and children from other vulnerable categories and their families. The organization has established and developed four specialized daycare centers in four municipalities of Kosovo (Prizren, Peja, Ferizaj, and Gjilan). Specifically the organization provides: Psychosocial/rehabilitation and counseling services for children with disabilities and children from other vulnerable categories through Day Care Centers; Psychological counseling for parents/guardians of children in need; Awareness and empowerment of parents to advocate and lobby for children's rights; Monitoring the implementation of national laws and policies for children; Awareness and mobilization of relevant state authorities at the local and national level, sensitization of service providers and other actors on issues of protection and rights of children; Raising awareness among the general public on child protection issues without distinction; Increasing the participation of children and all groups most exposed to the violation of children's rights.</p> <p>The number of personnel working on a full-time basis is 31, whereas the number of personnel working on a part-time basis is three. The number of volunteers engaged in the organization is 25. The annual budget for the organization for 2021 was above 60,000 euro.</p>
<b>State funding for social services</b>	<p>The organization's main sources for service provision are funds from international donors, national government, local government, and through funds from corporate donors (private sector). Currently, they receive funds from the government; however, this is not considered sufficient, given that it doesn't cover all programs and services by PEMA. Therefore, government support is vital for their sustainability and survival.</p>



## Organizations that provide services mainly to Roma, Ashkali, and Egyptian communities

Name of the organization	Balkan Sunflowes
<b>Background information</b>	<p>Balkan Sunflowers (BSFK) is a local NGO founded in 2007, inheriting its vision and mission from Balkan Sunflowers International, which has operated in Kosovo since 1999. BSFK has focused its work primarily on the areas of education and on issues pertaining to Roma, Ashkali, and the Egyptian people in Kosovo.</p> <p>BSFK operates five learning centers in 4 municipalities in Kosovo. Through these learning centers, BSFK serves approximately 500 children per day. In addition to the learning centers, BSKF has programs that aim to increase the inclusion and participation of Roma, Ashkali, and Egyptian people in education and civic life in Kosovo. The scope of work is the protection of human rights; the social, emotional, and intellectual development of all people in Kosovo; and the promotion of community empowerment - through developing and implementing programs for education, research, advocacy, arts, culture, and other humane activities. The average number of personnel working on a full-time basis is 30, whereas the average number of personnel working on a part-time basis is 15. The number of volunteers engaged during 2021 is 40. The organization's annual budget is over 60,000 euro.</p>
<b>State funding for social services</b>	<p>The organization finances its services through funds from international donors, the national government, and funds from local government. The support received is not sufficient. The organization currently receives institutional grants through specific grants for learning centers registered through Ministry of Education. The support is ad-hoc, mainly through small projects, in which the organization has to apply in an open competitive process. Government support is vital for the sustainability and survival of the organization. The best way for the organization to continue its services is through long-term contracts by the government, in which the organization provides services to its beneficiaries.</p>

<b>Name of the organization</b>	<b>Duart plot Mëshirë (Hands of Mercy)</b>
<b>Background information</b>	<p>Is a not-for-profit, non-governmental organization in Vitomiricë, a village in the Peja municipality in Kosovo's West. The organization serves as a large daycare center for the children and youth who participate in the organization's psycho-social program.</p> <p>The organization runs the following programs: 1) Psychosocial support for children and youth. The organization aims to foster young people's self-confidence, team spirit, and social values. This includes the responsible relationship to nature; 2) Medical Home Care Service: the qualified nurses provide 7,000 home visits annually through medical services; 3) Parental Counseling: the organization claims to provide professional and holistic counseling with utmost discretion and empathy, and 4) Humanitarian Aid to poor families.</p> <p>The organization's target group needing medical home care is 609 patients (Peja city with 18 villages). Many of these patients within the program are with chronic disease, cancer, open wound, epileptic, diabetes, paralyzed, etc. In the Psycho-social Program support for children, there are mainly mentally disordered children; these children have problems catching up with their peers in school. Presently, 45-47 children benefit from Peja and the villages around it. Humanitarian Program; Basic humanitarian help (food and clothing) to people in need from Peja and surrounding villages.</p> <p>The organization provides psycho-social services for the sick, the elderly without adequate care, children with mild disabilities, the Roma, Ashkali, and Egyptian communities, and Humanitarian Aid for poor families. The organization reports that more than 60 percent of its beneficiaries come from Roma, Ashkali, and Egyptian communities. They have worked for more than 20 years in the field. The number of personnel working on a full-time basis is eight, whereas the number of personnel working on a part-time basis is eight. The number of volunteers engaged in the organization for 2021 was two. The annual budget for 2021 was above 60,000 euro.</p>
<b>State funding for social services</b>	<p>They secure their finances through funds from the national government, local government, and international donors. Although they receive support from the government, it is considered insufficient due to the increase in demand from potential beneficiaries, which are, in most cases, families living under the poverty threshold. The funds they receive from the government are regular, which they apply in an open competitive process. The support from the government is considered vital for their organization to survive and suggests that the government starts supporting licensed NGOs through long-term contracts.</p>

### Organizations with a wider scope of work

<b>Name of the organization</b>	<b>Kosovo Charitable Humanitarian Association "Mother Teresa"</b>
<b>Background information</b>	<p>The organization provides services in the field of humanitarian services, reintegration, peace, and tolerance. The organization has been operational for more than 20 years. The average number of personnel working on a full-time basis is 12, whereas the average number of personnel working on a part-time basis is 18. The number of volunteers engaged in 2021 was 76.</p>

<b>State funding for social services</b>	The organization's annual budget for 2021 was above 60,000 euro. Their main sources are funding are international donors, national government, and local government. Although they receive support from the government, they consider it insufficient due to limited time for the implementation and limited budget. The funds are in the form of short-term grants, for which the organization has to apply in an open competitive process. The organization is considered not sustainable, and the support from the government is vital for the organization's long-term sustainability through long-term institutional contracts.
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<b>Name of the organization</b>	<b>Addiction counseling and treatment center "Labyrinth"</b>
<b>Background information</b>	Founded in 2002, the Labyrinth Center works on the prevention of drug and alcohol abuse, the treatment of drug and alcohol addiction, and the reduction of drug injection-related harm. Within the center "Labyrinth," there are three centers: the Center in Pristina with units in Gjilan and Prizren. The prevention sector, which operates within the "Labyrinth" center, works on informing and educating drug users and the general public, with a special focus on young people, about drugs and the dangers posed by their abuse. The number of personnel working on a full-time basis is 10, whereas the number of personnel working on a part-time basis is 15. The number of volunteers engaged in the organization is 20. The annual budget for the organization for 2021 was above 60,000 euro.
<b>State funding for social services</b>	The organization supports its services through funds from international donors, local government, and fees paid by customers. The support received from the government is not sufficient, given that the funds are short-term and mainly through small projects, in which the organization applies in an open competitive process. Support from the government is considered vital for their survival and long-term sustainability. They suggest that the government contracts them through long-term contracts, in which the organization contracts the organization to provide the services.

<b>Name of the organization</b>	<b>Caritas Kosova</b>
<b>Background information</b>	The organization is engaged in five main sectors: health care and improving access to health services, Improving the social position of people in need and developing the community for social inclusion and cohesion, Realization of the right to quality education and training, and assistance in situations of natural disasters and conflicts. The target beneficiaries are lonely and elderly, ethnically discriminated communities, unemployed and marginalized youth, unemployed and marginalized women, victims of natural disasters and war, potential victims of trafficking, victims of domestic violence, lonely people in extreme poverty, children and adults with disabilities, persons deprived of their liberty, and poor farmers. The organization has been present in Kosovo for more than 20 years. The number of personnel working on a full-time basis is above 1000, whereas the number of volunteers is approximately 50.
<b>State funding for social services</b>	The organization is financially sustainable and doesn't rely on support from the government. Although the organization secures its funding through international donors, they consider it was very important for the government (central and local) to continue and take ownership of the services in the long run.

<b>Name of the organization</b>	<b>Association of Returnee Women “Our home” – Novobërd</b>
<b>Background information</b>	<p>The organization is licensed home care that provides support services for adults and children in need. Other than that, the organization provides economic empowerment for women and promotes women’s decision-making processes.</p> <p>The number of personnel working on a full-time basis is 12, whereas the number of personnel working on a part-time basis is 50. The number of volunteers engaged in 2021 was five.</p>
<b>State funding for social services</b>	<p>The organization finances its service provision through funds from international donors, national government funds, and local government funds. The funding from the MLSW is through short-term projects, lasting mainly for about six months, making it very hard for the organization to cover the needs and demands of all its beneficiaries. The organization receives support from the national government. This is yearly support for other licensed NGOs (in addition to the Shelter), which is up to 6-7 months, rarely nine months, neither time nor financially enough to cover the needs of beneficiaries for their service. The government support is vital for the organization’s survival and sustainability through long-term contracts.</p>

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## ANNEX IV

### List of organizations whose representatives are part of the working/advocacy groups of the civil society established by CiviKos

#### Education Innovators Kosovo

Education Innovators aims to work on the education, technology and innovation, and social entrepreneurship. It works in promoting quality education through various activities.

#### Germin

Germin is a non-governmental organization that uses technology and virtual channels to connect and engage Diaspora in advancing the development and democratization of their home countries. Germin has five (5) main programs in which focuses its work through different projects: advocacy and diplomacy, diaspora investments, diaspora philanthropy, diaspora professional, youth and education.

#### Demokraci Plus (D+)

Democracy Plus (D +) is an independent and non-profit organization which aims to contribute to the creation of good practices for good governance by public institutions at central and local level, strengthening the rule of law, advancing political parties, and supporting free and fair electoral processes. D + undertakes initiatives aimed at bringing decision-makers closer to the citizens through policy research, facilitation of dialogue or communication and public education.

#### Demokracia për Zhvillim (D4D)

D4D's mission is to influence the development of public policy in order to accelerate socio-economic development, improve governance, and strengthen democratic culture in Kosovo. D4D's vision is to promote an active and educated citizenry that both fully participates in the public space and utilizes the public arena of representation and decision-making to deliberate and build consensus over smart, efficient, and sustainable resource allocation as well as equitable development.

#### Shoqata e të Drejtave të Pacientëve në Kosovë (PRAK)

The Association for Patients' Rights in Kosova is an independent non-profit and non-political association. The vision and mission of PRAK is to ensure proper health care with the patient at the center, to engage citizens (patients) as equal partners in health care, and also to mobilize other actors to provide the best possible care to each patient at every time.

#### Balkan Sunflowers Kosova (BSFK)

Balkan Sunflowers Kosova builds activist lives for social change. It inspires and engages in community action for human rights and dignity, working in education, health, culture, citizenship, employment, and respect for diversity. BSFK has focused its work primarily in the areas of education and on issues pertaining to Roma, Ashkali, and Egyptian people in Kosovo.

## **Shtatëmbëdhjetë (17)**

Shtatëmbëdhjetë is a non-governmental organization whose mission is for citizens of all genders to participate and contribute meaningfully and freely in the community and public life through culture, education, and activism, fostering positive change in society through empowering communities by means of cultural activism.

## **Network of Peace Movement (NOPM)**

The main aim of NOPM is to promote peace, avoiding ethnic discrimination in order to create a tolerant and democratic environment in Kosovo.

## **Horizon**

Horizon Program facilitates cooperation and strengthens the impact of research and innovation in developing, supporting, and implementing the EU policies and addressing global challenges. It supports the creation and dissemination of knowledge and technology.

## **YMCA**

The YMCA in Kosovo focuses on working with young people through diverse youth empowerment programs and supporting local communities where we are based. The mission of the YMCA is to strengthen YMCA movements where people grow in body, mind, and spirit.

## **IPKO Foundation**

IPKO Foundation is a non-profit foundation in Kosovo that supports the development of future generations of leaders who use technology to implement innovative solutions to local and national development challenges, while enabling an environment where they can reach their full potential through an improved policy and institutional context.

## **Monsig**

Monsig is a non-governmental organization that engages in women's well-being in their family life, social and institutional, mental hygiene, reduction of abusive occurrence, equal rights, the right of inheritance, working with women, men, young and children, regardless of age, sex, race. All these through information, meetings, debates, lobbying, and monitoring.

## **Organizata për Integrim dhe Zhvillim Social - "Follow Up"**

Follow Up is an organization aiming at education, training, and psycho-social support of marginalized groups, in order for them to integrate and be an active part of our society.

## **Down Syndrome Kosovo**

Down syndrome Kosova (DSK) is a multi-ethnic and national organization of the community of persons with Down syndrome, founded by parents of the children and persons with Down syndrome. The mission of DSK is to Promote, respect and protect the rights of people with Down syndrome and their families, where human diversity is respected and people with Down syndrome have equal opportunities and can realize their full potential.

### **Iniciativa Kosovare për Stabilitet (IKS)**

IKS is an independent, not-for-profit think tank focusing on empirical research and analysis of socio-economic development in Kosovo. IKS continually seeks to support men and women by increasing their awareness of key policy and legislative issues and debates that can have a profound impact on themselves, their families and their communities. Since its inception, IKS has worked on numerous empirical research projects focused on issues such as governance, economic development, urban planning, cultural heritage, anti-corruption, environmental issues, education, Kosovo's image problem and the current muddled governance structure.

### **Fondacioni "Lumbardhi"**

"Lumbardhi" Foundation was founded as a follow-up to the Initiative for the Protection of Lumbardhi Cinema. Its founding mission was to revive the former cinema as an independent cultural institution by preserving its heritage values, developing annual research, educational and cultural programs, stimulating artistic production, building institutional capacities and increasing civic participation in local development and public decision-making in the field of culture.

### **Rrjeti i Peer Educators (PEN)**

Peer Educators Network (PEN) is a non-governmental and non-profit youth organization, which has been an ally of young men and women for more than 14 years now. Its mission is to create a community where youth are mobilized and empowered to act as agents of social change for an inclusive society, by implementing programs on capacity building, social inclusion and healthy lifestyle practices, all while utilizing a peer to peer approach.

### **OJQ "QIPS"**

QIPS is a Kosovo-based NGO founded in 2016, which is dedicated to improving mental health in the Kosovo and fighting the stigma in Kosovar society. The main project of QIPS is the first line in suicide prevention in Kosovo "Life Lines", which was founded in November 2019, and until now, it has supported approximately 3000 calls and trained 81 volunteers to receive calls.

### **Instituti EduTask**

EduTask Institute is an organization committed to empowerment of pupils, students, teachers, schools, organizations and communities with the aim of transforming the educational experience and personal and organizational development. EduTask has assisted higher education institutions to design programs for building skills for jobs, entrepreneurship, and ongoing career learning through connecting students with mentors, training providers, and employers.

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## ANNEX V

### Questionnaire for non-governmental organizations working in policy-making and public funding

1. Name of the organization \_\_\_\_\_

2. In which municipality does your organization work? \_\_\_\_\_

3. What is the scope of work of your organization (what types of services do you provide to your beneficiaries)?

\_\_\_\_\_

4. Who is the primary target of your services (your beneficiaries)? (e.g., women, children, elderly, people with disabilities).

\_\_\_\_\_

5. How would you describe your organization?

- a) National organization
- b) Local organization
- c) Community-based organization
- d) Think tank
- e) Other \_\_\_\_\_

6. For how many years are you working in the field?

- a) 1-5 years
- b) 6-10 years
- c) 11-20 years
- d) More than 20 years

7. Please provide estimates for 2021 of the following:

- a) The average number of paid staff employed on full-time basis \_\_\_\_\_
- b) The average number of paid staff employed part-time basis \_\_\_\_\_
- c) The average number of volunteers \_\_\_\_\_

8. What was your organization's annual budget in 2021?

- a) Less than 5,000 EUR
- b) 5,000 – 10,000 EUR
- c) 11,000 – 25,000 EUR
- d) 26,000 – 40,000 EUR



e) 41,000 – 60,000 EUR

f) Over 60,000 EUR

9. Please list three most important sources of funding: \_\_\_\_\_

10. Do you consider your organization financially viable to provide the necessary services to the beneficiaries in the long run (e.g., in the next 3-5 years)?

a) Yes, we will be financially sustainable

b) No, we will not be financially sustainable

c) I don't know

11. In the last three years, has your organization contributed to the process of monitoring public funds at the central or local level?

a) Yes

b) No

11.2 If yes, please explain.

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12. In the last three years, has your organization contributed to the drafting of the legislation?

a) Yes

b) No

12.1 If yes, please provide explanation and link to publications..

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13. In the last three years, have you published any research, technical report, evaluation, etc., in your field?

a) Yes

b) No

13.1 If yes, please provide the links.

14. In the last three years, has your organization contributed to policy-making processes at the central or local level?

a) Yes

b) No

14.1 If yes, please explain.

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15. How do you see your organization's future contribution (in the area of public funding discussions/ monitoring and policymaking)?

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## ANNEX VI

### Questionnaire for non-governmental organizations that contribute to volunteering

1. Name of the organization \_\_\_\_\_
2. In which municipality does your organization work? \_\_\_\_\_
3. What is the scope of work of your organization (what types of services do you provide to your beneficiaries)?  
\_\_\_\_\_
4. Who is the primary target of your services (your beneficiaries)? (e.g., women, children, elderly, people with disabilities).  
\_\_\_\_\_
5. How would you describe your organization?
  - f) National organization
  - g) Local organization
  - h) Community-based organization
  - i) Think tank
  - j) Other \_\_\_\_\_
6. For how many years are you working in the field?
  - e) 1-5 years
  - f) 6-10 years
  - g) 11-20 years
  - h) More than 20 years
7. Please provide estimates for 2021 of the following:
  - d) The average number of paid staff employed on full-time basis \_\_\_\_\_
  - e) The average number of paid staff employed part-time basis \_\_\_\_\_
  - f) The average number of volunteers \_\_\_\_\_
8. What was your organization's annual budget in 2021?
  - g) Less than 5,000 EUR
  - h) 5,000 – 10,000 EUR
  - i) 11,000 – 25,000 EUR
  - j) 26,000 – 40,000 EUR

k) 41,000 – 60,000 EUR

l) Over 60,000 EUR

9. Please list three most important sources of funding: \_\_\_\_\_

10. Do you consider your organization financially viable to provide the necessary services to the beneficiaries in the long run (e.g., in the next 3-5 years)?

d) Yes, we will be financially sustainable

e) No, we will not be financially sustainable

f) I don't know

11. In the last three years, has your organization contributed to public and institutional discussions on volunteering (e.g., have you initiated a change in law, administrative instruction, regulation, etc.)?

a) Yes

b) No

11.1 If yes, please explain \_\_\_\_\_

12. In the last three years, have you published any research, technical report, evaluation, etc., in the field of volunteering?

a) Yes

b) No

12.1 If yes, please provide explanation and link to publications.

\_\_\_\_\_

13. How do you see your organization's future contribution to the field of volunteering?

\_\_\_\_\_

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## ANNEX VII

### Questionnaire for the organizations that provide family and social services

#### **Background Information of the organization**

1. Name of the organization \_\_\_\_\_
2. In which municipality does your organization work? \_\_\_\_\_
3. What is the scope of work of your organization (what types of services do you provide to your beneficiaries)?  
\_\_\_\_\_
4. Who is the primary target of your services (your beneficiaries)? (e.g., women, children, elderly, people with disabilities).  
\_\_\_\_\_
5. For how many years are you working in the field?
  - i) 1-5 years
  - j) 6-10 years
  - k) 11-20 years
  - l) More than 20 years
6. Please provide estimates for 2021 of the following:
  - g) The average number of paid staff employed on full-time basis \_\_\_\_\_
  - h) The average number of paid staff employed part-time basis \_\_\_\_\_
  - i) The average number of volunteers \_\_\_\_\_
7. What was your organization's annual budget in 2021?
  - m) Less than 5,000 EUR
  - n) 5,000 – 10,000 EUR
  - o) 11,000 – 25,000 EUR
  - p) 26,000 – 40,000 EUR
  - q) 41,000 – 60,000 EUR
  - r) Over 60,000 EUR

#### **PART I - State funding for social services**

8. How does your organization finance its service provision? (Rank three most important sources of funding)

- a) Through funds from the national government
- b) Through funds from the local government
- c) Through funds from the international donors
- d) Through funds from the local donors (NGOs, foundations)
- e) Through funds from the corporate donations
- f) Through funds from the individual donations
- g) Through fees paid by the clients of the services provided
- h) Through funds from other economic activities (generated by our organization)
- i) Other (please specify) \_\_\_\_\_

9. Currently, do you receive any support from the government (national and local)?

- a) Yes, and it is sufficient
- b) Yes, but it is insufficient (please explain) \_\_\_\_\_
- c) No

9.1 If yes, what is the support you receive from the government (local or national)?

- a) Institutional grants
- b) Short-term grants
- c) Free rent of office space
- d) Capacity building for our staff
- e) Financial assistance provided under the Emergency Fiscal Package of the Government
- f) Other (please specify) \_\_\_\_\_

9.2 How would you describe the nature of the government support to your organization?

- a) It is ad-hoc, mainly through small scale projects for which we have to apply in a competitive process
- b) It is regular support through grants that we receive on a yearly basis, and it is sufficient
- c) It is regular support through grants that we receive on a yearly basis, but not sufficient
- d) It is not regular, and not sufficient for us to operate fully
- e) Other (please specify) \_\_\_\_\_

10. Do you consider your organization to be financially sustainable to provide the services needed for the beneficiaries in the long-term?

- a) Yes, we are financially sustainable
- b) No, we are not financially sustainable
- c) I don't know

10.1 If you are currently not financially sustainable, for how long would you think you will be able

to continue providing services for the beneficiaries?

- a) Less than 3 months
- b) 3 – 6 months
- c) 7 – 12 months
- d) 1-2 years
- e) More than 2 years

11. How vital is the government funding for your organization’s long-term survival?

- a) It is vital, without government support we will not be able to survive in the long-term
- b) It is not vital, but would highly contribute to improving the quality of our services
- c) It is not vital, as we have continuous support from donors
- d) Other (please specify) \_\_\_\_\_

12. In your opinion, what is the best way for the government to support you? (Choose only one answer)

- a) Through long-term contracts where the government contracts us to provide specific services to the beneficiaries
- b) Through short-term periodic grants
- c) Through long-term institutional grants
- d) Other (please specify) \_\_\_\_\_



