



The Republic of Kosovo Action Plan on the Implementation of the Strategy for the Integration of Roma, Ashkali and Egyptian Communities, 2009-2015



Republika e Kosovës
Republika Kosova-Republic of Kosovo
Qeveria -Vlada-Government

Zyra e Kryeministrit-Ured Premijera-Office of the Prime Minister

*Zyra për Qeverisje të Mirë, të Drejtat e Njeriut, Mundësi të Barabarta, dhe Barazi Gjinore /Kancelarija za Dobro Upravljanje, Ljudska Prava, Jednake
Mogućnosti i Pitanja Polova/Office on Good Governance, Human Rights, Equal Opportunities and Gender Equality*



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Prishtinë, 02 March 2010

The document of the “*Action Plan of the Republic of Kosovo for the Implementation of the Strategy for the Integration of the Roma, Ashkali and Egyptian Communities, 2009 – 2015*” spells out the political will of Kosovo Government to transform the lives of Roma, Ashkali and Egyptian communities in Kosovo. The proposed actions explicitly convey what needs to be done to achieve the elimination of discrimination, economic prosperity, upward social mobility and safe environment for all three communities.

The first and most crucial step in redressing discrimination is for governments to acknowledge that minorities exist. That major step has already been made and the minority rights are enshrined in the Constitution of Kosovo. The *Action Plan* initiative represents another step ahead in our work and commitment aiming at ensuring that Kosovo economic growth and development policies reach out to and are accessible by the most vulnerable, marginalized and voiceless groups in our society, in this case, Roma, Ashkali and Egyptian communities.

The *Action Plan* should be viewed as a powerful instrument to achieve the fundamental goals, central to the realization of minority rights - participation, inclusion and fulfilling obligation. On this occasion, I will urge public institutions of Kosovo, civil society actors, the Roma, Ashkali and Egyptian communities and the international community to fully embrace this opportunity, and work together to achieve poverty reduction, more democratic and inclusive governance and greater stability in Kosovo society.

The Action Plan should remain the common platform for the Government of Kosovo, civil society actors and the international partners for better coordination, mainstreaming and harmonization of our plans and resources. The targets set out in this document, are the ones that the delivery will be judged. Let this be my invitation to all of you, to embark on this new endeavor altogether and be collectively judged by our delivery against these targets.

Sincerely,

Hashim Thaqi
Prime Minister of the Republic of Kosovo

ABBREVIATIONS

ACDEI	Agency on Coordination of Development and European Integration
ACA	Anti-Corruption Agency
AGE	Agency on Gender Equality
AGEF	Non-Profit Limited Company in the Area of Migration and Development
AIDS	Acquired Immune Deficiency Syndrome
ASAK	Academy of Science and Arts of Kosovo
CCFD	Catholic Committee against Poverty and for Development
CSA	Centre on Social Affairs
DACS	Department of Administration of Civil Service
DAJ-MoJ	Department of Access to Judiciary/Ministry of Justice
DLE/MLSW	Department of Labour and Employment
DSW/MLSW	Directorate of Social Welfare/Ministry of Labour and Social Welfare
DVT-EP	Department on Vocational Training
EC	European Commission
EU	European Union
EULEX	European Union Rule of Law Mission in Kosovo
FER	Forum on Ethnic Relations
FSDEK	Finish Support Program to Education in Kosovo
GTZ	Deutsche Gesellschaft für Technische Zusammenarbeit
HIV	Human Immunodeficiency Virus
HRC	Human Rights' Cells
KASSME	Kosovo Agency for the Support of Small and Medium Enterprises

KCB	Kosovo Consolidated Budget
KCFM	Kosovo Centre on Family Medicine
KEC	Kosovo Education Centre
KEK	Kosovo Electric Corporation
KFOS	Kosovo Foundation for Open Society
KIPA	Kosovo Institute of Public Administration
KOSVET	Kosovo Vocational Education and training
KPA	Kosovo Property Agency
KP	Kosovo Police
ICC	Independent Claims Commission
ICO	International Civilian Office
IFES	International Foundation on Election Systems
ILO	International Labour Organisation
INALCO	National Institute of Oriental Languages and Studies in Sorbonne
IOM	International Organisation of Migration
IP	Institute of Pedagogy
MAFRD	Ministry of Agriculture, Forestry and Rural Development
MALG	Ministry of Administration of Local Government
MFA	Ministry of Foreign Affairs
MCYS	Ministry of Culture, Youth and Sports
MED	Municipal Education Directorate
MEM	Ministry of Energy and Mining
MESP	Ministry of Environment and Spatial Planning
MEST	Ministry of Education, Science and Technology
MDSPS	Municipal Department on Social Protection and Services
MFE	Ministry of Finance and Economy
MoJ	Ministry of Justice
MoI	Ministry of Interior

MLSW	Ministry of Labour and Social Welfare
MoH	Ministry of Health
MPS	Ministry of Public Services
MRC	Ministry of Returns and Communities
MRGI	Minority Rights Group International
MTEF	Medium Term Expenditure Framework
MTI	Ministry of Trade and Industry
MTTC	Ministry of Transport and Tele-Communications
NDI	National Democratic Institute
NGO	Non-Governmental Institutions
NIPH	National Institute of Public Health
OCA	Office of Community Affairs
ODHIR	Office for Democratic Institutions and Human Rights
OGG	Office of Good Governance, Human Rights, Equal Opportunities and Gender Issues
OPM	Office of the Prime Minister of Republic of Kosovo
OSCE	Organisation on Security and Cooperation in Europe
RTK	Radio Television of Kosovo
UNO	United Nations Organisation
UNFPA	United Nations Population
UNICEF	United Nations Children's Fund
UNHABITAT	United Nations Program on Settlement
UNHCR	United Nations High Commissariat on Refugees
UNMIK	United Nations Mission in Kosovo
UP	University of Prishtina
USAID	United States Agency for International Development
TWGAP	Technical Working Group for the Action Plan on the Implementation of the Strategy for the Integration of Roma, Ashkali and Egyptian Communities 2009-2015

VASD	Victims Assistance and Support Department
WB	World Bank
WHO	World Health Organisation

INTRODUCTION

The Government of Kosovo is committed to ensuring and guaranteeing the rights of all communities in Kosovo, and to adhere to all international standards of human rights, as spelled out in various international conventions, in the Constitution of Kosovo and Kosovo legislation.

The Government of Kosovo considers that the conditions under which Roma, Ashkali and Egyptian communities live and conduct their life in Kosovo require swift, concrete and effective policies and actions in order to ensure the successful integration of the three communities and enable their contribution to Kosovo society.

The Republic of Kosovo Action Plan on the Implementation of the Strategy for the Integration of Roma, Ashkali and Egyptian Communities, 2009-2015, initiative is part of the undergoing efforts of the Government of Kosovo to improve the life of all Kosovo communities. Such efforts will allow the establishment of the adequate political, social, and economic, educational and cultural conditions which will support these communities in creating and strengthening their identity, as well as, will enforce the recognition and protection of their individual and community values.

The establishment of a multi-ethnic and inclusive society that provides equal opportunities for development, participation and welfare of all individuals, regardless of their ethnicity, religion, gender, age, physical and mental abilities, and cultural and ideological orientation, remains a major challenge for the Government of Kosovo and Kosovo society, as well.

The Action Plan document produced by keeping in mind the existing commitments of Kosovo Government in other sectors, undertaken at national and local level, will assist the Government of Kosovo and all identified stakeholders in overcoming the aforementioned challenges and contribute to the social, economic and political development of the country, as a whole.

The Action Plan Drafting Process

The Action Plan is a detailed articulation of the measures proposed in the *Kosovo Strategy for the Integration of Roma, Ashkali and Egyptian Communities, 2009-2015*, approved by Government of Kosovo on December 24, 2008.

Following upon the steps of the useful and effective experience gained during the drafting of the *Strategy for the Integration of Roma, Ashkali and Egyptian Communities*, the Office of Good Governance, in the Office of the Prime Minister, as the responsible and coordinating body for the drafting of the Action Plan document, has pursued a comprehensive and participatory process.

The Action Plan drafting process involved all line Ministries, executive agencies, non-governmental organisations and in particular organisations representing the Roma, Ashkali and Egyptian communities. Local and international organisations, working in the areas of social services and employment orientation and facilitation and protection of human rights, were also involved. International partners provided their comments and opinions at various meetings and at the public presentation of the first draft of the Action Plan document.

Prior to the initiation of the drafting process, a set of guidelines were circulated to all line ministries and executive agencies. The guidelines set up a framework for the development of the action plan that provided the involved parties with a common understanding on the desirable process, instructed them on a practical step-by-step approach to developing the document and coordinate the process and finally, introduced a suitable document format and explained its elements.

The guidelines placed a strong emphasis on institutional coordination and demanded that all involved institutions:

- set out priorities for each respective sector based on the document of the Government of Kosovo Strategy for the Integration Roma, Ashkali and Egyptian Communities, ,
- the identification and prioritization process is characterized by close cooperation between the civil service and political staff;
- propose and rank activities' priority accordingly, to ensure swift response, credible and sustainable outcomes, and make choices that define underlying values, i. e equity versus cost-effectiveness,
- take into account, during the process: a) institutional management capacities, b) human and financial resources required for the implementation of envisaged activities, and c) consistency between proposed action plan activities and existing commitments and new strategies.

Line ministries and executive agencies submitted their input through:

- meetings held with the inter-ministerial working group for drafting the Action Plan document,

- extended recommendations during workshops held with a number of ministries, that brought together various ministerial departments in a number of ministries and fostered a dialogue between civil servants and political staff,
- submission of comments and recommendations as the work on the drafting of the Action Plan document progressed.

The Advisory Office on Good Governance and Human Rights (AOGG) circulated the first draft at a public meeting, with wide representation attendance. The debate brought together Kosovo's central public administration institutions, local non-governmental organisations, bilateral and multilateral donors and international bodies in charge of monitoring the progress and consolidation of democratic institutions and processes, in the Republic of Kosovo. In a separate event, all line ministries and non-governmental organisations representing the three communities were brought together for a second round of debate on the action plan document. The last event, also, enabled organisations that could not participate in the first round of the public debate on the draft document, to provide their comments.

Action Plan Conceptual Framework

The Action Plan document represent a detailed process and action steps needed to be implemented within the defined timeframe that ensures the fulfilment of the measures outlined in the *Strategy for the Integration of Roma, Ashkali and Egyptian Communities, 2009-2015*. In addition, the Action Plan document was prepared in compliance with the *Kosovo Medium Term Expenditure Framework 2010-2012*, the *Kosovo European Partnership Action Plan*, and sectoral and cross-sectoral strategies that are already being implemented in Kosovo. Draft documents of strategies or action plans pending Kosovo Government approval were also taken under consideration. Aiming at avoiding already recognized pitfalls and draw on both lessons learnt and success stories, during the drafting process, closed attention was paid to a vast variety of concerns and recommendations extended from various entities on the national strategy documents and activities carried out by member states of the Roma Decade. It should be noted that Kosovo is not a member state of the Roma Decade network, (a detailed list of documents taken into consideration for drafting this Action Plan, can be found in the Annex A of the document).

As noted elsewhere in the document, *The Republic of Kosovo Action Plan on the Implementation of the Strategy for the Integration of Roma, Ashkali and Egyptian Communities 2009-2015*, represents a cross-sectoral initiative. Subsequently, during the drafting process of the action plan, special emphasis

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was given to the establishment of links among its individual elements, as well as, other policies and initiatives undertaken by the Government of Kosovo. The approach was chosen to ensure and maintain coherence among public policy documents and also, to establish interrelation between public policy and the quality of life experienced by the Roma, Ashkali and Egyptian communities. Further, the pursued approach ensures that individuals and these communities do not become invisible when it comes to the distribution of and access to national resources and most importantly, the one-size-fits all answers are avoided.

Finally, great emphasis was put on the close links between this Action Plan and other public policy documents under implementation, aims at increasing both funds' efficiency and balanced distribution of the budget that subsequently would avoid the unnecessary duplication of funds in planning and implementation of this nation-wide initiative.

The activities proposed in the Action Plan fall into four main categories:

- ***Survey, evaluation and research studies.*** This set of activities aims at filling the gap of quantitative and qualitative data, at all life aspects, on Roma, Ashkali and Egyptian communities. Further, the data collection exercise will facilitate the need identification process will track the effective implementation of the proposed changes. Finally, the data collection will enable a comprehensive and inclusive monitoring and evaluation process of the overall action plan activities.
- ***Improvement of the socio-economic and representative status of the three communities.*** Recognizing that Roma, Ashkali and Egyptian communities experience deeply-rooted social exclusion, manifested through lack of access to opportunities, resources and services, as well as lack of voice and power to change their situation, the identified action steps in this category aim at:
 - ◆ providing excluded groups access to assets, capabilities and opportunities so they can improve their livelihood and lay foundation for upward mobility,
 - ◆ providing space and opportunities, so that excluded groups develop voice, confidence and capabilities to engage on equal footing with those groups who are socio-economically better off and also, can influence institutions which decisions affect them,
 - ◆ removing formal and informal institutional barriers that foster exclusion or maintain the status quo, in both policy and system

levels, enabling all society groups equal access to development opportunities without discrimination in any form.

- **Information sharing and awareness raising.** Three groups beneficiaries will be targeted through this set of activities:
 - ◆ *Roma, Ashkali and Egyptian communities* will be informed about their rights and responsibilities, about the roles of state run institutions, services that are currently being provided and ought to be provided. Also, it will offer awareness raising activities on matters of representation, participation and anti-discrimination. The deep-rooted social norms, values and beliefs will be addressed as well, as they are recognised as barriers to social change and a major obstacle to implement the action plan smoothly.
 - ◆ The second targeted group is the *Kosovo public* at wide. The overall goal of the awareness-raising campaigns and public activities remains to increase tolerance and acceptance of cultural and ethnic differences as a national treasure and as an opportunity for cooperation.
 - ◆ Finally, *civil servant staff* will participate in awareness-raising session and will attend capacity building events focusing specifically on needs and characteristics of all three communities. The staff's positive attitude and their responsiveness to the conditions of the target groups are important for accelerating the social inclusion process.

- **Identity construction of the three communities.** This will be accomplished through: *establishing identity as a physical existence* where special emphasis will be placed on civil registration from birth; *educational identity; representative and participatory identity* - as a member of public administration, as a political representative, as a representative of law and order, as an active contributor to social and economic development of the society; *cultural identity* - as a creator and active participant in the rich ethnic and cultural mosaic of Kosovo.

The format of the *Action Plan on the Implementation of the Strategy for the Integration of Roma, Ashkali and Egyptian Communities, 2009-2015*, includes technical elements of public policy implementation process. The pursued Action Plan format aims also at eliminating the problems with which member states of the Roma Decade were confronted, to name few, the lack of budget allocation, institutional responsibilities, detailed activities/action steps and corresponding relationships among the elements of the action plan. The document includes sectoral goal and objectives, detailed activities and action-

steps, defined responsible and supporting institutions, means of verification, and cost-estimation for each activity.

Special consideration was given to the identification and the design of the Action Plan indicators, which represent a combination of both qualitative and quantitative ones, with characteristics that allow for structural, outcome and process measurement.

The Action Plan contains nine sectors, namely, *education, employment and economic empowerment, health and social affairs, housing and informal settlements, returns and reintegration, registration, culture, media and information, participation and representation, and security, policing and justice*. Gender and anti-discrimination, as crosscutting themes, are anchored in all abovementioned sectors.

Institutional Arrangements and Coordination Mechanisms

Institutional overseeing and coordination of *the Republic of Kosovo Action Plan on the Implementation of the Strategy for the Integration of Roma, Ashkali and Egyptian Communities 2009-2015*, will take place at three levels. Daily implementation will be performed by line ministries, executive agencies and municipalities, in cooperation with local and international partners.

A technical working group will be established and function as the Action Plan Technical Working Group for the Implementation of the Strategy for the Integration of Roma, Ashkali and Egyptian Communities (APTWG). The APTWG will keep track of the implementation of the Action Plan, will examine issues at the policy level and undertake continuous and close monitoring steps. Also, the APTWG will harmonize and coordinate Government and donor investments and will advise on funding priority matters.

The Technical Working Group will cover four key areas aiming at the effective implementation of the Action Plan activities and the accomplishment of the objectives envisaged in it:

1. Coordination

Coordination is one of the main functions of the APTWG due to the cross-sectoral nature of the Action Plan. The APTWG will coordinate the work among line Ministries and executive agencies. It will also coordinate the work among state institutions and donors with special emphasis at the technical level in order to prevent duplication of programs/projects. Simultaneously, it will ensure that

the financial resources will be enhanced and decision-making process will improve significantly, during the Action Plan implementation.

Finally, the APTWG will establish and coordinate among line Ministries, donors, non-governmental organisations and the Steering Committee through: submission of periodical reports, communication on issues requiring political decisions without delay, dealing with problems requiring fast solutions, as well as communicating necessary changes to the approved Action Plan.

2. Information Sharing Among Ministries, Donors and Non-Governmental Organisations

The APTWG will serve as an information sharing platform among ministries and executive agencies, donors and non-governmental organisations.

Also, the APTWG will act as an information collecting and distributing centre. The information will be shared through regular meetings, by organizing thematic meetings, presentation of projects and programs undertaken by various stakeholders. In addition, it will collect and share information on the progress achieved from the Roma Decade members countries. The type of information will focus on three key areas: research studies, best practices and lessons learnt from their experience, and networking opportunities.

3. Monitoring and Evaluation

The APTWG will monitor and assess progress against goals, objectives and indicators outlined in the Action Plan document. It will also collect and analyze the data delivered by the line Ministries and projects implemented by donors. The progress reports will be published on quarterly basis. The technical group will also draft six-month progress reports and the annual report, which will be presented to and approved by the Steering Committee. Reports will be published on the electronic webpage of the Office of the Prime Minister.

The APTWG will approve terms of references for periodic sectoral evaluation, as well as, it will draft terms of references for formative and summative evaluation of the Action Plan, that will be approved by the Steering Committee.

4. Formulation and Prioritization of Policies

The APTWG will assist in the formulation of short-term and long-term policies and will draft recommendations on coordination of sectoral planning. It will also be involved in activities prioritization process through discussion of

public policy agenda, by engaging in the process the Steering Committee and other working groups involved in the drafting of such documents such as the Medium-Term Expenditure Framework, sector and cross-sector strategies, etc. During the prioritization process, the APTWG will ensure full participation and take into consideration the contribution of civil society actors.

The APTWG will not duplicate the responsibilities of line Ministries and these institutions will continue to perform their main role in planning and prioritizing, and monitoring the implementation of their respective sectoral activities.

The APTWG will meet not less than four times per year. Members of the APTWG may organize additional meetings if required. Taking into account the cross-sectoral nature of the Action Plan and its priorities, and to effectively fulfil its role, the APTWG will draft its annual working plan and it will submit it for approval to the Steering Committee. The Advisory Office of Good Governance will provide logistic and administrative support for the APTWG work.

The APTWG will be composed of eleven members. The Head of the Advisory Office of Good Governance will chair the APTWG. The permanent members of the APTWG are: Office of Community Affairs, Ministry of Returns and Communities, Agency for Coordination of Development and European Integration, Gender Equality Agency, Ministry of Education, Science and Technology, Ministry of Labour and Social Welfare and Ministry of Health. Three other members will be chosen from the donor community and the other two members will be selected from line Ministries, in compliance with the needs and the weight of the potential investments in the respective sectors of the Action Plan.

The Inter-Institutional Steering Committee for the Implementation of the Action Plan is a political body with a wide institutional representation. The Committee will be comprised of eleven members and will be chaired by the Deputy Prime Minister. The Committee will include as members, the Minister of Education, the Minister of the Environment and Spatial Planning, the Minister of Health, Director of the Advisory Office of Good Governance, who acts also as the Deputy Head of the Committee, Director of the Office of Community Affairs, one member from the Communities' Consultative Council (to be appointed by the Council), the Ombudsperson, and one representative of Roma, Ashkali and Egyptian communities.

The Steering Committee will:

- ensure coordination between the public and non-governmental sector,

- enable dialogue on harmonization of public policy activities of the state institutions with the needs of communities, communicated through the representatives of non-governmental organisations,
- approve the proposed changes and necessary interventions to the Action Plan document,
- ensure that the proposed changes support the realisation of sector objectives and the accomplishment of goals as outlined in the Action Plan,
- present the approved changes of the Steering Committee before the Meeting of the Council of Ministers of Kosovo,
- ensure that public policy documents such as programs, strategies and action plans approved by the Government of Kosovo take into account and are coordinated with the Action Plan activities,
- ensure that during the review and the approval of the Medium Term Expenditure Framework, the Action Plan identified activities are financially covered by the Kosovo Consolidated Budget,
- approve the annual progress report on the implementation of the Action Plan,
- approve terms of references on periodical sector assessments and formative and summative evaluation of the implementation of the Action Plan,
- undertake activities such as: field visits, project sites visits, organization of national and international events and other activities that provide hands-on familiarization opportunities or advocate and lobby for additional resources or establish networking prospects.

The Committee and its functions will be officialized by a Council of Ministers' decree, once the Action Plan is approved. In accordance with the priorities defined by the Government of Kosovo, Ministers and members of this Committee will be replaced or will continue to perform the envisaged duties.

Informing the Public

The Government of Kosovo, in the context of its efforts to increase transparency and accountability to its citizens about what their Government is doing and to international partners on the Government's commitment to international convention on human rights, considers as crucial the information of the public on the progress achieved as the implementation of the Action Plan gets under way.

Therefore, the Government will establish a portal on the electronic webpage of the Office of the Prime Minister that will contain the Action Plan and the Strategy documents, progress reports and Government decrees related to the implementation of the Action Plan. Adequate space on the website will be given

to information on projects and programs undertaken by the Government, donors and non-governmental organisations that contribute to the achievement of the objectives of the Action Plan. Periodical evaluation reports, studies and research documents, calendar of national and international events will be posted on the webpage, as well.

Sector:	EDUCATION
Goal:	Establish an inclusive and high quality education system based on fairness, equality and respect for diversity that contributes to the full integration of Roma, Ashkali and Egyptian communities in Kosovo society

Objective 1: Significant improvement of participation in education system and of the quality of education for members of Roma, Ashkali and Egyptian communities.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
1.1 Include Roma, Ashkali and Egyptian educators and their assistants at the pre-primary and pre-school level	1.1.1 Conduct research on the needs for pre-primary and pre-school education	Number of educators and assistants employed	Research report	MEST, MED, Schools, Pre-school institutions	KEC, Save the Children, UNICEF, Caritas Network, KFOS, FER Council of Europe/European Commission - Project "Cross-Cultures" and the Bologna Process "Balkan Sunflowers"	2009-2010	€ 1,987,800
	1.1.2 Identify qualified educators and assistants from Roma, Ashkali and Egyptian communities and include them in the education system	Number of children completing education	Reports of the Ministry of Education List of employees				
	1.1.3 Provide support to future educators in the form of studies, job vacancies and internships as well as accreditation training programs	Number of children enrolled in the first grade	Programs drafted and implemented for accreditation of teachers				

Objective 1: Significant improvement of participation in education system and of the quality of education for members of Roma, Ashkali and Egyptian communities

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
1.2 Training and retraining of teachers from Roma, Ashkali and Egyptian communities on compulsory education	1.2.1 Identify teachers willing to work in the education system	Number of certified teachers	Assessment report on the needs for professional advancement	MEST, University of Prishtina	European Universities, FER, KFOS, British Council, CCFD, European Commission, INALCO Council of Europe/European Commission – Project “Cross-Cultures” and the Bologna Process	2009-2014	€ 289,000
	1.2.2 Conduct research on the needs for professional advancement	Number of teachers employed in the education sector	Assessment reports on training provided and curricula				
	1.2.3 Organize on-the-job training for teachers	Number of teachers teaching Roma language	Curricula for the teaching of the Roma language				
	1.2.4 Create opportunities for students of these communities to work and study, simultaneously	Number of accreditation programs and the number of study visits	Certificates issued at the end of the training				
	1.2.5 Organize summer schools for teachers from Roma, Ashkali and Egyptian communities	Number of students that have completed studies abroad					

	1.2.6 Train Roma teachers in the Roma language						
	1.2.7 Provide courses on the Roma language for Roma teachers						

Objective 1: Significant improvement of participation in education system and of the quality of education for members of Roma, Ashkali and Egyptian communities

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
1.3 Provide reintegration programs for returned children from Diaspora	1.3.1 Identify families that returned from abroad	Children registered at regular schools	Data base with respective information on the repatriated	MEST, MED, schooling system, Municipal Offices on Communities	Delegation of EU Commission, UNHCR, UNICEF, USAID, IOM. Ministry of Returns, NGOs, MoI	2009-2012	€ 248,000
	1.3.2 Organize reintegration programs	Number of children involved in training courses	Programs and courses provided				
	1.3.3 Provide six-month courses on the country's language	Number of courses and programs provided for training	Decisions on unification of school documents				
	1.3.4 Legalize school documents	Textbooks distributed on annual basis and funds committed	Decisions on distribution of free school textbooks and materials, progress reports and financial proof				

	1.3.6 Establish an organised system for their inclusion into the regular schooling system						
	1.3.7 Provide school textbooks and materials for children free of charge						

Objective 1: Significant improvement of participation in education and of the quality of education for members of Roma, Ashkali and Egyptian communities.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
1.4 Encourage increased participation in education	1.4.1 Organize awareness raising campaigns for parents register and enrol children on time	Number of pupils that completed the compulsory education in time	Campaign materials Periodical reports on school enrolment	MEST, MED, school system	EU Commission Delegation, UNICEF, OSCE, Save the Children OCA, FER, KFOS	2009-2014	€ 2,931,875
	1.4.2 Identify the needs of students that are not attending school regularly	Number of children involved in complementary teaching	Transport services and funds distributed				
	1.4.3 Provide free transport services for children who are travelling more than 2 km per day	Improved level of feeding	Financial proof and respective documents on the provision of free food				

	1.4.4 Provide free food, for this category of children						
	1.4.5 Provide textbooks and schooling materials free of charge	Number of students receiving free textbooks					
	1.4.6 Provide complementary lessons in schools	Number of children receiving assistance compared to the number of children obtaining school diplomas	Official decision on selection of schools and pedagogic faculty to assist pupils with learning problems				
	1.4.7 Schools in cooperation with community centres facilitate the performance of homework						
	1.4.8 Appoint teachers to work with children who have learning difficulties						

Objective 1: Significant improvement of participation in education system and of the quality of education for members of Roma, Ashkali and Egyptian communities.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
1.5 Create conditions for the continuation of education after compulsory education	1.5.1 Establish a scholarship fund	Number of pupils benefiting from scholarships	Official decision on the establishment of the scholarship	MEST, MED, Partners, Schools	OCA-OPM, MRC, EU Commission Delegation,	2009-2017	€ 652, 000

	1.5.8 Release students in difficult socio-economic situation from the dormitory payments	Number of students released from payments	Decisions on the release of payments from library services and from dormitory				
	1.5.9 Release them from library payments	Number of students increases annually	payment for students not receiving scholarship and who have insufficient family income				
	1.5.10 Establish the scheme for studies abroad for the Roma language						

Objective 1: Significant improvement of participation in education system and of the quality of education for members of Roma, Ashkali and Egyptian communities.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
1.6 Include Roma language as a teaching course	1.6.1 Identify experts for the drafting of the curricula for the Roma language	Curricula drafted	Decisions on training and selection of experts for the drafting of curricula	MEST, MED	EU Commission Delegation, UNICEF, OCA, FER, KFOS, KEC, INALCO, European Commission /Council of Europe Project "Cross-Cultures" and the Bologna Process	2009-2017	€ 189,840
	1.6.2 Organize training for experts in the drafting of curricula	Number of experts involved					
	1.6.3 Draft curricula on Roma language	Number of teachers trained	Documents and programs drafted in Roma language				

	1.6.4 Organize workshops with teachers to review the curricula	Number of pupils involved in learning Roma language	Decision on entry into force of the new curricula Training documents and certification of teachers on Roma language				
	1.6.5 Make the curricula official						
	1.6.6 Train teachers for teaching in the Roma language						
	1.6.7 Organize teaching of Roma language for Roma community (compulsory)						

Objective 1: Significant improvement of participation in education system and of the quality of education for members of Roma, Ashkali and Egyptian communities.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
1.7 Complementary language programs for children of Roma, Egyptian and Ashkali communities	1.7.1 Identify pupils having difficulties in the use of official languages	Number of children that attended courses	Performance tests and respective reports	MEST, MED	UNICEF, KFOS, INALCO, Community Centres, Save the Children, Institute of Pedagogy "Balkan Sunflower"	2010-2015	€ 225,000,
	1.7.2 Identify pupils having difficulties in the use of Roma language		Decision on allocation of funds and progress reports				
	1.7.3 Provide language courses to be attended by preschool pupils						

	1.7.4 Provide language courses for parents aiming at preparing them to assist their children	Number of parents involved in language courses Number of courses provided					
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Objective 1: Significant improvement of participation in education system and of the quality of education for members of Roma, Ashkali and Egyptian communities.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
1.8 Include children with disabilities in the regular education system	1.8.1 Identify children with special needs	Number of children identified	Assessment document	MEST, MED, MoH, special schools	Handikos, Institute of Pedagogy, Handicap International, UNICEF, KFOS, KEC, Save the Children FSDEK	2010-2017	€ 237,600
	1.8.2 Diagnose the needs of children		Individual documents and plans				
	1.8.3 Draw up individual plans						
	1.8.4 Provide awareness raising programs for parents	Number of children involved in education	Awareness raising programs for parents				
	1.8.5 Provide training programs for parents of children with special needs	Number of teachers trained	Training materials and referral materials for teachers working with children with special needs				
	1.8.6 Organize training for teachers working with children with special needs						

	1.8.7 Support financially families of children with special needs		Official decision on financial support				
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Objective 1: Significant improvement of participation in education system and of the quality of education for members of Roma, Ashkali and Egyptian communities.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
1.9 Increase inclusion in vocational training	1.9.1 Conduct research on professional training and development of communities	Study includes the three communities and addresses them in compliance with age and gender	Study document	MEST, MLSW, MFE, Regional Centres on Vocational Training	FER, AGEF, OGAs, KFOS, Don Bosco, GTZ, KOSVET, Swiss Contact, EU Commission Delegation, IOM, ILO	2009-2016	€ 900,000
	1.9.2 Identify partners providing vocational training	Partners providing vocational training involved in the study	Decision to conduct the study and definition of vocational training partners				
	1.9.3 Inform members of Roma, Ashkali and Egyptian communities on services of vocational training	Number of information campaigns compared to the number of persons registered in vocational training courses	Information means				

	1.9.4 Organize module courses for vocational training on the basis of identified needs	Number of courses provided	Course materials, progress reports				
	1.9.5 Organize special module courses on institutional building of NGOs for Roma, Ashkali and Egyptian communities as well as the ORC staff on management	Number of persons registered compared to those completing the courses successfully	Documents issued for trainees at the conclusion of courses				
	1.9.6 Draft favourable policies for employers						

Objective 1: Significant improvement of participation in education system and of the quality of education for members of Roma, Ashkali and Egyptian communities.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
1.10 Establish the school grant scheme for Roma, Ashkali and Egyptian communities	1.10.1 Organize donor conferences	Number of projects accomplished	Organisation of the donor conference	OPM, MEST, MED	FER, KFOS, GTZ, KOSVET, EU Commission Delegation, OSCE, UNICEF, WB	2010-2015	€ 1,592, 300
	1.10.2 Open the fund for the award of grants	Increased participation of children at preschool level (5-6 years) for at least 90% for the five year period	Official decision on the establishment of the overseeing Council				
	1.10.3 Establish an overseeing council at central level represented by MEST, MED and Roma, Ashkali and Egyptian NGO's	Increased enrolment of pupils	Decisions on allocation of grants				

	1.10.4 Oversee the implementation of school grants by the Council	Decreased level of illiteracy by 60%	Progress reports on implementation of grants				
	1.10.5 Develop the school grant scheme	Increased number of pupils completing primary and secondary school	Statistical data on the measurement of the level of illiteracy prior to the commencement of projects and after their completion				
	1.10.6 Applicants implement school grants aiming at improving enrolment and at decreasing illiteracy						

Objective 2: Prevention of discrimination and segregation in the education system.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
2.1 Analysis of the state of affairs with regards to segregation and discrimination in education	2.1.1 MEST, in partnership with NGOs, organizes research on the presence of segregation and discrimination against Roma, Ashkali and Egyptian communities in the education system of Kosovo. (This analysis is expected to produce a credible overview of the state of affairs in this area and come up with concrete recommendations for action.)	Relevant data on discrimination and segregation in education towards Roma, Ashkali and Egyptian communities exist. Reduced cases of discrimination and segregation		MEST, MED	KEC, KFOS, Non-governmental organisations of RAE communities	2009	€ 18,000

Objective 2: Prevention of discrimination and segregation in the education system.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
2.2 Prevent segregation and discrimination through legal acts	2.2.1 Approve acts and administrative directive for the prevention of acts of segregation	Number of reported cases of segregation Number of cases addressed Number of legal norms drafted and approved	Approved acts Monitoring reports	MEST	Non-governmental organisations of Roma, Ashkali and Egyptian communities on protection of human rights and freedoms	2008	€ 7,500

Objective 2: Prevention of discrimination and segregation in the education system.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
2.3 Training for education employees and officers on elimination of prejudice	2.3.1 Education employees and officers are trained on elimination of prejudice topics, as well as on inter-ethnic and inter-cultural tolerance programs. (These training aims at aim of these trainings raising awareness on the observance of diversity and to prevent deliberate and non-deliberate discrimination)	Number of training provided and employees trained Number of cases reported against the cases addressed by officers	Training materials and training assessment reports Documents on cases of discrimination reported and respective decisions on their elimination	MEST, MED	KEC, KFOS, FER, European Commission /Council of Europe - Project "Cross-Cultures" and the Bologna Process	2009-2010	€ 223,380

		Education system staff shows competence and initiative on prevention of the phenomenon of discrimination					
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Objective 2: Prevention of discrimination and segregation in the Kosovo Education System.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
2.4 Raise the awareness of the Roma, Ashkali and Egyptian communities on forms of discrimination and segregation in education	2.4.1 Build capacities in Roma, Ashkali and Egyptian communities to recognize segregation in education, prove it and subsequent actions. Such capacities will serve to minimize discrimination and segregation of these communities in the education system	Number of cases of discrimination and segregation in education reported	Meeting held, information materials distributed	MEST, MED, schooling system	KEC, KPAP, FER, UNICEF, Save the Children, KFOS, European Commission/ Council of Europe - Project "Cross-Cultures and the Bologna Process, Non-Governmental Organisations	2009-2012	€ 80,000

Objective 3: Qualitative and efficient cooperation among relevant institutions and organisations towards the education of members of Roma, Ashkali and Egyptian communities.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
3.1 Joint activities with the community police with regards to safety	3.1.1 Establish the Safety Council at municipal level comprising MED, KP, school representative, School Council, representative of community/NGO	Number of cases identified and addressed by the Safety Council	Evidence of cases identified	MED, school system	KP, CSA, Municipal Assembly, KFOR, EU, KPA	2009-2012	€ 48,215
	3.1.2 Safety Council shall identify cases dealing with security of children in schools	Number of meetings held	Council reports				
	3.1.3 MED concludes cooperation agreements with the community police on the provision of security for children in schools. Elements of the agreement are regular patrols, non-stop police surveillance in schools with cases reported						
	3.1.4 MED, schools and CP draft the action plan	Action plans implemented	Evidence of action plans and progress reports				

	3.1.5 Hold regular meetings on two-month basis among MED, schools, CP and community representatives						
	3.1.6 Draft and publish reports on two-month basis						

Objective 3: Qualitative and efficient cooperation among relevant institutions and organisations towards the education of members of Roma, Ashkali and Egyptian communities.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
3.2 Measures against the violation of the law on compulsory education	3.2.1 Identify children that have abandoned school 3.2.2 Identify pupils that are not attending school regularly 3.2.3 Draft promotional mechanisms to return children in schools	Establish a monitoring system on school attendance Number of pupils benefiting from promotional mechanisms compared to those attending the school regularly	Monitoring system Evidence of promotional mechanisms Information materials for campaigns and meetings	MEST, MED	FER, IP, Schools, Centre on Social Affairs, Roma, Ashkali and Egyptian NGO's, Municipal courts, European Commission/Council of Europe - Project "cross-Cultures" and Bologna Process, Communities' Consultative Council	2009-2012	€ 242,000

	<p>3.2.4 Organize information meetings with communities with regards to legal obligations on compulsory education</p>	<p>Number of meetings and campaigns with parents on educational obligations</p>	<p>Periodical reports on school attendance</p>				
	<p>3.2.5 KPA monitors the violation of law and reports to relevant education institutions and raises the awareness of the community on the observance of law</p>	<p>Number of pupils abandoning schools decreased</p> <p>Increased educational enrolment</p>	<p>Certificates issued at the end of the school year</p>				
	<p>3.2.6 Undertake legal measures against school staff not reporting on time cases of school abandonment and non-attendance</p>	<p>Number of students completing compulsory education</p> <p>Number of students enrolled in secondary education</p>	<p>Documents on enrolment in secondary education</p>				

Objective 3: Qualitative and efficient cooperation among relevant institutions and organisations towards the education of members of Roma, Ashkali and Egyptian communities							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
3.3 Coordinate policies and activities through regular meetings among MEST, municipal bodies, MED with civil society organisations	3.3.1 Organize planning workshops among MEST, MED, OCA and NGOs	Number of civil society organisations involved	Materials from workshops organised	MEST, MED, OCA	Roma, Ashkali, Egyptian and others' NGOs, Association of Municipalities, European Commission /Council of Europe - Project "Cross-Cultures" and Bologna Process	2009-2017	€ 129,500
	3.3.2 Harmonize development plans of MED and ORC	Number of priorities accomplishment from development plans	Documents of plans and programs drafted and implemented				
	3.3.3 Draft joint action plans with priorities for a three-year period	Number of reports published	Progress reports and annual report				
	3.3.4 Present the results of the workshops before stakeholders						
	3.3.5 Oversee the implementation of the plan by Municipal Education Offices and ORC						
	3.3.6 Publish the annual progress report as part of the general municipal report						

Objective 3: Qualitative and efficient cooperation among relevant institutions and organisations towards the education of members of Roma, Ashkali and Egyptian communities							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
3.4 Build partnership among Roma, Ashkali and Egyptian communities and organisations dealing with the protection of rights of education employees	3.4.1 Identify active organisations and institutions dealing with the protection of human rights	Information material distributed Decrease in number of cases of violation of human rights	Information material Assessment reports on the measurement of the level of discrimination and measures undertaken	MEST, MED, MLSW	Roma, Ashkali, Egyptian and other NGOs, organisations and institutions dealing with the protection of human rights, European Commission /Council of Europe – Project “Cross-Cultures” and Bologna Process	2009	€ 50,200
	3.4.2 Publish and distribute various information materials on the activity of identified institutions	Number of cases presented Education community is aware of their rights					
	3.4.3 Draft and distribute FAQ						
	3.4.4 Identify the number employees’ rights violation cases						
	3.4.5 Publish reports with regards to cases of violation of the rights of employees						

Objective 3: Qualitative and efficient cooperation among relevant institutions and organisations towards the education of members of Roma, Ashkali and Egyptian communities							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
3.5 Undertake affirmative action for the education and employment of members of Roma, Ashkali and Egyptian communities	3.5.1 Identify pupils who failed to achieve sufficient results	Increased number of pupils and students enrolled in schools	Evidence of the mentoring process	MEST, MED, CSA, UP Rectorate, MLSW	MEST, MED, Municipal Assembly, FER, Private Universities, Pro-Credit Banka, Council of Europe, British Council	2009-2015	€ 1,444,500
	3.5.2 Organize preparatory courses for the enrolment of pupils at secondary school and faculties		Official decisions on the number of scholarships awarded and selection of candidates				
	3.5.3 Award of scholarships through mentoring	Number of scholarships awarded					
	3.5.4 Set quota on registration and employment of communities' members	58 students from the three communities enrolled in the academic year 2009-2010	Funds allocated and used				
	3.5.5 Organize information meetings with students on study opportunities		Registration documents and data from school registers				

Objective 3: Qualitative and efficient cooperation among relevant institutions and organisations towards the education of members of Roma, Ashkali and Egyptian communities							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
3.6 Provide programs to reduce illiteracy – (institutional support)	3.6.1 Identify partners providing licensed programs against illiteracy	Number of individuals involved in programs against illiteracy	Identification reports on identification of individuals not attending school	MEST, MED, schools	FER, UNICEF, KFOS, OSCE, KEC, “Motrat Qiriazhi”, Save the Children, Roma, Ashkali and Egyptian NGO’s dealing with education and gender issues, “Balkan Sunflowers”	2009-2017	€ 497,000
	3.6.2 Identify individuals that are not enrolled in schools						
	3.6.3 Organize meetings with identified groups to inform them about opportunities to combat illiteracy	Number of women involved in programs against illiteracy	Campaign materials				
	3.6.4 Organize awareness raising campaigns on the importance of education	Number of certificates issued	Progress reports				
	3.6.5 Organize summer schools to fight illiteracy		School Certificates				
	3.6.7 Organize courses for women only within community centres						
	3.6.8 Create promotional opportunities to motivate their participation in these programs						

Objective 3: Qualitative and efficient cooperation among relevant institutions and organisations towards the education of members of Roma, Ashkali and Egyptian communities.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
3.7 Establish resource centres at municipal level	3.7.1 Establish resource (education) centres in five communes of Kosovo to: <ul style="list-style-type: none"> • Provide complementary lessons for primary school pupils • Various courses for members of Roma, Ashkali and Egyptian communities • Provide programs to combat illiteracy • Include parents in the activities of the centre 	Number of individuals involved in programs against illiteracy Number of women involved in programs against illiteracy Number of certificates issued Number of activities	Identification reports Progress reports School certificates Reports	MED, schools	FER, UNICEF, KFOS, OSCE, KEC, Motrat Qiriazi, Save the Children, Roma, Ashkali and Egyptian NGO's dealing with education and gender issues, "Balkan Sunflowers"	2009-2017	-----

Objective 4: Raising the awareness of communities and stakeholders to support the education of members of Roma, Ashkali and Egyptian communities							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
4.1 Organize sports and cultural activities	4.1.1 Establish school cultural groups comprised of teachers, pupils and parents	Number of organised activities	Monitoring reports	MED, schools	UNICEF, OSCE, KEC, Roma, Ashkali and Egyptian communities, cultural and sports clubs, Save the Children	2009-2011	€ 600,000
	4.1.2 Establish sports groups in schools in the form of sports' clubs	Number of pupils involved in activities	Decision on allocation of funds				
	4.1.3 Draft school plan for cultural and sports activities of multi-ethnic character	Number of teachers involved in activities	Proof of funds used				
	4.1.4 Appoint persons responsible for the accomplishment of activities on the basis of the plan drafted	Number of youth involved in activities					
	4.1.5 Allocate the budget for activities envisaged in the drafted plan						
	4.1.6 Organize cultural activities in compliance with community interests						

Objective 4: Raising the awareness of communities and stakeholders to support the education of members of Roma, Ashkali and Egyptian communities							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
4.2 Review and draft textbooks	<p>4.2.1 Include members of Roma, Ashkali and Egyptian communities within expert groups to review textbooks</p> <p>4.2.2 Draft recommendation report on modification of textbooks</p> <p>4.2.3 Engage representatives of community to represent the interests in the MEST Council of Experts for textbooks</p> <p>4.2.4 Subjects of History and Civil Education contain programs promoting values of tradition and identity of Roma, Ashkali and Egyptian communities</p> <p>4.2.5 Republish modified textbooks</p>	<p>Textbooks reviewed after respective remarks</p> <p>Texts republished</p> <p>New texts published</p>	<p>Decision on the establishment of working groups and identification of experts</p> <p>Report</p> <p>Additions to programs in the subject of Civil Education</p> <p>New textbooks published and distributed</p>	MEST	Printing Companies, Roma Education Fund, KFOS, OSCE, European Commission /Council of Europe – Project “Cross-Cultures” and Bologna Process	2009-2010	€ 20,000

	4.2.6 Draft and publish new textbooks that include elements of culture and history of Roma, Ashkali and Egyptian communities						
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Objective 4: Raising the awareness of communities and stakeholders to support the education of members of Roma, Ashkali and Egyptian communities.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
4.3 Promote values, heritage and identity of Roma, Ashkali and Egyptian communities	4.3.1 The plan of after-school activities provides for activities related to the celebration of holidays of Roma, Ashkali and Egyptian communities	Number of organisations identified Number of programs drafted	Plan on free activities Allocation of funds	MEST, MED	OCA, MCYS, Roma, Ashkali, Egyptian NGO's, USAID, FER, ASAK, European Commission /Council of Europe - Project "Cross-Cultures" and Bologna Process	2009-2011	€ 355,000
	4.3.2 Identify organisations dealing with the promotion and affirmation of multi-cultural and multi-ethnic values	Number of participants involved in workshops Number of textbooks published	Reports on cultural and educational activities Training and training materials				
	4.3.3 Organize activities with educational elements for schools	Materials distributed in schools and communities	Cultural activities held				

	<p>4.3.4 Organize workshops for teachers, parents and students on the promotion of tolerance, peace and democracy</p> <p>4.3.5 Organize continuous campaigns for the promotion of multi-cultural values in cooperation with the community</p> <p>4.3.6 Textbooks' expert group, in cooperation with MEST, proposes, drafts, expands and amends the content in the subjects of history and civil education</p> <p>4.3.7 Publish amended textbooks</p> <p>4.3.8 Organize promotional and awareness raising campaigns</p> <p>4.3.9 Plan activities in the school calendar for the promotion of values</p>	<p>Number of campaigns organised</p> <p>Number of activities organised</p>					
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Objective 4: Raising the awareness of communities and stakeholders to support the education of members of Roma, Ashkali and Egyptian communities

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institution	Timeline	Financial Resources
4.4 Build trust relations between school-families	4.4.1 Appoint a school team for house visits comprising teachers, members and NGO's from Roma, Ashkali and Egyptian communities and employees of the Centre on Social Affairs	Number of house visits Number of parents' visits to schools	Document on the establishment of teams and their responsibilities	MEST, MED, schools, school councils	FER, KPA, CSA, Save the Children, UNICEF, OSCE, MRGI, KEC, European Commission /Council of Europe - Project "Cross-Cultures" and Bologna Process, Balkan Sunflowers	2009-2012	€ 851,000
	4.4.2 Create promotional opportunities for the team to conduct house visits	Space created in schools	Plan of activities				
	4.4.3 Draft school plans for house visits	Number of teachers trained to work with parents and children with special needs	Reports on visits and proposed recommendations				
	4.4.4 Teams conduct house visits		Existence of the room for parents				
	4.4.5 Create rooms for activities and meetings with parents						
	4.4.6 Train teachers for work with parents and students having difficulties with learning	Number of brochures published	Training of teachers for work with parents and communities				

	<p>4.4.7 Train teachers to work with parents</p> <p>4.4.8 Draft plans of activities for work with parents</p> <p>4.4.9 Draft individual plans for teachers for work with parents and children</p> <p>4.4.10 Monitor the state of the establishment of relations between school-family</p> <p>4.4.11 Publish and distribute brochures for the achievement of establishment of relations between school-family</p>		<p>Training and referral materials</p> <p>Publication of work and relations school-family</p> <p>Progress reports</p>				
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Sector:	EMPLOYMENT AND ECONOMIC EMPOWERMENT
Goal:	Employment and improvement of economic situation of all members of Roma, Ashkali and Egyptian communities

Objective 1: Increase the number of employees from Roma, Ashkali and Egyptian communities in the private economic sector through drafting and implementing effective fiscal-economic policies that promote employment and self-employment.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.1 Draft and implement fiscal policies that promote the employment of labour force from the three communities in the private sector	1.1.1 Establish a working group to draft the terms of references for a study on fiscal incentives for the private sector on enterprises employing members of Roma, Ashkali and Egyptian communities	Quality terms of references drafted with respective elements included Members of the working group participate regularly	Directive on the establishment of the working group Minutes from meetings Document of terms of references	MFE, Agency on the Development of SMEs	ORC, AOGG, MTI, HRCs, Roma, Ashkali and Egyptian NGOs, Business Associations, Kosovo Chamber of Commerce, Tax Administration, AGE, MLSW, MRC, ILO	11/09-06/10	Not required
	1.1.2 Prepare materials for tender contract and the selection of a winning company/team	Tender documents prepared on the basis of standard procedures	Publication of tender announcement in media			06-09/10	KCB
	1.1.3 Implement the research and submit the final report with relevant recommendations	Study report meets all the criteria outlined in the ToR	Document of the report			07-11/10	€ 18, 000 (i) Donor support required

	1.1.4 Based on the study recommendations introduce new legal measures if necessary	Amendments drafted and approved	Amended measures published in the Official Gazette			07-12/10	To be estimated
	1.1.5 Define verification procedures for the employment of the three communities	Verification procedures are clear and applicable	Procedures established in the manual			07/- 12/10	Not required
	1.1.6 Implement the approved legislation and monitor its implementation	Periodical monitoring and reporting	Monitoring reports			Every 6 (six) month after the approval of procedures	Not required
	1.1.7 Undertake periodical assessment to collect data on the employment of members of the three communities and observe the anti-discrimination criteria (ethnicity, payment, benefits recognized by law on labour, gender and employment of minors)	Sustainable increase in the number of members of the three communities employed in the private sector	Monitoring reports on the observance of anti-discriminatory criteria			2010- 2015	Not required
	1.1.8 Include employment of Roma, Ashkali and Egyptian individuals as a criteria for the best private business of the year award	Establish criteria through administrative directives				2010-2015	Not required

	1.1.9 Establish employment of members of the three communities as one of the criteria for awarding public contracts to private companies	Number of contracts awarded including this criteria	Administrative directives Contracts signed			2010- 2015	Not required
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Objective 1: Increase the number of employees from Roma, Ashkali and Egyptian communities in the private economic sector through drafting and implementing active fiscal-economic policies that promote employment and self-employment.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.2 Draft and implement self-employment policies for members of the three communities through support of small and medium enterprises, privatization and fiscal incentives	1.2.1 Undertake concrete measures to decrease taxes and duties to businesses run by the three communities (e. g. released from taxes in the initial years of business, etc.)	Legal measures to promote small businesses drafted and approved	Legal document Existence of businesses and their registration at the relevant business registration institution	MEF, Agency on Development of SMEs	OCA - OPM, AOGG - OPM, MTI, HRC's, RAE NGOs, Business Associations, Kosovo Chamber of Commerce, Tax Administration, AGE, MLSW, MRC, EU, donors, ILO	06/10	Not required
	1.2.2 Hold regular meetings and sign memoranda of cooperation/understanding among the Kosovo Agency on Support to Small and Medium Enterprises and credit and microfinance institutions to encourage businesses for members of the three communities	Number of businesses benefiting from incentives Number of memoranda signed	Signed memoranda				Not required

	1.2.3 Design specific programs with access to private sector taking into account the features of the three communities	Number of programs drafted Number of members of the three communities benefiting from them	Program documents Amount of funds increased on promotion of small and medium businesses on annual basis			2010-2015	€ 200,000 (i) annually required Financial support required (€ 1,000,000 in total for five years)
	1.2.4 Hold training on “How to establish and develop private business/self-employment” (<i>allocate 3% of the € 450,000 planned from the MLSP for the implementation of the Strategy on Capacity Building for Self-Employment</i>)	Number of training sessions Number of women participants	Training materials			2010- 2012	€ 13,500 (i) KCB
	1.2.5 Establish specific and clear grant awarding and participation criteria of such programs	Duration and activity of businesses	Grant criteria document			2010	Not required
	1.2.6 Monitor and report on periodical basis on the activity of enterprises					2010– 2015 (twice a year)	Not required

	1.2.7 Encourage donors and financial credit institutions, those that promote business and microfinance institutions, to increase funds for the private business training programs on management and counselling of the three communities, on periodical basis	Increased number of organisations and donor programs promoting small business for the three communities	Fair boards, official invitations Reports on the progress of businesses Meetings held Plans drafted			2010- 2015	Not required
	1.2.8 Businesses from the three communities present their products at organised fairs	Number of fairs in which the three communities' businesses participate	Fair boards and boots			2010- 2015	€ 20, 000 (i) KCB
	1.2.9 Design programs and support specific programs for women of the three communities (e. g. credit unions, etc.)	Number of women benefiting from businesses	Grants awarded			2010- 2015	Included under 1.2.3
	1.2.10 Undertake periodical assessment to assess the development of small and medium businesses vis-à-vis the observance of anti-discrimination criteria	Publication of analyzing reports	Monitoring reports			2010-2012	€ 15,000 (i) Financial support required

	(ethnicity, payment, benefits provided for by labour laws, gender issues and employment of minors)						
	1.2.11 Carry out a study on informal economy of the three communities and review the possibilities of its transformation to a formal economy	Study conducted on informal economy	Study document			2010-2011	€ 25,000 (i) Financial support required

Objective 2: Encourage, prepare and support Roma, Ashkali and Egyptian communities for their inclusion in agricultural activities.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.1 Identify and select individuals from the three communities interested to benefit from the MAFRD project fund in the following areas: <ul style="list-style-type: none"> • Agriculture; • Livestock; • Beekeeping, etc. 	2.1.1 Organize information visits on the MAFRD fund with the three communities	Number of grants awarded against the requests	Grants awarded, funds transferred	MAFRD		01- 04/10	Not required
	2.1.2 Identify interested groups or individuals from the three communities in order to benefit from the MAFRD fund	% of grants awarded to the three communities against % of grants provided to other communities	Numerical data, progress reports			05-07/10	Not required

	2.1.3 Encourage individuals with low income, women, larger families through the assessment of economic situation of interested persons	% of women benefiting from grants				05-08/10	Not required
	2.1.4 Provide adequate assistance for benefits and maximum use of funds by the three communities	Technical assistance provided to ensure benefits from grants Improved level of living conditions in comparison to prior to the award of the grant	Training documents, orienting sessions Statistical data on living conditions prior to and after the award of the grant			08-11/10	Not required
	2.1.5 Allocation of funds in accordance with MAFRD regulations and timelines or other development assistance programs	Observe regulations and financial procedures	Audit reports			11/10-2015	€ 80,000 (i) Financial support required
	2.1.6 Monitor on periodical basis the beneficiaries' progress		Periodical reports			2011-2015	Not required

Objective 2: Encourage, prepare and support Roma, Ashkali and Egyptian communities for their inclusion in agricultural activities.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.2 Permanent and temporary employment of Roma, Ashkali and Egyptian communities through seasonal projects and employment in public system	2.2.1 Inclusion of labour force from three communities in seasonal projects, forestation, etc.	Number of persons employed	Labour contracts Detailed statistical data divided by communities	MAFRD		2009, 2010-2012	€ 158.000 (i) (from the € 1,500,000 amount allocated in the KCB)
	2.2.2 Employment of individuals as forest guards and other positions	% of employees from the three communities against other communities				2010-2015	3% of the salary fund
	2.2.3 Organize training and orientation sessions by project/jobs	Participation in professional training	Training materials and certificates issued				Not required

Objective 2: Encourage, prepare and support Roma, Ashkali and Egyptian communities for their maximal inclusion in agricultural activities.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.3 Coordinate with non-profit organisation and donors operating in the sphere of agriculture and the development of private initiative	2.3.1 Establish regular contacts with non-profit organisations and donors involved in small businesses in agriculture and farmers' associations	Number of contacts established and the amount of funds allocated to the three communities	Memoranda, agreements of cooperation signed	MAFRD		2010-2015	Not required

	2.3.2 Distribute information and draft joint plans among state institutions, NGOs and donors with the aim of promoting and diversifying of funds for the three communities	Number of projects financed Improved living conditions	Statistical data on living conditions prior and after the grant			2010-2015	Not required
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Objective 2: Encourage, prepare and support Roma, Ashkali and Egyptian communities for their maximal inclusion in agricultural activities.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.4 Promote participation of producers from the three communities in local and regional fairs	2.4.1 Develop information campaigns on opportunities of participating in fairs and their standards	Campaigns organised	Campaign materials	MAFRD		2010-2015	€ 6,000 (i) (€ 2,000 annually required (KCB))
	2.4.2 Provide technical and financial assistance to achieve their participation in agricultural and livestock fairs	Number of training sessions held and participants attendance	Pictures and verification visits during fair events			2010-2012	€ 9,000 (i) (€3 ,000 annually required (KCB))
	2.4.3 Ensure promotional space for events such as: Farmer's Day, Milk Day, etc	Participation in fairs	Fair stands and boots				Not required

	2.4.5 Promote producers through advertisements and award of prizes for the producer of the year	Number of prizes awarded to the producers from the three communities	Prizes awarded				Not required
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Objective 2: Encourage, prepare and support Roma, Ashkali and Egyptian communities for their maximal inclusion in agricultural activities.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.5 Develop and establish appropriate communication instruments on prevention of machinery and environmental hazards from the use of technology and chemicals in the area of agriculture	2.5.1 Produce brochures, TV and radio-phonic clips to raise the awareness of the population on protection from: the use of agricultural machinery, pesticides etc.; draft materials; identify local TV's and radios	Number of awareness-raising materials	Awareness-raising materials	MAFRD		Twice per year, in annual basis 2010 – 2012	€ 4,000 (i) annually required (KCB)
	2.5.2 Include materials in activities of professional and formal training					2010-2012	Not required

Objective 2: Encourage, prepare and support Roma, Ashkali and Egyptian communities for their maximal inclusion in agricultural activities.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.6 Inform the three communities on the law on agricultural land and institutional support to the solution of property disputes on agricultural land	2.6.1 Cooperate with law enforcement agencies, as well as, local and cadastral bodies in cases of property disputes over agricultural land	Number of conflicts resolved	Decisions of courts or other institutions	MAFRD	MRC, Courts	2010-2012	€ 3,000 (i) annually required (KCB)

Objective 3: Increase the level of employment of individuals from Roma, Ashkali and Egyptian communities through mediation, professional training and employment in public works.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
3.1 Draft and implement existing and new programs to engage the labour force from the three communities	3.1.1 Organize awareness raising and information campaign on services provided by MLSW	Number of meetings and talks with communities Radio and TV clips	Reports, TV clips, information materials	MLSW	Regional Centres, Employment Offices, Municipalities, Media	On six month basis 2010-2012	€ 6.000 (i) annually required (KCB)
	3.1.2 Collect data on the present number of persons registered from the three communities at employment offices	A detailed database of jobseekers divided into ethnicities	Statistical data	MLSW	Employment Offices	May 2010	Not required
	3.1.3 Update the database bi-annually and draft progress reports	Number of persons registered at Employment	Statistical data	MLSW	Employment Offices	Six month basis 2010-2015	Not required

		Offices Number of persons registered by gender					
	3.1.4 Raise the awareness of communities on services provided by Vocational Training Centres (VTC) through orientation training and seminars	Number of meetings held and the number of participants Number of women participants	Awareness-raising materials, reports	MLSW DEP	Employment Offices	2010- 2015	Not required
	3.1.5 Establish training and monitoring criteria: such as gender, age, survival on social assistance, etc.	Number of trainees from VTC against the number employed	Progress reports, opt-out of social assistance	DEP	Local NGOs, Lux-Development OSF/Soros	11/09-03/10	Not required
	3.1.6 Assess existing capacities and organize vocational training in accordance with the labour market needs	Number of trainees from VTC against the number employed	Candidates using assistance have travel expenses covered	DEP	Local NGOs, Lux-Development KFOS	2010	€ 15,000 (i) Financial support required
	3.1.7 Establish mobile training centres in region with large Roma, Ashkali and Egyptian population	Mobile centres operational Number of persons employed after trainings	Employment data, statistics	VTD-ED		2010- 2015	The cost is under estimation ,

	3.1.8 Employ members from the three communities in public works	Number of employees (no less than 3% of the total employees) Number of employees and their ethnic belonging	Statistical data, documents on projects' funds planned and developed	MLSW, Municipalities	Employment Offices, NGOs	2010- 2012	Financial assistance required
	3.1.9 Exclusive employment for Roma, Ashkali and Egyptian communities in construction of sewage, sanitary knots, roads, irrigation systems, improvement of housing conditions, etc., in centres inhabited by the three communities (<i>see the sector on housing 1.2.7 and health – 3. 1. 1</i>)	Number of exclusive projects for the three communities	Progress reports and projects	Municipalities, MLSW	Employment Offices, NGOs	2010- 2012	To be determined
	3.1.10 Inclusion of the three communities in projects and employment schemes undertaken by donors (UNDP, LUX-Development, etc)	3% of employees belong to Roma, Ashkali and Egyptian communities	Agreements signed Project criteria/objectives Employment documents	MLSW, MALG, MRC	Donors	2010-2015	To be estimated

Note. (i) indicative budget

Sector:	HEALTH AND SOCIAL AFFAIRS
Goal:	Improve social and health status, service quality and access to the Kosovo health and social system without discrimination for all Roma, Ashkali and Egyptian communities

Objective 1: Assess health conditions and knowledge of three communities through the collection and analysis of sustainable and credible data.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.1 Establish a data base on health status and access to health services of the three communities	1.1.1 Establish a leading technical group to select criteria on health data for Roma, Ashkali and Egyptian communities, such as: access to and quality of health services, etc.,	Selected criteria include: immunization, mortality of mother and infants, malnutrition, iron deficiencies, sexually transmitted diseases (TB, etc), typology of chronic diseases, mental health, the use of abusive substances, access to health services, geographical distance, benefits from health insurance, level of discrimination by the health system, medication purchasing powers, etc)	Decision on the establishment of the Leading Technical Group	MoH	NPHI, FMC, Municipalities, WHO, EC, UNICEF, WB, donors, Lux Development	12/09-01/10	Not required
	1.1.2 Define terms of references for the establishment of the data base		Leading Technical Group Work Plan			12/09-01/10	Not required
	1.1.3 Define the survey criteria on the data collection process (number of samples, quality and quantity aspects, relations among them, survey techniques, creation of a model)		Document drafted and approved for the selection of data criteria Database terms of references			02-03/10	Not required

	1.1.4 Conduct survey in all selected areas		Document drafted and approved for conducting the survey			04-08/10	€ 50,000 (i) Financial support required
	1.1.5 Create the data base and insert the collected data		Database			05-11/10	€ 15.000 (i) Financial support required
	1.1.6 Compile the study based on collected data and undertake concrete action on the basis of the outlined recommendations		Report published in printed and electronic format			12/10-03/11	Covered by the amount cited under 1.1.4
	1.1.7 Repeat survey exercise in the fourth year of implementation of the action plan					06/14	To be estimated

Note: Study should be conducted also in the regions inhabited by Roma where Serbian parallel system is operational. If necessary, agreements should be signed, facilitated by international factors such as: EULEX, UNMIK etc., to allow for the data collection from this Roam community segment, as well.

Objective 1: Assess health conditions and knowledge of three communities through the collection and analysis of sustainable and credible data							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.2 Improve access to health system and its effective use through information and awareness-raising campaigns	1.2.1 Organize campaigns on immunization, health service, recycling of waste, conventional health care methods, etc.	Number of campaigns organised, posters, leaflets, etc., compared to	Campaigns organised, leaflets, posters, Radio-TV programs, etc.	MoH	NPHI, FMC, Municipalities, MALG, MRC, donors	Twice per year	€ 18,000 (i) annually required (KCB)

		the number of patients provided with health care					
	1.2.2 Hold meetings with communities to inform and raise awareness on their rights and services provided	Increased number of preventive and check-up medical visits compared to the data prior to the organisation of the campaign	Reports, monitoring	MoH	KFOS	11/09-2012	€ 200,000 (i), € 50,000 annually required, (KCB) € 100,000 KFOS, additional funds required
	1.2.3 Establish communication forms and instruments by taking into consideration their specific needs and cultural differences of the three communities (leaflets, posters, radio-TV programs, etc. <i>(This action requires coordination among identified actors)</i>)	Number of carried out programs compared to the number of listeners Number of individuals who practice practitioners the knowledge obtained	Materials and programs created	MoH	WHO, KFOS, Global Fund HIV/AIDS, UNFPA, Community radios, Public Television, Media	2010-2012	€ 60,000 (i) annually required (covered by KCB and donors)

Objective 2: Improve the quality of health services of mother and child and women's reproductive health situation							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.1 Provide primary care for mother and child during and after birth process	2.1.1 Employees of the primary health system hold community talks at community level with pregnant women	Basic service package implemented by FMCs	Meetings held and materials distributed	MoH	NPHI, FMC, Municipalities, UNICEF MRC, MALG	2010-2012	Not required
	2.1.2 Create a basic service package for pregnant women (antenatal care, tetanus immunization, folic acid and iron treatment, treatment of anaemia, treatment of intestinal parasites, supplement of vitamin A; delivery and post natal care)	Increased access to the health service package Number of beneficiaries increased	Package and instructions issued Quality services provided by health centres		Donors, NGO's, media, MFE, Assembly of Kosovo	2010- 2015	Pending the approval of the draft legislation "Kosovo Law on Health"
	2.1.3 Neonatal treatment and care (management of cases of sepsis, omphalitis, tetanus and cases of jaundice)	Number of cases presented and number of cases treated	Documentation at FMCs and hospitals	FMC		2010- 2015	Covered by the KCB
	2.1.4 Immediate vaccination of the new born infants	Number of cases of vaccinated newborns	Vaccination cards/books	FMC	MoH, WHO	2010-2015	Covered by the KCB and WHO funds

	2.1.5 Full control and vaccination without discrimination for neonatal infants outside the health service environment from 0 to 12 months	Number of newborns outside the health system benefiting from vaccination and other services	Vaccination cards/books	FMC	MoH, WHO	2010-2012	Covered by the KCB & WHO funds
	2.1.6 Implement compulsory vaccination for children from 0 to 14 years of age	75% of unvaccinated cases benefit from compulsory and free vaccination	Campaigns undertaken, vaccination books, # of vaccinations performed	FMC	MoH, WHO, UNICEF	2010-2015	Covered by the KCB & WHO funds
	2.1.7 Equip with vaccination cards individuals whose civil registration is still pending	All vaccinated persons are equipped with vaccination cards	Vaccination cards/books	FMC	MoH	2010-2015	KCB
	2.1.8 Hold periodical information and immunization/vaccination campaigns	Number of trainings organised Number of participants	Campaigns and awareness-raising materials	MoH	WHO, FMC, UNICEF	2010-2015, twice per year	Covered by funds for 1.2.1 activity
	2.1.9 Train and enable mothers to detect and treat diseases at home such as: <ul style="list-style-type: none"> • Diarrhoea, dysentery and dehydration • Cold, pneumonia 	Mothers demonstrate capabilities of treating ill children (Assessment through the KAP method)	Drafted curricula, distributed materials	FMC	UNICEF, MoH, Donors, KFOS	2010-2012	Covered partially by 1.2.1 – additional funds required

	<ul style="list-style-type: none"> • Ear infections • Measles, Rubella and varicella • Malnutrition, infections • Breastfeeding • Parasites, etc 						
	2.1 10 Promote the use of ionic salt	Number of users before and after the campaign	Campaign materials	FMC	UNICEF, MoH, Donors	2010-2013	€ 35,000 (i) total amount for 4 years, financial support required

Objective 2: Improve the quality of health services of mother and child and women's reproductive health situation.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.2 Provide medical care on reproductive health issues by employing a gender perspective through education and qualitative health services	2.2.1 Undertake educational activities on reproductive health with teenagers and youth groups: <ul style="list-style-type: none"> • Discussions, • Interactive drama, etc 	Number of activities held with communities Number of participants and classified by gender	Campaigns organised, leaflets, posters, radio-TV programs, etc.	MoH	NPHI, FMC's, WB, WHO, UNICEF, UNFPA, AGE, Municipalities, Donors, NGOs with expertise in reproductive health,	2010-2012	€ 20,000 (i) in the first two years, financial support required
	2.2.2 Draft, publish and distribute information on the rights, protection and hygiene of reproductive health	Participants demonstrate sustainable concepts on reproductive health (Action 1&2)	Monitoring reports on the basis of KAP method		Youth NGOs, Media	2010-2015	€ 15,000 for the first year, KCB & donors

	2.2.3 Establish and strengthen information resource centres on reproductive health at FMCs and provide mobile services for communities	Resource Centres are equipped with the necessary staff and material Activities occur on regular basis and the number of persons receiving advice increases	Educational materials Operation of centres, their provision with equipment, calendar of activities, register of services provided, monthly reports			2010-2015	€ 50,000 (i) for the first three year, financial support required
	2.2.4 Organize campaigns on family planning and provision of means for family planning free of charge: <ul style="list-style-type: none"> • Condoms • Oral contraceptives • IUDs, etc. 	Number of campaigns Quantity of contraceptives distributed Number of contraceptives purchased by individuals	Campaign materials, Periodical reports on the measure of use and methods preferred			2010-2015	€ 60,000 (i) annually required, partially covered by the KCB financial support required
	2.2.5 Treatment of sexually transmitted disease (STDs) through education and primary clinical care	Decrease in the number of STDs (# of women and # of men)	Information materials Graphs designed on cases treated on individual, community and gender aspects			2009-2015	Covered by the KCB

	2.2.6 Address young age marriage problem and its consequences for young women through education and effective implementation of the Kosovo Family Law and the Criminal Code provisions	Decrease in the number of marriages involving women at early age	Number of marriages registered in municipalities and unregistered marriages compared to the age of women			2010-2015	€ 15,000 (i) annually required, financial support required
	2.2.7 Conduct periodic surveys and monitoring activities on all the above mentioned actions	Number of polls and their quality	Reports			2010-2015	To be defined
	2.2.8 Build FMCs capacities and those of other involved institutions in reproductive health to organize and carry out reproductive health activities	Number of training sessions compared to services provided	Training reports and materials			2010-2015	€ 10,000 (i) for the first year, covered by the KCB
	2.2.9 Standardize reporting and recording instruments for all above-mentioned activities	Standardized and comprehensive reporting system	Reporting documents			08/10	Not required

Objective 3: Create quality and sustainable hygiene and sanitary conditions and a healthy environment in the inhabited areas by Roma, Ashkali and Egyptian communities.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
3.1 Undertake activities to improve hygiene and sanitary conditions in the neighbourhood of the three communities	3.1.1 Provide potable water, sewage and specific places to drop waste (<i>This activity shall be undertaken in coordination with activities defined in the sector of Housing and Informal Settlements</i>)	Number of communities and households benefiting from the systematization and provision of conditions	Funds allocated, works performed, improved conditions	MoH, Municipalities, MESP	NPHI, FMC's, WHO, UNICEF, AGE, Donors, NGOs	2010-2015	To be defined
	3.1.2 Create a group of community workers from these three communities based on the established selection criteria	The community workers group is employed and holds regular meetings with the community	Group trained, training materials			2010	€ 250,000 (i) The total amount required for actions 3.1.2-3.1.4 Financial support required
	3.1.3 Train and prepare them for community work on matters of personal and household hygiene, collective life, organisation, preparation and storing of food, cleaning, waste disposal, preservation of environment and waste recycling	Number of training sessions organised Communities demonstrate knowledge and practice this knowledge in a sustainable mode	Educational materials distributed in the community			01-07/10	Not required

	3.1.4 Organize visits, talks and counselling with the community on hygiene and sanitary issues	Improved personal, household and collective hygiene (data should reflect prior and after training situation) Number of visits, number of participants	Surveys performed prior and after training Assessment on the basis of KAP Assessment reports Meetings held, reports, signatures of participants			2011-2012	Not required
	3.1.5 Continuous and periodical checks on the quality of potable water and undertake relevant measures in cases of pollution	Number of checks performed Improved quality of potable water	Periodical reports, directives issues, measures undertaken			2010-2015 (Four times per year on periodical basis)	Not required
	3.1.6 Periodical control of the level of lead in dwellings of Roma community	Time interval from the moment of identification of the problem against the concrete measures undertaken	Reports on tests performed Treatments performed			2010-2013	€ 10,000 (i) annually required, financial support required
	3.1.7 Periodical control of inhabitants in dwellings with high levels of lead and their treatment	Number of checks on the basis of age and gender with regards to the lead level in blood	Reports and other documents			2010-2015	€ 200,000 (i) Cost estimated for the initial stage, to be reviewed in annual basis

		Number of cases treated Decrease in the number of affected					financial assistance required
	3.1.8 Removal of waste in locations populated by the three communities and prohibition of further disposal of waste through punitive measures against violators	Waste removed and clean environment sustainably maintained By the end of 2010 all dwellings are free from waste disposal	Clean environment in former locations of waste disposal			2010	€ 10,000 (i) covered by the KCB

Objective 4: Facilitate the provision of social services through the distribution of information, inclusion in the social assistance scheme and other service schemes							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
4.1 Provide social services through information, raising awareness and inclusion in existing schemes	4.1.1 Inform communities on opportunities of benefits and the types of social services	Number of presentations in media 20% increase in number of cases after each campaign	Publications in local media, information brochures, contacts of communities with officers	MLSW	DKSHMS, CSA, NGOs Municipalities	09/09-permanent activity	Not required
	4.1.2 Provide social services to individuals of the three communities	2075 families receive SA	Reports on payment of social assistance for every CSA	MLSW/DSW	CSA/Municipalities	2009-2015	Covered by the KCB

	4.1.3 Approve amendments to Law No. 2003/15 on SAS	Excluded categories included as provided for by the new law	Decision on the approval of the law, administrative directive			2010	Not required
	4.1.4 Provide assistance, on the following cases: <ul style="list-style-type: none"> • Emergency • Energy debts • Wave tertiary education registration fees 	Number of payments executed by the MLSW Memoranda of Understanding concluded among MLSW-KEK-MFE Number of students registered	Agreements, family requests and decisions on assistance	MLSW/DSW		2010-2015	Covered by the KCB
	4.1.5 Inform communities through community talks and meetings on the basic rights in the area of social welfare, on the following topics: <ul style="list-style-type: none"> • the rights of persons with disabilities, • measures for the protection of family and protective provisions in the civil code, 	Number of meetings organised Decreased number of declared cases of domestic violence, sexual abuse and trafficking Increased requests for assistance in cases of the use	Information materials drafted and distributed Institutional reports on child labour, domestic violence, trafficking and treatment of users of abusive substances	MLSW/DSW	MoI/KP, MoJ, OGG, MRC, Municipalities, NGO's, NPHI, Donors, AGE	2010-2015	€ 20,000 (i) annually required, Financial support required

	<ul style="list-style-type: none"> • family relations among members and family crises prevention, • the use of abusive substances in the family, case management and assistance available, • protection from trafficking and sexual abuse of women and children • child labour, etc 	<p>of abusive substances and decreased number of users</p> <p>Decreased number of children beggars and compulsory labour (defined in age and gender)</p>					
	4.1.6 Cooperation with NGOs and shelters on rehabilitation of women and children from Roma, Ashkali, and Egyptian communities	Number of cases assisted by shelters	Reports by shelters Reports of institutions providing assistance	MLSW, DVAA-MoI, KP-MoI, DAJ-MoJ	Shelters, NGOs, AGE, Donors, Courts	2009-2015	50% covered by KCB – financial support required

Sector: HOUSING AND INFORMAL SETTLEMENTS
Goal: Improve the quality of life and provide sustainable solutions for Roma, Ashkali and Egyptian communities living in informal settlements, collective centres and in inappropriate housing conditions

Objective 1: Provide housing for Roma, Ashkali and Egyptian communities living in collective centres and inappropriate housing conditions through social housing and housing improvement projects.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timelines	Financial Resources
1.1 Sustainable housing solution for families living in camps of Cesmin Lug, Leposavic and Osterode	1.1.1 Prepare project proposals for the construction of social housing	Three camps closed within the timeline envisaged in the project	Document of Project Proposal	MESP, MRC	MPMCS, MRC, OCA-OPM, Municipal Offices on Communities Municipalities, UNHCR, UNDP, UNMIK, ICO, EULEX, Donors, USAID, European Commission	2009-2012	€ 4,000,000 from the KCB and € 6,000,000 from the USAID & EC allocated for activities 1.1.1-1.1.5
	1.1.2 Identify families living in substandard housing	Persons sheltered in camps and collective centres are accommodated in flats which provide acceptable and normal living conditions					
	1.1.3 Prepare the database with detailed data for families						
	1.1.4 Mitrovica Municipality provides land allocation for the construction of social housing	Large size families, single parent families and families whose members suffer of various disabilities receive priority	Allocation of the land by Municipality of Mitrovica Camps closed	MESP, Municipality of Mitrovica			

	1.1.5 Construct social housing objects	Accommodated persons are instructed on the maintenance of the objects	Accommodation of families based on Manual criteria				
	1.1.6 Select and accommodate families according to the criteria described in the Manual and Program on Social Housing	Sufficient annual funds allocated for the maintenance of social flats	Orienting materials/sessions on the maintenance of families	MALG			Not required
	1.1.7 Manage and maintain the objects	Number of families to whom the property title is handed over	Documents on the allocation of funds		Municipalities, MLSW, ACDEI, AOGG, OCA-OPM, USAID, European Commission, Mercy Corps, KFOS	2013-2015	To be estimated
	1.1.8 Resolve and recognize the right to property over flats for families accommodated through this activity					2013	To be defined
	1.1.9 Undertake programs – social and economic activities – aiming at increasing the sustainability of new settlements					2011-2012	To be defined after the approval of the donors' funds (EC & USAID)

Objective 1: Provide housing for Roma, Ashkali and Egyptian communities living in collective centres and inappropriate housing conditions through social housing and housing improvement projects.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timelines	Financial Resources
1.2 Improve housing conditions as well as the access to and inclusion of Roma, Ashkali and Egyptian communities in government housing programs and policies	1.2.1 Undertake an activity to identify Roma, Ashkali and Egyptian families living in difficult conditions	Working group is inclusive and representative and ensures participation of the three communities	Decision on the establishment of the group	Municipalities	MALG, OCA- OPM, MRC	2010	Not required
			Minutes from meetings and decisions made				
	1.2.2 Prepare and issue a directive on the establishment of a working group and approval by the respective authority			MALG, Municipalities		02/2010	Not required
	1.2.3 Establish the working group and define meeting dates, the form of operation and communication	Group holds regular meeting	Minutes and other documents			04/10	Not required
	1.2.4 Draft terms of references for a study on identification of Roma, Ashkali and Egyptian families who possess flats		Document of terms of references			05/10	Not required
	1.2.5 Organize a tender on data collection and situational study report methodology		Publish the tender in media in all official languages			05-06/10	Not required

			Questionnaires used during the collection of data				
	1.2.6 Publish the situational analysis and identify actions needed to be undertaken as recommended by the situational analysis	Study reflects objectively the state of infrastructure with regards to housing conditions, socio-economic state of Roma, Ashkali and Egyptian communities and international experiences	Document of the study and respective recommendations			05-07/10	€ 20,000 (i) financial support required
	1.2.7 Implement projects on improvement of housing conditions on the basis of the recommendations derived from the study	Project developed and financed through KCB and international partners	Project document Funds allocated			08-09/2010-2014	To be estimated
	1.2.8 Working group performs periodical monitoring on project implementation	Improved physical infrastructure conditions in flats, hygiene-sanitary conditions and electric network in zones inhabited by three communities by 25% in the first year of the project	Improved infrastructure, appropriate and normal living conditions			2010-2014	Not required

	<p>1.2.9 Include communities through their political representatives, NGOs and direct dialogue on the drafting of housing plans undertaken at the central and local level</p>	<p>Large-size families, persons with disabilities, single-parent families and low income families are considered top priority</p> <p>Number/ percentage of community members, whose houses are connected to electricity network, water, sewage, roads and waste collections</p> <p>Number of programs and policies drafted in cooperation with representatives of the three communities and through direct dialogue with the community</p>	<p>Benefits to families on the basis of defined priorities</p> <p>Documents of programs and policies drafted in cooperation with the community</p>				
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Objective 2: Regulate informal settlements providing a sustainable solution and equal treatment of Roma, Ashkali and Egyptian communities							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timelines	Financial Resources
2. 1 Develop and implement plans on regulation of existing informal settlements and preventing the creation of new informal settlements	2.1.1 Draft the Strategy and Action Plan on Identification of Informal Settlements	Drafted Document is comprehensive and in compliance with the international conventions on informal settlements	Document drafted Inclusion of other actors	MESP	MALG, KCA and Municipalities	2009	€ 200,000 Donor support required
	2.1.2 Draft the Strategy and Action Plan on Regulation of Informal Settlements			MESP	MALG, MoJ, Municipalities, KCS, MoH, MEST, MLSW, KPA, KPA, OSCE, UN-HABITAT and UNDP	2010	€ 250,000 Donor support required
	2.1.3 Implement the Plan on identification of informal settlements			MESP	KCA, MALG and Municipalities	2011	€ 500,000 Donor support required

Sector: RETURNS AND REINTEGRATION
Goal: Establish optimal conditions to enable sustainable returns and reintegration of Roma, Ashkali and Egyptian communities in Republic of Kosovo

Objective 1: Strengthen the system on collection and processing of information on Roma, Ashkali and Egyptian communities							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.1 Collect and process data on refugees of the three communities expected to be repatriated	1.1.1 Kosovo authorities, international organisations and host countries of refugees cooperate on collection of data on the displaced and refugees	Data base consolidated and periodically updated	Establishment of the database Instruments of communication and exchange of information among actors	MoI	MFA, MRC, MLSW, UNHCR	2010-2015	Not required
	1.1.2 Publish the collected data periodically and allow data base access	Database defines ethnicities accordingly of all individuals Database is operational and institutions have access to it Database is consolidated and updated periodically process	Published reports, the database link in the official WebPages Instruments on collection of data and the database			05/10- 2015	Not required

Objective 1: Strengthen the system on collection and processing of information on Roma, Ashkali and Egyptian communities.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.2. Collect and process data on voluntary returns of the three communities	1.2.1 Create a database for Roma, Ashkali and Egyptian communities	The database is consolidated and updated	Establish the database Communication and exchange information instruments among actors	MRC	Municipal Offices on Communities Municipalities, MALG, MLSW, NGOs, MoH, Statistical Office UNHCR, UNDP	12/09	Not required
	1.2.2 Determine the type of data, collection criteria and sources of information	Ethnicities assigned to Roma, Ashkali and Egyptian individuals registered in the database	Publish reports, database link to the webpage			06/09	Not required
	1.2.3 Update on periodical basis	Database is functional and institutions have full access to it Database is consolidated and updated on regular basis, every six months Database provides disaggregated information	Instruments on collection of data and the database			2010-2015	Not required

Objective 2: Government of Kosovo ensures effective and comprehensive services that address the needs of repatriated individuals from Roma, Ashkali and Egyptian communities, through the drafting and implementation of relevant public policies and the strengthening of institutional coordination.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.1 Establish a central mechanism on the matters of forced repatriation	2.1.1 Establish a working group with representatives of line ministries and Roma, Ashkali and Egyptian NGO, as well as, other relevant actors	Functional working group established Ensured participation in the Working Group of all relevant actors	Executive decision on the establishment of the central mechanism Terms of references	OCA-OPM	MRC, MoI, MALG, MLSW, NGO, Donors, UNHCR, AOGG-OPM, AGE, ACDEI	12/09-02/10	Not required
	2.1.2 Include the establishment and responsibilities of the working group in the Repatriation and Reintegration Strategy	Working group contributes to the issue of returnees and the drafting of relevant policies				12/10-02/10	Not required
	2.1.3 MoI and MRC appoint contact points for Roma, Ashkali and Egyptian communities	Contribution of civil society receives on going consideration and is included in policies and activities undertaken by the Government with regards to returnees	Existence of contact points Minutes from meetings			02/10	Not required
	2.1.4 The OPM contact point coordinates the working group, the network of actors, policies and relevant activities of the returnees		Areas contributed Periodical meetings			02/10-05/10	Not required

	<p>2.1.5 Working group reviews the funds allocated for returnees from donations and ensures that the financial support to Roma, Ashkali and Egyptian communities is based on the same application procedures as for other communities</p>	<p>The amount of funds benefited and the number of concrete projects</p>	<p>Negotiation meetings, memoranda of understanding</p> <p>Project documents, funds allocated</p>			<p>03/10-05/10</p>	<p>Not required</p>
	<p>2.1.6 Working group undertakes concrete and relevant activities to increase financial resources to address the problems of the Roma, Ashkali and Egyptian returnees</p>					<p>Ongoing activity on the basis of periodic assessment</p>	<p>Not required</p>

Objective 2: Government of Kosovo ensures effective and comprehensive services that address the needs of repatriated individuals from Roma, Ashkali and Egyptian communities, through the drafting and implementation of relevant public policies and the strengthening of institutional coordination

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.2 Increase effectiveness of the institutional system and services provided to returns that ensure sustainable integration of Roma, Ashkali and Egyptian communities in Kosovo society	2.2.1 MRC undertakes orientation and monitoring activities in all municipalities aiming at including the issue of Roma, Ashkali and Egyptian communities in Municipal Returns Strategies	Number of activities undertaken and the number of municipal strategies mainstreaming Roma, Ashkali and Egyptian issues	Decisions, instructions issued, strategy documents	MRC	MALG, Municipalities, NGOs, UNHCR, OCA-OPM, UNDP, ICO, Donors	2010-2015	Not required
	2.2.2 MRC ensures that IDP representatives and refugees of the three communities are included in Municipal working groups on returnees	Working group is characterized by the inclusion of all relevant actors	Decisions made, participation, minutes from meetings			2010-2015	Not required
	2.2.3 MRC cooperates with donors and informs on the needs of municipalities with large number of returnees and their priorities and facilitates the realization of life improvement projects for returnees	Number of projects executed on the basis of identified priorities	Coordination meetings held Requests of municipalities and donor projects			2010-2015	Not required

	2.2.4 MRC organizes and leads activities “Go-and See”, “Go and Visit”	Number of visits organised, participation compared to the number of returnees	Reports			2010-2015	Not required
	2.2.5 Revise the Manual on Sustainable Returns	Revised manual includes aspects of institutional coordination, gender, social cases and the rights of the child, vulnerable age groups	Document of revised manual			12/09	Not required
	2.2.6 Standardize support packages criteria for returnees						
	2.2.7 Municipalities ensure the development of relevant projects for Roma, Ashkali and Egyptian municipalities (<i>see sectors of housing, employment – public works’ activities</i>)	Number of projects and participation of returnees	The project document, lists of participants	Municipalities, MALG	MRC, OPM, MFE, MLSW, NGOs, WB, Other donors, OCA-OPM, MESP	2010-2012	€ 279,000 (3% of the support grant to municipalities populated by the three communities, partially covered by KCB. Additional funds required)

	2.2.8 Municipalities ensure that the returnees are employed proportionally in activities and projects developed by municipalities	Developed projects employ gender perspective	Progress reports and documents on the assessment of projects	Municipalities MESP	MAPL	2010-2012	Not required
	2.2.9 Municipalities and MESP ensure that actions undertaken on property issues are in compliance with Priority 31 of the EPAP	Solutions offered and their compliance with the EPAP	Requests and decisions documented on property rights and housing-property rights	MESP	Municipalities, Courts, MAPL	2010-2015	Not required
	2.2.10 Through institutional mechanisms, hold information sharing activities for refugees in host countries aiming at informing them on their property rights and issues	Information campaigns undertaken and the number of persons informed	Information materials	MoI	MFA, OCA-OPM, MRC, KPA, UNHCR, Kosovo Embassies	2010-2015	To be defined by the Strategy on Reintegration of Repatriated Persons
	2.2.11 KPA accelerates the solution of requests on property claims in cases when these requests belong to the three communities and applicants are on the repatriation list	Number of requests against the number of issues resolved	Decisions made and decisions implemented	KPA	MoI	2010-2015	Not required

	2.2.12 KPA in cooperation with Kosovo Police undertakes steps to free properties, from illegal occupants, which belong to Roma, Ashkali and Egyptian families communities when these are illegally occupied	Number of properties returned legal owners	Decisions issued	KPA	Kosovo Police	2010-2015	KCB & donors
	2.2.13 KPA provides information and ensures access to the rent scheme under its administration and provides temporary solutions to forced returnees from the three communities			KPA	MoI, Municipalities, MALG	2010-2012	KCB & Donors

Note: The issue of the repatriated persons, former-resident in informal settlements is being addressed under the Housing and Informal Settlements Sector

Sector: REGISTRATION
Goal: Ensure access to civil registration of Roma, Ashkali and Egyptian communities and full citizenship rights

Objective 1: Improvement of legal, institutional and management framework to accelerate the registration process and address the needs of the three communities.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.1 Unify regulations and directives governing the registration of unregistered persons at both, national and municipal level	1.1.1 Establish a working group (<i>MoI and identified institutions as supporting ones</i>) to: <ul style="list-style-type: none"> review all existing policies, regulations and instructions on the registration of returnees, the displaced and currently unregistered persons resident in Kosovo identify and analyze procedural differences among municipalities 	Working Group established with an executive decision and operates on the basis of the decision	Decision on the establishment of the Group Minutes from meetings Decision issued	MoI	MALG, MEST, MoH, Municipalities, OCA-OPM, OGG-OPM, local NGO's, UNICEF, Health Centres, Municipality HRC's, OSCE	12/09-02/10	Not required
	1.1.2. Identify gaps and propose necessary changes	Gaps identified and concrete actions proposed and implemented	Report document			03/10-05/10	Not required

	1.1.3 Approve and make public the new rules in official gazettes, MALG electronic webpage, etc.	Regulatory framework on registration is unified	Document of regulatory framework Official Gazette, e-publication on official WebPages in all official languages			06/10	Not required
	1.1.4 Hold orientation sessions for the civil servants working in the Registration Offices on the respective changes and their interpretation	Officers from Registration Offices are capable of interpreting the law and provide orientation for all citizens	Orienting materials, participation in orientation			07/10 08/10	Not required
	1.1.5 Inform public through media (printed and electronic) on proposed and approved changes	Number of publications in relevant languages	Information published in daily media and information means			06/10-08/10	€ 15,000 (i), Covered by the KCB
	1.1.6 Simultaneously, state authorities, in cooperation with the Working Group on Harmonization on Registration Regulations,	Documents issued by other states are recognized through a special decree	Executive decree distributed to all central and local institutions			04/10-06/10	Not required

	undertake actions to legalize the following documents: school certificates and diplomas, birth certificates, health certificates, employment and pension certificates etc., when these are issued by authorities of other states		Decisions issued by respective Kosovo institutions on recognition of documents issued by other states				
	1.1.7 Enable registration of persons who may remain stateless in particular children, in compliance with the <i>Law on Citizenship of Kosovo</i> No. 03/L-034	Number of requests submitted to obtain citizenship by the three communities compared to the number of requests approved	Applications submitted and decisions issued on recognition			2010-2015	Not required
	1.1.8 Organize periodical information campaigns on the opportunities of citizenship application and approval		Campaign materials			2010-2015, twice per year	€ 10,000 in annual basis, covered by the KCB

Objective 1: Improvement of legal, institutional and management framework to accelerate the registration process and address the needs of the three communities.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.2 Municipalities encourage and provide registration services as well as full information for applicants on registration procedures, in cases of non-compliance with registration procedures	1.2.1 Organize awareness raising campaigns for communities on registration procedures	The campaign held at all communities in their respective languages	Means used during the campaign	MALG, Municipalities	OCA-OPM, AOGG-OPM, Local NGOs, UNHCR, UNICEF, Health Centres, Municipal HRC's, OSCE, Officers on Gender Equality at Municipalities	12/09, 4 times in 2010, 3 times in 2011	€ 18,000 (i) annually required Financial support required
	1.2.2 Draft and distribute information materials such as leaflets, TV clips, posters, newspapers announcements to three communities on the registration benefits	Quality of materials and their preparation in relevant languages	Campaign materials			12/09, 4 times in 2010, 3 times in 2011	Covered by 1.2.1 activity's fund
	1.2.3 All municipalities declare once a year the free of charge civil registration month, for unregistered persons and children born outside the health care system	The free of charge civil registration month declared Campaign organised versus the number of persons registered	Municipal decisions Means of campaign, NGOs' involvement				2010-2015

	1.2.4 Municipalities and institutions at the central level cooperate with NGOs to organise and implement the 'Home to Home' awareness-raising campaign	Registration conducted without discrimination on gender and age	Number of persons registered by ethnicity, gender and age Observations and reports			11/09-12/10	€ 20.000 (i) covered from the KCB
	1.2.5 Municipalities, in cooperation with Ministry of Health and Hospital Centres, provide information and advice on immediate registration of new born infants	The number of new born infants registered The number of female babies versus the number of male babies registered	Registration documents			2010-2015	Not required
	1.2.6 Officers on Gender Equality in municipalities, in cooperation with NGOs, organize meetings with communities to minimize the number of unregistered infants born outside the health system	Number of meetings held and the number of participants	Materials issued			2010-2015	Not required
	1.2.7 All municipalities reactivate "Review Boards" to enable individuals without identification documents to be registered	Review Boards operate on the basis of in force regulation	Documents issued by the Boards			12/09-06/1002/10	To be defined

	1.2.8 Municipalities inform, in writing, the applicants in cases when they don't fulfil registration criteria and the informed them on the steps they need to undertake	Official response contains necessary and orienting	Decisions made			2010-2015	Not required
	1.2.9 Draft a response template for applicants who do not fulfil the registration criteria	Quality of response template	Template document exist			12/09-02/10	Not required
	1.2.10 Municipalities, local and international NGOs establish working groups for the monitoring of the abovementioned actions	Established groups undertake monitoring activities and compile periodical reports	Monitoring reports			09-04/10 2010-2015	Not required

Objective 2: Strengthen cooperation among institutions of Kosovo and institutions of host countries to enable information and registration of returnees and the repatriated persons							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.1 Establish regular dialogue with host country institutions to enable the provision of information package for returnees	2.1.1 Define institutional mechanisms and responsibilities for fostering dialogue with host countries	Institutional responsibilities and mechanisms are operational and active	Minutes, agreements, etc.	OPM, MoI, MFA, MRC	MALG, AOGG, OCA-OPM, UNHCR	2009-2010	Not required

	2.1.2 Draft information packages for refugees and the displaced who are able to return	The package drafted provides detailed information in all official languages of users	Information package			2010	To be defined under the Strategy on Reintegration and Repatriation Budget Section
	2.1.3 Publish information package at official WebPages of governing institutions in all official languages (OPM, MoI, MALG, MRC, MFA).		Publication of packages in an electronic and printed form			2010	Not required

Sector:							
CULTURE, MEDIA AND INFORMATION							
Goal:							
Protection and promotion of cultural identity and heritage of Roma, Ashkali and Egyptian communities							
Objective 1: Increase participation of Roma, Ashkali and Egyptian communities in the decision-making process on policy making and implementation in the area of culture and media, at all levels.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.1 Establish a joint Committee on Culture and Information for the development and supervision of projects on media and culture for the three communities	1.1.1 Establish criteria for the selection of Committee Members with the participation of well known representatives of the three communities in the area of art and culture	Cultural policies drafted in an inclusive form with the participation of members of the three communities	Decision on the establishment of the Committee, minutes from meetings, Work Plan	MCYS	University, Academia, NGOs, Cultural associations	12/09	Not required
	1.1.2 Members of the Committee establish rules of operation and hold regular, periodical meetings on the planning and monitoring of activities based on their developed work plan	Budget planned in compliance with the policies drafted and in a participatory mode	Allocation of budget and the planning of activities			12/09-2015	Not required
	1.1.3 Committee issues recommendations on the cultural budget for communities and prioritizes cultural policies and activities on annual basis	3% of planned budget for 2010-2012 allocated for the three communities	Decision on the allocation of 3% of annual budget of the MCYS for 2010-2012 period			2010-2012	€ 227,813 (i) KCB

Objective 1: Increase participation of Roma, Ashkali and Egyptian communities in the decision-making process on policy making and implementation in the area of culture and media, at all levels.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.2 Representation of the three communities in cultural institutions through employment opportunities	1.2.1 Implementation of employment affirmative measures on the basis of in force laws and regulations (<i>See chapter on Employment and Economic Empowerment for actions in public administration</i>)	1% e of the MCYS 's employees are from the three communities	Labour contracts	MCYS	Cultural Centres	2010-2015	KCB

Objective 1: Increase participation of Roma, Ashkali and Egyptian communities in the decision-making process on policy making and implementation in the area of culture and media, at all levels.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.3 Increase the capacities of members of the three communities through formal and informal education activities	1.3.1 Provide, on regular basis, opportunities for the completion of internships by Roma, Ashkali and Egyptian students placed in various cultural institutions	Number of students performing internships compared to the number of them employed by these institutions	Student presence, their reports on teaching practices	MCYS	RTK, University, public and independent media, Donors, OSCE	2010-2015	Not required
	1.3.2 Provide training for representatives of communities and increase their capacities on the use of technical equipment, editorial policies, journalism, information management and communication	Number of trainings held Selection of trainees considers gender balance	Training provided			2010-2012	Covered by 1.1.3

	1.3.3 Allocate scholarships for young people	Number of scholarships awarded and successful completion of studies	Decisions on the allocation of scholarship and their transfer into respective institutions			2010-2012	Covered by the KCB - 1.1.3
	1.3.4 Support to capacity building activities for journalists from the three communities						€ 3,000 (i) on annually required Covered by the KCB - 1.1.3
	1.3.5 Financial support for the publication of newspapers, magazines and various publications, and documentary production	Number of grants allocated to support cultural activities	Grants received and publications supported by these grants			2010-2012	€ 3,000 (i) annually required
	1.3.6 Encourage public and private media in Kosovo to design special programs and increase the visibility and presentation of the life of three communities in existing programs	Number of TV programs broadcasted and articles published on annual basis reflecting the life of the three communities	Analytical reports, programs broadcasted			2010-2012	€ 10,000 (i) required annually, the KCB-1.1.3
	1.3.7 Regular monitoring of written and electronic media and the provision of analytic reports at the end of each year on the media space allocated to the three communities		Reports				Not required

Objective 2: Promotion of cultural identity of the three communities through the protection of cultural heritage and the support of cultural activities.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.1 Implement the Law on Cultural Heritage 2006/02/L-88 on the preservation, research and the study of cultural heritage of all communities	2.1.1 Research activities on the identification of cultural heritage sites of the three communities	Cultural objects identified and declared as national heritage/resource	Decisions issued, funds allocated for their preservation	MCYS	Institute on protection of Cultural Heritage, Kosovo Academy, University	2010-2012	KCB, 1.1.3
	2.1.2 Include objects/sites selected as cultural heritage in the list of cultural heritage					2010-2015	To be defined
	2.1.3 Prepare promotional publication and increase public awareness on cultural heritage objects						KCB, 1.1.3

Objective 2: Promotion of cultural identity of the three communities through the protection of cultural heritage and the support of cultural activities.							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.2 Raise the awareness of the public on cultural wealth of the three communities through cultural promotional activities for the three communities	2.2.1 Identify artists from Roma, Ashkali and Egyptian communities	Number of works translated and published	Works published	MCYS	Publishing Houses, Donors	2010-2015	Not required

	2.2.2 Select authors and support them financially to publish their works	Number of activities organised and supported by government institutions	Proof of activities organised, photos, public advertisement, posters and TV programs			2010-2012	€ 4, 000 annually required, KCB 1.1.3
	2.2.3 Advertise competition event for the best translation from the Roma literature and sponsor its publication	Successful organisation of the week of culture (number of artists invited, the content of activities)				2010-2012	€ 5,000 annually required, KCB, 1.1.3 Additional funds required
	2.2.4 Support the collection and recording of Roma music					2010-2012	€ 2,000 annually required, KCB
	2.2.5 Organize the week of Roma, Ashkali and Egyptian culture					2010-2012	€ 10,000 (i) KCB, 1.1.3

Sector: PARTICIPATION AND REPRESENTATION
Goal: Increase participation and representation of Roma, Ashkali and Egyptian communities in the public life of Kosovo

Objective 1: Effective participation of Roma, Ashkali and Egyptian communities in public life and decision-making institutions of Kosovo by providing and ensuring equal access and opportunities for the three communities at all forms of representation							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.1 Monitor the implementation of Law No. 03/L-40 on Local-Self-Government in Republic of Kosovo	1.1.1 Participate in periodical basis and monitor activities of Mediation and Communities' Committees	Participation of communities' representatives is in line with quotas envisaged in the Regulation	Presence of Communities' members Minutes from meetings	MALG, HRO, OCA, Municipalities	OCA-OPM, AOGG-OPM,	2009-2015	Not required
	1.1.2 Prepare periodical reports on the quality of activities, representation and effectiveness in the functioning of Committees in compliance with their mandate on the basis of the Regulation	Number of issues presented and the number of issued solved	The form of selection of members in compliance with the Regulation Periodical reports			2009-2015	Not required
	1.1.3 Promote and observe the gender balance at Municipal Committees	Gender participation at Municipal Committees	Decisions implemented			2009-2015	Not required

Objective 1: Effective participation of Roma, Ashkali and Egyptian communities in the public life and decision-making institutions of Kosovo by providing and ensuring equal access to and opportunities for the three communities, at all forms of representation.

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.2 Implement the Law No. 03/L-040 on Local Self-Government and Law on Local Government Finances No. 03/L-049	1.2.1 Review the document on the representation quota in proportion to size of population to ensure the right to representation for the three communities in the civil service at municipal level	The document defining representation quota in compliance with their representation as population is drafted	Document reviewed and decisions entered into force Number of employment advertisements and the specific addressing of these communities	MALG, HRC, OCA, Municipalities	OCA-OPM, AOGG-OPM, AGE, KIPA	12/09-05/10	KCB
	1.2.2 Promote employment of representatives of three communities through the implementation of the following laws: Law on Civil Service, Law against Discrimination and Law on Local Government Finances No. 03/L-049	Number of applications against the number employed				2010-2015	Not required
	1.2.3 Monitor employment procedures on six month basis		Periodical reports				Not required

	1.2.4 Provide training opportunities for employees from the three communities	Training provided and participation of representatives from three communities	Training and certificates issued			2010-2015	KCB, KIPA
	1.2.5 Promote employment and gender balance through concrete projects at municipal and national level	Number of women civil servants from the three communities	Employment records, salary list			2010 - 2015	KCB

Objective 1: Effective participation of Roma, Ashkali and Egyptian communities in public life and decision-making institutions of Kosovo by providing and ensuring equal access and opportunities for the three communities at all forms of representation

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.3 Encourage members of the three communities to consider employment with public administration of Kosovo	1.3.1 Collect data in the public administration of Kosovo in order to identify the exact number of employees from the three communities, levels of representation, sectors with low representation, level of payment vis-à-vis other communities, gender representation, etc.	Data collected in participatory fashion Report contains detailed data and respective recommendations	Questionnaires, analytical reports	MPA (HRC, DACS, KIPA)	MALG, AOGG-OPM OCA-OPM AGE, OSCE, EC	03/10	Not required

	1.3.2 Draft the analytical report and issue respective recommendations	Reports on the number of training sessions organized				06/10	Not required
	1.3.3 In cooperation with KIPA and with local and international partners design and propose special training/seminars addressing issues of anti-discrimination culture of the three communities	Number of employees trained Increased awareness of state employees on the specific needs of the three communities	Training materials Employees trained and training participation			09/10	KCB, KIPA
	1.3.4 Public administration database defines in detail, the ethnic belonging of employees	Database presents in detail the ethnic belonging of employees	Improved database			2010	KCB
	1.3.5 Bi-annual monitoring of the number of applications for public administration job openings and the number of applicants employed from the three communities at both local and central level	Bi-annual reports on representation of communities in public administration issued	Reports			2010-2015	Not required

	1.3.6 Assess the causes of unemployment and draft special programs for their training through certification programs in cooperation with KIPA in order to increase their employment opportunities and capacities	Professional certification programs established and administered according to plans Number of participants versus number of employed trainees Gender ratio observed	Programs drafted			2010-2011	To be defined after the study
	1.3.7 Assess capacities and enable the professional re-training and increase the level of education of the civil staff from three communities through on-the-job training (provision of scholarship for University programs, etc).	Number of employees benefiting from the drafted programs	Scholarships awarded and registration at the University			2010-2015	KCB
	1.3.8 Issue administrative directives instructing offices on human resources to include in the job announcement explicit terminology that demands individuals from these	Administrative directive issued and observed by all state institutions	Administrative directives			2010-2015	Not required

Objective 1: Effective participation of Roma, Ashkali and Egyptian communities in public life and decision-making institutions of Kosovo by providing and ensuring equal access and opportunities for the three communities at all forms of representation							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.4 Institutions in charge, undertake the necessary measures to provide election infrastructure in the areas inhabited by the three communities and ensure their registration in the voting lists without discrimination	1.4.1 Equip voting centres with the necessary materials in compliance with the Law on Elections and executive directives	Voting centres serving the three communities are equipped with applicable standards	Equipment and infrastructure of voting centres Technical and material basis for voting	Central Election Commission	Local Election Commissions IFES, NDI, OSCE, ODHIR, Council of Europe, NGOs	During the election period	KCB
	1.4.2 Voting materials provided in respective languages in use by the three communities	Voting sheets are provided in the language of the voter	Voting sheets at all languages in use				KCB
	1.4.3 Define measures to ensure the participation of illiterate voters in order to avoid irregularities and manipulations and respect the right to vote	Measures are defined in compliance with internationally recognized standards	Documents on undertaken measures Information on the taken measures distributed through media and programs on the education of voters				KCB
	1.4.4. Organize awareness raising campaigns on the increase of participation in elections	Increased number of participants in elections from the three communities	Documented results				

	1.4.5 Ensure the free movement of political leaders of the three communities in electoral zones	Voters participate with their free will and have access to voting centres	Monitoring reports and interviews during the election period	MoI, Kosovo Police			KCB
	1.4.5 Ensure the participation and free movement of voters						KCB

Sector:	SECURITY, POLICE SERVICE AND JUSTICE
Goal:	Improve security conditions of the three communities and ensure equal access to law and order services and institutions

Objective 1: Increase effectiveness of Kosovo Police in prevention and addressing different forms of crime and conflict within Roma, Ashkali and Egyptian communities							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.1 Identification of typology of crimes/conflicts in the three communities and the percentage of crimes addressed and resolved	1.1.1 Undertake a study on the types of crimes and conflicts involving the three communities	Study conducted with the participation and contribution of communities	Questionnaires, visits, documents	Kosovo Police, MoI, MoJ	OSCE, Local NGOs, EULEX	01/10-06/10	€ 25, 000 (i) Financial support required
	1.1.2 Establish a working group and draft the terms of references for the study	Study conducted in compliance with research standards	Provision of data Study Report				Not required
	1.1.3 Announce study tender and select the winning application	Effective police cooperation in the drafting of the study					Not required
	1.1.4 Conduct the study and present conclusions	Data from police bodies are provided without delays and in a responsible manner.					Covered by the 1.1.1 activity

		Data provided in compliance with the Law on Access to Official Documents					
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Objective 1: Increase effectiveness of Kosovo Police in prevention and addressing crime and conflict within Roma, Ashkali and Egyptian communities							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.2 Police Service defines policies that aim at increasing the level of effective prevention and addressing all forms of conflicts and crimes	1.2.1 Draw up and propose draft policies on the basis of the study, regulations and laws in force as well as international standards	Effective and non-discriminatory policies exist and are observed by the Police service on prevention and treatment of crimes/conflicts taking place in the three communities	Policy document Orientation materials	Kosovo Police, MoI	OSCE, Local NGO's, EULEX	07/10-12/10	Not required
	1.2.2 Approve new policies and train/inform the Kosovo Police staff on the new policies		Periodical reports and assessments Publications			12/10	Not required
	1.2.3 Bi-annual police staff assessment on the level of implementation of new policies	Number of orientation sessions and the number of staff trained	Assessment reports, surveys			2011-2015	Not required

	1.2.4 Publish new policies	Number of staff trained compared to the number of Police staff implementing the approved policies				2010	Not required
		Public has access to and is informed of the new policies					
	1.2.5 Assess periodically the quality of undertaken measures aimed at crimes/ conflicts prevention	The level of crime decreased Increased prevention capacities				2010-2015	Not required

Objective 1: Increase effectiveness of Kosovo Police in prevention and addressing crime and conflict within Roma, Ashkali and Egyptian communities							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
1.3 Draft programs in cooperation with non-governmental organisations and international partners to prevent crimes/conflicts	1.3.1 Assess the situation of communities on their needs	The three communities participate in the assessment of the situation	Assessment document	Kosovo Police, MoI	OSCE, EU, Local and International NGO's, EULEX,	12/09-04/10	Not required
	1.3.2 Identify hot spots for the implementation of pilot projects on the basis of criteria and identified needs	Number of projects held Number of beneficiaries reached	Projects ongoing			05/10	Not required

	1.3.3 Fund projects on crime and conflict prevention in cooperation with local and international partners	Increased communication between the Kosovo Police and communities Increased trust towards Police structures	Project assessment documents and reports			2010-2015	To be determined
	1.3.4 Assessment and surveys to measure the increased trust of communities in the Police Service	Survey data and reports published periodically	Surveys and their publication			2010-2015	€ 10,000 (i) annually required

Objective 2: Kosovo Police treats the three communities, Roma, Ashkali and Egyptian, without discrimination, free of violence and prejudice

Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
2.1 Implement and enforce laws without discrimination	2.1.1 Train police staff on the situation and cultural aspects of the three communities (special attention to be given to police officers serving at regional level)	Number of trained police staff Number of cases reported for discrimination against the number of cases investigated and processed	Trainings held and training materials Monitoring reports	Kosovo Police, MoI	OSCE, Local and International NGOs, EULEX, Ombuds-person	2010	€ 5,000 (i)
	2.1.2 Monitor and process cases of discrimination and abuse by the police	Police forces demonstrate	Assessment reports on the basis of KAP			2010-2015	Not required

	2.1.3 Assessment, on six months basis, of possible cases of violence and discrimination through the KAP system	knowledge and capability in the treatment of cases of crimes and conflicts against the three communities	Existence of systems and the frequency of their use			Every six months after training	Not required
	2.1.4 Effective use and improve the existing system on documentation and reporting of abuses and discrimination by police	Disaggregated data system exist The reporting and investigation system is operational				2010-2015	Not required

Objective 3: The three communities, Roma, Ashkali and Egyptian are represented in the Kosovo Police at all levels and without discrimination							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
3.1 Employ individuals from the three communities in Police force and ensure that carrier development opportunities remain equally accessible for all	3.1.1 Organise information and awareness-raising campaigns for the three communities on employment and recruitment opportunities in the Kosovo Police	Number of campaigns conducted and their quality	Campaign materials	Kosovo Police, MoI	OSCE, Local and International NGO's, EULEX, Ombudsperson	09- 10	Not required

	3.1.2 Draft programs that prepare individuals from the three communities to successfully sit admission exams for the Police Service vacancies	Quality of programs and their drafting within timelines	Drafted programs and curricula			2010	To be defined
	3.1.3 Select individuals for program placement by maintaining and encouraging gender representation criteria	3% of the new recruited officers belong to the three communities 30% of the selected force are women	Employment contracts Employment contracts, database			2010-2015	Not required
	3.1.4 Establish a disaggregated data base system on police force which includes, among others the ethnicity element	The Central database system is disaggregated and updated	Disaggregated database			2010	Not required
	3.1.5 Conduct an assessment covering the following aspects: <i>representation of the three communities in the Kosovo Police force; sectors that manifest under representation of; gender equality; carrier development; form of payment; causes, needs and recommendations</i>	Assessment conducted is in compliance with the criteria defined and provides relevant recommendations	Terms of references, assessment document			2010	Not required

	3.1.6 Implement the extended recommendations	Recommendations are implemented in a timely manner Priorities are singled out for prompt implementation	Administrative Directive, procedures and systems established on the basis of recommendations			2011-2015	Not required
	3.1.7 Draft long-term and short-term programs to address the situation					2011-2015	Not required
	3.1.8 Employ police officers from the three communities in regions inhabited in large numbers by the three communities	Regions inhabited in large numbers by the three communities have employed police officers from the three communities	Labour contracts			2011-2015	Not required

Objective 4: Ensure access to judiciary system of Roma, Ashkali and Egyptian communities through the implementation of legislation, monitoring of institutional practices and awareness-raising activities							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
4.1 Raise the communities awareness on the rights provisioned by the Constitution of Kosovo, Law Against Discrimination and other in force, key legislation	4.1.1 Organize awareness raising campaigns for the three communities by taking advantage as well of national and international marked days	Number of meetings held Number of participants on the basis of gender and age	Promotional materials Progress reports/meetings	OCA,AOGG - OPM	OSCE, Local and International NGO's, EULEX, Ombuds-person	Continuously	€ 10, 000 (i) KCB

	4.1.2 Establish radio programs and use dramatized series as awareness raising instruments	Number of programs and series in TV and Radio	Programs created and broadcasted			2010-2015	€ 8,000 (i) KCB
	4.1.3 Annual survey on the awareness level of communities	Communities have knowledge of their rights as well as institutional responsibilities	Surveys conducted			2010 - 2015	€ 10,000 (i) annually required Financial support required

Objective 4: Ensure access to judiciary system of Roma, Ashkali and Egyptian communities through the implementation of legislation, monitoring of institutional practices and awareness-raising activities							
Activities	Actions	Indicators	Means of Verification	Responsible Institution	Supporting Institutions	Timeline	Financial Resources
4.2 Implement the law and practice the justice system in a non-discriminatory way towards the Roma, Ashkali and Egyptian communities	4.2.1 Monitor possible cases of 'selective' and discriminatory practices of legal and administrative criminal sanctions issued by justice system 4.2.2 Draft terms of references, set a methodology and tender for the study	Study conducted through a methodology on collection of statistical data (number of persons sentenced, sentencing process, level of sanctions applied for the same crime to various communities) and qualitative data from the affected communities	Decision on the conduct of the study Terms of References	MoJ	ORC, AOGG-OPM, MoI, EULEX, OSCE, Ombuds-person	2010-2011	€ 30,000 (i) KCB and Donors

	4.2.3 Conduct the study	Measures undertaken to implement recommendations	Tender documents The study document				
	4.2.4 Present recommendations and publish the study						
	4.2.5 Implement recommendations	Number of training held				2011-2015	To be determined
	4.2.6 Familiarize judges, prosecutors and lawyers with the Law Against Discrimination terms and its practice in judicial procedures and decisions	Number of laws approved and their compliance with the Law against Discrimination	Decisions issued for the implementation recommendations			2010- 2015	No funds required
	4.2.7 Monitor continuously, the new legislation or amendments made to the existing legislation, to ensure their compliance with the Law against Discrimination provisions	Number of cases received against the number of cases resolved Number of cases assisted against the number of cases assisted for other ethnicities	Training materials	AOGG-OPM	HRCs at central and local level, Legal Offices, NGOs, etc	2010 - 2015	No funds required
	4.2.8 Provide legal services on access to the judicial system and conflict resolution	Number of trainees	Comments provided Comments reflected in the new legislation	MoJ, Justice System		2010-2015	No funds required

	4.2.9 Provide twenty four hours services to victims of domestic violence and trafficking, and individuals placed under the witness protection program		Decisions made and issued	MoI	MoJ, MLSW, Shelters	2010- 2015	To be determined in annual basis
	4.2.10 Educate and train individuals sentenced to imprisonment in correction centres		Documented cases received and addressed Courses held, certificates issued	MoJ	MEST, MLSW, Donors	2011-2015	To be decided

APPENDIX

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