

ANNUAL REPORT

SOS CHILDREN'S VILLAGES NORTH MACEDONIA 2019



СОС ДЕТСКО
СЕЛО

Ниту едно дете не треба да расте само



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Section One

ANNUAL REPORT



SOCIAL AND ECONOMIC ENVIRONMENT

CONTEXT

The Stabilization and Association Agreement (SAA) between the Republic of North Macedonia and the EU entered into force in April 2004. The passage to the second stage of the SAA, which the Commission had proposed in 2009, took place during the reporting period. Since 2009, the Commission has recommended to the Council to open accession negotiations with North Macedonia, a candidate country since 2005. In light of the progress achieved in previous years, in April 2018 the Commission repeated its unconditional recommendation to open accession negotiations. In June 2018, the Council set out the path towards opening accession negotiations in June 2019. The Commission has continued to thoroughly monitor the reforms set in the Council Conclusions and EU-related reforms across all sectors.

The presidential elections were well organized and the fundamental freedoms were respected, allowing the citizens to make informed choices between the candidates. The Parliament has improved its performance as a forum for constructive political dialogue and enhanced its oversight and legislative functions, including by limiting the use of fast-track procedures.

The inter-ethnic situation remained calm overall, despite some occasional tensions. The government pursued its commitment to increase trust among communities even the Prespa Agreement and changing the name to North Macedonia has divided the people and increased political disagreements and tension between two main political wings (SDSM and VMRO). In November 2019 due to political instability Parliament agreed to premature elections on 12 of April 2020 that contributed to delay of major reforms in the country including social reforms.

1. Laeken Poverty indicators (23.12.2019)

The State Statistical Office, based on the Survey on Income and Living Conditions, which is carried out in accordance with European Union recommendations, calculated Laeken poverty indicators for 2018. The source for poverty calculations is incomes and the poverty threshold is defined at 60% of median equalized income. According

to the data, the at-risk-of-poverty rate in the Republic of North Macedonia in 2019 was **21.9%**. Analyzed by household types, the at-risk-of-poverty rate in households of two adults with two dependent children in 2018 was 22.0%. According to the most frequent activity status, the at-risk-of-poverty rate for employed persons was 8.8%, while for the pensioners it was 7.9%. The Gini coefficient (measure of income distribution inequality) was 31.9%.

2. Average monthly net wage paid per employee, December 2019

Wages in Macedonia increased to 38319 MKD/Month in November from 38227 MKD/Month in October of 2019. Macedonia Gross Wages - data, historical chart, and calendar of releases - was last updated on February of 2020 from its official source. Net wage is **25.653 denars or 417 euro**.

3. Minimum wages

Minimum Wages in Macedonia increased from 12165 MKD/Month in 2018 to **14.500 denars or 235 euro** Macedonia Net Minimum Monthly Wage - data, historical chart, and calendar of releases - was last updated on February of 2020 from its official source.

4. Unemployment rate

The unemployment rate in Macedonia decreased **17.1 percent** in the third quarter 2019 from 17.5 percent in the previous period. It was the lowest jobless rate since series began in 2004, as the number of unemployed persons fell by 3,478 to 164,702 while employment rose by 5,263 to 799,546. Meantime, the labor force participation rate went up to 57.2 percent from 57.1 percent and employment rate increased to 47.4 percent from 47.1 percent. Macedonia Unemployment Rate - data, historical chart, and calendar of releases - was last updated on February of 2020 from its official source.

	North Macedonia	Montenegro	Serbia	EU- 28
Overall unemployment rate	25%	18%	18%	10%
Youth unemployment rate	47%	38%	43%	25%
Youth NEET (share)	25%	17%	20%	16%*

5. Youth unemployment

The labor markets in North Macedonia, Montenegro, and Serbia face large and persistent overall unemployment rates that are particularly high among youth (Table 1). Compared to the EU-28 average, these rates are as high as double, but also reflect structural and not cyclical unemployment. In addition, the proportion of youth who are neither employed nor in educational or training programs (NEET) remains large.

<http://www.financethink.mk/wp-content/uploads/2019/03/Policy-study-22.pdf>

6. Gross Domestic Product, third quarter of 2019

Macedonia's gross domestic product grew by **3.6 percent year-on-year in the third quarter of 2019**, following a revised 3.4 percent expansion in the previous three-month period. Industrial output rose sharply (6.8 percent vs 4.3 percent in Q2) as manufacturing sector contracted less (-0.5 percent vs -0.7 percent), and construction activity grew more (5.5 percent vs 4.8 percent). Also, better performance was observed for: wholesale and retail trade, transportation and storage, and accommodation and food services (4.9 percent vs 2.2 percent); information and communication (2.2 percent vs -6.1 percent); professional, scientific and technical activities, and administrative and support service activities (4.5 percent vs 3.6 percent); and arts, entertainment and recreation, other service activities (1.0 percent vs -3.8 percent).

7. Human Development index

In the annual report of UNDP for the Human development index in 2019, Macedonia has been ranked 82nd out of 189 world countries. According to the UNDP, Macedonia marks progress in the human development in all categories, but still is one of the countries with lowest growth rates in Europe.

8. According to Kids Rights index

The KidsRights Index is the annual global index which ranks how countries adhere to and are equipped to improve children's rights. The KidsRights Index is an initiative of the KidsRights Foundation, in cooperation with Erasmus University Rotterdam: Erasmus School of Economics and the International Institute of Social Studies. It comprises a ranking for all UN member states that have ratified the UN Convention on the Rights of the Child and for which sufficient data is available, a total of 181 countries. This index covers this 5 domains:

- 1 Right to life
- 2 Right to health
- 3 Right to education
- 4 Right to protection
- 5 Level of enabling environment for child rights

Overall Rank	Country	Overall Score	Life	Health	Education	Protection	Child Rights Environment	Missing values of 20 indicators
56	Republic of North Macedonia	0.785	0.883	0.900	0.731	0.900	0.571	0

<http://www.kidsrightsindex.org/>

SOCIAL CONTEXT AND DEVELOPMENTS IN THE COUNTRY

According to the latest Statistical official data, there were 414,482 children (aged 0-17) in the Republic of North Macedonia. There were also 234,801 adolescents (aged 10-19), of which 48 percent were at the age of 10 to 14, and the remaining 52 percent were at the age of 15 to 19. In 2017, 11,244 children sought support from the Centres for Social Work (CSWs). Of them 4,224 were children without parents and parental care, 2,618 were children with disabilities, and the remaining 4,402 were children coming from difficult home environments, children who committed a crime or were at risk. Any of these children might be in a vulnerable situation and need placement in foster care or another type of alternative care. The 2,618 children with disabilities received CSW services related to the assessment of their disability, access to day care center for children with disability, social welfare assistance, etc. The 4,224 children without parents and parental care received a different type of services such as guardianship, adoption, social transfers, etc. A limited number of them, or 283 children, were placed in a foster family, small group home or independent supported living.

Main actors in the Social Protection system are: the **Ministry of Labour and Social Policy** has a broad mandate related to labour, employment and pension rights, social policy, human population policy, family and family relations, gender equality, protection of children, youth, and people with disabilities. The MoLSP has a key role in the design of the policy and legal framework related to alternative care.

The **Institute for Social Activities** (ISA) supports the MoLSP in the design and implementation of the social policy and social protection of the population. It has a mandate to set standards, monitor and supervise social services delivery, data collection and research, licensing of staff in the social protection institutions and continuous education/training.

The social and family protection is delivered through the 30 **Centres for Social Work** (CSW) covering the territory of 80 municipalities and the City of Skopje. The CSW role is multifaceted. They monitor and detect social problems; they decide on and implement social protection measures, work on prevention, develop and implement non institutional forms of care.

With over five decades of history in fostering, the Republic of North Macedonia offers **foster care** diversified to a certain extent. Some foster parents look after children without parents and parental care, others look after children with disabilities, and children who committed a crime or children victims of violence. The children vary in age from under 1 year to 26 years. There could be one fostered child in the foster family or as many as five. The foster families are located in urban areas such as Skopje or Prilep, but they are also available in rural areas such as the village of Manastirec. Half of the beneficiaries remain in the foster care family for more than five years and one quarter for more than 19 years, so foster families provide extended, and for some, permanent residence. Foster care, although primarily meant for children, is also used by adults in need-sometimes because children grow up and stay in the family, and sometimes because it seems appropriate for adults.

The ongoing process of **deinstitutionalization** contributed to the continuous increase in the number of children placed in alternative forms of care. As a result, most of the institutions are being closed and a limited number of children remains in institutional care. The number of small group homes is continuously rising. In October 2019, there were 20 Small Group homes with a total of 98 children placed there. Half of them are in Skopje, while the other ten are in Berovo, Kavadarci, Shtip, Bitola, Timjanik and Negotino.

The total number of **children placed in alternative types of care** was 320 in March 2019. Of them, 285 were adolescents i.e. aged 10 to 19, with one third or 79 being Roma.

National Program for Social Protection Development 2011-2021 addresses the long-term strategy on social protection reforms. The Program presents several key areas of interventions relating to foster care i.e. strengthening the foster care network, provision of additional CSWs' support to the foster families (such as continued supervision, special education and counselling), work with the biological family so the child can be returned to its family, maintain close relationship with the family, preparation for aftercare, etc.

The MoLSP Strategic Plan 2019-2021 includes strategic goals that are expected to be achieved in the shorter term. The plan foresees: expanding the foster care network, improving service delivery, recruitment and training of new families and staff, development of standards for quality of care, expansion of the network of small group homes, opening of foster parents' support centre, expansion of the network of DCC for children with disabilities and improving their work quality, personal assistance and development of new alternative forms of care for persons with disability, etc.

The National Strategy for Deinstitutionalization in the Republic of Macedonia 2018-2027 provides the strategic goals to transform institutional care to family-like and community-based care. Priorities related to the development of community-based services are: developing services tailored to the local/personal needs, improving targeting/access to services, supporting foster parents, and proactive work with the child to ensure his/her future.

The Law on Social Protection (LSP) defines social protection in the country, including the institutional set-up, who has the right to access social protection services, what kind of services are offered, who delivers social protection to the citizens, etc. The three different forms of alternative care relevant for this research, foster care, small group home and independent living with support, are regulated with this law. The Law foresees participation of the social protection beneficiary in the needs assessment, the preparation of the individual plan, the processes of planning the care and decision-making; and the participation in the making of a time-bound individual plan with goals and activities addressing the beneficiary's needs. The foster care provisions relate to types of foster care, who can be a beneficiary of foster care, criteria for placement in foster care, etc. For the first time, the Law introduces the establishment of regional support centers for the foster families and regulates kinship care. The law contains provisions related to establishing and functioning of small group homes as well as related to independent living with support, and it articulates who has the right to be placed in these forms of alternative care.

Family Law regulates different aspects of family life, including the child's right to live with his or her family and guardianship. The law defines that the parents should care for their children's lives and for their health, prepare them to live independently and work, they should take care of their upbringing, education and vocational

training. In cases where the child does not live with one or both parents, the law foresees the right to maintain a relationship with parents and extended family including the right for the child's views to be considered when decisions regarding contact with the parents are made.

The **foster care by-laws** regulate who can be a foster parent and the criteria for selection, number of children that can be placed in a foster care, the services the foster parents should provide based on the individual needs of the child's growth and development (health, education, recreational, contacts with the biological family). The **small group home rulebook** regulates who is eligible for placement in the home, the number of children that can be placed in one home, the type of services that are provided, the providers of those services, where it can be established, description of the space and the required living conditions.

The **organized supported living rulebook** regulates the eligibility, the standards regarding the necessary space, equipment and professional staff, the provision of expert support.

The **Law on Child Protection** prescribes that protection of children is ensured by providing a living standard adequate for their physical, mental, emotional, moral and social development. The state and local government should provide adequate support to parents to help them in the upbringing, protection and care for their children. The law prescribes the basic principles in providing protection to children, such as protection of the child's best interest, the prohibition of any form of discrimination, respecting the child's right to express his/her opinion on all matters concerning his/her life, etc. The law prescribes provision of activities (culture, arts, recreational, leisure) to support the development of the child's personality and abilities, preparing him/her for an independent life.

The civil sector has been, in many ways, the carrier and main force of change. Still, CSOs role largely depends on support from international agencies, as well as government decisions that are driven mainly by political will.

SOS ROLE IN THE SOCIAL PROTECTION SYSTEM

During 2019 SOS CV Macedonia has been partially involved in some processes connected with De-I and social reforms in the country.

Ministry of Labour decided to introduce Case Management in the social system and with support by UNDP organised TOT. SOS CV Macedonia was invited to participate in training and two of our employees has become **Master trainers of Case Management**. They conducted Case management trainings in several cities in Macedonia for the professionals in Centres for social work and the Employment Centres all over Macedonia. At the national level, 32 trainers trained more than 850 professionals in the mentioned public institutions. These trainers will be a support in the future to implement Case Management in public institutions.

We were also members of **Coordinative body for Deinstitutionalization in North Macedonia**, and we participated in regular working groups especially for DEI of Government Institution "11 Oktomvri" for children without parents and parental care. SOS Children's village representative contributed with our expertise and providing tools for child needs assessment provided by SOS regional program department. As members of the working group for elaboration of a strategy for deinstitutionalization in the Republic of Macedonia and members of the board of this project funded by the European Union and members of the De-I working group of social institution "25th May" and the "Ranka Milanovic Institution.

SOS Children's Village Macedonia as one of the main initiators for introducing Social Contracting and licence system, was also participating in the working group for developing **Methodology for defining prices for social services**. By the end of the year only 3 types of social services were defined and one of them for "Organised living with support" with increased 40% government subsidies (from 300 euros to 415 euros).

Ministry of Labour in cooperation with UNICEF has engaging international consultant for development of **National standards and norms for social services**. SOS Children's village was involved in several meeting and has given significant input for developing these standards.

Updating the Social protection law was long process that started in June 2018 and it was officially adopted in Maj 2019. During the first quarter, we contributed with our

input into the working version on the Social Protection law and give our remarks mainly in the future alternative forms and the social services development. Some of our input were accepted.

As Member of the National Council for support and cooperation with Ngo's, SOS Children's village's representative was elected as member in the **Monitoring comity for the EU annual program for employment, education and social policy**.

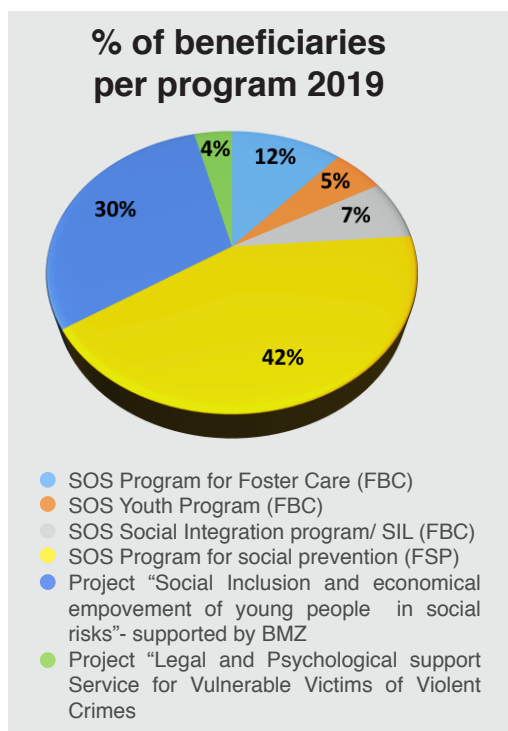
Members of National Coordinative committee for prevention of Child violence, we participated in development of Strategy and Action plan for prevention from violence.

Even new Social law was adopted in May 2019 the implementation on national level was limited by **lacking supportive normative acts and standards for social services**. The process was delayed and more intensively started in September 2019. SOS Children's Village representatives participated in various working groups with international and nation experts involved in this process. We closely worked on developing Standard for Centre for supporting Foster families. This Standard and normative act was not adopted due to political issues and agreement about premature parliamentary elections in April 2019. Next developments in the social protection will significantly influence SOS Children's Village North Macedonia future sustainable strategy. At this moment, we are still lacking of sustainable options for social services as social reform is not finalised yet and the price methodology for social services does not reflect the reality of social market.

SOS Children's Village Macedonia also had significant challenges in 2019 related in cooperation with the government as we were put in situation to align with some legal changes for our Youth care program in unrealistic were short period. This has caused the need for "crises management" as this was connected with additional funds and human resources but also securing 2 additional houses for placement of young children without parents. SOS had 2 youth houses with 28 children and 12 employees and we had to reorganise in 4 youth houses (each house with 7 youths and 5 employees) in period of 23 days.

OBJECTIVES AND RESULTS IN 2019

The right to a family is one of the fundamental children's rights, and the right to inclusion for all is high on the United Nations agenda as the eighth goal of the Sustainable Development Goals 2015 – 2030. Children at social risk, their families, children and young people without parental care are often deprived of these rights in our country. This vulnerable group faces numerous barriers to their social inclusion, such as low levels of education and skills; underdeveloped social network and contacts; low self-esteem, motivation and belief in change.



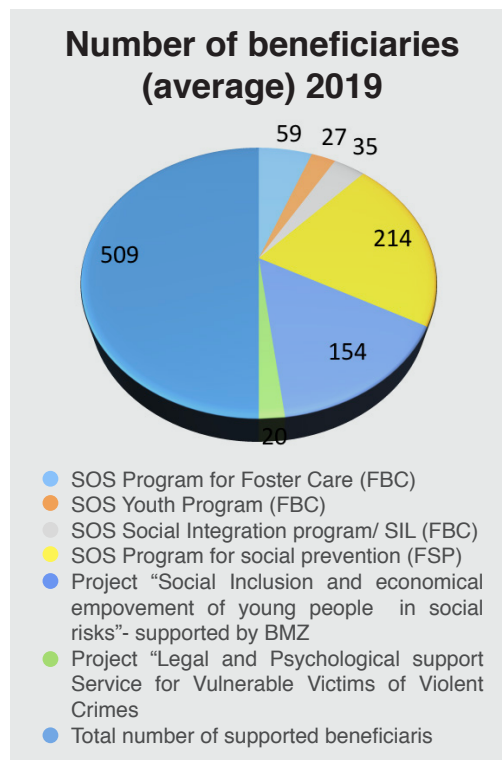
These are exactly the reasons for the actions of SOS Children's Village. Through the activities implemented in the 4 Core Program Units in 2019 and 2 additional Project, the organization contributed to the improvement in the field of social protection in the capital of the R. North Macedonia, acting in line with the social reforms that marked the year. With the support of the International SOS Children's Village and the Government of RN Macedonia, as well as individual and corporate supporters in the country, SOS Children's Village Skopje is present in the field of social protection and prevention for 18 years.

The SOS Children's Village Skopje program builds on its work of expertise, resources and innovation in the field of care and social prevention. This year we provided a set of services that we provided not only in 3 municipalities of Skopje (Gazi Baba, Shuto Orizari and Karposh) but we expanded our services in Skopje through our additional Projects "Project "Social inclusion and economical empowerment of young people in social risks " and Project "Legal and Psychosocial support Service for Vulnerable Victims of Violent Crimes". We are constantly adapting our activities and services to the local context and continually improve them. Children and their best interest are the main focus of all our actions. Within the community, we work with partners and encourage the building of strong and dynamic networks to respond adequately to the needs of the children, youth and families that we support.

Through evidence-based advocacy, we engage in a commitment to improve the condition of children and youth in our community. Children grow and develop through the provision of individual, quality care that is focused on meeting their needs and rights and which needs to be well integrated within the community and society at large. In our work, we actively promote United Nations alternative childcare guidelines as a key reference point for improving our work and our contribution to deinstitutionalization in North Macedonia.

During 2019, our focus was on program development and improving quality of our services. Child protection was one of our priorities as we strive to increase the awareness and standards for zero tolerance on violence among our employees but also advocate for that towards partners and community.

In the first quarter of 2019 we finalised our **Service portfolio**. The portfolio of social services provided by the organization was prepared during this period in order to analyses and separately reflect on the types of services the organization provides as part of program implementation. This will contribute to clearly defined cost frameworks that can be the basis for funding from different donors but also preparation for the new licensing system for social services in the country.



This quarter, the **Quality Assurance Manual** was also updated. This manual should provide a check or basis for setting up all the systems and structures of the organization to ensure quality in delivering social services to the target groups.

Collaboration with external consultants in developing a **Manual for children and young people who grow up in extreme living conditions and were subjects of trauma**. This handbook will contribute to greater opportunities in dealing with the extreme unsafe behavior of some children in care. After the preparation, training process was conducted for all those who directly care for the children but also for the professional staff that supports the care.

In April, due to significant social reforms in a country a **program development workshop** for foster families was organized by the Program Development Department under the guidance of Regional Program Development Manager Maria Dancheva, after which a **draft concept for foster families for SOS DS Macedonia was prepared**. This would be used as a base for future program change.

In May, organized by the Program Development Department, a **three-day workshop on working with biological families** was organized by representatives of SOS International - Ljubus Tibenski and Stephanie Merle, which was attended by representatives of all organizational units. This workshop raised awareness of the need to strengthen the cooperation and relationships of children with their biological families, the need to maintain children's personal continuity and identity, and prompted thinking about finding adequate activities to work with biological families.

As part of the action plan for implementing the **Results Based Management system**, a working meeting was held to introduce the concept of foster family support. As part of the implementation of the results management system, the outcome matrix of the alternative care program continued to be refined. The implementation process of the Result Management System (RBM) has been slowed down due to need of unexpected challenges for the organization and mandatory obligations towards government. Last quarter we have prepared an action plan that would be given more priority in 2020.

The process of **revising the entry criteria** has been conducted in order to clearly specify and focus the work of the social prevention program. This was raised as a need

arising from a change in the resources being implemented by the program and lessons learned and practices so far.

As an SOS organization member of international network, we have been involved in developing a **Regional project to strengthen youth employment and youth participation**. Receiving information that the regional project "Youth Employment Opportunities - YEOP" is before final approval, we have established cooperation with 3 local partners in order to extend the project idea on national level and implement activities in 3 other cities in the country beside Skopje.

As the target group is more challenging and % of children with problematic behavior increases we have invested in the development of a **Handbook for dealing with situations in children and young people with aggressive and problematic behaviors**. **Educational workshops were organized** for foster parents and professionals in our programs.

According to the request of the Ministry of Labor from all municipalities in the Republic of Macedonia to map and prepare proposals for social services that they want to develop in the municipalities, SOS Children's Village has offered to several municipalities to participate in the mapping and proposal of services. Gazi Baba Municipality, Shuto Orizari Municipality and Centar Municipality, have accepted our offer and **we have been actively involved in developing service concepts that the municipality will send to the ML for their development and financial support by the World Bank**. For the municipality of Gazi Baba we have offered the development of parenting counseling centers, youth empowerment employment, personal assistance services for people with disabilities and early childhood development centers. For the municipality of Shuto Orizari, we have offered parenting counseling, youth empowerment centers, and Center municipality, parenting counseling centers, youth employment empowerment.

Considering all challenges in the social protection system and the mid-term strategy 2019-2021, and significant need to change programs, **we have constituted Change Board** that consists of representatives of all program units, national office and Board members. In the second half of the year we have organized 3 meetings with this Change Board and agreed on communication messages and transparency towards the future of change.

CHILD-SAFEGUARDING IN 2019

Throughout 2019 different activities were implemented to improve the child-safeguarding in all areas of work in our organization.

In the field of **awareness rising** most notable actions were related to aligning the confidentiality and data protection internal procedures with the national law. The awareness rising of the broader community was achieved through organizing workshops for introduction of the Child Protection Policy to representatives of different institutions in the municipality of Shuto Orizari and providing child's rights training for group of journalists.

Besides the regular prevention activities, this year's activities were marked by defining **child safeguarding responsibilities in the job descriptions** of all line managers and member of the child-safeguarding teams and also by developing and introducing guidelines on how to adequately support the needs of the children and youth with early traumatic experiences, by external expert. In 2019 a comprehensive internal research on safety of the children and youth in care of SOS CV Skopje was implemented through focus groups and the general conclusion was that the organization succeeds to provide adequate safety and protection from harm for the children and youth in all of the programs. Detailed summary with conclusions and recommendations for improvement of the safety was shared with the staff.

Options for reporting child-safeguarding concerns were further diversified by providing opportunity for electronic reporting and tablets for anonymous reporting were put in function in all facilities.

The program team for child safeguarding promptly and thoroughly responded to all reported concerns and allegations and undertook adequate actions to provide children's safety. The program team continuously put lot of time and effort in strengthening the knowledge and the capacities of the co-workers for dealing with everyday care issues that might be harmful to the children, and at the

same time – seriously approached all of the allegations, dedicating time and effort to minimize the risks for the children. They closely cooperate and coordinate their actions with the local authorities in attempt to provide sustainable solutions for protection of the children from abuse.



In the first week of October 2019, representatives of the IOR commissioned audit on the implementation of child protection policy in SOS Children's Village North Macedonia. Our organization undertook various activities to support the audit, presented the audit report to the staff and prepared action plan to address the existing gaps in the implementation of the Child Protection Policy. The audit was commissioned in positive atmosphere with cooperation of all involved representatives of the organization, and was perceived as an opportunity to receive support and guidance in clarifying open issues and improving the implementation of the Policy.

On the base of the recommendations of the Audit Report, we have prepared Action plan for 2020 in order to additionally improve certain aspects of our work in the fields of child safeguarding.

LOCAL INCOME RESULTS

Total Financial Donations

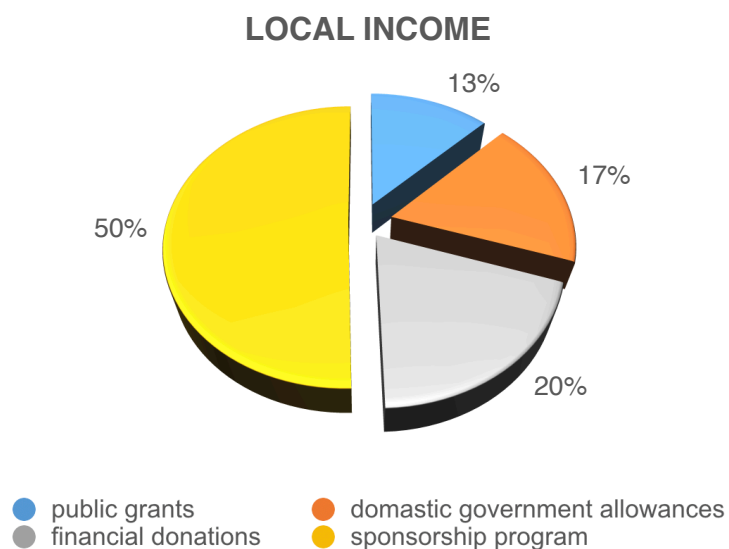
LOCAL INCOME(MKD)	Planed	Actual	% of realisation
Public grants	3 645 772	4 133 031	113%
Domestic government allowances	5 040 000	5 720 409	113,5%
Financial donations	5 325 500	6 394 602	120%
Sponsorship program	16 534 172	16 534 172	100%
Total local income	30 545 444	32 782 214	107%

Donations in kind	5 174 586	3 766 728	73%
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Financial donations (MKD)	Planed	Actual	% of realisation
Corporate donations	1 530 000	1 582 236	103%
Events		1 244 143	
SOS products	2 013 000	1020 245	50%
Individual donors	615 000	451 143	71%
Payroll giving	460 000	396 215	89%
Donation boxes	307 500	386 528	126%
CRM-cause related marketing	400 000	396 832	99%
Direct mailing		917 260	
Total financial donations	5 325 500	6 394 602	120%

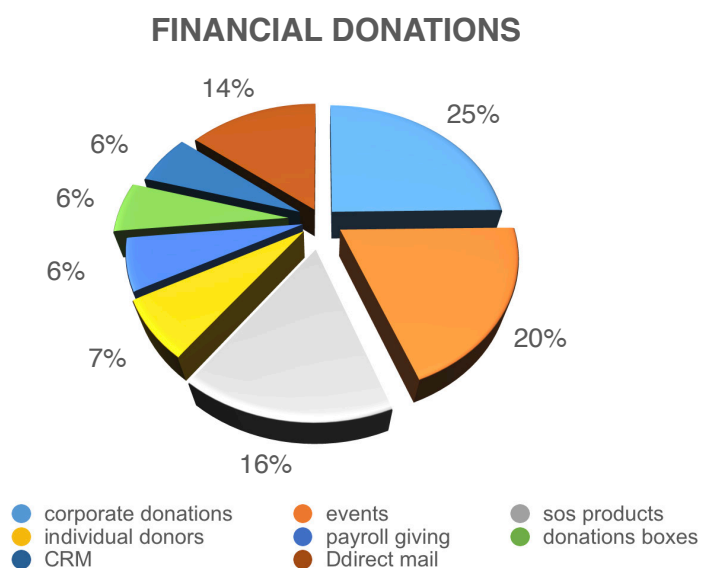
Local Income sources

In 2019 we achieved a total of 32 782 214 denars (537 413 euros) of local income covering 31% of the total running costs of all SOS Children's Village programs and projects. The sources of local income in 2019 were public grants, domestic government allowances for covering part of the costs of foster families and the youth program, direct financial donations, and a sponsorship program with international individual donors.



Financial Donations

During 2019 as financial donations, the Fund development and Communications department achieved a result of 6 394 602 denars (104 830 Euros), ie 120% realization of the annual plan. The sources of financial donations for 2019 are corporate donations from companies, individual donors, to companies and events.



2019 in numbers



150
companies

450
Individual
donors

1403
International
sponsors

23710
SOS products
sold

210 companies and
46 individuals brought
1 020 245 denars in
2019 Christmas campaign

2003
donors

KEY ACTIVITIES IN 2019

As part of the fundraising activities in 2019, donations were received from a total of 2003 donors who supported the work of the SOS Children's Village with a total of 27 061 805 denars.

CORPORATE DONORS

150 local and international companies supported the work of SOS Children's village. They donated in total 4 140 471 den. The five biggest donors are Pivara Skopje AD, Insurance Macedonia, Hotel Marriott Slice and Codeflair.

PUBLIC GRANTS

Three projects were implemented thanks to local funding from public funds

- Time to go to school- City of Skopje
- Football is power - Uefa foundation for children FFM
- Legal support of vulnerable victims of violent criminal acts MYLA

in the total amount of covered running costs of 4 133 031 denars.

EVENTS

Wizz Air Skopje Marathon through the official website of the Global GivenGain platform provided a quick and simple way for direct donations to support our organization. With the help of 111 individual donors, we managed to raise 188 795 denars.

The closing event of IT4Charity was held on November 27, 2019. A total of 16 companies from the IT sector participated with donations totaling 970 889 denars. Under the slogan "World of Superheroes", a digital campaign for individual donors was launched in the last quarter of 2019. A total of 139,710 denars were raised, and awareness of individual donation was greatly promoted and raised.

CHRISTMAS CAMPAIGN

A total of 23 710 SOS products were sold as part of the Christmas campaign to 210 companies and 46 individuals, with a total revenue of 1 020 245 denars.

INDIVIDUAL DONORS

450 individual donors in 2019 contributed to raising a total amount of 1 233 826 denars. Of these, 234 are regular donors with monthly donations and 216 irregular donors, as well as a large number of citizens who donate to cash boxes placed in a number of retail spots in the capital.

INTERNATIONAL SPONSORSHIP PROGRAM

The sponsorship program has 1403 international sponsors. Two campaigns were implemented in June and December 2019. 16 534 172 denars were donated from international donors. For the first time this year, the new IGDam digital diary platform was applied. The five biggest donors are Pivara Skopje AD, Insurance Macedonia, Hotel Marriott Slice and Codeflair.



On the occasion of December 20, International Solidarity Day, an annual corporate donor event "One family" was organized for the first time. We THANKED all of our partners for their support in providing quality care.



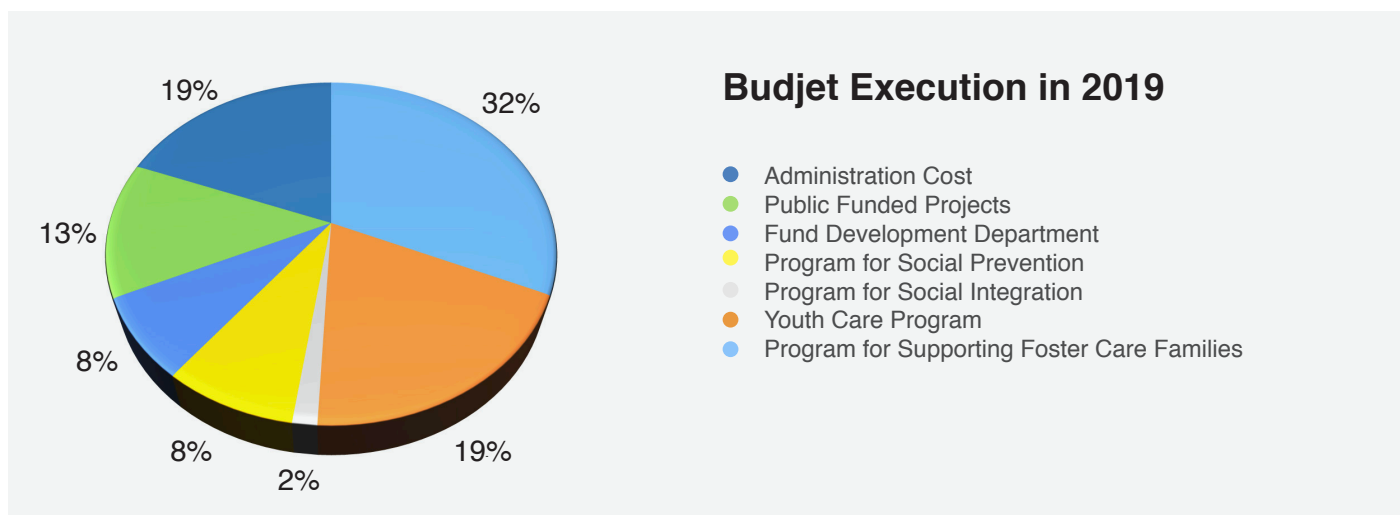
FINANCIAL INFORMATION

In 2019 SOC Children's Villages North Macedonia implemented 9 programs and Project with total expenditures of around 1.6 million euros. Together with the investments, our core 4 programs for youth, social prevention, support of foster parents and Social integration (SIL) are supported by 63% of the overall budget expenditures.

The rest of the funds provided by EU, Erasmus+ Program, German Ministry for development and cooperation, City of Skopje were used for implementation of approved Projects in 2019 focused on youth empowerment, promote volunteerism and support of victims of family violence.

Expenditures 2019			Budget 2019	Actuals until 31.12.2019	% budget execution
			MKD	MKD	
COSTS ON CURRENT PROGRAMS/ KINDERDORF AND LOCAL FUNDING			71,172,940	67,352,105	95%
Program for support of Foster Families			33,716,641	31,235,568	93%
Youth Care Program			19,549,311	19,000,718	97%
Social integration program / SIL			1,565,130	1,498,264	96%
Social prevention Program			8,244,953	8,101,459	98%
FUND DEVELOPMENT DEPARTMENT			8,096,905	7,516,096	93%
COST OF OTHER PUBLIC FUNDING PROJECTS	Budget 2019	Actuals until 31.12.2019	14,638,302	12,643,388	86%
Project "Social inclusion and economical empowerment of young people in social risks" (BMZ funded -German government)	7,556,153	7,476,713			99%
Project "It is time to school" (City of Skopje funded)	195,356	195,356			
Project "Legal and Psychosocial support Service for Vulnerable Victims of Violent Crimes" (EU funded)	1,027,005	855,950			83%
Project "Football is power (UEFA funded)	2,502,633	2,502,633			
Project Erasmus + (EU funded)	22,104	22,104			100%
Project "Strengthening youth through new prospects YEEP" (BMZ funded -German government)	3,335,051	1,590,632			48%
ADMINISTRATION COSTS			19,048,990	18,864,869	99%
Total in MKD			104,860,232	98,860,362	94%
Total in EUR			1,705,044	1,607,486	94%

Children's Villages North Macedonia, as member of international network is working according to international chart of accounts and standards and implementing zero tolerance approach toward fraud and corruption. All funds are used according national legislation regulations and financial policies of the Donors. Every year our financial reports are subject of control of internationally licensed Auditing Agency that gives and independent assessment of the financial reports based on local regulations and internationally set standards. The Audit Report conducted in 2019 for year 2018 was positive without remarks as all previous reports in the last 18 years.



IT Support Process



ICT Developments

In 2019 we have employed our first 100% National ICT coordinator and we have managed to implement international given actions and other activities connected with capacity building in information and technology field.

The **migration of Kayako and implementation on the Jira payment format** that provides quick and more efficient support on the users and ability to create data base of knowledge with aim for fast identification of already existing problems by the users/ employees. Tracking records and statistics on the frequent problems improved the level of service by ICT department.

Implementation of **Office 365 advanced feature: Teams, Planner and Flow**. These advanced tools will contribute to better data management, organization, productivity and communication.

Implementation of ATP Advanced Protection and Threat Protection Policies: Define Threat Protection Policies at the organization level. Reports: View real-time reports to monitor ATP performance in the organization. Investigation and Threat Response Opportunities: Use cutting-edge tools to investigate, understand, simulate and prevent threats. Automated Threat and Response Opportunities: Save time and effort on research and mitigation of threats.

Migration from classic Intune to MDM client for device management. Ability to manage devices in one place in the organization for better and more efficient operation, increased security, remote software implementation capability, security patches and policies

Introducing VCP Virtual Collaboration Platform. Introduce a cloud platform in order to make users more efficient, more productive, faster, more secure and easier to work with and reduce the cost of existing servers.

Implementation on email security feature. Increasing the security of email communication, phishing protection and similar issues.

Support for the introduction of personal data protection policies. Enhanced security and control over personal data protection.

Implementation of ICT standards in the new National Office premises during first quarter of 2019.

Installation and setting of ICT equipment on the location in the two new opened youth houses in two different municipalities.

The process was organized in a short dead line with maximum efforts to enable needful resources for normal functioning of the employees and the youngsters.

Support in upgrading the inventory system on the location and National office.

Implementation of Entrance control system and control access in the NO building in order to increase security but also to record mandatory working hours for employees.

GOVERNANCE AND MANAGEMENT



During 2019 the Board of SOS Children's Villages North Macedonia has conducted **4 regular and 3 Extraordinary Board meetings in order to support the development of the organization.**

Furthermore in June 2019 we had significant changes in the Governance body and the Statute of the organization. We have elected **new Board members with 3 years mandate and we have new President and Vice President.** Additionally the Board was refreshed with 2 new members from existing members from General Assembly. Board Members Elected June 2019 : President Slavica Spiroska, Vice President Aleksandar Trajkovski, Members: Ivan Trajkov, Suzana Andreev, Filip Ivanovski and SOS Kinderdorf Representatives Damir Coric and Caroline Taylor.

During July we also participated in the **International Conference "Come Together in Vienna"** within SOS International network where we could not only get overview of future strategy, results and challenges but also we give our input as MA in the organized working groups in various topics.

Statutory changes were done to the Statute of SOS Children's Village North Macedonia association but also to the Private institution, in order to align with local legislation. On the General Assembly this year we have **changed also the name of the organization from SOS Children's**

Villages Macedonia to SOS Children Village's North Macedonia.

Rulebook for Board work was adopted and **new Board for Private Institution was also elected from the members of NMT. (National Director, National program development Director and Finance Director)**

Policy adopting processes. Board had a lot of work in this area during the year as we were working on improvement in several areas like HR, finance and mandatory elaborates and standard documents connected with local legislation.

Experience exchange was organized in neighboring country SOS Children's Villages Bulgaria and lessons learned were shared especially about sustainability path that SOS Bulgaria was already on.

The new Board had strong focus and was tremendous support in the area of government cooperation and new legislative requirements that were mandatory in 2019. Additionally jointly with the Board we have managed to stabilized "crises" situation with our Youth Program and additional funds were provided for 2019 and 2020 from the international network as additional support. Board member and President were also closely involved in our activities connected with Change Board – addressing upcoming changes in the organization.

Board members **had important role in advocacy and promotion of the organization mission** and held meetings with significant stakeholders during the year: Prime Minister, German Ambassador, Austrian Ambassador, First lady (President's wife) and President of HGFD Mr. Wilfried Vyslozil.

They also participated in our Kick of Conference of the Regional Project YEEP supported by BMZ in partnership with HGFD, Donor Event "One family" and other important events during the year.

In January 2019 **we have signed Contract with the Ministry of labor** for increasing government support for the Youth program from 150 to 300 euros. Additionally on the 24th of December Ministry has increased prices once again due to obvious need of sustainability of such a form of care (Organized leaving with support for youngsters from 15 to 18) from 300 to 410 euros. This government contribution is still not sufficient to provide sustainability of our youth care services.

TIME SCHEDULE OF MAJOR EVENTS FOR 2020

JANUARY

- Christmas Holliday's (Orthodox Holiday) and traditional activities and celebrations
- YEEP Project Contextualization workshop with stake holders
- Annual plans

FEBRUARY

- Application for license for social service for Youth Program

MARCH

- Regional YEEP Conference
- 1st Regular Board meeting
- Humanitarian Austrian Ball – donor event

APRIL

- Easter Holliday's (Orthodox Holiday) and traditional activities and celebrations
- YEEP Project Contextualization workshop with stake holders
- Annual plans

MAY

- Wizzair marathon –fundraising event

JUNE

- 23rd – Mr. Herman Gmajner Celebration
- 15th first day Ramazan Bajram - traditional activities and celebrations
- Second Board Meeting and General assembly
- International General Assembly Innsbruck
- Child Safeguarding Conference Vienna

JULY

- Compensation workshop with Regional support
- Mid –term Planning 2021-2023 preparations
- Summer Holidays for the children in Caldonazzo and Ohrid lake

AUGUST

- Summer Holidays
- Youngsters leaving care (support in housing, university applications, welfare support)

SEPTEMBER

- 1st school day and traditional celebrations
- Back to School campaign
- Transfer of youngsters to SIL program and University applications
- Annual planning workshop for 2021

OCTOBER

- Children's week-traditional activities
- Budgeting Process for 2021
- Third Board meeting

NOVEMBER

- IT4Charity donor event (approximately 15 companies from IT sector)
- Participation of SOS Children's Village in the Halloween parade

DECEMBER

- Christmas cards selling Campaign
- Annual Corporate Donor Event "One family"
- Second Board Meeting and General assembly
- Fourth Board meeting

Section Two

LOCATION PROGRAMS



KEY ACHIEVEMENTS



71
CHILDREN
FOSTERED IN
13 FOSTER
CARE FAMILIES

TOTAL **132** BENEFICIARIES
IN ALTERNATIVE CARE
AND **301** BENEFICIARIES
IN SOCIAL PROTECTION

37 Families at
Social Risk in Municipality of
Gazi Baba and 27 in Munici-
pality of Shuto Orizari support-
ed by Counseling center for
parents and children

*Partnership for issues
related to social inclu-
sion and integration for
our BENEFICIARIES*

A TOTAL OF **37** YOUNG
PEOPLE IN YOUTH CARE
PROGRAMS

43
YOUNGSTERS
SUPPORTED BY
MENTORSHIP
AFTER LEAVING
CARE

*SOCIAL PREVENTION
PROGRAM COVERED
81 CHILDREN FROM
SHUTO ORISARI AND
70 CHILDREN FROM
GAZA BABA*

EMERGENCY CARE
FOR 7 CHILDREN IN
HIGH RISK

10
TRAINED
VOLUNTEERS
INVOLVED
IN EDUCATIONAL
SUPPORT WITH
130 CHILDREN



130 children and young
people have acquired
social skills through
participation in a variety
of sport-recreational,
socio-cultural and
creative events

*Activities implemented
through the project
READY FOR SCHOOL-
FINANCED BY CITY OF
SKOPJE*

TRAININGS, FOOTBALL MATCH AND
PARTICIPATION IN **WORLD FOOTBALL**
CHAMPIONSHIP IN WARSAW THROUGH
PROJECT “FOOTBALL IS POWER”

*Renovated football field
and renovated 3 SOS
facilities to achieve
better energy efficiency*

**FORMAL AGREEMENT
WITH MINISTRY OF
LABOR AND SOCIAL
POLICY**

**JOINT MEETINGS
WITH PARTNERS AND
SUPPORTERS FOR
IMPROVEMENT OF
STATUS OF CHILDREN
AT SOCIAL RISK**



**IMPLEMENTED TRAININGS
FOR CAPACITY
STRENGTHENING
OF FOSTER CARE-GIVERS**



17 Young
people involved in
higher education

13 Young
people employed
(6 of them are also
involved in the
educational process)

**80% OF ADULTS
CARE LEAVERS ARE
INDEPENDENT**

ORGANIZED
SUMMER
VACATION FOR
94 CHILDREN

83%
OF FAMILIES
LEAVING THE
PROGRAM ARE
INDEPENDENT



**STRENGTHENING
COOPERATION
WITH THE LOCAL
COMMUNITY
AND DISCUSSION
ABOUT
POSSIBILITY FOR
JOINT PROJECT**

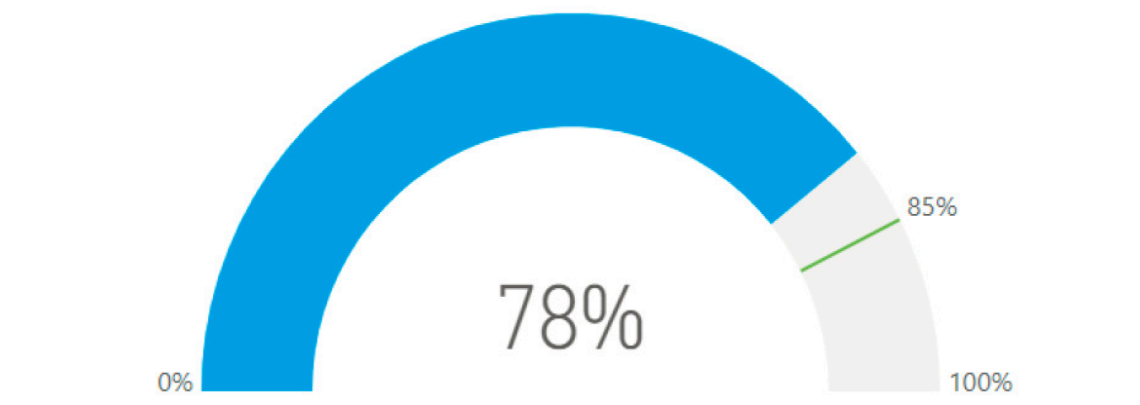


**CONTINUOUS
ADVOCACY FOR
BENEFICIARIES
RIGHTS**



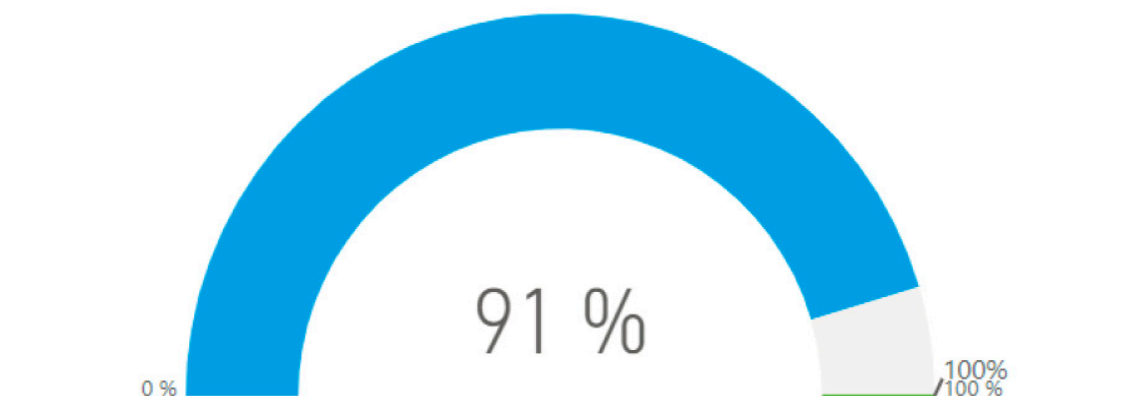
Achievements in strategic initiatives

We believe that through education and good educational performance, greater independence can be achieved.



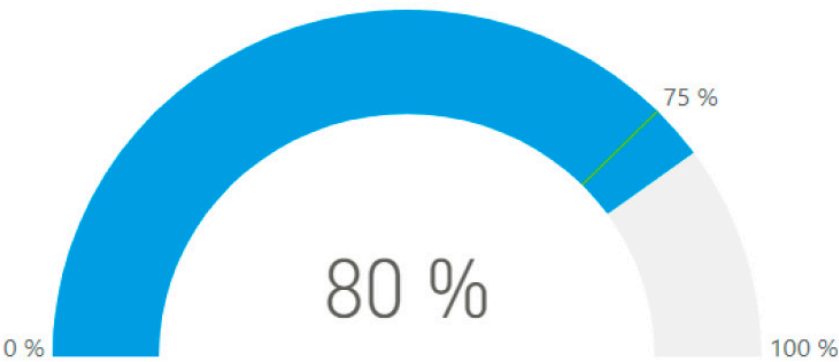
% of CHILDREN WITH AT LEAST SATUSFACTORY EDUCATIONAL PERFORMANCE

One of the important priorities is to make users feel safe and secure. Within the program activities we provide trainings for children rights and protection of children from violence and abuse

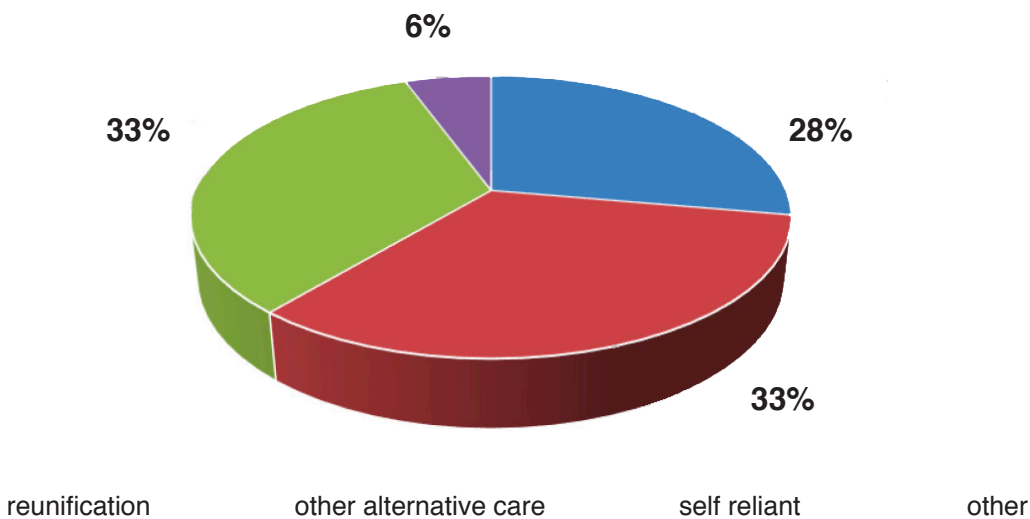


% OF ACTIVE USERS INVOLVED IN TRAINING FOR VIOLENCE PROTECTION

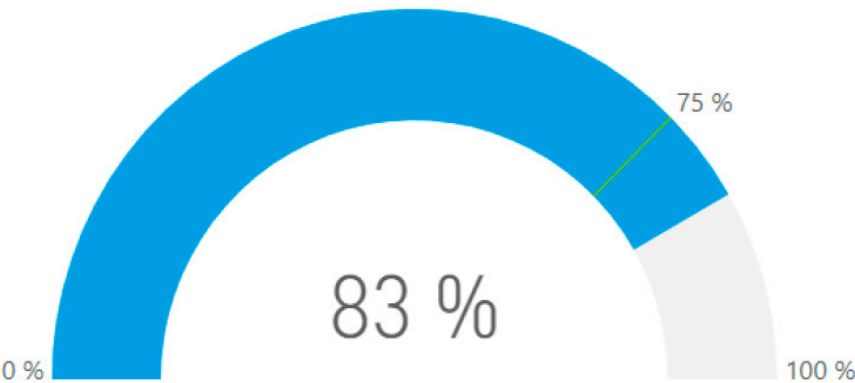
Our goal is to make our users independent



PERCENTAGE OF INDEPENDENT YOUNGSTERS WHO ARE LEAVING CARE



REASONS FOR LEAVING THE CARE

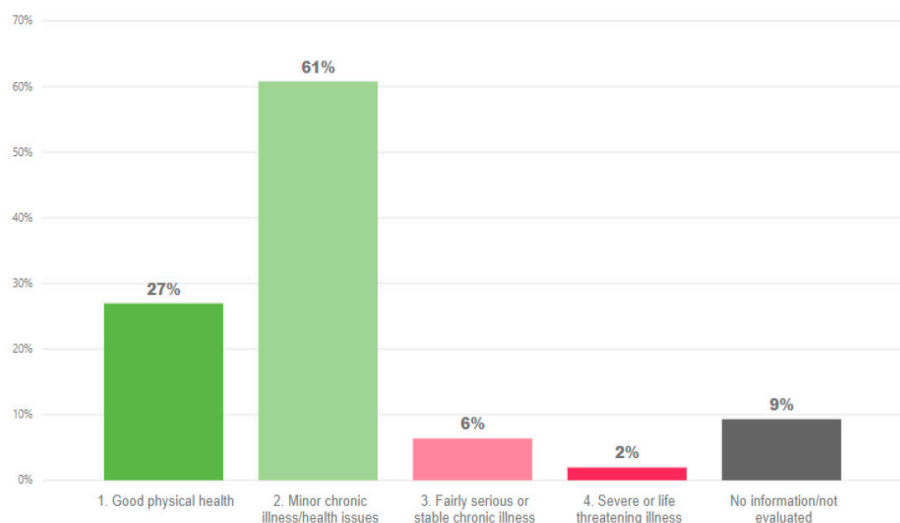


% OF SUPPORTED FAMILIES AT SOCIAL RISK WHO ARE STRENGTHENED ENOUGH TO TAKE CARE FOR THEIR CHILDREN ON THEIR OWN

Our Target Group

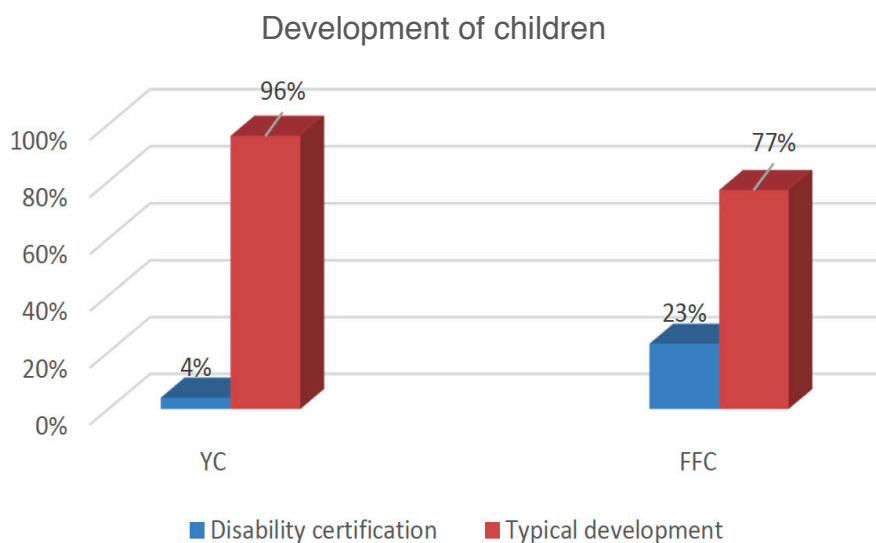
Children at risk of losing parental care:

Children whose basic needs are being neglected or are abused because their caregivers lack the capacity or commitment to adequately care for them.



Children who have lost parental care:

Children who are not living with a parental caregiver for whatever reason and under whatever circumstances. We also support young care leavers until age of 26.



SOS FAMILY STRENGTHENING PROGRAM

“The Village as an Idea - Children and families are part of the community. We work with partners to develop strong social systems, For support children and families as they develop, Grow and learn in a positive supportive environment ”

Based on the principle “The best place for a child’s growth and development is the primary biological environment”, through 2 Parents and Children Counseling Centers in Gazi Baba and Suto Orizari, in 2019 we offered a range of activities to strengthen 64 biological families, with aimed at preventing the separation of children from their parents. Our actions were aimed at providing children with access to essential services for healthy growth and development, strengthening the capacity of parents to provide quality care for their children by working directly with them and their children.

In 2019 we actively cooperated with public institutions and civil society organizations in both municipalities, but also on the territory of the City of Skopje. Partnerships are very important to us because we together provide more services and support to the families and children we work with. During 2019, the expert teams of the two Counseling Services supported a total of 301 users covered through various types of support services.

IN 2019, 22 CHILDREN AND 21 PARENTS WERE ADVISED FOR HEALTHY LIFE STYLE, 53 CHILDREN AND 37 PARENTS STRENGTHENED FOR SUCCESSFUL COMMUNICATION AND 34 PARENTS INCLUDED IN RESPONSIBLE TRAINING



Self support group (parents club)



What the beneficiaries say about us

P.H. - I became a minor mother and had no childcare experience, no family support. I have been helped by counseling in parental skills and childcare. I use the tips at home with my children. I have learned to speak and react in a peaceful way.

K.S. - since I started attending workshops, I communicate in a good way. There are results in children’s habits, and now they have desirable behavior. My daughter wonders about the aggression of other children, because I educate her properly from what I learned here. I had a problem with my parents and now I have calmed down and am in good relations with them. I had the opportunity to learn to be closer to my family.

H.F. - I was very depressed, disappointed and not employed with five young children. I taught my children how to behave properly, but they can sometimes make a mistake. I share what I learned at the Counseling Center with them. I fight for the children alone, to raise them. My selfconfidence has grown since I started coming here. I started to work, the kids are better at school, and with the help of SOS Children’s village they also go to football. “My center counselor is like my second mother! She calms me down and I learn not to get so upset”; I give the center counselor five fingers! If it wasn’t for her, I don’t know what I would do with the children!”

PROGRAM FOR SUPPORT OF FOSTER CARE FAMILIES

With a particular focus on providing long-term family care for children without parental care so they can grow up in a familylike environment, in 2019 we have provided activities to strengthen 14 foster families. Besides material, foster parents also received expert counseling in order to respond most appropriately to the needs of foster children. Within the framework of the program, we have provided an option of intervention for 7 children at high risk.

Through 2019 we provided care for 71 children, in appropriate conditions for growth in a safe environment, with individual access and quality care. The foster families we support have access to existing community services and are fully integrated into it. In our current work we provided individual support to them in achieving their goals, improving equity and increasing their overall impact

Throughout all stages of child development, we actively promote child participation, and we are particularly proud that our children actively participate in the community. In our work we have devoted great attention to key moments in the development and education of foster children. In doing so, we have worked with partners to provide an appropriate response to the needs of foster children.



Foster parent statement

Silvana, 45years

"I take care of 5 children from the age of 7-18 every day. I am satisfied with our daily lives. We enjoy small things, and together we do much for each other. Training in 2019 has helped me a lot. The following would be significant:

Training How to Understand and Care for Children and Young People Who Grow or Growned in Extreme Living Conditions and Positive Training. It motivates me to make sure that in the past child care has been properly handled, it has a positive effect on my self-esteem. Here we have the opportunity to share experiences of day-to-day care, through examples, build an individual approach to each child, depending on what the child's needs are, or their development. I think that raising the children and the way I communicate with them is in the right direction, which is a confirmation that I have really chosen the right profession to which I am fully committed."

IN 2019, SPECIAL EDUCATION SUPPORT IS PROVIDED FOR 21% OF CHILDREN, PSYCHOLOGICAL SUPPORT FOR 90% OF CHILDREN, SUPPORT FOR STRENGTHENING TIES WITH BIOLOGICAL FAMILIES FOR 74% OF CHILDREN AND INVOLVEMENT IN EXTRACURRICULAR ACTIVITIES FOR 74% OF FOSTER CHILDREN

The hero of the year is the young LL at the age of three. As a child victim of domestic violence, he was placed in an interventional foster family. At the time of admission, the little hero had a bruise on his body and it was a traumatic event not only for him but also for all the professionals involved in the reception. But the bruises and the scratched face did not stop the little hero from laughing and moving on. In a very short time, he got in touch with the new foster mom and was smiling, positive and playful, as a child should be. For almost a month the little hero found his foster families as a new home. He is a hero not only because he has recovered from the violence and injustice inflicted on him. He is also a hero because he kept going and he knew he was worth the good things happening to him and most importantly, he deserved to live and grow in a family...



SOS YOUTH CARE PROGRAM

Statement by 14-year-old NN

While living in a foster family from the age of 4, I learned to know what I wanted and to fulfill my needs. My voice is all I have and only my voice can help me as a child who has faced so many losses. It helps me a lot when somebody asks me: How do you feel about this?



Through the Youth Care Program, in 2019 we have provided 24-hour care and support to 37 young people without parental care who need long-term care so they will be prepared for their independence. Through the program, we provide activities that have contributed to better quality care. Social reforms in the Republic of North Macedonia have enabled the reduction of the maximum number of foster children in one house, which has directly affected the improvement of the quality of care for our youth. In 2019, 2 new youth houses were opened as part of the program in a different location in the city of Skopje, and now we have 4 houses.

Young people had access to existing community services, thereby promoting their social integration. Youth participation was high on the agenda, so they were actively involved in promoting access to program units and beyond, including in a variety of initiatives. In our work, we have devoted a great deal of attention to the education of foster youth, their professional orientation, seasonal employment, and the strengthening of youth employability in general. 10 young people were included in leaving care mentorship this year. They are going on their own by the time of 18 years of age, but all 10 signed up for follow-up support. The program's expertise in providing the most pain-free transition from care to independent living thanks to a tailor-made and special care exit is very successful. In doing so, we worked with partners to provide additional activities and advocated for continuous improvement of the quality of care.

”

Youth Statements

B.A. - "We learn daily and receive support to develop social skills from the positive example of employees. They are our model"

K.A. - "I appreciate the psychosocial help I receive, the understanding and motivation... the care is great. The employees respect us young people. In the Children's Village we have regular training opportunities, trainings, re-training, we learn to write a cover letter, they prepare us for job interviews and so on. Every summer we have the opportunity to get involved in seasonal employment."

S.D. - "It means to me that I am prepared to leave care, that is very important. I find it especially useful when I have the opportunity to talk to some of the young people who have already left care, and also to listen to the advice coming from employees, from their personal experience. Everyone will leave home, some sooner, some later. I'm not afraid of challenges. I think I'm ready. "



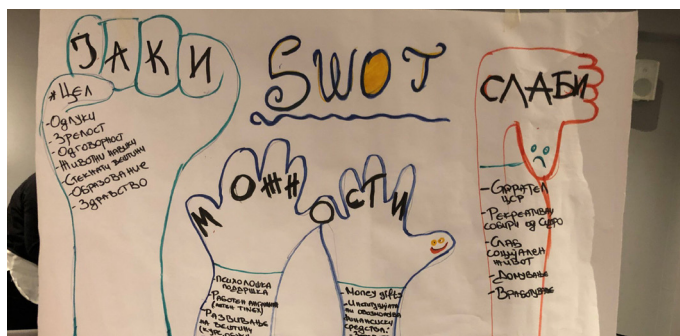
PROGRAM FOR SOCIAL INTEGRATION/ SEMI- INDEPENDENT LEAVING PROGRAM

The Social Integration Program is the last phase of alternative care under the SOS Children's Villages Program. It provides clearly defined support in appropriate spheres of life for the young person who has left care.

Support after leaving care is limited to specific areas where it is necessary and decreases over time.

In this program, the activities provide individual support in education, career training or vocational training, as well as promoting opportunities for independent living in the community and improving employment opportunities for a total of 43 young people without parental care.

Mentoring and support are unique and valued as needed for all young people who have left care. All work with young users is guided by the case management methodology. A very important segment in the empowerment of young people was the psychosocial support, which contributes to the strengthening of self-esteem, creating a positive self-image and increasing motivation and feeling safe and secure during independence. The program activities also enabled youth volunteering, proactivity participation, networking and peer support as key to taking an active attitude towards one's own life and the future.



“Youth Day” is a time when the satisfaction of services are assessed through the participation of all young people in care. Young people have the opportunity to address suggestions for improving care and support. That way we build strong individuals who are active and involved.



Youth Statements

Young people who were once under direct care in youth programs share experiences, attitudes, and their attitude towards SOS Children's Villages care by staff.

A.B. - “After leaving youth homes we feel able to make decisions independently, have life habits and skills.”

A.G. - “It is important for us that in the Children's Village we were encouraged by the development and were given opportunities for additional activities, courses and trainings.”

C.N. - “The monitoring person and we, the youth, develop a friendly relationship, the mentor gives us counseling, psychological and moral support.”

L.J.K. - “Special attention is paid to health, education and support to employment assistance.”

S.I. - “You need support after leaving care, there are crisis situations, and it's nice to have someone to rely on.”

IN 2019 A TOTAL OF 8 YOUNG PEOPLE LEFT CARE ON ADULTHOOD. ALL RECEIVED SUBSEQUENT SUPPORT FOR INDEPENDENCE THROUGH THE SOCIAL INTEGRATION PROGRAM. IT IS A VERY IMPORTANT SEGMENT OF THE OVERALL GOAL OF SOS CHILDREN'S VILLAGE.



SUCCESSFUL STORY, TOGETHER AGAIN

Due to unfavorable material and social conditions for care in the primary family and lack of parental skills in the single father M.S., Center for social work Skopje made a decision for his children, boy A.S. and girl K.S. to be placed in SOS foster family care. SOS foster mother R. J. took care of the sibling for almost 6 years. Within the period of six years the children lived in sos family, and their last year of alternative care in SOS, the older sister K.A was transfer to youth house, under her free will and demand. The children developed a strong emotional attachment to the SOS mother and other children in the foster family, as well as main care person in youth house. The stimulating environment, dedication and care has influenced children to overcome the trauma of leaving the biological family and grow into promising young people.

The expert team, foster mother and main care person actively involved the parent / single father in the fostering process as an irreplaceable member of the care team. The father was involved in making allimportant decisions for the children regarding their education, health care, courses and hobbies. Young girl stayed in the youth house for three years, from 2014 until January 2017, where she spent a turbulent teenage period. The support of the care team has encouraged the young girl to be a regular and successful student in the secondary school, to develop ambitions and advance in the educational process and to see herself as an academic citizen of the country. She has developed a wide range of interests such as different hobbies and involvement in different educational and youth projects.

November 2016: After the evaluation of the progress made by biological father, Centar for social work Skopje made a decision to reintegrate the children into the biological family. Then the family was included in family strengthening program, in order to strengthen the parental capacities of the single father and also to unite the family and rebuild family relationships. The family lived in a dilapidated house in poor condition, without enough furniture and household appliances. The father was without permanent employment, earning minimal salary that was not sufficient for the basic living of the family. His son had just moved to the local elementary school and had trouble adapting to the new environment. The young girl refused to accept reintegration, had conflicted relationships with all family members, and often escaped from home. Typically, for a young person during the period of ado-

lescence, she had a strong feeling of misunderstanding and disapproval, with a need for disobedience. She was a regular student in a third year high school. Despite all the challenges of reintegration, she achieved a solid school success with a clear vision for herself: amer finishing high school, she wanted to enroll to faculty and to work on her own independence.

Today October 2019: After 2 year's intensive holistic support by the family strengthening team, the father has a permanent job, the house was completely renovated and there are basic furniture and all the necessary household appliances. The boy has completed primary education and he is attending the third and final year in a vocational secondary school - car mechanic. He is attending internships at a large and reputable company, where he is praised as one of the better students, with the opportunity for employment after finishing his secondary education. The girl has enrolled to State University. She earned a state scholarship, takes exams regularly, and enrolled for a third semester, thus earning the right to continue her scholarship. The father remarried. His new wife is well accepted by the children, who praise her for the positive changes she has made to the family. Communication between the father and his children has been significantly improved and now they support and help each other.

IN 2019 A TOTAL OF 7 YOUNG PEOPLE CAME OUT OF THE SOCIAL INTEGRACON PROGRAM BASED ON INDEPENDENCE. THEY ARE EMPLOYED, HOUSED AND HAVE A CLEAR VISION OF THEIR LIVES. FROM THE 43 YOUTH SUPPORTED THROUGH THIS PROGRAM IN 2019, 17 YOUNG PEOPLE ARE INVOLVED IN THE HIGHER EDUCACON PROCESS, H 1 HAVE OBTAINED A HIGHER EDUCACON DIPLOMA AND 13 HAVE BEEN EMPLOYED. SOS CHILDREN'S VILLAGE PROVIDES MENTORSHIP SUPPORT FOR JOB RETENCON, AS ONLY EMPLOYEES AND YOUNG PEOPLE INVOLVED HAVE THE OPPORTUNITY TO STEP OUT OF THE SOCIAL PROTECCON CIRCLE AND BECOME SELF-CONTRIBUCNG CIZENS OF SOCIETY.



TESTEMONIAL FROM A YOUNGSTER LEAVING CARE

I am Aleksandar Georgiev and I was admitted at the SOS Children's Village 2006. I was admitted into the house exactly the day before my birthday. As a kid full of birthday wishes, I didn't expect my birthday wish to be fulfilled. The first morning at the "SQUIREL" house number 6 brought me a bike! Yes, that was my wish, the bike I had never had! My SOS mom, Milka, along with my SOS brothers and sisters since the first day, have shown me what "family" means and they have given me immense love. For all the nine years of staying at SOS Children's Village, I have gathered so many memories that I will forever remember. One of the unforgettable memories is the one when the SOS Children's Village Skopje decided to send the most successful children on summer vacation in Caldonaco, Italy. As a kid who didn't visit another country, I was so happy to be one of the chosen ones. The moments I spent there will always be remembered and especially the moment when I met the educator Manfred from Germany who has gone through the care process at SOS Children's Village International.

I have to mention that it brought me even more joy that Manfred recognized my football talent and invited me to be part of his football team. Of course, after finishing the football tournament I was undoubtedly chosen as one of the best players of all the kids who participated. Hard trainings every day before and after school brought me a "gold medal" in Germany and I think there was no happier child than me at that moment. I finished my elementary education in the elementary school "Dane Krapchev". In school I was regular student who finished everything on time. From the time I finished my school assignments, I spent most of my free time on the playground. Sports activities especially football was my obsession. I used to train constantly, dreaming every day that I would one day become a football player. Over the years, for all the holidays, the "friends" of the SOS Children's Village used to bring me soccer equipment as a gift and many times a football. The ball was a faithful friend of mine until I finished high school. I finished high school in ASUC "Boro Petrushevski" school. I got a fourth degree auto-mechanic, mechatronic. As the years went by, my life brought with me more and more responsibilities that I faced daily. One of the biggest was the Faculty. I had studied at the Faculty of Philosophy in Skopje. In four years, I completed all eight semesters within the deadline. I passed all the exams, of course, and the diploma work. I was very proud of myself for having achieved the goal I had set four years ago - to see myself as a graduated social worker. Along with my studies, I volunteered at the NGOs "Kindness" and "Humanity". With the knowledge I gained from the faculty and field practice from the organizations, I

was able to attend several conferences. My first experience abroad was in Bosnia and Herzegovina, then in Belgium, Brussels, and the Czech Republic- Prague. The conferences I attended, where each country shared its experience, although on different topics, I was able to successfully represent my country experience and obtain a certificate. Along with my studies, I also dedicated myself to work. The interest in horticultural landscaping and watering systems from hobby today has turned into my constant job. Improving that field has moved me to open my own company. But here my career is not over. The motivation to continue to improve myself in every field and broaden my knowledge has prompted me to pursue postgraduate studies at the Faculty of Philosophy in Skopje. The feeling that I am literally starting alone among all strangers as a small child of 9 who thought he had lost everything in life is replaced by a happy ending story. I do this thanks to the SOS Children's Village and all my friends who give me immense help and support in my daily life. At the same time, it will always guide me through the advice that educator Manfred gave me 11 years ago in Italy "anyone who is persistent in their imagination can fulfill his dream", and I succeed!



Section Three

OTHER PROJECTS



SOCIAL INCLUSION AND ECONOMIC EMPOWERMENT OF YOUTH AT RISK

ABOUT THE PROJECT

OVERALL OBJECTIVE

Organization's commitment to youth empowerment continued throughout 2019. The focus was on contributing to improve socioeconomic well being of young people at risk on the long term and allow socially and economically marginalized groups to integrate into society. More specifically the project measures increased opportunities for labor market integration of youth by improving their employability skills. The project targeted youth from 18 - 29 years of age whose challenging life circumstances hindered both their personal and professional development. Youth leaving alternative care as well as youth at risk from the community benefit from the action.

MAIN ACTIVITIES

Activities were designed to underpin vulnerable youth development by imparting new knowledge and skills on one side and on the other side to sensitize institutions on local and national level including employers on the needs and specifics of the target group Youth was supported in their ability to find employment/income by means of qualifications and trainings in the area of job search skills/application, employability skills, vocational training. Psycho social support to increase motivation, self esteem, self perception and to break down negative patterns of behaviour was provided to youth in need. Lectures on emotional intelligence, motivation, presentation, simulation of job interview including workshops on teamwork, critical thinking, rights and responsibilities on the workplace were organized in the Youth Hub. Engagement of volunteers promoted peer learning approach, active participation and self initiative.

ACHIEVEMENTS

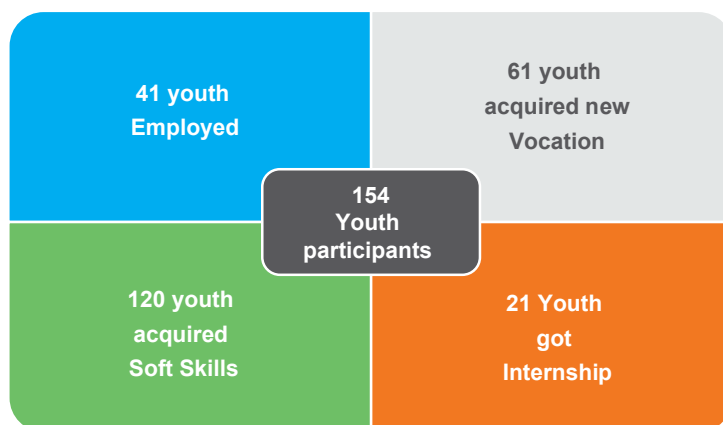
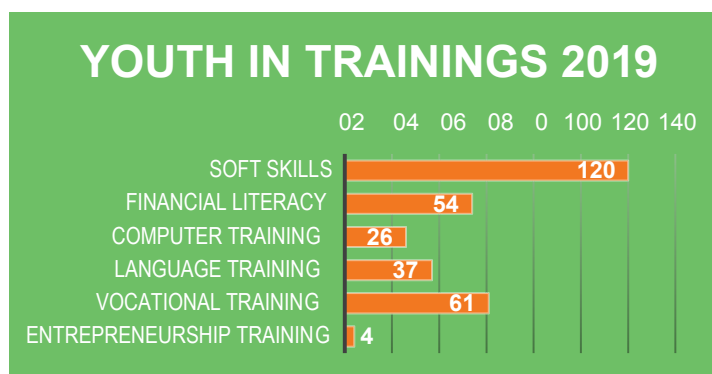
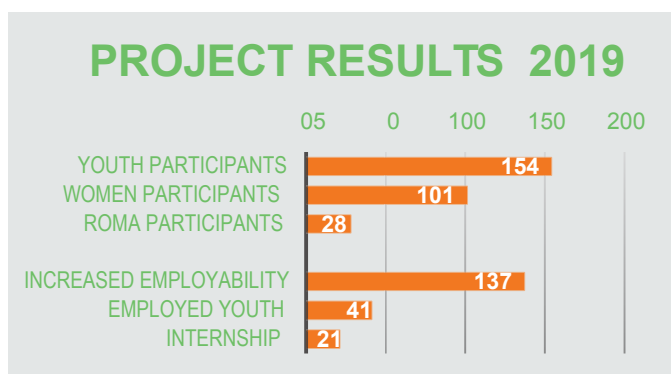
- » Continues work with youth in increasing their employability through provision of trainings in soft skills, IT, languages, vocational courses based on needs.
- » Production of video documentary to show the changes in youth personal and professional life as result of their participation in the project. The documentary was filmed by professional company and is available with English

subtitles. The purpose of the documentary is twofold - to promote the organization's work in the area of youth employment on one side and on the other side to serve as inspiration to other youth that change can happen.

- » Organization of Conference to share the results in working on youth social and economic empowerment. The Conference gathered more than 120 participants, including national and local institutions and agencies, partners, CSOs, youth
- » Round table with employers to tackle two topics. The first was introduction of the new Law on internship – its benefits for the youth and the companies. The second topic was addressing the issue of retention of youth at risk on the workplace – positive practice examples by several companies and what we could do more.
- » Public presentation of the project in the scope of Summerland festival organized by city Skopje. During two days project volunteers informed youth about the project and disseminated promotional materials.
- » Kick-off Conference organized in Skopje to promote the start of a new SOS CV regional initiative Youth Empowerment Enabling Prospects (YEEP). The Conference gathered more than 60 representatives and the keynote speakers included the German Ambassador and HGFD Board President.
- » Hosting study visit of project peers from SOS CV Bosnia and Hercegovina. The project team and five youth visited the Resource Center and interacted with youth participants from Skopje. Experiences and best practices were shared among two teams. Moreover together they attended the teamwork Cooking workshop "Cooking with Branko".



The following graphics present results in working with youth on their labour market integration in 2019.



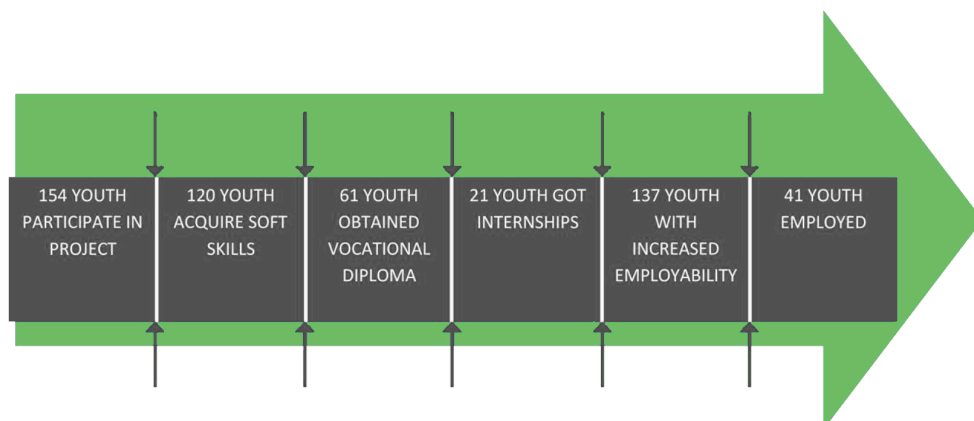
RESULTS

PRECONDITIONS:

- Acceptability of the programme by youth - Personal and social values, norms, culture, gender
- Ability to perceive and to seek - Trust and expectations, motivation, gender autonomy
- Ability to reach - Living environment, transport, mobility, social support
- Ability to engage - Empowerment, information, family/caregiver support

OUR SERVICES:

- Soft skills: Communication skills, CV writing, financial literacy, presentation skills, teamwork, conflict management
- Vocational trainings: Provided by certified providers the trainings
- Psychosocial support: Motivation, self-esteem, trust, self-perception
- Labor market integration: Mentoring, job search, job matching, internship, employment



LEGAL SUPPORT SERVICE FOR VULNERABLE VICTIMS OF VIOLENT CRIMES

ABOUT THE PROJECT

GENERAL OBJECTIVE and SPECIFIC GOALS

The overall objective of this project is to improve access to justice for victims of violent crimes by establishing a national legal and psychosocial support service. The specific goals that the project aims to achieve are the following:

- 1 Increasing access to legal assistance and psychosocial support for children, persons with disabilities, the elderly and women - victims of violent crimes;
- 2 Strengthening the capacity of lawyers working to protect victims of violent crimes, and
- 3 Advocacy for the establishment of an adequate state-funded legal support system.

MAIN ACTIVITIES

The main activity of this project includes direct continuous legal and psycho-social support that will be provided to vulnerable victims of violent crimes. The Victim Support Service will include support at three levels:

- 1 Providing information and advice on legal, financial and practical issues and risks for further victimization;
- 2 Legal counseling; and
- 3 Psychosocial support.

TARGET GROUPS

Specific target groups for the Victim Support Service for violent crimes are: children, persons with disabilities, the elderly and women.

COOPERATION AND ADVOCACY

The cooperation with the Public Prosecutor's Office, MoJ, MoI, MLSP, MH, LSG Units, Centers for Social Work and other competent institutions, as well as civil society organizations working in the field of providing support to victims of violent crimes, is of particular importance to contribute establishing national service for victims of violent crimes and successful implementation of the project.

ACHIEVEMENTS

- Realized event for public promotion of the project on 31.05.2019, Hotel Arka, Skopje. The project was promoted at the event, and a discussion was opened on issues and activities covered by it. President of MYLA Zoran Drangovski, National Director of SOS Children's Village - Macedonia Julijana Nakova Gapo, and Svetlana Crvenkovska as project coordinator delivered their addresses. In addition, representatives of the Ministry of Justice of the Republic of Macedonia and the Delegation of the European Union to the Republic of Macedonia also addressed.



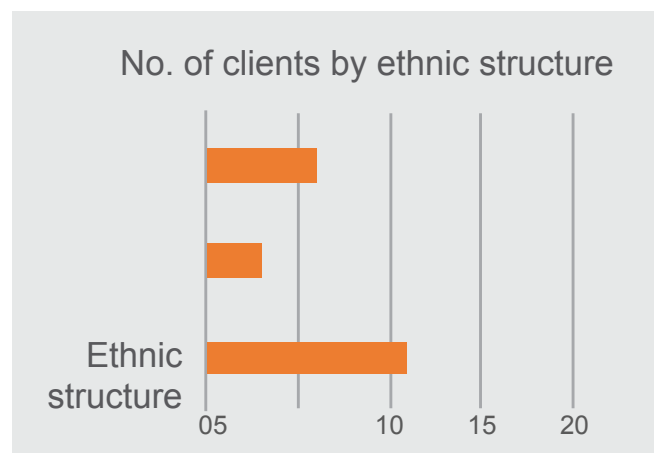
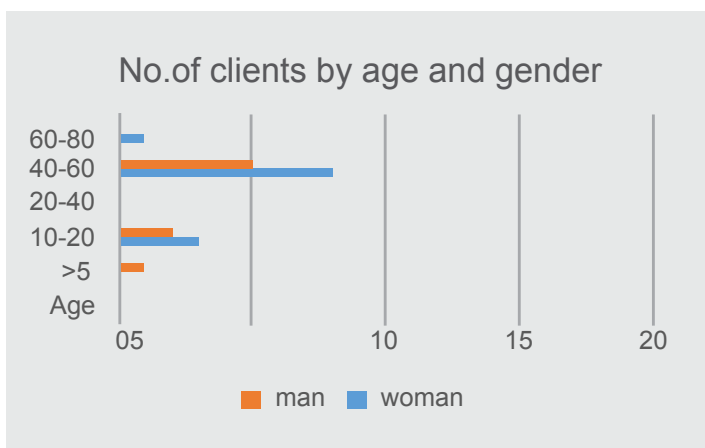
- Organized stakeholders meetings all over the country to promote the project and establish co-operations that are crucial in the process of supporting victims of violence: Minister of Interior, Minister of Health
- Civic Organizations (National Network Voice Against Violence, Polio Plus - movement against disability, ECHO – Stip, HERA, La Strada - Open Gate
- Public Health Institutions (PHIs) in: Chair, Dracevo, Zelenikovo, Suto Orizari, Jane Sandanski, Bit Pazar and Zelezara and municipalities of Delcevo, Makedonska Kamenica and Kumanovo
- LSG Units (Municipalities): Suto Orizari, Zelenikovo, Aerodrom
- Basic Courts in Veles and Kumanovo.

The promotional materials (posters, leaflets) were distributed and displayed in prominent and frequent places during the visit of the mentioned institutions and organizations in different cities in the country.

ACHIEVEMENTS

Providing legal and psycho-social support to the victims of violent crimes (SOS Children's Village)

- Starting from July 2019, when the direct legal and psychosocial support service was established and provision began, till December 2019, total of 40 clients were included in the service provision, of which 20 victims of violent crimes were provided with psychosocial support by the Coordinator and Counselors for psychosocial support.
- The following charts present the structure of the victims provided with psychosocial support as part of SOS Children's Village implementation activities within the project:



Related to social status, clients were from different social categories as unemployed, retired people to people from medium social status.



“POWER4YOUTH LEAVING CARE” SUPPORTED BY ERASMUS + PROGRAMME (REGIONAL PARTNERSHIP WITH SOS CHILDREN’S VILLAGES ALBANIA)

“Power4Youth Leaving Care”

(November 2019 – August 2021) is created to address preparation of young people leaving care with the main goal to promote building of their skills and knowledge for independence living. Mainly it is focused on the needs of youth workers who work with this youngsters so that they are better acknowledged, equipped with the right experiences and tools to guide young people.



Participants are SOS Children’s Villages from Albania, Kosovo, Macedonia, Poland, Bulgaria and Serbia. The Project targets Young people leaving care aged 18-25 years from the respective organizations and youth workers that are directly working and supporting development and integration of young people. The project will engage more than 60 professionals, 6 national coordinators and at least 60 young people leaving care. Young people leaving alternative care often encounter barriers to their social integration due to different reasons (poverty, discrimination etc).

To address these gaps, the project will target the lack of knowledge on comprehensive approaches for leaving care through capacity building activities and setting of peer youth groups, combined with sharing of practises of different contexts.

Through the involvement in the project activities, young people will interact with their peers, expand their knowledge on practices of social inclusion, get valuable information on their rights and how to access them in the European context.

Most importantly, Power4Youth Leaving Care will capitalize on the experience and methodology of previous EU co-funded projects: “Prepare4Leaving Care”, “Leaving Care” implemented by SOS Children’s Villages International in 10 different EU countries and “Now what project” in Albania to other SOS organizations Kosovo, Serbia and Macedonia by ensuring transferal of knowledge, tools and approaches on leaving care.

Because of daily practice, the organizations involved have been experiencing issues and faced challenges and success during program implementations have produced learnings that would be benefiting to be shared in a network of professionals and young people.

In 2019 the Kick of workshop was organized in Tirana with Participation of our Project coordinator and Young girl from our Social integration Programme. During this workshop three constructive discussions and creative work we have drafted the details of next activities of the project planned for 2020. Participation of Young people has given valuable contribution to professionals in their future approach and work with young people leaving care.



3.4

“UEFA Football is power “

SOS Children's Village Macedonia set up project frame for answering the need of children in alternative care, i.e. psychometrical empower of children under alternative care. This Project was applied with the support of Football Federation in Macedonia to UEFA foundation. SOS Macedonia has won and received grant of 50.000 euros for renovation football playground and enabled sport and cultural activities for children in the period of 1 year.

Within the project, we involved children in sports and recreational activities as well as provided continuous support from professionals / trainers who continually worked with children.

The project offered opportunities for encouragement, support their proper development, and promoting healthy lifestyle for the children. In accordance with the wishes, interests and needs of the children, their free time was structured and organized. They involved in various sporting activities and cultural events offered by the community, thus better integration in the community where they live.

GENERAL OBJECTIVE:

Raising the sport spirit in 40 children and strengthening their mental development through the prism of team work, cooperation and motivation for achieving results

SPECIFIC OBJECTIVES:

1 Enrolling of 14 children (7 boys and 7 girls) from SOS Children's Village in the “Madzari” Football Club – Skopje.

2 Developed psychomotor skills, ability to play in a group, respecting group rules, self-discipline of 40 children in alternative care, including children at social risk, beneficiaries of SOS Children Villages Macedonia.



The project team prepared an agreement for enrolment of 14 children, beneficiaries of SOS Children's Village Macedonia, at the Football Club Madzari - Skopje.

• Enrolling 14 children at the Football Club Madzari:

The training in the club took place in the period September - December 2018 and February-June 2019. The club enrolled 7 boys and 7 girls from alternative care.

• Sport activities at SOS Children's Villages Macedonia

With dynamics of twice a week, and engagement of two trainers children improved their motor skills, perform various exercises, training ground and football matches within the program. Two teams: boys' football team and girl's football team were organized. Activities took place at the new renewed playground in the SOS Children's Village.

• Tournament

In May 2019, a small football tournament was organized, which was attended by several local teams from the community. The tournament aim to promote sport as a very important and irreplaceable activity in the development of children and encourage friendship among peers from the local community. This tournament also included volunteers who helped with the event as well as awards and trophies for the participants.



HOPE FOR MUNDIAL

Hope for Mundial (previously Hope for Euro) or Hope for the World Cup is a non-governmental organization founded to help children without parents and parental care to realize their dream of participating in a football championship with countries around the world. Within this Project Children from the care and support of SOS Children's Village programs, for the 6th year in a row, had the pleasure to attend the football matches organized by the Hope for Mundial organization in Warsaw, Poland, and came back with positive experiences, new acquaintances and friendships with children from all over the world.



RECONSTRUCTION OF PLAYGROUND

Set of activities for reconstruction of the sports/football playground of SOS Children's Village Macedonia were conducted in May 2019. In order to improve the children's playing conditions on this playground, placement of artificial grass on the playground is foreseen, repair of the tracks around the playground and placement of stands for cheering was conducted. From this project intervention benefit 80 children, beneficiaries of SOS Children's Village Macedonia and 500 children from the local community who use this playground with the children involved in our program.



SUMMER FOOTBALL CAMP

In the summer of 2019, we organized a group of 28 youngsters and 4 adults to go to a summer camp in the period July-August 2019. Within this activity, young people had opportunity to challenge their football talents and competitive spirits but also to make new friendships and enjoy being teenagers on a summer holiday. Integration in community builds their confidence and initiates creativity and independence in everyday life.



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