



Republika e Kosovës- Republika Kosova - Republic of Kosovo  
Qeveria - Vlada - Government  
Zyra e Kryeministrit - Ured Premijera - Office of the Prime Minister  
Zyra për Qeverisje të Mirë/Kancelarija za Dobro Upravljanje/Office on Good Governance

# PROGRESS REPORT

PLAN FOR THE RIGHTS OF PERSONS  
WITH DISABILITIES IN THE REPUBLIC  
OF KOSOVO 2021-2023

**PROGRESS REPORT 2023**





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**PROGRESS REPORT**  
ON THE ACTION PLAN FOR THE RIGHTS  
OF PERSONS WITH DISABILITIES IN THE  
REPUBLIC OF KOSOVO 2021-2023

*PROGRESS REPORT 2023*

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## LIST OF ABBREVIATIONS

<b>OPM/OGG</b>	Office of the Prime Minister/Office on Good Governance
<b>KAS</b>	Kosovo Agency of Statistics
<b>MDE</b>	Municipal Department of Education
<b>DFW</b>	Department of Family Welfare
<b>MESTI</b>	Ministry of Education, Science, Technology and Innovation
<b>MIA</b>	Ministry of Internal Affairs
<b>MFLT</b>	Ministry of Finance Labour and Transfers
<b>MFAD</b>	Ministry of Foreign Affairs and Diaspora
<b>MCYS</b>	Ministry of Culture, Youth and Sports
<b>MoH</b>	Ministry of Health
<b>Mol</b>	Ministry of Infrastructure
<b>MTI</b>	Ministry of Trade and Industry
<b>MoH</b>	Ministry of Health
<b>MRD</b>	Ministry of Regional Development
<b>MAFRD</b>	Ministry of Agriculture Forestry and Rural Development
<b>MLGA</b>	Ministry of Local Government Administration
<b>MoJ</b>	Ministry of Justice
<b>NAPPWD</b>	National Action Plan for Persons with Disabilities 2009-2011
<b>PWD</b>	Persons with Disabilities
<b>IEP</b>	Individual Education Plan
<b>EC</b>	European Commission
<b>NGO</b>	Non-Governmental Organization
<b>NIPH</b>	National Institute of Public Health
<b>CRPD</b>	Convention on the Rights of Persons with Disabilities
<b>WHO</b>	World Health Organization
<b>OPD</b>	Organization of Persons with Disabilities
<b>FMDC</b>	Family Medicine Development Center
<b>UDHR</b>	Universal Declaration of Human Rights
<b>RC</b>	Resource Center
<b>VTC</b>	Vocational Training Center
<b>EO</b>	Employment Office

## EXECUTIVE SUMMARY

The protection of the rights of persons with disabilities is essential to ensure that these persons fully and equally enjoy all fundamental human rights and freedoms, and to promote respect for their dignity. By ensuring the protection of their rights, we can help to avoid and reduce the barriers faced by people with disabilities, enabling them to be an integrated and equal part of society in all spheres of life.

According to article 24, paragraph 2 of the Constitution of the Republic of Kosovo, *“No one shall be discriminated against on grounds of race, colour, gender, language, religion, political or other opinion, national or social origin, relation to any community, property, economic and social condition, sexual orientation, birth, disability or other personal status”*. According to Article 47 of the Constitution, paragraph 2, it is stipulated that: *“Public institutions ensure for each person equal opportunities to be educated, according to his/her special abilities and needs”*, while in article 51, paragraph 2 it is expressly determined that: *“Basic social security, which deals with unemployment, sickness, disability and old age, is regulated by law”*.

Furthermore, protecting the rights of persons with disabilities is a matter of social justice and human rights. The United Nations Convention on the Rights of Persons with Disabilities in article 17, paragraph 1 defines that *“Every person with a disability has the right to respect for his/her physical and mental integrity in the same way as the rest of the population”*.

Ensuring the protection of the right to education, employment, health and access to spaces is essential for respecting and protecting the dignity and value of every individual, regardless of their abilities, aiming to eliminate discrimination and prejudice. Only an inclusive society where everyone has equal opportunities and rights can lead to greater social stability and harmony.

Based on the commitment and contribution of the Institutions of the Republic of Kosovo for the protection of the rights of persons with disabilities, the Progress Report for the implementation of the "Action Plan for the Rights of Persons with Disabilities in the Republic of Kosovo 2021-2023" was drafted ("herein: Report").

Inter-institutional and international cooperation has enabled the exchange of experiences and good practices, creating a strong basis for further progress and for achieving our common objectives. Therefore, we express our deep gratitude to the institutions of the Republic of Kosovo and international stakeholders for their precious contribution in providing data and their continued cooperation in advancing the rights of persons with disabilities. Their commitment and dedication has been vital in the design and implementation of effective policies aimed at improving living conditions and the inclusion of people with disabilities in society.

## PURPOSE OF THE REPORT

The purpose of drafting this Report is to evaluate and document the progress achieved in fulfilling the objectives defined in the "National Strategy for the Rights of Persons with Disabilities in the Republic of Kosovo 2013-2023" as well as the "Action Plan for the implementation of National Strategy for the Rights of Persons with Disabilities in the Republic of Kosovo 2021-2023".

The drafting of the progress report is of particular importance in ensuring the supervision of the effectiveness of the adopted policies and programs. This report is a key tool for assessing progress towards set objectives, ensuring that allocated efforts and resources are being used appropriately and are bringing about the desired improvements in the lives of people with disabilities. Through a detailed and reliable report, institutions and organizations can identify areas where progress is slow or lacking, and take concrete action in real time.

The progress report also plays an important role in the transparency and accountability of the institutions that are responsible for the implementation of the action plan. It provides a basis for communicating with the public and stakeholders about achievements and challenges encountered during implementation. It can identify best practices and suggest new strategies and objectives to address challenges that have been identified during the implementation of the plan. Thus, the report can contribute to the continuous improvement of the access and mechanisms implemented to support persons with disabilities. In a broader perspective, the progress report helps to strengthen the institutions' commitment to the rights of persons with disabilities, reinforcing the importance of social inclusion and equality. Through regular monitoring and evaluation, institutions can ensure that their policies and programs are in line with international standards and recommendations of international organizations. This not only helps in improving the lives of people with disabilities locally, but also contributes to global efforts for equality and social inclusion.

## METHODOLOGY

The Office of Good Governance has a key role in the process of coordination, monitoring and evaluation of the Strategy and Action Plan. Assessing progress against strategy objectives and measurable objectives is a crucial period of analysis and progress of actions, relying on further improvement of current policies and practices. This complex process guarantees that the strategy is not only applicable, but also improvable, protecting and advancing the rights and well-being of persons with disabilities.

The data collection methodology for the compilation of the progress report on the implementation of the strategy and action plan for persons with disabilities includes a comprehensive and structured approach.

First, it is important to define the specific objectives of the action plan which must be measurable, achievable and relevant. Indicators for measuring progress must be clear and appropriate to monitor the changes and achievements that have been made during 2023 regarding the status of persons with disabilities. These indicators may include access to services, employment opportunities, education, adequate infrastructure, and their social inclusion.

Data collection is an essential component of this report's methodology using various data sources to provide a comprehensive picture of progress. These sources include surveys, interviews, administrative reports, and statistical data from relevant institutions. It is important that reliable data is systematically collected to ensure the validity and reliability of the report.

After data collection, the next step is their analysis, which involves comparing the current data with the objectives defined in the action plan. Statistical and analytical methods will help in identifying trends, gaps and achievements in the implementation of the plan. Qualitative analysis, through interviews and stakeholder feedback, can also provide valuable perspectives on challenges and priorities.

The progress report is structured clearly and logically including an executive summary, presentation of the methodology, main results of the analysis, discussion of achievements and challenges, and recommendations for further improvements. Detailed documentation of the methodology and data sources is essential for transparency and to enable the report to be reproducible in the future.

Throughout the process of data collection and analysis, stakeholders were involved, including persons with disabilities, organizations for the protection of their rights, and governmental and non-governmental institutions. Consultation and feedback from these groups ensures that the report fairly and fully reflects the actual situation on the ground and the needs of the community of persons with disabilities.

Using this structured and comprehensive methodology will help in creating a detailed and reliable progress report, which will serve as an important tool for monitoring and improving future plans for the inclusion and support of persons with disabilities.

# I. BASIC DOCUMENTS FOR THE COMPILATION OF THE PROGRESS REPORT

## 1.1. National Strategy for the Rights of Persons with Disabilities in the Republic of Kosovo (2013-2023)

The National Strategy for the Rights of Persons with Disabilities is an important document aimed at improving living conditions and guaranteeing rights for this category of population. This strategy is divided into five (5) main strategic objectives, each of which focuses on specific aspects of the well-being and social inclusion of Persons with Disabilities (PWD).

*Strategic objective 1:* focuses on improving the provision of health services for PWDs, in accordance with the United Nations Convention on the Rights of Persons with Disabilities. This objective aims to ensure equal access to primary, secondary and tertiary health services, through a coherent policy that includes prevention, early detection and identification of diseases, as well as the provision of specialized medical and nursing services in hospital care.

*Strategic objective 2:* aims to create a functional and genuine system for welfare and social security, as well as providing equal opportunities for the employment of PWDs. Based on the United Nations Convention, this objective includes the improvement of the quality of life for PWDs, especially for women and the elderly as the most vulnerable category in society, and the reduction of poverty through increasing employment and ensuring equal conditions in the labor market.

*Strategic objective 3:* aims to create conditions for inclusion in education and professional support for PWDs. This objective ensures the right to education without discrimination and on the basis of equal opportunities, including learning according to individual education plans, professional education and continuous support for professionals working with PWDs.

*Strategic objective 4:* focuses on creating the legal infrastructure for respecting and fulfilling the rights of PWDs. This includes promoting and raising awareness of their rights, reviewing legislation from a human rights perspective and ensuring equal access to justice for PWDs, to guarantee their effective participation in all legal proceedings.

*Strategic objective 5:* aims to create equal conditions in access, information, communication and participation for PWDs, creating a unified data system. These objectives include improving physical and communication barriers, improving urban infrastructure and ensuring access to information and technology. It also aims to guarantee the full and equal participation of PWDs in political, public, cultural and sports life.

In general, this strategy aims to fulfill all the needs of Persons with Disabilities for a dignified and equal life in the Republic of Kosovo, ensuring that their rights are respected and protected in all spheres of life.



## 1.2 Action Plan for Persons with Disabilities 2021-2023

According to the National Strategy for the Rights of Persons with Disabilities, the Action Plan for the Rights of Persons with Disabilities 2021-2023 has been drawn up, where this document presents the continuity of actions and policies at the country level for the implementation of the defined strategic objectives in the National Strategy.

The Action Plan for the Rights of Persons with Disabilities 2021-2023 is the third plan within the National Strategy for the Rights of Persons with Disabilities in the Republic of Kosovo 2013-2023 at the country level, and in every aspect it aims at continuously advancing the rights of persons with disabilities until reaching a final goal of creating an inclusive society in which persons with disabilities accomplish their full potential and have the right to live a dignified life<sup>1</sup>.

The activities and objectives defined in the action plan are drafted in accordance with the Convention on the Rights of Persons with Disabilities, which expressly defines the main areas such as: respect for human dignity, individual autonomy to decide and choose, lack of discrimination, inclusion in society, respect for differences, equal opportunities, free and barrier-free access, gender equality and identity protection.

Every action presented within the National Plan for the Rights of Persons with Disabilities 2021-2023 has been drafted in cooperation with organizations for the rights of persons with disabilities and in cooperation with the Project funded by the EU, managed by the Office of the European Union in Kosovo implemented by: Handikos, in partnership with SHKSH, SHVK, DPF Threshold "Comprehensive promotion in consultative processes for governance and public administration reforms in the disability sector at the local, national and regional level" with full approval from the responsible institutions, namely the line ministries which are committed to the fulfillment of the activities in accordance with the implementation deadline and the cost of the fulfillment of the activities.

In conclusion, the Republic of Kosovo with the National Plan for the Rights of Persons with Disabilities in the Republic of Kosovo 2021-2023, has as its mission to implement all the actions defined in this document so that the lives of persons with disabilities improves even further.

Based on the monitoring of the fulfillment of the strategic objectives, the responsible institutions at the central and local level as well as the civil society have contributed to the undertaking of concrete actions towards the implementation of the relevant objectives.

Therefore, based on the "National Strategy for the Rights of Persons with Disabilities 2013-2023" and the "National Action Plan (2021-2023), the Progress Report is presented". This report aims to reflect a detailed analysis of achievements and challenges encountered during the reporting period, using measurable indicators to assess progress on each strategic objective. Moreover, the report provides recommendations for improving existing policies and practices. To ensure transparency and accountability, the report includes input from all stakeholders, including institutions at the central and local level, civil society and the persons with disabilities themselves.

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1 See: Action Plan for Persons with Disabilities 2021-2023

## II. MECHANISMS FOR MONITORING, REPORTING AND IMPLEMENTATION

*The National Council on Disability* was established to create 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 account when the Government makes decisions on issues related to the condition of persons with disabilities. Consequently, the National Council on Disability follows, monitors and examines the living conditions of persons with disabilities, as well as advises the Government and responsible institutions in all matters related to a better quality of life for persons with disabilities. And as a conclusion, all the work of this mechanism is in accordance with the fulfillment of the strategic objectives of this document<sup>2</sup>.

*The Commission for Monitoring, Reporting and Evaluation of the National Strategy for the Rights of Persons with Disabilities* is a monitoring mechanism re-mandated by the Office of the Prime Minister for the period 2013-2023, with the same composition and scope as the previous Commission, having in its composition all the representatives of the main ministries responsible for the implementation of the Strategy and Action Plan as well as the representatives of the organizations that work for the rights of Persons with Disabilities. This coordinating mechanism is led by the Office of the Prime Minister/Office for Good Governance that holds regular meetings in order to monitor the entire process of implementing the Strategy and Action Plans that will emerge from this document<sup>3</sup>.

*The Council for Persons with Disabilities* was re-established by the Government of the Republic of Kosovo in 2021 as an advisory and guiding body on the determination of priorities and policies in the field of disability. The Council, depending on the needs, creates working groups, collaborates and coordinates activities with other local and international actors. It has been determined that the Council for Persons with Disabilities can initiate and actively participate in the design and development of new policies related to disability issues and can propose recommendations to the Government of the Republic of Kosovo<sup>4</sup>.

*The Office for Good Governance/Office of the Prime Minister*, based on the mandate of this office, since the approval of the National Strategy for the Rights of Persons with Disabilities by the Government of the Republic of Kosovo, has put in the main focus the monitoring and implementation of the important documents that have been drafted in the field of disability. The process of monitoring and reporting related to the implementation of the Strategy for Persons with Disabilities in the Republic of Kosovo and the Action Plan, and it has been an essential mechanism to ensure the implementation of strategic objectives where the Office for Good Governance has played a key role in this process, coordinating and supervising the actions taken by the relevant institutions and other stakeholders. This office has ensured that all relevant activities and mechanisms are in line with the strategic objectives and address the real needs of persons with disabilities, thus helping to improve the quality of their lives and guarantee all rights.

2 National Strategy for the Rights of Persons with Disabilities in the Republic of Kosovo 2013-2023, pg. 20

3 Ibidem

4 Government Decision of the Republic of Kosovo, No. 13/16, 22.06.2021

Office of Good Governance has a monitoring framework on the basis of which progress will be measured, while the responsible institutions are obliged to draw up more detailed action plans, which provide more specific information for each department within the responsible institution. Through advanced mechanisms of data collection and analysis, the Office for Good Governance has monitored the progress achieved in the implementation of the Action Plan and Strategy. These mechanisms have included the collection of periodic reports from the relevant institutions, the evaluation of the impact of the implemented policies and the identification of challenges that have prevented the full realization of the objectives. This continuous monitoring, reporting and evaluation approach has enabled rapid responses to address problems and challenges.

The Office for Good Governance has a key role in ensuring a systematic and effective monitoring and reporting process, which contributes to the fulfillment of the objectives of the National Strategy for the Rights of Persons with Disabilities and the Action Plan by the Government of the Republic of Kosovo.

## 2.1. Institutions involved in the monitoring process of the national plan for the rights of persons with disabilities in the Republic of Kosovo

The process of implementing the strategic objectives of the Action Plan for the Rights of Persons with Disabilities 2021-2023 has involved a number of institutions such as: Ministry of Health, Ministry of Education, Science, Technology and Innovation, Ministry of Finance, Labor and Transfers, Ministry of Administration and Local Government, Ministry of Environment, Spatial Planning and Infrastructure, Ministry of Culture, Youth and Sports, Ministry of Agriculture, Forestry and Rural Development, Ministry of Justice, Kosovo Police, Municipalities, Organizations for the Rights of Persons with Disabilities as well as other local and international partners. The main goal of all institutions involved in the process of implementation, monitoring and evaluation of strategic objectives has been to improve life and guarantee the rights of persons with disabilities in the Republic of Kosovo. The involved institutions have aimed to create an equal environment where every individual, regardless of abilities, can be integrated in all spheres of social, economic and political life. In order to achieve this goal, the importance of inter-institutional cooperation and cooperation with international partners has been emphasized to ensure the effective and coherent implementation of the policies and measures provided for in the plan.

The specific objectives of the Ministry of Health have included improving the access and quality of health services for persons with disabilities. This has included the development of specialized medical programs, the training of health personnel and the provision of the necessary equipment for diagnosis and treatment.

The Ministry of Education, Science, Technology and Innovation has worked to ensure equal access to education for children and youth with disabilities, through improving school infrastructure, developing curricula and training teachers to support the needs of students with disabilities.

The Ministry of Finance, Labor and Transfers has played a crucial role in providing financial support and creating employment opportunities for persons with disabilities. This has included the development of employment policies supported by subsidies and vocational training to help people with disabilities integrate into the labor market.

The Ministry of Administration and Local Government and the Municipalities have been tasked with ensuring that local development plans are inclusive and address the specific needs of persons with disabilities in their communities.

The Ministry of Environment, Spatial Planning and Infrastructure has worked to improve physical access to public buildings, public transport and other public spaces, ensuring that these are accessible to persons with disabilities.

The Ministry of Culture, Youth and Sports has promoted the participation of persons with disabilities in cultural and sports activities, offering dedicated programs and services to support their inclusion.

The Ministry of Agriculture, Forestry and Rural Development, through subsidies and grants, has helped these individuals in launching and developing various activities.

The Ministry of Justice, together with the Kosovo Police, have ensured that the rights of persons with disabilities are protected and respected in all spheres of life.

In the reporting phase, all responsible institutions (ministries, municipalities, agencies and other relevant institutions in the country) are obliged to report to the Office for Good Governance/Prime Minister's Office on a six-monthly basis on the progress and barriers encountered in the implementation of the Plan of Action for the implementation of the Strategy for the rights of PWDs.

For several years, UNICEF has continuously supported the Office of Good Governance/Office of the Prime Minister (OGG) and the Kosovo Agency of Statistics (KAS) in strengthening the monitoring system of children's rights to present the situation of children in Kosovo, especially those from marginalized communities. In cooperation with OGG and KAS, UNICEF has started the development of the children's rights monitoring platform. This platform is designed to be integrated into the website of the Prime Minister's Office, providing information about children in Kosovo and guidance programs and policies aimed at safeguarding children's rights in Kosovo. In addition, UNICEF has provided technical assistance to improve data availability and reporting mechanisms for child protection indicators. This assistance has included improving data quality and supporting KAS in improving the reporting tools used by line ministries, such as the Ministry of Justice, the Ministry of Finance, Labor and Transfers, to facilitate smoother transmission of data in KAS<sup>5</sup>.

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5 "Strengthened child protection and education systems for the inclusion of vulnerable children during and beyond COVID-19": Progress Report (1 Jan–31 Dec 2023) USAID-funded project implemented by UNICEF.

### III. ANALYSIS OF ACHIEVEMENTS AND FACED CHALLENGES IN THE PROGRESS REPORT - DETAILED OVERVIEW

#### 1. HEALTH

Within the analysis of achievements and challenges in the health sector related to the implementation of Strategic Action Plan 1, it is aimed at the improvement of the provision of health services for persons with disabilities. In order to achieve this goal, several specific objectives have been defined, such as: building the capacities of health personnel for the provision of quality services, early detection and identification of disabilities from the prenatal, natal and postnatal periods, as well as increasing the provision of health services for persons with disabilities (PWD). The data analyzed and processed reflect the efforts and challenges encountered during the implementation of the plan, highlighting the progress and obstacles faced.

#### STRATEGIC OBJECTIVE 1: IMPROVING THE PROVISION OF HEALTH SERVICES FOR PERSONS WITH DISABILITIES

The analysis of strategic objective 1 was done through a structured and inclusive approach by collecting data from health institutions, non-governmental organizations and the persons with disabilities themselves to identify existing needs and challenges in the access and quality of health services. The results of this analysis are used to adapt and improve implementation strategies and policies, ensuring that health services are accessible, quality and responsive to the needs of people with disabilities.

In the framework of Strategic Objective 1, three specific objectives are foreseen as follows:

Building the capacities of health personnel for the provision of health services - an objective which includes 6 planned activities related to: 1.1. Provision of health services for PWDs within the framework of home visits, 1.2 Vaccination of persons with disabilities with seasonal flu vaccine, 1.3. Drafting of materials for health promotion of persons with disabilities and health education for health workers, 1.4 Implementation of health services for PWDs 1.5. Trainings for nursing staff and support staff in the topics of access and treatment of persons with disabilities, 1.6. Coordination of activities with MFLT.

## Specific Objective I: Increasing the capacities of health personnel for the provision of health services

### Activity I. 1.1 Provision of health services for PWDs within the framework of home visits

Progress achieved: Regarding the implementation of this activity, the Ministry of Health reports that during the year 2023 in Podujevë, 22 people with disabilities benefited from medical visits out of a total of 901 visits throughout the year - the Ministry of Health in Viti reported that the health cards were completed for 23 health services provided in home visits for PWDs - MFMC in Ferizaj has reported that health cards have been completed for 125 health services provided in home visits for PWDs, counting also 54 other PWDs vaccinated in the premises of "HENDIFER" and "HANDIKOS" and at the Integrative House, there are a total of 179 health services provided for PWDs - MFMC in Gjakove has reported that health cards for PWDs are not used whereas - MFMC Fushë - Kosovo has reported that during 2023 transport was provided for 30 PWD patients to the UCCK. Palliative care services, therapy, counseling, blood collection for laboratory analysis, therapy and health advice were provided, where it appears that more than 8,361 services were provided in total - the MFMC in Mitrovica emphasizes that no division was made on the basis of persons disability. The MFMC - Pejë have reported that the health cards for PWDs are not used, but people are provided with transportation to Hemodialysis by the MFMC. The MFMC in Obiliq have reported that the health cards for PWDs are not used - whereas the MFMC in Klina have filled out the health cards for 33 health services offered in home visits for PWDs. - The MFMC in Junik in cooperation with the Junik CSW during 2023 has identified and performed some health services for persons with disabilities in the territory of the Municipality of Junik. It is reported that for 3 years now, home visits have been carried out for mothers and children, which include awareness and early detection of disabilities. Last year, in cooperation with DHSW, the entrances to the MFMC facility were adapted and adjusted according to the needs and requirements of PWDs with the aim of easier access to health services. It was reported that this center supplies wheelchairs, crutches and other aids for PWDs (these chairs and crutches are a donation of our compatriots from the diaspora). It was reported that activities and awareness campaigns for PWDs were not held during the reporting period - the MFMC in Lipjan reported that medical visits benefited all patients who sought health services. An elevator has also been installed for easier access to all services, and toilets for the disabled have been built. It was reported that all the ramps in the PHC institutions in the Municipality of Lipjan have also been fixed and 15 nurses have been hired. In connection with this activity, it was reported that palliative service and home visits were provided for PWDs.

**Status of progress:** Partially implemented  
**Total planned budget:** €7500

### **Activity I. 1.2** *Vaccination of persons with disabilities with seasonal influenza vaccine*

Progress achieved: Vaccination of persons with disabilities during 2023 was carried out as follows: - MFMC - Podujevë has reported that a total of 1 child and 9 adults with disabilities were vaccinated, while in - MFMC - Viti a total of 23 PWDs were vaccinated - MFMC - Ferizaj, a total of 54 PWDs were vaccinated - MFMC - Gjakove has reported that there is no evidence for the number of vaccinated persons with disabilities. 20 PWDs were vaccinated with seasonal flu vaccines in the MFMC - Fushë Kosovë, while the MFMC in Pejë reported that a total of 293 PWDs were vaccinated during 2023. As for seasonal flu vaccines, it is reported that the main beneficiaries were the NGO Duart Plot Mëshire, the NGO Center for Independent Living, Handikos GH Peje Hemodialysis Patients and the DiKastro Elderly Home - Zahaq, as well as the Gjeladin Deda School for the Blind in Peja. A total of 29 PWDs were vaccinated in - MFMC in Klina, while this number in MFMC Obiliq for the year 2023 was 15 - MFMC in Junik reported that during 2023 the vaccination of children with disabilities was also carried out without specifying the figures, while it is reported that 3 health activities were held to raise awareness among citizens about the early detection of non-communicable chronic diseases.

**Status of progress:** Partially implemented  
**Total planned budget:** No additional costs.

### **Activity I. 1.3.** *Drafting of materials for health promotion for persons with disabilities and health education for health workers*

Progress achieved: Regarding this activity during the year 2023, the number of trainings organized for health education and the number of educational materials distributed has developed as follows: - NIPHK has reported the organization of national awareness campaigns developed and implemented - MFMC Viti has reported on the organization of a (1) training for health education for health workers while - MFMC Ferizaj reported that a health education training was held, MFMC Gjakove reported that together with NGO Handikos they held trainings for health education. It has been reported that in cooperation with AQH, video recordings were made for promotion and education in patient waiting areas - MFMC Mitrovica reports that 500 educational materials were distributed while - MFMC Peje reports that one (1) health education training was held for health workers. In cooperation with AQH, video recordings were provided for promotion and education in patient waiting areas. It has been reported that 500 educational materials were distributed during the health promotion activities organized by AQH and Syri i vizionit - Peja. In Klina, a health education training was held for health workers, while in Obiliq, the drafting of health promotion material was continuously distributed by NIPHK in cooperation with AQH and MFMC. Regarding the number of trainings organized for health workers for health education during the year 2023, a total of 95 workers were trained.

**Status of progress:** Partially implemented  
**Total planned budget:** No additional costs.

#### **Activity I. 1.4** *Implementation of health services for PWDs*

Progress achieved: Regarding this activity, the Ministry of Health for the year 2023 has reported on the results published from the questionnaires completed by PWDs on satisfaction with health services as follows: - MFMC Podujeve has reported that they do not have any results in this regard based on the form, but they believe that satisfaction is good because they have not yet received any complaints about the provision of health services, while in Viti and Ferizaj there was no filling in of questionnaires only for PWDs, but it was done with all case patients, emphasizing that most of their answers are satisfactory - MFMC Gjakove has reported that the satisfaction of health services for PWDs has not been achieved - MFMC in Pejë reports that regarding the published results of the questionnaires completed by PWDs on satisfaction with health services, it is reported that they do not have any results in this direction based on the form, believing that satisfaction is at a good level as no complaints have been received. During the visits with the Quality Coordinator, satisfaction questionnaires were completed, but no separate report was compiled for PWDs - In Klina and Obiliq, questionnaires were also not completed only for PWDs, but were done with all patients, where most of the answers of patients are satisfactory.

**Progress status:** It has not been implemented

**Total planned budget:** No additional costs.

#### **Activity I 1.5** *Trainings for nursing staff and support staff in the topics of access and treatment of persons with disabilities*

Progress achieved: Regarding this activity, the Ministry of Health for the year 2023 has reported on the number of trainings carried out, and the following data have been collected regarding the trained nurses: The Podujeve MFMC has reported that no staff training opportunities have been offered in this regard, while four (4) trainings and workshops of the MFMC staff were held in Gjakovë with Handikos staff. It has been reported from the Pejë MFMC that no staff training opportunities have been offered in this regard, while in Obiliq, 63 nurses have been trained in 4 such topics on the topics of access and treatment of persons with disabilities.

**Status of progress:** Partially implemented

**Planned budget:** €10,000

#### **Activity I. 1.6** *Coordination of activities with MFLT*

Progress achieved: Regarding the coordination of activities with MFLT, the Ministry of Health has reported as follows: In Podujevë, the Motto activity "let's walk with their feet" was organized in the city square, as well as the dialogue meeting with PWDs organized by Handikos and the Municipality in honor of the international day of PWDs held on 03.12.2023. A training was held for 19 nurses in Viti, while 40 nurses were trained in Ferizaj. The MFMC in Peja has reported that meetings and conversations with PWDs organized by Handikos and the Municipality were held in honor of the International Day of PWDs, while 29 nurses were trained in Klina. In Obiliq, it was reported that the activities are constantly harmonized with the nurses



of the DHSW, while in Lipjan during 2023, integrated services were implemented consisting of the medical staff of the MFMC and the workers of the CSW, where they perform joint visits.

**Status of progress:** Partially implemented

**Total planned budget:** Cost-free

Regarding the specific Objective I "Building the capacities of health personnel for the provision of health services" within the Ministry of Health, the total budget provided for the year 2023, which covers the activities analyzed above for this objective, is a total of €20,000.00.

### **Specific objective II: Early detection and identification of disability from perinatal, natal and postnatal time**

This objective includes 2 activities related to 2.1. Carrying out research in the field of health conditions related to PWDs and 2.2. Carrying out the health education program for parents in the discovery of causes that result in disability.

#### **Activity I. 2.1** *Carrying out research in the field of health conditions related to PWDs.*

Progress achieved: The survey on satisfaction with health services for PWDs was approved by the Chamber of Doctors of Kosovo. There were expectations that it would be completed in 2023. The research in question is in the stage of data processing and compilation of the final report.

**Progress status:** It has not been implemented

**Total planned budget:** No budget has been anticipated

#### **Activity I. 2.2** *Carrying out the health education program for parents in the discovery of causes that result in disability.*

Progress achieved: Regarding this activity, the following actions were carried out:

- Podujeve MFMC has reported that for 1 year they have had a program of home visits for pregnant women and children 0-3 years old, a program through which health education for parents is also included in the discovery of the causes that lead to disabilities. - The program of home visits is supported by UNICEF and this program benefits PWDs - MFMC Ferizaj has reported that during the month of May 2023, two trainings/lectures were held in the premises of the NGO "HANDIKOS" and the non-profit organization "HENDIFER". In Gjakove, they reported that this role is exercised by the Counseling center for mothers and children and the Corners for promotion in health education; Whereas in Mitrovica, lectures on family planning, reproductive health, breast cancer, PAP test, oral health, etc were held. These activities were held in the spaces of the Association of Handikos - Mitrovica. From Peja and Klina it was reported that they have a program of home visits for pregnant women and children 0-3 years old, a program through which health education for parents is also included in the discovery of causes that lead to disabilities. In Obiliq on the program of home

visits for pregnant women and children 0-3 years old, this program, through which health education for parents is also included in the early detection of causes that lead to disabilities, during the year 2023, a total of 481 visits were carried out, while in Lipjan from 2016, the program of visits to home for mothers and children up to 3 years old, where cases of persons with disabilities are also identified. In cooperation with NGO HANDIKOS - Lipjan and other PWD NGOs in the municipality of Lipjan, donations from Sweden of wheelchairs and aids for persons with PWD have been made.

In order to strengthen the capacities of child protection professionals and to enable the effective implementation of care services for children without parental care, during the reporting period, the implementation of the international training program - Practice Module, in close partnership with the NGO SOS Children's Village was organized. The Pride Model is a competency-based curriculum that trains and supports social workers and foster families in providing safe and protective family services to children without parental care and in need of stable family placement. Through the implementation of the Pride Practice Model, the action has contributed to the development of national standards for the promotion, training, recruitment and maintenance of foster care services in Kosovo.

During 2023, international Pride experts effectively organized extensive training sessions for seven child protection professionals. These professionals were specially selected by the Department of Social and Family Policy (DSFP) to undergo the training. The seven national master trainers have played a crucial role in imparting expertise to CSW social workers, empowering foster care families and to increase the overall quality of care services. Within the framework of the Pride methodology, which is being applied for the first time in Kosovo, the National Master Trainers (5 women and 2 men) have successfully completed the "Master Pride" training Parents and other professionals (16 women and 6 men) enable them to apply and deliver the Pride approach effectively and efficiently in the provision of care services<sup>6</sup>.

**Status of progress:** Partially implemented

**Planned budget:** Within the budget of HCUSK, PHC and NIPHK

Within the Specific Objective II Early detection and identification of disability from perinatal, natal and postnatal time The Ministry of Health has not been allocated a budget because the planned budget is foreseen within the budget of HCUSK, PHC and NIPHK

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6 "Protecting Vulnerable Children in Kosovo: Second Progress Report (1 Jan–31 Dec 2023)," EU-funded project implemented by UNICEF.

### **Specific objective III: Increasing the provision of health services for PWDs.**

This objective includes in total 6 activities related to 3.1. Researching the needs on completing the essential list of medicines, 3.2. Continuation of providing examinations (Mammography and PAP test) for women with disabilities and 3.3. Oral hygiene care for children with disabilities. 3.4. Drafting of SOPs for specific health treatment for PWDs, 3.5. Drafting of the informative circular for the notification of health institutions with the number of the center for the provision of services in sign language and 3.6. Carrying out visits to the community for health promotion and education for persons with disabilities.

#### **Activity I. 3.1** *Researching the needs on completing the essential list of medicines.*

Description of achievements: Regarding this activity for the year 2023, the municipalities report that the essential lists are based on the necessary needs for PWDs according to the research results.

**Status of progress:** Implemented  
**Total planned budget:** Cost-free

#### **Activity I. 3.2** *Continuation of providing examinations (Mammography and PAP test) for women with disabilities*

Description of achievements: In relation to this activity, the MFMC Mitrovica has reported that 3 mammograms were performed for women with disabilities, while in Peje during the months of October-November, 105 examinations were carried out, where 48 women from in Peje underwent free breast examinations.

- MFMC in Obiliq reported that no mammography services or PAP tests were offered, while in Lipjan it was reported that the action for the prevention of breast cancer lasted during the months of October and November 2023, where PWDs also benefited but no specific statistics were provided.

**Status of progress:** Partially implemented  
**Total planned budget:** Cost-free

#### **Activity I. 3.3** *Oral hygiene care for children with disabilities*

Description of achievements: related to the number of examinations of persons with disabilities (children) for oral hygiene in Mitrovica, 50 children have been subjected to oral hygiene check-up whereas the Pejë MFMC reported that children are receiving services in the MFMC and its units as well as in the Dentistry Polyclinic, but the patients are not separated as PWD or other patients.

**Status of progress:** Partially implemented  
**Total planned budget:** Cost-free

### **Activity I. 3.4** *SOPs drafting for PWDs specific health treatment*

Description of achievements: related to this activity, it was reported that during the year 2023, Standard Operating Procedures were drafted and implemented<sup>7</sup>.

**Status of progress:** Implemented

**Total planned budget:** There is no information on the financial cost

### **Activity I. 3.5** *Drafting of the informative circular for the notification of health institutions with the number of the center for the provision of services in sign language*

Description of achievements: Regarding this activity, it has been reported that the Information Circular has been approved and has been distributed to health institutions.

**Status of progress:** Implemented

**Total planned budget:** There is no data on the budget

### **Activity I. 3.6** *Carrying out visits to the PWDs community for health promotion and education*

Progress achieved: Regarding this activity, the number of visits carried out at least once a year has been implemented as follows: - MFMC Podujeve has reported 3 visits while two activities were carried out in the Viti, two trainings/lectures were organized in Ferizaj with 30 participants for every lecture. MFMC Mitrovica has reported 5 visits during the year, as needed even more often, while in Peja activities from the vaccination center took place during the information campaign related to regular vaccines and new vaccines as needed and more often. In Kline, two trainings were held in communities for health education for PWDs, while in Obiliq, systematic visits were organized at primary and lower secondary schools where children with PWDs were also included.

During 2023, 1,447 children with disabilities (630 girls and 817 boys) benefited from rehabilitation services, including speech therapy, physiotherapy, psychosocial therapies or assistive devices provided by DSK, Handikos HQ, Handikos Gjakova CBR Centers and Parents' Association. Simultaneously, 1,339 parents and custodians of children with disabilities (855 women and 484 men) have participated in specialized training sessions, equipping them to support the developmental stages and specific needs of their children in their interactions daily<sup>8</sup>.

UNICEF, in cooperation with Down Syndrome Kosova, Handikos, URPM and Handikos Gjakova, the Continuous Strengthening of Effective and Sustainable Community-Based Rehabilitation Services with disabilities in 25 municipalities organized the provision of direct services in 13 community-based rehabilitation centers (CBR) in Prishtina, Gjilan, Peja, Ferizaj, South Mitrovica, North Mitrovica, Drenas, Prizren and Gjakova. In partnership with Down Syndrome Kosova (DSK), the program introduced a new approach by offering mixed services - both at home

<sup>7</sup> For more details: <https://msh.rks-gov.net/Documents/Index/1287>

<sup>8</sup> "Protecting Vulnerable Children in Kosovo: Second Progress Report (1 Jan–31 Dec 2023)," EU-funded project implemented by UNICEF.

and remotely - in 25 municipalities. During the reporting period. DSK facilitated assessment and reassessment sessions for 560 children and adolescents with disabilities (229 girls and 331 boys), providing tailored therapy sessions based on individual intervention plans that include physiotherapy, speech therapy and professional development therapy. These services were offered through DSK CBRS in Prishtina, Prizren, Mitrovica South, Ferizaj and Gjilan, who expanded their online services to 20 new municipalities<sup>9</sup>.

A total of 8,357 individual and 11,910 group therapy sessions were provided, along with 1,000 online meetings with parents and caregivers to monitor the progress of home therapies and address any challenges encountered during implementation. Additionally, during this period, a total of 558 parents/guardians (355 women and 203 men) underwent capacity-building exercises to better participate in their children's developmental needs<sup>10</sup>.

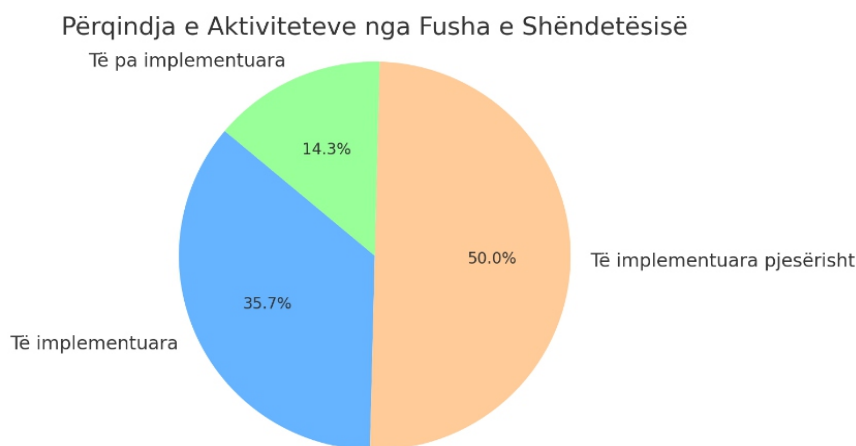
**Status of progress:** Implemented  
**Planned budget:** €7500

The total budget for specific objective 3 "Increasing the provision of health services for PWDs" within the Ministry of Health for the year 2023, which covers the activities foreseen for this objective, is the total amount of €7500.00.

Regarding Strategic Objective 1 "Improving the provision of health services for persons with disabilities", the total budget allocated for 2023 is €27,500.00.

*Fulfillment of objectives in the field of health for PWDs for 2023*

Of all the activities developed for the year 2023 in the field of health for PWDs, the diagram below presents the percentage of activities as follows:



*Diagram related to the percentage of activities in the field of health for the PWDs*

9 "Strengthened child protection and education systems for the inclusion of vulnerable children during and beyond COVID-19": Progress Report (1 Jan–31 Dec 2023) USAID-funded project implemented by UNICEF.

10 Ibid.

## 2. SOCIAL WELFARE

### STRATEGIC OBJECTIVE 2: FUNCTIONAL AND GENUINE SYSTEM FOR WELFARE AND SOCIAL SECURITY AS WELL AS PROVIDING EQUAL OPPORTUNITIES FOR EMPLOYMENT OF PERSONS WITH DISABILITIES

The United Nations Convention on the Rights of Persons with Disabilities defines the obligations of state parties to recognize the rights of persons with disabilities to an adequate standard of living, including food, clothing, shelter, employment and pension insurance, which constitute an international standard and obligation. With this principle, strategic objectives highlight that social protection supports all persons in need by improving the quality of their lives.

**Specific Objective 1: Service delivery in community** - This objective includes 13 activities, as follows: 1.1 Implementation of the pension scheme for persons with disabilities, aged 18-65. 1.1.1. Implementation of Law 03/L-022 on Material Support for Families with Permanent Disabilities, 1.2 Implementation of the Scheme for Compensation of Blind Persons, 1.3. Implementation of the Scheme for Compensation of Paraplegic and Tetraplegic Persons, 1.5 Drafting of by-laws for the implementation of the Comprehensive Disability Law, 1.6 Training of the Bio-Psycho-Social Commission for the use of the KNF instrument, 1.7. Continuation of the provision of social services in community-based homes for children and adults with intellectual disabilities (mental retardation), 1.8. Continuation of the provision of services in residential centers (SISH), 1.9 Individual and NGO licensing for the provision of social services for PWDs, 1.10. Provision of services by licensed Organizations for Persons with Disabilities. 1.10.1 Creation of a special fund for financial support to licensed NGOs that provide services to persons with disabilities, 1.10.2 Strengthening the monitoring and inspection mechanism for the services and funds of beneficiary organizations, 1.11. Determination of the budget code for social services.

#### Specific Objective I: Community service delivery

**Activity I. 1.1** *Implementation of the pension scheme for persons with disabilities, aged 18-65.*

Description of achievements: According to the report received by MFLT, the number of beneficiaries of the pension scheme for persons with disabilities aged 18-65 in 2023 was: 20,616, while the value of the spent budget is €26,847,509.00. In the period of the years 2021-2023, additional funds were given due to the schemes for package support as a result of the pandemic and therefore the value of the spent budget is higher than the planned budget.

**Status of progress:** Implemented  
**Planned budget:** 17,650.000.00

### Activity I. 1.2 Implementation of benefit and compensation schemes

Description of achievements: Regarding this activity, it has been reported that support has been provided with payments, through pension schemes and compensations.

**Status of progress:** Implemented

**Planned budget:** €67,000.

### Activity I. 1.3 Implementation of Law No. 03/L-022 on Material Support for Families with Permanent Disabilities

Description of achievements: Regarding this activity and based on Law no. 03 L-022 on Material Support for Families with Children with Permanent Disabilities aged 0-18, the Ministry of Education and Culture has reported that for the month of April 2023, 344 families with children with disabilities benefited. It is reported that the number of beneficiaries according to monthly payments, (month of May), the total number of children with disabilities is 3425, while the total amount of payments is 343,500.00.

No. of months	Number	Retro	Total
1 month	3423	€ 100.00	€ 342,300.00
4 months	1	€ 400.00	€ 400.00
8 months	1	€ 800.00	€ 800.00
	3425	Totali	€ 343,500.00

*Table 1: Payment list of the number of beneficiaries according to monthly payments and the families/cases that have benefited retroactively according to reports from MFLT*

During the reporting period, 73 children (38 girls and 35 boys), of which nine children with disabilities were placed in foster families in 17 municipalities; Three new foster care families have been recruited and nine foster families are awaiting formal recruitment. 243 professionals (approximately 65% women and 35% men), including representatives from the municipal directorate of health and social welfare, CSW, Department of Social and Family Service Policies, school teachers, teachers and health workers benefited from the workshop, training, meetings held in the reporting period. As a result of the continuous advocacy of UNICEF and CSOs and technical assistance, on the International Children's Day, the Ministry of Justice announced the increase of the custody payment by 40 percent in monthly payments for children in foster care, benefiting 485 children<sup>11</sup>.

**Status of progress:** Implemented

**Planned budget:** 343.500,00.00€

11 "Strengthened child protection and education systems for the inclusion of vulnerable children during and beyond COVID-19": Progress Report (1 Jan–31 Dec 2023) USAID-funded project implemented by UNICEF.

#### **Activity I. 1.4** *Implementation of the Scheme for: Compensation of Blind Persons.*

Description of achievements: Regarding this activity, it was reported that the number of beneficiaries from the Scheme for the Compensation of Blind Persons was 1893 and the value of the spent budget was €5,132,647.00

**Status of progress:** Implemented  
**Planned budget:** 5,252,000.00€

#### **Activity I. 1.5** *Implementation of the Scheme for the Compensation of Paraplegic and Tetraplegic Persons.*

Description of achievements: During the year 2023, the number of beneficiaries of the Scheme for the Compensation of Paraplegic and Tetraplegic Persons was 3006 and the value of the spent budget was €11,474,669.00.

**Status of progress:** Implemented  
**Planned budget:** 10,176,380.00€

#### **Activity I. 1.6** *Drafting by-laws for the implementation of the Comprehensive Disability Law:*

Description of achievements: Regarding this activity, the MFLT reported that the by-laws have not been drafted while the Draft Law on persons with disabilities has not been finalized.

**Status of progress:** It has not been implemented  
**Planned budget:** it does not incur financial cost

#### **Activity I. 1.7** *Training of the Bio-Psycho-Social Commission for the use of the KNF instrument*

Description of achievements: According to the MFLT report, this training was not held in 2023, however, under the partnership of UNICEF and its NGO partner organization for children without parental care (OFAP), 73 children in foster care (35 boys and 38 girls) and 69 children placed in Kinship Care (30 boys and 39 girls) benefited from ongoing psychosocial services. Parenting sessions were also held with families and 29 foster families, and 24 kinship care families benefited from ongoing parenting sessions provided on children's education, health and social well-being. In addition, 39 foster families (27 active foster care families, 5 foster families and 7 SOS foster mothers) have completed the training program for providing specialized foster care services<sup>12</sup>.

**Status of progress:** Partially implemented  
**Planned budget:** It does not incur financial cost

12 "Strengthened child protection and education systems for the inclusion of vulnerable children during and beyond COVID-19": Progress Report (1 Jan–31 Dec 2023) USAID-funded project implemented by UNICEF.



### **Activity I. 1.8** *Continuation of service provision in residential centers (SISH)*

Description of achievements: Regarding this activity, the Ministry of Justice has reported that during the year 2023, the Special Institute in Shtime and nine (9) community-based homes treated people with disabilities (mental retardation) without family care. From January 2023, the Special Institute in Shtime and the Children's Home in Shtime have passed under the management of the Ministry of Health, where the Cooperation Agreement between the MFLT and MoH defines the legal duties and obligations.

In order to strengthen the provision of quality social services, UNICEF in partnership with KOMF and in close cooperation with the Ministry of Justice, supported the drafting and publication of the analysis on the current report of the current state of the Centers for Social Work. The purpose of the analysis was to identify the gaps and challenges in the provision of social services, as well as to provide concrete recommendations for the reform of the CSW. In addition, technical expertise was provided to implement the law on social and family services which has been approved by the Assembly of Kosovo<sup>13</sup>. To support the strengthening of the social services workforce, nine training modules have been developed. As part of this project, about 312 social service providers were trained, including 145 social workers in CSW. In addition, to strengthen the capacities of local officials in financing social services, about 170 officials from the municipal directorate have been trained in planning, monitoring, budgeting, costing and contracting of social services. Additionally, 430 child protection workers in 28 municipalities have been trained to implement the Child Protection Law.

In order to strengthen the capacities of child protection professionals and to enable the effective implementation of foster care services for children without parental care, the project has supported the Department of Policies for Social and Family Services (DPSFS), in the Ministry of Justice, to compile the guidelines for the monitoring, assessment and inspection of the Center for Social Work (CSW) for the implementation of foster care services. After the approval of the guidance by DPSFS in June 2023, 23 representatives from the municipal directors of health and social welfare and CSW from 12 municipalities have advanced their knowledge on these procedures. In close cooperation with the DLSWs, 79 social workers of CSWs from 20 municipalities were trained and have increased their knowledge and capacities for providing foster care services. Moreover, four-day training workshops were organized and about 100 child protection professionals in 28 municipalities were trained to implement the foster care and adoption program manual developed with the support of UNICEF and approved by DPSFS. In addition, 65 social welfare professionals and 13 foster families from the municipalities of the Northern Mitrovica region gained further advanced knowledge on specialized foster care provision<sup>14</sup>.

**Status of progress:** Implemented  
**Planned budget:** 1.100.000,00 Euro

13 Ibid.

14 "Strengthened child protection and education systems for the inclusion of vulnerable children during and beyond COVID-19": Progress Report (1 Jan–31 Dec 2023) USAID-funded project implemented by UNICEF.

**Activity I. 1.9** *Individual and NGO licensing for the provision of social services for PWDs.*

Description of achievements: Regarding this activity, it was reported that from January 2023, the licensing of NGOs has passed to the competence of the Ministry of Justice. It is reported that 38 NGOs are licensed that provide social and family services for persons with disabilities, as well as 3 LLCs.

**Status of progress:** Implemented

**Planned budget:** No financial costs have been reported

**Activity I. 1.10** *Strengthening the monitoring and inspection mechanism for the services and funds of beneficiary organizations*

Description of achievements: During 2023, beneficiary NGOs according to the public call from the Ministry of Justice were monitored by the monitoring team. The inspection unit at the MoJ has also inspected two (2) NGOs and one (1) municipal public institution, emphasizing that the MoJ officials carry out the continuous monitoring process.

**Status of progress:** Implemented

**Planned budget:** No budget costs are involved

Total budget for the Specific Objective II.1: Delivery of services in community reaches 37,845.380.00 Euro

## **Specific Objective 2 - CREATING EQUAL CONDITIONS FOR EMPLOYMENT OF PWDs**

Specific Objective 2- Include the creation of equal conditions for employment of PWDs - An objective which is foreseen to have 5 activities which are: 2.1. Provision of Services for PWDs in Career Services, 2.2. Empowerment of the labor inspectorate for monitoring the implementation of Law No. 03/019 on Training, Retraining and Employment, 2.3. Mediation of PWDs in employment, 2.4. Inclusion of PWDs in employment through active labor market measures, 2.5. Awareness campaigns for the employment of PWDs in the public and private sector.

**Activity I. 2.1** *Provision of services for PWDs in Career Services*

Description of achievements: The number of PWDs who received career services during 2023 was: 212 people, of which 43 were women and 169 were men.

**Status of progress:** Partially implemented

**Planned budget:** €200,000

### Activity I. 2.2 Strengthening the labor inspectorate for monitoring the implementation of Law No. 03/019 on Training, Retraining and Employment

Description of achievements: Regarding the implementation of this activity, the MFLT reports that this objective has been achieved in terms of empowering the labor inspectorate to monitor the implementation of Law No. 03/019 on Training, Retraining and Employment

**Status of progress:** Implemented

**Planned budget:** No budget costs are involved

### Activity I. 2.3 Mediation of PWDs in employment

Description of achievements: According to the reports received by EARK, during the year 2023 mediation was carried out in the regular employment of PWDs for 5 people, of which 1 was a woman.

**Status of progress:** Partially implemented

**Planned budget:** 300,000.00€

### Activity I. 2.4 Inclusion of PWDs in employment through Active Labor Market Measures

Description of achievements: According to the EARK report, the number of PWDs included in the active measures of the labor market during 2023 was 10 people, of which four (4) and six (6) men.

**Status of progress:** Partially implemented

**Planned budget:** 500,000.00€

#### Fusha 4 - Barazia në Punësim, Shërbime Sociale dhe Familjare

Kjo fushë prej dy rezultateve dhe katër treguesve mbulon përfaqësimin e grupeve të ndryshme në punësim komunal, si dhe shërbimet sociale të grupeve më me nevojë në komuna. Në kuadër të punësimit treguesit matin nivelin e punësimit të personave me aftësi të veçanta në institucionet komunale, si dhe përqindjen e përfshirjes së komuniteteve jo shumicë. Performanca e përgjithshme në këtë fushë prej 60.30%.

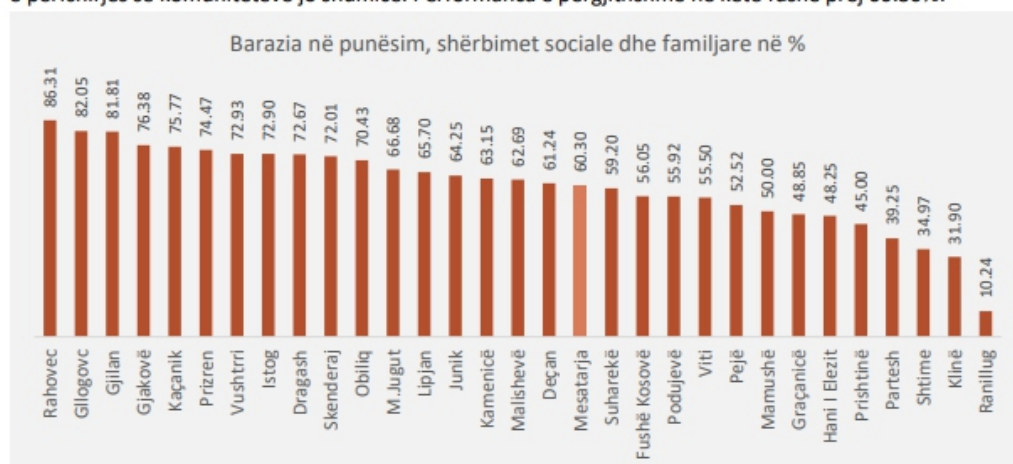


Table 2. Comparison of the performance of municipalities in the field of equality in employment, social and family services according to reports from the MLFT

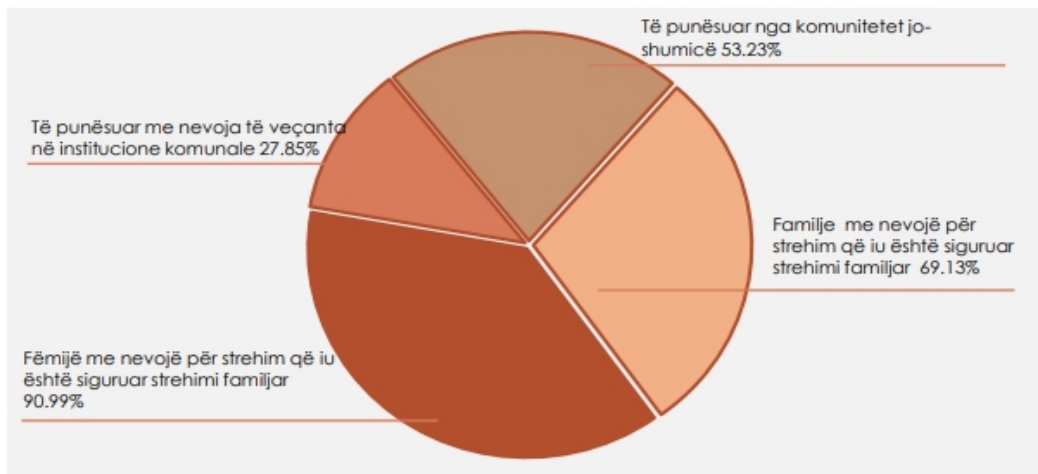


Table 3: Performance indicators in the field of equality in employment, social and family services based on the situation presented by MFLT

As reported by MFLT, the level of fulfillment of the quota for employees with special needs remains low, referring to the criterion defined in Law No. 05L-051 for Protection from Discrimination. As above, the achievements for each municipality in this field are reflected: The highest percentage is recorded in two indicators: Families in need who were provided with social housing, in the amount of 69.13% and children in need who were provided with family housing, in the percentage of 90.99%.

#### Activity I. 2.5 Awareness campaigns for the employment of PWDs in the public and private sector.

Description of achievements: In relation to this activity, it was reported that the National Job Fair was held, where the services provided by EOs and VTCs for PWDs were reflected, as well as some promotional videos were made for the services offered by EARK<sup>15</sup>.

**Status of progress:** Implemented partially

**Planned budget:** 100,000.00€

The total budget for Specific Objective II.2 Creating equal conditions for the employment of PWDs is 1,100,000.00 Euro.

15 <https://www.facebook.com/share/v/oZrLhPPU1ZpZXjmb/?mibextid=oFDknk>

### **Specific objective III: VOCATIONAL TRAINING AND RE-TRAINING FOR THE PREPARATION OF PERSONS WITH DISABILITIES FOR THE LABOR MARKET**

Specific objective 3 - Vocational training and retraining for the preparation of Persons with Disabilities for the labor market - an objective which is expected to have 5 activities 3.1 Expanding profiles for professional training and retraining according to the requirements of the labor market, 3.2. Training of PWDs in Vocational Training Centers, 3.3. Adapted curricula for persons with disabilities, 3.4. Adaptation of workshops with equipment for the needs of persons with disabilities, 3.5. Training of trainers at the VTC for the implementation of the curriculum adapted for PWDs.

**Activity I. 3.1** *Expansion of professional training and retraining profiles according to labor market requirements.*

Description of achievements: During 2023, the profiles were expanded and refunctionalized in: Tailoring, bakery, hairdressing and electrical installations VTC - Prishtina, Tailoring, electrical installations and culinary in Gjakova, Construction in VTC - Prizren, Culinary in VTC - Gjilan, Hairdressing/make-up and electrical installations in Mitrovica, with a total of 14 re-functionalised/extended profiles. So these profiles are also used by persons with disabilities.

**Status of progress:** Partially implemented  
**Planned budget:** No additional costs budget

**Activity I. 3.2** *Training of PWDs in Vocational Training Centers*

Description of achievements: As reported by EARK, during the year 2023, 60 people from the ranks of PWDs were included in vocational training.

**Status of progress:** Implemented partially  
**Planned budget:** No additional costs budget

**Activity I. 3.3** *Adapted curricula for persons with disabilities*

Description of achievements: During the year 2023, the curricula and teaching packages were revised/finalized based on the standards of the occupation in the qualifications: accounting clerk, mason, carpentry and electrical installations, these curricula are also used by persons with disabilities.

**Status of progress:** Partially implemented  
**Planned budget:** No additional costs budget

### **Activity I. 3.4** *Adaptation of workshops with equipment for the needs of persons with disabilities*

Description of achievements: With funding from the budget of the Republic of Kosovo, the supply of the most advanced equipment/tools has been made for 5 Vocational Training Centers and the same equipment is also used by PWDs.

**Status of progress:** Implemented

**Planned budget:** 25,000.00€

### **Activity I. 3.5** *Training of trainers at the VTC for the implementation of the curriculum adapted for PWDs*

Description of achievements: MFLT has reported that in 2023, 20 trainers prepared for the implementation of the Curriculum and approach to PWD have been trained by donors.

**Status of progress:** Partially implemented

**Planned budget:** the budget for this activity was €6,000.00 allocated by donors

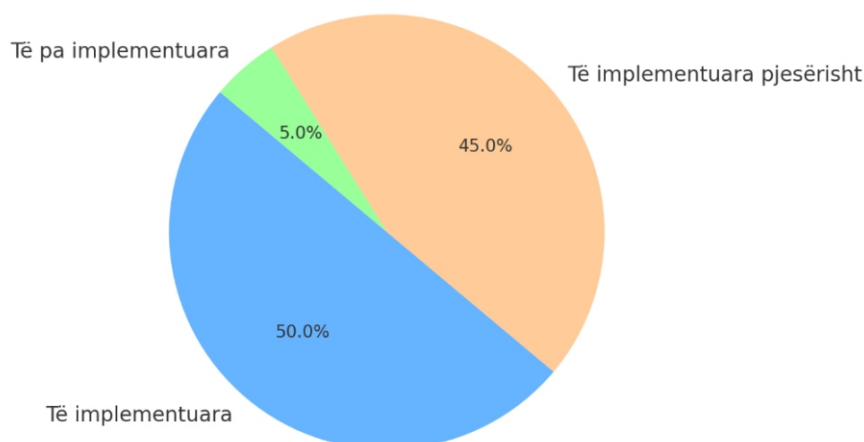
The total budget for Specific Objective III.3 Vocational Training and Retraining for the Preparation of Persons with Disabilities for the Labor Market for the year 2023 is 31,000.00 Euros.

Meanwhile, the total budget for Strategic Objective 2: A functional and genuine system for welfare and social security as well as the provision of equal opportunities for the employment of persons with disabilities for the year 2023 is 38,976,380.00 Euros.

#### *Fulfillment of objectives in the field of social welfare for PWDs for 2023*

Of all the activities developed for the year 2023 in the field of social welfare for PWDs, the diagram below presents the percentage of activities as follows:

#### **Përqindja e Aktiviteteve nga Fusha e Mirëqenies Sociale**



*Chart of activities from the field of social welfare*

### 3. EDUCATION

#### STRATEGIC OBJECTIVE 3: CREATING THE CONDITIONS FOR INCLUSION IN EDUCATION AND FOR THE PROFESSIONAL SUPPORT OF PERSONS WITH DISABILITIES

Referring to the National Strategy for the Rights of Persons with Disabilities in the Republic of Kosovo 2013-2023, the right to education is an elementary right of every human being. For this right to be fulfilled without discrimination and on the basis of equal opportunities, the state must ensure an inclusive education system at all levels and for lifelong learning. According to the United Nations Convention on the Rights of Persons with Disabilities, to fulfill this right, the state must ensure that persons with disabilities are not excluded from the general education system because of their disability, and that children with disabilities are not excluded from free and compulsory primary education, or secondary education. It is the state's obligation to enable persons with disabilities to develop their potential to facilitate their full and equal participation in education.

Knowing the internationally recognized obligations, the Republic of Kosovo has already begun to take the appropriate measures that enable the implementation of these criteria, starting with learning according to the individual education plan (IEP), early identification and education of children with disabilities, vocational education, lifelong learning, adequate training and support for professionals working at all levels of education with students with disabilities. With the implementation of this strategic objective, the Republic of Kosovo will fulfill all the needs of Persons with Disabilities for an adequate education.

#### Specific Objective 1: CREATION OF MECHANISMS FOR IDENTIFICATION AND EARLY EDUCATION OF CHILDREN WITH DISABILITIES

Specific Objective 1: Creation of mechanisms for the identification and early education of children with disabilities includes 5 activities as follows: 1.1. Drafting of 3 educators' guides for approaching and working with children with disabilities, 1.2. Building the capacities of educators to implement the guidelines, 1.3. Drafting and providing pedagogical materials on the 2 platforms of MES, 1.4 Awareness campaign for the importance of early intervention for children with disabilities.

**Activity I. 1.1** *Drafting of 3 educational guidelines for the approach and work with children with disabilities*

Description of achievements: for the year 2023 MESTI has reported that the guidelines have not been drawn up since the donor has removed the objective of early childhood education with this and the educators have not been able to be trained either.

**Status of progress:** It has not been implemented

**Planned budget:** It does not incur financial cost

**Activity I. 1.2** *Raising the capacity of educators to implement the guidelines*

Description of achievements: Since the guides have not been compiled, the training of the educators has not taken place. MESTI reports that this action was based on donors, so it was not implemented.

**Status of progress:** It has not been implemented

**Planned budget:** No budget has been planned since it was a donor project.

**Activity I. 1.3** *Designing and providing pedagogical materials on the 2 platforms of MESTI*

Description of achievements: Regarding this activity for the year 2023 MESTI reports that the platforms have been active and have been supported by Save the Children emphasizing that these platforms have worked excellently during the pandemic and since then no support has been provided.

**Status of progress:** Implemented partially

**Planned budget:** It does not incur financial cost

**Activity I. 1.4** *Awareness campaign for the importance of early intervention for children with disabilities*

Description of achievements: Regarding this activity for the year 2023 MESTI reports that this campaign has also been canceled due to the lack of donors

**Status of progress:** It has not been implemented

**Planned budget:** No specific financial amount is foreseen

The total budget for the Specific Objective III.1 Creation of mechanisms for the identification and early education of children with disabilities €5,000.00 has been planned for the year 2023.



## **SPECIFIC OBJECTIVE: CREATING, STRENGTHENING AND IMPROVING THE SERVICES OF INTER-SECTORAL MECHANISMS AND OTHER SUPPORT MECHANISMS FOR THE INCLUSIVE SCHOOL**

### **Specific Objective 2: Creating, strengthening and improving the services of inter-sectoral mechanisms and other support mechanisms for the inclusive school**

Includes 5 activities as follows: 2.1. Employing/or providing support teachers in schools, 2.2. Employing support assistants in schools, 2.3. Raising the capacities of assessment teams for the pedagogical assessment of children in need, 2.3.1 Providing services in Braille, orientation and mobility for blind children in regular schools, 2.4. Raising the capacities of teachers for reaching out and working with students with disabilities.

#### **Activity I. 2.1** *Employment/or provision of support teachers in schools*

Description of achievements: MESTI has reported that 69 support teachers are allocated in regular mainstream schools to support children with special needs.

**Status of progress:** Implemented

**Planned budget:** The cost or expenses depend on the municipalities

#### **Activity I. 2.2** *Employment of school support assistants*

Description of achievements: Regarding the employment of support assistants, it is reported that 339 assistants are currently employed in the field of the education system.

In order to improve the access of children with disabilities to education, as reported by UNICEF for 2023, the engagement of 25 teacher assistants in five municipalities in preschool, primary and lower education institutions was supported. As a result, during the reporting period, over 75 children with disabilities (44 boys; 27 girls) benefited from daily support provided through dedicated teacher assistants. Similarly, advocacy efforts are made to target municipalities to include these teaching assistants in the regular staff payroll. Advocacy workshops were organized with the municipalities of Gjilan and Gjakova on the importance and necessity of engaging teacher assistants to improve access to education for children with disabilities<sup>16</sup>.

**Status of progress:** Implemented

**Planned budget:** 787,662.00€

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16 "Protecting Vulnerable Children in Kosovo: Second Progress Report (1 Jan–31 Dec 2023)," EU-funded project implemented by UNICEF.

### **Activity I. 2.3** *Increasing the capacities of assessment teams for pedagogical assessment of children in need*

Description of achievements: Regarding this activity, MESTI reports that during 2023, a total of 215 members of the evaluation teams were trained.

According to UNICEF report for 2023 “*Strengthened child protection and education systems for the inclusion of vulnerable children during and beyond COVID-19*”: Progress Report (1 Jan–31 Dec 2023) USAID project implemented by UNICEF, to increase screening for children with functional difficulties, Handikos Gjakova, in collaboration with the Municipal Education Directorate, piloted the Washington Group questionnaire for the first time. Over 2,300 children enrolled in preschool and grades 2 and 4 of primary education were examined, with reports to be used to propose a model for the entire education system. Additionally, 159 parents/guardians (102 women, 57 men) received support to build their skills in promoting their children's development and independence.

**Status of progress:** Implemented  
**Planned budget:** 5.000.00€

### **Activity I. 2.4** *Provision of Braille, orientation and mobility services for blind children in regular schools*

Description of achievements: For 2023 it was reported that program accreditation and braille unification took place, where 90 students in regular schools (three groups of 30 participants) have benefited

**Status of progress:** Partially implemented  
**Planned budget:** €10,000

### **Activity I. 2.4** *Building the capacities of teachers for approach and work with pupils with disabilities*

Description of achievements: Regarding this activity, MESTI has reported that for three years, 5000 teachers were trained by the INCLUDE project regarding the approach and work with students with disabilities.

**Status of progress:** Implemented  
**Planned budget:** 8,000.00€

Total budget for Specific Objective III.2: Creating, strengthening and improving the services of inter-sectoral mechanisms and other support mechanisms for the inclusive school for the year 2023 is 810,662.00€.

## I.3 SPECIFIC OBJECTIVE: CREATING A SUITABLE ENVIRONMENT FOR INCLUSION IN THE SCHOOL AND COMMUNITY

**Specific Objective 3: Creating a suitable environment for inclusiveness in school and community where the 8 following activities are included:** 3.1. Drafting of the 5-year plan for the resource centers, 3.2. Increasing the services of the resource centers for regular schools, 3.3. Increasing the number of professional staff in the resource centers, 3.4. Building the capacities of the staff in the resource centers, 3.5. Drafting and accreditation of training programs for teachers in regular schools, 3.6. Designing and accreditation of programs by AAK for writing Braille and sign language, 3.7. Providing courses for teachers, assistants and parents for writing Braille and sign language, 3.7. 1. Program development, Level 5 in sign language.

### **Activity I. 3.1** *Drafting of the 5-year plan for resource centers*

Description of achievements: MESTI reports that the 5-year plan for the resource centers was drawn up and approved during the year 2021, while during the year 2023 the plan is already in the implementation phase, where several objectives of this plan have been defined, such as: a) Raising the quality of RCs services for CSEN education; b) Capacity building and continuous professional development of the RC staff; c) Development and operationalization of partnership and networking for raising the quality of inclusive education. d) Development of literacy skills for hearing impaired/deaf students through bilingual education e) Development and adoption of educational materials in audio, braille and enlarged text and f) Development of educational competencies for students with intellectual and multiple intellectual disabilities.

**Status of progress:** Implemented

**Planned budget:** It does not incur financial cost

### **Activity I. 3.2** *Increasing services from resource centers for regular schools*

Description of achievements: Regarding this activity, it is reported that during 2023 there were functional services focused on identification, individual plan design, teacher training and assistant training.

**Status of progress:** Partially implemented

**Planned budget:** €10,000

### **Activity I. 3.3** *Building the capacities of staff in resource centers*

Description of achievements: Regarding this activity, MESTI reports that 130 special teachers from the six resource centers have improved their skills to teach students with different disabilities and to enable learning for all, taking into account different levels and learning abilities.

**Status of progress:** Partially implemented

**Planned budget:** 3,500.00€

### **Activity I. 3.4** *Designing and accreditation of training programs for teachers in regular schools*

Description of achievements: Regarding this activity, it is reported that during the year 2023 the programs were designed and accredited.

The accredited programs in the catalog were implemented as follows:

- Planning according to the needs of students (students with special needs). Drafting of the individual education plan (IEP) for students with disabilities
- Differentiated access and teaching for children with special needs.
- Inclusion and individualization of learning for students with special needs (IEP)
- Inclusive Education
- Drafting of the Individual Education Plan - IEP
- The vision and concepts of inclusive education, collaborative work and environments supporting individualized learning...

**Status of progress:** Implemented

**Planned budget:** No budget costs are involved

### **Activity I. 3.5** *Designing and accreditation of programs by AAK for writing Braille and sign language*

Description of achievements: MESTI reports that during the year 2023, two (2) programs for writing Braille and sign language have been drafted.

**Status of progress:** Implemented

**Planned budget:** It does not incur financial cost

### **Activity I. 3.6** *Providing courses for teachers, assistants and parents on Braille writing and sign language*

Description of achievements: It is reported that during 2023 no courses were offered for teachers, assistants and parents on Braille writing and sign language in absence of donors and the budget limit from MFLT, and it is considered that these activities have been postponed for the following years.

**Status of progress:** It has not been implemented  
**Planned budget:** €10000

### **Activity I. 3.7** *Program development, Level 5 in sign language*

Description of achievements: MESTI reports that the 5th level sign language program has been operationalized. The program is accredited by AAK and the "Mother Teresa" Resource Center in Prizren is the institution carrying the program.

**Status of progress:** Implemented  
**Planned budget:** €3000

The total budget for the year 2023 for Specific Objective III.3 To create a suitable environment for inclusion in school and community is 17,500.00

## **SPECIFIC OBJECTIVE 4: IMPROVING THE QUALITY OF TEACHING AND LEARNING IN INCLUSIVE EDUCATION AT ALL LEVELS OF PRE-UNIVERSITY EDUCATION**

**Specific Objective 4: Includes improving the quality of teaching and learning in comprehensive education at all levels of pre-university education.**

This specific objective includes 6 activities, as follows: 4.1. Drafting of the document for the inclusion of students with disabilities in higher secondary education, specifically VET schools, 4.2. Drafting of guidelines for teachers on the approach, pedagogical work and the specifics of students with disabilities, 4.3. Raising the capacities of teachers about the access and specifics of students with disabilities, 4.4. Providing non-formal education in resource centers, 4.5 Creating vocal synthesis in the Albanian language, 4.6. Use of materials during the work process of teachers (materials prepared by NGOs)

### **Activity I. 4.1** *Drafting of the document for the inclusion of students with disabilities in upper secondary education, specifically VET schools*

Description of achievements: Regarding this activity, MESTI reports that the document "Framework for the inclusion of students with special educational needs in secondary upper schools" was approved in 2021 because this activity was planned to be implemented during the 2021 period of the Action Plan and as an activity it was carried out in the same year. The main goal of the framework is the continuous increase of access and the provision of quality education for students with disabilities in upper secondary schools.

**Status of progress:** Implemented continuously  
**Planned budget:** €5000

#### **Activity I. 4.2** *Designing guidelines for teachers on the approach, pedagogical work and specifics of pupils with disabilities*

Description of achievements: According to the Action Plan, it was foreseen that the Drafting of guidelines for teachers on the approach, pedagogical work and the specifics of students with disabilities will be completed in 2021, when this activity was implemented. However, such guidelines have not been drafted due to lack of donors, according to reports from MESTI.

**Status of progress:** This activity has not been carried out  
**Planned budget:** €5000

#### **Activity I. 4.3** *Increasing the capacities of teachers on the approach and specifics of students with disabilities*

Description of achievements: Related to capacity building for teachers on the approach and specifics of students with disabilities, it was reported that: 250 school professionals (principals, teachers, psychologists, parents from parent councils) from 25 pilot schools have successfully completed the training program "Creating a democratic and inclusive school community". 127 school professionals (principals, teachers, psychologists) from the schools of Prishtina, Gjilan, Ferizaj and Podujeva (92 women and 35 men) raised their capacities by participating in the 10-day training on comprehensive education, assessment of students with special educational needs and drawing up individual education plans. 89 professionals from 6 resource centers (73 women and 16 men) successfully completed Module I of the "Disability and Inclusive Education" training, while 25 teachers (15 women/10 men) from the "Mother Teresa" Resource Center in Prizren successfully completed Module 1 of training on teaching methodologies for deaf students. Module 2 of the training related to teaching/learning methods for writing/reading to the deaf has been drafted and submitted to MESTI for accreditation.

Meanwhile, according to UNICEF's 2023 report, it is reported that 141 teachers from selected schools have built their capacity to develop individual education plans (IEPs) for children with disabilities as part of their inclusive education training.

**Status of progress:** Implemented  
**Planned budget:** 32,000.00€

#### **Activity I. 4.4** *Designing guidelines for teachers on the approach, pedagogical work and specifics of pupils with disabilities*

Description of achievements: Regarding this activity, MESTI reports that even during the year 2023, informal education was offered in the resource centers emphasizing that the schools have open calls for informal education, however the schools have reported that there are no interested candidates.

To improve educational approach for children with disabilities, UNICEF in close cooperation with the Kosovo Disability Forum (KDF) and Municipal Education Directors (MEDs) established 15 resource classes in 10 target municipalities: Prizren, Prishtina, Lipjan, Peja, Gjilan, Mitrovica, Mitrovica, Mitrovica, Mitrovica, Podujeva,

Viti and Gjakova. These resource classrooms are fully functional and equipped with ICT and assistive technology adapted to the needs of children with disabilities that contribute to the implementation of administrative guidelines for "converting attached classrooms into resource rooms"<sup>17</sup>.

**Status of progress:** Partially implemented

**Planned budget:** Cost-free

**Activity I. 4.5** *Use of materials during the work process of teachers*  
(materials prepared by NGOs)

Description of achievements: For the year 2023, it is reported that they have no data related to materials prepared by NGOs that were used during the work process of teachers.

**Status of progress:** It has not been implemented

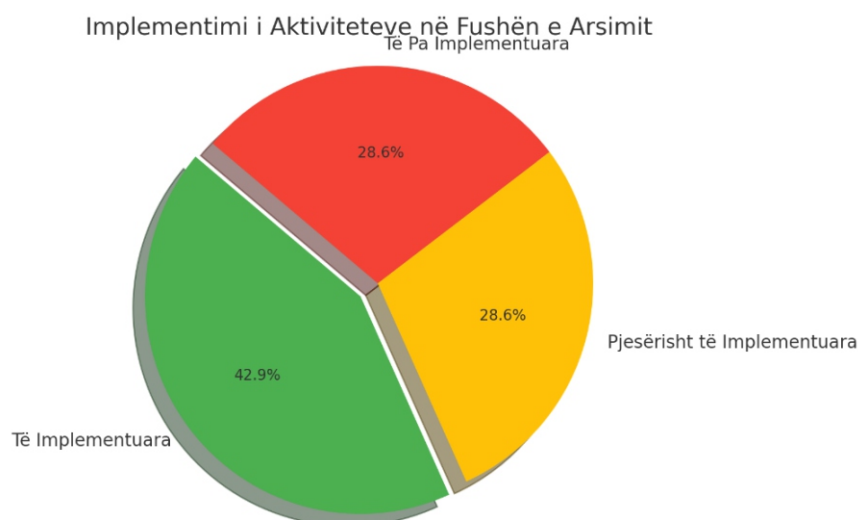
**Planned budget:** Cost-free

**Total budget for the Specific Objective III.4:** Improving the quality of teaching and learning in comprehensive education at all levels of pre-university education for the year 2023 was 32,000.00 Euro.

**Total budget for the Strategic Objective 3:** Creation of conditions for inclusiveness in education and for professional support of persons with disabilities for the year 2023 was 865,162.00 Eur.

*Fulfillment of objectives in the field of education for PWDs*

Of all the activities developed for the year 2023 in the field of education for PWDs, the diagram below presents the percentage of activities as follows:



*Chart of activities from the field of education for 2023*

17 "Strengthened child protection and education systems for the inclusion of vulnerable children during and beyond COVID-19": Progress Report (1 Jan–31 Dec 2023) USAID-funded project implemented by UNICEF.

## LEGAL PROTECTION

### STRATEGIC OBJECTIVE: CREATION OF THE LEGAL INFRASTRUCTURE FOR THE RESPECT AND FULFILLMENT OF THE RIGHTS OF PERSONS WITH DISABILITIES

The strategic objective aims to create a clear and protective legal basis for the rights and needs of persons with disabilities, ensuring that they have real opportunities to live and contribute to the society in which they live. In general, the creation of this legal infrastructure is not only a legal obligation for the state, but also a sign of common commitment to a society where diversity and inclusion are fundamental values. If this objective is successfully achieved, it will help to improve the living conditions and opportunities of persons with disabilities to live an independent and complete life in all its aspects.

### SPECIFIC OBJECTIVE 1: DRAFTING LAWS TO PROTECT AND RESPECT THE RIGHTS OF PERSONS WITH DISABILITIES INCLUDING 1 ACTIVITY: 1.1. INCLUSION OF OPDs IN THE DRAFTING OF LEGISLATION.

#### **Activity I. 4.1** *Involvement of OPDs in the drafting of legislation*

Description of achievements: Regarding the participation of OPDs in the working groups in the drafting of the MoJ legislation for 2023, the Ministry of Justice has reported that they were not included in the working groups. The organizations represented by this category, like any other organization, always have access to the platform of consultations with the public and can give their contribution in this form in the drafting of the primary and secondary legislation of the MoJ.

**Status of progress:** It has not been implemented

**Planned budget:** No additional costs budget

The overall budget for Specific Objective IV.1 has no additional costs planned.

### SPECIFIC OBJECTIVE: AMENDING AND SUPPLEMENTING THE CURRENT LEGAL FRAMEWORK FOR PWDs

Specific Objective 2: Amending and supplementing the current legal framework for PWDs, includes increasing cooperation with OPDs through their consultation in the drafting of government policies. 2 activities have been included: 1.1. Implementation of Regulation GRK 15/2014 for the Provision of Sign Language Services, 1.2. Coordination regarding the Functionalization of the National Council for Persons with Disabilities.



## Activity I. 2.1 Implementation of Regulation GRK No. 15/2014 on Provision of Services in Sign Language

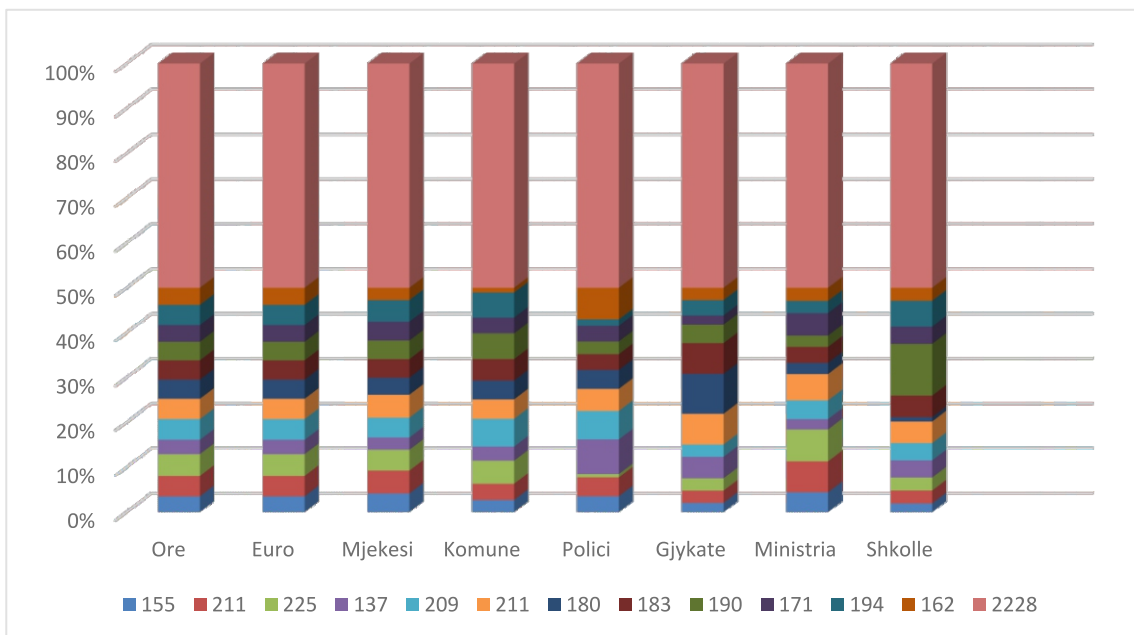
**Description of achievements:** Regarding this activity, it is reported that the necessary services have been provided. The diagram below shows some data provided by the Office for Good Governance / Office of the Prime Minister (OGG/OPM) in cooperation with the Kosovo Association of the Deaf (KAD) during the period January - December 2023, regarding language services of signs provided by professional sign language interpreters. The data is collected from the booking and payment list for the services provided.

**Status of progress:** Implemented

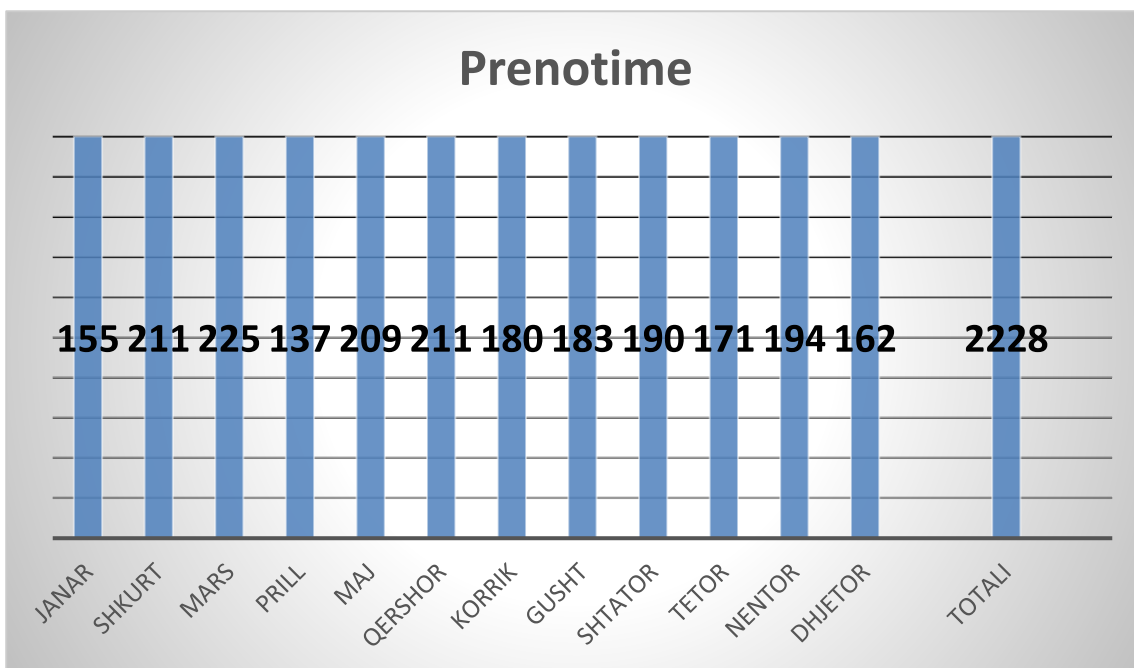
**Planned budget:** 40,000€

Raporti i vitit 2023 rreth shërbimeve në gjuhën e shenjave të ofruara nga Shoqata Kosovare e të Shurdhërve									
	Prenotime	Ore	Euro	Mjekësi	Komune	Polici	Gjykate	Ministria	Shkolle
Janar	155	372	3720	74	23	5	3	21	2
Shkurt	211	485	4850	91	31	6	4	33	3
Mars	225	516	5160	83	44	1	4	34	3
Prill	137	341	3410	49	27	11	7	11	4
Maj	209	490	4900	79	53	9	4	20	4
Qershor	211	481	4810	91	37	7	10	28	5
Korrik	180	455	4550	68	36	6	13	12	1
Gusht	183	458	4580	74	41	5	10	17	5
Shtator	190	438	4380	74	49	4	6	12	12
Tetor	171	397	3970	75	30	5	3	24	4
Nentor	194	478	4780	86	48	2	5	13	6
Dhjetor	162	405	4050	49	9	10	4	14	3
<b>Totali</b>	<b>2228</b>	<b>5316</b>	<b>53160</b>	<b>893</b>	<b>428</b>	<b>71</b>	<b>73</b>	<b>239</b>	<b>52</b>

Table 4: Note: These data are collected and presented from the booking and payment list, and no analysis has been made for certain issues.



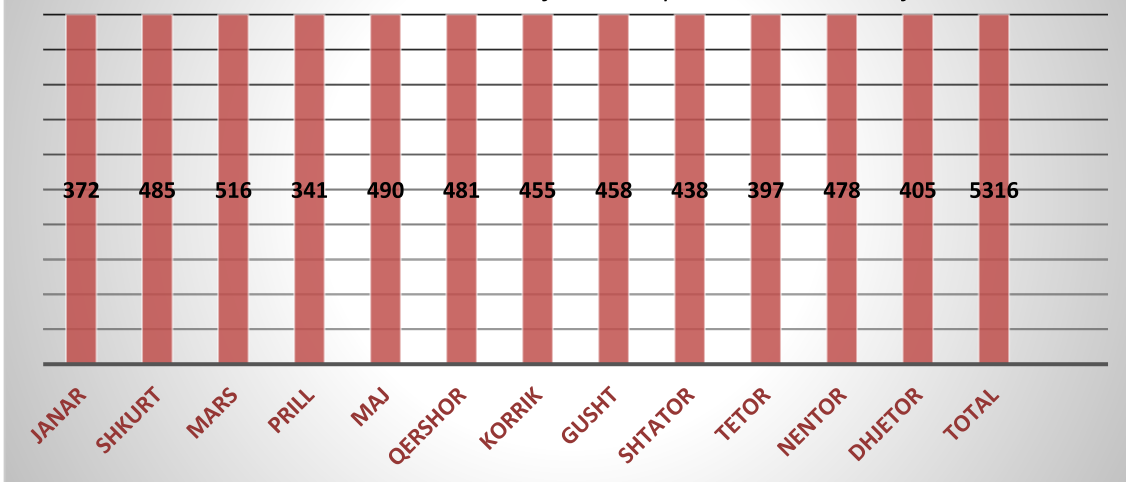
*Allocation of hours, amount and areas of provision of services related to sign language in the period January-December 2023*



*Bookings for the period January-December 2023*

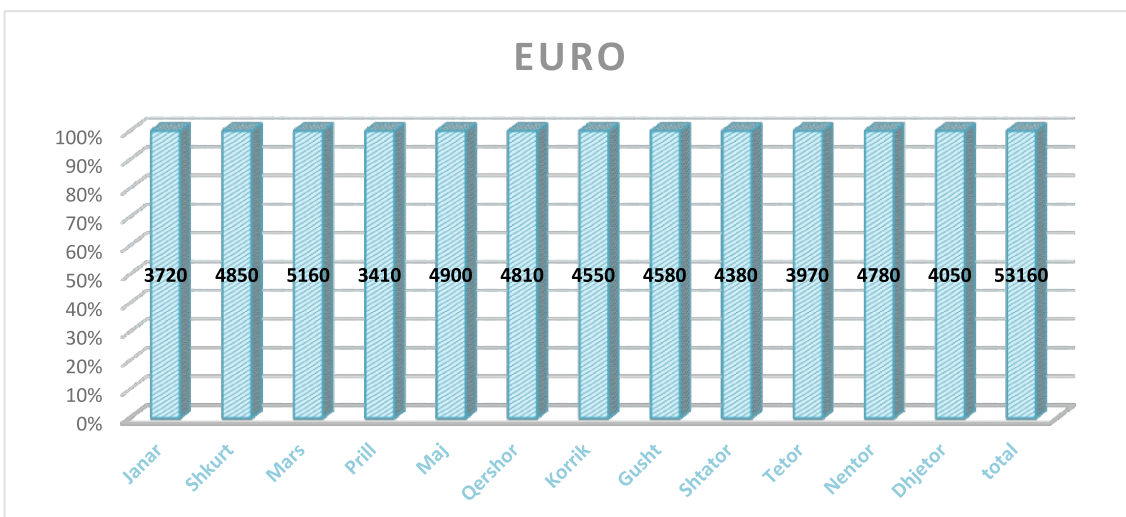
## Hours

Tabela: 3 Orët e shërbimeve të ofruara ne periudhën Janar-Dhjetor 2023

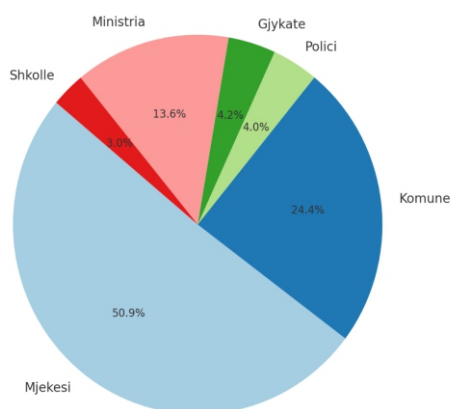


Hours of services provided related to sign language for the period January-December 2023

## EURO



Total amount in Euro related to sign language services for the period January-December 2023



Percentage of services related to sign language provided in: medicine, school, court, police and municipality

### **Activity I. 2.2** *Coordination about the functionalization of the National Council on Disability*

Description of achievements: The Council for Persons with Disabilities was re-established on 22 June 2021 under the leadership of the Deputy Prime Minister and is established to work for the creation of equal opportunities, full participation and social integration of persons with disabilities. The Council for Persons with Disabilities follows, monitors and examines the living conditions of persons with disabilities, as well as advises the Government and responsible institutions in all matters related to a better quality of life for persons with disabilities. This Council aims to fulfill the strategic objectives of the National Strategy for the Rights of Persons with Disabilities 2013-2023. According to procedural rules, this Council holds meetings at least twice a year. During the year 2023, the Council for Persons with Disabilities held only one on 30 May (Tuesday) 2023. Other meetings were not held because during 2023 the greatest commitment was focused on organizing workshops for the drafting of the strategy as well as the workshop for the organization of the international disability days.

**Status of progress:** Partially implemented

**Planned budget:** No additional costs budget

The total budget for the Specific Objective IV.2 Coordination regarding the Functionalization of the National Council for Persons with Disabilities foreseen in the budget for the year 2023 is 40,000.00 Euro

### **SPECIFIC OBJECTIVE: CAPACITY BUILDING OF PROFESSIONAL STAFF IN THE JUSTICE SYSTEM RELATED TO PWD RIGHTS**

Specific Objective 3: Building the capacities of professional staff in the justice system for PWDs rights includes a total of 4 activities: 3.1. Staff training in Probation and Correctional Services, 3.2. Drafting of the informative guidelines on the rights of persons with disabilities in the justice system, 3.3. Raising the capacities of the KP through training of police officers for the protection and assistance of victims on PWD specifics, 3.4. Drafting guidelines for the treatment of PWDs based on the specifics of the disability.

### **Activity I. 3.1** *Use of materials during the work process of teachers (materials prepared by NGOs)*

Description of achievements: Regarding this activity, the MoJ has reported that for the year 2023, KCS/MoJ in cooperation with OSCE and KAPS, has organized training in the field of human rights, where 88 correctional officers have been trained.

**Status of progress:** Partially implemented

**Planned budget:** No budget costs are involved

### **Activity I. 3.2** *Drafting of the informative guidelines on the rights of persons with disabilities in the justice system*

Description of achievements: Regarding this activity, the MoJ has reported on the drafting of the State Protocol for the Treatment of Cases of Sexual Violence - The main purpose of this Protocol is to standardize the necessary actions for a continuous, comprehensive and responsible response, for the identification, protection, treatment, documentation, referral, sustainable empowerment and re-integration of victims, survivors of sexual violence, through immediate and professional interventions of responsible institutions.

The protocol aims to pay attention to all victims/survivors of sexual violence, regardless of nationality or affiliation with any community, social or national origin, race, ethnicity, color, birth, origin, sex, gender, gender identity, sexual orientation, language, nationality, religious belief and faith, political affiliation, political opinion or other opinions, social or personal status, age, family or marital status, pregnancy, maternity, financial status, health status, disability, genetic inheritance or any other basis<sup>18</sup>.

The Ministry of Justice has organized the "16 Days of Activation Against Gender-Based Violence" campaign, the annual campaign begins on November 25 - the International Day for the Elimination of Violence against Women and continues until 10 December - the International Human Rights Day. During the campaign, more than 80 activities were organized that addressed the complex issue and the phenomenon of gender-based violence throughout the territory of the Republic of Kosovo<sup>19</sup>.

According to UNICEF report for 2023 "Strengthened child protection and education systems for the inclusion of vulnerable children during and beyond COVID-19": Progress Report (1 Jan-31 Dec 2023) USAID project implemented by UNICEF, with the aim of providing children and young people with opportunities to discuss feelings, feel safe to express their thoughts and experiences in relation to foster care, but also to build new friendships with other children in kinship and foster care, the project to support the creation of peers - The three To-Peer Network groups with 33 children (12 girls and 21 boys) for foster care and kinship ties were established in Gjakova, Pejë and Prishtina. These groups were useful to educate children about their rights and make them aware of the mechanisms available to complain and seek protection in cases of harassment, abuse or rights violations. Through the organization of recreational activities and educational games, a nurturing environment was fostered to enable children to freely express their emotions, discuss challenges, engage in constructive communication and build new friendships.

<sup>18</sup> <https://md.rks-gov.net/desk/inc/media/04F016B5-48F2-4DB3-A595-D320114AC25D.pdf>

<sup>19</sup> <https://md.rks-gov.net/desk/inc/media/E732F69C-56BD-4CEC-ABEA-04BE3F757839.pdf>

During 2023, the Ministry of Justice, based on the public call for project support for licensed non-governmental organizations, has supported NGOs with projects that contribute to the provision and advancement of social services through the implementation of the following objectives and activities:

- Residential and day care services for the protection of abused, maltreated and neglected children;
- Residential and day services for the protection of victims of domestic violence and victims of trafficking;
- Alternative services for children without parental care and counseling for foster families, for the implementation of the foster care program;
- Alternative services for the protection of abandoned children and the support of host families for the provision of services for children;
- Residential services for the protection of abandoned children and the support of host families with professional advice;
- Residential and day services to remove children from hard and dangerous work and begging;
- Residential, day and family services for children and adults with disabilities;
- Rehabilitation and treatment services for people with special needs, children and adults (blind, deaf, tetraplegic, paraplegic, with hand syndrome, autism, etc.)
- Services of protection, psycho-social counseling for children and adults with disabilities.
- Residential, day and family services for the elderly and those without family care.

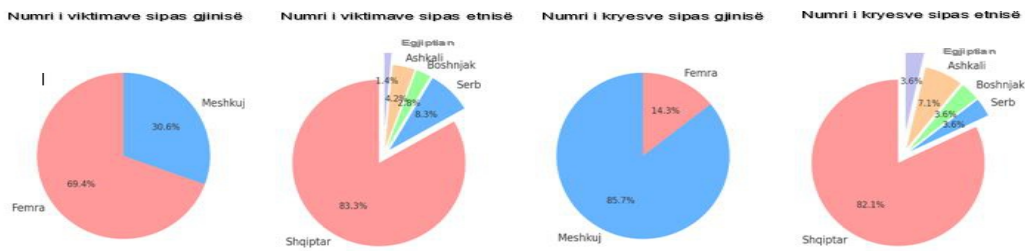
The total value of support for all licensed NGOs is 1,500,000.00 Euros.

The Ministry of Justice manages a database for the identification of cases of domestic violence, where data from all stakeholders that provide services for cases of domestic violence (police, court, prosecutor's office, victims' advocates, social work centers, shelters) are recorded. The database also generates data for persons with disabilities. The statistics generated from the database for the identification of cases of domestic violence are presented as follows: victims, perpetrators, gender, age and ethnicity for PWDs:

The number of victims is 72, of which 50 are women and 22 are men. Albanian 60, Serbian 6, Bosniak 2, Ashkali 3, Egyptian 1. Number of leaders 28 of them are 24 men and 4 women. Albanian 23, Serbian 1, Bosnian 1, Ashkali 2 and Egyptian 1<sup>20</sup>.

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20 <https://md.rks-gov.net/page.aspx?id=1,184>



These graphs show the distribution of victims and perpetrators by gender and ethnicity.

**Status of progress:** Implemented

**Planned budget:** No budget costs are involved

**Activity I. 3.3** *Raising the capacities of the KP through training of police officers for the protection and assistance of victims on PWD specifics*

Description of achievements: During the year 2023, 1651 police officers were trained in the Kosovo Police regarding the treatment and rights of persons with disabilities. Capacities have been raised through trainings, workshops, conferences and round tables.

**Status of progress:** Implemented

**Planned budget:** No budget costs are involved

**Activity I. 3.4** *Drafting guidelines for the treatment of PWDs based on the specifics of the disability.*

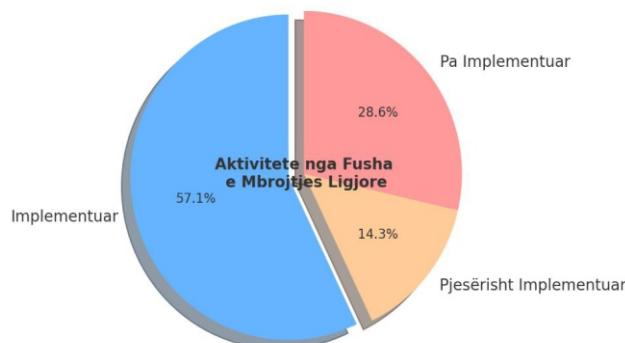
Description of achievements: In December 2022, the Kosovo Police approved the Standard Operating Procedure for quality and inclusive approach for persons with disabilities. So instead of the guidelines, this SOP has been drafted.

**Status of progress:** Implemented

**Planned budget:** No budget costs are involved

*Fulfillment of objectives in the field of legal protection for PWDs*

Of all the activities developed for the year 2023 in the field of legal protection for PWDs, the diagram below presents the percentage of activities as follows:



## ACCESS AND COMMUNICATION

### STRATEGIC OBJECTIVE: CREATING EQUAL CONDITIONS IN ACCESS, INFORMATION, COMMUNICATION, PARTICIPATION AND THE CREATION OF A UNIFIED DATA SYSTEM FOR PERSONS WITH DISABILITIES

Specific Objective 1: Research as needed on the situation on the ground regarding access to facilities for PWDs includes 9 activities as follows: 1.1. Awareness activities with this community, respectively meetings with NGOs that represent the interests of persons with disabilities, with special emphasis on integration and employment of persons with disabilities, 1.2. Workshop organized for NGOs for persons with disabilities, 1.3 Awareness campaign on grants in agriculture for persons with disabilities and parents of PWD children, MAFRD, 1.4. Promotion of the rights of persons with disabilities in rural areas for the possibility of applying for subsidies and grants, 1.5 Promotion, cooperation and advancement of the rights of Persons with Disabilities in municipalities, 1.6. Promotion of human rights in municipalities/ PWD. Inclusion of PWDs in social life on equal terms with everyone, 1.7 Establishment/empowerment of the Consultative Committee for Persons with Disabilities, 1.8 Information campaign for the provision of Free Legal Aid to organizations of persons with disabilities, 1.9 Drafting of the Municipal Action Plan for Persons with Disabilities in municipalities

**Activity I. 1.1** *Awareness activities with this community, respectively meetings with NGOs that represent the interests of persons with disabilities, with special emphasis on the integration and employment of persons with disabilities.*

Description of achievements: Regarding this activity, MAFRD reports that during the year 2023, the revision of Law No. 05/L-021 On Protection from Discrimination was conducted, whereby several articles related to persons with disabilities were identified; Review of Regulation GRK-No. 03/2017 on Institutional Mechanisms for Protection Against Discrimination in Government and Municipalities; Review of Administrative Instruction MESP-No-01/18 for the Basic Elements and Requirements for the Design, Implementation and Monitoring of detailed regulatory plans such as; Revision of Administrative Instruction No. 09/2010 for the assignment of jobs and the employment of persons with disabilities in accordance with their work skills. It is also reported for participation in the march organized by the "Autism" association in honor of the International Day of People with Autism. Participation in the Conference organized by OGG/OPM and Handikos on the occasion of 3 December, International Day for PWD "Equal opportunities for all". At the invitation of the Handikos Branch in Kaçanik and the Municipality of Kaçanik, the Handikos-Kaçanik Facility was inaugurated, built with the participation of the Municipality with 50% of the facility and the rest supported by the International charity LDS Charities. It was reported for participation in the event organized by the Ambassador of Goodwill for Kosovo, and in cooperation with the Ambassador of Luxembourg in Kosovo, whereby, with this organization women from marginalized groups who made a continuous contribution in the field of human rights in Kosovo



were decorated with the "Goddess of the State" trophy, which was held on 7.12.2023, and among the 33 women, women with disabilities were also included.

**Status of progress:** Implemented  
**Planned budget:** €500

#### **Activity I. 1.2** *Organized workshops for NGOs for persons with disabilities*

Description of achievements: The Ministry of Internal Affairs and Communications regarding this activity for 2023 has reported the organization of the event by OGG/OPM, Handikos in Kaçanik and the Ambassador of Goodwill for Kosovo.

**Status of progress:** Implemented partially  
**Planned budget:** €500

#### **Activity I. 1.3** *Awareness campaign on grants in agriculture for persons with disabilities and parents of PWD children, MAFRD*

Description of achievements: Description of achievements: in relation to the awareness campaign on grants in agriculture for PWDs and parents of PWD children, MAFRD has reported on the organization of a meeting with the association of war invalids in order to maintain constant contacts for the next meetings about farmers with disabilities who suffered disabilities from war.

**Status of progress:** Partially implemented  
**Planned budget:** €500

#### **Activity I. 1.4** *Promotion of the rights of persons with disabilities in rural areas for the possibility of applying for subsidies and grants.*

Description of achievements: In relation with this activity for the year 2023, it was reported on the organization of a meeting with the association of civil invalids and war victims, where it was discussed about farmers with disabilities, more precisely from their association. Moreover, a meeting was held with the Director of the Department of Agriculture in Kaçanik, where the list of farmers with disabilities was discussed. In the meantime, the list of farmers of Kaçanik Municipality was provided where four of the farmers were also beneficiaries from the Ministry of Agriculture and it was discussed about the continuation of further cooperation and it was also discussed about the continuation of further cooperation.

**Status of progress:** Partially implemented  
**Planned budget:** €500

## **SPECIFIC OBJECTIVE 2: Ensuring access to facilities for PWDs including the following activities**

### **Activity I. 1.5** *Promotion, cooperation and advancement of the rights of Persons with Disabilities in municipalities*

Description of achievements: For the year 2023 it was reported by MLGA that this Ministry in coordination with MESP, have monitored the functioning of the Consultative Committee for Persons with Disabilities, and according to the data it has been operationalized in 19 municipalities, while in 14 municipalities (Skenderaj, Rahovec, Dragash, Pejë, Kaçanik, Prishtina, Shtërpçë, Istog, Partesh, Klllokot, Podujevë, Ranillug, Shtime, Novobërdë) it has not been established.

As for free legal aid for all citizens of the Republic of Kosovo, in 6 municipalities (Peja, Prishtina, Gjakova, Gjilan, Ferizaj, Mitrovica South) the Regional Office for Free Legal Aid has been operationalized. While mobile offices for free legal aid as a form of organization of legal services, have been established in 20 municipalities (Klinë, Dragash, Glllogoc, Hani i Elezit, Junik, Kaçanik, Rahovec, Skenderaj, Istog, Kamenica, Prizren, Ranillug, Gjakovë, Gjilan, Obiliq, Suharekë, Fushë Kosovë, Malishevë, Shtime, Vushtrri)

Moreover, a letter was initiated in cooperation with the Association of the Deaf for the sign language project on the municipality's website. After Prishtina are also municipalities of: Gjilan and Suhareka. In the municipalities of Prizren, Gjakova, Peja, Mitrovica South and Mamusha, together with the MESP as well as SHKSH, the issue of sign language has been addressed.

**Status of progress:** Implemented  
**Planned budget:** €500

### **Activity I. 1.6** *Promotion of human rights in municipalities/PWDs. Inclusion of PWDs in social life on equal terms with everyone.*

Description of achievements: For the year 2023, regarding this activity, MLGA reports that within the law on protection against discrimination, the municipalities are obliged to appoint the relevant unit or official to coordinate and report the implementation of this law and according to official data it results that so far in 30 municipalities (Klinë, Skenderaj, Rahovec, Deçan, Junik, Dragash, Hani Elezit, Prishtina, Shtërpçë, Graçanica, Istog, Kamenica, Partesh, Pejë, Prizren, Podujevë, Gjakovë, Gjilan, Ferizaj, Suharekë, Fushë Kosovë, Malishevë, Shtime, Vushtrri, Mitrovica South, Mitrovica North, Lipjan, Viti, Zvecan, Leposavic) the relevant official for protection against discrimination has been appointed, while in 7 municipalities (Glllogoc, Kaçanik, Klllokot, Ranillug, Obiliq, Mamusha, Novobërdë, Zubin Potok) such official has not yet been appointed.

Regarding the organization of meetings, trainings, awareness campaigns, workshops for protection against discrimination, 29 municipalities have reported as follows: Deçan, Dragash, Glllogoc, Ferizaj, Fushë Kosovë, Gjakovë, Gjilan, Istog, Kaçanik, Klinë, Lipjan, Malisheva, Mamusha, Mitrovica South, Novobërdë, Obiliq, Peja, Podujeva, Prishtina, Prizren, Junik, Rahovec, Shtime, Skenderaj, Suhareka, Viti, Vushtrri, Hani i Elezit.

As reported by UNICEF, On 20 September 2023, in partnership with the Office of Good Governance, a 22-month campaign was launched to raise public awareness of barriers to the inclusion of children with disabilities, and to demand the fulfillment of full rights to children with disabilities. The campaign focused on four main objectives:

a) advocacy for the adoption of child-centered law, b) enable accessible public spaces for all children, especially for children with disabilities, especially in playgrounds, health facilities, classrooms and toilets, c) inclusive environment, where all children have the right to learn together in the same schools, play together on the same playground.<sup>21</sup>

**Status of progress:** Implemented

**Planned budget:** €1000

### **Activity I. 1.7** *Organized workshops for NGOs for persons with disabilities*

Description of achievements: Regarding this activity for 2023, MLGA-MESP, report on the work plan in 25 municipalities which have reported as follows: Dragash, Obiliq, Partesh, Prizren, Vushtrri, Gjilan, Decan, Glllogoc, Ferizaj, Fushë Kosovë, Gjakovë, Istog, Hani i Elezit, Mamusha, Rahovec, Prishtina, Malisheva, Novobërda, Peja, Skenderaj, Suhareka, Junik, Mitrovica South, Viti, Kamenica, Out of 25 municipalities, 6 municipalities have drafted the Work Plans: Mamusha, Prishtina, Suhareka, Skenderaj, Gjakova, Fushë Kosova, whereas two following municipalities are in the process: Mitrovica South and Dragash..

**Status of progress:** Implemented

**Planned budget:** It does not incur financial cost

## **SPECIFIC OBJECTIVE: PROVIDING ACCESS TO FACILITIES FOR PWDs**

### **Activity I. 2.1** *Implementation of the Administrative Instruction No.33/2007 " On technical conditions for access of persons with disabilities to buildings*

Description of achievements: Regarding the implementation of the Administrative Instruction 33/2007 "On the technical conditions of construction facilities for the access of persons with disabilities", MEA reports that two measurements were carried out regarding the implementation of AI 33/2007 that year.

**Status of progress:** Implemented

**Planned budget:** It does not incur financial cost

21 "Protecting Vulnerable Children in Kosovo: Second Progress Report (1 Jan–31 Dec 2023)," EU-funded project implemented by UNICEF.

According to the report made by the Ministry of Environment and Spatial Planning regarding the implementation of the measures of the national action plan for persons with disabilities of the Republic of Kosovo for the year 2023, the activities of the municipalities related to the enabled access have been developed as follows:

Dragash: Hotels and similar buildings are reported, 1 Existing Access (here: EA) and 1 Allowed Access (here: AA), Business and administrative buildings EA 3, Museums and Libraries EA 4, School buildings and buildings for scientific research purposes EA 17, Hospitals and other health care buildings EA 7, Recreational-sports centers, stadiums and sports halls EA 5, Surfaces and public spaces (pedestrian squares, streets, sidewalks, pedestrian islands, park paths, underpasses, overpasses and pedestrian bridges, road crossings and the like) EA 7.

In Gjakova: Multi-unit residential buildings EA 4, Business and administrative buildings EA 1, Hospitals and other health care buildings EA 1, Public surfaces and spaces (pedestrian squares, roads, sidewalks, pedestrian islands, park paths, underpasses, overpasses and bridges) for pedestrians, road crossing and similar) EA 35.

Glllogoc: Multi-unit residential buildings AA 5, Business and administrative buildings AA 4, School buildings and buildings for scientific research purposes EA 33, Hospitals and other health care buildings EA 4+11 and AA 1 and Public surfaces and spaces (pedestrian squares, streets, sidewalks, pedestrian islands, park path, underpass, overpass and pedestrian bridge, road crossing and similar) EA 582 m.

Istog: Buildings for shared residence AA 2, Hotels and similar buildings AA 2, Hospitals and other health care buildings AA 1 and Buildings for performing religious and faith rituals AA 1.

Kamenica: Multi-unit residential building AA 1, Public surfaces and spaces (pedestrian squares, streets, sidewalks, pedestrian islands, park path, underpass, overpass and pedestrian bridge, road crossing and similar) AA 15 and others AA 1.

Malisheva: Multi-unit residential buildings AA 3, Buildings and stations for traffic and road traffic EA 1, School buildings and buildings for scientific research purposes EA 17, Recreational-sports centers, stadiums and sports halls EA 1 and Public surfaces and spaces (pedestrian squares, roads, sidewalks, pedestrian islands, park path, underpass, overpass and pedestrian bridge, road crossing and similar) EA 1.

Obiliq: Multi-unit residential building reported that the existing access (EA) was 20 while the allowed access (AA) was 11, Buildings for shared residence, EA 11 while AA 95, Business and administrative buildings: EA 3 and AA 75, Buildings for cultural-artistic and entertainment activities EA 0 and AA 133, Museums and Libraries EA 2 and AA 225, Recreational-sports centers, stadiums and sports halls EA 0 and AA 5 and Public surfaces and spaces (squares of pedestrians, roads, sidewalks, pedestrian islands, park path, underpass, overpass and pedestrian bridge, road crossing and similar) EA 9 and AA 125+M71:Ë125.

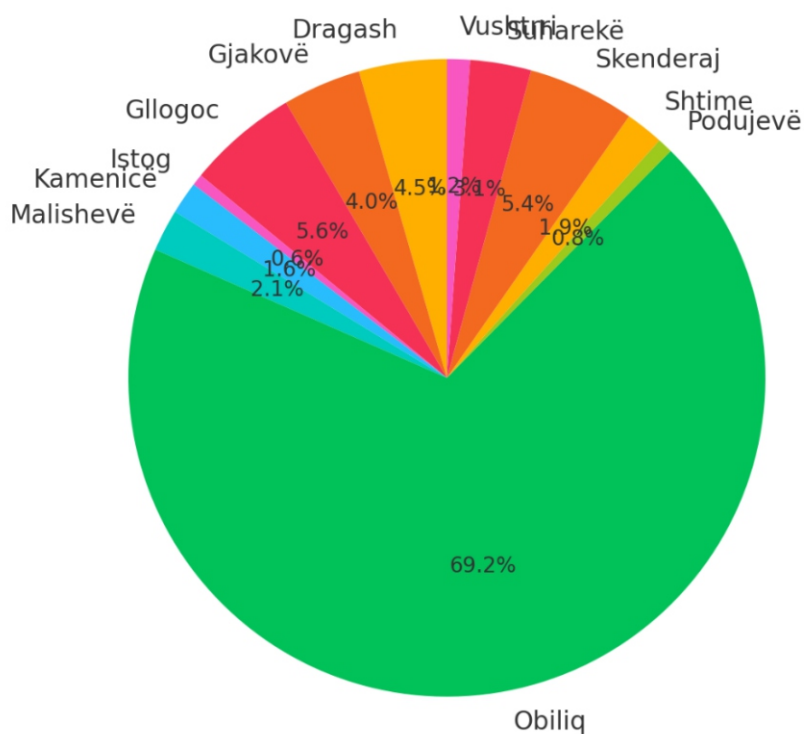
Podujeva: Hotels and similar buildings EA 1 and AA 1, School buildings and buildings for scientific research purposes EA 3, Hospitals and other health care buildings EA 1 and Recreational-sports centers, stadiums and sports halls EA 1.

Shtime: Buildings for shared residence EA 6 and AA 6, Hotels and similar buildings EA 1 and AA 1, Business and administrative buildings EA 1 and AA 1, Museums and Libraries EA 1 and AA 1 and recreational-sports centers, stadiums and sports halls EA 1 and AA 1.

Skenderaj: Multi-unit residential buildings AA 1, Buildings for shared living AA 43, Hotels and similar buildings AA 1, Business and administrative buildings AA 3, Recreational-sports centers, stadiums and sports halls AA 2 and Public surfaces and spaces (squares pedestrians, streets, sidewalks, pedestrian islands, park path, underpass, overpass and pedestrian bridge, road crossing and similar) AA 6.

Suhareka: Residential buildings with multiple units EA 5 and AA 5, Buildings for shared housing EA 5 and AA 5, Business and administrative buildings EA 1 and AA 1, Buildings for cultural-artistic and entertainment activities: EA 1 and AA 1, Hospitals and other health care buildings EA 2 and AA 2 as well as recreational-sports centers, stadiums and sports halls EA 2 and AA 2.

Vushtrri: Multi-unit residential buildings EA 7, Buildings for shared housing EA 2, Hotels and similar buildings EA 1, School buildings and buildings for scientific research purposes AA 1 and Public surfaces and spaces (pedestrian squares, roads, sidewalks, islands and pedestrians, park path, underpass, overpass and bridge for pedestrians, road crossing and similar) AA 1.



*The existing and permitted access by municipality presented graphically by activity 2.1*

The overall budget for Strategic Objective V "Creation of equal conditions in access, information, communication, participation as well as the creation of a unified data system for persons with disabilities" is 3,500.00 Euro.

The total budget for the "Action Plan 2021-2023" is 39,912,542.00

According to the reports from MLGA in the diagram below regarding the measurement of municipal roads and the accompanying infrastructure that are under the competence of the municipality. The field is completed with new indicators to promote the improvement of road infrastructure with sidewalks, lighting, signage and bicycle paths. Overall performance is rated at 55.05% as in the diagram below:

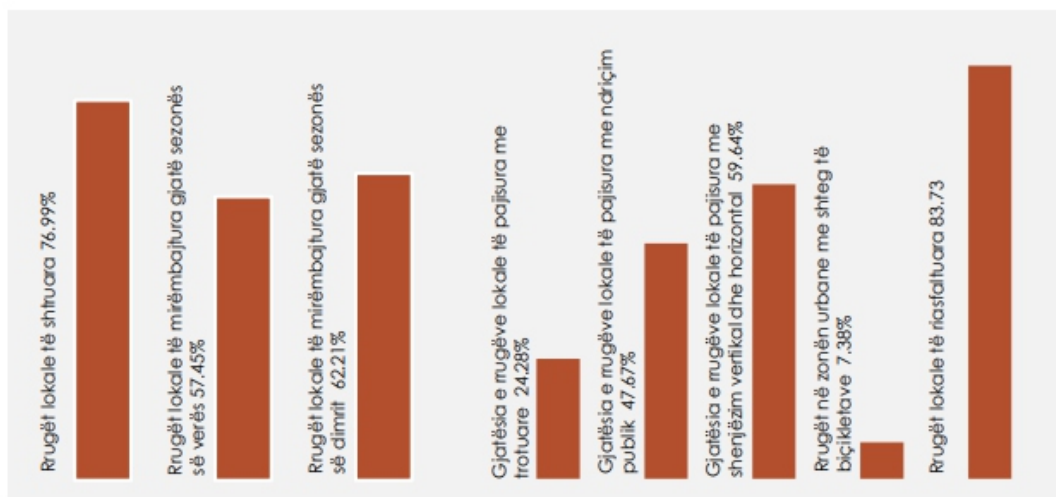


Table 9: Performance indicators in the field of road infrastructure

The Ministry reports that what made the overall performance not so high is the inclusion of the new indicator for roads in urban areas with bicycle paths, as well as the ratio between local roads with sidewalks and public lighting. It is worth mentioning the indicator with the lowest level, the roads in the urban area with bicycle path 7.38% and the indicator with the highest fulfillment of 83.73%, the local re-asphalted roads 8.73. The performance of the municipalities at the field level is presented as follows:

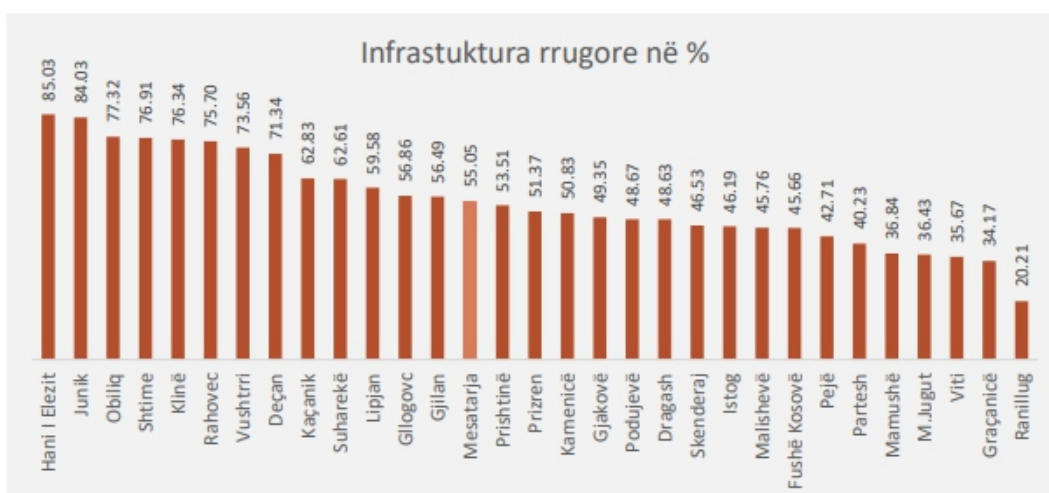


Table 10: Comparative data between municipalities in the field of road infrastructure

### Fulfillment of objectives in the field of access and communication for PWDs

Of all the activities developed for the year 2023 in the field of Access and Communication for PWDs, the diagram below presents the percentage of activities as follows:

### Aktivitetet nga Fusha Qasje dhe Komunikim

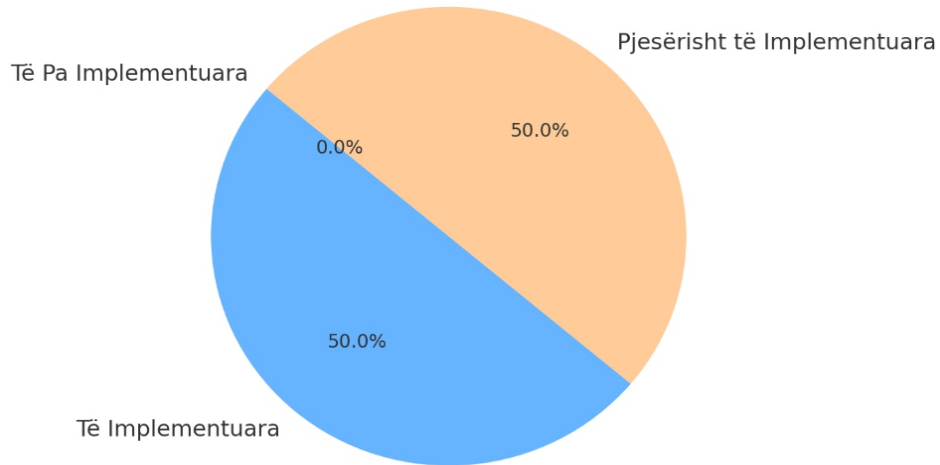


Chart of activities from the field of access and communication for 2023

In conclusion, taking into account all the areas defined by the Action Plan and the activities developed during the year 2023 for PWDs, the diagram was compiled including all the areas as follows:

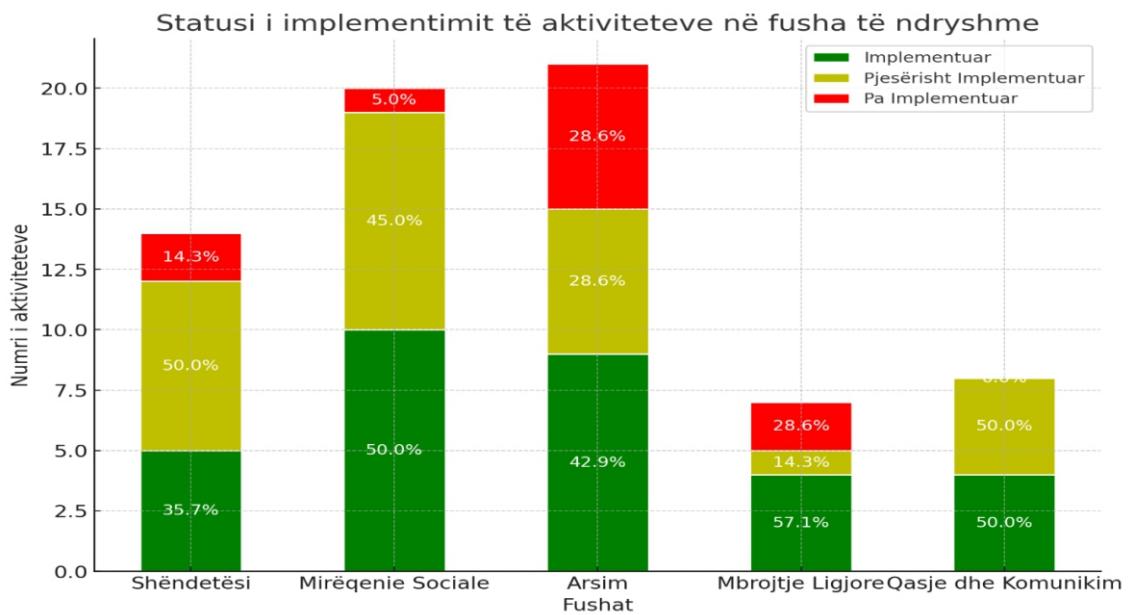


Diagram of the status of activities from all areas defined by the Action Plan for 2023

## IV. CONCLUSIONS AND RECOMMENDATIONS

### *Conclusions and recommendations on the implementation of the Action Plan for Persons with Disabilities (2021-2023) in the field of health*

During the period 2021-2023, significant progress has been achieved in improving health services for persons with disabilities (PWD). Many municipalities have implemented home visits for PWDs, contributing to increasing access and improving health care for this group of the population.

### Challenges

- First, there is a lack of continuous and special training for health staff in the approach and treatment of these persons, with some municipalities reporting a lack of opportunities for such training.
- Second, there is a lack of coordination and utilization of health cards for persons with disabilities in some health centers, hindering regular follow-up of services and assessment of their quality.
- Third, the lack of clear results from satisfaction questionnaires for the health services provided to these people, making it difficult to evaluate and improve these services effectively.

### Recommendations:

- Improving Coordination and Monitoring by ensuring that all health centers and organizations are effectively coordinated to provide services to PWDs.
- Improving the monitoring system to effectively measure and report the progress and benefiting of PWD services.
- Continuous training and professional development, increasing the number and extent of training for health personnel in issues of approach to and treatment of persons with disabilities.
- Creating structured programs for the professional development of nurses and support staff to improve care and access to PWDs.
- Greater investment in infrastructure and equipment to facilitate access of persons with disabilities to physiotherapy and therapy services.
- To enable all health centers to have appropriate needs for persons with disabilities, such as wheelchairs and adjustments of physical facilities.
- Promotion of health education and awareness through the intensification of campaigns and activities for the health education of persons with disabilities and health workers.



### *Conclusions and recommendations on the implementation of the Action Plan for Persons with Disabilities (2021-2023) in the field of social welfare*

The report on the fulfillment of objectives from the sphere of social welfare for persons with disabilities in 2023 shows positive results in some main activities. The implementation of the pension scheme for persons with disabilities managed to include 20,616 beneficiaries while schemes for compensation of blind and paraplegic and quadriplegic persons were also successfully implemented. Licensing of NGOs and continuation of services in residential centers have progressed steadily.

#### Challenges:

- By-laws for the implementation of the Comprehensive Disability Law have not yet been drafted due to the lack of finalization of the Draft Law on Persons with Disabilities.
- The transfer of the management of the Shtime Special Institute and the Shtime Children's Home to the Ministry of Health included changes in legal duties and obligations, which may have created challenges in the coordination and provision of services.
- A challenge remains to continue effective monitoring and inspection of the services and funds of beneficiary organizations to ensure that all funds and services are being used appropriately.
- The continued inclusion of persons with disabilities in the labor market remains a priority to achieve equality and social well-being.

#### Recommendations:

- It is imperative to increase cooperation between ministries and other institutions to ensure the successful implementation of pension and compensation schemes.
- Continuous training of the Bio-Psycho-Social Commission and NGO personnel for the use of advanced instruments and for the provision of quality services.
- The drafting and approval of by-laws for the implementation of the Comprehensive Disability Law must be finalized urgently.
- Increasing awareness campaigns for the employment of persons with disabilities in the public and private sector to ensure equality in the labor market.

### *Conclusions and recommendations on the implementation of the Action Plan for Persons with Disabilities (2021-2023) in the field of education*

The report concludes that the planned activities have not been fully completed due to the lack of financial support and the departure of donors. Activities such as the drafting of guidelines and the training of educators have not been implemented, while the pedagogical platforms have only partially functioned and the awareness campaign has been canceled. Despite these challenges, some success has been achieved with Save the Children's support for educational platforms. This situation underlines the need for providing resources and sustainable support for the fulfillment of the objectives of this project.

## Challenges:

- Lack of funding and financial support because many of the activities have not been implemented due to lack of budget and financial support from donors or the state budget.
- The lack of guidelines and training for educational staff to work with children with disabilities has been a major challenge.
- The partial implementation of the design and provision of pedagogical materials on the platforms of the Ministry of Education and Culture shows challenges in the use of technology for the education of children with special needs.
- Although some activities have been carried out, there are challenges in mobilizing and hiring teachers and support assistants for schools and resource centers.

## Recommendations:

- Increase investment and budget for education to ensure more adequate resources for schools and educational centers, including infrastructure, technology and teacher training.
- Improving coordination and partnership between educational institutions, government, local level bodies and non-governmental organizations to improve the efficiency and effectiveness of educational projects related to PWDs.
- Develop clear and usable guidelines for teachers and training them to improve the provision of quality education for all students, including and benefiting children with disabilities.
- Promotion and support for the use of platforms and information and communication technology in teaching to increase the accessibility of PWDs.
- Investing in continuous training and professional development for teachers and educational staff to improve their skills in dealing with current challenges in PWD education.

### *Conclusions and recommendations on the implementation of the Action Plan for Persons with Disabilities (2021-2023) in the field of legal protection*

The report for the year 2023 in the field of legal protection for persons with disabilities focuses on the creation and improvement of the legal infrastructure for the respect and protection of the rights of these persons. Among the main activities involved are the drafting of laws and the involvement of relevant organizations in the legislative process, the implementation of regulations for the provision of services in sign language, and the coordination for the functioning of the National Council for Persons with Disabilities. The improvements also include the training of professional staff in the justice system and the provision of specific services for this category, aiming at a more comprehensive and integrative approach for persons with disabilities. The implementation of these measures shows a clear commitment to create a more equal and inclusive society.

## Challenges:

- Involvement of OPDs in the legislative process because organizations representing persons with disabilities are not included in the working groups for the drafting of legislation, leaving them out of decision-making and important consultations.
- Although the necessary services have been provided, the implementation of the Regulation on the Provision of Sign Language Services requires further improvements to ensure full and effective access for all.
- Although the Council for Persons with Disabilities has been re-established, it remains unclear whether the necessary meetings have been held and whether effective coordination has been achieved for the fulfillment of strategic objectives.
- Despite the organized trainings and activities, the need to build the capacities of the staff in the justice system remains a challenge to ensure a comprehensive and fair approach to persons with disabilities.
- Many of the activities and objectives do not have additional planned budget costs, creating difficulties in their effective and sustainable fulfillment.
- Although there is a platform for public consultation, the participation of organizations of persons with disabilities in this process remains low, limiting their influence on the drafting of policies and legislation.

## Recommendations:

- To ensure the active involvement of organizations representing persons with disabilities (OPDs) in all stages of drafting legislation.
- Improve the implementation of the Regulation on the Provision of Sign Language Services, ensuring sufficient resources and support for sign language interpreters.
- Improve the coordination and functioning of the National Disability Council, ensuring that regular meetings are held and that the council has a visible influence on policy-making for persons with disabilities.
- To plan and secure sufficient funds for the fulfillment of the planned objectives and activities, to ensure an effective and sustainable implementation of policies and services for persons with disabilities.
- To encourage and improve the participation of organizations of persons with disabilities in public consultation processes, ensuring that their voice is heard and taken into account in the drafting of policies and legislation.

### *Conclusions and recommendations on the implementation of the Action Plan for Persons with Disabilities (2021-2023) in the field of access and communication*

From the report on the activities of persons with disabilities in the field of access and communication, it appears that a number of initiatives have been undertaken to improve their conditions, including the promotion of rights, raising awareness and providing free legal aid. Awareness-raising and collaborative activities have been organized with NGOs and public institutions to improve access to facilities and information, while some municipalities have made progress in the functionalization of Consultative Committees for Persons with Disabilities. Although significant achievements have been made, there is

still a need for improvements in implementing regulations and ensuring full access to facilities for all persons with disabilities..

### Challenges:

- Many public facilities are still not accessible to people with disabilities, which prevents their full participation in public life.
- There is still a lack of awareness among the community and institutions about the needs and rights of people with disabilities.
- In some municipalities, Consultative Committees for Persons with Disabilities have not yet been operationalized, which limits their representation in decision-making.
- There is a need for further improvements in infrastructure to ensure full and safe access for all persons with disabilities.
- There is a lack of support services and free legal aid for people with disabilities in some areas.

### Recommendations:

- Strengthening mechanisms for monitoring and implementing existing regulations on access.
- Investing in improving infrastructure to ensure full and equal access for people with disabilities to all public facilities.
- Continuous awareness campaigns to increase knowledge and understanding of the needs and rights of persons with disabilities.
- Activation and empowerment of Consultative Committees for Persons with Disabilities in all municipalities to ensure representation and active participation in decision-making processes.
- Expanding the provision of support services and free legal aid to persons with disabilities, especially in the most isolated areas.
- Organization of training programs for public and private personnel to improve services and access for persons with disabilities.

