



THE HOUSE OF COLORS

A multi-purpose service center
for children and families in Tirana*

What is the House of Colors?

Founded in 2011, the House of Colors is the only non-profit civil society organization managed center in Tirana that provides children with a Day Care Services on weekdays from 8.00 am to 5.00 pm and 24/7 Emergency child protection shelter and support.

The House of Colors functions based on matching funds of UNICEF¹ and the Municipality of Tirana to address phenomenon of children exploitation, abuse and neglect. Since then, UNICEF and ARSIS have been working in close partnership to identify, rescue and support children and their mothers who are survivors of violence,

abuse, neglect and exploitation. UNICEF and ARSIS also support child protection workers to deliver better and quality assistance to children in Albania.

A local NGO called ARSIS operates the House of Colors and currently counts 33 staff, (22 on full-time and 11 on part-time basis) and one intern volunteer. The staff of the House of Colors includes social workers/case managers, psychologists, social animators, teachers, a nurse, a lawyer, cultural mediators, two financiers and two logisticians.

1. UNICEF operates funds from European Union and its on regular resources



Emergency Service

The emergency response services include sheltering, counseling, psychosocial support and general assistance up to 72 hours to children and families in high-risk situation. Within House of Colors' premises, there are two bedrooms with seven beds purposefully to ensure accommodation to different groups, separated by gender and age; there is also a specific room and a nurse appointed to provide first medical assessment/aid.

The emergency child protection cases are addressed by a dedicated team of professionals, including a psychologist, a social worker and a case manager who is available 24/7.

ARSIS pursues a confidentiality policy that strictly protects the personal data of beneficiaries.



Daily Services

The House of Colors provides a variety of services for children and families, Monday to Friday from 8.00 am to 5.00 pm. This includes support to access basic services for children and families, such as:

- Support with civil registration and accessing civil status services;
- Support to access health care;
- Support to access education and provision of remedial classes;
- Psychosocial, legal advice and administrative support;
- Coaching for employment;
- Case management and strengthening system of referrals;

In the facility for children beneficiaries there are: (a) indoor rooms for music and art classes; (b) two mini-gardens for gardening classes; (c) and a sports space.

Each first-time beneficiary of House of Colors is registered and referred by an officer at the reception area. The needs of a child/family are thoroughly assessed and an individual development plan with specific services is suggested.

Besides young children, teenagers also benefit from a set of tailored programs, such as the one on life and employment skills development. They are assisted by the staff of the Center to compile individual development plans, be granted short and long internships, design career or business planning start-ups or employment, etc.

Most cases are closely followed up by a case manager in coordination with a team of professionals.



How the community gets involved?

A team of five community mediators, employed by ARSIS, are working directly with people living in the targeted communities, gathering their opinion and informing them about opportunities provided by House of Colors and ARSIS team.



Impact

Key beneficiaries of the services are Roma and Egyptian communities in Tirana, in 14 settlements located in the outskirts of Tirana. In total, 200 families are supported annually by the comprehensive set of services.

On a daily basis, there are 50 children, 10 youngsters and five mother's that benefit from the set of services in the

facility tailored to their needs, including:

- educational program appropriate for their age and level of education,
- psychosocial support, employment programs,
- art/music/sport therapy, personal hygiene services, two meals, civic awareness and health care.



Principles guiding the work of ARSIS

- understanding children within the local context in which they live;
- working with children in a spirit of cooperation and partnership based on mutual trust and respect;
- working with children in ways that enhance their capacities and develop their potential;
- treating children with respect and recognizing them as individuals in their own right;
- regarding children positively and valuing them as individuals with specific needs and rights;
- valuing the views of children and taking them seriously.



Policia
Bashkiake

SHTËPIA E NGJYRAVE
THE HOUSE OF COLORS

Universiteti
European

Gjimnazi
"Besnik Sykja"

St. "Sali Butka", Tirana
(near the Municipal Police Station)





This project is funded by EU



**With the financial support of the European Commission, UNICEF in partnership with ARSIS provides emergency shelter, psychological counseling, legal support and recreational services to children and women, survivors of abuse and violence. All services are provided for free, and confidentiality of program beneficiaries is highly respected.*