



2021

Annual Report

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Our Impact *(2021 Highlights)*

2412	children and their parents benefitted from direct support, case management and community assistance
144	children accommodated in the emergency shelter
512	children at risk, supported with immediate identification and protection
135	child protection workers supported with capacity building
23	Municipalities supported with systemic change and direct intervention
1500	Afghan nationals supported with direct basic services and psychosocial assistance
120	children provided with education, supportive learning classes, inclusion in sports and cultural activities
4000	individuals benefiting from awareness raising activities
9	Public Care Services Institutions supported with systemic intervention and direct services
2	Child and Family Support Hub's established in Korçë and Vlora Municipalities
1	National Deinstitutionalization Conference organized for the first time in Albania

Message from the chair

The year 2021 was marked by a high increase in emergencies crisis needs, largely due to the November 2019 earthquake, the COVID-19 pandemic and the refugee arrival and placement in Albania. We started the year 2021 with serious COVID-19 issues related to children and families especially in vulnerable situation and at risk that required many efforts on supporting through recovery interventions and resilience strengthening.

Nisma ARSIS has been actively engaged in response to the emergencies in Albania in cooperation with national and local authorities, partners and donors, other Civil Society Organization and stakeholders, including professionals and beneficiaries to provide immediate support, first psychological aid, integrated services, direct support and empowerment initiatives. Our team has been committed to ensure access, inclusive services and equal opportunities to children, youth, family members, professionals and other community members.

Our team has been providing support to children at risk/mothers with children and immediate identification and protection for approximately 512 children in Albania (including safe accommodation shelter, direct community child protection services and psychosocial support in police station), from whom 144 children were accommodated in the emergency shelter. More than 2000 children and their family members were supported with integrative supporting services and access near their locations in coordination with more than 135 child protection workers. Nisma ARSIS organized for the first time the National Conference on Deinstitutionalization Reform in Albania in cooperation with its main partners such as UNICEF and Save the Children and the MoHSP addressing the main challenges and achievements in the frame of the implementation of the National Action Plan on Deinstitutionalization 2020-2022.

Nisma ARSIS as a main actor in the child protection system and in the social care reform has been promoting new models of services, like the Child and Family Support Hub in the Municipality of Korça and Vlora; Professional Foster Care and the Family Reunification Model for children residing in Residential Care Institutions with their

biological families, contributing such, over the transformation process of the residential care institutions into community based services.

The need to further develop our programs and interventions targeting the most risked children, youth and their families, is present and carried out through growth, passion, commitment and professionalism.

In the report that follows, I am glad to share with you some of our achievements and main pillars of interventions for 2021. Please allow me to express our gratitude and huge thank you to all our development partners, public and nonpublic stakeholders which made possible for us to contribute to the wellbeing of the most vulnerable children, youth and families in Albania. You make this work possible through your generous support.

In the midst of all our efforts, I have thought critically about how to take our next steps forward. The future of Nisma ARSIS: deepening our impact and extending our reach by giving our beneficiaries a greater and more meaningful say in program design and delivery; taking forward partnerships with civil society organizations; striving for greater gender equality and child participation in our programs.

I would like to express my infinite gratitude to the hardworking professionals at Nisma ARSIS team, consultants and volunteers, for their humble engagement and desire to bring about good change in society and provide as much as possible, a fruitful and fulfilling life for every child, youth and family.

Yours,

Ana Majko

Where we work

We support children, youth and family members in high risk, victims of severe forms of abuse, help people whose lives and livelihoods are impacted by the COVID-19 pandemic, socio-economic difficulties, people in conflict areas, to recover and regain control of their future.

In 2021 we have worked in 14 Municipalities (Tirana, Shkodra, Durrës, Vlorë, Korça, Saranda, Kruja, Kukës, Elbasan, Fier, Shëngjin, Lezha, Librazhd and Përrenjas) specifically with dedicated programs and in all over Albania with the emergency program, supporting and empowering each beneficiary to integrate in their communities and rehabilitation services.

COVID-19, a national response through direct and professional support services in Albania

COVID-19 disrupted the normal environment in which children and families used to live and grow and drastically affected their access to critical services. Countrywide lockdown left those who had homes, residential care placement or shelter in quarantine and those whose livelihood was already linked to working and living in the street, in even worse and uncertain situation.

Nisma ARSIS response to this pandemic crisis was based on immediate provision of support services to children and their families, while helping them keep pace of their education, access to vocational training and other developmental opportunities. Especially through our response, we aim to: protect children victims and witnesses of domestic violence, empower families in difficult socio-economic situation, and support community members in being aware of the consequences of the COVID-19 and respecting governmental protocols.



Our team with the help of our partners in 2021 developed new interventions, adapted delivery methods, responded to the MoHSP restrictions, and cooperated with local and national stakeholders. Nisma ARSIS has provided community services based on mental health and psychosocial support, awareness sessions, assisted with referrals and direct support to the children and families affected by COVID-19.

A built-item of support was established during the implementation of the intervention, as Nisma ARSIS local team has worked closely with all child protection workers in the municipalities and administrative units, as well as with school leaders and school psychologists.

Through such interventions, Nisma ARSIS has had a positive influence in channelling communication between service providers and mediated their active participation in interdisciplinary teams, to ensure a holistic case management process. The child protection workforce in each targeted location are now prepared to provide immediate support and long-term support through an established local network and connection with other service providers. **This approach was delivered not only to CPW but also to social administrators, community centers workforce and all social services taskforce to set up a new, dynamic and holistic pathway through the services.**



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Emergency child protection and case management services during COVID-19 crisis for vulnerable children and their families including children in street situation in Albania were provided in partnership with Terres des hommes in the regions of Durrës, Fier, Korça, Lezhë, Shkodër and Tirana.

#ERCA

140

*cases of children supported
in high-risk situation*

256

*cases of children in
street situation*



Nisma ARSIS in partnership with UNICEF Albania provided support to the most vulnerable individuals by tackling and addressing the needs identified during the ongoing fieldwork, and providing direct child protection services. Continuous support was also offered to Child Protection Workers through capacity building trainings, awareness raising activities on structures for child protection and integrating psychosocial services. Consecutive community activities were organized with children and parents in 10 municipalities and 15 administrative units.

#unicefprotect

2016

children and parents provided with community services based mental health and psychosocial support, awareness sessions, assisted with referrals and direct support to the children and families

256

children assessed at medium to high risk of abuse, exploitation or violence benefiting from child protection case management services



Response to increased risk for vulnerable groups as a result of difficulties caused by the earthquake in Albania

In response to the earthquake that hit Albania on 24th of November 2019, Nisma ARSIS was close to children and families through Child Friendly Spaces in 14 different locations aiming to offer a more stable psycho-social support. Our psycho-social team kept regular online and face to face contact with the children and families affected by the earthquake. The situation was exacerbated by the fact that Child Protection Units in the areas affected by the earthquake were found unprepared to meet the needs of most affected people.

In addition to supporting children and families identified in need of protection as a consequence of the earthquake, our team composed by psychologists and social workers provided non formal educational, psycho emotional support, specialized psychological support, case management, social assistance and support with hygienic and didactic packages for more than 2000 children and parents in 10 municipalities and 15 Administrative Units. Moreover, Nisma closely worked and offered its expertise for professionals like CPW, community center workers and other stakeholders during face-to-face meeting, online and during inter-sectorial technical meetings for child immediate support, assessing the level of risk and preparing the plan of protection.



One of the most affected Municipalities was that of Kruja, where hundreds of families were left homeless and damaged by the quake and major social problems reached surface. Initial needs assessment, referral and intervention was an immediate need, which required human and financial resources. Nisma ARSIS managed to provide a consolidated approach to support the Municipality of Kruja through strengthening the social care system and direct support services.

*Nisma ARSIS supported by **UNDP in Albania** did implemented an integrative intervention in the Municipality of Kruja by establishing the Need Assessment and Referral Unit, in order to respond to emergencies for groups in need of protection and in vulnerable situation. Also the program aimed at providing locally integrated services to children, families and communities affected by the earthquake like psychosocial support, counselling and psycho-education sessions on parenting and care styles for families identified in need of this service; in order to target family dynamics and positive parenting practices. Our team together with the Directory of Social Services are working on the preparation of an Action Plan for Emergency Response for vulnerable groups including response for child protection.*

#UNDP



Nisma ARSIS in partnership with UNICEF in Albania provided a set of direct services and integrative solutions in Tirana, Shkodra, Durrës, Elbasan, Kruja, Kavaja, Lezha, Kukës. The main interventions included providing support to children and their parents affected by earthquake living in temporary shelters (tents), exposed to violence accessing psycho-social support and referral to statutory services tailored to the COVID-19 situation. Also the second intervention included support of existing national child protection system, in order to identify, and support children at risk or already affected by violence, abuse, neglect and exploitation.

#unicefprotect

Crisis response, recovery and development

After the Taliban took over Kabul in mid-August 2021, the security situation in the country deteriorated and the need for resettlement became more urgent. The Government of Albania through its Minister of Europe and Foreign affairs expressed a readiness to temporarily host 4000 Afghan citizens considering Albania to be a transitory country for the final destination US or Canada. Since the first plane landed on August 27th, Nisma ARSIS with all the service providers were focused on meeting basic needs and emergency direct service provisions, such as food, accommodation, hygiene, health care, and clothes. As of the end-January 2022, approximately 2100 refugees are accommodated in Albania, 1670 of them in Shëngjin and 520 in Golem.



Empowering women through education and awareness raising in Albania settlement of Afghan nationals

Bahishta, a 24-year-old young woman from Afghanistan is currently staying in a hotel in Shëngjin, Albania with her family, where approximately 1500 Afghans are temporarily hosted since September 2021. She became engaged as a cultural mediator in one of the safe spaces aimed to support families and children. At a very young age she wanted to be a journalist. She has worked as a journalist for 3 years, in Afghanistan. She wanted to support women empowerment and to be a voice for all the women in Afghanistan. She was the first woman journalist that interviewed the Taliban, and one of the most active Afghan woman raising awareness to domestic violence. Bahishta worked as a journalist in Afghanistan, but was forced to leave.

“Since I left my country, I feel that I have lost everything, I do not have a chance to work and serve my people” ...

Despite feeling that she could not do much to help her community members, this has changed with her active role as a cultural mediator in the mother and Baby corner (MBC), within the project providing psychosocial support led by the implementing partner Initiative ARSIS and IRC.

“One day an Albanian friend asked if I was interested to contribute and participate in activities organized in safe spaces for children, women and girls. I was very happy to have the opportunity to contribute as a cultural mediator and support Initiative ARSIS in developing and facilitating activities in the MBC. In the beginning I was confused, but when I thought about my society’ deprivation, and the experiences of my country women and children, I felt that I needed to work hard for those children, who will hopefully return to Afghanistan one day, and make it a better place.”

Bahishta takes pride in raising awareness and understanding of Afghan women on the possibilities of a better life. She does so by working with mothers and babies daily, through mutual learning, laughter, emotional support, and physical exercises. Despite not having prior experience in working with mother and babies, she feels content seeing women interested in attending the safe spaces and activities, and not missing any class.

She gained knowledge about the child upbringing, improved communication and learns new skills herself. Bahishta believes she has achieved something big:

“When I saw that we can teach women things that they can practice in their everyday life, and also improve their behavior towards their children, I feel that there is a bigger purpose in everything we are doing.”





Since August 2021, Nisma ARSIS leads the psycho-social services and MHPSS, by providing support to more than 1500 Afghan nationals through two different programs and partnerships implemented in Shēngjin Administrative Unit. The intervention aimed to provide psychological and trauma-informed care to adults and youth aiming to build their resilience, reduced stress and anxiety in children, the opportunity for socialization, community mobilization and engagement activities, first aid psychological support as well as the identification of cases that needed longer-term psychological support. Activities are implemented with an integral psychosocial and developmental component and were deemed highly important to restore a sense of normality and provide the so needed psycho-emotional support to the affected families.



Nisma ARSIS has been working in cooperation with other service providers on developing a dedicated, anonymous and culturally appropriate reporting channel for all occurrences of violence; and provision of immediate support services to survivors of violence, including referrals to statutory children protection and other relevant services.



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Nisma ARSIS in partnership with **International Rescue Committee** set up within Rafaelo Resort, the first three different Safe Spaces (Women and Girls Friendly Space, Mother and Baby Corner, Child-Friendly Space and info zone for legal services). A specialized team has been implementing a full package of psycho-social, MHPS, and legal services aiming to provide beneficiaries with a protected environment in which they can take part in organized activities to, socialize, learn, express themselves, and receive psycho-emotional support, recreational activities, and life skills, as they rebuild their lives. Mothers and Babies Corner, Women and Girls Safe Spaces as well as Child-Friendly Space provide opportunities for parents and caregivers to be actively involved, share information, supply input and guidance, and increase their own self-confidence to protect and care for children.

#westandwithrefugees

#International Rescue Committee



*Nisma ARSIS in partnership with **Vital Voices Global Partnership** has been implementing since in the first day of Afghan nationals arrived in Albania, the emergency program for Afghan Women Evacuees and their Families in Albania by supplying a multi-dimensional intervention by addressing in time all the needs and concerns of 500 individuals (from whom 150 children). A team composed of 8 case managers, 2 psychologists, and 1 nurse were supplying the integrated package of services including: needs and risk assessment, psycho-emotional support, direct support, safe transportation, and medical help in cooperation with other service providers. Our team was present by conducting regular communications with the families, assessment and monitoring of their needs through family visits, facilitating and addressing different concerns related to health and safety issues and provided psycho-emotional support as well as psycho-educational assistance.*

#westandwithrefugees

#Vital Voice Global Partnership



Education

Nisma ARSIS ensures children in vulnerable situation access quality education. Our programs build the academic and social emotional skills children need for well-being and success in school and beyond.

85

children

every day are supported with education services in the community center, at school, and in the family, through direct support (transportation, after school, psycho-social services, citizenship education, etc.

Access and equality toward education

From January 2019 and in continuance Nisma ARSIS work in cooperation with the Municipality of Tirana for children of the Roma and Egyptian community who live in Lana Bregas, in which 60 families have been settled. From these families, 35 children were assisted to register at the community school “Androkli Kostallari” and attend the learning process. The services provided by Nisma ARSIS, for 35 children in this community, who have attended school focused on: support classes, enhancing inclusion in sports, health education and cultural activities, family empowerment through community services and child protection, transportation from community to school and return from school to community.



Early childhood development toward an inclusive education

Since evolving skills in early childhood are acquired through interaction with the environment, parents and caregivers are critical as they are the architects of this environment. For this reason, programs targeting development, care and education of children under six should address both, children as direct beneficiaries, as well as parents and caregivers. They benefit from well-coordinated multi sectorial interventions that include the essential elements of stimulation, education, health, nutrition and protection. Foremost, such interventions should meet the needs of all children, including those with disability and those belonging to minorities.



Mobile schooling offers remote access to education for children

Through the Mobile schooling activity, our team manages to bring forth education directly in the community. Informal learning activities are conducted with children of all ages, which constitute on offering information over different educational topics (literacy, maths and other subjects). Children are encouraged to participate and express their creativity with the mobile schooling tool. Support is provided for children who due to different cultural, socio-economic circumstances, etc., cannot be regularly part of formal education in schools but not only.



Multidisciplinary services in community Centre's

2021 was a year that continued to impact the overall functioning of every person and institution, especially those related to the social sector. In Albania the economic and social impact was doubled as the country is still a developing country, with many unresolved issues and without the proper economic tools to respond adequately to the needs of its population; worsening thus the conditions of those in vulnerable situation.

The Multidisciplinary Centre "House of Colours" has been offering educational, psychosocial, health, administrative, sports, cultural services and safe emergency housing services for vulnerable children in street situation, youth and their families, for more than 11 years.

Throughout 2021, the centre has provided direct support to all categories of vulnerable beneficiaries and community support to thus not able to reach out to the centre premises.

60

children

were offered school enrolment, supportive learning classes, inclusion in sports and cultural activities, family empowerment in community services and child protection

more than

120

beneficiaries

were provided with food, health and showering, sport and daily drop in recreational activities in the centre premises

The centre staff provides ongoing support with food packages, housing rent, medication and psychological services, for each case identified in need.

The systemic intervention that Nisma ARSIS has offered, has contributed to reducing social inequalities among Roma youth and children through integrated measures for developing cognitive and sociocultural skills, and adopting a healthy lifestyle. It continues to create conditions for reducing the school dropout rate and improving access and participation of children in school and pre-school formal and informal education and promoting the importance of education and integration.

Within a multifunctional centre for children and youth at risk and their parents: beneficiaries were involved in integrated and innovative social services: After-school, kids-club, counselling and psychological assessment, mediation and social integration, to help all individuals in need, to become more receptive to new ways of support and more willing to cooperate and empower in order to continue providing for themselves.

The multifunctional community center in Rrashbull, Durrës Municipality is implemented by Nisma ARSiS in partnership with Terre des hommes and funded by GIZ, is improving access and (re)integration in education, employment and social services of Returned Migrant children, youth and families.

45 families have been identified and have regularly participated in activities held at the community center.

22 of the families are under case management and supported based on their needs, they have been provided with direct support (rent payment, household appliances, furniture and children's clothing, food packages and hygiene kits).

households returned from insecure migration were enrolled in the economic empowerment program and set up small businesses according to their capacities and will. The small businesses created consist of service areas such as livestock, tailoring, aesthetic hairdressing, trade of used clothes, trade of curtains and sheets according to the business plans realized for each selected case.

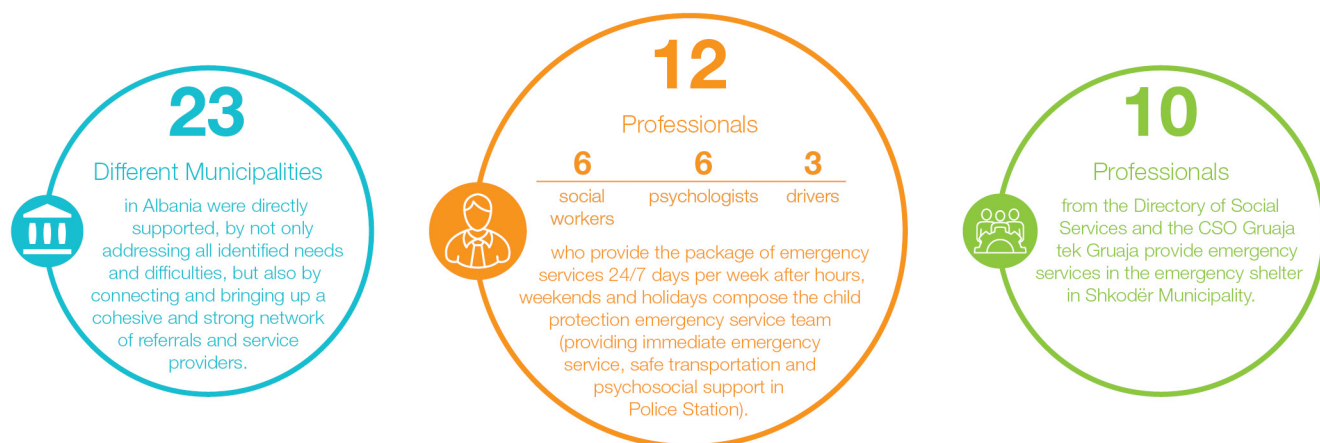


Violence prevention and response

Nisma ARSIS since its establishment is focused in prevention and addressing violence against children, youth and women. Violence against children, especially sexual violence, is one of the worst forms of child abuse and represents a direct violation of their rights. All forms of violence, especially if not addressed on time, has lasting effects in terms of child brain development, particularly in the early years of childhood. This can result with difficulties in learning, limited social skills, increased likeliness to exhibit risky or delinquent behavior and depression or anxiety later in life. Nisma ARSIS is working to adress all forms of violence against children by helping children themselves, their parents, care givers, professionals who work with them, and communities in general. Nisma ARSIS's work also includes contribution into making legislation and social services better and available for all who need them.

Strengthen the emergency response service for victims and those at immediate risk of trafficking UNICEF

There is an existing gap in the provision of professional and quality emergency services to victims of trafficking, violence, and exploitation, which is particularly critical after work hours, during weekends and holidays, when public services are not operational. In order to better provide and support, Nisma ARSIS in collaboration with UNICEF Albania, addressed two immediate issues related to emergency services: a) the online job technical support and assistance to existing emergency services for the victims of trafficking in Shkodër; b) and the emergency response service and shelter 24/7 to victims of trafficking identified during off work hours, weekends, holidays, and support 6 police stations with the smooth arrangement of protection measures.



Improve the efficiency of existing emergency services in Shkoder through direct contact, trainings, online coaching and direct support services for sharing the best practices of service provision in the emergency shelter to children victims or at high risk in Shkodra Municipality.

Emergency Services in Police Stations include also psychosocial assistance to children witnesses and victim during the interview process at the police station. Each action is taken in accordance with the child situation assessed by the police present during the child interview



on the premises of the police station as defined by the Juvenile Criminal Code. The purpose of psychosocial support is to ensure that children's rights are respected by law enforcement representatives and that judicial police officers and prosecutors treat children fairly during interviews, by contributing thus, to not only the improvement of the juvenile justice system, but also offering a holistic response to emergency intervention approach.

Safe transportation. The purpose of safe transport service is to provide assistance to children accompanied by social workers and psychologists so that they can safely transport them to their families or to the necessary services/ institutions. The safe transport service is on call 24/7 for both team members as well as other employees for the protection of children and the respective beneficiaries. This service is available to every child at risk (abuse, neglect, exploitation, violence, trafficking in street situations, parental and unaccompanied care) in four target regions of the project (Tirana, Shkodra, Dibra and Kukes) but also in any other identified case and in need of assistance.

Child protection emergency service. The after hours' emergency service for child protection is a service provided in cases where the child may be in need of an immediate protective intervention/ response and that the child cannot stay in the identified conditions and must be provided with protection and security until the next working day/until the relevant structures can find a suitable alternative for dealing with its needs and problems.

Emergency and rehabilitation/reintegration services for children, youth and mothers, victims of trafficking in the multifunctional center “House of Colors” in the Municipality of Tirana

Nisma ARSIS is devoted to advancing the continuity of the immediate protection of children at high risk, victims of abuse, trafficking, neglect and exploitation, through the provision of **Safe Emergency Housing Service** for children, young people and families at high risk. Service of Safe Emergency Shelter provides safe accommodation and protection for every child in need of protection in an emergency and for mothers with children who are in a situation of abuse or danger.

The emergency service is a social service that is set up or contracted by each local unit at the municipal or county level, to provide safe accommodation, accommodation and protection services for children aged 0-18 years and parents with children, who in certain circumstances are unable to take care of themselves. Daily services have been offered to 50 children, 11 young people and 78 mothers and family members.

Nisma ARSIS programs are supported through the provision of rehabilitation packages, which have addressed immediate needs such as housing, food, hygienic-sanitary services, clothing, health services, school educational support, and didactic materials. On the other hand, through the provision of specialized services of a social nature such as psychological counseling, focus groups targeting positive parenting practices, the provision of illiteracy courses, and ongoing support by providing access to administrative procedures, made possible that beneficiaries are able to develop practices and skills that make it feasible to improve their situation.

The service reflects the best practices in the field framed through the international principles of equality, and respect that guarantee children values and personality, the right to benefit and be protected, the personal information data privacy, dignity, security and social integration.



Improving provision of services and awareness to combat Trafficking in Persons in the Balkans, Albania, Macedonia, Montenegro, Kosovo.

Nisma ARISIS in partnership with Terre des hommes (TDH) mission in Albania, engaged in improving the revision of services and awareness to combat Trafficking in Persons (TiP) in Albania, as part of the intervention funded by the U.S. Department of State through the J/TiP program. The initiative builds upon existing regional and national mechanisms promoting better collaboration and coordination for early identification and assistance to victims of TIP and potential victims, and broadens the spectrum of assistance and continuum of services for potential victims and victims of traffic based on community level support.

Reintegration services were provided accordingly:

- In the daily center 'House of colors': through organizing psychosocial, health and education activities, providing direct assistance to families in food, clothes, medicines, didactic materials for children P/VoTs;
- Emergency services: providing direct assistance to families and children P/VoTs in food, clothes, and medicines.
- Conduction of community-level campaigns and awareness activities for targeted audiences to be better informed about and prepared to recognize TiP cases among their community.

Nisma ARISIS has provided emergency support, development interventions and mid-term solutions to VoTs by tackling them in a comprehensive and multi-disciplinary manner, involving a broad range of state and especially non-state actors from a variety of fields and backgrounds, to provide a multi-tiered level of support.



“The Deinstitutionalization Process in Albania”

Nisma ARSIS, through a 3 (three)-year journey, starting from November 2018 has been actively contributing to the process of deinstitutionalization of the childcare system in Albania, which aims at reforming the provision of care service system from residential institutions into daily care services and finding out other effective options such as family or community-based alternative services.

Through two major partnerships, and with full support from the MHSP, Nisma ARSIS has managed to provide and support in a systemic way **9 (nine) Public Care Services Institutions** (residential). In collaboration with **UNICEF**, were supported the public residential care institutions placed in Tirana, Korça, Vlorë, Shkodra and Durrës. Through this support and intervention, Nisma ARSIS managed to:

- Establish two new child and family support hub in the Municipalities of Korça and Vlorë and transformation of Residential Care Institutions into community-based services;
- Develop and implement the reunification model of children with their families placed in residential care institutions;
- Contribute to children residing in public RCI and those at risk of separating from their families, receive direct support;
- Support the MoHSP - Legislative and administrative system to ensure the right of the child to live in a family environment is improved;
- Establish the Steering Committee. The responsible body for the progress and overall well-functioning of the national Del process;
- Support public officials in local level to improve capacities to exercising social work functions in local communities.



In collaboration with Save the Children, were supported the public residential care institutions in Shkodër and Saranda, by conducting family need assessments and supporting needs directly in the community.

The overall intervention is in line with the social program of the Ministry of Health and Social Protection and other partners to implement the objectives of the **National Deinstitutionalization Plan**, which includes components such as family empowerment and childcare. Two Child and Family support hub were established in the Municipalities of Korça and Vlora, with the support of the **State Social Fund**, to which more than 90 professionals' were trained and raised capacity building to provide the services.

Of the most important and impact activity, was the organization of the first National Deinstitutionalization Conference, held on 18-19 November 2021, organized by the Ministry of Health and Social Protection, UNICEF, Save the Children, SOS Children's Villages, and Nisma ARSIS, in the frame of **"The Deinstitutionalization Process in Albania, Achievements, Challenges and Vision for the Future"**.

The conference reported on the progress of the National De-institutionalization Action Plan, validated the models of alternative childcare services from the selected pilot Municipalities, and used the opportunity of professional groups and subject matter experts to advice and support the process. It brought together over 50 childcare, child protection and social protection professionals from the central and local level, representatives of the self-government units, representatives of the childcare institutions and CSOs and development partners.

The process of De-institutionalization pays special attention to the prevention of unnecessary placement of children in institutional care, therefore transforming residential care services into community-based ones that have the child's and family's interest at the centre of its services by achieving the ultimate purpose, the best interest of the child in Albania.



Community development and employment

Improved socio-economic situation toward employment of vulnerable jobseekers through Integrated Case Management in Elbasan region

Under the framework of the ‘Promoting Inclusive Labour Market Solutions in the Western Balkans II’ regional project, UNDP Albania in partnership with Nisma ARSIS has been committed to establishing an Integrated Case Management model (ICM), which provides targeted and inclusive social and employment services, in line with the specific and individual needs of the vulnerable communities. The main target of this intervention were the individuals who receive social assistance and supports to create an enabling environment for their sustainable transition from social assistance to employment. The program reached to implement integrated case management practice with the beneficiaries, and to facilitate and empower the coordination and collaboration between the stakeholders (Employment Office, VTCs, service providers of social care services, employers, and the wider community) providing effective services and support in response to ICM model. 40 participants from Librazhd and Perrenjas participated in the cycle of counselling toward employment.



Supporting LGBT People living in remote areas of Albania

Nisma ARSIS has been engaged supporting LGBT community and youth in Shkodra and Saranda to receive specialized supportive services; have improved opportunities for re-integration/re-building their lives; and broader society members are aware of their rights, more open and receptive to the issues of LGBT community, sexual orientation and gender identity.

Through this program Nisma ARSIS has been working LGBT community and youth in Shkodra and Saranda to receive specialized services (Psychological support, Art therapy) and have improved opportunities for re-integration/re-building their lives and are aware of the issues of the LGBT community and will be future activists for the protection of the rights of the LGBT community in their city and the citizens of Shkodra and Saranda are more open and receptive about the LGBT community, and issues of sexual orientation and gender identity

Networking and strengthening the role of CSOs in the social care service provision sector

Iris Network the biggest network for social service providers in Balkan

Currently the IRIS Network in Albania gathers 24 member organizations providing various types of social services for people with disabilities, children, youth at risk and women, who are victims of violence, Roma/Egyptian, migrants and asylum seekers and other members of vulnerable social groups. This Iris network in Albania is strengthening the role of CSOs in providing social services and ensuring sensitive management of migration flux. In 2021 in Albania Iris Network through its national partner has reached to provide: 1) Capacity building through partnership building meetings, Small Grants Scheme and Annual Regional Social Academies, EU based traineeships, Mentoring programme and Peer review instrument'; 2) Policy influencing through Gap Assessment - social services for migrants, Public hearings, Annual (re)integration Shadow reports, Local/national advocacy campaigns, Balkan briefings - quality standards of services in migration management and EU Parliament events; 3) Awareness raising through Balkan media caravan, Media campaigns and promotion of best practices/innovative case studies.

Civil Society Organisations in Western Balkans and their role in provision of social services and prevention of social exclusion - ARYSE Network (At-risk Youth Social Empowerment)

The program with the support of Balkan Civil Society Development Network has contributed to the creation of the supportive environment for civil society organisation active in service provision including Albania led in the country by Nisma ARSIS. The main purpose of the intervention were: 1: Strengthen advocacy capacities of CSOs service providers in order to allow for greater involvement in policy making and 2: Increase the awareness of policy makers about the importance of the role CSOs have in service provision. The main interventions included: Development of the regional study on the role of CSOs in service provision; Establishment of national platforms of CSOs service providers; Development and implementation of national advocacy plans for creating enabling environment for CSOs service providers; Capacity building programme for CSOs service providers and Regional thematic meetings among CSOs and state institutions.



CIVIL SOCIETY ORGANISATIONS IN WESTERN BALKANS AND THEIR ROLE IN PROVISION OF SOCIAL SERVICES AND PREVENTION OF SOCIAL EXCLUSION

This project contributed to the creation of the supportive environment for civil society organisation active in service provision. It also managed to: Strengthen advocacy capacities of CSOs service providers in order to allow for greater involvement in policy making; and Increase the awareness of policy makers about the importance of the role CSOs have in service provision.

RESULTS



Establishment of a **National Platform** of CSO service providers



National Advocacy Plan in support of the Community Field Center in Tirana is compiled and implemented



Support in producing all necessary **visibility materials** such as leaflets, posters, video promotions



Periodic meetings on visibility activities and one roundtable with service providers were held to further implement the Advocacy Plan



3 organized informative meetings conducted aiming to **promote guidelines** for CSO's working with different youth at risk categories



Establishment of a **National Platform** of CSO service providers



3 Open dialogue discussion meeting were held, in three Tirana's high school to discuss the social documentary movie "Where is home"



An **International meeting** with the topic: "**Children in street situation/Exploited Children**" was organized in order to bring awareness and further discuss the phenomena



A National Study over the role of CSO's in provision of health and social services was conducted and shared with social service providers in Albania



Capacity building activities and follow up of social service providers



Increased understanding of the role of CSOs in **contributing to social cohesion**

41

Albania CSO's and social service providers

20

Local authorities' representatives

57

professionals working in the field

43

participants informed over social services provided

77

students in three high schools

Policy and advocacy

The Nisma ARSIS vigorously advocates on behalf of people in vulnerable situation or affected by crisis to assure they have what they need, not only to survive, but to rebuild and thrive in new communities.

COVID-19 RESPONSE:

We collaborated with our partners to secure critical pandemic-related supplies for low-income families, mental health support, direct services, and contribution to the preparation of response plan for child protection and case management in emergencies including pandemic situation.

REFUGEE PROTECTION AND INTEGRATION:

We successfully promoted developing reporting mechanism for gender-based violence and child protection issues in refugee resettlements in Albania and capacitating the professional workforce to work with refugees.

EMERGENCY SERVICES FOR CHILDREN/MOTHERS WITH CHILDREN AT RISK:

We successfully not only provide immediate assistance in the field, in the family and in the community to children and their families at high risk level, victims of severe forms of abuse, trafficking, exploitation, unaccompanied and separated children but in the same time work closely with the child protection units, social services directories, municipalities and the MHSP to address the systemic concerns in policy level.

LEGAL FRAMEWORK RESPONSE:

We have been actively engaged with the Ministry of Health and Social Protection, Ministry of Justice, Ministry of Interior and Ministry of Education and Sports contributing directly to the preparation of the National Agenda for Rights of the Child 2021-2026, National Strategy for Juveniles, Strategy for Education, Strategy for Social Protection, National Strategy for Roma and Egyptian Reintegration.

Message of thanks

To our partners and supporters, thank you for helping children, youth, and their families at high risk to recover and rebuild their lives. Your generosity in 2021 enabled us to hundreds of children despite the challenges brought forth by the unprecedented COVID-19 pandemic.

When we needed you, you responded with courage, leadership, and compassion.

Thank you for stepping up to support the Nisma ARSIS and the people we serve.

Our supporters



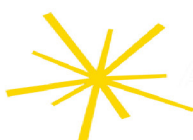
Save the Children



Terre des hommes
tdh.ch



AKPA AGJENCIA KOMBËTARE E
PUNËSIMIT DHE AFTËSIVE



Our network

Dynamo International – Street Workers Network (Dynamo International coordinates the international network of social street workers who approach various populations in their environment (children, youth people and adults). 50 national platforms of street workers are members of the network, coming from southern and northern countries, in which is involved Nisma with 5 social workers.) Nisma ARSIS is an active member contributing in the developing of the network and in the same time sharing and learning from different exchanges

E.p.a International Play Work Association (E.p.a. is a recognized INGYO (International Non-Governmental Youth Organization) with a network of partner organizations in more than 40 countries currently in Europe, South America, the Caribbean, in Africa and around the Mediterranean. e.p.a. works with children, young people and women's groups from communities in areas of poverty and social exclusion.) Nisma ARSIS in 2021

Iris Network (IRIS network is the only regional network that brings together CSOs social service providers in South East Europe. IRIS connects currently 200 member organizations that provide different types of social services to different vulnerable groups: people with disability, children and youth at risk, women victims of family violence, refugees, asylum seekers etc.)

PICUM - Platform for International Cooperation on Undocumented Migrant (PICUM, the Platform for International Cooperation on Undocumented Migrants, is a network of organizations working to ensure social justice and human rights for undocumented migrants. Bringing together a broad range of experience and expertise, PICUM generates and coordinates a humane and informed response to undocumented migrants' realities and provides a platform to engage policy makers and the general public in the full realization of their rights.)

Codes of Standards in Albania (The Code of Standards introduces a self-regulatory mechanism for the sector, aiming to improve the work effectiveness of non-profit organizations, good governance, transparency, and accountability. It is a set of principles and commitments on how organizations operate, how they are governed, how they manage resources, how they are transparent and accountable to all stakeholders, how they build relationships with supporters and donors, how they manage conflicts of interest, etc. As a self-regulatory mechanism undertaken by the free will of NPOs, the Code of Standards is a tool that promotes learning and change, strengthens relationships with partners and stakeholders, and increases the legitimacy and credibility of CSOs. Nisma për Ndryshim Shoqëror, ARSIS is one of the first members of the Code of Standards.)

Global Modern Slavery Directory (Global Modern Slavery Directory (GMSD) is an interactive, searchable map and database of organizations and agencies across the globe that address the issue of modern slavery and human trafficking. The GMSD includes organizations that address all types of human trafficking, including sex trafficking, forced labor and debt bondage, forced marriage and child marriage, child trafficking, child pornography, organ trafficking, trafficking within international adoption, and international marriage brokering mechanisms ("bride trafficking"). Nisma për Ndryshim Shoqëror ARSIS is one of the organizations included in the database.)

The European Union Agency for Asylum (EUAA) (The European Union Agency for Asylum (EUAA) is an agency of the European Union mandated with supporting Member States in applying the package of EU laws that governs asylum, international protection and reception conditions, known as the Common European Asylum System (CEAS). The EUAA acts as a resource for Member States in the field of international protection, with the ability to provide practical, legal, technical, advisory and operational assistance in many formats. The Agency does not replace the national asylum or reception authorities, which are ultimately entirely responsible for their procedures and systems.)

Board of Directors of Nisma ARSIS

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Chairperson

Xheni Karaj

Member

Borana Resulaj

Member

Sead Kazanxhiu

Member

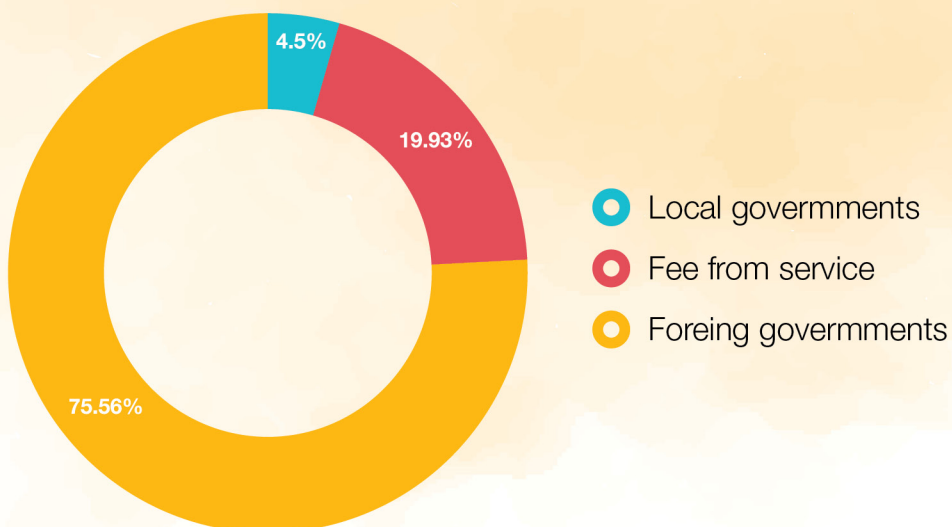
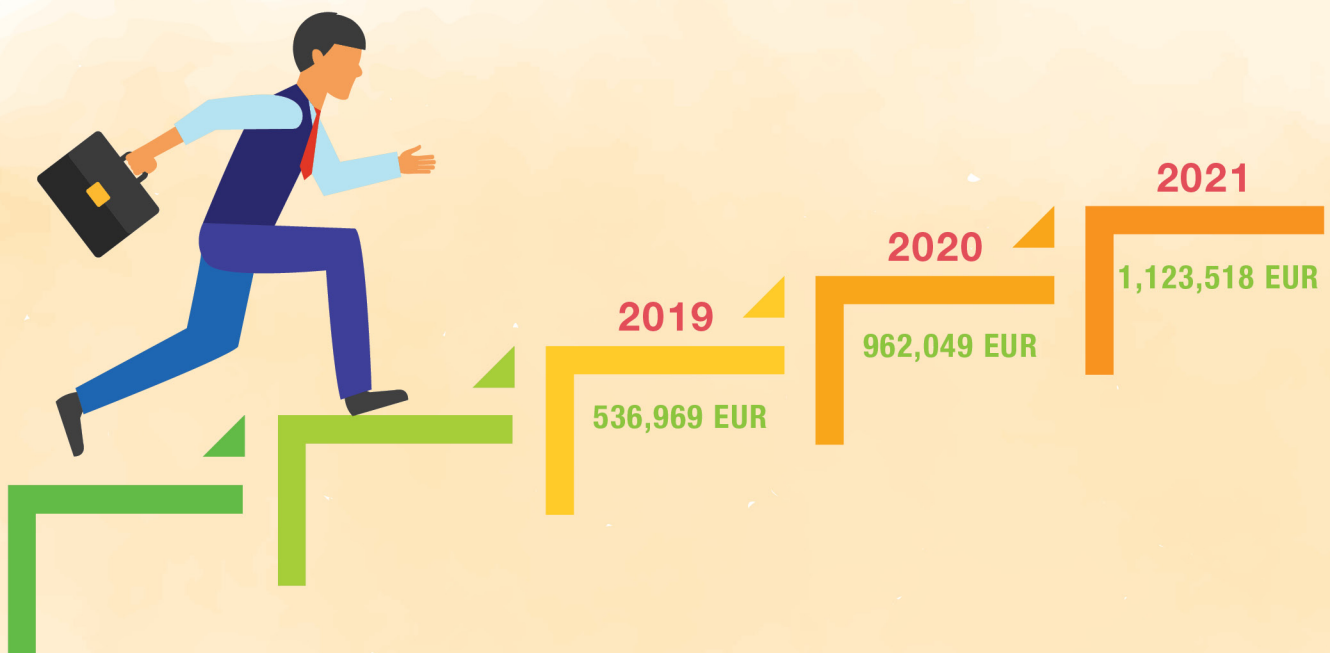
Team of Nisma ARSIS

Ada Dimo
Albana Kumanaku
Albana Troshani
Albana Memaj
Alma Jella
Altea Xhaferaj
Amalia Bifsha
Ana Demo
Ana Majko
Anila Marku
Anisa Shpati
Ardit Reka
Arela Çarku
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Mirela Minja
Najada Grenazi
Nazmie Sinani
Ornela Osmanaj
Rosela Mamutaj
Senad Keroja
Tauland Sadiku
Xhevahire Hoxha
Zyra Neziri

Lawyer
Case Manager
Case Manager
Nurse
Case Manager
Finance Officer
Monitoring and Evaluation Officer
Local Specialist for Child Care – Vlora Municipality
Executive Director
Psychologist
Teacher, Multi-functional Center "House of Colors"
Case Manager
Psychologist
Case Manager
Social Worker
Coordinator, IRMA Program
Lawyer
Teacher
Manager, Family Strengthening and Child Development Center for Children 0-8 Years Old
Manager, Juvenile Justice Program
Psychologist
Specialist for Child Care, De-institutionalization Program
Psychologist
Teacher
Teacher
Social Worker
Case Manager
Case Manager
Coordinator, Multi-functional Center "House of Colors"
Administrator/Finance Manager
Specialist for Child Care, De-institutionalization Program
Psychologist
Driver/Logist, Multi-functional Center "House of Colors"
Case Manager
Psychologist
Psychologist
Psychologist
Manager of Child Protection Program
Psychologist
Case Manager
Coordinator
Driver
Social Worker
Psychologist
Local Specialist for Child Care – Korca Municipality
Case Manager
Family Strengthening and Child Development Centre for Children 0-8 Years Old
Teacher
Case Manager
Nurse, Multi-functional Center "House of Colors"
Teacher, Community Development program in "Lana Bregas"
Case Manager
Local specialist for child care – Shkodra Municipality
Driver
Cooking Lady, Multi-functional Center "House of Colors"
Teacher, Family Strengthening and Child Development Centre for Children 0-8 Years Old

Financial report

Nisma ARSIS funding is primarily supported by international donors. Our objective is to diversify funding streams by increasing grant acquisition, local fundraising, with special focus on corporate funding and public to ensure our mission for reaching the most vulnerable children in poor and remote areas in Albania. Throughout these years, the funds that enabled us to reach the children, youth and families in our program were as follows:



Where you can find us:

1

Multifunctional Center “House of Colors”

Rr. Sali Butka, Ish-Nshrak, Administrative Unit no.7, Tirana Albania

2

Family supporting center and child care

Rr. Isuf Elezi, Blloku i Vilave Selite, Tirana Albania

3

Qendra Komunitare Multifunksionale Xhafzotaj - Rrashbull

St. Zoteknik Xhafzotaj, Njesia Administrative Rrashbull, Durres, Albania

Emergency services Monday to Sunday - 24/7h

Social care services provided in the community services 08:00 - 16:30



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Annual Report 2021

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