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*Zyra për Qeverisje të Mirë/Kancelarija za Dobro Upravljanje/Office on Good Governance*

NATIONAL PLAN FOR THE RIGHTS OF PERSONS WITH DISABILITIES IN THE REPUBLIC OF KOSOVO 2018-2020

Progress Report on the Rights of Persons with Disabilities 2019

Prishtina 2020

*AIMING TO IMPROVE THE LIFE OF PERSONS WITH DISABILITIES AS CITIZENS WITH EQUAL RIGHTS IN THE REPUBLIC OF KOSOVO*

The principle of equal rights implies that the needs of each and every individual are of equal importance, that those needs must be used to guide the planning of societies and that all resources must be employed so as to ensure that every individual has equal opportunity for participation, particularly persons with disabilities.

Based on this principle and the work of all Institutions of the Republic of Kosovo, we are honoured to present the **Progress Report** on the implementation of the **National Strategy for the Rights of Persons with Disabilities in the Republic of Kosovo 2013-2023** and the **National Plan for the Rights of Persons with Disabilities in the Republic of Kosovo 2018-2020.**

The National Strategy for the Rights of Persons with Disabilities 2013-2023 and the National Plan are documents of great importance, which determine the policies, actions and sector strategies of all institutions and of the society itself. As a result, these documents are intended to convey the goals of the Government of the Republic of Kosovo in the field of human rights, non-discrimination, equal opportunities, civil rights and full participation of persons with disabilities under a European framework related to disability for the upcoming decade.

In drafting these documents, we have narrowed the objectives to be achieved by the country's institutions in all domains of life for persons with disabilities. These objectives were drawn up in close cooperation with civil society. At this stage, the country's institutions will reflect on all the achievements and challenges they have had in carrying out each activity in partnership and close inter-institutional cooperation with the most important local and international stakeholders in the field of protection and promotion of the rights of persons with disabilities in the Republic of Kosovo.

The report aims to reflect the work done so far by all local and central level institutions and the challenges they have faced every day, which generally constitute the setbacks experienced during the implementation process.

Furthermore, this report reflects and re-emphasizes the commitment and promise of the Government of the Republic of Kosovo regarding the seriousness, promotion, protection and respect of human rights, especially relating to persons with disabilities.

We hereby express our appreciation and gratitude to all central and local level institutions, organizations representing persons with disabilities, international organizations and every individual for their contribution and participation in the process of drafting, cooperating upon, and fulfilment of these obligations we have towards our citizens.

In this common path, we believe we will increase the efforts of each one of us to make a real difference, uniting the strengths and commitment of each institution of the country in order to improve the life quality and living conditions of all persons with disabilities as honorary citizens cherishing equal rights in the Republic of Kosovo.

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# ABBREVIATIONS

**CDFM -** Centre for the Development of Family Medicine

**CRPD -** Convention on the Rights of Persons with Disabilities

**DMS** - Department of Family Welfare

**DPO –** Disabled Persons’ Organisation

**EC -** European Commission

**IEP** - Individual Education Plan

**KAS -** Kosovo Agency of Statistics

**MARD -** Ministry of Agriculture and Rural Development

**MCYS** - Ministry of Culture, Youth and Sports

**MED** - Ministry of Economic Development

**MED** - Municipal Education Directorate

**MESP** - Ministry of Environment and Spatial Planning

**MEST** - Ministry of Education, Science and Technology

**MFA -** Ministry of foreign Affairs

**MIA** - Ministry of Internal Affairs

**MLGA** - Ministry of Local Government Administration

**MLSW** - Ministry of Labour and Social Welfare

**MoF**- Ministry of Finance

**MoH** - Ministry of Health

**MoI** - Ministry of Infrastructure

**MoJ**- Ministry of Justice

**MPA -** Ministry of Public Administration

**MTI**- Ministry of Trade and Industry

**NAPPWD -** National Action Plan for Persons with Disabilities 2018-2020

**NGO -** Non-Governmental Organisation

**NIPHK –** National Institute of Public Health

**OPM/OGG** - Office of the Prime Minister/Office of Good Governance

**PWD -** Persons with Disabilities

**RC** - Resource Centre

**UDHR -** Universal Declaration of Human Rights

**WHO -** World Health Organisation

# INTRODUCTION

The principle of equal rights implies that the needs of each and every individual are of equal importance, that those needs must be used to guide the planning of societies and that all resources must be employed so as to ensure that every individual has equal opportunity for participation, particularly persons with disabilities.

The obligations, summaries and objectives that continue to be provided in this document are focused on five domains of life of citizens with disabilities such as health, welfare and employment, education, legal protection and access.

Initially, with the National Strategy for the Rights of Persons with Disabilities 2013-2023, the Government of the Republic of Kosovo established a comprehensive approach and a clear vision to improve, for the upcoming decade, the lives of persons with disabilities.

The adoption of the Law for Blind Persons, the Law on the Status and the Rights of Persons with Paraplegia and Tetraplegia, as well as the implementation of the Regulation GRK on Provision of Services in sign Languages in Public Institutions for Deaf Persons have been some of the actions completed with a direct impact on the living standard and conditions of the beneficiaries of this legal framework.

However, despite the difficult situation which is still not at the desired level and the financial challenges that have accompanied us during these years, it is important to continue enhancing and consolidating the progress achieved to date.

In this context and on the basis of the actions envisaged in the National Plan for the Rights of Persons with Disabilities, the Office of Good Governance/Office of the Prime Minister, mandated to monitor these policies, has continuously monitored this process to ensure internal coordination and cooperation, in order for the implementation of actions to be indeed completed and in line with the needs of persons with disabilities.

Consequently, based on the principle of equal rights, the Government of the Republic of Kosovo through the National Plan for the Rights of Persons with Disabilities 2018-2020 presents a framework of ranked actions with concrete measures, which will further fulfil the mission of the Strategy and will certainly reflect on the improvement of the lives of citizens with disabilities for the next three years.

In conclusion, we have the expected results that come from these policies, summarized in the First Progress Report for 2018-2019 for the implementation of the National Plan for the Rights of Persons with Disabilities. The Progress Report reflects all the actions, achievements and challenges of the institutions regarding the implementation of actions that coincide with their competencies in the implementation of the National Plan for the Rights of Persons with Disabilities 2018-2020.

The statement presented in the matrices in the Progress Report expresses the work and role of the Government of Kosovo, civil society and local and international partners in fulfilling the rights of all persons with disabilities according to the standards, capabilities and needs of the citizens of our country.

The purpose of this reporting model is to describe the structure of fulfilment or expectancies of the objectives set out earlier in the drafting of the National Strategy and Action Plan for the Rights of Persons with Disabilities. The following structure and achievements represent the basic documents in accordance with each ministry responsible for reporting rights at the central and local level, i.e. at the national level.

# NATIONAL STRATEGY FOR THE RIGHTS OF PERSONS WITH DISABILITIES AND ACTION PLAN

The National Strategy for the Rights of Persons with Disabilities (2013-2023) determines the one-decade sectorial policies, actions and strategies of all institutions and society itself. As a result, it aims to transmit, in the next decade, the goals of the Government of the Republic of Kosovo in the field of human rights, non-discrimination, equal opportunities, civil rights and full participation of persons with disabilities under a European framework related to disability.[[1]](#footnote-1)

The selection of priority fields in the Strategy was performed taking into account the existing shortcomings for meeting the basic needs of persons with disabilities, such as inadequate health services, lack of proper planning of social schemes to improve the social welfare of persons with disabilities, lack of implementing mechanisms for the enforcement of the legislation on employment and education of persons with disabilities, silent discrimination against persons with disabilities at all social levels, insufficient and inappropriate access of persons with disabilities to social, political and economic life, lack of statistical data regarding persons with disabilities, life situations, and other needs.

In this context, the Strategy is structured in five (5) fields which include all the main aspects of the life of persons with disabilities, focusing on the following fields: health, social welfare and employment, education, legal protection, access (information, communication, participation) statistics.

These fields are based on issues raised and highlighted all the time as problems for persons with disabilities, where there is indeed vulnerability and inequality which directly affects the life of this community.

The above-mentioned fields are described with strategic objectives which are then specified with concrete actions and specific deadlines within the Action Plan 2018-2020.

1. ***Strategic Objective 1:*** Improvement of the provision of health services for persons with disabilities.

2. ***Strategic Objective 2:*** Functional and genuine welfare and social security system as well as the provision of equal opportunities for the employment of persons with disabilities.

3. ***Strategic Objective 3:*** Creating conditions for inclusion in education and professional support for persons with disabilities.

4. ***Strategic Objective 4:*** Equal access to legal protection as well as provision of services in the local level for the fulfilment of rights of persons with disabilities.

5. ***Strategic Objective 5:*** Creating equal opportunities to access, communication, and participation as well as in creating or setting up a unified system of data on persons with disabilities.

Thusly, based on the five strategic objectives of the National Strategy for the Rights of Persons with Disabilities 2013-2023, all responsible institutions and civil society have drafted the Action Plan which is detailed with concrete actions, goals, and specific, measurable, achievable and real indicators, as well as institutions responsible for the implementation of each activity, timeline and budget lines within each activity.

Consequently and based on the National Action Plan for Persons with Disabilities, we have now drafted the Progress Report which gives us a realistic overview of how well our goals have been met, with focus on the activities envisaged for the first two years (2018-2020) to guarantee the equal rights of persons with disabilities.

# MONITORING PROCESS

Strategy monitoring and reporting are vital in order to ensure that the lives of persons with disabilities are really improving. Monitoring and reporting has been developed in parallel responding to the achievements and challenges of the National Plan for the Rights of Persons with Disabilities 2018-2020.

In this context, the Office of Good Governance/Office of the Prime Minister, acting in accordance with its mandate, focused on monitoring and implementing these important documents in the sector of disability after the Government of the Republic of Kosovo adopted the Strategy and National Plan for the Rights of Persons with Disabilities. The monitoring activities of the Office of Good Governance/Office of the Prime Minister regarding the fulfilment of the rights of persons with disabilities extend across different levels, including close cooperation with the central level ministries and the municipalities of the Republic of Kosovo, and the coordination with independent agencies, international institutions and organizations dealing with the rights of persons with disabilities.

However, monitoring policies are achieved at the desired level also through institutional mechanisms, which are coordinated by the Office of Good Governance/Office of the Prime Minister and are extended to two levels: the high hierarchical level, led by the Deputy Prime Minister and including five Deputy Ministers and Disabled Persons Organisations dealing mainly with the orientation of general policies in the sector of disability; and the operational level including officials of various ministries and Disabled Persons Organisations.

# MANDATE OF MONITORING, REPORTING AND IMPLEMENTATION MECHANISMS

# National Disability Council

The National Disability Council is chaired by the Deputy Prime Minister and is established to work on creating equal opportunities, full participation and social integration of persons with disabilities, to ensure that the needs and interests of persons with disabilities are always taken into consideration when the Government makes decisions on issues that impact the conditions of persons with disabilities.

Additionally the National Disability Council follows monitors and reviews the living conditions of persons with disabilities, and subsequently advises the Government and responsible institutions on all the matters related to an improved life quality for persons with disabilities.

In conclusion, all the work of this mechanism is in compliance with and aims at meeting the strategic objectives of the National Strategy for the Rights of Persons with Disabilities 2013-2023.

The Committee on Monitoring Reporting and Evaluating the National Strategy on the Rights of Persons with Disabilities

The committee as a monitoring mechanism is composed of representatives of all the main ministries responsible for the implementation of the Strategy and the Action Plan as well as the representatives of organizations dealing with the rights of persons with disabilities.

This coordinating mechanism is led by the Office of the Prime Minister/Office of Good Governance, has regular meetings that aim to monitor the whole process of implementing the National Strategy and Plan for the Rights of Persons with Disabilities 2018-2020.

# MONITORING AND REPORTING DEVELOPMENT STAGES

The Office of the Prime Minister/Office of Good Governance has been mandated for years to monitor the implementation of the National Strategy for the Rights of Persons with Disabilities 2013-2023 and subsequently, the National Plan for the Rights of Persons with Disabilities 2018-2020.[[2]](#footnote-2) In accordance with its mandate, it focused on monitoring and implementing these important documents in the sector of disability after the Government of the Republic of Kosovo adopted the Strategy and National Plan for the Rights of Persons with Disabilities,

Since based on conducted monitoring and reporting the necessary steps have already been harmonized in order to make reporting as easy and clear as possible, the institutional mechanism for monitoring, reporting and the implementation of the National Plan for the Rights of Persons with Disabilities has contributed in the function of monitoring during 2019 under the coordination of the Office of Good Governance/Office of the Prime Minister.

Subsequently, the matrix for reporting was forwarded to all responsible institutions, namely to the line ministries based on the activities submitted and planned in the document.

Given that the National Plan for the Rights of Persons with Disabilities 2018-2020 has defined the main actions in each specific objective, the data on the implementation of the relevant ministries' activities have been completed and detailed information has been provided regarding such data.

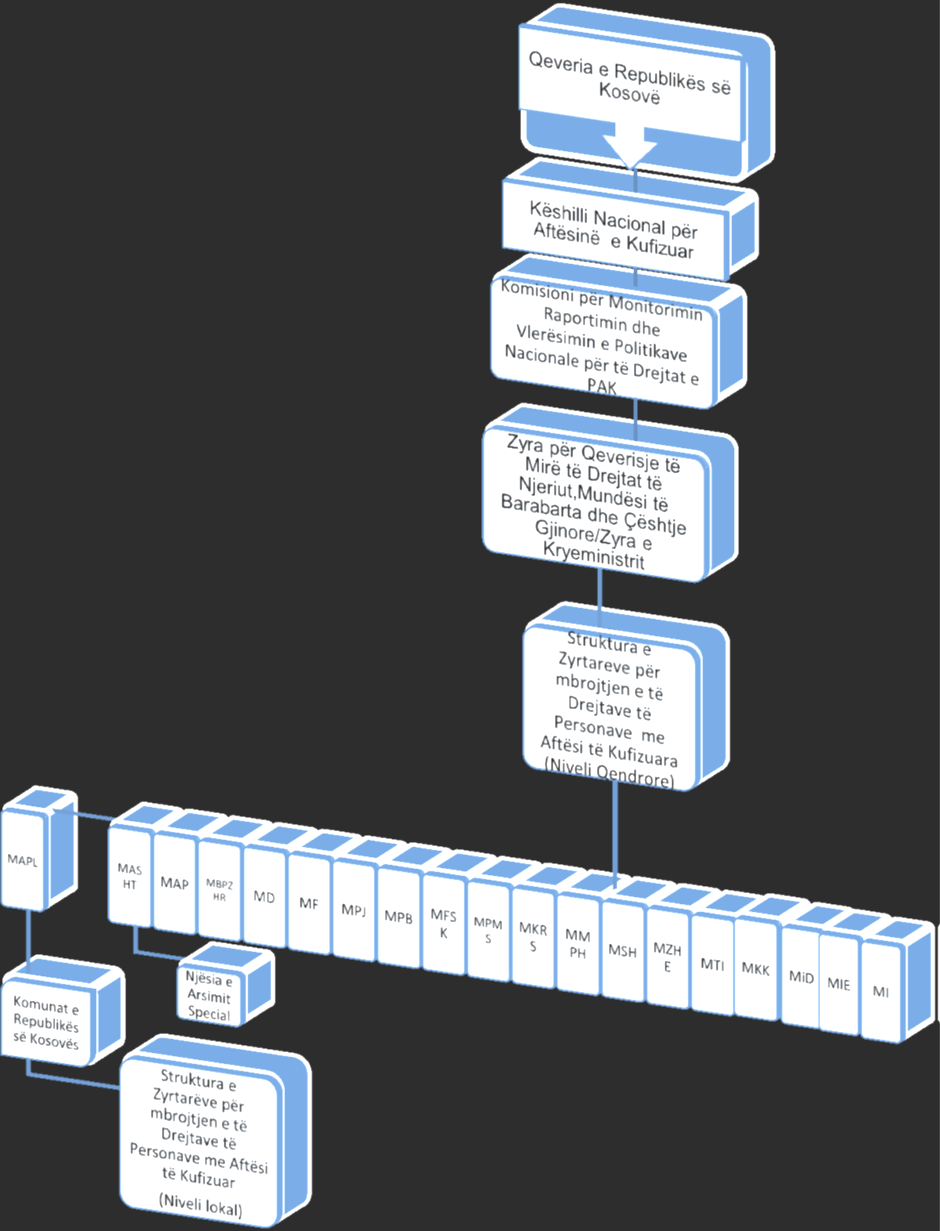


Figure 1; The organogram clarifies the hierarchy of mechanisms in drafting the Progress Report (2018-2019) for the implementation of the National Plan for the Rights of Persons with Disabilities 2018-2020

# ACHIEVEMENTS AND CHALLENGES OF THE PROGRESS REPORT

A number of implementing institutions are included in the National Plan for the Rights of Persons with Disabilities, such as: Ministry of Health; Ministry of Education, Science and Technology; Ministry of Labour and Social Welfare; Ministry of Public Administration; Ministry of Administration and Local Government; Ministry of Infrastructure; Ministry of Culture, Youth and Sports; Ministry of Finance; municipalities, disabled persons’ organizations; and other local and international partners.

This document and all institutions involved in its implementation are focused on creating a better life for persons with disabilities in our country. The fields of intervention based on the Action Plan for the Rights of Persons with Disabilities 2018-2020 cover certain aspects such as health, social welfare and employment, education, legal protection, as well as access and inclusiveness.

Among the objectives presented regarding the primary issues faced by persons with disabilities and the fulfilment of these objectives towards the realization of their rights, are also the addressed health objectives, which consequently constitute the main objective of the needs and rights of persons with disabilities.

# HEALTH

## Strategic Objective 1): Improvement of the provision of health services for Persons with Disabilities

Guided by the United Nations Convention on the Rights of Persons with Disabilities, the Republic of Kosovo aims, through this strategy, to ensure full fulfilment of the rights of persons with disabilities so that they enjoy the highest achievable health standard without discrimination on grounds of disability.

Appropriate health services, accessible and affordable at the primary, secondary and tertiary level are essential in providing equal opportunities for disabled persons. Such services must include medical and nursery health services in hospital care, ambulatory or community-based homes, and professional and specialized health assistance. When disability permits, special types of assistance provided whether in ambulances or homes are preferred compared to hospital treatment.[[3]](#footnote-3)

Improving health services for Persons with Disabilities constitutes the main strategic objective for the field of health. Consequently, a series of actions have been planned for 2018 and 2019, as follows:

* *Analysis of the health care condition and needs of PWDs,*
* *Organization of two trainings per year for medical teams and nurses providing health care services to persons with disabilities,*
* *Information of persons with disabilities and their families about health care,*
* *Second specific objective 2: Regarding early detection and identification of disability from prenatal, natal and postnatal periods.*
* *Early detection through the laboratory for perinatal diagnosis,*
* *Implementation of the program for health education of parents for the early detection of causes resulting in disability,*
* *Distribution (receipt) of incontinence and decubitus ulcer materials,*
* *Drafting of the handbook for early identification of disability,*
* *Establishment of a Spinal Unit within the UCCK,*
* *Identification of needs and completion of the list of essential medicines.*

*Outcomes and implementation of foreseen activities*

*1. Analysis of the health care condition and needs of PWDs*

1.1 Reports have shown that there is no specific tool to collect data that would enable the analysis of the health care situation for persons with disabilities. The working groups are preparing the plan for carrying out this special analysis. Lack of routine data is blamed on the lack of staff, which is one of the reasons why this activity has not been implemented so far. Also, the epidemiological situation in the country related to the Covid-19 pandemic may have an impact in the future as well. If the epidemiological situation improves, the analysis with additional data and additional resources can be planned for the second half of 2020.

*1.2 Organization of two trainings per year for medical teams and nurses providing health care services to persons with disabilities*

1.2 Among the foreseen actions, 3 trainings were held by NIPHK with local and international NGOs.

The MFMC in Prishtina organized during 2019, in cooperation with “HANDIKOS”, 5 activities aimed at raising awareness, gaining knowledge and enhancing cross-sector cooperation between the community and service providers to prevent and respond to cases of violence against children with disabilities. Total 115 health professionals participated in the activities carried out by the MFMC in Prishtina during 2019.

*1.3 Information of persons with disabilities and their families about health care*

1. Meetings were held with the psychologist and the sociologist at "Ismail Qemali" school for consultation on domestic and school violence, including violence against persons with disabilities. In all the meetings held with school staff and Handikos, various materials on education, information, and health communication, depending on current general topics including "Përparimi” school, were distributed. They and other materials are also posted electronically depending on the epidemiological situation. During 2019, educational and health materials were distributed in all schools in Kosovo.

*Second specific objective 2: Regarding early detection and identification of disability from prenatal, natal and postnatal periods.*

Data and outcomes:

*2.2 Implementation of the program for health education of parents for the early detection of causes resulting in disability.*

2.2 Implementation of “Home Visits for Mothers and Children up to 3 years old”; the visits were made in 22 municipalities (Fushe Kosova, Ferizaj, Dragash, Decan, Gjakova, Gjilan, Drenas, Hani i Elezit, Istog, Junik, Kacanik, Kamenica, Klina, Lipjan, Mitrovica, Obiliq, Peja, Prizren, Skenderaj, Shtime, Junik, Viti). This activity was organized by the PHC Division within the MoH with the technical support of UNICEF. The team that provides HV services is composed of two nurses preliminary trained in this regard. The trainings are carried out upon requests by municipalities.

Under this program, pregnant women are entitled to 2 visits, whereas newborns are entitled to 5 visits, starting after the third day following his/her birth (a total of 7 visits).

Services provided are decentralized and provided by MFMCs, FMCs or FMAs depending on the location where the visits are provided. The total number of visits for 2019 is 15.500, thereby exceeding the foreseen number for this year.

*2.3 Distribution (receipt) of incontinence and decubitus ulcer materials*

2.3 During 2019, depending on the requirements of the MFMCs, municipalities were supplied with incontinence material worth EUR 12,819.28.

*2.4 Drafting the handbook for early identification of disability.*

2.4 During 2019, it was not possible to establish a Working Group which would work on the drafting of the handbook for early identification of disability.

*Specific Objective 3: Increasing the provision of health services to the PWDs:*

*3.1 Establishment of a Spinal Unit within the UCCK.*

3.1 This activity has not been reported as, according to the National Action Plan, it is planned to be reported at the end of 2020.

*3.2 Identification of needs and completion of the list of essential medicines.*

3.2 Several dermatological and anti-infective products to be used for the treatment of decubitus ulcers have been added to the list of essential medicines approved in 2019. In addition, the committee for the review of the list of essential medicines addressed the list sent by HANDIKOS with the request for the inclusion of some medicines for children with disabilities.

# SOCIAL WELFARE AND EMPLOYMENT

## Strategic Objective 2: Functional and genuine system for social welfare and security, as well as the provision of equal opportunities for employment of persons with disabilities

The United Nations Convention on the Rights of Persons with Disabilities clearly states the obligations of States Parties to the recognition of the rights of persons with disabilities to an adequate standard of living, including food, clothing, housing, employment and pension insurance, which constitute an international standard and obligation.

With this principle, the strategic objective highlights that Social Welfare should support all persons in need, by improving their life quality. This right and need will certainly be more pronounced among persons with disabilities, particularly among women and the elderly with disabilities as the most vulnerable social category.

Furthermore, the exercise of social rights for persons with disabilities will directly affect poverty reduction. The strategic objective has been drafted on this context and based on this principle.

Providing equal opportunities for the employment of persons with disabilities is one of the most important goals in implementing the objectives of the Strategy since the extent to which their living standards are being met and their living conditions are improving can be clearly noted based on such implementation. The objectives and activities planned in this area are as follows:

*Specific objective 1) Extending community services*

* *Continuation of the provision of social services in community-based homes for children and adults with mental disabilities and stagnation in mental development*
* *Continuation of provision of services in residential centres (SISH).*
* *Provision of training for experts of these centres by the MLSW and the municipality.*
* *Functionalization of social services at the municipal level.*
* *Licensing of staff and associations for the provision of social services for the PWDs.*
* *Provision of services by licensed Disabled Persons’ Organizations.*
* *Determination of the budget code for social services.*

*Specific objective 2: Creation of equal employment conditions for PWDs*

* *Assessment of the implementation of the Law on Vocational Ability, Rehabilitation and Employment of PWDs.*
* *Encouragement of the employment of women with disabilities and families with at least two members with disabilities.*
* *Establishment of a database for the employment of persons with disabilities.*
* *Awareness-raising campaigns for the employment of PWDs in the public and private sectors.*

*Specific objective 3: Vocational ability, rehabilitation and employment of persons with disabilities.*

*Results and implementation of planned activities*

*Specific objective 1: Extending community services*

*1.* *Continuation of the provision of social services in community-based homes for children and adults with mental disabilities, stagnation in mental development.*

*1.1* Social services have been provided continuously this year in eight community-based homes. In these homes with a small capacity of 10 rooms/beds, professional services are provided by the in-house staff. The purpose of homes is to treat clients in such a way that they gradually prepare for integration in community.

During this year (2019), the 9th home in the municipality of Prizren was completed, which was built through co-financing by the municipality and the MLSW, with the total cost exceeding 300 thousand Euros. This home will be operational in 2020, as the budget planned by the central level has been approved.

This home will provide 24-hour services to a number of clients who are currently in the SISH but are from the region of Prizren, while it will also accommodate other persons in need of social assistance or without family care.

*1.2 Continuation of provision of services in residential centres (SISH)*

1.2 The Special Institute in Shtime offers 24-hour services for persons with mental disabilities. In this institution, all professional services provided by professional staff are completed. Currently, the capacity is completed and exceeded, i.e. there are 65 persons under social-residential protection. Due to the lack of capacity, 9 persons without care who have met the criteria according to the Administrative Instruction 11/2014 are waiting to be accommodated.

*1.3 Provision of training for experts of these Centres by the MLSW and the municipality*

1.3 As far as this activity is concerned, it has been reported that the training of 150 employees who provide social services in the public and non-governmental sectors is in the final stage of preparation. These officials treat clients and provide direct services to them in community-based institutions and homes as well as in family homes and day care centres. The topics addressed in the training are mainly related to ensuring the most professional treatment possible to persons with disabilities. This training will be held for 5 days in 5 regions of Kosovo and is financially covered by World Vision. Also, the experts who will deliver this training have been selected by this organization. This training was initially planned to be held in the first half of December 2019, but due to the circumstances created in the Albanian state regarding the recent events, i.e. the earthquake, this training was postponed by agreement for March 2020.

*1.4 Functionalization of social services at the municipal level*

1.4 Various schemes which financially help persons of disability communities, such as families with children with permanent disabilities, blind persons, paraplegics and tetraplegics and persons who are unable to work due to disability and those with disabilities aged 18-65, are being implemented.

The number of beneficiaries and the amount of funds are presented separately below by schemes as of November 2019:

Families with children with permanent disabilities: number of children as beneficiaries is 1180, while the amount of funds is € 227,300.00.

Blind persons: number of beneficiaries is 1950, while the amount of funds is € 441,009.00.

Paraplegics and tetraplegics: number of beneficiaries is 3100, while the amount of funds is € 971,025.00, and

Persons unable to work due to disability and those with disabilities aged 18-65: the number of beneficiaries is 172916, while the amount of funds is € 1,491,360.00.

The comprehensive draft law on treatment and categorization of persons with disabilities is in the process of drafting.

The MLSW has also drafted 22 minimum quality standards of services which all state, non-governmental and private institutions are obliged to meet when providing social services to citizens in social need.

*1.5 Licensing of staff and associations for the provision of social services to the PWDs.*

1.5 As of November 2019, a total of 1183 employees or social services officials have been licensed. Of this number, 498 are basic staff, 96 are secondary staff and 589 are professional staff.

These officials are currently providing services in institutions, community-based homes, CSWs, NGOs and private homes for the elderly. The number of licensed NGOs so far is 41 and these NGOs, together with their licensed staff, provide services and care for this community.

*1.6 Provision of services by Disabled Persons’ Organisations*

1.6 The MLSW’s Council of Social and Family Services has prepared the legal infrastructure to create opportunities for legal and authorized work, and to regulate the work of various NGOs that provide direct services to family homes, day care centres, and in other forms. The number of licensed NGOs that address and provide services to communities with disabilities is over 10. In addition, the MLSW launched calls for grants and 26 different NGOs have benefited from this, while the amount of allocated funds was EUR 750,000.00. It is also worth noting that the MLSW also allocated subsidies in the amount of EUR 510,000.00 to various unlicensed organizations that provide different services to people with disabilities. Total 95 organizations have benefited from these subsidies, depending on the project they presented.

*1.7 Determining the budget code for social services*

1.7 The issue of funding social services at the municipal level is in the adjustment process. A law is being drafted to address this, including a funding formula consisting of specific grants for each centre for social work. This law will help and directly affect the increase of the quality of services within the municipality. The municipality makes timely planning, depending on the number of citizens in need of social assistance and thus will have a special financial grant.

Specific objective 2: Creating equal employment conditions for PWDs:

*Implementation of the Law on Vocational Ability, Rehabilitation and Employment of PWDs*

2.1 Registered jobseekers with disabilities for the period 01.01.2019 to 29.11.2019 are as follows:

Age group 15 -24: total 24 persons of whom 9 female and 15 male,

Age group 25-39: total 156 persons, of whom 51 female and 105 male,

Age group 40-54: total 107 persons, of whom 27 female and 80 male; and

Age group 55 +: total 26 persons, of whom 15 female and 11 male

Total: 313 persons, of whom 102 female and 211 male.

Mediation in regular employment during 01.01.2019-29.11.2019

Age group 15-24 one female, age group 40-54 one male, and 55+ one female - total: 3 persons, of whom two female and one male.

Mediation in active labour market measures during 01.01.2019-29.11.2019

Age groups

15-24, 1 female; 28-39, total 16 persons, of whom 5 female and 11 male; 40-54, total 6 persons, of whom 1 female and 5 male

Total: 23 persons, of whom 7 female and 16 male.

# EDUCATION

## *Strategic objective 1*: Creating conditions for inclusion in education and professional support for persons with disabilities

The right to education is a fundamental human right. For this right to be applied without discrimination and on the basis of equal opportunities, the state must provide a comprehensive inclusive education system at all levels and for lifelong learning. Under the United Nations Convention on the Rights of Persons with Disabilities, in order to exercise this right, the state should ensure that people with disabilities are not excluded from the general education system due to disability, and that children with disabilities are not excluded from free and compulsory primary or secondary education.

It is a state obligation to enable persons with disabilities to develop their potential to facilitate their full and equal participation in education.[[4]](#footnote-4)

*Results and implementation of planned activities*

*Strategic objective 1*: Establishment of mechanisms for early identification and education of children with disabilities

*1.1 Development of indicators for the identification of children with special needs who are outside the education system*

1.1 The indicators "children for functional disability, school participation, home learning and well-being" are designed, which need to be integrated into the SMIA Information Management System. The research and indicators were developed by the US Community Systems Foundation, in collaboration with MEST, with the support of Save the Children. The proposed indicators will be included in the indicators for education and SMIA.

*1.2 Development of needs and capacity evaluation to increase the number of support educators and assistants*

1.2 MEST has allocated 100 jobs for assistants for students with special needs, where so far 71 assistants have been employed, while the rest are expected to be employed during 2020.

*1.3. Capacity building of preschool institutions for working with children with disabilities*

1.3. The educators of the preschool institutions in the municipalities of Klina and Junik have been trained. The training program had 12 modules covering identification, work methodologies, needs evaluation, types of disability, individual education plan and rehabilitation services. 26 educators have been involved in this training.

*1.4. Inclusion of children with special needs in the general funding formula for education*

1.4. "Funding parameters for students with special needs" have been drafted. The formula will serve to allocate budget according to the types of disability and according to the level of disability (light, moderate and severe, multiple). The working group at MEST is working on reviewing the funding formula in education and it is planned that these parameters will be integrated into the general formula.

*1.5. Campaign to raise awareness on the inclusion of children with disabilities in preschool institutions*

1.5. During 2018/19, two conferences were held aimed at raising the awareness of institutions at all levels and in the society at large about the importance of education for children with disabilities.

The conference "Inclusion for all children" was organized in May. The conference was organized in cooperation with the Faculty of Education in Prishtina and UNICEF. The conference addressed a variety of topics related to inclusive education for students with disabilities. In addition to compulsory education, a large focus has been given to preschool education.

A conference on "Strengthening Early Childhood Education" was held in November, where various topics related to forms of education, services and quality of services in early childhood were addressed. Extensive space has also been provided for early identification and intervention and inclusion of children with disabilities in preschool institutions. Models from Italy, France, etc. were presented.

*Specific objective 2: Creating, strengthening and improving services of inter-sectorial mechanisms and other support mechanisms for inclusive school*

During this period, 253 students with special needs who are educated in regular schools have received pedagogical support from mobile teachers of resource centers.

Evaluation teams have been established in all municipalities, but their operation in some municipalities is not efficient as they are activated in certain periods only due to their demand for additional pay for the work they do.

*2.1.* *Functionalization and strengthening of pedagogical evaluation teams in each municipality*

2.1. In December, standardized instruments for pedagogical evaluation of children with disabilities were approved and launched. The instruments were designed in collaboration between MEST, 7 municipalities and two professors from the University of Bologna and Pavoda. The instruments are based on the International Classification Functioning Children & Youth ICF. The piloting was done in 7 municipalities and 14 schools. During this period the teachers of 14 schools and evaluation teams in 7 municipalities have been trained to use the instruments. The piloting was implemented in the period September 2018 -June 2019.

Evaluation teams have been established and operationalized in 24 municipalities, which will be responsible, based on the legislation in force, for the pedagogical evaluation of children with disabilities and the determination of pedagogical and rehabilitation services. In cooperation with the Kosovo Disability Forum and with the support of UNICEF, this year workshops were organized in 14 municipalities where the evaluation teams were non-functional and as a result, 12 municipalities have made the evaluation teams functional.

*2.2. Expanding and improving the quality of Resource Center services*

2.2. Resource centres for students with severe and multiple disabilities have created new services such as: horticulture cabinets for students' professional practice, and handicraft rooms where students engage in practical work to develop life and work skills.

Documentation rooms have been established at the national level; a documentation room for persons with visual impairment at the resource centre "Xheladin Deda" and another for persons with other disabilities at the resource centre "Përparmi" in Prishtina. Documentation rooms deal with the research and collection of other disability materials and resources that can be used for studies, analysis and research by professionals, professors and students.

Braille Unit in the Source Center "Xheladin Deda" provides translations and adoptions of materials and texts in Brajli to all blind students.

*2.3. Analysis of pilot use of KNF in the disability evaluation system for children*

2.3. The report on the process of piloting instruments for pedagogical evaluation of children with disabilities has been drafted. The report was drafted by professors from the University of Bologna and Padua, who followed and analyzed the process of designing and piloting instruments.

*2.4.* *Employment and training of class assistants and sign language instructors*

2.4. One instructor of sign language has been hired and we already have 2 instructors of sign language in the resource centre for children with hearing impairments "Mother Teresa" in Prizren. The role of sign language instructors is to promote and extend sign language within and outside the center.

*2.5.* *Training for evaluation teams to evaluate deaf students, including the level of sign language proficiency*

2.5. The training of evaluation teams will take place in June-July 2020, while the training program will be approved in March-April. It is designed for 149 members of evaluation teams from 29 municipalities.

The training lasts 5 days, of which 3 days of direct training and 2 days of on-the-job training after the evaluation teams start working. The whole process of implementing the instruments is supported by the project of the Council of Europe "Capacity building for inclusive education". The training will address all types of disabilities, including deaf students.

*Specific objective 3: Creating a conducive environment for inclusion in the school and in the community*

3. In terms of resource rooms, they are in the process of being identified as there are also schools that have created spaces for individual work with children with disabilities. To facilitate this, the Inclusive Education Division is drafting a school manual which explains what a resource room is and what its function is. In cooperation with the resource centre for students with vision impairment "Xheladin Deda" 30 teachers from 7 municipalities (Prishtina, Gjakova, Ferizaj, Peja, Gjilan, Mitrovica and Prizren) have been trained. In addition, based on the document which defines bilingual schools, MEST in cooperation with the Association of the Deaf of Kosovo and other stakeholders has drafted and approved the Document on the education of children with hearing impairments as a specific language category. The document provides adequate forms and strategies for the organization and provision of education to children with hearing impairments, including bilingual schools. This document will enable the development of criteria for bilingual schools.

*3.1.* *Conversion of attached classrooms into functional resource rooms*

3.1. Attached classrooms have been reduced from 76 to 18 classrooms nationwide. They are planned to be converted into resource rooms after these students complete the ninth grade as their integration into regular classes has been impossible due to age and severe disability. This method of transition classes is also provided by the Administrative Instruction on the Conversion of Attached Classes in Resource Rooms.

*3.2.* *Determination of bilingual schools that will provide education to children with hearing impairments and deafness*

3.2. MEST in cooperation with the Association of the Deaf of Kosovo and other stakeholders has drafted and approved the document on the education of children with hearing impairments as a specific language category. The document provides adequate forms and strategies for the organization and provision of education to children with hearing impairments, including bilingual schools. This document will enable the drafting of criteria for bilingual schools.

*3.3.* *Improving staff capacity in municipalities to provide Braille and sign language services*

3.3 In collaboration with the resource centre for students with first-degree injuries "Xheladin Deda" and the resource centre for students with hearing impairments "Mother Teresa" we have worked on programs for sign language and Braille writing. At our request, the National Qualifications Authority (NQA) has accepted that these two languages go through verification procedures in order to recognize the right of these centres to provide courses in these two languages. They are already in the process of preparing the documentation for the application.

*Specific objective 4 - Improving the quality of teaching and learning in inclusive education at all levels of pre-university education*

4. 611 teachers and educators from 7 schools and 1 kindergarten have been trained and certified in 3 modules with a total of 9 days of training for inclusive education. The modules have been prepared by the University of Zurich and are being used by countries in the region. The training is supported by UNICEF and MEST.

*4.1.* *Teacher training on inclusive education*

4.1. Training on the Comprehensive Index and the Individual Education Plan (IEP) has been organized with 50 inspectors and 30 municipal officials.

520 teachers were trained in the programs: "Differentiated Learning and Individualized Teaching in a Comprehensive Classroom", "Inclusion Index" and "Autism Spectrum Disorders". These trainings are supported by Save the Children and UNICEF in co-financing with MEST.

*4.2.* *Textbooks for all pre-university education levels must respect the language as required by the International Convention on the Rights of Persons with Disabilities*

4.2. Textbooks for pre-primary grades 1, 2, 6, 7, 10 and 11 are in the process of preparation and the evaluation of new textbooks will be done in accordance with the document "Standards for textbook evaluation", which complies with international documents including conventions.

*4.3.* *Implementation of school inclusion index*

4.3. 32 inspectors have been trained on the inclusion index.

50 teachers from 2 schools in Gjakova have been trained, as well as 32 education officials and inspectors in the municipalities of Gjakova, Peja, Gjilan and Ferizaj.

*4.4.* *Sign language training for teachers and professionals working with deaf children*

4.4. The resource centre "Mother Teresa" in Prizren provides training on sign language to all education staff since 2016. The training is organized in 3 levels and the centre staff is now attending level II under the European Sign Language Framework.

*4.5. Curriculum design for sign language*

4.5. MEST has not yet started drafting the sign language curriculum, as there is lack of local experts in this field.

*4.6. Determining sign language knowledge criteria for teachers and professionals who work with deaf children (Levels B1 and B2)*

4.6. MEST has submitted the sign language program to the National Accreditation Qualifications Authority so that the “Mother Teresa” resource centre can provide B1 and B2 level courses for the centre's staff, students and community.

Priorities presented for 2020 by the Minister of Education, Science and Technology

* Increasing the involvement of children with special needs in pre-university education particularly in early childhood and upper secondary education.
* Capacity building of pedagogical evaluation teams for the use of instruments for pedagogical evaluation of children with special needs. 10 municipalities will be included in 2020.
* Development and accreditation of training program for resource centers.
* Capacity building for inclusive education of teachers working in regular schools, focusing on the education of children with special needs, including teachers of resource centers.
* Preparation and accreditation of sign language and Brail literacy programs.
* Organization of a level II sign language course for teachers of the resource center "Mother Teresa".
* Designing a package of materials for identification and intervention in early childhood, which includes 4 manuals (manual for identification of children, manual for methods of early intervention, manual for pedagogical approach and manual for rehabilitation).
* Drafting a 5-year plan for the operation of resource centers.
* Provision of the "Assistant for children with special needs" generation III qualification.
* Drafting the administrative instruction on vocational education and training and adult education for students with special needs.

# LEGAL PROTECTION

## Strategic objective 4: Creating the legal infrastructure for respecting and fulfilling the rights of persons with disabilities

The Republic of Kosovo has continuously focused on the completion of local legislation on the protection and guaranteeing of the rights of persons with disabilities.

Based on the actions planned within the National Plan for the Rights of Persons with Disabilities 2013-2015, we have managed to adopt two specific laws addressing specific types of disability, i.e. the Law on Blind Persons and the Law on the Status and the Rights of Persons with Paraplegia and Tetraplegia. These laws have defined many aspects such as: independent living, personal assistants, education and employment of people with disabilities.

Law on Blind Persons [[5]](#footnote-5) has already started to be implemented; where all blind people benefit from financial support for blindness effects, while the blind persons of the first category are also provided with personal assistance.

Law on the Status and the Rights of Persons with Paraplegia and Tetraplegia [[6]](#footnote-6) - the decision of the Government has been taken on the amount of compensation of citizens with paraplegia and tetraplegia.

Approval of the package of Law on Human Rights, the Law on Protection from Discrimination[[7]](#footnote-7), the Law on Gender Equality[[8]](#footnote-8), and the Law on Ombudsperson[[9]](#footnote-9), is considered an advancement of the rights of persons with disabilities as they address some important aspects for citizens with disabilities.

*Results from the reports:*

*Specific Objective 3 Capacity building of professional staff in the justice system regarding the rights of people with disabilities*

*1. Drafting of the Law on Inclusion*

1.1 Concerning the draft law on the treatment and categorization of persons with disabilities, working groups in the Ministry of Labour and Social Welfare have managed to complete the first initial draft. Currently, the initial draft is being consulted once again with the working group and then the procedures provided by the Rules of Procedure of the Government shall be followed concerning preliminary public consultations on the online consultation platform.

*2.3. Amendment of the Regulation on the Provision of Services in Sign Language*

2.3. The Office for Good Governance under the Office of the Prime Minister is working closely with the Kosovar Association of the Deaf in Kosovo. The OPM and the Association of the Deaf are the two main mechanisms for coordination and implementation of this regulation based on Regulation GRK 15/2014. So far there has been no difficulty in implementing the regulation; all sign language services are provided by OPM-OGG and interpreters are provided by the association. Coordination is at its best and this makes the implementation of the regulation very functional.

*2.6. Involvement of KAD in drafting the legislation*

2.6 The Office for Good Governance under the Office of the Prime Minister has a close cooperation with the Forum of Disability in Kosovo, as well as other organizations for the disabled persons. The Office for Good Governance constantly informs the organizations about legislation drafting processes, while they can also participate through the online consultation platform, where every citizen and organization is given the opportunity to contribute to the drafting of laws and regulations. This was also the case concerning the Law on Inclusion of People with Disabilities, where all organizations participated and contributed to this legal initiative.

*3.1. Staff trained in Probationary and Correctional Services*

3.1 The Kosovo Correctional Service in cooperation with the Council of Europe has implemented a human rights project during this period, through which 200 officials of the KCS have been trained.

*3.2 Training of victim protection and assistance police officers on the particulars of disabled persons*

In May 2019, the Kosovo Police in cooperation with the Council of Europe project completed the "Advancement of Human Rights in the Kosovo Police" project, as well as published the Guidelines to Human Rights for the Kosovo Police.

The "Advancement of Human Rights in the Kosovo Police" project implemented by the Council of Europe in cooperation with the Kosovo Police has increased the capacity of the Police to advance the implementation of European standards on human rights. The project supported the Kosovo Police (KP) in updating the twelve (12) modules of the basic human rights curriculum and in training twenty-five (25) trainers of the Police, who then trained about one thousand (1,000) staff with the rank of police officers and sergeants in the field of human rights, policing ethics and prevention of maltreatment. The curriculum is enriched with theory and training materials, with cases from the case law of the European Court of Human Rights and with various case studies. New training techniques, interactive teaching methods from the best practices have been introduced.

The “Guidelines to Human Rights for the Kosovo Police” has been published according to the standards and endorse the international and local legal framework and the internal normative acts of the KP which regulate the relevant fields. The rights of persons with disabilities are also mentioned in this guideline.

All trainings which include the human rights module emphasize the rights of disabled persons, depending on the units that attend the trainings. No specific training related to PWDs has been held for victim protection and assistance police officers.

3.3. Drafting guidelines for the treatment of PWD based on disability specifications

The Kosovo Police has standardized the issue of Persons with Disabilities with the Regulation on Operations in the Kosovo Police, respectively with Chapter V “Treatment of Persons with Disabilities and Children” from Article 35 to Article 41. Article 35 “Persons with disabilities” has not defined the legal basis and who are considered persons with disabilities, while Article 36 “Obligations of police officers towards persons with disabilities has foreseen the relationship of police officers with persons with disabilities, whereas Article 37 also provides for "Arrest and detention of persons with disabilities" if they conflict with the law, as well as Article 38, 39, 40 and 41 of this chapter regulates the treatment and care of police officers against "persons with mental disorders".

While regarding the drafting of the special guide regarding the treatment of PWD, the Kosovo Police so far does not have such a guideline, but surely by cooperating with OPAK and donors in the future will take care to compile the guideline in question. Kosovo Police expresses its readiness to contribute to this field as people with disabilities are a very sensitive category of society.

# ACCESS, INFORMATION, COMMUNICATION, PARTICIPATION AND STATISTICS

## Strategic Objective 5: Creating equal conditions in access, information, communication, participation and creating a unified data system for Persons with Disabilities.

Based on the National Plan for the Rights of Persons with Disabilities 2018-2020, the focus of the objective and all institutions committed to its implementation has been to support the overcoming of barriers such as prejudice, establishing communication that covers issues such as accessible formats for the blind and deaf, ensuring physical access to buildings and roads, and involving everyone in cultural activities.

With the approval of the Regulation on the Provision of Services in Sign Language, since April 2016 the right of deaf citizens to receive services in sign language has been successfully implemented according to their needs in all public institutions in the country.[[10]](#footnote-10)

This decision has positioned the Republic of Kosovo in one of the first countries in Southeast Europe to take this step, which is a positive example for the countries of the region and beyond.

*Specific Objective 1 Research as needed on the situation on the ground regarding access to facilities for the PWDs*

1.1. Development of plans at the local level for providing access for the PWD.

1.1 The MLGA’s Committee for Persons with Disabilities was established in the municipalities of Prishtina, Drenas, Gjilan, Malisheva, South Mitrovica, Junik, Lipjan, Peja, Rahovec, Elez Han, Fushe Kosova, Suhareka, Viti, and Vushtrria (14 municipalities), whereas the municipality of Gjakova has been in the process of establishing the Committee for PWDs during 2019.

Community Safety - The Municipal Council for Community Safety (MCSC) is a cross-sectorial advisory body responsible for security issues at the local level. The functioning of the community safety councils is regulated by the Administrative Instruction No. 27/2012 MIA - 03/2012 MLGA on Municipal Councils for Community Safety. Due to the standardization of their functioning standards, there has been an increase in institutional awareness of the importance of MCSCs, making the commitment of municipalities to focus on general security issues, including raising public awareness of the nature of crimes, irregularities and violent behavior in the local community, identifying citizens 'concerns and representing citizens' views and concerns on crime issues. As a result, during 2019, a total of 186 meetings of MCSCs were held.

During 2019, in the framework of the development of information systems the MLGA has created a special approach on the websites of municipalities, which enables the public online reporting of security problems, submission of questions and requests related to security, as well as receiving responses from municipal authorities. This system should be applied by responsible municipal officials, so that the information reported by citizens can be administered by responsible institutions for the benefit of improving the overall security situation in the community.

Municipalities have made progress in establishing local mechanisms for the implementation of the anti-discrimination law. In accordance with legal obligations, 27 municipalities have appointed discrimination protection officials. The law remains unimplemented in 11 municipalities: Zubin Potok, Podujeva, Kamenica, Decan, Gllogoc, Kacanik, Rahovec, North Mitrovica, Leposavic, Mamusha and Obiliq, which have not yet appointed the relevant official. To facilitate the provision of services to citizens, municipalities have taken care to create internal mechanisms for the provision of free legal aid; based on the applicable legislation, these offices are established through regional offices in 7 regions. According to the data, the offices for free legal aid are functional only in 4 regions: Gjakova, Ferizaj, Mitrovica and Gjilan. The number of persons who have requested free legal aid during the reporting period is 1679 persons.

*2.2. Awareness Campaign on the Importance of Access for Persons with Disabilities*

2.2 In early March 2019, the MLGA monitored the Office for Communities and Returns in 18 municipalities (Peja, Deçan, Podujeva, Prishtina, Rahovec, Gjakova, Obiliq, Fushe Kosova, Klina, Istog, Shtime, Ferizaj, South Mitrovica, Vushtrria, Gracanica , Lipjan, Suhareka and Prizren). This monitoring was initiated by the Deputy Minister for Communities under the Minister of Local Government Administration. The purpose of the monitoring was to ascertain the situation of the Roma, Ashkali and Egyptian communities in the field of education, health, social welfare and their employment in public and private institutions.

Mechanisms for the protection of community rights have been extended to all municipalities, with the exception of the Municipality of Zubin Potok, where the Municipal Office for Communities and Returns is not yet operational.

*Specific objective*

*2.1. Ensuring access for people with disabilities in existing public facilities according to Administrative Instruction 33/2007*

2.1 The MLGA marked 16 October the International Day of Persons with Disabilities by paying a working visit to the Municipality of Viti aimed at awareness raising about the observance of the rights of disabled persons and the fulfilment of their basic needs following the identification of the challenges and needs of these people. On this occasion, MLGA officials together with officials of the Human Rights Unit in the municipality of Viti inspected some newly constructed facilities to see the applicability of legal acts such as the Technical Conditions of Construction Facilities, for Access to Persons with Disabilities.

In this regard, during the period January - December 2019, the MLGA coordinated and cooperated closely with MESP and gender equality officers regarding this case. During these meetings, a number of issues were discussed, in particular the implementation of the Administrative Instruction for people with disabilities in municipalities. Given the non-compliance with the Administrative Instruction No. 33/7on Technical Conditions of Construction Facilities for Access to Persons with Disabilities, which was issued in 2007 by the Ministry of Environment and Spatial Planning and taking into account the difficulties encountered by PWDs, MLGA commenced the pilot project in the Municipality of Viti (as a practice benefited from the SoRi project), since in addition to the existing old facilities which lack easy access to PWDs, there are also new facilities where citizens continue to suffer from non-compliance with the above AI. The project started to be implemented at the end of 2019 with the identification of physical accessibility for PWDs. Afterwards a working group was established through a Mayor’s decision, which is working on the following areas: 1. Identification of lack of physical accessibility for PWDs; (2) Awareness raising; and (3) Providing criteria for building new facilities for PWDs.

*2.3. Awareness Campaign for Implementation of Directive 33/2007*

*2.3.* In 2019 the MLGA completed the SoRI project in direct cooperation with the selected municipalities for the implementation of the SOR project (Prishtina, Prizren, Gjilan, Ferizaj and Drenas). The project started at the end of 2015, whereas the Municipality of South Mitrovica joined them during 2018.

The project was concluded according to the main objective in improving the conditions to ensure equal social rights for selected municipalities. The vulnerable population of selected municipalities from five Western Balkan countries was part of the project.

Within the SoRI project, trainings of municipal officials were conducted on the following topics: human rights, social rights, gender equality, social work and fieldwork, case management and data collection for sensitive groups, cooperation and inter-institutional coordination at the state and regional level, drafting projects for IPA and other donors, planning and implementation of services for sensitive groups in each municipality, etc.

Thus, the Municipality of Ferizaj and SOS villages of Kosovo signed a Memorandum of Understanding in 2019, which has resulted in the opening for the first time of a social care institution in Ferizaj, such as 'Day-care Centre for Marginalized Children'. The project is funded by GIZ/SoRI and supported by the Municipality of Ferizaj.

Municipalities are responsible for providing pre-primary, primary and secondary education. A large part of them have planned a budget for student scholarships. The number of beneficiaries of these scholarships in 26 municipalities is 2777 pupils/students. Supporting young people through funding programs should also be a priority in the municipalities of Ranillug, Zubin Potok, Leposavic, Lipjan, Novobrdo, Sterpce, Zvecan, Mamusha, Kllokot, Gracanica, Partes and North Mitrovica. Data from 26 municipalities show that a total of 570 children with special needs are included in preschool institutions. The issue of dropping out of school from the Roma, Ashkali and Egyptian communities has been evident over the years. Thus, according to the data collected from 13 municipalities, 225 students of the RAE community dropped out of school. Still, only 5 municipalities have drafted an Action Plan for the prevention of dropout and non-enrolment in school for non-majority communities. Vocational education is a special and promising field for employment growth and economic development in the country. In 32 municipalities, 90 vocational schools are operational, categorized as mechanical, electronic, construction, economics, technology, etc. These schools are missing in the municipalities of Zubin Potok, Kllokot, Elez Han, Mamusha, North Mitrovica and Junik.

*Specific Objective 3: Provision of access to information and public transport*

*3. Provision of services in sign language for deaf persons*

3.1. Since the adoption of Regulation GRK No. 15/14 on provision of Services in Sign Language, the Office for Good Governance/Office of the Prime Minister has successfully implemented the rights of deaf citizens to receive services in sign language according to their needs in all public institutions. The Office for Good Governance has provided the following information regarding the provision of sign language services across Kosovo municipalities for 2019, which is similar to the distribution in 2018: Prishtina 33%, Prizren 17%, Gjakova 15%, Vushtrria 13% and other municipalities such as Mitrovica, Drenas, Peja, Podujeva, Suhareka, Malisheva, Lipjan, Ferizaj, Rahovec, Gjilan, Shtime, with approximately 22% of service provision in each.

The breakdown of institutions in which deaf persons requested services in sign language is as follows: Family Medicine Centres (24%), regional hospitals (20 %), municipal bodies (27%) and other institutions, such as ministries, school institutions, energy corporations, etc. (29%).

*3.2.* *Provision of information in Braille writing of important documents for blind persons.*

The Government of Kosovo has paid special attention to access and information for persons with disabilities. Thus, the Office of the Prime Minister-Office for Good Governance has printed thirteen laws and sub-legal acts in Braille, so that blind citizens have access to and knowledge on legislation. Fourteen municipal associations for blind persons, 2 libraries and the resource centre in the Municipality of Peja have benefited. The total volume of publications in the Braille Alphabet amounts to 91,940 pages, and the budget cost amounts to € 18,854. The Braille Writing Legislation Package consists of the following:

## *Provision of access on the implementation of the Law for Blind Persons*

With regard to daily problems the Office for Good Governance/Office of the Prime Minister has worked in close cooperation with non-governmental organizations for persons with disabilities to ensure that the Law for Blind Persons adopted by the Assembly of the Republic of Kosovo is implemented in our institutions.

The Government of Kosovo has paid special attention to access and information for persons with disabilities. Thus, the Office of the Prime Minister-Office for Good Governance has printed thirteen laws and sub-legal acts in Braille, so that blind citizens have access to and knowledge on legislation. Fourteen municipal associations for blind persons, 2 libraries and the resource centre in the Municipality of Peja have benefited. The total volume of publications in the Braille Alphabet amounts to 91,940 pages, and the budget cost amounts to € 18,854.

The list of important laws and documents in Braille Writing consists of the following:

Law No. 05/L-067 on the Status and the Rights of Persons with Paraplegia and Tetraplegia;

Law No. 04/L-096 on Amending and Supplementing the Law No. 2003/15 on the Social Assistance Scheme in Republic of Kosovo;

Law No. 2003/15 on the Social Assistance Scheme in Republic of Kosovo;

Law No. 04/L-131 on Pension Schemes financed by the State;

Law No. 03/L-019 on Vocational Ability, Rehabilitation and Employment of People with Disabilities;

Law No. 05/L-078 on Amending and Supplementing the Law No. 03/L-019 on Vocational Ability, Rehabilitation and Employment of People with Disabilities;

Law No. 06/L-111 on Salaries in Public Sector;

Code No. 06/l-074 Criminal Code of the Republic of Kosovo;

Law No. 06/L-034 on Consumer Protection;

Law No.04/l-110 on Construction;

Law No.04/l –032 on Pre-University Education in the Republic of Kosovo;

Law No. 02/l-52 on Preschool Education;

Administrative Instruction: No. 23/2013 Resource Centres;

Administrative Instruction (MEST) 16/2017 Professional Assessment of Children with Special Instructive Educational Needs;

The publication in Braille Alphabet has been made possible in two languages, Albanian and Serbian language.

Beneficiary municipalities from the printing of this circulation are: Prishtina, Gjilan, Mitrovica, Peja, Istog, Gjakova, Prizren, Suhareka, Rahovec, Malisheva, Gracanica and North Mitrovica.

Provision of services in sign language regarding the implementation of Regulation GRK No. 15/14.

Since the adoption of Regulation GRK No. 15/14 on provision of Services in Sign Language, the Office for Good Governance/Office of the Prime Minister has successfully implemented the rights of deaf citizens to receive services in sign language according to their needs in all public institutions.

Figure 1. Data of interpretation services in institutions for 2019

The Office for Good Governance, since the beginning of the implementation of the regulation, has created a database regarding the provision of these services.

This database aims at creating a system that presents all services provided in sign language in any public institution in the country. Based on this system, the needs for services in each institution are determined.

At this stage, data are systematized based on the services received in all municipalities of the Republic of Kosovo for 2019.

Based on the data presented in the figure (see Fig.1), institutions in which the interpreter services for deaf persons are provided are presented.

The breakdown of institutions in which deaf persons requested services in sign language is as follows: Family Medicine Centres (24%), regional hospitals (20 %), municipal bodies (27%) and other institutions, such as ministries, school institutions, energy corporations, etc. (29%).

With regard to interpretation services, they are provided in almost all the cities of Kosovo, with the city of Prishtina ranking first in terms of the services provided, followed by the city of Prizren (See Fig.2).

Figure 2. Data of interpretation services in cities for 2019

The Office for Good Governance has provided the following information regarding the provision of sign language services across Kosovo municipalities for 2019, which is similar to the distribution in 2018: Prishtina 33%, Prizren 17%, Gjakova 15%, Vushtrria 13% and other municipalities such as Mitrovica, Drenas, Peja, Podujeva, Suhareka, Malisheva, Lipjan, Ferizaj, Rahovec, Gjilan, Shtime, with approximately 22% of service provision in each.

Based on the procedures implemented by the Office for Good Governance in cooperation with the associations of deaf persons, the progress of payments executed by the Office of Finance/Office of the Prime Minister, all interpretation services have been covered for several years as foreseen by Regulation GRK No. 15/14.

In cooperation with the associations of deaf persons, the Office for Good Governance has received a total of 3,509 hours of services from the forms submitted for 2019.

Figure 4. Data on interpretation services for 2019

As shown by the registered data on interpretation services for 2019 provided by the Office for Good Governance, approximately 68 to 115 citizens were provided with services in sign language monthly, while the amount allocated for this category by the Office of the Prime Minister for 2019 is approximately € 34,450.

# MATRICES WITH REPORTED DATA

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *TABLES OF THE NATIONAL PLAN ON THE RIGHTS OF PERSONS WITH DISABILITIES FOR 2018-2020* | | | | | | | |  |
| ***HEALTH*** | | | | | | | |  |
| *Strategic Objective 1: Improvement of the provision of health services for Persons with Disabilities* | | | | | | | |  |
| **Specific objective 1** | **Indicator(s) for measuring objective achievement** | | | **Baseline** | **Target 2018** | **Target 2019** | **Target 2020** |  |
| *Enhancement of the capacity of health personnel to provide health services* | Analysis report  Medical staff training curricula focusing on Persons with Disabilities | | | *0%*  *20%* | *30%*  *40%* | *60%*  *70%* | *70%*  *80%* |  |
| **Activity** | **Implementation deadline** | **Total cost** | **Funding source** | **Leading institutions** | **Supporting institutions** | **Output** | |  |
| 1.1. Analysis of health conditions, and health care needs for persons with disabilities (PWD) | *2018-19-20* | *EUR 15.000* | *MoH* | *MoH/NIPHK* |  | Verification of PWD health care needs | | Routine statistics in the health system do not collect specific data for persons with disabilities, so there is no special instrument in the collection of data that would inform the analysis of the health condition for persons with disabilities. The working group is preparing a plan to conduct this special analysis. Some of the reasons for not carrying out this activity so far are, the lack of routine data, lack of sufficient staff, and the epidemiological situation in the country related to the Covid-19 pandemic may have an impact in the future. The analysis with additional data and additional resources can be planned in the second half of 2020 if the epidemiological situation improves. |
| 1.2 Organization of two trainings a year for medical teams and nurses who provide health services to persons with disabilities | *2018-19-20* | *EUR 15.000* | *MoH/PHC* | *MoH*  *Municipalities* |  | *Number of medical professionals trained in the health sector* | | Development of 3 trainings by NIPHK  - Organization of 5 trainings with local and international NGOs by NIPHK.  - MFMC in Prishtina, in cooperation with "HANDIKOS", during 2019 implemented 5 activities, aiming at increasing awareness, knowledge, and cross-sectorial cooperation between the community and service providers to prevent and respond to cases of violence against children with disabilities.  A total of 115 health professionals attended in the activities conducted by MFMC-Prishtina during 2019. |
| 1.3. Information of persons with disabilities and their families about health care | 2018-19-20 | EUR 15.000 | MoH  (Goods and Services) | MoH |  | Number of distributed educational materials (number of leaflets, brochures in Braille alphabet and DVD) for persons with disabilities. | | Meetings were held with the psychologist and the sociologist at "Ismail Qemali" school for consultation on domestic and school violence, including violence against persons with disabilities.  In all the meetings held with school staff and Handikos, various materials on education, information, and health communication, depending on current general topics including "Përparimi” school, were distributed. They and other materials are also posted electronically depending on the epidemiological situation. During 2019, educational and health materials were distributed in all schools in Kosovo. |
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| **Specific objective 2** | **Indicator(s) for measuring objective achievement** | | | **Baseline** | **Target 2018** | **Target 2019** | **Target 2020** |  |
| *Early detection and identification of disability in the prenatal, natal and postnatal period* | ***Prenatal diagnosis with laboratory operation*** | | | *0%* |  | *50%* | *100%* |  |
| **Activity** | **Implementation deadline** | **Total cost** | **Funding source** | **Leading institutions** | **Supporting institutions** | **Output** | |  |
| 2.1 Early detection through the laboratory for prenatal diagnosis | *2019* | *EUR 150,000* | *MoH* | *MoH*  *HUCSK* | Donor | Operational laboratory on prenatal diagnosis | | Not implemented |
| 2.2 Implementation of parental health education program in early detection of disabilities causes | 2018-19-20 | No additional budget costs | MoH | MoH/NIPHK and Integrated Line Services |  | Raising the awareness and education of parents in recognizing the causes that result in disability, is done through the Strategic Plan on promotion and health education | | Implementation of “Home Visits for Mothers and Children up to 3 years old”; the visits were made in 22 municipalities (Fushe Kosova, Ferizaj, Dragash, Decan, Gjakova, Gjilan, Drenas, Hani i Elezit, Istog, Junik, Kacanik, Kamenica, Klina, Lipjan, Mitrovica, Obiliq, Peja, Prizren, Skenderaj, Shtime, Junik, Viti). This activity was organized by the PHC Division within the MoH with the technical support of UNICEF. The team that provides HV services is composed of two nurses preliminary trained in this regard. The trainings are carried out upon requests by municipalities.  Under this program, pregnant women are entitled to 2 visits, whereas newborns are entitled to 5 visits, starting after the third day following his/her birth (a total of 7 visits).  Services provided are decentralized and provided by MFMCs, FMCs or FMAs depending on the location where the visits are provided. The total number of visits for 2019 is 15.500, thereby exceeding the foreseen number for this year. |
| 2.3 Distribution (receipt) of incontinence and decubitus ulcer materials | 2018-19-20 | EUR 110,745 | MoH | MoH, Pharmaceutical Department | Donor  NGO  OPWD | Provision of auxiliary health equipment for PWD | | During 2019, depending on requests of the MFMCs, municipalities were supplied with incontinence material worth EUR 12,819.28. |
| 2.4 Drafting the manual for early identification of disabilities | 2019 | EUR 5.000 | MoH | CDFM  CCNE |  | Approved manual | | Not implemented  During 2019, it was not possible to establish a Working Group which would work on the drafting of the handbook for early identification of disability. |

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| **Specific objective 3** | **Indicator(s) for measuring objective achievement** | | | **Baseline** | **Target 2018** | **Target 2019** | **Target 2020** |  |
| *Increasing the provision of health services for PWDs* | Functional Spinal Unit  Essential list meets the needs of Persons with Disabilities | | | No service 1 | *2*  *2* | *3*  *3* | *5* |  |
| **Activity** | **Implementation deadline** | **Total cost** | **Funding source** | **Leading institutions** | **Supporting institutions** | **Output** | |  |
| 3.1 Establishment of a Spinal Unit within the UCCK. | 2020 | Within the general budget on the construction of the emergency facility | MoH | MoH  HUCSK | Donors | Spinal Services for PWD | | This activity has not been reported as according to the National Action Plan on this activity it is planned to be reported at the end of 2020. |
| 3.2 Identification of needs and completion of the list of essential medicines. | *2018-19-20* | *No additional budget costs* | *MoH* | *MoH* | Donors | *Completed list based on the needs necessary for PWD* | | Several dermatological and anti-infective products to be used for the treatment of decubitus ulcers have been added to the list of essential medicines approved in 2019. In addition, the committee for the review of the list of essential medicines addressed the list sent by HANDIKOS with the request for the inclusion of some medicines for children with disabilities. |

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| **SOCIAL WELFARE AND EMPLOYMENT** | | | | | | | |  |
| **Strategic Objective 2:** Functional and genuine welfare and social security system as well as the  provision of equal employment opportunities for persons with disabilities | | | | | | | |  |
| **Specific objective 1** | **Indicator(s) for measuring objective achievement** | | | **Baseline** | **Target 2018** | **Target 2019** | **Target 2020** |  |
| Expansion of community services | Quality services in residential centres | | | 2 | 3 | 4 | **4** |  |
|  | Social services at the municipal level by contracted associations | *20%* | *25%* | *30%* | *45%* |  | |  |
| **Activity** | **Implementation deadline** | **Total cost** | **Funding source** | **Leading institutions** | **Supporting institutions** | **Output** | |  |
| 1.1. Continuation of social services provision in community-based homes for children and adults with mental disabilities - mental retardation | 2018-  19-20 | EUR 2,250,000 | *BRK* | *MLSW* | Donors | *Improvement of quality services* | | Social services have been provided continuously this year in eight community-based homes. In these homes with a small capacity of 10 rooms/beds, professional services are provided by the in-house staff. The purpose of homes is to treat clients in such a way that they gradually prepare for integration in community.  During this year (2019), the 9th home in the municipality of Prizren was completed, which was built through co-financing by the municipality and the MLSW, with the total cost exceeding 300 thousand Euros. This home will be operational in 2020, as the budget planned by the central level has been approved.  This home will provide 24-hour services to a number of clients who are currently in the SISH but are from the region of Prizren, while it will also accommodate other persons in need of social assistance or without family care. |
| 1.2 Continuation of the provision of services in residential centres (IHI) | 2018-  19-20 | EUR 3,360,000 | BRK | Municipalities:  Shtime  Ferizaj,  Vushtrri, Kamenica  Deçan,  Graqanica  Lipjan | MESP  Donors | Improvement of quality services | | The Special Institute in Shtime offers 24-hour services for persons with mental disabilities. In this institution, all professional services provided by professional staff are completed. Currently, the capacity is completed and exceeded, i.e. there are 65 persons under social-residential protection. Due to the lack of capacity, 9 persons without care who have met the criteria according to the Administrative Instruction 11/2014 are waiting to be accommodated. |
| 1.3 Provision of training for experts of these Centres by the MLSW and the municipality | 2018-  19-20 | No additional budget costs | BRK | MLSW  DSW  Municipalities | Donors | Capacity building for community service employees | | The training of 150 employees who provide social services in the public and non-governmental sectors is in the final stage of preparation. These officials treat clients and provide direct services to them in community-based institutions and homes as well as in family homes and day care centres. The topics addressed in the training are mainly related to ensuring the most professional treatment possible to persons with disabilities. This training will be held for 5 days in 5 regions of Kosovo and is financially covered by World Vision. Also, the experts who will deliver this training have been selected by this organization. This training was initially planned to be held in the first half of December 2019, but due to the circumstances created in the Albanian state regarding the recent events, i.e. the earthquake, this training was postponed by agreement for March 2020. |
| 1.4. Functionalization of social services at the municipal level. | 2018-19 | No determined cost | BRK | Municipalities | MLSW  Municipalities Association Donors, OPWD | Provision of social services for persons with disabilities | | Various schemes which financially help persons of disability communities, such as families with children with permanent disabilities, blind persons, paraplegics and tetraplegics and persons who are unable to work due to disability and those with disabilities aged 18-65, are being implemented.  In the following are presented the number of beneficiaries and the amount of means separately according to the schemes, finally with the data of November 2019: The number of beneficiaries and the amount of funds are presented separately below by schemes as of November 2019:   * Families with children with permanent disabilities: number of children as beneficiaries is 1180, while the amount of funds is € 227,300.00. * Blind persons: number of beneficiaries is 1950, while the amount of funds is € 441,009.00. * Paraplegics and tetraplegics: number of beneficiaries is 3100, while the amount of funds is € 971,025.00, and * Persons unable to work due to disability and those with disabilities aged 18-65: the number of beneficiaries is 172916, while the amount of funds is € 1,491,360.00.   The comprehensive draft law on treatment and categorization of persons with disabilities is in the process of drafting.  The MLSW has also drafted 22 minimum quality standards of services which all state, non-governmental and private institutions are obliged to meet when providing social services to citizens in social need. |
| 1.5 Licensing of staff and associations for the provision of social services for PWDs | 2018-  19-20 | No additional budget costs | BRK | MLSW |  | Associations licensed for social services | | As of November 2019, a total of 1183 employees or social services officials have been licensed. Of this number, 498 are basic staff, 96 are secondary staff and 589 are professional staff.  Present staff is currently providing services to institutions, community-based homes, CSW, NGOs, and private homes for the elderly. These officials are currently providing services in institutions, community-based homes, CSWs, NGOs and private homes for the elderly. The number of licensed NGOs so far is 41 and these NGOs, together with their licensed staff, provide services and care for this community. |
| 1.6 Provision of services by Disabled Persons’ Organizations | 18-19-  20 | No determined cost | BRK | MLSW  OPWD | Donors  OPWD | Defined code based on needs assessment | | The MLSW’s Council of Social and Family Services has prepared the legal infrastructure to create opportunities for legal and authorized work, and various NGOs that provide direct services through family homes, day care centres, and other forms. The number of licensed NGOs that address and provide services to communities with disabilities is over 10. In addition, the MLSW launched calls for grants and 26 different NGOs have benefited from this, while the amount of allocated funds was EUR 750,000.00. It is also worth noting that the MLSW also allocated subsidies in the amount of EUR 510,000.00 to various unlicensed organizations that provide different services to people with disabilities. Total 95 organizations have benefited from these subsidies, depending on the project they presented. |
| 1.7 Determining the budget code for social services | 2020 | No determined cost | BRK | MLSW | Donor, OPWD | Defined code based on needs assessment | | The issue of funding social services at the municipal level is in the adjustment process. A law is being drafted to address this, including a funding formula consisting of specific grants for each centre for social work. This law will help and directly affect the increase of the quality of services within the municipality. The municipality makes timely planning, depending on the number of citizens in need of social assistance and thus will have a special financial grant. |

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| **Specific objective 2** | **Indicator(s) for measuring objective achievement** | | | | | **Baseline** | **Target**  **2018** | **Target 2019** | **Target**  **2020** | | **Progress in implementation** |
| *Creating equal employment conditions for PWDs* | Implementation of the Law on Training, Rehabilitation and Employment of PWDs | | | | | **10%** | **20%** | **25%** | **30%** | | Registered jobseekers with disabilities for the period 01.01.2019 to 29.11.2019 are as follows:  Age group 15 -24: total 24 persons of whom 9 female and 15 male,  Age group 25-39: total 156 persons, of whom 51 female and 105 male,  Age group 40-54: total 107 persons, of whom 27 female and 80 male; and  Age group 55 +: total 26 persons, of whom 15 female and 11 male  Total: 313 persons, of whom 102 female and 211 male.  Mediation in regular employment during 01.01.2019-29.11.2019  Age group 15-24 one female, age group 40-54 one male, and 55+ one female - total: 3 persons, of whom two female and one male.  Mediation in active labour market measures during 01.01.2019-29.11.2019  Age groups  15-24, 1 female; 28-39, total 16 persons, of whom 5 female and 11 male; 40-54, total 6 persons, of whom 1 female and 5 male  Total: 23 persons, of whom 7 female and 16 male. |
| **Activity** | **Implementation timeline** | **Total cost** | **Funding source** | | **Leading institutions** | | **Supporting institutions** | **Outcome** | | |  |
| 2.1. Evaluation of the implementation of the Law on Training, Rehabilitation and Employment in PWDs | 2018-  19-20 | No additional budgetary costs. | BRK | | MLSW  EARK  Labor Inspectorate | | Donor  OPWD | Full implementation of the provisions of the law and drafting of bylaws | | |  |
| 2.2. Encouragement of employment women with disabilities and families who have at least two members with disabilities. | 2018-19 | No additional budgetary costs. | BRK | | MLSW EARK | | Donors  OPWD | Increasing employment of women PWDs | | |  |
| 2.3 Establishment of a database for the employment of Persons with Disabilities. | **2018** | No additional budgetary costs | BRK | | MLSW EARK | | Municipalities  Donor,  OPWD | Number of PWD employees | | |  |
| 2.4 Awareness campaigns for PWD employment in the public and private sector. |  | No additional budgetary costs | BRK | | MLSW EARK | | Municipalities  Donor,  OPWD | Employers' awareness of the provisions | | |  |
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| **Specific objective 3** | **Indicator(s) for measuring objective achievement** | | | **Baseline** | | | **Target  2018** | **Target 2019** | | **Target 2020** |  |
| *Vocational training and retraining for the employment of Persons with Disabilities* | Two new profiles based on the specifics and needs of Persons with Disabilities  Percentage of PWD trained in VTC | | | **0%** | | | **30%** | **60%** | | **90%** |  |
| **Activity** | **Implementation timeline** | **Total cost** | **Funding source** | **Leading institutions** | | | **Supporting institutions** | **Outcome** | | |  |
| 3.1 Expansion of profiles for vocational training and retraining according to labor market requirements. | 2018-  19-20 | EUR 60,000 | BRK  Donors | | EARK  VTC | | Municipalities | Functionalization of appropriate profiles for blind and deaf persons | | |  |
| 3.2 PWD training in Vocational Training Centers | 2018-  19-20 | No additional budgetary costs | BRK | | EARK  VTC | | OPWD | Number of PWDs  trained | | |  |

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| **EDUCATION** | | | | | | | | | | | | | | | | |  |
| **Strategic objective 1:** Creating conditions for inclusion in education and professional support for persons with disabilities | | | | | | | | | | | | | | | | |  |
| **Specific objective 1** | **Indicator(s) for measuring objective achievement** | | | | | **Baseline** | | **Target**  **2018** | | | | | **Target 2019** | **Target  2020** | | |  |
| *Establishment of mechanisms for early identification and education of children with disabilities* |  | | | | |  | |  | | | | |  |  | | |  |
|  | Integrated database of children with disabilities in schools  Assessment of general needs for support staff for children with disabilities | | | | | | 50%  25%  50%  25% | 60%  30% | | | | | 70% 80%  35% 40% | | | |  |
|  | Functional formula for financing children with disabilities | | | | | | 0%  0% | 10% | | | | | 20% 40% | | | |  |
|  | Educators trained for each age group in IP | | | | | | *50%* | | *55%* | | | *60% 70%* | | | |  | | |
| **Activity** | **Implementation timeline** | **Total cost** | **Funding source** | | | | **Leading institution** | | **Supporting institution** | | **Outcome** | | | | | |  |
| 1.1 Developing indicators for identifying children with special needs who are outside us in the education system | (2018-19-20) | EUR 50,000 | Save the  children | | | MEST,  MSH,  MLSW | | | OGG/OPM  Municipalities OPWD  Donor | | Database on the number of children involved in schools | | | | | | The indicators "children for functional disability, school participation, home learning and well-being" are designed, which need to be integrated into the SMIA Information Management System. The research and indicators were developed by the US Community Systems Foundation, in collaboration with MEST, with the support of Save the Children. The proposed indicators will be included in the indicators for education and SMIA. |
| 1.2. Development of needs and capacity assessment to increase the number of Support Educators and Assistants | 2018-19-20 | Municipalities plan | BRK | | | MEST  MED | | | OPWD  Donor | | Child needs assessment report | | | | | | MEST has allocated 100 jobs for assistants for students with special needs, where so far 71 assistants have been employed, while the rest are expected to be employed during 2020. |
| 1.3 Capacity building of preschool institutions for working with children with disabilities | 2018-19-20 | EUR 6000 | UNICEF  Save the  children | | | MEST, MED,  IP, Schools, Resource Centers | | | OPWD | | Trainer trained in the field of IEP and the use of PIA. | | | | | | The educators of the preschool institutions in the municipalities of Klina and Junik have been trained. The training program had 12 modules covering identification, work methodologies, needs evaluation, types of disability, individual education plan and rehabilitation services. 26 educators have been involved in this training. |
| 1.4 Inclusion of children with special needs in the general funding formula for education | 2018-19-20 | EUR 6000 | Save the  children | | | MEST,  municipalities | | | OPWD | | Approved funding formula | | | | | | "Funding parameters for students with special needs" have been drafted. The formula will serve to allocate budget according to the types of disability and according to the level of disability (light, moderate and severe, multiple). The working group at MEST is working on reviewing the funding formula in education and it is planned that these parameters will be integrated into the general formula. |
| 1.5. Campaign to raise awareness on the inclusion of children with disabilities in preschool institutions | 2018-19-20 | EUR 4000 | MEST  Donors | | | MASHT, MED,  PI | | | OPWD | | Research on the current state of awareness Designing and implementing awareness plan for all IP inclusion | | | | | | During 2018/19, two conferences were held aimed at raising the awareness of institutions at all levels and in the society at large about the importance of education for children with disabilities.  The conference "Inclusion for all children" was organized in May. The conference was organized in cooperation with the Faculty of Education in Prishtina and UNICEF. The conference addressed a variety of topics related to inclusive education for students with disabilities. In addition to compulsory education, a large focus has been given to preschool education.  A conference on "Strengthening Early Childhood Education" was held in November, where various topics related to forms of education, services and quality of services in early childhood were addressed. Extensive space has also been provided for early identification and intervention and inclusion of children with disabilities in preschool institutions. Models from Italy, France, etc. were presented. |
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| **Specific objective 1** | **Indicator(s) for measuring objective achievement** | | | **Baseline** | | | | | **Target  2018** | | **Target  2019** | | | | **Target  2020** | |  |
| *Creating, strengthening and improving services of inter-sectorial mechanisms and other support mechanisms for inclusive schools* | Number of children with disabilities receiving services from Resource Centers in schools  Functional teams in each municipality for pedagogical evaluation | | | **20%**  **70%** | | | | | **30%**  **80%** | | **40%**  **85%** | | | | **50%**  **90%** | | During this period, 253 students with special needs who are educated in regular schools have received pedagogical support from mobile teachers of resource centers.  Evaluation teams have been established in all municipalities, but their operation in some municipalities is not efficient as they are activated in certain periods only due to their demand for additional pay for the work they do. |
| **Activity** | **Implementation timeline** | **Total cost** | **Funding source** | **Leading institutions** | | | | | **Supporting institutions** | **Product** | | | | | | |  |
| 2.1 Functionalization and strengthening of pedagogical evaluation teams in each municipality | **2018-19-20** | 10.000  euros | Save the  children | | MEST  MH  municipalities | | | | Donor | Each municipality has functional teams trained for pedagogical evaluation | | | | | | | In December, standardized instruments for pedagogical evaluation of children with disabilities were approved and launched. The instruments were designed in collaboration between MEST, 7 municipalities and two professors from the University of Bologna and Pavoda. The instruments are based on the International Classification Functioning Children & Youth ICF. The piloting was done in 7 municipalities and 14 schools. During this period the teachers of 14 schools and evaluation teams in 7 municipalities have been trained to use the instruments. The piloting was implemented in the period September 2018 -June 2019.  Evaluation teams have been established and operationalized in 24 municipalities, which will be responsible, based on the legislation in force, for the pedagogical evaluation of children with disabilities and the determination of pedagogical and rehabilitation services. In cooperation with the Kosovo Disability Forum and with the support of UNICEF, this year workshops were organized in 14 municipalities where the evaluation teams were non-functional and as a result, 12 municipalities have made the evaluation teams functional. |
| 2.2 Expanding and improving the quality of Resource Center services | 2018-19-20 | There are no specific costs | BRK | | MEST | | | | Donors | Opening of two new services | | | | | | | Resource centres for students with severe and multiple disabilities have created new services such as: horticulture cabinets for students' professional practice, and handicraft rooms where students engage in practical work to develop life and work skills.  Documentation rooms have been established at the national level as the documentation room for the visual impairment in the resource centre "Xheladin Deda" while for other disabled in the resource centre "Përparmi" in Prishtina. Documentation rooms deal with the research and collection of other disability materials and resources that can be used for studies, analysis and research by professionals, professors and students.  Braille Unit in the Source Center "Xheladin Deda" provides translations and adoptions of materials and texts in Brajli to all blind students. |
| 2.3 Analysis of pilot use of KNF in the disability evaluation system for children | 2019 | 10.000  euro | Save the  children | | MEST | | | | Donor | Designed instruments and training of teams for their use | | | | | | | The report on the process of piloting instruments for pedagogical evaluation of children with disabilities has been drafted. The report was drafted by professors from the University of Bologna and Padua, who followed and analyzed the process of designing and piloting instruments. |
| 2.4 Employment and training of class assistants and sign language instructors. | 2018-19-20 | 7500  euro | BRK | | MEST | | | | SHKSH, DANV,QB | Number of employees. Number of trainings | | | | | | | One instructor of sign language has been hired and we already have 2 instructors of sign language in the resource centre for children with hearing impairments "Mother Teresa" in Prizren. The role of sign language instructors is to promote and extend sign language within and outside the center. |
| 2.5 Training for evaluation teams to evaluate deaf students, including the level of sign language proficiency | 2018-19 | 3800  euro | BRK | | MEST | | | | SHKSH  MED | Certificates of training | | | | | | | The training of evaluation teams will take place in June-July 2020, while the training program will be approved in March-April. It is designed for 149 members of evaluation teams from 29 municipalities.  The training lasts 5 days, of which 3 days of direct training and 2 days of on-the-job training after the evaluation teams start working. The whole process of implementing the instruments is supported by the project of the Council of Europe "Capacity building for inclusive education". The training will address all types of disabilities, including deaf students. |

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| **Specific objective 3** | Indicator (s) for measuring the achievement of the objective | | | | | | | | | Basis | | Target  2018 | | | Target  2019 | | | Target 2020 |  |
| *Creating a conducive environment for inclusion in the school and in the community* | Number of resource rooms in schools | | | | | | | | | 70% | | 80% | | | 90% | | |  | In terms of resource rooms, they are in the process of being identified as there are also schools that have created spaces for individual work with children with disabilities. To facilitate this, the Inclusive Education Division is drafting a school manual which explains what a resource room is and what its function is. |
|  |  | | Preparation of educational staff in Sign language and Braille | | | | | | |  | 0% | 20% | | | 40% 60% | | | | In cooperation with the resource centre for students with vision impairment "Xheladin Deda" 30 teachers from 7 municipalities (Prishtina, Gjakova, Ferizaj, Peja, Gjilan, Mitrovica and Prizren) have been trained. |
|  |  | | Document defining bilingual schools | | | | | | |  | *0%* |  | | | 100% | | | | The MEST in cooperation with the Association of the Deaf of Kosovo and other stakeholders has drafted and approved the Document on the education of children with hearing impairments as a specific language category. The document provides adequate forms and strategies for the organization and provision of education to children with hearing impairments, including bilingual schools. This document will enable the development of criteria for bilingual schools. |
| **Activity** | **Implementation deadline** | | | | **Total cost** | | | **Source of funding** | **Leading institution** | | | **Supporting institution** | | | **Product** | | | |  |
| 3.1 Conversion of attached classrooms into functional resource rooms | 2018-19 | | | | There are no additional budget costs | | | BRK | | | Municipalities MED DANV  Schools | DPO | Number of conversions of attached classes into resource rooms. | | | | | | Attached classrooms have been reduced from 76 to 18 classrooms nationwide. They are planned to be converted into resource rooms after these students complete the ninth grade as their integration into regular classes has been impossible due to age and severe disability. This method of transition classes is also provided by the Administrative Instruction on the Conversion of Attached Classes in Resource Rooms. |
| 3.2 Determination of bilingual schools that will provide education to children with hearing impairments and deafness. | 2018-19 | | | | There are no additional budget costs | | | BRK | | | MEST | DPO | The document that defines  bilingual schools | | | | | | MEST in cooperation with the Association of the Deaf of Kosovo and other stakeholders has drafted and approved the document on the education of children with hearing impairments as a specific language category. The document provides adequate forms and strategies for the organization and provision of education to children with hearing impairments, including bilingual schools. This document will enable the drafting of criteria for bilingual schools. |
| 3.3 Improving staff capacity in municipalities to provide Braille and sign language services | 18-19-20 | | | | 5.000  euro | | | BRK | | | MEST MLSW | DPO | Number of trained persons | | | | | | In collaboration with the resource centre for students with first-degree injuries "Xheladin Deda" and the resource centre for students with hearing impairments "Mother Teresa" we have worked on programs for sign language and Braille writing. At our request, the National Qualifications Authority (NQA) has accepted that these two languages go through verification procedures in order to recognize the right of these centres to provide courses in these two languages. They are already in the process of preparing the documentation for the application. |
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| **Specific objective 4** | | Indicator (s) for measuring the achievement of the objective | | | | | | | | | Basis | Target  2018 | | Target  2019 | | | Target 2020 | |  |
| *Improving the quality of teaching and learning in inclusive education at all levels of pre-university education* | | *Teachers trained at all levels of pre-university education* | | | | | | | | | 30% | *35%* | | *40%* | | | *45%* | | |  | | --- | | 611 teachers and educators from 7 schools and 1 kindergarten have been trained and certified in 3 modules with a total of 9 days of training for inclusive education. The modules have been prepared by the University of Zurich and are being used by countries in the region. The training is supported by UNICEF and MEST. | |  | |
| **Activity** | | **Implementation deadline** | | **Total cost** | | | **Source of funding** | | | | **Leading institution** | **Supporting institution** | | **Product** | | | | |  |
| 4.1 Teacher training courses on inclusive education. | 2018-19-20 | | | | 53.000  euro | BRK  Save the  children  KAPIE | | | | | MEST | MED RC DPO  Donors | Drafting and implementing a comprehensive education training program | | | | | | Training on the Comprehensive Index and the Individual Education Plan (IEP) has been organized with 50 inspectors and 30 municipal officials.  520 teachers were trained in the programs: "Differentiated Learning and Individualized Teaching in a Comprehensive Classroom", "Inclusion Index" and "Autism Spectrum Disorders". These trainings are supported by Save the Children and UNICEF in co-financing with MEST. |
| 4.2 Textbooks for all pre-university education levels must respect the language as required by the International Convention on the Rights of Persons with Disabilities | 2018-19 | | | | There are no specific costs | BRK | | | | | MEST | Municipality  DPO  Donors | Textbooks according to NAPPWD standards | | | | | | Textbooks for pre-primary grades 1, 2, 6, 7, 10 and 11 are in the process of preparation and the evaluation of new textbooks will be done in accordance with the document "Standards for textbook evaluation", which complies with international documents including conventions. |
| 4.3 Implementation of the school inclusion index | 2018-19-20 | | | | 14,460  euro | Save the  Children | | | | | MEST | Municipality,  Donor | Selection, training and monitoring of schools using the index. | | | | | | • 32 inspectors have been trained for the inclusion index  • 50 teachers from 2 schools in Gjakova have been trained  • 32 education officials and inspectors have been trained in the municipalities of Gjakova, Peja, Gjilan and Ferizaj |
| 4.4 Sign language training for teachers and professionals working with deaf children. | 2018-19-20 | | | | 3.000  euro | BRK | | | | | MEST | MED KAD  RC  Donors | Number of trained teachers. | | | | | | The resource centre "Mother Teresa" in Prizren provides training on sign language to all education staff since 2016. The training is organized in 3 levels and the centre staff is now attending level II under the European Sign Language Framework. |
| 4.5 Curriculum design for sign language. | 2019 | | | | 6700  euro | BRK | | | | | MEST | MED, Schools, Partners | Curriculum designed for sign language as a subject. | | | | | | MEST has not yet started drafting the sign language curriculum, as there is lack of local experts in this field. |
| 4.6 Determining sign language knowledge criteria for teachers and professionals who work with deaf children (Levels B1 and B2) | 2018-19-20 | | | | There are no additional budget costs | BRK | | | | | MEST  Municipalities | Schools,  DPO | Raising the quality of education for deaf children | | | | | | MEST has submitted the sign language program to the National Accreditation Qualifications Authority so that the “Mother Teresa” resource centre can provide B1 and B2 level courses for the centre's staff, students and community. |
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| **Specific objective 5** | | Indicator (s) for measuring the achievement of the objective | | | | | | | | | Basis | Target  2018 | | Target  2019 | | | Target 2020 | |  |
| *Increasing the involvement of students with SEN in higher secondary education with a focus on VET and non-formal education* | | 10% increase in the inclusion of students with disabilities in non-formal education | | | | | | | | | 10% | *13%* | | *16%* | | | *20%* | |  |
| **Activity** | | **Implementation deadline** | | **Total cost** | | | **Source of funding** | | | | **Leading institution** | **Supporting institution** | | **Product** | | | | |  |
| 5.1 Functionalization of informal education within Resource Centers and in regular schools | 2018-19-20 | | | 9.000  euro | | BRK  Donors | | | | | MEST  Municipalities  RC | Donors | Number of candidates involved in non-formal learning (gender-divided data). | | | | | | Informal education in resource centers has not been organized due to lack of budget and support staff |
| **LEGAL PROTECTION** | | | | | | | | | | | | | | | | | | |  |
| **Strategic Objective 4:** Establishment of legal infrastructure for respecting and fulfilling the rights of Persons with Disabilities | | | | | | | | | | | | | | | | | | |  |
| **Specific objective 1** | | Indicator (s) for measuring the achievement of the objective | | | | | | | | | Basis | Target  2018 | | Target  2019 | | | Target 2020 | | **Progress in implementation** |
| *Drafting laws in the protection and observance of the rights of Persons with Disabilities* | | Approval of the Law on Inclusion | | | | | | | | | 1 |  | | 5 | | |  | |  |
| **Activity** | | **Implementation deadline** | | **Total cost** | | | **Source of funding** | | | | **Leading institution** | **Supporting institution** | | **Product** | | | | |  |
| 1.1 Drafting of the Law on Inclusion | 2019 | | | 2000  euro | | BRK | | | | | MLSW | Line Ministries  Donors  NGO  DPO | Social protection and categorization of disability | | | | | | Concerning the draft law on the treatment and categorization of persons with disabilities, working groups in the Ministry of Labour and Social Welfare have managed to complete the first initial draft. Currently, the initial draft is being consulted once again with the working group and then the procedures provided by the Rules of Procedure of the Government shall be followed concerning preliminary public consultations on the online consultation platform. |
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| **Specific objective 2** | Indicator (s) for measuring the achievement of the objective | | | | | | | | | | Basis | Target  2018 | | | | Target  2019 | Target 2020 | |  |
| *Amending and supplementing the current legal framework for PWD* | Drafting administrative instructions of the Law for Blind Persons and the Law for Persons with Paraplegia and Tetraplegia | | | | | | | | | | An approved instruction | 50% | | | | 70% | 100% | |  |
|  |  | | Increasing cooperation with DPO through their consultation in drafting government policies[[11]](#footnote-11) | | | | | | | 50%  25% | 50% | 60% | | | | 70% 80% | | |  |
| **Activity** | | **Implementation deadline** | | **Total cost** | | | **Source of funding** | | | | **Leading institution** | **Supporting institution** | | | | **Product** | | |  |
| 2.1 Drafting administrative instructions within the Law on the Status of Blind Persons. | 2018-2019 | | | There are no additional budget costs | | BRK | | | | | OPM/LO | OGG  Responsible ministries | | | | Implementation of Article 10 and 11 of Law no. 04 / L - 092 for Blind Persons | | |  |
| 2.2 Drafting of administrative directions within the Law on the Status and Rights of Persons with Paraplegia and  Tetraplegia | 2018-2019 | | | There are no additional budget costs | | BRK | | | | | Institucionet relevante | OGG | | | | Implementation of the Law on the Status and Rights of Persons with Paraplegia and  Tetraplegia | | |  |
| 2.3 Amending / Supplementing the Regulation on the Provision of Sign Language Services | 2018 | | | There are no additional budget costs | | BRK | | | | | OPM/OGG | MoF  KAD | | | | Better functionalization of sign language service for deaf persons | | | The Office for Good Governance under the Office of the Prime Minister is working closely with the Kosovar Association of the Deaf in Kosovo. The OPM and the Association of the Deaf are the two main mechanisms for coordination and implementation of this regulation based on Regulation GRK 15/2014. So far there has been no difficulty in implementing the regulation; all sign language services are provided by OPM-OGG and interpreters are provided by the association. Coordination is at its best and this makes the implementation of the regulation very functional. |
| 2.5 Inclusion of sign language in the Law on Use of Languages | 2020 | | | There are no additional budget costs | | BRK | | | | | OPM | KAD | | | | Law no. 02 / L-37 on Use of Languages | | | 3.1 The Kosovo Correctional Service in cooperation with the Council of Europe has implemented a human rights project during this period, through which 200 officials of the KCS have been trained. |
| 2.6 Inclusion of DPOs in legislation drafting. | 2018-19-20 | | | There are no additional budget costs | | BRK | | | | | Responsible institutions (initiators) of draft laws | OGG | | | | Number of laws that have been consulted with DPO  Law on Paraplegia and Tretaplegia.  Law on Blind Persons  Law on Protection from Discrimination  Law on inclusion, which is in process. | | | The Office for Good Governance under the Office of the Prime Minister has a close cooperation with the Forum of Disability in Kosovo, as well as other organizations for the disabled persons. The Office for Good Governance constantly informs the organizations about legislation drafting processes, while they can also participate through the online consultation platform, where every citizen and organization is given the opportunity to contribute to the drafting of laws and regulations. This was also the case concerning the Law on Inclusion of People with Disabilities, where all organizations participated and contributed to this legal initiative. |
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| **Specific objective 3** | Indicator (s) for measuring the achievement of the objective | | | | | | | | | | Basis | Target  2018 | | | | Target  2019 | Target 2020 | |  |
| Capacity building of professional staff in the justice system for the rights of PWDs | *Increase by 30% of training on PWD specifics in inclusion within the justice and security system.* | | | | | | | | | | 20% | 30% | | | | 35% | 40% | |  |
| **Activity** | | **Implementation deadline** | | **Total cost** | | | **Source of funding** | | | | **Leading institution** | **Supporting institution** | | | | **Product** | | |  |
| 3.1. Staff trained in Probation and Correctional Services. | 2017-18-19 | | | There are no additional budget costs | | BRK | | | | | MD | KIPA  DPO  Donors | | | | Staff trained on the needs of PWDs in the Probation and Correctional Institutions. | | |  |
| 3.2 Training of victim protection and assistance police officers on the particulars of PWDs | 2018-19-  20 | | | There are no additional budget costs | | BRK | | | | | Police | DPO  Donors | | | | Officials for the protection and assistance of victims specialized in the needs of PWDs. | | | In May 2019, the Kosovo Police in cooperation with the Council of Europe project completed the "Advancement of Human Rights in the Kosovo Police" project, as well as published the Guidelines to Human Rights for the Kosovo Police.  The "Advancement of Human Rights in the Kosovo Police" project implemented by the Council of Europe in cooperation with the Kosovo Police has increased the capacity of the Police to advance the implementation of European standards on human rights. The project supported the Kosovo Police (KP) in updating the twelve (12) modules of the basic human rights curriculum and in training twenty-five (25) trainers of the Police, who then trained about one thousand (1,000) staff with the rank of police officers and sergeants in the field of human rights, policing ethics and prevention of maltreatment. The curriculum is enriched with theory and training materials, with cases from the case law of the European Court of Human Rights and with various case studies. New training techniques, interactive teaching methods from the best practices have been introduced.  The “Guidelines to Human Rights for the Kosovo Police” has been published according to the standards and endorse the international and local legal framework and the internal normative acts of the KP which regulate the relevant fields. The rights of persons with disabilities are also mentioned in this guideline.  All trainings which include the human rights module emphasize the rights of disabled persons, depending on the units that attend the trainings. No specific training related to PWDs has been held for victim protection and assistance police officers. |
| 3.3 Drafting of guidelines for the treatment of PWDs based on disability specifications | 2018 | | | There are no additional budget costs | | BRK | | | | | Police | DPO  Donors | | | | Officials for the protection and assistance to the victims specialized in the needs of PWDs. | | | The Kosovo Police has standardized the issue of Persons with Disabilities with the Regulation on Operations in the Kosovo Police, respectively with Chapter V “Treatment of Persons with Disabilities and Children” from Article 35 to Article 41. Article 35 “Persons with disabilities” has not defined the legal basis and who are considered persons with disabilities, while Article 36 “Obligations of police officers towards persons with disabilities has foreseen the relationship of police officers with persons with disabilities, whereas Article 37 also provides for "Arrest and detention of persons with disabilities" if they conflict with the law, as well as Article 38, 39, 40 and 41 of this chapter regulates the treatment and care of police officers against "persons with mental disorders".  While regarding the drafting of the special guide regarding the treatment of PWD, the Kosovo Police so far does not have such a guideline, but surely by cooperating with OPAK and donors in the future will take care to compile the guideline in question. Kosovo Police expresses its readiness to contribute to this field as people with disabilities are a very sensitive category of society. |
| 3.4 Drafting of the guidelines on the rights of people with disabilities in the justice system. | 2018 | | | There are no additional budget costs | | BRK | | | | | MoJ | DPO  Donors | | | | Providing equal space for access to justice for all citizens without distinction | | |  |
| 3.5 Research on the legislation in force for obtaining the legal capacity of Persons with Disabilities. | 2018 | | | There are no additional budget costs | | BRK | | | | | MoJ | DPO  Donors | | | | Providing equal space for access to justice for all citizens without distinction. | | |  |

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| ***ACCESS, INFORMATION, COMMUNICATION, PARTICIPATION AND STATISTICS*** | | | | | | | | |  |
| *Strategic objective 5: Creating equal conditions for access, information, communication and participation, as well as creating a unified data system for Persons with Disabilities.* | | | | | | | | |  |
| **Specific objective 1** | Indicator (s) for measuring the achievement of the objective | | | Basis | Target  2018 | Target  2019 | | Target 2020 |  |
| *Research, as needed, on the situation on the ground regarding access to facilities for PWDs* | *Reflection of the real situation of the facilities accessible for Persons with Disabilities*  *Providing access to public institutions* | | | *We do not have*  *20%* | *30%*  *25%* | *40%*  *30%* | | *60%*  *35%* |  |
| **Activity** | **Implementation deadline** | **Total cost** | **Source of funding** | **Leading institution** | **Supporting institution** | **Product** | | |  |
| 1.1 Development of plans at the local level for providing access for PWDs. | *2018-19-*  *20* | *20,000*  *euro* | BRK | Municipality | MESP, MLGA  Donors,  DPO | Number of local plans for access | | | The MLGA’s Committee for Persons with Disabilities was established in the municipalities of Prishtina, Drenas, Gjilan, Malisheva, South Mitrovica, Junik, Lipjan, Peja, Rahovec, Elez Han, Fushe Kosova, Suhareka, Viti, and Vushtrria (14 municipalities), whereas the municipality of Gjakova has been in the process of establishing the Committee for PWDs during 2019.  Community Safety - The Municipal Council for Community Safety (MCSC) is a cross-sectorial advisory body responsible for security issues at the local level. The functioning of the community safety councils is regulated by the Administrative Instruction No. 27/2012 MIA - 03/2012 MLGA on Municipal Councils for Community Safety. Due to the standardization of their functioning standards, there has been an increase in institutional awareness of the importance of MCSCs, making the commitment of municipalities to focus on general security issues, including raising public awareness of the nature of crimes, irregularities and violent behavior in the local community, identifying citizens 'concerns and representing citizens' views and concerns on crime issues. As a result, during 2019, a total of 186 meetings of MCSCs were held.  During 2019, in the framework of the development of information systems the MLGA has created a special approach on the websites of municipalities, which enables the public online reporting of security problems, submission of questions and requests related to security, as well as receiving responses from municipal authorities. This system should be applied by responsible municipal officials, so that the information reported by citizens can be administered by responsible institutions for the benefit of improving the overall security situation in the community.  Municipalities have made progress in establishing local mechanisms for the implementation of the anti-discrimination law. In accordance with legal obligations, 27 municipalities have appointed discrimination protection officials. The law remains unimplemented in 11 municipalities: Zubin Potok, Podujeva, Kamenica, Decan, Gllogoc, Kacanik, Rahovec, North Mitrovica, Leposavic, Mamusha and Obiliq, which have not yet appointed the relevant official. To facilitate the provision of services to citizens, municipalities have taken care to create internal mechanisms for the provision of free legal aid; based on the applicable legislation, these offices are established through regional offices in 7 regions. According to the data, the offices for free legal aid are functional only in 4 regions: Gjakova, Ferizaj, Mitrovica and Gjilan. The number of persons who have requested free legal aid during the reporting period is 1679 persons. |
| 2.2 Awareness Campaign on the Importance of Access for Persons with Disabilities. | 2018-19-  20 | 15,000  euro | BRK | Municipality | MESP,  MLGA | Number of campaigns  . | | | In early March 2019, the MLGA monitored the Office for Communities and Returns in 18 municipalities (Peja, Deçan, Podujeva, Prishtina, Rahovec, Gjakova, Obiliq, Fushe Kosova, Klina, Istog, Shtime, Ferizaj, South Mitrovica, Vushtrria, Gracanica , Lipjan, Suhareka and Prizren). This monitoring was initiated by the Deputy Minister for Communities under the Minister of Local Government Administration. The purpose of the monitoring was to ascertain the situation of the Roma, Ashkali and Egyptian communities in the field of education, health, social welfare and their employment in public and private institutions.  Mechanisms for the protection of community rights have been extended to all municipalities, with the exception of the Municipality of Zubin Potok, where the Municipal Office for Communities and Returns is not yet operational. |
| **Specific objective 2** | Indicator (s) for measuring the achievement of the objective | | | Basis | Target  2018 | Target  2019 | Target 2020 | |  |
|  | Access to public institutions  Access to health institutions  Access to educational institutions | | | 20%  24%  75% | 25%  30%  80% | 30%  40%  85% | 35%  45%  90% | |  |
| **Activity** | **Implementation deadline** | **Total cost** | **Source of funding** | **Leading institution** | **Supporting institution** | **Product** | | |  |
| 2.1 Ensuring access for people with disabilities in existing public facilities according to the administrative instruction 33/2007. | 2018-19-  20 | The cost is not specified | BRK | Municipalities MoH MEST MESP MLGA2 | Donors | Improving the existing condition of buildings without access. | | | The MLGA marked 16 October the International Day of Persons with Disabilities by paying a working visit to the Municipality of Vitia aimed at awareness raising about the observance of the rights of disabled persons and the fulfilment of their basic needs following the identification of the challenges and needs of these people. On this occasion, MLGA officials together with officials of the Human Rights Unit in the municipality of Vitia monitored some newly constructed facilities to see the applicability of legal acts when it comes to the Technical Conditions of Construction Facilities for Access to Persons with Disabilities.  In this regard, during the period January - December 2019, the MLGA coordinated and cooperated closely with MESP and gender equality officers regarding this case. During these meetings, a number of issues were discussed, in particular the implementation of the Administrative Instruction for people with disabilities in municipalities. Given the non-compliance with the Administrative Instruction No. 33/7on Technical Conditions of Construction Facilities for Access to Persons with Disabilities, which was issued in 2007 by the Ministry of Environment and Spatial Planning and taking into account the difficulties encountered by PWDs, MLGA commenced the pilot project in the Municipality of Viti (as a practice benefited from the SoRi project), since in addition to the existing old facilities which lack easy access to PWDs, there are also new facilities where citizens continue to suffer from non-compliance with the above AI. The project started to be implemented at the end of 2019 with the identification of physical accessibility for PWDs. Afterwards a working group was established through a Mayor’s decision, which is working on the following areas: 1. Identification of lack of physical accessibility for PWDs; (2) Awareness raising; and (3) Providing criteria for building new facilities for PWDs. |
| 2.2 Implementation of Administrative Instruction 33/2007 on new constructions. | 2018-19-  20 | The cost is not specified | BRK | Municipalities | MESP MLGA  Donors DPO | Construction according to the standards set in the administrative instruction 33/2007. | | |  |
| 2.3 Awareness campaigns for the implementation of the Administrative Instruction 33/2007. | 2018-19-  20 | 7000  euro | BRK | Municipalities | MESP MLGA  Donors DPO | Raising awareness of the rights of PWDs. | | | Ministry of Local Government Administration in accordance with its mandate and as a co-partner with GIZ for the three-year period of implementation of the SoRi project for groups in need, where the project is being implemented in the municipalities of Prishtina, Prizren, Mitrovica, Drenas, Ferizaj and Gjilan. A two-day workshop on "Law on Protection against Discrimination, Equal Rights for Persons with Disabilities, Physical Access" was held in November.  The target groups were Human Rights Units / Officials for Protection against Discrimination, Gender Equality Officials, Children's Rights Officials, Officials from the Center for Social Work, Municipal Architects, Local NGOs which deal with human rights, protection against discrimination and equal rights for persons with disabilities, the Handikos Association, the Association of the Blind and the Association of the Deaf. The two-day workshop was attended by a total of 37 participants, out of which were 18 women and 19 men.  In 2019 the MLGA completed the SoRI project in direct cooperation with the selected municipalities for the implementation of the SOR project (Prishtina, Prizren, Gjilan, Ferizaj and Drenas). The project started at the end of 2015, whereas the Municipality of South Mitrovica joined them during 2018,.  The project was concluded according to the main objective in improving the conditions to ensure equal social rights for selected municipalities. Part of the project has been the vulnerable population of selected municipalities from five Western Balkan countries.  Within the SoRI project, trainings of municipal officials were conducted on the following topics: human rights, social rights, gender equality, social work and fieldwork, case management and data collection for sensitive groups, cooperation and inter-institutional coordination at the state and regional level, drafting projects for IPA and other donors, planning and implementation of services for sensitive groups in each municipality, etc.  In this regard, during 2019 in the municipality of Ferizaj the Memorandum of Understanding between the two institutions Municipality and SOS villages of Kosovo was signed which has resulted in the opening for the first time of a social care institution in Ferizaj, such as 'Day-care Centre for Marginalized Children'. The project is funded by GIZ/SoRI and supported by the municipality of Ferizaj.  Municipalities are responsible for providing pre-primary, primary and secondary education. A large part of them have planned a budget for student scholarships. The number of beneficiaries of these scholarships in 26 municipalities is 2777 pupils/students. Supporting young people through funding programs should also be a priority in the municipalities of Ranillug, Zubin Potok, Leposavic, Lipjan, Novobrdo, Sterpce, Zvecan, Mamusha, Kllokot, Gracanica, Partes and North Mitrovica. Data from 26 municipalities show that a total of 570 children with special needs are included in preschool institutions. The issue of dropping out of school from the Roma, Ashkali and Egyptian communities has been evident over the years. Thus, according to the data collected from 13 municipalities, 225 students of the RAE community dropped out of school. Still, only 5 municipalities have drafted an Action Plan for the prevention of dropout and non-enrolment in school for non-majority communities. Vocational education is a special and promising field for employment growth and economic development in the country. In 32 municipalities, 90 vocational schools are operational, categorized as mechanical, electronic, construction, economics, technology, etc. These schools are missing in the municipalities of Zubin Potok, Kllokot, Elez Han, Mamusha, North Mitrovica and Junik. |
| 2.4 Providing access to school facilities. | 2018-19-  20 | The cost is not specified | BRK | Municipalities MEST | Donors | Appropriate infrastructure for children with disabilities | | |  |
| 2.5 Providing access to health facilities. | 2018-19 | 150,000  euro | BRK | Municipalities MoH | Donors | Appropriate infrastructure for PWDs | | |  |
| **Specific objective 3** | Indicator (s) for measuring the achievement of the objective | | | Basis | Target  2018 | Target  2019 | Target 2020 | |  |
| Providing access to information and public transport | Free transport for Persons with Disabilities  Providing sign language services in public institutions  Important legislation in Braille writing | | | 20%  30%  20% | 20%  40%  30% | 30%  50%  40% | 40%  60%  50% | |  |
| **Activity** | **Implementation deadline** | **Total cost** | **Source of funding** | **Leading institution** | **Supporting institution** | **Product** | | |  |
| 3.1. Provision of services in sign language for deaf persons.3 | 2018-19-20 | 54,000  euro | BRK | OPM/OGG | Kosovar Association of the Deaf | Implementation of GRK Regulation 15/14 on the Provision of Sign Language Services in Public Institutions | | | Since the adoption of Regulation GRK No. 15/14 on provision of Services in Sign Language, the Office for Good Governance/Office of the Prime Minister has successfully implemented the rights of deaf citizens to receive services in sign language according to their needs in all public institutions. The Office for Good Governance has provided the following information regarding the provision of sign language services across Kosovo municipalities for 2019, which is similar to the distribution in 2018: Prishtina 33%, Prizren 17%, Gjakova 15%, Vushtrria 13% and other municipalities such as Mitrovica, Drenas, Peja, Podujeva, Suhareka, Malisheva, Lipjan, Ferizaj, Rahovec, Gjilan, Shtime, with approximately 22% of service provision in each.  The breakdown of institutions in which deaf persons requested services in sign language is as follows: Family Medicine Centres (24%), regional hospitals (20 %), municipal bodies (27%) and other institutions, such as ministries, school institutions, energy corporations, etc. (29%). |
| 3.2 Provision of information in Braille Writing of important documents for blind persons. | 2018-19-20 | The cost is not specified | BRK | Responsible institutions | DPO  Donors | Implementation of the Law on the Status of Blind Persons | | | The Government of Kosovo has paid special attention to access and information for persons with disabilities. Thus, the Office of the Prime Minister-Office for Good Governance has printed thirteen laws and sub-legal acts in Braille, so that blind citizens have access to and knowledge on legislation. Fourteen municipal associations for blind persons, 2 libraries and the resource centre in the Municipality of Peja have benefited. The total volume of publications in the Braille Alphabet amounts to 91,940 pages, and the budget cost amounts to € 18,854. The Braille Writing Legislation Package consists of the following: |
| 3.3 Inspection of contracts concluded between the municipality and private companies for the provision of public transport to ensure the implementation of the measure which enables free public transport for PWD | 2018-19-20 | The cost is not specified | BRK | Municipalities | DPO | Revised contracts  Number of inspections performed | | |  |
|  | | | | | | | | |  |
| **Specific objective 4** | Indicator (s) for measuring the achievement of the objective | | | Basis | Target  2018 | Target  2019 | | Target 2020 |  |
| *Creating opportunities for the inclusion of PWDs in cultural and agricultural life* | Implementation of the Guarantee Program for Persons with Disabilities in the Inclusion of Cultural, Sports and Youth Activities | | | 20% | 40% | 80% | |  |  |
| **Activity** | **Implementation deadline** | **Total cost** | **Source of funding** | **Leading institution** | **Supporting institution** | **Product** | | |  |
| 4.1 Carrying out activities in the field of sports, culture, cultural heritage and youth for persons with disabilities. | 2018-19-  20 | 255,000  euro | BRK | MCYS | DPO  Donors | Number of completed projects,  Number of beneficiaries, | | |  |
| 4.2 Support the international cooperation in the field of sports, culture, cultural heritage and youth for people with disabilities PWD. | 2018-19-  20 | 45,000  euro | BRK | MKRS | Subordinate cultural heritage institutions, DPO, Sports Federations and Municipalities | Cooperation agreements. | | |  |
| 4.3 Awareness campaign on agricultural grants for people with disabilities and parents of children with disabilities PWD.. | 2018-19-  20 | 900  euro | BRK | MARD | DPO  Municipalities | Increasing the number of PWD involved in agricultural activities (data broken down by gender). | | |  |
|  | | | | | | | | |  |
| **Specific objective 5** | Indicator (s) for measuring the achievement of the objective | | | Basis | Target  2018 | Target  2019 | | Target 2020 |  |
| *Creating a database for*  *persons with disabilities* | * Developing indicators based on disability (SDG Sustainable Development Goals) in the five priority areas of the strategy for PWD | | | 0% | 20% | 30% | | 40% |  |
| **Activity** | **Implementation deadline** | **Total cost** | **Source of funding** | **Leading institution** | **Supporting institution** | **Product** | | |  |
| 5.1 Development of the framework with indicators with data based on disability | 2018-19-  20 | The cost is not specified | BRK | OGG/OPM  KAS  Ministries | Donors | Number of indicators in specific areas | | |  |

1. National Strategy for the Rights of Persons with Disabilities 2013-2023. Published in 2013 Prishtina [↑](#footnote-ref-1)
2. National Plan for the Rights of Persons with Disabilities in the Republic of Kosovo 2018-2020, published in 2018 [↑](#footnote-ref-2)
3. National Strategy for the Rights of Persons with Disabilities in the Republic of Kosovo 2013-2023 [↑](#footnote-ref-3)
4. National Strategy on the Rights of Persons with Disabilities in the Republic of Kosovo 2013-2023 [↑](#footnote-ref-4)
5. Republic of Kosovo, Assembly (2012) Law No. 04/L-92 on Blind Persons, July 2012 [↑](#footnote-ref-5)
6. Republic of Kosovo, Assembly (2016) Law No. 05/L-067, on the Status and Rights of Paraplegic and Tetraplegic Persons June 2016 [↑](#footnote-ref-6)
7. Republic of Kosovo, Assembly (2015) Law No. 05/1-021 on Protection from Discrimination, May 2015 [↑](#footnote-ref-7)
8. Republic of Kosovo, Assembly (2015) Law No. 05/L-020 on Gender Equality, Prishtina, May 2015 [↑](#footnote-ref-8)
9. Republic of Kosovo, Assembly (2015) Law No. 05/L-019 on Ombudsperson, May 2015 [↑](#footnote-ref-9)
10. Office of the Prime Minister/Office for Good Governance, National Plan for the Rights of Persons with Disabilities in the Republic of Kosovo 2018-2020 [↑](#footnote-ref-10)
11. [↑](#footnote-ref-11)