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Social Inclusion and Re/Integration Programmes

"Moving Forward:

Promoting Greater Efficiency and Effectiveness
in the Fight against Trafficking in Human Beings
in Kosovo"



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KINDLING A BETTER WORLD

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1. Introduction

Trafficking in Human Beings (THB) is regarded as a multifaceted phenomenon; it is recognized internationally as a human rights violation, a global crime in which people exploit others for profit or benefit (UNODC, 2016). As unimaginable as it seems, slavery persists in the early twenty-first century. Millions of people around the world still suffer in silence in slave-like situations of forced labour and commercial sexual exploitation from which they cannot free themselves. THB is one of the greatest human rights challenges of our time and every country is affected by this phenomenon, whether as a country of origin, transit or destination for Victims of Trafficking (VoTs) (Farr, 2005).

The trends of trafficking in Kosovo are changing continuously, as the trafficking rings seem to react quickly to both the demand and the law enforcement responses. Support to victims is an integral and crucial part of anti-trafficking efforts in Kosovo. There are several Kosovo institutions responsible for the development and implementation of state level policies in combating THB. More than 800 VoTs have been identified and assisted in Kosovo during the period of 2000 to 2016.

Based on Standard Operating Procedures (SOPs)¹, high risk VoTs, female and male, minors and adults should be referred for assistance to a high-risk state shelter, operated by Ministry of Labour and Social Welfare (MLSW). Low and medium risk identified female VoTs, minors and adults, should be referred to the PVPT Rehabilitation Centre/Shelter. Male children VoTs of low risk, that are usually exploited for begging, should be referred to Hope and Homes for Children–NGO- run shelter for children . The Kosovo Government provides financial support to NGOs-run shelters by partly covering the VoTs' rehabilitation assistance services, while those supporting long-term socio-economic re/integration of VoTs are not being funded by the Government. Due to the lack of funding from the Kosovo Government, many NGOs that provide the re/integration services usually receive funds from international donors such as the EC, US, UN, etc. Statistics provided by PVPT Centre for the period 2000-2017 show that in Kosovo, 838 VoTs and PVoTs, have been assisted with a range of rehabilitation and re/integration services. From the total of the 838 assisted, only 97 VoTs/PVoTs were supported with economic empowerment and reintegration programs.

This document focuses on social inclusion and long-term reintegration programs for VoTs/PVoTs and has been designed with the purpose to serve as guidance for the design of the sub-granting program for local Civil Society Organizations (CSO) under project Cluster 3 and accordingly their preparation and capacity building on how to best accommodate the long-term needs of VoTs/PVoTs. It should be highlighted that for the purposes of this programme, PVoTs refers to those victims that have been referred to the National Referral Mechanism (NRM) but have not been officially recognized as VoTs, thus still considered presumed victims.

¹ <http://www.legislationline.org/documents/id/18619>

The present report is the result of a preliminary analysis conducted in the first months of the project using a qualitative research methodology. To confirm and clarify the nature of needs that VoTs in Kosovo have, and to detect those needs that are not being met by existing programs and services; the analysis triangulated the viewpoints of victims, service providers, and policy makers. The perspective of VoTs assisted by PVPT that were documented during the implementation of PVPT rehabilitation and reintegration program was also analysed. An initial review of the anti-trafficking documentation, reports and strategies was employed to ensure a sound understanding of each stakeholder's respective role in and the level of implementation of SOPs in Kosovo with regards to victims' service provision.

The priority groups for the social inclusion and long-term re/integration programs are:

- **PRIORITY GROUP 1:** VoTs/PVoTs – considered the **final beneficiaries**, will be receiving tailor-made social support and economic reintegration services. They will be benefiting from the sub-granting program by initially undergoing rehabilitation from the trafficking experience and should be recuperated before he or she starts the reintegration process. Some VoTs may require all of the program support services listed below at some stage of their re-integration (terms used to indicate the integration and reintegration process). Others require some of the services and are able to draw on their personal, family and community resources to support their reintegration. What services are required (if any) will depend on the specific situation of each individual VoT. It is critical that interventions are designed to meet their actual needs at various stages of their post-trafficking recovery, thus delivered following an individualized approach.
- **PRIORITY GROUP 2:** Local service providers/CSO – considered the **grant beneficiaries** of the programme, will be selected during the grant scheme implementation phase. They could be licensed and non-licensed CSOs/shelters, experienced at least of 5 years in assisting vulnerable groups, trained on ethical and human rights based approach, and willing to work and provide support services to VoTs/PVoTs. As grant beneficiaries of the program, their capacities will be increased so that they are fully capacitated to better accommodate the long-term needs of VoTs/PVoTs.

2. Social inclusion and economic re/integration programmes for VoTs/PVoTs

Re/integration is an expression commonly used to describe a process that would enable VoTs to return to their family and society and become involved in social life. Successful re/integration means that the VoT feels to be an equal and contributing member of the society and is capable to function independently within the society. A comprehensive package of re/integration support includes: housing and accommodation, medical assistance, psychological support and counselling, education and life skills, economic opportunities, administrative support, legal support, family mediation and counselling, case management and support to family members. Critically, re/integration services must take account the victim's individual needs and strengths.

Generally, the support and assistance period of VoTs/PVoTs is divided in two distinct phases, over a period of maximum of three years:

Phase 1: rehabilitation (0-12 months), and

Phase 2: re/integration/social inclusion (13-36 months).

While the three-year period is the general framework during which VoTs/PVoTs should be supported and monitored, each organisation frames the re/integration process differently. Moreover, individual victims function with different timeframes and recovery periods. The framework is designed to accommodate the wide variations in the approach utilised by the different CSOs and the complexity and diversity of the re/integration process of VoTs.

Phase 1 - rehabilitation phase (0-12 months):

Rehabilitation and recovering of VoTs from violence and exploitation requires multidisciplinary approaches. Recovery efforts must simultaneously address the physical, psychological, behavioural, social and family issues encountered by identified VoTs. Each VoT needs support to recover from the effects of trafficking and rebuild her/his life. VoTs should be supported to feel safe to open up with one another, share their experiences, reflect and heal during the rehabilitation phase.

It is considered that rehabilitation assistance is crucial for achieving successful re-integration. It has been shown in practice that VoTs who have entered into the reintegration phase directly by missing out the rehabilitation services, have failed to re/integrate successfully.

**The rehabilitation program (sheltering and the round the clock support) will not be supported by this particular program fund.*

Phase 2 - reintegration/social inclusion (13-36 months):

Re/integration means a process of recovery and economic and social inclusion following a trafficking experience. Some VoTs “reintegrate” into their community of origin, while others “integrate” in a new community. Each VoT needs to be treated individually taking in consideration that each of them has different types of needs - some basic, some more complex. Their basic needs are commonly met during the rehabilitation phase, while their long-term needs should be met along the re/integration phase. The re/integration process provides targeted support and assistance in returning VoTs/PVoTs to a meaningful life that includes family, society, employment and many other factors.

However, the long-term re/integration is the most challenging part of VoTs’ support. Successful re/integration of VoTs/PVoTs requires service coordination by all stakeholders including governments, international and local organizations, surrounding communities and families. Different strategies should be used for informing beneficiaries about re/integration opportunities and in this case, it is essential to maintain the confidentiality, in order to not harm the beneficiary. Lack of adequate understanding and lack of professional support often cause a stigmatization, a lot of pain for the victims and make the re/integration process difficult. The long-term re/integration support to VoTs/PVoTs commonly should consist of social inclusion and economic empowerment services.

2.1 Social inclusion of VoTs/PVoTs

Social inclusion enables VoTs/PVoTs of all ages to be closely connected to family, friends, and community and to fully participate in the social life by expanding life opportunities through health, better education, etc. The aim of the social inclusion programme is to increase social cohesion, build social networks, and to provide and sustain the education services for disadvantaged individuals in the community. Social inclusion work starts when the VoT/PVoT is still in a shelter facility. Services usually last up to 24 months and include the following:

Family Reconciliation and Counseling; Rebuilding relationships requires much emotional work and willingness from each person involved in this process. In Kosovo, re-establishing relationships between VoTs and their family members often can be very difficult due to the social mentality and stigmatisation. It is considered a crucial need to work with the beneficiaries’ family members as an indirect target group. Family counselling helps a family to reduce conflict and disagreements, to understand the trafficking situation, to communicate better with one another and improve family relationship at least with one member of the family. How long counselling continues or the time necessary, depends upon a number of factors. These factors include the number of family members in beneficiary’s family, family dynamics, whether it is a functional or dysfunctional family, other crises that family is facing not related to beneficiary for what they would be needed extra family support

counselling, etc. Contact with family is advised only if it is in the best interest of the beneficiary. This service would be available only for local VoTs/PVoTs.

Formal/Non-formal Education Support: Because of stigmatisation, high percentages of VoTs, aged 14-17 after trafficking experience are not willing to continue with education. It is very common for the victims to fall behind a year or two in the school system due to the trafficking experience and that makes it even more difficult for them to return to school. Thus, in order to enrol back into the education system (formal or informal), multi-disciplinary team, that includes MLSW, psychologist, case manager from CSW and shelter, is required. The team should be cooperating with Municipal Department of Education (MDE) and respective schools in order to re-enrol the VoT into the education system. Whether the VoT will be re-enrolled in formal or informal education system, it depends from the number of years missed out due to her/his trafficking experience. It should be emphasised that, for each action, the victim's opinion and willingness must be taken into consideration and for each step taken the victim has to be an active participant.

2.2 Economic re/integration of VoTs/PVoTs

During the rehabilitation phase, adult and older minor (those above 16) VoTs/PVoTs should be continuously empowered and encouraged through empowering sessions for economic independence. During these sessions, VoTs/PVoTs should receive information and professional counseling about employment opportunities as well as training on how to write a CV, answer interview questions (often through role plays), dress and behave in an interview, register with employment services, negotiate salaries, assess whether a job is a good one, open bank account etc. The empowering sessions are considered crucial for motivation and carrier orientation of beneficiaries, by teaching them also how to reduce and manage eventual social stigma and discrimination they could experience after returned in society. After they are ready and empowered, they enter into the re/integration phase, being provided with the services that usually last up to 24 months (two years) and include the following:

Vocational Training: In most of the cases, VoTs lack the necessary skills required for decent employment. This increases the importance of targeted vocational training sessions for economic capacities and possibilities of individuals within the target group, based on realistic and up-to-date labour market assessments and toward employment. After a VoT/PVoT feel sufficiently empowered, and their desired working field is identified; if they lack vocational skills, they should be referred to the Regional Vocational Trainings Centres (RVTC) or to private companies for professional vocational trainings. However, taking into account the victim's willingness and motivation is crucial. In some cases, VoTs/PVoTs start vocational trainings during their rehabilitation phase and in other cases upon their return to their families, during the reintegration phase. RVTC provides different kinds of trainings like business administration, bakery, IT, graphic designer and secretary/administration assistance, free of charge with length of time 3 to 4 months with

approximately 250 hours in total. Due to the anti-trafficking response and activities conducted in Kosovo, VoTs in Kosovo are considered a priority target group to receive trainings in RVTC. Nevertheless, those state supported training programs are not always offered in a timeframe that fits the VoTs' needs, and lack some fields of work like hairdressing courses, professional make-up, manicure/pedicure, tailoring, fashion design, etc. In those cases, private companies should be targeted. Private Companies provide professional vocational trainings with different sizes and timeframes, depending on the training' module (from 1-9 months; from 80-1300 hours).

CSOs offering re/integration services to VoTs/PVoTs should facilitate the process of registering the beneficiary into vocational training program whether they are offered by state institutions/centres or private ones. The support should be provided in closed cooperation with Employment Centres in the municipality where the VoT/PVoT will be capable to attend the training. While, in cases of targeting private sector, the CSO should prepare in advance the agreements where beside general information, type of training, hours and length of training, amount of payment, and other beneficiaries' and companies' obligations should be noted. As an incentive, it is recommended to explore the opportunity for beneficiaries if possible, to remain and work in the same private company where the training was attended. In this case, the opportunity offered to VoTs/PVoTs, in terms of economics is considered as on-the-job training, which normally should be reflected and elaborated in details in mutual signed agreements.

Employment/ Job placement: Job placement involves seeking out appropriate, long term and safe employment options for VoTs/PVoTs. Initially, it is important to assess the overall labour market, including identifying appropriate and safe work opportunities in different fields. Understanding trends in the labour market, especially those affecting the target group, it is important in terms of directing beneficiaries to suitable employment. In this regard, CSOs should be cooperating with Employment Offices within their municipalities.

The majority of VoTs/PVoTs lack work experience or have been out of the job market for some time, hence often need guidance and support in the initial stages of navigating the labour market. CSOs play an important role in this initial period, serving as a "go-between" with employers and employment agencies, as part of the initial job search and placement and possibly also in the initial stages of employment. This, however, is a short-term measure and VoTs/PVoTs must be equipped with the skills to mediate their work environment independently in the long run. Because some employers have preconceptions about employing vulnerable persons, it is often necessary to build awareness among employers and encourage them to hire VoTs/PVoTs, but not telling them about the individual's trafficking experience. The employers should be also advice about the issues related to stigma against vulnerable persons, which may arise in the work setting as well, as how these can be handled.

Retaining employment in the long-term is also one of the most challenging components during the re/integration of a VoT. Providing wage stipends as incentives should be considered for the same purpose: The stipends offered by the CSOs can create an incentive for employers to employ a VoT: Covering a portion of the VoT/PVoT salary for minimum six months (70% of the salary covered by the program fund and 30% by the employer), with the agreement that the employer retain the VoT at least for another six months. A detailed contract between CSOs, employer and a VoT should be signed, specifying all working conditions. In addition, the victim's consent and opinions are needed and should be respected during the whole process of the employment/job placement.

Small Business Start-ups: This economic approach affords a great many opportunities, not least in terms of ensuring a safe work environment, allowing VoTs/PVoTs to combine family responsibilities with their work, providing options to work from home, improving the family's economic situation as well as family dynamics. However, this option is not suitable for all VoTs/PVoTs and careful consideration is needed as to who are the suitable candidates and who would be better served with an alternative economic empowerment strategy. Failure in such a venture can have a negative impact on VoTs/PVoTs (psychologically, socially and economically); thus an assessment is needed as to when this option is viable and appropriate.

For instance, traditional types of job like those of tailoring and beautician field have shown positive results as the most income generating if applied within a small business; even though they do not generate a significant high amount of incomes but basic one. Nevertheless, in some cases, there is no other way to support the economic independence of VoTs than helping them establishing a small business usually based at home due to the much lower cost.

To help VoTs/PVoTs in starting their own small business, a multi-disciplinary and an expert team in this field should be engaged to assess economic viability, social constraints and individual capacities and feasibility. An initial assessment may take some time but it is preferable that time is spent prior to implementation as pre-planning can directly affect the business success. Additionally, VoTs/PVoTs should be provided by the expert CSOs team with business training, conducted by a professional economist or entrepreneur. Requisite skills include developing a business plan and business skills. It is important for each step undertaken, the VoT to be informed and an active participant in decision-making. Moreover, individual mentoring sessions are needed during the first year of starting a business.

As the last step, should be providing VoTs/PVoTs with needed assets and equipment for starting the business. The provision of grants has been found to be the most effective means of providing start-up capital to VoTs, but not delivering directly to VoTs. Those grants should be used by the CSO to buy all needed assets and equipment. The assets and equipment should be monitored by the CSO staff for three years, and after that period the same ones should be owned and mastered by the VoT/PVoT. In order to insure sustainability of the business, as an incentive to this, the supported

VoT/PVoT in opening and maintaining a business, can be required to offer free of charge vocational trainings to another individuals (interested members of her family or/and community) after the first year of implementing the business.

Self - Sufficiency: Being self-sufficient means being capable of supporting yourself, earning an income and being able to maintain a decent quality of life or standard of living without being financially depended on someone else . Self-sufficiency is the only way out that will allow a VoT to follow her/his own ideas in life, have a greater level of self-esteem and to be respected by others. In order for the VoTs to become self-sufficient, they must have all of their basic needs met, which include: Safe housing accommodation, Nutrition, Clothing and Hygienic products, Medical care, Psychological assistance, Psycho-social support assistance, Basic legal assistance, Education and/or basic vocational trainings, Awareness raising and Empowerment training sessions. Thus, they will need to continually receive support for fulfilling those needs. Apart from these needs, a VoT who lacks family support and starts an independent life, will have an additional need for covering rent expenses. If the case is supported with economic reintegration support models elaborated above, after the third month she/he should be expected to be capable to cover a portion of rent expenses (70% be covered by the program fund and 30% by the victim herself).

The Logical Framework of the designed programme is provided below (Annex 1), presenting the overall and specific objectives of the programme along with the provisionally planned activities, the indicators of progress, the sources of verification and the relevant assumptions and risks.

Annex 2 provides for the indicative costing of the programme, in line with the designed Logical Framework.

Annex 1: Logical Framework

Logical Framework				
Objectives/ Activities	Description	Indicators of progress	Source of Verification	Assumptions & risks
Overall Objective	Social inclusion and economic re/integration of VoTs/PVoTs	1. Tailor-made services established and running 2. Up to 30 beneficiaries supported	Programme reports	See below
Specific Objective 1	Inclusion of VoTs/PVoTs in daily social life	Proven progress in beneficiaries' social skills	Programme reports	1. Lack of identified beneficiaries 2. Lack of motivated beneficiaries to accomplish the programme
Result 1.1	Improved family relations of VoTs/PVoTs are ensured	Rate of beneficiaries with improved family relationship	Programme reports	1. Lack of identified beneficiaries 2. Lack of motivated families to cooperate with the support staff
Activities	1.1.1 Individual counselling sessions with VoTs'/PVoTs' family members 1.1.2 Family group-counselling sessions, without the presence of the beneficiary 1.1.3 Family group-counselling sessions, together with the beneficiary 1.1.4 Monthly monitoring sessions after beneficiary returns to his/her family	1. Number of family visits 2. Number of individual and group family sessions 3. Number of families who evaluate the assistance provided as "satisfactory" 4. Number of monthly monitoring sessions	1. Needs assessment forms 2. Individual Plans 3. Programme reports	1. Lack of identified beneficiaries 2. Lack of motivated families to cooperate with the support staff Lack of professional staff to support the families
Result 1.2	Improved access to available education services is ensured	Rate of beneficiaries enrolled in formal/non-formal education system	1. Needs assessment forms 2. Individual Plans 3. Programme reports	1. Lack of identified beneficiaries 2. Lack of motivated beneficiaries to enrol into formal/non-formal education system

Activities	1.2.1 Meetings with MDE officials and the school	1. Number of meetings 2. Number of beneficiaries motivated to enrol into formal/non-formal school 3. Number of monitoring visits	Programme reports	1. Lack of identified beneficiaries 2. Lack of motivated beneficiaries to enrol into school system 3. Lack of school supplies, pocket money and transportation costs of the beneficiary during the attendance of school 4. Unwillingness of the education institutions to cooperate for beneficiary's enrolment 5. Stigmatisation from the education staff and peers
	1.2.2 Enrolment of beneficiaries into formal/non-formal education system			
	1.2.3 Monthly monitoring visits after the enrolment of beneficiary into formal/non-formal education system			
Specific Objective 2	Self-sufficiency of VoTs/PVoTs	Proven progress in beneficiaries' economic independence	1. Needs assessment forms 2. Individual Plans 3. Programme reports	1. Lack of identified beneficiaries 2. Lack of motivated beneficiaries for achieving self-sufficiency
Results 2.1	Vocational capacities of VoTs/PVoTs are increased	Rate of beneficiaries enrolled in vocational training programmes	Programme reports	1. Lack of identified beneficiaries 2. Lack of motivated beneficiaries to enrol in vocational training program
Activities	2.1.1 Meetings with RVTC and/or private companies offering vocational training programme	1. Number of meetings 2. Number of beneficiaries motivated to enrol into vocational training programme 3. Number of vocational training sessions provided 4. Number of monitoring visits 5. Number of beneficiaries who evaluate the training programme	1. Needs assessment forms 2. Individual Plans 3. Programme reports	1. Lack of identified beneficiaries 2. Lack of motivated beneficiaries to enrol in vocational training program 3. Lack of delivery of the pocket money to cover daily meal and transportation costs to the beneficiary during the attendance of training programme 4. Unwillingness of Vocational training
	2.1.2 Provision of vocational training programme			
	2.1.3 Monthly monitoring visits to			

	agencies where the beneficiary is attending the training	valuable and effective		agencies to cooperate 5. Stigmatisation from the training staff and students
Result 2.2	Job placement/employment of VoTs/PVoTs is ensured	Rate of beneficiaries employed	Programme reports	1. Lack of identified beneficiaries 2. Lack of motivated beneficiaries to employ
Activities	2.2.1 Meetings with Employment Offices for finding a suitable job for the VoTs/PVoTs	1. Number of meetings 2. Number of beneficiaries who got options for employment 3. Number of beneficiaries placed in safe/protected work environments 4. Number of stipends provided 5. Number of beneficiaries employed who evaluate it as "satisfactory" 6. Number of monitoring visits	1. Needs assessment forms 2. Individual Plans 3. Programme reports	1. Lack of identified beneficiaries 2. Lack of motivated beneficiaries to employ 3. Unprotected work environment 4. Stigmatisation from the colleagues and employers 5. Lack of delivery of sufficient stipends 6. Unwillingness of Employment Offices for finding a suitable job for the VoTs/PVoTs 7. Inappropriate market assessment 8. Unwillingness of the employers to hire the beneficiary in long-term
	2.2.2 Provision of wage stipends for the beneficiaries			
	2.2.3 Monthly monitoring visits to agencies where the beneficiary has been employed			
Result 2.3	Start-up of small businesses is facilitated	Rate of beneficiaries developed a small-business	1. Needs assessment forms 2. Individual Plans 3. Programme reports	1. Lack of identified beneficiaries 2. Lack of motivated beneficiaries to start a business
	2.3.1 Initial assessment of economic viability, social constraints and individual capacities and feasibility	1. Number of assessments done 2. Number of trainings provided 3. Number of beneficiaries who got options for income generation 4. Number of assets and equipment provided	1. Assessment forms 2. Individual Plans	1. Lack of identified beneficiaries 2. Lack of motivated beneficiaries to start a business
	2.3.2 Business counselling and training to be provided to			

	VoTs/PVoTs before the start-up of business	5. Number of beneficiaries who receive training and support for establishing a small business who assess this to be sufficient and appropriate for initiating a business	3. Programme reports	3. Inappropriate initial assessment of the risks 4. Inappropriate business training provided 5. Unsafe business environment for the beneficiary 6. Stigmatisation from the community 7. Insufficient assets provided for starting a business
	2.3.3 The provision of needed assets and equipment for the business			
	2.3.4 Individual mentoring sessions to be conducted during the first year of the business start-up	6. Number of mentoring sessions conducted		
Result 2.4	Self-sufficiency is supported	Rate of beneficiaries capable to live independently	1. Needs assessment forms 2. Individual Plans 3. Programme reports	1. Lack of identified beneficiaries 2. Lack of motivated beneficiaries for achieving self-sufficiency
Activities	2.4.1 Access to independent safe housing	1. Enhanced skills for independent living 2. Number of beneficiaries who positively assess the capacity of NGOs in support for developing self-independency skills	1. Needs assessment forms 2. Individual Plans 3. Programme reports	1. Lack of identified beneficiaries 2. Lack of empowered beneficiaries to start an independent life 3. Uncovered rent expenses during the first year of self-independency 4. Unsafe living environment 5. Stigmatisation from the community 6. Lack of delivery of stipends to cover daily meal, clothing and hygienic of the beneficiary till the beneficiary starts to earn sufficient incomes for meeting basic needs
	2.4.2 Support in developing skills for independent living through empowering sessions			
	2.4.3 Regular assessment of beneficiaries' additional needs			

Annex 2: Costing



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