



Norwegian People's Aid

Regional Office - South East Europe

NPA SEE INTEGRATION OF IDPs AND REFUGEES PROGRAM

Application for support in 2010/2011

1. Organisational information:

Name of the organisation: Civic Action LINGVA
Address: Veljka Vlahovića 35/7, Kraljevo 36000, Serbia
Telephone: +381 (0)36 320 300
Fax: +381 (0)36 320 303
E-mail: lingua_kv@ptt.rs ; info@forumnvo.org.rs ; forumnvo@ptt.rs
Web-site: <http://www.forumnvo.org.rs>
Person responsible: Radovan Milićević, Director
Year established: 1997
Mission: The realization of social activities and civic actions pointed toward solving problems in Serbian society, social integration and multicultural interaction, pointing out and reduction of deviant social appearances. In the process of transition and the democratization of the system LINGUA strives to help the citizens who have been impoverished in the process mentioned.

2. Project description:

2.a. Project title: Community Development Centre LINGVA

2.b. Justification/Description of the need for the project (locally, regionally):

According to official data established in collaboration with the Commissariat for Refugees Serbia and the High Commissariat for Refugees, United Nations (UNHCR), published in the Local Action Plan which was adopted in September 2009, and which is still valid, there are 20.510 IDPs and refugees at the territory of Kraljevo, while there is an unofficial estimation that there are still ca. 25.000 of them. In Kraljevo municipality, there are 759 refugees from Bosnia and Croatia (498 of them in private accommodation and 32 persons settled in 6 collective centres and 229 refugees accommodated in social housing units) and 19.751 IDPs; which makes about 25% of the entire municipality's population and the highest percentage in Serbia. Out of 19.751 IDPs, 19.269 are accommodated privately (in rented apartments, with relatives). 482 (170 children) are settled in 7 collective centres. The Municipal Commissariat for Refugees and Lingua team data is that there are 10 collective centres in August 2010, which accommodate 891 IDPs/refugees (261 refugees and 482 IDPs), including 148 socially endangered locals. Living conditions in the centres are extremely difficult. At the very outbreak of the Kosovo displacement crisis in June 1999, Lingua assumed responsibilities in emergency assistance to the massive number of IDPs moving towards north. Information and database relating to IDPs provided by Lingua prove to have been essential professional background for most of international agencies and NGOs involved in humanitarian assistance. Since April 2000 within the Lingua Centre numerous programs have been realized aimed to support IDPs/refugees such as programs for economic strengthening; Micro-crediting Centre;

Social Cooperative; Info Desk; Computer school and Internet Café; Volunteering Centre; Medical Advisory; Women’s Workshop; Legal Aid; Anti-xenophobia campaign aimed to reduce antagonism of locals towards IDPs; Establishing IDPs/refugees NGOs. From year to year programs have been adjusted depending on priorities of beneficiaries. IDPs/refugees don’t have adequate help of institutions; programs that Lingua implements are very important to facilitate their integration and socialisation.

2.c. Project purpose: Improved social and economic position of IDPs/refugees in Central Serbia.

2.d Planned activities, results and indicators within the project:

Result 1 IDPs and refugees realised their rights	Indicator 1.1. 900 direct beneficiaries who realised their rights	Indicator 1.2 1800 legal cases solved	Cost
Activity 1. Legal aid			19.000 (The Brochure cost is 1.000 E)
Result 2 Medical and mental health services given to beneficiaries	Indicator 2.1 600 persons received health care services	Indicator 2.2 9.000 medical services provided	
	Indicator 2.3. 350 persons received mental care	Indicator 2.4. 3.500 services provided by a psychologist	
Activity 2. Medical and psycho-social aid			15.000
Result 3. IDPs women economic strengthened	Indicator 3.1 70 beneficiaries contributed with 30% to their families’ budgets	Indicator 3.2 20 beneficiaries who made handicrafts for sale and provided services contributed with	
Activity 3. Women’s Club "Creative Workshop"			11.000
Total costs			45.000

Brief description of activities

Activity 1 – Legal Aid

1.1 The legal adviser visits 10 collective centres and provides legal assistance to beneficiaries in collective centres, 3 times a week (09.00 A.M. – 05.00 P.M.);

1.2 Providing legal aid to IDPs/refugees in Lingva Centre, two days per week (09.00 A.M. – 05.00 P.M.), for beneficiaries settled in private accommodation in municipalities of Kraljevo, Čačak, Vrnjačka Banja, Trstenik and Kragujevac.

1.3 Providing legal assistance in obtaining personal documents necessary for realisation of civic rights – birth, marriage, citizenship and death certificates, ID cards.

1.4 Providing legal assistance in realisation of labour rights – employment record card, right to aid for unemployed, right to professional retraining, self-employment, including submission of requests related to right of workers from Kosovo to 20% from the sale of the socially owned enterprises in Kosovo from PAK (Privatization Agency of Kosovo)

1.5 Providing legal assistance related to social welfare rights - material assistance to families (MOP), child allowance, help and assistance, health protection.

1.6 Providing legal assistance related to right to pension.

1.7 Providing legal assistance regarding various rights such as right of returnees from EU (regarding Readmission Law), right to education, property rights, inheritance rights, family rights, administrative procedures.

1.8 Advocacy for beneficiaries in realization of their rights through addressing relevant organizations and institutions in order to systematically improve position of IDPs and refugees and in order to contribute to institutional protection of their rights; Continuous gathering data from beneficiaries regarding violation of human rights of IDPs from Central Serbia, civic rights violation analysis, witnesses statements, notes to relevant local, republic and international institutions concerning issues of IDPs/refugees/returnees.

1.9. Writing of the Annual Report on Human Rights of IDPs that is published on the Linga website and distributed to relevant domestic and international institutions and organizations in 2010.

1.10. Preparation and making brochure for IDPs: "How to realise my Rights". The brochure will contain explanations and necessary instructions how to realise certain rights, which state institutions and local authorities are competent for solving concrete legal issues. Brochure will have 30 pages (A5 format) and will contain necessary forms with explanations and evidences necessary to submit in the procedure for the realisation of rights. Brochure will be printed in 1000 copies and distributed in collective centres, Lingua Centre during last two months of the project realisation. 300 copies will be given to the Commissariat for Refugees.

Activity 2 – Medical and psycho-social aid

2.1 Visits and check ups of beneficiaries in 10 collective centres on a regular basis, 3 times a week by Lingua doctor and psychologist for 890 beneficiaries (01.00 P.M. – 05.00 P.M.)

2.2 Check-ups and counselling work at the Medical and psycho-social aid in Lingua Centre two times a week (09.00 A.M. – 05.00 P.M.) for beneficiaries from private accommodation and from collective centres. The counselling includes individual treatments for beneficiaries with mental problems, family treatments for families with problems in interpersonal communication and professional orientation counselling for eight graders.

2.3 Advocacy of beneficiaries in realization of their health rights, such as right to primary and secondary health care. Because of poor hygiene and epidemiological conditions in collective centres, cases of child abuse and problems of people with disability, Lingua Health Care Team continuously addresses relevant institutions such as Centre for Social Work, Ministry of Health, and Ministry for Human and Minority Rights, Ministry of Labour, Employment and Social Policy.

Activity 3 – Women Club "Creative Workshop"

3.1 The work of Women Club is organized in two shifts (60 women in each shift) in Lingua Centre (09.00 A.M. – 01.00 P.M. and 01.00 P.M.-05.000 P.M).

3.2 Development activities include presentation of the Club in fairs, promotion of the Club in local media, by printing catalogue and in the ever-open selling gallery in Lingua Centre.

3.3. Start up activities aiming to establish Social Cooperative "Creative Workshop". In the first six months activities will be: 120 women (IDPs, refugees, and local socially endangered women) will make various handicraft items (weaving cloth and decorative items, sewing and tailoring, knitting, crocheting, embroidery, pottery, making and selling of organic winter/preserved food such as jams, juices, pickled food...), will learn specific techniques from each other and are encouraged by Lingua team to work independently and gain income. Lingua will provide premises and material for production, services, education of beneficiaries by the professional designers, technologists for preparation of food. After the mentioned activities, procurement of additional equipment for production and services, as well as finding

permanent, stable market, "Women's Club" will be registered as the Social Cooperative "Creative Workshop". The Social Cooperative "Creative Workshop" will be registered in the 7th month of the project realization. Members of Cooperative will be 20 women, which will be permanently employed, and which had the best results in the first phase of the project, and who acquired skills and knowledge necessary that the Cooperative is self sustainable after the project realization and they will have support of LINGVA team. The plan is that the Cooperative will be able, after 2 months of work, to employ 10 new women and provide their salaries from the generated income. .

2.e. Size and composition of the target group:

2.f. Direct beneficiaries:

In August 2010 there are (data of the Commissariat for Refugees) 10 collective centres: 4 informal and 6 formal/official centres.

- *Legal aid* – 2.000 IDPs/refugees (52% female - 48% male)
- *Medical and psycho-social aid* - 890 IDPs/refugees (52% female -48% male)
- *Women Club "Creative Workshop"*- 120 women IDPs/refugees (after six months 20+10 women members of Social Cooperative) (100% female)

2.g Indirect beneficiaries:

Family members of direct beneficiaries (ca. 14.500 persons)

3. Gender analysis of the project:

3.a Has a gender analysis of the project been conducted? If yes, describe how?

According to Lingua data (from August 2010), the total number of beneficiaries in 10 Collective Centres is 891 (261 refugees, 148 locals and 482 IDPs) and out of that number there are 370 women, which makes 41, 00 % out of total number. Gender analysis was conducted through household interviews in the field. IDPs women almost always are in a subordinate position in family/society. Mostly men work for pay and control household income and have access to finance. Most women lack education, or have lower education. Women have multiple roles and have many care-taking responsibilities (domestic work, child care, accompanying children to school, care of the sick and elderly).

Attention is paid to gender balance within the organization. Out of 10 employees, there are 5 women.

3.b Does the project have elements that will directly promote gender equality or positive attitudes towards gender equality? If yes, describe how?

Yes, regarding the integration of women IDPs, improving their economic situation and self-esteem. 120 women IDPs are included in the Women's Club on daily basis. In order to respond to the women's needs (domestic work, child care, accompanying children to school, care of the sick and elderly, etc.), work in Women's Club is organised in two shifts. In that manner women are able to take care of their families and to participate in the work of Women's Club and have the income-earning opportunities. Income in hand makes women more confident to take decisions related to her family and to contribute to their family budget, which positively affects the entire family. Lingua team (lawyer, doctor and psychologist) visit collective centres and meet the needs of both, men and women. Field work ensures that both men and women overcome the problem they face in terms of limited access to information or lack of information on legal and health issues (personal documents, realization of human and civic rights, preventive health measures, fear to access health and mental care). Women and men have equal access to services and assistance provided. Activities carried out within the

project by the Lingua team ensure that both men and women have equitable chances to use assistance and information and benefit from it.

4. Project duration and time plan: 9 months

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9
Activity 1. Legal Aid	x	x	x	x	x	x	x	x	x
Activity 2. Medical and Psycho-Social Aid	x	x	x	x	x	x	x	x	x
Activity 3 Women Club "Creative Workshop"	x	x	x	x	x	x	x	x	x

5. Co-operation and co-ordination:

- **Within the project:**

Centre for Social Work, Health care Centre- Kraljevo, Red Cross and Commissariat for Refugees; Serbian Ministry of Justice, Serbian Ministry for Human and Minority Rights, French Catholic Committee against Hunger and for development (CCFD)

6. Organisational structure: Size and composition of the staff/members, disaggregated by gender at all levels (6a, 6b, 6c, 6d, 6e)

6.a Staff that will be engaged in this project implementation:

Radovan Milićević, Director, Lingua Centre Program Manager

Dejan Jović, Lawyer, Project coordinator, Legal aid for IDPs/refugees

Stefan Milicevic, Project assistant, Legal aid for IDPs/refugees

Jasmina Rafailović, Doctor, Project coordinator, Medical and psycho-social aid

Mirjana Stevanović, Psychologist, Project coordinator, Medical and psycho-social aid

Dusanka Jakovljevic, Textile designer, Project coordinator, Women Club

Jelena Cekanovic, Teacher, Translator

6.b Other staff of the organisation:

Igor Jovicic, Coordinator of "Support to the setting up of IDPs/refugees' associations" (support to Women Club and to newly established IDPs/refugees' NGO Power of Solidarity that will provide assistance to elderly IDPs and refugees through "Help in house" program.

Gordana Vujović, Project Coordinator, "Women Club" - The Women Club will work in two shifts, with one of the two coordinators in each. One coordinator and the first shift will be supported by NPA and the other one by CCFD.

Ranko Milicevic, Coordinator of "Easier" project, and campaign "I want to realize my rights!"

6.c Governing bodies of the organisation: Management Board:

Ljiljana Kostic, President

Žarko Paunovic, Vice President

Bojana Milicevic, member

Dobriila Milosavljevic, member

Radovan Milićević, Director

6.d Number of employees in the organisation in 2010:

9 persons, full-time, and 1 person with authorship contact

6.e Number of members of the organisation as of today:

Lingua has 32 registered and active members, 15 of them being Lingua's founders. According to the Lingua Statute, members are not obliged to pay membership. Some members are active in Lingua Centre while others have their own full time jobs or live outside of Kraljevo.

7. The financial situation for the organisation as a whole, including your own investments, incomes and support from other donors as estimated for 2010/2011:

7.a Partner's Income and Expenditures in 2010:

		INCOME						
Expenditures		CCFD	Group 484-Belgrade	BCIF / DFID	Centre for Democracy Foundation-Belgrade	NPA	Other income (own organisational, membership, etc.) Specify	Total
	Community Development Centre "LINGVA"					45000		45000
	Support to setting up of associations of refugees and IDPs	35000 ¹						35000
	Easier		17000					17000
	"I want to realize my rights"			14000				14000
	Building European Values and Standards in Local Communities in Perspective of Regional Development				5000			5000
	Total	35000	17000	14000	5000	45000		116000

7.b. Business plan for period 2009 – 2012

Attached on a separate sheet.

8. Additional information relevant for the project: In Kraljevo Municipality, inhabited by 123,450 people, the overall situation is extremely difficult due to economic collapse, which is the consequence of the fatal policy of the Milosevic regime as well as the transition process that resulted in a very low living standard of citizens. Presently, there are 20,000 unemployed persons (without IDPs/refugees) making about 47% of work-capable population. Such economic situation was further aggravated by massive number of IDPs, the largest number in Serbia, who came in June 1999.

¹¹ Out of that total sum, 7.740 EUR is allocated for support to Women Club

Unfortunately, problems of IDPs are similar as in 1999, such as lack of employment opportunities, antagonism of local authorities and citizens against IDPs. The most striking example is prohibition of use water supply in collective centres Vitanovac and Rocevici. The living conditions in the biggest Roma IDPs collective centre "Old Airport" are worse than 2000. Local Action Plan which was adopted by the Commissariat for Refugees foreseen the construction of new facilities for the accommodation of the Roma residents of the centre in 2009, and in August 2010 a plan where people will be accommodated is still not implemented.

Drastic example of violation of human rights of IDPs is discriminatory decision of local government from June 2009 which is depriving IDPs benefit of free public transport, and this is provided for the local population (for the category of persons older than 65 years of age and with incomes below 130 euros). Despite the promises of the local authority to Director of Lingua that this problem will be solved, by mid-August 2010 the problem still not solved.

Milosevic's law that IDPs cannot change place of residence if they don't own property or permanent employment in some other town such as Belgrade, which is absolutely impossible, is still in force. In that way, IDPs are ghettoized in the environment where the Milosevic's regime settled them in 1999, such as Kraljevo municipality. The current Government applies the Readmission Law regarding returnees from EU (displaced persons from Kosovo), which entered into force in January 1st 2008, but have not provided existential minimum neither planed finances for that purpose in the budget for 2010.

The local authorities make difficult integration and socialization of IDPs/returnees difficult due to political reasons; because they are not voters, don't have the right to vote on local elections and the local authorities meet the needs of locals which express antagonism against IDPs/refugees.