

A M I T Y



**FIGHTING FOR HUMAN RIGHTS
AND DIGNITY**

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20 years

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and Dignity**

December 2019

AMITY 20 years

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THE CONTENT:

HOW WE STARTED IN 1999 AND WHAT MARKED THE AMITY'S ENGAGEMENT UNTIL TODAY	9
Development of missing social protection services and community-based social services	12
Participation in social policy drafting aimed at the deprived social groups	12
Support to and capacity building of other NGOs and system institutions through monitoring and evaluation of their projects and provision of additional training services	13
 DEVELOPMENT OF MISSING SOCIAL PROTECTION SERVICES AND COMMUNITY-BASED SOCIAL SERVICES	 15
Provision of Psychosocial Support in the Local Community Integration Processes of the Refugees and IDPs through Field Work of the Network of Mobile Teams	17
Empowerment of Women from Refugee and IDP Population for Integration in Local Community, Economic Empowerment and Support to Their Self-organizing in Women Groups and Associations	19
Psychosocial Support for Children in Residential Care, Efforts on Their Reintegration in the Local Community and Promoting Foster Care	21
Development of Clubs for Persons with Disabilities	22
Providing Household Assistance, Social Services and Training in Neighbourhood Assistance to the Older People	23
Improving the Child Protection System through Cooperation of the Mobile Team Network for Comprehensive Child Protection and Centres for Social Welfare	24
Sensitising and Strengthening Professional Capacities of Inter-Sector Teams for Child Protection in Municipalities where Local Action Plans for Children were Provided	26
Provision of Technical Support in the Juvenile Justice System Reform in Serbia, 2011-2014	26

Development of Community-based Services for Children with Disabilities and their Families	27
Informing the Older Persons on Their Rights and How to Apply and Focusing the Public's Attention to Their Status and Rights.....	29
Promoting Intergenerational Solidarity Among the Children, Young and Older Persons	30
Empowering the Older People to Fight against Discrimination and Violence to Which They are Exposed.....	31
Promoting Active Aging.....	32
Support to Regional Processes of Providing Sustainable Solutions for Refugees and Internally Displaced Persons in Serbia	33
Support to Local Integration of Refugees and IDPs	34
PARTICIPATION IN SOCIAL POLICY DRAFTING RELATING TO MARGINALIZED SOCIAL GROUPS.....	37
Consultative Process of Poverty Reduction Strategy Paper (PRSP) Drafting.....	40
Participation and Contribution to the Implementation of the Poverty Reduction Strategy	41
Advocacy for the Better Position of the Single-Parent Families	43
Advocacy for Faster Development of the Home Care Services for Older People	44
Advocacy for Introducing Social Pensions	45
Society for Government Accountability and Poverty Reduction in Serbia	46
Advocacy for Establishing a Day-Care Centre for the Older Persons with Dementia in Belgrade.....	48
Promoting Community-Based Social Innovations Aimed at Support to the Older Persons	49
Research on Needs of Elderly Households in Novi Beograd.....	50

**SUPPORT TO OTHER NGOs AND SYSTEM INSTITUTIONS IN IMPLEMENTATION OF
PROJECTS FOR VULNERABLE SOCIAL GROUPS THROUGH MONITORING AND TRAINING..... 53**

Educations..... 55

OUR 20 YEARS IN NUMBERS..... 57

VISIBILITY OF OUR WORK..... 58

PLANS FOR THE FUTURE..... 58

PUBLISHING/LIBRARY..... 60

CSO PARTNERS ON PROJECT IMPLEMENTATION..... 64

ASSOCIATES FROM GOVERNMENT, NON-GOVERNMENT AND PRIVATE SECTOR..... 64

CHRONOLOGICAL LIST OF ALL AMITY’S PROJECTS AND DONORS..... 66

DURING PREVIOUS 20 YEARS, OUR WORK WAS SUPPORTED BY:..... 69



GODINA
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HOW WE STARTED IN 1999 AND WHAT MARKED THE AMITY'S ENGAGEMENT UNTIL TODAY

We founded the Amity organization with the aim of improving and developing new aspects of the social protection system that were recognized as underdeveloped or missing at the time.



HOW WE STARTED IN 1999 AND WHAT MARKED THE AMITY'S ENGAGEMENT UNTIL TODAY

Our story of the organization origin is similar to the stories of dozens of other NGOs founded in the 1990s. A group of people - associates, professionals and like-minded people and friends - gathered around certain problems and issues and, with a lot of dedication and enthusiasm, tried to devise their own way for finding a more adequate solutions.

It was in the late autumn of 1999, when over 200,000 of our citizens from Kosovo and Metohija arrived in central Serbia after the NATO bombing ended. At the time, there were already over half a million refugees from the former Yugoslav republics registered in Serbia, mostly from Croatia and Bosnia and Herzegovina. The vast majority of us who formed the nucleus of the future organization had already built a professional sensibility and strong fundamentals of experience gained through professional engagement in the social and health care institutions in which we worked and through acting through various international and domestic humanitarian organizations, especially during the turbulent 90-ies of the last century, while working with the refugee population, in providing psychosocial and other forms of support and assistance to these people in the process of their integration into the new environment. We worked in accordance with the official state procedures and/or concepts of the charities in which we were engaged. While that assistance, we believed, was valuable to those who received it, we were not fully satisfied with existing social support modalities and had ideas on how they could be improved, to make support to the



Nadežda Satarić, President of the MB of Amity

most vulnerable, more available, more meaningful, more effective and with better coverage of the most excluded.

Considering the geographical dispersion of collective centres for refugee accommodation throughout Serbia, as well as the large number of refugee households located far from urban centres, we recognized the need to strategically organize ourselves, professionals, primarily social workers and psychologists from various municipalities in Serbia and to network better with one another in order to form a network of mobile teams to act on the ground in order to provide assistance and support to refugees, in the environment where they lived - in remote collective centres and remote rural areas.

During the winter of 1999/2000, we have formed the network of 20 mobile teams. Each team territorially covered avg. two to three neighbour-

ing municipalities, so the total network scope included 55 municipalities in the Western and Eastern Serbia and Belgrade. The mobile teams consisted of experienced and dedicated professionals, social workers, psychologists, pedagogues and/or health professionals, who were well known and recognized in their communities, as humanists, but also as persons familiar with the situation in municipalities and districts where they lived, and who were ready to undertake additional humanitarian engagement - fieldwork to provide psychosocial support to the most vulnerable individuals and families from the refugee and internally displaced population (IDPs).

We founded the Amity organization with the aim of improving and developing new aspects of the social protection system that were recognized as underdeveloped or missing at the time. Therefore, the focus of our approach was on reaching out to the beneficiary, engaging in increasing the availability of social protection services, providing psychosocial support to the most vulnerable, marginalized and discriminated against individuals, groups and families, and empowering them to actively participate in the creation of social protection services and social policies aimed at them.

We initiated home visits to refugee families who were privately housed in order to identify the most vulnerable, directly support them and/or, according to their needs, further refer them to the resources of the relevant charities, which then had their own programmes in Serbia. The United Nations High Commissioner for Refugees (UNHCR) recognized our contribution and supported us in this work. UNHCR's support, continuous cooperation and working together to provide the most necessary humanitarian

relief, was priceless to us in those circumstances. Networks of mobile teams were formed by three other local non-governmental organizations as well, the Novi Sad Humanitarian Centre - Novi Sad, for the territory of Vojvodina, "Sunce" - Kragujevac and "Horizonti" - Čačak, for the territory of Central and Southern Serbia, which ensured territorial coverage of the entire country. Amity was the coordinator of the entire Network of Mobile Teams from 2003 till the end of 2017. UNHCR's support for our work continues to this day and is reflected in the joint creation and provision of support to local integration of refugees, IDPs and asylum seekers.

It was a reflection on the very beginning of the organization. From the outset, Amity's overall engagement has been closely linked to the social achievement of the Millennium Development Goals, and today with the 2030 Agenda, Amity continues to contribute to poverty reduction and social exclusion activities, to develop and enhance partnerships between the government and non-governmental sectors and to act on development and improvement of community-based social protection services.

Amity's complete engagement during previous 20 years can be viewed through three key aspects of action:

- Development of missing social protection services and community-based social services
- Participation in social policy drafting aimed at the deprived social groups
- Support to and capacity building of other NGOs and system institutions through monitoring and evaluation of their projects and provision of additional training services

DEVELOPMENT OF MISSING SOCIAL PROTECTION SERVICES AND COMMUNITY-BASED SOCIAL SERVICES

What differentiates us from many other local social and humanitarian organizations is the fieldwork of well-trained professionals - outreach to the beneficiaries, going to where they reside, in order to gain insight in their overall circumstances and needs, identifying those who are socially most vulnerable, marginalized or by any other means discrimination against and providing psychosocial support directly or through organizing assistance, and/or referring them to other sources of community-based assistance or protection systems. It is the outreach social service. A good knowledge of opportunities and problems in local communities, consulting potential beneficiaries about their needs and good understanding of social policy at national level helped us to launch high quality services in communities. We have been the leaders of initiatives and innovations, as the balance against the heavy bureaucratization and routine of public service providers in meeting the needs of vulnerable citizens. We have initiated and piloted a large number of community-based services, in which, in addition to refugee and internally displaced persons, we also included vulnerable domicile population.

We were the first national non-governmental organization (NGO), established in the 1990s, to establish a formal cooperation between the government and non-government sectors through the "Mobile Teams for Comprehensive Childcare" project in 2001. UNICEF has opened the door to our partnership with the Ministry of Labour, Employment and Social Affairs. It was at a time when NGOs were labelled daily as "foreign mercenaries and national traitors". This cooperation on the child protection programme had opened the

door for the subsequent numerous partnerships between the government and non-government sectors in the development and implementation of the program. Through the humanitarian programmes and development of innovative services and community-based services, Amity provided direct support to approximately 62,000 beneficiaries from 28,000 families in more than 100 municipalities in Serbia over the past 20 years.

PARTICIPATION IN SOCIAL POLICY DRAFTING AIMED AT THE DEPRIVED SOCIAL GROUPS

All these years, Amity members have been active in key reform processes in the areas of social policy and anti-discrimination policy. We participated in the development and promotion of several strategies, starting with the Poverty Reduction Strategy, which began in 2002 and was implemented until 2008. The Poverty Reduction Strategy was the official framework for cooperation



Amity volunteers in one of our street actions

between the government and non-government sectors. Amity representative participated in the development of the National Aging Strategy; Palliative Care Strategy; Health Care Development Strategy; Anti-Discrimination Strategy; Strategies for Social Welfare Development in the Municipalities of Zemun and Novi Beograd. Members of the Amity mobile teams participated in the development and implementation of Local Action Plans for Children, local Social Welfare Development Strategies, Local Migration Management Strategies, etc., in more than 30 towns/municipalities in Serbia. Understanding the reform directions of the social protection system development in Serbia and direct participation in those processes enabled us to make important comments and recommendations to social policy makers in line ministries and local self-governments. Advocating at and mobilizing different actors in local communities for better positioning of deprived social groups is what has characterised our overall work since the founding of the organization until today.

In the last few years, we have become especially recognizable in connection to our efforts for better position for older people. Three topics are very important to us in this segment of work. Promoting active aging, combating poverty and social exclusion of older people, and combating discrimination and violence against older people. We particularly focus on older women's issues, as they are more often victims of neglect, abuse and violence than their peers. Numerous campaigns, conferences, discussions, workshops, events and actions have been independently organized or carried out in cooperation with other members of the HumanaS Network and/or with relevant government institutions. Thousands of seniors were informed, educated, mobilized and empowered to be more active in protecting their rights and to

become more involved in community life. We believe that, in this manner, we have at least slightly influenced to improve their status in society. It is certain that we have contributed to the fact that the problems of older people are more openly discussed in public today than they used to be.

SUPPORT TO AND CAPACITY BUILDING OF OTHER NGOS AND SYSTEM INSTITUTIONS THROUGH MONITORING AND EVALUATION OF THEIR PROJECTS AND PROVISION OF ADDITIONAL TRAINING SERVICES

During its two decades of existence, Amity has implemented monitoring and evaluation of more than 90 projects implemented by other NGOs independently or in cooperation with public social welfare institutions. We started those activities in 2004, within the Social Innovation Fund (FSI), acting as one of four monitoring units, and later continued, under the auspices of the Ministry of Labour, Employment and Social Affairs, and then



Training in Požarevac, 2013



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DEVELOPMENT OF MISSING SOCIAL PROTECTION SERVICES AND COMMUNITY-BASED SOCIAL SERVICES

The Network of Mobile Teams project is in the category of extremely successful projects. The Evaluation highlights eight lessons learned...



the Ministry of Youth and Sports. Through those activities, we contributed to strengthening the capacity of local NGOs for project cycle management and project management. We also implemented monitoring of respect for the rights of beneficiaries in 20 nursing homes for adults and older persons from the public and private sectors, through which we contributed to the improvement of respect for human rights of beneficiaries of those institutions. And again, we were the first NGO to enter private residential homes to monitor beneficiaries' human rights.

Knowing the importance of education for the development of the more solidary, tolerant, socially equal, non-discriminatory and inclusive society, Amity also focused on educations. Over three thousand experts from the social and health care sector, NGOs and local governments have participated in the trainings we have implemented on over 130 occasions. We educated experts on how to improve their skills and acquire new knowledge to work with vulnerable groups, to create local action plans for children, to inform the local community, etc. We trained women's group activists and representatives of other NGOs in how to establish and strengthen the work of their organizations.

All of those results were achieved thanks to the dedicated and devoted work of more than 300 associates and approx. 40 volunteers who have participated in the implementation of the projects over the past 20 years, service beneficiaries who trusted us and donors who provided us with financial and professional support. Each of the contributors weaved the best part of him/herself into this story of ours, whether he/she was directly working in the field with the beneficiaries or transferring his/her expertise to staff in institutions. In working with the beneficiaries, we knew what was most important: patience and trust. We did



Amity bulletins

not provide them with premade solutions to their problems, but informed them about their rights, gave them perspectives and empowered them to make well informed decisions. Donors recognized us as a trusted partner and were often willing to renew the project cycles to meet existing needs.

Numerous publications, documentaries and other media contents testify about the activities and actions of our organization. The quality of our work is often and gladly pointed out by the beneficiaries of our services themselves, by positive comments, as well as by our donors who supported us for years and the organizations and institutions we cooperated with, which was documented in individual reports on the results of the implemented projects.

DEVELOPMENT OF MISSING SOCIAL PROTECTION SERVICES AND COMMUNITY-BASED SOCIAL SERVICES

PROVISION OF PSYCHOSOCIAL SUPPORT IN THE LOCAL COMMUNITY INTEGRATION PROCESSES OF THE REFUGEES AND IDPS THROUGH FIELD WORK OF THE NETWORK OF MOBILE TEAMS

With the UNHCR support, we had been conducting those activities continuously since the organization was founded, until the end of 2017, working with the most vulnerable from the refugee and internally displaced population, whether housed privately or in collective centres.

Coverage: 21,500 most vulnerable beneficiaries from 6,924 refugee and IDP families in 55 municipalities in Serbia.

In addition to the direct psychosocial support provided to these individuals during their integration into the local environment by mobile team members, including the strengthening of their capacity to find solutions and referring them to the institutions of the system to exercise their social, health and family-law rights, our mobile team members also acted as a kind of community mobilizer: they regularly and actively participated in coordination meetings in local communities, advocating for improvement of status of the refugees and IDPs in their territory, not only in principle, but also by initiating various support actions, as well as by proposing an option for solving specific individual problems of the most vulnerable individuals and families during their integration into the local community.

When closing the collective centres, the mobile teams informed the beneficiaries in detail about



Distribution of humanitarian aid at the office



Vera Knežević at CC Napred, Mladenovac, 2004



Georgina Becić in Roma Settlement, N. Bgd, 2004



Trajko Davidovski, home visit, Šabac, 2014

the options, motivated and supported them to choose the most favourable alternative solution.

They also worked with the most vulnerable beneficiaries of temporary private accommodation to find durable solutions, motivating them to accept accommodation in the first social housing in protected environment programme in 2002-2005, and then continuously until the Regional Housing Programme, by informing and supporting them in the application process.

"... The Network of Mobile Teams project is in the category of extremely successful projects. The Evaluation highlights eight lessons learned... One of them is: About the most important competencies that contribute to the good work of a mobile team member, which include active listening, access to accurate and proven information, sensitivity to vulnerable individuals and groups, the ability to iden-

tify remaining capacities of the beneficiaries, willingness of the MT member to rely on the network of associates and support, the ability to recognize the fact that success is not always possible, but to always do their best, the awareness that beneficiaries did not choose the situations they found themselves in, but that every life decision must be theirs, with the support of the MT member, and that the MT members themselves take some of the responsibility for the outcomes they influence, and that sometimes just talking is enough." Sanja Nikolin, External Evaluator of the Project "Network of Mobile Teams for Support to Extremely Vulnerable Individuals, Families and Groups from the Refugee and Internally Displaced Population 2000-2017", April 2018.

In 2002, in five municipalities, we provided psychosocial support to the families of missing and abducted persons from the former Yugoslavia, under the auspices of the International Committee of the Red Cross. In 2003, we provided psychosocial support to the families of persons missing in Croatia, prior to their departure, during and after their return from the identification process. We also provided support to the families of the missing and abducted from all over the former Yugoslavia.

Since 2015, when 600,000 refugees from third countries, mostly from Syria and Afghanistan, have stated they intend to seek asylum in Serbia, we have been contributing to the improvement of the care system for those persons who are under international protection, either as asylum seekers in Serbia, or in transit to western countries. Our MT member from Negotin informed representatives of relevant institutions at the local level about the needs and problems of those who came to Serbia from Bulgaria, and provided refugees with the necessary information, prepared by the UNHCR and its partners. She also identified the most vulnerable



Sanja Dragić and the members of the families of the kidnapped, 2003

and referred them to adequate institutions for specific assistance. Members of the Network of Mobile Teams conducted the same activities in Zaječar, Dimitrovgrad, Knjaževac, and Preševo. At the same time, in Belgrade, Amity Network management procured the equipment for the relevant Ministries and civil services, necessary for faster registration of these refugees, as well as other goods and food for the refugees, in accordance with the UNHCR instructions. We assisted in equipping and securing the functioning of transit - reception centres in Dimitrovgrad, Preševo, Vranje, Obrenovac, and Krnjača (Belgrade).

Even today, if needed, we assist the process of integration into the local community of refugees to whom the asylum was granted in Serbia (about a hundred of them) through economic empowerment (training, procurements, etc.).

EMPOWERMENT OF WOMEN FROM REFUGEE AND IDP POPULATION FOR INTEGRATION IN LOCAL COMMUNITY, ECONOMIC EMPOWERMENT AND SUPPORT TO THEIR SELF-ORGANIZING IN WOMEN GROUPS AND ASSOCIATIONS

Since early 2000, the largest part of refugee and IDP programmes targeted children and the older people. However, the most represented in the refugee population and IDPs were women, 30 to 40 years old, with the secondary education, mostly employed before exile, with two children, financially and housing unsecured. Many of them were exposed to long-term stress that resulted in physical and psychological impairments. Many of these women were living in deep poverty.

Single mothers with young children were at particularly high risk. The Danish Refugee Council implemented a social programme of support to the local integration of those women, and Amity was a local partner on the programme. We have developed Counselling Centres for Single Parents in ten municipalities in Serbia (Gornji Milanovac, Čačak, Arandelovac, Kragujevac, Bajina Bašta, Užice, Smederevska Palanka, Grocka, Smederevo, and Mladenovac). The objective was to empower single parents to solve their own problems, network them with one another, and connect them to available resources from the local community. We worked to develop the abilities and skills to raise the level of self-esteem of single parents, to overcome the state of hopelessness, to make the social environment familiar with the specific needs of this demographic group and to achieve the feeling of community with the domicile population. We also worked on developing their ability to self-organize and actively eliminate the consequences of their disadvantage and position. Through our Counselling Centres, we have supported more than 180 most vulnerable single parents, both from refu-



Single parents from Gornji Milanovac, 2001



Svetlana Blagojević and the Women's Group of Lazarevac, 2003



Training of the Women's Group in Perućac, 2003

gee and internally displaced population, as well as from the domicile population in the 10 mentioned municipalities. Working with single parents had inspired us to do research on the problems of this population across Serbia and, on that basis, to formulate recommendations aimed at those responsible for improving their position.

Together with the Danish Refugee Council, we organized women's groups, helped them empower themselves, overcome the effects of the stress they lived in, and head along the path of economic independence. Women, as it turned out, were more prepared to change and adapt to new circumstances, because they had primary responsibility to take care of the children and older family members. We helped them establish 17 associations of citizens, define their role and purpose, organizational structure, improve their project proposal drafting and project management skills, through several sets of training sessions. We linked them up with other donors, associations and local governments. Their successful projects were supported by the Danish Refugee Council, other donors and even local governments. All those activities helped women to sustain their families, and contributed to their personal mobilization in the process of successful integration and achieving a better quality of life in local communities.

Coverage: Over 3,000 women through 120 self-organized women's groups in 30 municipalities in Serbia used our services (10 listed municipalities where the Counselling Centre for Single Parents functioned, then in Jagodina, Kuršumljija, Trstenik, Blace, Vrnjačka Banja, Kraljevo, Kosjerić, and Belgrade Municipalities) in the period from 2000 to 2003.

"...Amity's activism and its involvement in a large number of civil sector initiatives were an excellent

source of support for DSI target groups in terms of lobbying and advocacy measures ...”, Hugh Fenton, Representative, Danish Refugee Council Serbia and Montenegro, 7th April 2004.

PSYCHOSOCIAL SUPPORT FOR CHILDREN IN RESIDENTIAL CARE, EFFORTS ON THEIR REINTEGRATION IN THE LOCAL COMMUNITY AND PROMOTING FOSTER CARE

As we were aware of the degree of segregation of the children living in social care institutions, in Negotin our mobile team members created the programme “The Ray of Sun” in partnership with the Centre for Children without Parental Care “Stanko Paunović”. They worked to improve the socialization of these children, assisted them in acquiring important life skills and taught them about working habits and constructive use of leisure time. We helped them connect with peers from the local community through organizing constructive joint actions, while also sensitizing local families for foster care. In cooperation with the centre for social welfare, they were able to move three of these children into foster families. This coincided with the social protection reform towards the deinstitutionalization and promotion of foster care at the national level.

In Belgrade, we created the “Bridge of Generations” programme, where we connected children without parental care from the “Drinka Pavlovic” Home and single seniors, housed in the “Bežanijska kosa” Nursing Home in Belgrade. They visited each other, socialized, assisted each other, went out to the city together, which contributed to alleviating the isolation of beneficiaries in social care institutions. We carried out those activities in 2001 and included more than 160 children in Negotin and 50 children and older persons in Belgrade.



Children from Negotin visiting Belgrade, 2001



Happy to meet, 2001



PWD Club, Belgrade, 2002



PWD Club, Belgrade at sports competition



Mile J, Bane M, and Vesna V. with the donor, 2002

DEVELOPMENT OF CLUBS FOR PERSONS WITH DISABILITIES

The Amity mobile team from Obrenovac faced insurmountable problems of the persons with physical disabilities emerging from the lack of official support services for those persons, as well as the lack of synchronization of the activities of different institutions, with mutual information flow and cooperation being the exception rather than the rule. Isolation, stigmatization, discrimination in exercising the basic rights and a total disregard for the healthy potentials of persons with physical disabilities, manifested in the form of the deepest prejudices, marked the lives of these families and reduced their participation in social life to a symbolic one.

That was why we developed clubs for people with disabilities, first in Obrenovac and then in Novi Beograd. There we supported and empowered people with disabilities and their families to reduce the degree of their social exclusion through self-organizing and active participation in local community and to influence decision-making in connection to their issues at the local level. Changes initiated by this program at the local level in Obrenovac municipality were manifested in the series of practical actions of importance for improving the quality of life of those persons and their better integration into the environment. Inspired by good practice from Obrenovac, the same model "Club for Persons with Disabilities" was established in Petrovac na Mlavi, under the auspices of the Centre for Social Welfare.

Coverage: 200 beneficiaries in Obrenovac and Novi Beograd municipalities, 2001-2002.

PROVIDING HOUSEHOLD ASSISTANCE, SOCIAL SERVICES AND TRAINING IN NEIGHBOURHOOD ASSISTANCE TO THE OLDER PEOPLE

The Amity mobile team, which covered the munic-

ipality of Zemun, noticed in its territory significant problems in the functioning of single elderly households. The answer was to create a home assistance programme that, in addition to the traditional home care assistance service provided by the public care providers, with insufficient coverage, would provide additional services for the most excluded elderly households, e.g. assistance of craftsmen for minor repairs of installations, sanitary installations and appliances, woodwork, hairdresser services at home for immobile and persons with physical impairments, then more frequent visits by nurses and nursing technicians, etc.

Therefore, we educated more than 40 activists of the “Association of the Pensioners of Zemun” for good-neighbour assistance to their sick, lonely neighbours with difficulties with moving around. We also trained them in computer literacy, which made it easier for them to maintain membership records and to communicate with children living far from them. Based on the experience gained through fieldwork, it was clear to us that the state and local governments did not provide enough professionals to assist and support the older people, who had no support within their families, and to what extent was it important to develop volunteer involvement in assisting the older persons at their home. Epilogue: After several years, the local government of the Zvezdara municipality recognized the importance of voluntary engagement of self-help groups and developed the Volunteer Service to assist the most vulnerable citizens, still functional today.

Coverage: over 1,200 single, poor older people in Zemun municipality, 2002-2003.

IMPROVING THE CHILD PROTECTION SYSTEM THROUGH COOPERATION OF THE MOBILE TEAM NETWORK FOR COMPREHENSIVE CHILD PROTECTION AND CENTRES FOR SOCIAL WELFARE



Nurse Rada Lukić, home visit, 2003



Counselling at the Office

Since 2001, together with the NGO "Horizonti" from Čačak and NGO Sunce from Kragujevac, at the time that preceded the early stages of conceptualizing the latter social protection system reform, we participated in the creation and implementation of the partnership programme with the UNICEF to pilot an innovative programme of the Comprehensive Child Protection, as a contribution to the advancement of the child welfare system at the time and its alignment with the commitments undertaken by ratification of the United Nations Convention on the Rights of the Child.

The programme was initially piloted on a small sample of four municipalities - Požarevac, Bor, Zemun, and Obrenovac, where Amity mobile teams for comprehensive child protection were able to constructively cooperate with Centres for Social Welfare (CSW), and subsequently, in 2002, the co-operation was established in two other municipalities and in another nine during the following year (Mladenovac, Smederevo, Bujanovac, Preševo, Leskovac, Lebane, Valjevo, Bajina Bašta, Niš, Jagodina, and Kruševac).

The focus of the programme was on the "invisible" children - all those children who are at risk, who are in danger of violating their legally guaranteed rights to grow up healthy and safe in a protected environment that promotes their development, and which the official protection systems (social, health, education, etc.) at the time often did not recognize as the children at increased risk, for whom they were obligated to provide special protection measures:

- children at risk of neglect and/or abuse and/or exposure to violence;
- children with development and/or learning difficulties;
- children deprived of parental care or at risk of

abandonment;

- children with behavioural problems and/or at risk of conflict with law and
- children who, on any basis, are at risk of any form of discrimination.

Therefore, the programme included the establishment of an innovative methodology for early identification of children potentially at risk of violating their rights to healthy and safe growing up, as well as for identifying those children who already became the victims to gross violations of their statutory rights without official institutions being aware of that or providing timely special social protection measures.

In collaboration with CSW, and acting as their "extension" in the field, mobile teams applied a matrix to quickly assess the risk of child being neglected and abused, and later a matrix to quickly assess the risk of children with behavioural problems, which were developed and tested in under this programme. Subsequently, the findings from the field were analysed jointly with CSW representatives during the case conferences, resulting in the specific action plan for individual cases. Crisis response modalities were being developed, enhancing the CSW's capacity to respond promptly and adequately in the event of suspicion that the child is at increased risk or already in a situation of exposure to violence.

The programme was innovative in many respects and had great heuristic value (quickly coming up with good solutions to the problems it was solving). Many of the aspects developed and piloted through this programme served as a valuable basis for conceptualizing reform initiatives and for designing the necessary reform solutions to improve child protection within the social protection system.

Amity was the leader of the entire programme,

which covered a wide range of activities - from early identification of children at increased risk and providing psychosocial support directly and/or through inclusion in official protection systems, to encouraging local governments to take an active role in local child protection strategies.

The results of that engagement are still visible today, in 2019. Case conferences are being implemented in all centres for social welfare. Through legislation, centres for social welfare today provide emergency and crisis intervention services, making services available 24 hours a day, 365 days a year.

Within the programme, we developed six clubs to support children and young people, five in central Serbia, in municipalities (Obrenovac, Bor, Požarevac, Bajina Bašta, and Jagodina) and one in the northern part of Kosovska Mitrovica. Two of those clubs are still operational successfully today, after so many years. They are: the club in Bor run by the Association of Citizens Kokoro, which today functions as a licensed social protection service – Day-Care Centre for the Children and Young with Behavioural Problems. The second club is in Požarevac, run by the Citizens Association “Šansa” (Chance), and today it functions as a socio-rehabilitation club for the children and young, supported by local self-government. We also developed a Victim - Offender Mediation Network, in cases where at least one of the parties is a minor. The network consisted of 60 trained mediators, of whom 19 were also trained in conducting mediation training. The mediators conducted 88 mediations between the victim and the offender. The mediators also improved their knowledge on the topic: “Conflict Transformation and Empowerment of Mediators to Work with Youth on Conflict Prevention”, thus gaining competencies to train young people to conduct peer mediation. Mediators from Bor still successfully conduct mediation and educate other

mediation experts.

Coverage: 5,122 children from 4,124 families in 15 municipalities in Serbia (Obrenovac, Požarevac, Bor, Zemun, Bujanovac, Preševo, Leskovac, Lebane, Mladenovac, Smederevo, Valjevo, Bajina Bašta, Niš, Jagodina, and Kruševac) in the period 2001-2007, and 150 children and young from the northern part of Kosovska Mitrovica and Zvečan in 2008-2009.

“... Amity pays great attention to professional development through continuous education of staff, associates and volunteers in the skills of contemporary, client-oriented social work, which makes them highly qualified professionals with extensive experience in working with particularly vulnerable population groups ...” Dušica Vujačić Richer, Juvenile Justice Reform Programme Manager, UNICEF, 1st February 2007.

SENSITISING AND STRENGTHENING PROFESSIONAL CAPACITIES OF INTER-SECTOR TEAMS FOR CHILD PROTECTION IN MUNICIPALITIES WHERE LOCAL ACTION PLANS FOR CHILDREN WERE PROVIDED

As part of the juvenile justice reform, in 2008,



Young from KM, Peer Mediation Training

we conducted an assessment of the needs of cross-sectoral teams in charge of drafting and monitoring local action plans for children (LAPs), in 21 municipalities where LAPs were developed, for a training set on rights of child and juvenile justice. We made the assessment through the analysis of the adopted LAPs in the municipalities and on the basis of the information we learned during the meetings with the members of the LAPs implementation teams in 21 municipalities.

After identifying the needs for knowledge improvements, we created a three-day training set and implemented it in three terms (in Senta, on Zlatar and in Predejane). We were able to do that because through the project: “Network of Mobile Teams for Comprehensive Child Protection”, we participated in juvenile justice reform and on that occasion completed the training with the best experts from the country and abroad and put the newly acquired knowledge into practice, working together with CSW on child protection. Members of the LAP teams from Senta, Bečej, Prokuplje, Nova Varoš, Prijepolje, Ljubovija, Piroć, Vranje, and Vladičin Han, who participated in the training, improved their knowledge of juvenile justice. Their



Young from the Club in Obrenovac

capacity to identify and promote the rights of children in conflict with the law and of children at risk were strengthened.

Coverage: 151 professionals from 21 municipalities, 2008-2009.

PROVISION OF TECHNICAL SUPPORT IN THE JUVENILE JUSTICE SYSTEM REFORM IN SERBIA, 2011-2014

Under the Programme: “Improving the Delivery of Justice in Serbia”, which supported the Serbian judiciary in improving the quality and performance of the Serbian courts, access to justice, the juvenile justice system and strengthening the High Judicial Council, 2011-2014, in 2011, Amity conducted a mapping of resources in local communities for the implementation of Diversion Orders/Special Procedures. The aim was to create a baseline (identify human resources and existing mechanisms and experiences) for establishing working groups for developing appropriate procedures and standards for the implementation of Diversion Orders/Special Procedures and a pilot scheme for the implementation of specific Diversion Orders/Special Procedures.

For the purpose, via desk research of the implementation of Diversion Orders/Special Procedures and through meetings in 10 cities in Serbia (13 with the representatives of the judiciary, 10 with the CSW experts and 6 with the CSO representatives), attended by 101 interviewees. We completed the study and proposed 23 experts from CSW, courts and prosecutors’ offices for task forces/boards. The study “Analysis of Diversion Orders and Special Procedures Application Practices in Serbia” was published by the International Management Group.

In 2014, we conducted an analysis to determine the extent to which the implementation of Diver-

sion Orders was improved after the three-year implementation of the Programme: "Improving the Delivery of Justice in Serbia" in the part related to the improvement of the juvenile justice system in 10 cities in Serbia with the largest number of diversion measures. For those purposes, we conducted another desk research and held 23 meetings in 10 cities, with 90 participants from the judiciary, CSW and CSOs. Based on all findings, we wrote the final study: "An Analysis of the Progress of Implementing Diversion Orders and Alternative Criminal Sanctions in the Juvenile Justice System in Serbia". Again, the study was published by the International Management Group.

Coverage: 191 professionals from 10 cities in Serbia, 2011-2014.

DEVELOPMENT OF COMMUNITY-BASED SERVICES FOR CHILDREN WITH DISABILITIES AND THEIR FAMILIES

Children with disabilities living in rural areas are less involved in existing social and health care systems, as well as education, than their peers living in urban areas. Therefore, we launched a programme for them and their families in the six municipalities of the Šumadija region and Kraljevo, with the aim of integrating those children better into the existing protection systems, in order to prevent their institutionalization and improve their quality of life in the family and the local community.

We have formed mobile teams of experts of different profiles (psychologist, defectologist, doctor, speech therapist, social worker and lawyer) and trained them for specific community-based work. The training included outreach methodology and fieldwork skills, followed by beneficiary identification skills, networking of key stakeholders in local communities and motivating them to participate

in different actions in accordance with identified needs in the field. All of that was to improve the status of the most vulnerable families with the children with disabilities.

We identified and provided support for 583 children with disabilities from 458 families in 141 villages of Kragujevac, Batočina, Knić, Lapovo, and Kraljevo, thus contributing to improving the quality of their lives and lives of their families, as well as their inclusion in the community life.

Out of 410 school-age children, 205 (50%) were not included in the education system. In two years of mobile teams' engagement, 31 of these chil-



Nena Bogdanović, home visit, 2010

dren enrolled in school and began regular classes. More than 77% of children were not recognized by the social protection system. The mobile teams worked with 220 families: informing them, educating them about their rights and referring them to the appropriate institutions of the social protection system. By the end of the Project Cycle, 106 of them managed to exercise their rights. We also helped more than 100 children to exercise some of their health care rights by providing transportation and scheduling medical examinations. We provided a new van for the individual transport of children to



Special Olympics Medals of the Kragujevac Team, 2011



Day-Care Centre yard, Kragujevac, 2011

health, cultural, educational and social institutions, which was used by 124 children during the project. At the end of the Project, we donated the vehicle to the Red Cross of Kragujevac, to use it for the same purposes.

In Kragujevac, Amity, in cooperation with the City Administration, the Centre for Social Welfare and the School for Elementary and Secondary Education "Vukašin Marković", has developed an innovative service "Respite Care" with a sensory room for children with multiple disabilities. This service was incorporated into social protection rights by the decision of the City of Kragujevac and since 2012 it has been funded from the city budget.

The parents of these children are also empowered to organize themselves and form an association for the purpose of exchange of experiences and mutual support, as well as joint advocacy for the rights of their children. This is how the Association "Maslačak" (Dandelion) was founded.

In Kraljevo, we piloted an innovative service for these children "Respite Care in the Family" used by 21 children from 17 families.

We provided technical support in developing mechanisms for increased access to services for children with disabilities in the local community. We developed outreach and mapping methodology for vulnerable groups of these children, and trained 185 members from the 41 project team to implement that methodology for the development of community services within the programme "Community Services Development for Disabled Children and Their Families", which was implemented by the Ministry of Labour, Employment and Social Policy, in cooperation with UNICEF.

We implemented all those activities in the period 2009-2012.

INFORMING THE OLDER PERSONS ON THEIR RIGHTS AND HOW TO APPLY AND FOCUSING THE PUBLIC'S ATTENTION TO THEIR STATUS AND RIGHTS

Many years of fieldwork and visits to families in municipalities farthest from Belgrade clearly pointed out the fact that it is very difficult to be old, illiterate or poorly educated, to live alone, without family support or in elderly households in poorer rural areas in Serbia, and that it is especially difficult for those without a pension and/or other regular monthly income sources. These people are forced to the margins of life, left to themselves, and largely under-informed about what they need to do to improve their position.

Therefore, we went to those communities, together with representatives of centres for social welfare, other local humanitarian organizations and local media, gathered those older people, distributed humanitarian packages to them, provided by donations from the International Women's Club, and talked about their lives and problems and informed them about the options. In addition to the all present poverty which was evident, they complained of difficult access to health and all other services that required going to urban areas. They



Drenovci village, Kosjerić, 2019



Amity's panel discussion at the Bread of Life, 2013

complained of loneliness and isolation from society. They did not know much about their rights and how to exercise them.

We provided support for those single older persons from 17 municipalities in Serbia, including those from remote rural areas (coverage of 49 villages), through human rights training and how to exercise their rights in order to improve their quality of life. We also empowered representatives of local communities in the villages to assist the older people in accessing rights. We brought media attention to those people and their problems, which had an effect. For example, in Rekovac, local government officials, after our visit to the villages of Dobroselica and Bogalinac, and texts in the media, in August 2014, repaired a local road after the May floods that year demolished the bridge and separated the residents of those villages from the rest of the world. With the donation from the US Embassy, we filmed a documentary on the rights of the older people that was broadcasted on 9 regional stations covering 100 of 174 municipalities in Serbia, and produced and printed a guide on the rights of the older people in 750 copies, which we distributed to older people and professionals working with them.

Coverage: 853 older persons directly from 17 municipalities: Preševo, Bosilegrad, Lebane, Tutin, Prijepolje, Leskovac, Lučani, Crna Trava, Svrlijig, Bela Palanka, Ivanjica, Babušnica, Gadžin Han, Rekovac, Kraljevo, Čačak, and Kragujevac, 2012 - 2015

As Amity became more and more present in the media, talking about the position of the older people, presenting their views and suggestions for improving their status, the older people themselves or their relatives began to contact us, by telephone, directly at the office, or by letters seeking advice on specific issues. That is why during 2015, we established the Counselling Centre for Older Persons, which operates on a voluntary basis today. Within the Counselling Centre we have provided information and counselling services in social, health and family legal protection for more than 500 older people or their informal carers. Those services have contributed to at least partially solving or mitigating older persons' problems.

PROMOTING INTERGENERATIONAL SOLIDARITY AMONG THE CHILDREN, YOUNG AND OLDER



International Tolerance Day, Novi Bgd, 2016

PERSONS

Knowing the importance of intergenerational solidarity, understanding and mutual tolerance, and how sporadic it is in present-day circumstances in society in general, as well as at the family level, we have also implemented activities that promote it. We organized workshops attended by young people between the ages of 17 and 30 on one hand, and those over 65, on the other, living in the same local communities of Niš and Kragujevac. They talked about predetermined topics. The point was to help them understand prejudiced they had in relation to each other, and on the other hand, to understand how much they had in common and where they could work together to reduce the generation gap. We also implemented workshops "Meetings of the Generations", within the framework of the programme: "Initiative for Social Inclusion of Older Persons", in which children, young and single elderly residents of Novi Beograd participated. In addition to structured joint activities, participants improved mutual understanding and acceptance and contributed to creating stronger social relationships between generations.

We participated in the discussions organized by our partners in connection to the International Tolerance Day, 16th November 2016 and 2017, where we spoke about the importance of better intergenerational understanding and tolerance. Through those activities we fostered the integration and active participation of the older people in the development of a society based on the principle of equality. We believe that those activities made at least a small contribution to creating a society suitable for all generations.

Coverage: nearly 400 children, young and older citizens from Kragujevac, Niš and Novi Beograd, 2014 - 2018

EMPOWERING THE OLDER PEOPLE TO FIGHT AGAINST DISCRIMINATION AND VIOLENCE TO WHICH THEY ARE EXPOSED

Older people are a vulnerable social group and are highly vulnerable to discrimination. The most common form of age discrimination is the unavailability of job for citizens over 50, and difficult access to certain public services such as those in health care, banking, social care. Older people are often neglected and abused in their own families, which makes them most directly exposed to discrimination. Older women are at particular risk since they are three times more likely to be victims of violence than their peers.

We therefore implemented series of actions and activities aimed at contributing to the prevention of discrimination and the promotion of tolerance and equal rights of the older people. For example, we worked on increasing the sensitivity of staff in public institutions and CSOs in the area of violence and discrimination against the older people, and making them proactive in preventing and providing efficient and high quality services. We held 12 workshops in different municipalities with the participation of 363 employees in public institutions and CSOs representatives who were informed about discrimination against the older people, its manifestations, modes of expression and legal mechanisms for protection and were empowered to recognize discriminatory behaviour towards the older people and to change their and their employees' behaviour to them. We also organized training for the older people, mostly older women, on how to recognize the discrimination and/or violence they are exposed to, take an active role and react, thus enhancing their knowledge and empowering them to respond to these phenomena. Approximately one thousand older persons, out of which about 700 older women, participated in 30 discussions held in 18 municipalities



Professional education, 2018



Professional education, Požarevac, 2018



Panel discussion for older people, 2018

from eight regions in Serbia. During the training, we distributed printed materials: 1,690 Guidebooks for Older People and 3,600 Handbooks for General Public, which were further distributed in 45 municipalities in eight regions in Serbia.

We also launched a campaign to raise public awareness about the importance of preventing discrimination and promoting a culture of tolerance towards the older people through 12 media conferences, four public events organized in cooperation with the Office for Human and Minority Rights, media appearances, as well as statements and interviews for media, articles and texts and distribution of educational and promotional material. In four years of the campaign, we had 370 media appearances. We conducted these activities within the framework of the Program "Implementation of Anti-Discrimination Policies in the Republic of Serbia", implemented by the Office for Human and Minority Rights.

Coverage: 1,000 older persons and more than 350 employees in public institutions from 45 municipalities of Morava, Bor, Podunavlje, Piroć, Branićevo, Zlatibor, Raška and Srem Regions and in Belgrade, 2016-2019.



Workshop with professionals, Belgrade, 2019

PROMOTING ACTIVE AGING

Active and healthy aging is very important because it prevents or delays many illnesses that are frequent companions of the old age, and cost emotionally and financially both the older people and their families and a society in general. It encourages the inclusion of older people, both formally in the labour market and informally, through volunteer engagement, which is important in the demographically old country like ours. Active aging contributes to reducing the established stereotypes that older people are a burden to society, not a source of wisdom and opportunities. Finally, active aging promotes the fight against social exclusion, creating the preconditions for a society suitable for all generations.

That is why Amity has been participating in the Belgrade Health Festivals since 2011, where we organize public discussions that promote healthy and active aging. As the number of participants in our stands increased from year to year, from 2017 organizers have been providing us with one-hour terms. So far, more than 600 middle-aged and older people have attended the discussions.

Together with Jasmina Beba Kuka, PhD in political science, we have created a programme to promote active aging, which we have been implementing since 2015. At the beginning of each year, together with the Penzin portal, we announce a Contest for the best travel stories for the Dragan's Award, which is intended for persons over 60. The committee reads the submitted stories and selects the best travel stories. Also, we organize travel gatherings in different regions for the participants of the Contest (in Belgrade, Kragujevac, Niš and Novi Sad) where we give prizes and printed books with the best travel stories. In the five printed publications published so far, we have published 129 best, out of 619 submitted papers. The first prize for writers



Dragan's Award Ceremony, Belgrade, 2015

from each of the five categories is to go with a dear one to a three-day joint trip to Vrnjačka Banja. The five competitions so far, which have an international character, have involved 619 authors from Serbia, from the territory of the former SFRY, from Austria, Switzerland, Greece, the Netherlands, Canada, New Zealand and Australia.

We believe that this initiative can lead to a change in the attitudes of the society towards the older people, which sees in them only old age but not wisdom, and to the change of state policies towards them as well.



Dragan's Award winners, Belgrade, 2016

This initiative of ours was an inspiration for other associations and individual institutions for older people in Serbia to start announcing calls for literary works of their members and other senior citizens. About our good practice, Jasmina Beba Kuka spoke to her co-workers in Malaysia, where she currently lives and works, and where the elderly population is, just like in our country, quite neglected. They quickly made the decision to announce the Best Story and Song Contest of older people according to the same model as in Serbia, and to award the Best Authors Award during the celebration of Malaysia National Day. The first awards for active aging were awarded in Malaysia in September 2019.



Health Festival, 2017

SUPPORT TO REGIONAL PROCESSES OF PROVIDING SUSTAINABLE SOLUTIONS FOR REFUGEES AND INTERNALLY DISPLACED PERSONS IN SERBIA

We provided support to these processes through the implementation of 15 focus groups in which we spoke with representatives of refugee and displaced families from the former Yugoslav republics, who received a housing solution within the Regional Housing Program (RHP) in Serbia. The aim of the



Focus Group with Former Refugees, S. Palanka, 2018



Focus Group with Former Refugees, Arilje, 2019

focus group discussions was to gather reliable and representative data on beneficiaries' living conditions, access to rights and complementary measures for refugee independence and durable solutions, for the needs of the OSCE and UNHCR.

The focus group discussion participants reflected the composition of RHP beneficiaries (families with children, single-member households, female household heads, persons with disabilities, the older people, etc.), who were provided with one of the following housing solutions: prefabricated houses, village households, building materials or apartments, in different municipalities and regions in Serbia.

Analyses of conversation findings served as means

of qualitative analysis of the aspects of solution sustainability, including their patterns and trends. The beneficiaries of the RHP housing solutions we spoke with were very pleased that someone had invited them and had the opportunity to present the challenges they faced or were still facing at the time, to tell how difficult they lived, and to say how much they needed more support for sustainable and durable solutions. From their testimonies about the conditions they lived in, challenges they faced, access to rights they had in the local community, and what additional support they needed, we could conclude that a significant number of them needed additional support on the way to durable and sustainable solutions.

Coverage: 177 families from 23 municipalities in Serbia in the period October 2018 - December 2019.

SUPPORT TO LOCAL INTEGRATION OF REFUGEES AND IDPS

At the beginning of 2018, Serbia provided care for 27,802 refugees from the former Yugoslavia and 201,047 IDPs, of whom close to 72,000 still needed support due to displacement. Access to solutions remains restricted especially to refugees who did not solve their housing issue, as well as other social, health and family law rights, and who remained dependent on assistance from UNHCR and partners to access rights and services. As Amity formally completed the project: "Network of Mobile Teams for Support to Extremely Vulnerable Refugees and Internally Displaced Persons" on 31st December 2017, UNHCR searched for ways to strengthen the social protection system that provides services to the most deprived in the population, bearing in mind that since 2013, when the prohibition of public sector employment came into force, the number of social protection professionals has decreased

and the needs of those at risk in the field have remained the same or increasing.

Therefore, a tripartite cooperation agreement was concluded between the Ministry of Labour, Employment, Veteran and Social Affairs, UNHCR and Amity to support the most vulnerable refugees and IDPs in accessing social, health and family law rights. This was achieved by providing support to capacity-building for local CSW from 10 cities/municipalities, with the highest number of IDPs and refugees, in order to ensure through their activities and services to the beneficiaries more successful local integration and improvement of the quality of life of the most vulnerable from the refugee and IDP population. In 10 CSW, one professional was engaged per CSW, who spent 80% of working hours with this target group and 20% in other jobs for the CSW. We provided technical support for all CSW in the form of procurement of one computer and printer.

We strengthened the professional capacities of our employees through the implementation of training sessions on 6 different topics in 26 terms, with the participation of 728 experts from CSW, social care institutions, commissariats trustees and Roma coordinators from 8 regions or 38 municipalities covered by the project.

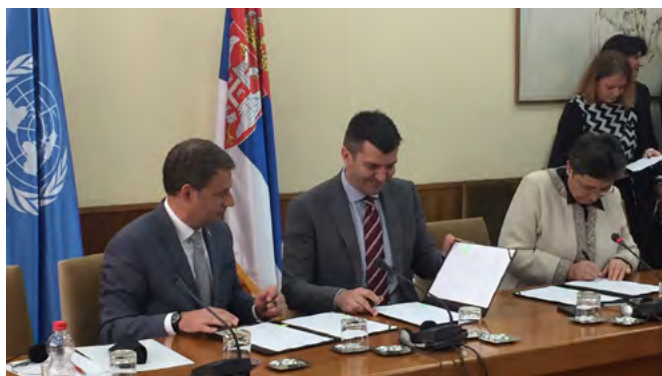
The Centres for Social Welfare provided services to the 4,554 most excluded persons from the IDP and 1,100 from the refugee population, in the municipalities of Bujanovac, Kraljevo, Kuršumljia, Novi Pazar, Požarevac, Prokuplje, Smederevo, Bela Crkva, Leskovac, and Niš during 2018 and 2019.



Support to local integration of the migrant children, 2017



Professional training in Niš, 2018



Signing a Memorandum of Cooperation, 2017



GODINA
PRIJATELJSTVA

PARTICIPATION IN SOCIAL POLICY DRAFTING RELATING TO MARGINALIZED SOCIAL GROUPS

Fieldwork and daily contacts with people from marginalized social groups helped us to have a good understanding of the problems and needs of those groups...



PARTICIPATION IN SOCIAL POLICY DRAFTING RELATING TO MARGINALIZED SOCIAL GROUPS

Fieldwork and daily contacts with people from marginalized social groups helped us to have a good understanding of the problems and needs of those groups and gave us full legitimacy to participate in the development of social policies that affected them. We contributed to the development of social policies aimed at the vulnerable groups in three ways:

1. By participating in the process of drafting key strategic documents at national and local levels, as members of working groups or in consulting processes, commenting on working versions of a large number of documents:
- On behalf of the Humanas Network, a representative of Amity was a member of the Council of the Government of the Republic of Serbia on Old Age and Aging 2004-2006. In this capaci-



International Women's Day, 2017

ty, she participated in the work of the Council's Working Group on the drafting of the National Aging Strategy 2006-2015.

- in the Working Group for drafting the Minimum Standards and Specifications for Home Care Services for the Older People and Adults with Disabilities 2007,
- We participated in the development of the Draft Standards for Family Accommodation for the Adult and Older Persons.
- in the Working Group of the Ministry of Health "Voice of Beneficiaries for Primary Health Care in the Balkans" in the programme of the Canadian Agency for International Development - Serbia, 2007.
- in the Strategic Planning of the Work of the Republic Institute for Social Protection for the period 2007 - 2010.
- in the Working Group of the Ministry of Health to develop a strategy for palliative care, 2008.
- in the Special Working Group of the Ministry of Health for the Improvement of Health of the Older People, 2008-2009. years.
- in the Working Team of the City Secretariat for Social and Child Welfare of Belgrade, for the preparation and monitoring of the implementation of the City of Belgrade Social Welfare Strategy, 2009-2010.
- as a representative of the Cluster for the Elderly, we participated in the consultative process of drafting the Law on Social Protection 2010. We organized two events (in Belgrade and Kragujevac), at which we presented the Draft Law and collected suggestions and proposals for improving the text. We synthesized and submit-

ted all the comments of CSOs members of the Cluster for the Elderly to the SIPRU and to the Working Group for Drafting the Law.

- As a representative of all CSOs in Serbia, the representative of Amity was a member of the Social Inclusion Task Force under the Government of the Republic of Serbia, 2010-2013.
 - Amity representative led the theme group for the older people in the process of drafting the Anti-Discrimination Strategy, 2012-2013.
 - Members of the Amity mobile teams were representatives in working groups in some thirty municipalities in Serbia during the development of local social protection strategies, local action plans for children and local action plans to address the issues of refugees, IDPs and returnees.
 - A representative of Amity is a member of the Women's Platform for Development of Serbia, whose work is especially focused on Social Policy and the Economy of Care, through which she sends messages to policy makers, since 2014, how to effective solutions to the evident problems in the mentioned field.
2. We contributed through active participation in formal meetings organized by state institutions, international organizations or other national CSOs, as speakers on current topics concerning vulnerable social groups; For the past 20 years, we have participated in 500 such gatherings.
 3. We contributed significantly through participating in the implementation of important state programmes aimed at social policies, and organized and implemented several advocacy actions, alone or with partners, to influence policy makers to take greater account of needs of



Amity members in Serbian Parliament, 2019



Celebrating 60 years of the UNICEF, 2009



Visiting Serbian Parliament, 2016



Child Poverty Research Presentation, 2004



Research of the Child Poverty FG, Niš, 2003



Amity's volunteers in the street action, 2003

the vulnerable social groups in their social policy making in order to improve their position.

CONSULTATIVE PROCESS OF POVERTY REDUCTION STRATEGY PAPER (PRSP) DRAFTING

Amity was an active participant in the consulting process for drafting the Poverty Reduction Strategy Paper of the Government of the Republic of Serbia since the beginning of the process in 2002. We also had our representative on the Civil Society Advisory Committee, consisting of elected representatives of 11 CSOs and three trade unions. We contributed to the development of the PRSP through participation in thematic meetings, conferences and other public meetings and advocating for the most appropriate solutions for the poor and marginalized groups. We commented on the first and second drafts of the Strategy. Through forums, round tables, consultative meetings, street actions, pilot surveys, etc., we encouraged all civil society structures to take an active role in conceptualizing the Strategy, as well as to recognize the local and regional characteristics of poverty. We provided information and talked to more than 1,200 citizens about the measures to be defined in the PRSP during this process. We actively participated in professional conferences and promoted the Strategy, through electronic and printed media. We conducted research about the poverty of the older people, through case studies, for the purpose of defining the most appropriate measures to improve the position of the older persons in the PRSP and made a documentary on the same topic.

Together with 8 other local NGOs supported by the UNICEF, in 2003, we conducted a participatory study of child poverty through focus groups and a survey that included 677 households of these children in 8 municipalities in Serbia. The aim was to find out how children experience their poverty, how they cope

with problems, what they see as causes, and how they see opportunities to overcome that situation. Research had shown that children and their parents determined poverty, not only through economic problems, but as a significant barrier to the realization of educational, health, social and cultural needs. Children perceived and defined poverty differently from adults, who were more oriented towards economic problems, which was especially important to keep in mind when creating strategies that address issues of concern to children. It was also found that there was a significant violation of children's rights as the result of poverty. The results and recommendations of this research were published in the 2004 UNICEF publication "Many Faces of Poverty", and they served in the advocacy process for more active measures to reduce child poverty.

We represented the NGO Network "Serbia without Poverty" in the Civil Society Advisory Committee, both in the process of drafting the Poverty Reduction Strategy Paper and in the first year of its imple-

mentation. During the process, we focused on advocacy for the target group 'older people'.

"... Amity is a prominent non-governmental organization in Serbia and CRS has been counting on their professionalism, experience and partnership since 2001. We consider them one of our strongest partners ..." Thomas M. Garofalo, Catholic Relief Service, 15th April 2004

PARTICIPATION AND CONTRIBUTION TO THE IMPLEMENTATION OF THE POVERTY REDUCTION STRATEGY

Through the Civil Society Contact Organizations (CSCO) Programme for the Implementation of the Poverty Reduction Strategy in the Republic of Serbia, we ensured the participation of civil society organizations and contributed to building partnerships between the government and non-government sectors during the implementation of the Strategy. Amity was the contact organization for the target group – older people. Under that programme, we gathered in a coalition – the Cluster for the Older People – 75 civil society organizations working with/for the older persons, to facilitate more efficient exchange of information among them, and for the joint participation of CSOs in key processes related to the implementation of the PRSP, conducted by the Government and for the joint advocacy efforts aimed at the older people. Thus, we were able to discuss with CSOs members of the Cluster certain solutions and drafts of the Report on the PRSP Implementation and to submit comments.

For the first time, together with other members of the Humanas Network and the Ministry of Labour and Social Policy, we organized the central event to mark the International Day of the Older People on 1st October 2006. Since then, every year, the government and non-government sectors, jointly at



International Day for the Eradication of Poverty, 2009



CSCO meeting with the Deputy Prime Minister



Street action under the PRSP drafting, 2003



International Day of Poverty Street action, 2009

local and national level, have been commemorating the International Day of Older People.

To mark the International Day for the Eradication of Poverty, Amity, along with the UNHCR and UNDP, provided representatives from socially vulnerable target groups and refugees for participation in the debate in the Serbian Parliament on "Human Dignity in Poverty", on 17th October 2008.

We published an info brochure on those organizations, members of the Cluster for the Older People, to help them get to know each other better, share experiences and create new partnerships and coalitions. We also published the good practice brochure entitled "How Civil Society Organizations in Serbia Contribute to the Development of Non-Residential Care for the Older People". In cooperation with the Humanas Network, we organized regional meetings in Belgrade, Kraljevo, Niš, and Novi Sad, where we presented the National Strategy on Aging document, and produced resource maps of organizations/institutions working with/for the older people in each municipality, presented the best practice examples and shared PRSP Implementation Reports and other relevant documents. Those activities were carried out within the framework of the project "Society for All Ages" implemented by the Humanas Network. The four regional meetings for which Amity was responsible, out of a total of 11 held, were attended by about 200 representatives from state institutions, local governments and CSOs.

Through the CSCO Programme, cooperation between line ministries and CSOs was enhanced, trust and partnership between them was strengthened, and it represented a convenient mechanism for strengthening the capacity of CSOs, not only of the seven umbrella organizations of the Cluster, but of all Cluster members.

"From the aspect of implementation of policies aimed at the most vulnerable ones, NGO Amity has certainly made the greatest contribution in the process of involving the beneficiaries themselves, thereby mediating their active participation and inclusion in policy making and influencing their adoption and implementation." The SIPRU for the implementation of the PRSP, May 2009.

ADVOCACY FOR THE BETTER POSITION OF THE SINGLE-PARENT FAMILIES

In 2004, we conducted a participatory research on the poverty of single-parent families in Serbia. The sample was 507 single-parent families with 1,571 members in the territory of 30 municipalities in Serbia. The research provided an opportunity for single-parent families to present the problems through peer group discussions and to look for mechanisms to mitigate or overcome them. The research also gave the chance to the children of single parents of to present their lives as they saw it, to express their anxieties, sufferings and childhood dreams of a better future. In the research, experts dealing with the issue also expressed their views on the problem of single-parent families. Poverty among single families was drastically deeper than among the average population in Serbia, and particularly visible in the refugee and internally displaced population. As a result of this condition, children from these families were the most affected and the most vulnerable.

The results were published under the title: "Single-parent Families in Serbia" - Problems and Solutions, in Amity Bulletin No. 7 of November 2004.

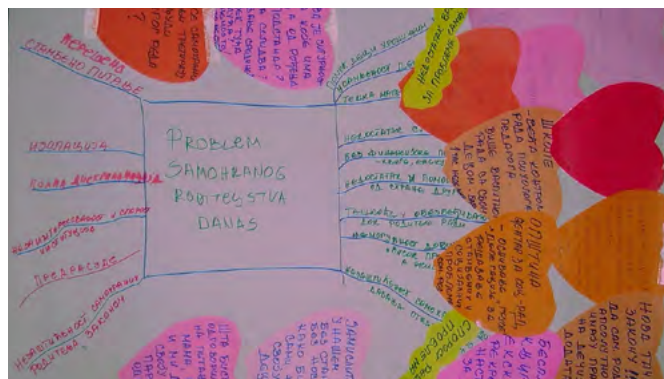
The results of the research and recommendations for potential solutions to the problems of these families and their children were delivered to decision makers and the professional public, and they were also presented to the general public, while



Single mother with children



Goca Jovanović - single parents' problems



From the FG with single parents, 2004

advocating for a better position for single-parent families in Serbia. Some of the recommendations we defined at the time are still relevant today, after 15 years.

ADVOCACY FOR FASTER DEVELOPMENT OF THE HOME CARE SERVICES FOR OLDER PEOPLE

In 2006, we conducted a survey on the non-residential care of older people in Serbia and published it in 2007, in the publication: "Non-Residential Care for the Older Persons in Serbia - The gap between needs and opportunities". The main findings of the research were that older people were poorly informed about the rights/services/support programmes for them. Although four out of five persons of 70 plus were chronically ill, the largest number of respondents estimated that they were functionally fit enough to live in their own household. They predominantly relied on the family to solve everyday problems, with only 9% of those of 70 plus using any of the rights/services/support programmes. Home care service operated in 58 of 165 municipalities in Serbia, and only 0.28% of those over 65 were covered by the home care services.

On the basis of the results of our research of the non-residential care services for older people in Serbia and the needs of the older people for those services, we advocated faster development of home care services. The epilogue of the advocacy process was that the number of municipalities in which this service was implemented was more than doubled and that the coverage of older people using it significantly increased, as of 2012. In 2012, the service operated in 122 local governments, with coverage reaching 14,635 older persons (1.2%), although the needs for this service were evident in all local governments. Since that year, the development of this service in municipalities has been stagnant, so that today (2019) around 1.1% of the older



Presentation of the Research on the Older People needs, 2007



Focus group in Rekovac, 2006



Research presentation in Užice, 2007

person are covered by the home care service, however the service does not function in all municipalities in all 12 months, but between 6 and 11 months, and in some cases even shorter.

"... Amity has a reputation for launching quality community-based services as well as having a good understanding of social policy at the national level. This combination of skills and expertise (both in service delivery and policy understanding) is rare in the NGO sector in Serbia." Katlin Brašić, Portfolio Manager for Civil Society, UNDP, 7th March 2007.

ADVOCACY FOR INTRODUCING SOCIAL PENSIONS

In 2008, together with other members of the Humanas Network, we conducted a research on the needs of poor older people in Serbia for additional measures of material support by the state, i.e. on the need to introduce social pensions. The research was conducted on a representative sample of 1,021 persons of 65 plus who did not have any regular income, nor had a relative who was legally obliged and able to support them, as well as those with incomes of less than 80 euros, in RSD equivalent. We published the main findings and recommendations in the 2009 study "They Cannot Wait" - a study on poor elderly people in Serbia. The main findings of the study were: that the proportion of the chronically ill among the poor over 65 was high, higher than the one registered in the general population over 70; institutions played an insufficient role in the support network for poor older people; only 6% of the poor old people received financial support from the poor - they were among the most vulnerable (their health status, ability to function daily, emotional status, quality of life were significantly worse than of the poor older persons having some of their own income); every twelfth older person in Serbia does not receive a pension, simply because they did

not meet the legal minimum of 15 years of contribution payments (100,000 persons).

Based on these research findings, we drafted and submitted specific proposals to the Government of the Republic of Serbia and the Ministry of Labour and Social Policy, and the key one was that they should establish a new mechanism / financial programme to alleviate and eliminate poverty among older people. At the same time, we advocated via campaign for the introduction of a specific financial programme by the state, through: national and regional media conferences, participation in gatherings organized by others, street actions, etc. The Epilogue, the 2011 Law on Social Welfare introduced a special mechanism - increased financial social assistance for the disabled, including persons over 65, a mechanism in which the conditions for obtaining the assistance with respect to the property criteria were reduced - they lifted the criterion from ½ hectares to 1 hectare and also increased the amount of financial social assistance by 20% over the amount for working age beneficiaries. The measure did reduce the poverty of the older ben-



Conference in Subotica, 2009



Street action in Knez Mihailo Street, Belgrade, 2009



One of the billboards in Serbian cities, 2011



Vukosava Crnjanski, Coalition Training, 2010

eficiaries of the state social allowance but did not significantly increase the coverage of the poor older people by this programme.

SOCIETY FOR GOVERNMENT ACCOUNTABILITY AND POVERTY REDUCTION IN SERBIA

This programme was implemented by seven CSCO, representing the most vulnerable groups of citizens, under the auspices of the Institute for Sustainable Communities. Amity represented the social group – older people. Through the programme, we advocated for the accountability of the Government in the process of creating budgets at national and local level, both in terms of transparency and budget redistribution.

Amity, through the programme, improved the effectiveness of 18 CSOs working with/for the older people, through a series of skill development training sessions aimed at identifying the needs of the older persons, advocating for them with those responsible at local and national level, etc. We investigated appropriations of mapped local governments from the budget for non-residential social care services aimed at older people. We analysed the laws and regulations that relate to budgetary policies at national and local levels, and the integration of social protection rights that apply to the older persons.

September 2010, we filed a joint appeal on behalf of all 7 CSCO, programme partners, to the Government of the Republic of Serbia (Prime Minister), the Deputy Prime Minister for European Integration, the Minister of Labour and Social Policy and the Minister of Finance for urgent improvement of the situation of the most deprived families and individuals in Serbia. We requested the Government of the Republic of Serbia to adopt the Law on Social Welfare and submit it to the Parliament for adoption by urgent procedure; that the funds envisaged by the

revision of the Memorandum for improvement of the financial social assistance system were included in the 2011 budget redistribution and that the Budget Law provided for the full implementation of the provisions of the Law on Social Welfare relating to the improvement of the financial social assistance system. Epilogue: a new Law on Social Welfare 2011 was adopted. Today (2019), there are programme budgets at the ministry and local government levels and trained CSOs can monitor budget policies / budgets for vulnerable groups.

In 2011, we focused on public advocacy aimed at increasing citizen participation in local and national budget planning processes, as well as raising public awareness of the importance of budget planning. In cooperation with local CSOs, we organized street actions in Belgrade, Subotica, Užice, Požega, and Guča and organized meetings with local stakeholders to discuss alternatives to larger budget allocations aimed at social protection with a special focus on the target group – older people.

We also implemented a public campaign to raise public awareness of the importance of actively monitoring budget allocations at national and local levels, by setting up 21 billboards in Belgrade, Novi Sad, Niš, Kragujevac, Subotica, and Užice and by leasing advertising space on 11 buses in Belgrade, Kragujevac, Niš, and Novi Sad.

We have created and set up a website (www.responsibleobudzetu.org) that aimed to inform citizens about the processes related to the Budget of the Republic of Serbia, with an emphasis on processes related to the allocation of funds for social protection. We also developed a study “Cost-benefit Analysis of the Functioning of Residential Care Institutions for Older People”.

In the period 2012-2013, we worked to further

strengthen the capacity of CSOs and to develop sustainable mechanisms for monitoring the implementation of the social policy of the new Law on Social Welfare. We analysed the effects of the implementation of the new Law and published the findings in the study: “Analysis of the Application of the Law on Social Welfare Regarding the Financial Social Assistance and Cost-benefit Analysis of the Home Care Service for the Older People” and advocated for amendments to the Law and by-laws in the part that regulates financial benefits, in such a way that it more closely responded to the specific



Panel discussion in Niš, 2015

needs of the older people and enabled greater coverage of the beneficiaries.

Coverage: 13 cities/municipalities in Serbia and 18 CSOs from those municipalities working with and for the older people, 2009-2013.

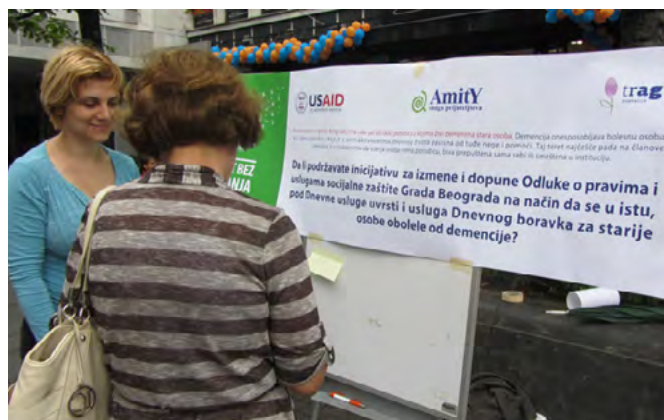
ADVOCACY FOR ESTABLISHING A DAY-CARE CENTRE FOR THE OLDER PERSONS WITH DEMENTIA IN BELGRADE

We conducted this action as part of the Foundation Trag's programme: "Public Advocacy in Local Communities 2013/2014". The aim of our action was to emphasize the importance of establishing open forms of protection for older persons with dementia in the form of day-care centres / respite care, as well as to influence the members of the Belgrade City Assembly to adopt amendments to the Decision on Social Rights and Services by 2015 which would include introducing a service of the day-care centre for people of 65 plus with dementia.

For this purpose, we did a research on the needs for a day-care centre for people with dementia in Belgrade, through desk analysis of the legal framework and recording the development of long-term care of dementia people in our country and in Europe, as well as through a survey on a sample of 130 relatives from Belgrade, who had family members living with dementia. We published the results of the research and recommendations in the publication: "Life Without Memories" - a research on the needs for the Day-Care Centre for Persons with Dementia in Belgrade. We sensitized and formed an advocacy coalition of 15 CSOs working with/for the older people in Belgrade, presented the results of the research and recommendations to the professional public, decision makers at the city level, relatives of the persons with dementia and the general public. We advocated the urgent resolution of problems



Advocating for the Day-Care Centre for persons with dementia, 2014



One of the street actions, 2014

through the development of daily community services for people living with dementia, and first of all, day-care centres, counselling services, SOS phones and respite care services.

We conducted the advocacy campaign through press conferences, round tables, forums, participation in public events, initiated the sending of New Year greeting cards signed by the citizens to the authorities in Belgrade. We submitted our recommendations to the City Secretariat for Children and Social Welfare and received a promise that the

Day-Care Centre for Persons with Dementia would be included into the Belgrade Social Welfare Development Strategy, which was announced for 2015. They did not fulfil their promise.

PROMOTING COMMUNITY-BASED SOCIAL INNOVATIONS AIMED AT SUPPORT TO THE OLDER PERSONS

In December 2016, at the invitation of the World Health Organization (WHO) - Centre for Health Development and RAND Europe, Amity suggested the project-based self-organized groups for assistance to older persons in Serbia as a case study in a broad WHO study on the potential of community-based social innovations to promote the health and well-being of older people.

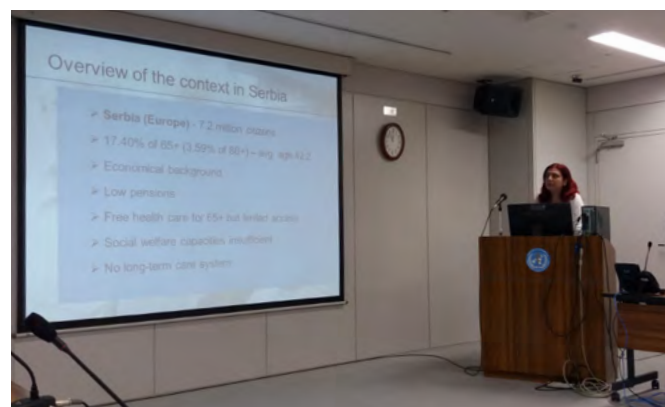
The aim of the research launched in 2014 was to identify ways in which community-based social innovations could contribute to closing the gaps between health and social care and thus improve the health and well-being of the older population.

The Amity Case Study was “Self-help Groups of Older People”, which were implemented in two project cycles in Serbia: 2010-2012 and 2013-2015, by local Red Cross organizations of Serbia and CSOs members of the HumanaS Network - Amity, Bread of Life and Victoria. This study was selected as one of 10 social innovations in the world. The study showed that the main health benefits were psychosocial in nature - e.g. integrating the socially excluded older people into their communities, empowering older people to promote care for themselves, retaining their well-being.

This case study was published by the WHO in the Community-Based Social Innovations (CBSI) Report [http://www.amity-yu.org/wp-content/uploads/2019/02/WHO_CBSI_Main_Report_FINAL_0 .pdf](http://www.amity-yu.org/wp-content/uploads/2019/02/WHO_CBSI_Main_Report_FINAL_0.pdf) covering case studies in 10 upper

middle-income countries: Chile, China, Iran, Lebanon, Russia, Serbia, Sri Lanka, Thailand, Ukraine and Vietnam, February 2019. http://www.amity-yu.org/wp-content/uploads/2019/02/Appendix_C_CBSI_Case_Studies_FINAL_lowbandwidth_31_1_2019.pdf

Experts estimated that such community-based social innovations would become more and more important in the future as a socially effective, psychologically effective and economic way to reduce the gap between the social and health care systems



Mira Satarić, conference in Kobe, Japan, 2017



Participants of the conference in Kobe, Japan, 2017



Needs of elderly households in Novi Beograd, 2017



FG research of the needs of elderly in Novi Beograd



Focus Group in Ledine, 2017

and effectively respond to a wide range of different needs within the communities themselves.

RESEARCH ON NEEDS OF ELDERLY HOUSEHOLDS IN NOVI BEOGRAD

Amity's headquarters are in Novi Beograd, one of Belgrade's demographically older municipalities with more than 38,000 residents of 65 plus. A few years ago we realized that all these years back we had visited numerous municipalities in Serbia and older people living in them and were introduced to their lives and the challenges of living, especially with those in rural areas, and that we actually had little knowledge of how our neighbours live in skyscrapers of Novi Beograd. That is why, in 2017, we conducted a survey on the specific needs of older people living alone or in elderly households in Novi Beograd. We wanted to enhance our knowledge of them, the lives of elderly households in large urban areas, and make our knowledge accessible to policy makers locally and nationally for more meaningful planning, both for programmes and services for this demographic group, locally, and during the creation of strategic documents at the national level. The ultimate goal was to improve the quality of life of older people in elderly households in urban areas in Serbia. 605 people of 65 plus living in elderly households were interviewed, via focus group and in-depth interviews with another 61 older persons and a brief analysis of the development of the community-based social services for older people was conducted.

The results of the research shown that the older citizens of Novi Beograd were as active as their capabilities allowed them to be, and that they were equal members of society from the point of view of their contributions, but also that the society constantly balanced, that is, tried to provide them only with the

basics. The research found that the biggest problems that the elderly faced in their day-to-day functioning included maintaining home hygiene, then moving around the city and the lack of services, first of all, insufficient coverage of the older people with home care services. We published the entire report on research results and recommendations in the publication “Dimmed Lights of the City - A Study on the Status and Needs of Elderly Households in Novi Beograd”. The report was a call to action to create policies, services and environment that enable these people to actively and healthily age and be able to receive support when they need it.

As of May 2017, Amity has signed a Memorandum of Understanding with the Council of the Government of the Republic of Serbia to monitor the implementation of the recommendations of the United Nations Human Rights Mechanisms, where we participate by submitting suggestions to the Implementation Plan of the United Nations Mechanism Recommendations. Cooperation with the Council was not an obstacle to writing an Alternative Report on Discrimination against Older Women in Serbia in 2018, in cooperation with six other CSOs, and sending it to the Geneva Committee as a Shadow Report on the implementation of the Convention on the Elimination of All Forms of Discrimination against Women. We believe that our Report also contributed to the Committee’s inclusion recommendations concerning the improvement of the position of older women, for the first time, among the recommendations to the Government of the Republic of Serbia.

Advocacy for better social policies regarding the older people and respect for their rights was recognized by the UN Population Fund Office in Serbia, and they nominated Amity’s representative, Nadežda Satarić, for the champion of the older persons’ human rights, to mark International Day

of Older Persons and 70 years since the adoption of the Universal Declaration of Human Rights. Ms. Satarić was promoted to one of the 15 champions from all European countries, members of UNECE, at the Ministerial Conference in Geneva on 1st October 2018.

The Office for Human and Minority Rights of the Serbian Government awarded a thank you note to Nadežda Satarić for her championship contribution and selfless support in promoting the position of the older persons in the Republic of Serbia on 1st October 2018.



FG at LC “Mileva Ajnštajn”, 2017



Participants of the press-conference in Belgrade, 2017



GODINA
PRIJATELJSTVA

SUPPORT TO OTHER NGOs AND SYSTEM INSTITUTIONS IN IMPLEMENTATION OF PROJECTS FOR VULNERABLE SOCIAL GROUPS THROUGH MONITORING AND TRAINING

Through its work, Amity has demonstrated knowledge and a complete understanding of the reform directions of the social protection system development in Serbia and is directly involved in these reform processes...



SUPPORT TO OTHER NGOs AND SYSTEM INSTITUTIONS IN IMPLEMENTATION OF PROJECTS FOR VULNERABLE SOCIAL GROUPS THROUGH MONITORING AND TRAINING

In 2004, Amity was selected as one of 6 units for monitoring and evaluation of the projects of the Social Innovation Fund (SIF), donated by the United Nations Development Programme (UNDP). Together with other CSOs for monitoring and SIF, we defined the mechanisms for monitoring and evaluation of the Projects that were implemented by the institutions of the system and non-governmental organizations, with the aim of reforming the social protection system and poverty reduction in Serbia. We had been monitoring projects for full 5 years (until mid-2009). Geographically, we covered institutions/organizations implementing projects in the cities of Belgrade, Western Serbia, and Vojvodina. During this time, we monitored 41 projects under five SIF calls for proposal, which were implemented in partnership with the NGO and governmental organizations. Through all these projects, innovative and missing social protection services were developed at the community level.

Through Amity activities, the capacity of project teams were strengthen in connection to the project cycle management, establishing cross-sectoral collaboration and networking, methods for identifying vulnerable beneficiaries, establishing criteria for beneficiary selection, regulating beneficiaries' complaints, monitoring and evaluation of their own work, identifying achievement indicators, managing finances, reporting to the donors, sharing experiences with other project teams, etc.

"... Through its work, Amity has demonstrated knowledge and a complete understanding of the reform directions of the social protection system development in Serbia and is directly involved in these reform processes, both through advocating and mobilizing various actors at the local and national levels. Amity has so far made significant inputs and recommendations to social policy makers at the line Ministry of Labour, Employment and Social Policy, United Nations Development Programme, UNICEF and others..." Danilo Vuković, CEO, Social Innovations Fund, 14th February 2007.

In 2006, we monitored 13 projects implemented by organizations of persons with disabilities from Belgrade. These projects were implemented under the auspices of the Ministry of Labour, Employment and Social Policy - the sector for the protection of persons with disabilities. During this monitoring process, we provided all necessary support to strengthen the capacity of project teams to manage the project cycle, including budget management.

The Amity team, under the auspices of the Ministry of Youth and Sports, as one of 10 monitoring units, monitored and supported the consulting process in drafting of the National Youth Strategy, run by NGOs as resource centres. In the process of the Strategy implementation, we were one of 7 monitoring units monitoring the projects implemented by NGOs. In total, we conducted monitoring of 32 projects (2007 - 2009).

Amity, as an external associate to the SCAN Foundation of the Netherlands, has been monitoring two projects supported by the Foundation and implemented by non-governmental organizations from Serbia in the period 2007-2009.

We did the monitoring and evaluation of the proj-

ects of the Women's Centre from Šabac in 2009 and the Ecumenical Humanitarian Organization from Novi Sad on two occasions, in 2011 and 2014. Based on our findings and recommendations, their donor continued to fund the Diaconia Home Care programme.

During 2013-2014, we conducted the Monitoring of the Respect for the Human Rights of the Beneficiaries in 20 public and privately owned residential social care institutions for the adult and older persons.

Overall, between 2004 and 2015, we monitored 91 projects of state institutions and CSOs and monitored the human rights of beneficiaries in 20 public and private residential social care institutions for the adult and older persons.

EDUCATIONS

Along with the start of the first project in 2000, we have noticed a desire to further improve the knowledge and skills of professional work of all members and associates of the organization, as well as their need to work on themselves in order to prevent burn-out syndrome. We consider it a privilege that we started working with the UNHCR, UNICEF and the Irish humanitarian organization CONCERN, agencies that were open for meeting our development needs and invested heavily in our development, enabling us to be trained by eminent local and international experts in professional topics related to the improvement of protection of vulnerable population groups, as well as in organizational processes and organization management. Thus, from 2001 to 2006, UNICEF provided us with a training programme on 22 topics in the field of child protection, for 15 mobile teams for comprehensive child protection and for the professional staff of 15 CSWs, with whom we have worked, starting with System Approach to the Family, Mediation Between



Monitoring Club for Children and Young, Pećinci, 2009



Amity Network Members



N. Satarić, home visit in Odžaci

the Victim and the Offender, Peer Mediation, to The Multisystem Approach to Work with Children and Young People at Risk and/or in Conflict with Law, etc. The knowledge gained at that time represents a great wealth that about one hundred experts – social workers, psychologists, educators and health workers – maintained even after the completion of programmes and projects, and they still apply this knowledge in their communities.

Under the auspices of UNICEF, from 2009 to 2011, as a part of the implementation of the project “Strengthening Centres for Social Welfare to Respond to the Needs of Youth”, we organized trainings on four different topics for the experts from 35 CSWs of Belgrade, Pčinj and South Banat Regions, which had 627 participants. The training topics were: “Case Manager Training”, “Supervisor Training”, “Annual Operational Planning at Centres for Social Welfare Training” and “Local Community Informing and Communication”.

UNHCR has provided training to us on 27 different topics, such as: refugee protection; protection against domestic violence; The 1951 Refugee Convention; communication of NetMT-EVI members with the media; enforcing the protection of refugees, internally displaced persons and migrants; specific positions and problems of Roma women and children; international and domestic standards in the field of public representation and protection of refugees; legal support to and rights of refugees and migrants in the Republic of Serbia and the manner of their realization, etc.

The Irish humanitarian organization CONCERN provided us with high-quality project management training, including topics related to project development; management – programme management, human resource management, planning system; negotiation methods; fundraising;

developing partnerships, etc.

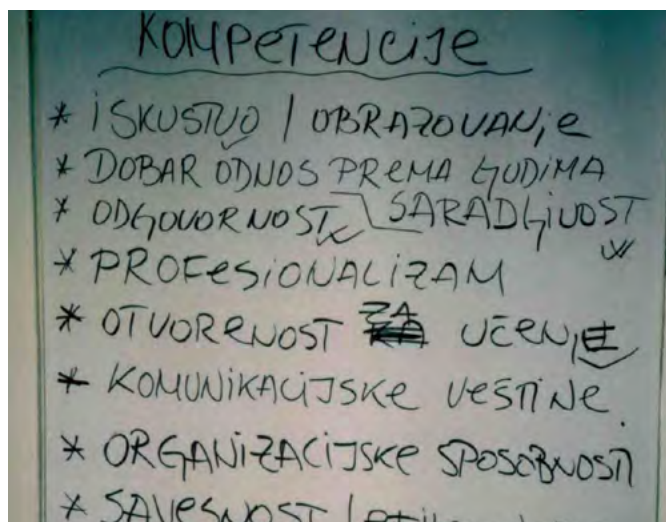
By participating in key reform processes in the field of social policy, we were able to continually improve our knowledge through training and to further transmit and share our acquired knowledge with other CSOs and community partners. We have been trained in project monitoring and evaluation techniques, improving advocacy skills, gaining an understanding of the budget system in Serbia, etc. We further transmitted the acquired knowledge to local CSOs and community partners, through a series of training sets we implemented, for a total of about 300 participants.

All in all, as of 2011, we have organized 82 training sessions for professional workers, with 1,985 people taking part in them.

Since 2012, we have started accreditation of the training programmes at the Republic Institute for Social Protection. To date (2019), we have four accredited programmes:

- Basic training programme for developing a mapping and outreach plan to identify the most socially excluded children with disabilities;
- Human rights and quality of life for older people in residential care;
- Violence against older people – specificities, recognition and prevention strategies;
- Informing the local community and improving relations with media.
- We regularly register and implement training programmes without knowledge assessment with the Social Welfare Chamber, on various professional topics, of which we highlight the following:

- Determining the degree of support and individual service plan for the beneficiaries of residential care facilities for the adults and older people;
- How to conduct an annual evaluation of the quality of services provided in residential care settings for the adults and older people;
- Communication and elements of group social work with people with dementia;
- Activities aimed at developing and preserving the potential of the beneficiaries of residential care facilities for the adults and older people;
- Anti-discrimination regulations relevant to internally displaced persons, refugees and asylum seekers in Serbia;
- Recognizing violence and discrimination against older women and ensuring effective prevention and protection measures.



Training for Supervisors, Zvečanska, 2009

Since 2012, we have implemented more than 100 of those educations and a total of 2,568 social care professionals coming from the government, non-government and private sectors participated in those accredited and registered training sessions.

OUR 20 YEARS IN NUMBERS

- We provided direct support to approximately 62,000 beneficiaries from 28,000 families from refugee, internally displaced and domicile populations;
- Activities were implemented in the territory of 111 municipalities;
- 332 associates were engaged in the implementation of our activities;
- Since the beginning of Amity's work, the trainings that have been organized in 182 terms and have included 4,553 participants;
- We actively participated in 500 formal meetings organized by public institutions, international organizations or other national CSOs;
- We have cooperated with 17 partner CSOs and 80 associate organizations and institutions on the implementation of 58 projects;
- 33 donors financially supported our activities;

VISIBILITY OF OUR WORK

Since the first day of the association's work, we have worked to ensure the visibility of our activities, especially since, at that time, the animosity of a part of the public was expressed towards the newly formed civil society organizations. We continuously strived to improve public relations, to inform the public about what we were doing, to send messages to policy makers and through the media, in order to sensitize the general public to the issues of the vulnerable groups we advocate for. We gained recognition not only among policy makers, public and private institutions in the field of social policies, and the civil sector, but also with the media and the general public. We succeeded because:

- We regularly published annual reports on the organization's operations with the financial statements on the website www.amity-yu.org so that they were available to the general public;
- We published 8 thematic newsletters (children, the older people, people with disabilities, single families, partnership in the local community, etc.);
- We published 25 publications on sensitive social groups and their activities, two of which were in English;
- We made 6 documentaries about the status of the older people, people with disabilities and children with disabilities (For A More Humane Old Age, May 2002; The Elderly in Poverty, May 2003; About Support to PWD - Club in Obrenovac, 2006; Beauty of Diversity – about the children with disabilities, 2011; How Much Does

the Poverty of Older People Cost, 2012; Human Rights of Older People, 2014);

- Printed media reported 470 times about Amity activities
- There were over two thousand titles about our activities in the electronic media (more than 100 times a year)
- We have had numerous appearances on radio and TV shows, the media regularly reported about the various events and activities of the organization or where Amity participated.

PLANS FOR THE FUTURE

We will consistently follow the orientation that has distinguished our work all these years. Although the social context has changed, poverty in Serbia remains widespread. According to the latest data available to us (from 2017), 36.7% of the population (more than 2.5 million inhabitants) is at risk of poverty or social exclusion. Therefore, it is important to fight for the improvement of the status of the poorest and socially marginalized social groups.

The reform processes in which we have participated are not complete. We still need quality innovative services to support and improve the status of the socially excluded - these projects need to be piloted and developed. Further work is needed to improve the availability and quality of existing services. CSO involvement is still needed to establish transparent public policies and improve the status of the deprived social groups in society. Continued work needs to be done to reduce discrimination against vulnerable social groups and to better

integrate them. It is most urgent to ensure better financial and physical access to health care for the older people and people with disabilities.

It is equally important to continue to work on strengthening the capacities of other CSOs and institutions of the system through education. Therefore, it is our intention to continue conducting trainings under already accredited programmes, and to prepare for the accreditation of new training sets. Control mechanisms are very important in the social welfare system for monitoring efficiency, so we will continue to be interested in doing monitoring and evaluation of social services.

A special focus of our activities will be on promoting the importance of participation of older women in public and political life in Serbia and to strive for their greater involvement.



Guest at "U središtu pažnje", 2013



Guest at "Žikina šarenica", 2016



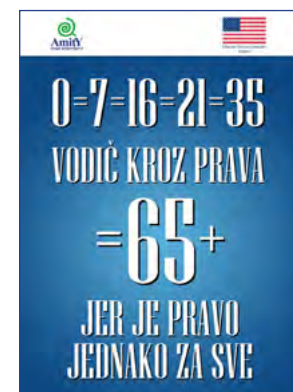
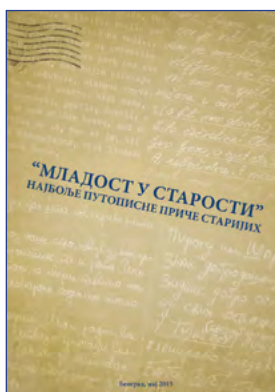
Guest at "TV Kopernikus", 2019



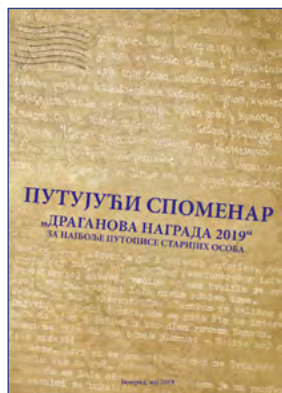
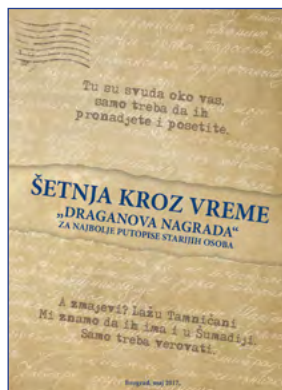
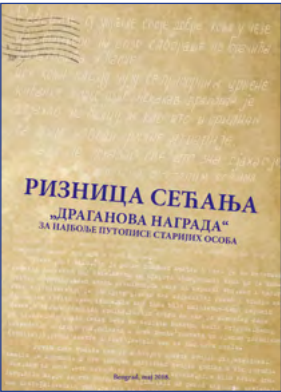
Guest at Radio Belgrade II, "Rečeno – prečutano", 2015

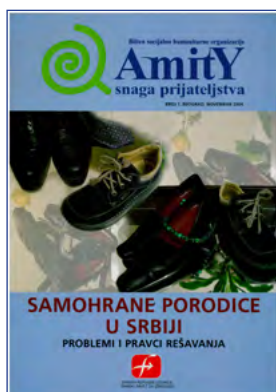
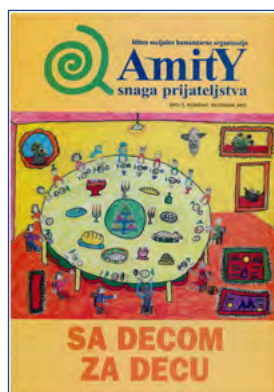
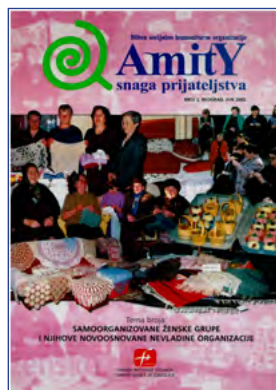
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CSO PARTNERS ON PROJECT IMPLEMENTATION

Autonomous Women's Centre, Belgrade

Centre for Independent Living of PWDs, Belgrade

Femina, Smederevska Palanka

Civic Initiatives, Belgrade

Horizons, Čačak

Caritas of Sremska Mitrovica

Kokoro, Bor

Laris, Čačak

Lužičke rukotvorine REC, Babušnica

Humanas Network, Belgrade

Charity Muslim Society Merhamet - Sandžak

Novi Sad Humanitarian Centre, Novi Sad

Roma Information Centre, Kragujevac

Sigma plus, Niš

Sunce, Kragujevac

Association of Pensioners of Požarevac

Zlatiborski krug, Čajetina

ASSOCIATES FROM GOVERNMENT, NON-GOVERNMENT AND PRIVATE SECTOR

Argument, Belgrade

Belgrade City Library

Centre for Care of Older People, Children and Persons with Disabilities „Novi Beograd“

Centre for Support to the Persons with Disabilities, Kraljevo

Centre for Social Welfare of Bajina Bašta

Centre for Social Welfare of Bela Crkva

Centre for Social Welfare of Bor

Centre for Social Welfare of Bujanovac

Centre for Social Welfare of Čačak

Centre for Social Welfare of Ivanjica

Centre for Social Welfare of Jagodina

Centre for Social Welfare of Kragujevac

Centre for Social Welfare of Kraljevo

Centre for Social Welfare of Kruševac

Centre for Social Welfare of Kuršumlija

Centre for Social Welfare of Lebane

Centre for Social Welfare of Leskovac

Centre for Social Welfare of Lučani

Centre for Social Welfare of Mladenovac

Centre for Social Welfare of Niš

Centre for Social Welfare of Novi Pazar

Centre for Social Welfare of Obrenovac

Centre for Social Welfare of Požarevac

Centre for Social Welfare of Preševo

Centre for Social Welfare of Prijepolje

Centre for Social Welfare of Prokuplje

Centre for Social Welfare of Smederevo

Centre for Social Welfare of Užice

Centre for Social Welfare of Valjevo

Centre for Social Welfare of Vlasotince and Crna Trava

Centre for Child and Youth Care, Belgrade

Red Cross of Kragujevac

Red Cross of Kraljevo

Red Cross of Novi Beograd

Red Cross of Srbije
 Red Cross of Trstenik
 Dečija istina, Belgrade
 Home for Children and Young "Stanko
 Paunović", Negotin
 Home for Adult and Older Persons Vila Ankora,
 Palić
 Health Centre of Kragujevac
 Cerebral Palsy Association of Obrenovac
 Association for providing help to mentally
 challenged people, Obrenovac
 Education Centre of Leskovac
 Ecumenical Humanitarian Organization
 Novi Sad
 Faculty of Political Science,
 University of Belgrade
 Fund Centre for Democracy, Belgrade
 Social Innovations Fund
 Gerontology Centre of Mladenovac
 City of Kragujevac
 City Municipality of Novi Beograd
 City Municipality of Obrenovac
 City Centre for Social Welfare of Belgrade –
 Department Obrenovac
 City Centre for Social Welfare of Belgrade –
 Department Zemun
 Group 484
 Office for Human and Minority Rights
 Office for Cooperation with Civil Society
 Caritas of Subotica
 Commissariat for Refugees and Migration
 Lastavica, Zemun/Surčin
 Ministry of Youth and Sports
 Ministry of Interior
 Ministry of Labour, Employment, Veteran and
 Social Affairs
 Ministry of Health
 Commissioner for Protection of Equality
 Legal Academy
 Association for Cerebral Palsy of the City of
 Belgrade
 Secons – Group for Development Initiative,

Belgrade
 School for Education of Children and Youth
 "Vukašin Marković", Kragujevac
 Social Inclusion and Poverty Reduction Unit of
 the Government of Serbia
 Timok Club, Knjaževac
 Association Otpor, Obrenovac
 Association of pensioners of Niš
 Association of pensioners of Novi Sad
 Association of pensioners of Subotica
 Association of pensioners of Zemun
 Voluntary Service of Zvezdara
 Ombudsman
 Institute for Education of
 Children and Youth Beograd
 Institute for Education of
 Children and Youth Niš
 Zdravo da ste, Belgrade
 Women's Initiative, Trstenik

We are one of 14 CSOs in Serbia that have established a Network of Organizations Dealing With the Issues of Old Age and Aging and Advocating for A Better Position of Older People "HumanaS". We founded the network in 2004 and it still functions today. In the meantime, we have jointly implemented the promotion of the National Aging Strategy 2005-2015, have been celebrating the International Day of Older People and World Elder Abuse Awareness Day. We jointly implement projects when the opportunity arises.

We are one of the 20 CSOs, founders of the European Anti-Poverty Network - Serbia, which aims to contribute to poverty reduction and increase social inclusion of Serbian citizens. The Network was formally established in 2015, and since 2011, although informal then, the Network has been a full member of the European Anti-Poverty Network www.eapn.eu.

CHRONOLOGICAL LIST OF ALL AMITY'S PROJECTS AND DONORS

1. *Network of Mobile Teams for Assistance to Extremely Vulnerable Individuals from Refugee and IDP Population; 2000 – 2017; UNHCR*
2. *Bridge Between Generations; 2000; IRC*
3. *Ray of Sun - Negotin; 2001; IOCC*
4. *Play and Learn – Roma programme; 2001 – 2003 (implemented without the donors contribution)*
5. *Support to Supporters – programme od stress prevention; 2000 – 2002; IRC*
6. *Outreach Mobile Teams for Child Protection; 2001 – 2006; UNICEF*
7. *Participative Research on Child Poverty in Serbia; 2003; UNICEF*
8. *Programme of Women's Groups – Woman to Woman; 2001 – 2003; DRC*
9. *Secretariat for Women's Groups; 2003; DRC*
10. *Single Parents Counselling; 2002; DRC*
11. *For a More Human Old Age – "Help Knocks At Your Door"; 2001 – 2003; Irish Humanitarian Organization CONCERN*
12. *"A Way To A Better Life" – Club For Physically Disabled Persons; 2001-2003; CRS and CONCERN*
13. *"A Way To A Better Life" – Club For Physically Disabled Persons Novi Beograd; 2001-2003; CONCERN*
14. *Inclusion of Civil Society in the Poverty Reduction Strategy Paper Drafting; 2002; UNDP Programme*
15. *Poverty Reduction Strategy Among Citizens; 2003 – 2004; UNDP*
16. *Support to the Families of the Kidnapped and Missing Persons in Former Yugoslavia; 2003 – 2004; ICRC*
17. *Socio – Therapeutic Youth Club in Obrenovac; 2003-2004; Municipality of Obrenovac*
18. *Participatory Research on Phenomena of Single-parent Families Poverty in Serbia; 2004; DRC*
19. *Monitoring and Evaluation of Social Innovation Fund Projects (41 projects); 2004 – 2009; UNDP*
20. *Monitoring and evaluation of Disabled Persons' Projects (13 projects); 2006 – 2007; Ministry of Labor, Employment and Social Policy*
21. *Research on the Needs of Older Persons; 2006 – 2007; UNDP*
22. *Programme Civil Society Contact Organizations for PRSP Implementation – CSCO for older people; 2007 – 2009; Government of the Republic of Serbia*

23. *Unit for Monitoring and Support to the Local Level Projects (32 organizations/projects); 2007- 2008; Ministry of Youth and Sports*
24. *Youth Mediation Training; 2007; UNICEF*
25. *Mobile Team for Comprehensive Child Protection in Juvenile Justice Reform Process; 2008 – 2009; UNICEF Kosovo*
26. *Advocating for Introduction of Social Pensions in Serbia; 2008 - 2009; UNDP and Help the Aged*
27. *Improving the Rights of Children at Risk or in Conflict with Law on Community Level; 2008 – 2009; UNICEF*
28. *Civil Society for Government Accountability and Poverty Reduction in Serbia; 2009 – 2011; Institute for Sustainable Communities (ISC)*
29. *Strengthening CSW to Respond to Needs of the Young; 2009 – 2011; UNICEF*
30. *Engaging the Government on Behalf of Rural Families with PWD children; 2009 -2011.; World Vision and Agroinvest Foundation*
31. *Keep Them at Home; 2009-2011; Agroinvest – donors ADA and Word Vision*
32. *Mapping of the Resources of Local Communities for Implementation of Diversion Orders/Special Procedures, March-May 2011, part of the Programme: Improving the Delivery of Justice in Serbia – component Supporting the Reform of the Juvenile Justice System (IMG)*
33. *Provision of Technical Support in Developing Mechanisms to Increase Access to Services for Children with Disabilities in the Local Community - for project teams from the Local Community Services Development Programme for the children with disabilities and their families, 1st June 2011 – 1st March 2012, Ministry of Labour and Social Policy and UNICEF*
34. *Lets End Age Discrimination and Support Active Aging - The Centre for Democracy Fund Project, implemented by Amity as a partner organization, 1st June 2011 – 31st May 2012, European Union through the EU Delegation to the Republic of Serbia.*
35. *360 Degree Inclusion Project - Nothing About Us Without Us, November 2011 - May 2012, Ministry of Labour and Social Policy - Sector for the Protection of Persons with Disabilities and the IBRD under the Delivery of Improved Local Services Project - DILS*
36. *Social Policy Monitoring Initiatives Project, Civic Initiatives' Project, partners were AWC, CIL, RIC and Amity, February 2012 - February 2013, Embassy of the Kingdom of Norway*
37. *Engagement with the Government for Child Care Reform, January-September 2012, Agroinvest Foundation.*
38. *For Children with Disabilities from Rural Areas of Kragujevac, May-September 2012, International Women's Club, Belgrade*

39. *Qualitative Research on Perceptions of Long-term Care Services Beneficiaries in Serbia, 15th January – 15th March 2013, SIPRU of the Government of Serbia*
40. *For More Effective Prevention of Dementia and High Quality Care for the Elderly with Dementia, 1st February – 30th November 2013, International Women's Club, Belgrade*
41. *For A More Dignified Life of Older People in Residential Care, 1st May 2013 – 30th April 2014, EU Delegation to Serbia and SIPRU*
42. *Support for Older People in Rural in Accessing Rights, 1st March – 31st December 2014, International Women's Club, Belgrade*
43. *Let's not Forget Those Who Forget - Advocacy for the Day Care Centre for the Older People with Dementia in Belgrade, 26th February – 31st December 2014, Trag Foundation, Belgrade*
44. *Assessment of the Institutional Development of the Home Care Service of the Ecumenical Humanitarian Organization, 1st March – 30th April 2014, Ecumenical Humanitarian Organization (EHO), Novi Sad*
45. *For More Consistent Respect for the Human Rights of the Older People, 15th July 2014 – 14th July 2015, United States Embassy, Belgrade*
46. *Analysis of the Improvement of Diversion Measures Implementation Practices in Serbia 2011-2014, October - December 2014, International Management Group (IMG), Belgrade*
47. *Humanitarian Packages for the Elderly and Children from Rural Areas in 6 Poorest Municipalities in Serbia, May - August 2015, International Women's Club*
48. *Encouraging Active Aging - Contest for the Best Travel Story of the Older People, 2015 -, Private Donation, Baba Kuka*
49. *For Zero Tolerance of Discrimination Against Older People, May-November 2016, Office for Human and Minority Rights*
50. *Older People in Novi Beograd, Research and Recommendations for Decision Makers, February - October 2017, United Nations Population Fund (UNFPA)*
51. *Stop Violence and Discrimination against Older Women, May-November 2017, Office for Human and Minority Rights*
52. *External evaluation of the EHO Project, Diaconia Home Care in Vojvodina, 2017, EHO*
53. *Community-Based Social Innovations for Older Persons, Case Study Serbia, May 2017-May 2018, World Health Organization (WHO)*
54. *Support to Social Inclusion of Older Citizens of Novi Beograd, November 2017*

- August 2018, Red Cross of Serbia under the TASIOP Project, European Union, Austrian Red Cross and Austrian Development Agency

55. Supporting Local Integration of Refugees and Internally Displaced Persons, 1st January 2018 – 31st December 2019, UNHCR

56. Recognizing and Preventing Violence Against Older Women, April - October 2018, Office for Human and Minority Rights

57. Support to Regional Processes for Providing Sustainable Solutions for Refugees

and Displaced Persons in Serbia, October 2018 - December 2019, OSCE - Mission to Serbia

58. Recognizing and Preventing Violence and Discrimination against Older Women, April - October 2019, Office for Human and Minority Rights

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UNHCR, IRC, IOCC, UNICEF, DRC, Concern, CRS, UNDP, ICRC, Municipality of Obrenovac, Ministry of Labour, Employment, Veteran and Social Affairs, Government of Serbia, Ministry of Youth and Sports, UNICEF Kosovo, Help the Aged, ISC, World Vision, AgroInvest Foundation, Austrian Development Agency, IMG, European Union via Delegation of the EU to the Republic of Serbia, Embassy of the Kingdom of Norway, International Women's Club of Belgrade, SIPRU, Trag Foundation, Ecumenical Humanitarian Organization of Novi Sad, Embassy of the United States, Jasmina Beba Kuka – private donor, Office for Human and Minority Rights, UNFPA, WHO, red Cross of Serbia through the funds from the EU, Red Cross of Austria and Austrian Development Agency, OSCE (33)

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