



## Annual Report

# 2014

*EMPOWERMENT OF VULNERABLE GROUPS*

*RESEARCH, EDUCATION, ADVOCACY*

*LIFELONG LEARNING PROGRAMME*

*SUPPORT TO CIVIL SOCIETY DEVELOPMENT*

## ROMA HOLOCAUST SURVIVORS - HUMANITARIAN AND SOCIAL PROGRAMMES

**Duration:** From 01/09/2013 to 31/08/2014

**Location:** Novi Sad, Bačka Palanka (Tovariševo), Sombor (Bački Monoštor), Beočin, Ruma, Sremska Mitrovica, Šabac, Pančevo, Zrenjanin, Vršac, Žitište, Sečanj, Srbobran

**Goal:** Improvement of the quality of life and social inclusion of elderly Roma

**Target group:** Elderly Roma born before 09 May 1945

**Donor:** International Organization for Migration (IOM) with funds from the Swiss bank



One of the most vulnerable groups among the Roma population are elderly Roma. Poor health, unsanitary conditions in which they live, the lack of funds for medicines and food are just some of the problems they face. Often they do not have identity documents, for which they are denied access to social and health care. Poverty and poor health are just some of the factors that influence the lack of inclusion and integration of Roma in the society.

The aim of the project is to contribute to improving the living conditions of elderly Roma who had been victims of the Holocaust.

In 2014 NSHC organized the following types of assistance for elderly Roma: provision of medical services by physicians in the field, distribution of food parcels, provision of social services (organizing daily activities in clubs and organizing social events) and the provision of legal aid. Physicians providing medical services for elderly Roma monitored their blood pressure, blood sugar levels, provided advise on medication, etc. Parallel to these services in five municipalities social clubs for elderly Roma were established: Novi Sad, Beočin, Tovariševo (Backa Palanka), Backi Monostor (Sombor) and Zrenjanin. The clubs organized a variety of activities: playing board games, workshops for the elderly, watching TV, making a variety of items and marking important dates. They also organized visits to farms, to the zoo, socializing with users from other municipalities, visiting monasteries, New Year celebrations in clubs, marking of religious holidays and other.

In the framework of the provision of legal aid, usual services that were provided were obtaining personal documents, corrections in the personal documents, help in obtaining citizenship, etc. Direct assistance and support in this project was received by more than 900 elderly Roma.

*„You should visit us more often. You should drop by even when you are not distributing aid parcels. We love to have guests! ”  
(a beneficiary from Secanj municipality)*

## PREVENTION, PROTECTION, AND PROMOTION OF ROMA RIGHTS

**Duration:** 01/07/2010 – 31/3/2014

**Location:** AP Vojvodina

**Goal:** Provision of access to rights and protection from discrimination of Roma population

**Target group:** Roma population living in AP Vojvodina

**Donor:** American Bar Association – Rule of Law Initiative (ABA ROLI)

The Roma population is one of the poorest and most marginalized groups in Serbia. High percentage of this population has not completed elementary school (about 72%) and is unemployed (about 93%). Roma usually live in bad and unsanitary conditions. Isolation, low level of education and lack of information are the most common reasons why many of these people are faced with the problem of lack of personal documents, which is why they can not exercise their right to employment, education, social and health care and other rights.



Under this project, a pro bono legal clinic was established in which lawyers of NSHC, in the field and in the premises of the association, provide free legal aid to Roma population. The project aims to improve the situation of Roma through achieving better access to rights of the population, such as the right to legal personality, citizenship, residence, education, social protection and health care, and the right to equality. It is also aimed to raise awareness of general public about the difficult situation and the needs of the user group.

Since the establishment of the legal clinic 1,086 people turned to us for assistance, of which 558 were women and 528 men, and 179 were minors. About half of the total number of persons who seek legal assistance were internally displaced persons or persons originating from Kosovo. The most common problems that our users experience are: obtaining birth certificates from relocated registry services from Kosovo, subsequent registration or renewal of registration in the register of births, obtaining the citizenship

of the Republic of Serbia, residence registration, health and social protection, correction of data in the registers, family relations, legalization of housing, education.

In Novi Sad NSHC organized a four-day training for Roma leaders in the region, namely from Serbia, Macedonia, Romania and Bulgaria, on networking between NGOs. The training was attended by 48 participants from these countries, and official guests were representatives of the Provincial Secretariat for Education, Administration and National Communities, the Office of the Ombudsman of the Republic of Serbia, the Office for Roma Inclusion, the Center for Legal Studies and the NGO Praxis.



## NETWORK OF MOBILE TEAMS TO HELP THE MOST VULNERABLE INDIVIDUALS FROM THE REFUGEE AND INTERNALLY DISPLACED POPULATION

**Duration:** April 2000 - December 2014

**Location:** Vojvodina (24 municipalities)

**Goal:** Support to Refugees and internally displaced persons (IDPs) in finding durable solutions

**Target group:** Refugees and IDPs in Vojvodina

**Donor:** UNHCR

**Partners:** «Amity - snaga prijateljstva» (Beograd), Sigma plus (Niš)

According to the Commissariat for Refugees of the Republic of Serbia, in Vojvodina there are still more than 26,000 persons with the refugee status, and more than 12,000 with IDP status. The decreasing trend in the number of refugees with the acquisition of citizenship of the Republic of Serbia is still present. Citizenship acquisition allows the integration into the system of social protection, and consequently, the possibility of exercising rights in the field of social protection - the right to care and assistance, and the like. However, acquisition of citizenship does not mean that a person has solved all the existential problems. Most of our users are of poor financial status, without property, often without qualifications and without permanent employment. A large percentage of internally displaced Roma are residents of informal Roma settlements. Their common problems are related to lack of personal documents, which is an impediment to the exercise of rights to social and health care.



The project aims to support refugees and IDPs in finding durable solutions, respectively, to provide quality social services to the most vulnerable individuals at the local level. This objective achieved through:

- Establishing and developing a network of government institutions and non-governmental organizations at the community level and linking vulnerable individuals with existing local support resources.
- Direct psychosocial support to vulnerable refugees during regular home visits and contacts. Direct help of mobile teams includes a wide range of activities - from the psychological empowerment of families, through information on the rights to social protection and resources available, providing various types of material support, user involvement in the system of social protection, assistance in applying for housing programs, to education of youth and women on reproductive health.

During home visits in 2014, support was provided to more than 2,000 users. The mobile teams have provided assistance and accommodation in the different types of institutions - homes for the elderly, hospitals, foster care and more. Beneficiaries are informed users about the housing and economic empowerment programs, and provided assistance in the application procedure.

## DURABLE SOLUTIONS FOR REFUGEES AND INTERNALLY DISPLACED PERSONS IN THE MUNICIPALITY OF ŽABALJ

**Duration:** 07/06/2013 – 07/12/2014

**Location:** Žabalj

**Goal:** Improvement of housing conditions and improvement of the economic viability of refugees and internally displaced persons in the municipality Žabalj

**Target group:** refugees and internally displaced persons in the municipality Žabalj

**Donor:** European Union, Municipality of Žabalj



Improving housing conditions in which refugees and internally displaced persons in Serbia live is still an important task, given their difficult material situation. At the same time it is important to improve conditions for their economic sustainability, in order to better integrate the local community.

NSHC together with the Municipality of Žabalj, which was responsible for the project, implemented this project with full consideration of the needs of users, and with a focus on empowering user groups for better functioning in the local community, and increasing the capacity for independent and economically sustainable living.

After the announcement of the project activities, a public call was published for assistance in building material and income generating grants. The field team of NSHC has visited 75 households and made assessment of housing conditions, needs and opportunities for improvement of living conditions, assessment of vulnerability and other. On the basis of compliance with the conditions of the call and reports of field staff, 21 families received assistance in building material, and 5 families received income generating in-kind grant to start and develop their own business.

The most common type of support was the replacement of windows and doors, replacement of the roof, making thermal insulation of the facade, and others. The income generating grants were given to artisans and service providers who have previously had started their own small business. Psychosocial support is provided to all users, as well as expert support to those who run the family business.

## SUPPORT TO THE INTEGRATION OF REFUGEES AND INTERNALLY DISPLACED PERSONS IN THE CITY OF SOMBOR

**Duration:** 03/02/2014 – 03/02/2016

**Location:** The City of Sombor

**Goal:** The improvement of housing conditions and the improvement of the economic viability of internally displaced persons and refugees in Sombor

**Target group:** Internally displaced persons and refugees in Sombor

**Donor:** European Union, The City of Sombor

The overall objective is to contribute to the sustainable integration of refugees and internally displaced persons in Serbia. The specific objectives of the project are to improve living conditions, increase the chances of economic sustainability, and promote social inclusion of refugees and internally displaced persons living in the municipality of Sombor.



Within the project 24 households of refugees and internally displaced persons in the municipality of Sombor who are in need of improving housing conditions were selected; they will next year be given assistance in building material. Also, 6 beneficiary households will receive assistance in grants for income generation activities. For the purposes of the selection of beneficiaries, Sombor announced open competition in which they described selection criteria and requirements that candidates should meet.

The city of Sombor manages the project and performs administrative tasks. NSHC performs tasks related to the organization of field work and direct contact with beneficiaries: home visits, assessment of the state of beneficiary households, providing support before and after receiving the grant, the evaluation of the effects of the assistance provided and more.

## CHILDREN'S CENTER - SUPPORT FOR CHILDREN IN EDUCATION

**Duration:** 12/05 – 31/12/2014

**Location:** Novi Sad

**Goal:** Support for children from socially disadvantaged groups in education and prevention of school drop

**Target group:** Children from socially vulnerable groups in three primary schools of Novi Sad

**Donor:** City of Novi Sad - City Administration for Social and Child Protection



During the school year 2014/2015, the project activities were carried out in three elementary schools in the City of Novi Sad: ES "József Attila", Novi Sad; ES "Nikola Tesla", Novi Sad and ES "Veljko Vlahovic", Sangaj.

During this year, about 70 volunteers volunteered in the Children's Center, and done a total of 902 volunteer hours. A total of 190 children (87 boys and 103 girls) attended one or more of the activities at the Children's Center. Number of services provided was 1,518. Regular activities were helping children from socially vulnerable families in learning - doing the homework, preparing for the entrance exam and the like, support the development of social skills for children - organizing creative, educational

workshops and social events for children, and communication with parents and teachers.

In addition to the regular activities volunteers have organized creative and educational workshops. At the creative workshops children made New Year's greeting cards, medals for best volunteers and other. In addition to this, workshops of educational type were held in which they handled environmental themes and creative learning.

A total of 12 home visits to families of children beneficiaries were made, during which discussions were held with the parents about the importance of education. Parents were referred to Novi Sad Humanitarian Center for legal assistance if they it was this need. A family from Adice was provided with legal assistance and advice for obtaining personal documents.

On the occasion of the New Year holidays NSHC organized a charity campaign "Be A Santa Claus" in which volunteers collected sweets for the gifts that were distributed to children of the Children's Center and other children with whom NSHC worked through other projects. A total of 200 gift parcels were collected, packaged and distributed over. New Year's event was held in elementary school "József Attila".

With the help of Erste Bank, for approximately 200 children assistance was provided in the form of school supplies (notebooks, etc.). School lunch was pre-paid for three children who are beneficiaries of Children's Centre.

## COUNSELING CENTRE

**Duration:** 01/08 – 31/12/2014

**Location:** Novi Sad

**Goal:** Contribution to the diversity and the development of services for young people

**Target group:** Youth 14 - 30 years

**Donor:** City Administration for Sport and Youth, the Youth Office

Results of research on the health of young people point to the increasing incidence of behavioral disorders, substance abuse, depression and suicide. Depression, self-destruction and drug addiction are the most common problems in the field of mental health of young people. Based on these data it is evident that the young people need services of psychological support that are tailored to their needs.

The project aims to improve the capacity of young people to cope with the challenges of growing up and overcome the psychological difficulties that are common in the youth period; also to improve non-institutional services of psychological support in the city and improve the skills youth in order to achieve a better functioning and overall life satisfaction.

Through the work of the Counseling Centre, more than 100 young people have received psychological support. For young people who have not been able to visit or for certain reasons did not want to come to the Counseling Center, e-mail counseling is organized. The most common problems with which the young come to the Counseling Centre are: depression, anxiety, suicidal behavior, problems with learning, partnership issues. Organizing workshops on psychological topics has been offered as well. As part of the



project October 10, World Mental Health Day, was marked where young people had the opportunity to inform themselves about the work of the Counselling Centre and to obtain information related to mental health.

*„This is great, my first visit and everything's fine. I like what you are doing with young people, there are no strict rules and procedures when reporting. Keep it up“  
A beneficiary of Counseling Centre*

## HOME CARE AND HELP AT HOME FOR THE ELDERLY

**Duration:** 01/01 – 31/12/2014

**Location:** Novi Sad

**Goal:** Improving the quality of life of the elderly in Novi Sad

**Target group:** Elderly people in need of home care and assistance, from Novi Sad and its surroundings

**Donor:** City Administration for Social and Child Protection of the City of Novi Sad, the Provincial Secretariat for Health, Social Policy and Demography



Serbia's population is among the oldest populations in the world. More than 950,000 persons in Central Serbia and about 300,000 persons in Vojvodina, or about a sixth of the population, are aged 65 and over. One out of four old people is living alone. Although many of the older population rely on the help of family and friends, according to estimates, about 3% of elderly people are in need of home care services and help at home by other persons, organizations or institutions.

In Novi Sad, which has about 350,000 inhabitants, the number of elderly persons exceeds 50,000, which means that about 1,500 need additional help for everyday functioning. When we consider the fact that

the elderly in Serbia are most affected by poverty, we can conclude that many of them are unable to afford paying help at home services.

Home care services include assistance in maintaining personal hygiene, bed hygiene and comfort, maintaining and improving mobility, as well as advisory and preventive work with the user and his family. Home Care Services include help with household hygiene, assistance with clothes hygiene, as well as various tasks outside the home (purchase, contact with other services, etc.).

Home care service of NSHC aims to increase the capacity for independent living of elderly and other people with impaired mobility. These services were provided for 60 users. Most of them are women living Novi Sad and the surrounding settlements - Veternik, Petrovaradin, Sremska Kamenica, Futog, Paragovo, Novi Ledinci, Bukovac and Budisava.

## ASSISTANCE TO THE POPULATION AFFECTED BY FLOODS

**Duration:** 16/05 – 31/05/2014

**Location:** Ruma, Sremska Mitrovica, Krupanj, Smederevska Palanka, Paraćin, Velika Plana, i Obrenovac

**Goal:** Collection and distribution of material assistance to the people affected by floods

**Target group:** residents of the cities and villages that suffered flood damage

**Donor:** citizens, NSHC



In May 2014 the central part of Serbia suffered large-scale floods which claimed human victims and have made enormous material damage. Staff and volunteers of NSHC reacted by organizing emergency action "Help for Floods". Citizens were invited, through the website, Facebook and Twitter, as well as through media appearances, to help vulnerable citizens in goods and money.

NSHC has collected the bellow listed items, which were transported and handed to the Red Cross offices for further distribution in Ruma, Sremska Mitrovica, Krupanj, Smederevska Palanka, Paracin, Velika Plana and Obrenovac.

|                      | COLLECTED HUMANITARIAN AID                        | UNIT       | QUANTITY |
|----------------------|---|------------|----------|
| Voda za piće, sokovi |   |            |          |
| 1                    | Water   | litar      | 1.760    |
| 2                    | Fruit juice                                       | litar      | 46       |
| Hygienic items       |   |            |          |
| 3                    | Soap, toothbrushes, shampoos, sanitary pads, etc. | box        | 56       |
| 4                    | Baby diapers                                      | package    | 54       |
| 5                    | Diapers for adults                                | package    | 4        |
| 6                    | Toilet paper                                      | package    | 59       |
| 7                    | Disinfectants                                     | Package 1l | 111      |
| 8                    | Loundry detergent                                 | kilogram   | 11       |
| Food                 |   |            |          |
| 9                    | Food – various items                              | kilogram   | 210      |
| 10                   | Baby food   | kilogram   | 130      |
| 11                   | Milk  | litar      | 43       |
| Clothes and other    |   |            |          |
| 12                   | Bed sheets, towels                                | box        | 17       |
| 13                   | Blankets, pillows                                 | box        | 23       |
| 14                   | Mattraces   | pcs        | 6        |
| 15                   | Baby clothes                                      | box        | 19       |

|                  |                                 |          |     |
|------------------|---------------------------------|----------|-----|
| 16               | New and second-hand clothes     | box      | 18  |
| 17               | Shoes                           | box      | 12  |
| 18               | Socks and underwear             | box      | 5   |
| Medical supplies |                                 |          |     |
| 19               | Medicines                       | package  | 10  |
| 20               | Blood pressure measuring device | pcs      | 1   |
| 21               | Sanitary disposables            | box      | 1   |
| Other            |                                 |          |     |
| 22               | Toys, workshop material         | box      | 4   |
| 23               | Plastic cutlery                 | pcs      | 400 |
| 24               | Candles                         | pcs      | 20  |
| 25               | Baby furniture                  | pcs      | 1   |
| 29               | Dog food                        | kilogram | 40  |

In the period from 16/05/2014 to 31/5/2014, NSHC received donations of 40,220 dinars. Based on the assessment of the most urgent needs of the flood-affected areas, NSHC has decided to use the money for the purchase of disinfectants, as well as sponges, abrasives and rubber gloves. These items, along with other types of collected material aid, were delivered to the warehouse of the Red Cross in Belgrade for the citizens of Obrenovac on 31/5/2014.

## OUTREACH HIV PREVENTION IN ROMA COMMUNITIES

**Duration:** 01/07/2012 – 31/07/2014

**Location:** AP Vojvodina (Novi Sad, Zrenjanin, Bačka Palanka, Ruma, Sečanj, Žitište, Nova Crnja, Sremska Mitrovica, Kikinda, Pančevo, Kovin, Srbobran)

**Goal:** The reduction of HIV infection risk among young Roma population in Vojvodina and establishing the basis for long-term preventive work in Roma communities

**Target group:** Roma men and girls/women age 13 - 30

**Donor:** Ministry of Health, with funds from the Global Fund

The main factors which put Roma at an increased risk of HIV infection are poverty, illiteracy and marginalized position in society. Additional factors contributing to the risk are the use of psychoactive substances, domestic violence, alcoholism, prostitution, promiscuity and other forms of risky behavior. Because of their marginalization, Roma are largely left out of educational and other activities on HIV prevention, and prevention activities are often not tailored to their specific needs.

NSHC has influenced the increase in awareness among the Roma population about the dangers of HIV and contributed to reducing prejudice, improving the level of knowledge among young Roma population on HIV, and promoting preventive behavior. Through the ongoing activities in the field, we directly influenced the increased awareness of the importance of voluntary confidential counseling and testing (VCCT) and provided information about where and how they can use these services.

Field associates held workshops on the subject of HIV prevention. There were 399 workshops involving a total of 4,470 young Roma, of which 2,250 boys and 2,220 girls. Topics covered in the workshops were: what is HIV, what is AIDS, ways of HIV transmission, prevention of transmission, promotion and referral of users to voluntary counseling and testing, the proper use of condoms. Due to the very small number of users tested, particular attention during the workshop dedicated to the promotion of VCCT and talking about how and where customers can be tested.



*„I thought I knew more about AIDS, until I took this test ...“  
(workshop participant in Secanj)*

## NET-AGE: SUPPORT NETWORK FOR QUALITY AGEING

**Duration:** 01/10/2012 – 31/05/2015

**Location:** AP Vojvodina

**Goal:** Promoting social development through regional networking of stakeholders from the public and voluntary sectors, in order to encourage innovation in the provision of social and health services for the elderly

**Target group:** institutions and civil society organizations engaged in the promotion of active aging

**Donor:** Evropska unija (IPA Adriatic program prekogranične saradnje)



Population aging is a global process of increasing the share of older people and reducing the share of children and young people in the population. Due to the process of demographic transition (gradual reduction of fertility and mortality rates), more and more people live longer, and the number of children and young people is reduced. In order to respond to these challenges, a regional NET-Age project was launched that aims to improve coordination between public and private actors in order to overcome the obstacles in the field of elderly assistance, so as to enhance partnership and cooperation at the local level and the

whole Adriatic region, and to provide innovative social and health services for the elderly to enable them for active, healthy and independent living in their old age.

The project is funded under the CBC IPA Adriatic 2007-2013. The project is implemented by the region of Marche - Implementation Unit of the Social Planning - The Department of Social Policy, from Italy. Support in project management and coordination is provided by SVIM, Regional Development Agency, which has the role of the Technical Secretariat of the project, and which works closely with the region of Marche in project management and coordination. Other project partners are: Italy - Voluntary Association of Marche Region (AVM) and Emilia Romagna Region - Department for the promotion of social policy and the integration of immigrants, volunteering, associations and the third sector; The City of Split and the Croatian Association MI; Regional Council Lezhe and Caritas Albania; Montenegro - The Public Health Institute and the Association for Democratic Prosperity -Zid; Provincial Institute for Social Protection and the Novi Sad Humanitarian Centre (NSHC) from Serbia and the Municipality of Kanal ob Soci and Slovenian Federation of Pensioners' Association (DUS) from Slovenia. Cooperative organization on the project is CEV - European Volunteer Centre, based in Brussels, which makes a network of over 80 national, regional and local volunteer centers and volunteer support agencies across Europe.

Within the project a number of training and seminars was organized, as well as analysis of needs and resources, meetings of project partners, and the mobility program. Host countries were Serbia, Slovenia and Italy. Participants were employees of the institutions and civil society organizations from all three countries. During the study visit to Slovenia - Kanal ob Soci (from 3 to 7 March), there were three plenary sessions on various topics (dementia, the national social assistance program, help at home, social and health care, etc.). . After that, the participants visited the Intergenerational Center in Deskle, private home for the elderly in Vipava, a public home for the elderly and the center of daily activities in Nova Gorica, and met with the heads of humanitarian organizations. During mobility activity in Serbia - Novi Sad (from 7 to 11 April), the group visited Sremska Mitrovica, Ruma and Subotica. During mobility in Italy - Emilia-Romagna Region (from 5 to 9 May), a plenary meeting was held of the health and social sector services for the elderly, and the funding for services. Visit to a nursing home in Bologna as organized, and a guided tour of the community center of Bologna, which is run by the elderly, where they presented local experiences of volunteers. In Ravenna, the group attended a theater performance with stories of elderly people in homes for the elderly.

Mobility programme was an opportunity to meet and exchange experiences, not only between countries but also between social workers and volunteers. Meetings and visits that took place in the mobility program, have enabled an insight into the living conditions of older people and in many cases pointed to health problems, isolation and loneliness. In the overall context, it was pointed out to the themes that require the attention of the institutions dealing with the protection of the rights of the elderly.

## SEED – SUPPORT TO EDUCATIONAL AND EMPLOYMENT DEVELOPMENT

**Duration:** 01/01/2014 – 31/012/2016

**Location:** Apatin, Kula, Surdulica, Vladičin Han

**Goal:** Improving conditions for employment of women and young people, contribute to gender equality and to poverty reduction

**Target group:** Women and youth

**Donor:** Volkshilfe with funds from Austrian Development Cooperation

Regional SEED programme (Support of Educational and Employment Development in Albania, Kosovo and Serbia) aims to contribute to employment, poverty reduction, gender equality and socio-economic development in Albania, Kosovo and Serbia. The implementor of the SEED program is an Austrian organization Volkshilfe Solidarität. The program is funded by the Austrian Development Agency (ADA) with funds from Austrian Development Cooperation. NSHC is implementing the SEED program in Serbia, with the aim of promoting employment and self-employment of the target group - women and young people - in the municipalities of Apatin, Kula, Surdulica and Vladičin Han. Project activities in the first year of implementation consisted of:

Cooperation and dialogue between the municipalities in the north and the south of Serbia, in order to achieve mutual capacity building and improving the environment for social dialogue, especially in the areas of employment and self-employment;

Organizing training for entrepreneurship development and provision of professional training in the field of tourism, organic food production and social services (home care) in order to increase the capacity of the target groups for employment and self-employment;

The exchange of knowledge between the partners in the project, which will build the capacity of all stakeholders involved in the program, enabling them to contribute to improving labor market access for women and youth, promoting gender equality and poverty reduction.

The direct beneficiaries of the project in Serbia are 160 women and youth. Also, the project involves 24 local representatives in Apatin, Kula, Surdulica and Vladičin Han: the employees of local governments, schools for professional training, associations, small and medium-sized enterprises, employment agencies and others. They will, during the project, have the opportunity to exchange experiences with other target municipalities and act jointly on creating a favorable environment for entrepreneurial activities and the overall economic development of their communities.

In the first year of implementation, five-day trainings were held on entrepreneurship, which were attended by 198 participants in the four target municipalities. A total of 140 participants completed the first cycle of training and qualified for attending a professional training in the field of tourism, organic food production and social services. Training was held for representatives of the target municipalities in the field of gender equality, and lobbying and advocacy. The study visit was hosted by NSHC during which representatives of partner organizations from Peja (SiV) and Tirana (CDC TFF) had a chance to learn about the work of NSHC.



## VOLUNTEERS WITHOUT BORDERS

**Duration:** 19/12/2012 – 18/06/2014

**Location:** Novi Sad, western Vojvodina

**Goal:** Capacity building for the development of volunteerism through cross-border cooperation between Croatian and Serbian

**Target group:** Citizens' associations and institutions

**Donor:** European Union



In Serbia volunteerism is recognized as an important part of youth policy. There is a great need for relevant and high quality training in volunteer management amongst local citizens' associations and other organizations and institutions engaged in volunteer work. At the national level, however, there is no established system for the development of volunteer programs and the establishment of volunteer centers.

The project aims to build the capacity of organizations and institutions engaged in or planning to engage in volunteerism. The plan is

that through cooperation between organizations and institutions long-term cooperation mechanism should be established to strengthen the infrastructure for the development of volunteerism. It was done through the transfer of knowledge from Croatian side, exchange of experiences among organizations and institutions from Serbia and Croatia, and through pilot activities of volunteer exchange between Serbia and Croatia. In order to investigate the quantity and quality of existing volunteer programs, a study was conducted on the capacity of organizations and institutions engaged in voluntary programs. The results showed that a large number of organizations do not have the necessary conditions and knowledge to implement quality volunteer programs and have problems in management of volunteers, and that they need additional trainings.

After four days of training in volunteer management, held by representatives of the Volunteer Center Osijek, exchange of volunteers was organized the between Serbia and Croatian. Volunteers who participated in this activity emphasized the quality of such exchanges in gaining experience, both in terms of voluntary service, and for the purpose of professional development. Along with all other activities the Council for the Development of Volunteerism was formed, similar to Croatia. The role of the Council is to support and promote volunteering. During 2014 NSHC participated in the celebration of World Health Day in Osijek, in which volunteer organizations from Serbia and Croatia presented their work. One of the products of this project is the publication "Volunteers without Borders", which promotes voluntary work.

## YOUTH RULES – RESOURCE CENTRE FOR SOUTH-BAČKA DISTRICT

**Duration:** 12/05 – 31/12/2014

**Location:** South-Backa District (Novi Sad, Bački Petrovac, Temerin, Vrbas, Srbobran, Bač, Kulpin)

**Goal:** Empowering youth organizations and voluntary informal groups in the process of writing and implementing projects aiming to promote activism and volunteerism among young people

**Target group:** Young people aged 15 to 30 years South Backa District

**Donor:** Ministry of Youth and Sports



According to the research of the Ministry of Youth and Sport, only 20% of young people have had the opportunity to volunteer, and two thirds of young people in Serbia are ready to volunteer if given the opportunity. With regard to strategic documents (National Strategy for Youth and Youth Law) that provide framework for the development of volunteerism, it is necessary to provide conditions for volunteering in all areas of social life. Realization of youth voluntary actions

represents an excellent opportunity for the young to engage in volunteer work and gain support in strengthening their capacities to implement projects.

The aim of the project is to support and empower youth organizations and non-formal voluntary groups in the process of preparing and implementing projects. The activities are aimed at promoting activism and volunteerism among young people.

Within the project a contest for youth organizations and informal groups was presented. They have been invited to submit proposals for volunteer youth projects. Ten projects were approved, and representatives of organizations were invited to attend the three-day training in the area of project proposal writing and project management. These projects aimed at motivating young people, creating the conditions for active and creative use of free time, encouraging participation in renovation of public spaces where young people spend their free time, promoting solidarity and humanity with emphasis on helping the flood victims, promote understanding, tolerance and equal opportunity for all young people, promoting healthy and safe lifestyles, participation in actions of environmental protection, etc.

*„We have learned a lot and had a good time along the way! 😊“  
Participant of an evaluation workshop*

## MONITORING OF YOUTH PROJECTS WITHIN THE REALIZATION OF THE YOUTH POLICY ACTION PLAN IN AP VOJVODINA

**Duration:** 01/04 – 31/12/2014

**Location:** AP Vojvodina

**Goal:** Contribution to the successful achievement of the objectives of the Action Plan for Youth Policy in Vojvodina

**Target group:** Institutions and organizations implementing projects in the framework of implementation of the Youth Policy Action Plan

**Donor:** Provincial Secretariat for Sports and Youth

Provincial Secretariat for Sports and Youth developed the Action Plan for Youth in Vojvodina for the period 2011-2014. The Action Plan consists of 9 areas: education; employment; health; youth; culture and leisure; active involvement of young people in society and volunteering; mobility and information; environment and sustainable development; social policy; civil society building; and youth safety. During each year, the Provincial Secretariat announces a competition for projects, and selects an organization for monitoring and evaluation of approved projects.



The objective of monitoring and evaluation is to track the performance of ongoing projects, to help organizations in the implementation of projects (advisory services), and make recommendations for improving implementation of the action plan for youth policy in the future.

In 2014 there were 63 projects whose implementation was monitored monitoring team NSHC. The project activities were implemented in 32 municipalities in Vojvodina. Throughout the process of monitoring and evaluation, implementers were provided with support in information related to project management, promotion, auditing of project activities, financial management, and other topics. Based on data collected through monitoring visits and reports, a report was made with results achieved and recommendations for improving the implementation of the Action Plan.

## FINANCIAL REPORT 2014

| DONOR   | INCOME (RSD)             | INCOME (EURO)         | %           |
|---|--------------------------|-----------------------|-------------|
| <b>IOM</b><br><i>International organization for migration</i>   | 30.727.429,12            | 262.973,74            | 49,44       |
| <b>VOLKSHILFE SOLIDARITAT LEBEN/<br/>ADA/ AUSTRIAN DEVELOPMENT AGENCY</b>                             | 9.040.554,36             | 77.309,33             | 14,52       |
| <b>EUROPEAN UNION</b><br>DELEGATION TO THE REPUBLIC OF SERBIA   | 6.266.100,15             | 57.276,06             | 10,77       |
| <b>UNHCR</b><br><i>United Nations' High Commissioner for Refugees<br/>Office in Belgrade</i>          | 6.211.411,00             | 53.158,95             | 9,99        |
| <b>MINISTRY OF HEALTH OF THE REPUBLIC OF SERBIA<br/>(GLOBAL FUND)</b>                                 | 2.545.975,21             | 21.914,45             | 4,12        |
| <b>MINISTRY OF YOUTH AND SPORT OF THE R. OF SERBIA</b>  | 1.725.536,02             | 14.767,61             | 2,78        |
| <b>MUNICIPALITY OF ŽABALJ (EUROPEAN UNION)</b>  | 1.567.805,03             | 13.367,47             | 2,52        |
| <b>THE CITY OF SOMBOR (EUROPEAN UNION)</b>  | 863.885,96               | 7.303,67              | 1,37        |
| <b>ABA ROLI</b>   | 546.207,62               | 4.674,59              | 0,89        |
| <b>AP VOJVODINA</b><br><i>PS for Sport and Youth, PS for Health, Social Policy<br/>and Demography</i> | 600.000,00               | 5.134,96              | 0,98        |
| <b>RED CROSS OF THE CITY OF NOVI SAD</b>  | 593.523,00               | 5.079,53              | 0,95        |
| <b>THE CITY OF NOVI SAD</b><br><i>Administration for social and child protection<br/>Youth office</i> | 380.000,00               | 3.252,14              | 0,61        |
| <b>ERSTE BANK A.D NOVI SAD</b>  | 100.000,00               | 855,82                | 0,16        |
| <b>CITIZENS' DONATIONS AND<br/>OTHER INCOME</b>   | 580.255,42               | 4.794,83              | 0,90        |
| <b>TOTAL</b>  | <b>61.748.632,89 RSD</b> | <b>531.863,21 EUR</b> | <b>100%</b> |

## **NSHC's staff**

### **Executive director**

Perica Mandić

### **Programme Coordinator**

Danijela Korać-Mandić

### **Deputy Programme Coordinator**

Mira Novaković Ilin

### **Project Coorcinators, Assistants**

Nenad Opačić

Čila Stojanović

Dijana Malbaša

Dobriša Pejin

Lana Đorđević

### **Administration and Finances**

Nedžad Šare Šahić

Dubravka Žižić

### **Logistics**

Vladimir Marković

## **Part Time Associates of NSHC in 2014**

Milanka Deurić, Mirjana Radaković, Ramiz Selimi, Ivan Petrović, Uroš Nedić, Sanja Tadić, Sofka Vasiljković, Boris Branković, Ljubica Đekić, Dragutin Jovanović, Nada Kardum, Saška Vukas, Vesna Vuković, Biljana Todorčić, Slavko Dušanov, Jasmina Šešlija, Dragica Vranešević, Radmila Petrović, Zulfije Toplica, Milena Stjepanović, Ljiljana Petrović, Vesna Mišić, Šeća Kolompar, Boro Nikolić, Siniša Đorđević, Mirjana Mišković, Čelebija Selimi, Dušanka Bosanac, Simonida Sladojević – Stanimirović, Milana Ivanić, Biljana Bekić, Mirjana Mitrović, Đerđi Šarić, Mirjana Radaković, Nada Rakidžić, Slavica Mihić, Jelena Jovanović, Ljiljana Lekić, Tatjana Ivetić, Senka Dimitirjević, Jelena Alvirović, Gordana Gligić, Šina Nurijević, Irhana Dervišević, Ljubica Medvedžova, Almira Isaku, Almisa Uka, Snežana Jelić, Milica Jelić, Gorica Mitić, Senka Stevović, Jadranka Radojčić, Sonja Kovačević, Aleksandra Arsenin, Mirjana Mitrović, Vesna Đorđević, Mirjana Štakor, Dragan Petrović, Marija Teofanovska, Stoja Regodić