

**STRATEGY FOR THE DEVELOPMENT OF THE SOCIAL AND CHILD PROTECTION  
SYSTEM FOR THE PERIOD FROM 2018 TO 2022**

**Podgorica, September 2017**

## **Abbreviations**

**CG** *Montenegro*

**EU** *European Union*

**MRSS** *Ministry of Labour and Social Welfare*

**MPS** *Ministry of Education*

**MZ** *Ministry of Health*

**ZSDZ** *Institute for Social and Child Protection*

**ZZZCG** *Employment Bureau of Montenegro*

**UIP** *Directorate for Inspection Affairs*

**JUSDZ** *Public Institutions for Social and Child Protection*

**CSR** *Center for social work*

**ZO** *Community of Municipalities*

**LSU** *Local self-government*

**OCD** *Organization of civil society*

**UN** *United Nations*

**UNICEF** *United Nation's Children's Fund*

**UNDP** *United Nation's Development Programme*

**ISSS** *Informational System of Social Welfare*

## **Table of Contents**

<i>Introduction</i>	4
<i>Legal Framework</i>	5
<i>Situation Overview</i>	7
<i>Social Card - Informational System of Social Welfare</i>	15
<i>Reasons for Adoption of the New Strategy</i>	17
<i>Vision</i>	17
<i>Goals</i>	17
<i>Measures and tasks</i>	18
<i>Implementation and Coordination</i>	21
<i>Monitoring and Evaluation</i>	21
<i>Action Plan</i>	22
<i>Resources for Strategy Implementation</i>	23
<i>Action Plan for 2018 for implementation of the Strategy for the</i>	24

*Development of the Social and Child Protection System for  
the period from 2018 to 2022*

## INTRODUCTION

Strategy for the Development of the Social and Child Protection System for the period from 2018 to 2022 (hereinafter: the Strategy) with an integrated Action Plan for 2018 for implementation of the Strategy is adopted in order to improve the quality of life of users of social and child protection and their empowerment for independent and productive life.

Government of Montenegro, in the process of undertaking necessary activities on improvement of social and economic position of citizens, has decided to follow clear strategic planning with objectives such as improvement of positions of citizens in the area of social and child protection. The basis for adoption of the Strategy is the Law on Social and Child Protection (Official Gazette of the Republic of Montenegro, no. 27/13, 1/15, 42/15, 47/15, 56/16, 66/16, 1/17, 31/17, 42/17 and 50/17), that stipulates that social and child protection is to be exercised in line with strategic documents that define long-term goals and priorities of social and children's welfare development. Strategic documents consist of programs that are necessary to be implemented in order to improve social and child protection. The Government of Montenegro has adopted the Strategy for the Development of the Social and Child Protection System for the period from 2008 to 2012, and after the period to which this Strategy pertained to expired, it adopted the Strategy for the Development of the Social and Child Protection System for the period from 2013 to 2017.

For the purposes of making this Strategy, an Analysis of the Implementation of the Strategy for the Development of the Social and Child Protection System for the period from 2013 to 2017 has been done, with expert and technical assistance from UNICEF.

As a member of UN and the Council of Europe, Montenegro must develop its reform of system of social protection in compliance with the rights, normatives and standards defined in international documents.

Montenegro has clearly made progress in the process of EU integration. So far, 26 negotiating chapters have been opened, of which two were temporarily closed. Of all the countries in the region that are involved in the process of accession to European Union, Montenegro has made the best progress. Ministry of Labour and Social Welfare of Montenegro is a coordinator for implementation of activities for Chapters 19 and 2, and is intensively working on meeting criteria for closing Chapter 19. Chapter 19 - Social Policies and Employment was opened on December 13th 2016 in Brussels, and focus was put on implementation of final measures for this Chapter.

Intersectoral Working Group, consisting of representatives of: Ministry of Labour and Social Welfare, Ministry of Health, Ministry of Finance, Institute for Social and Children's Protection, Directorate for Inspection Affairs - Department for Inspection of Social and Child Protection, Community of Municipalities and representatives of NGOs dealing with social and child protection, was involved in the making of the Strategy.

## LEGAL FRAMEWORK

Reform processes in social and child protection are based on numerous international documents, of which the most significant ones are:

- Charter on Basic Rights,
- International Covenant on Economic, Social and Cultural Rights, International Covenant on Civil and Political Rights,
- Revised European Social Charter,
- Additional Protocol of the European Social Charter,
- Protocol on Amendments to the European Social Charter,
- International Convention on the Elimination of all Forms of Racial Discrimination,
- UN Convention on the Rights of a Child,
- UN Convention on the Rights of Persons with Disabilities,
- UN Convention on Elimination of all Forms of Discrimination against Women,
- practice of European Court for Human Rights in Strasbourg,
- practice of the UN Committee for economic, social and cultural rights, and others.

This Strategy was prepared in line with recommendations of the UN Committee for the Rights of a Child, so that Montenegro may make progress in guaranteeing rights prescribed by the Convention.

The following laws and bylaws are applied within the framework of national legislation:

The Law on Social and Child Protection is in compliance with international standards and obligations undertaken by ratification of international contracts to the greatest extent possible, especially in those areas that pertain to human rights and freedoms guarantees. The Law prescribes basic material allowances and services in the area of social and child protection. This Law implements choices that entail, among other things, encouragement and introduction of new services of social and child protection and inclusion of various different actors in the area of providing social services. It prescribes normatives and standards in the area of social and child protection, as well as procedure of issuing licences to expert workers and service providers and procedure of accreditation of training programs. Reorganization of certain social work centers has been performed, and new centers have been founded so that the citizens would have better accessibility to rights in the area of social and child protection.

In line with the Law, bylaws that define organization and manner of work in centers for social work were adopted, along with those that define professional work in the area of social and child protection, standards of services of social and child protection, system of quality in social and child protection and other matters of influence in the functioning of the system of social and child protection, of which the most significant ones are:

- Rulebook on organizations, normatives, standards and manner of work of centers for social work (Official Gazette of the Republic of Montenegro, no. 58/13, 30/15 and 17/16),
- Rulebook on detailed conditions and standards for the performance of professional work in the area of social and child protection (Official Gazette of the Republic of Montenegro, no. 56/13, and 14/14),
- Rulebook on detailed conditions for issuance, renewal and subtraction of licences for the performance of activities in the area of social and child protection (Official Gazette of the Republic of Montenegro, no. 34/15),
- Rulebook on completing internship with service providers of social and child protection (Official Gazette of the Republic of Montenegro, no. 22/15),
- Rulebook on conditions, program and manner of completing professional exam in the area of social and child protection (Official Gazette of the Republic of Montenegro, no. 24/15),
- Rulebook on standards for the accreditation of training programmes as well as the manner of implementing the accreditation procedure, the form and content of certificates (Official Gazette of the Republic of Montenegro, no. 34/15),
- Rulebook on detailed conditions for the provision and usage of services of family accommodation - foster care and family accommodation (Official Gazette of the Republic of Montenegro, no. 19/14 and 15/16),
- Rulebook on detailed conditions for the provision and usage, normatives and minimal standards of the service of accommodation in a shelter (Official Gazette of the Republic of Montenegro, no. 26/14 and 17/16),



- Rulebook on detailed conditions for the provision and usage, normatives and minimal standards of the service of accommodation of children and youth in an institution and small home community (Official Gazette of the Republic of Montenegro, no. 43/14 and 21/16),
- Rulebook on detailed conditions for provision and usage, normatives and minimal standards of the service of accommodation of adults and the elderly (Official Gazette of the Republic of Montenegro, no. 58/14 and 21/16),
- Rulebook on detailed conditions for provision and usage, normatives and minimal standards of the service of support to life in a community (Official Gazette of the Republic of Montenegro, no. 30/15),
- Rulebook on detailed conditions for provision and usage, normatives and minimal standards of the service of advisory - therapeutic and social and educational services (Official Gazette of the Republic of Montenegro, no. 32/15),
- Rulebook on detailed conditions on education, structure and manner of work of socio-medical committee (Official Gazette of the Republic of Montenegro, no. 44/14),
- Rulebook on medical indications for exercising a right to material security, allowances for care and support, personal disability allowance and reimbursement of salary for part-time work (Official Gazette of the Republic of Montenegro, no. 58/14),
- Rulebook on official ID of professional workers of centers for social work (Official Gazette of the Republic of Montenegro, no. 59/14),
- Rulebook on detailed conditions on receiving basic material allowances in the area of social and child protection,
- Rulebook on the amount of resources for development, i.e. financing the services in the area of social and child protection and criteria for their allocation (Official Gazette of the Republic of Montenegro, no. 42/15),
- Rulebook on criteria and norms for participation of users, parents or family in the payment of expenses for the service of support to the life in a community, advisory - therapeutic and social and educational services and services of accommodation (Official Gazette of the Republic of Montenegro, no. 77/15),
- Rulebook on criteria and norms for determining prices for the service of daycare, help in the home and personal assistance provided by the State (Official Gazette of the Republic of Montenegro, no. 75/15).

The Law on Preferential Travel of Persons with Disabilities (Official Gazette of the Republic of Montenegro, no. 80/08, 40/11 and 10/15) has provided persons with disabilities another form of protection in line with the Article 68 of the Constitution of Montenegro, which guarantees special protection for persons with disabilities. The Law stipulates that a person with disabilities has a right to preferential treatment for 12 travels in road and railway traffic on the territory of Montenegro during one calendar year. The right to preferential treatment is shared with a companion of the person with disabilities. Person with disabilities who is employed has a

right to preferential treatment pertaining to travel from the place of residence to place of work and back. The user of preferential treatment and his/hers companion have a right to reimbursement of monetary resources in the price of a traveling ticket.

The Law on Movement of Persons with Disabilities with Service Dogs (Official Gazette of the Republic of Montenegro, no. 76/09 and 40/11) defines the right of persons with disabilities who use service dogs to use road, railway, maritime and air transportation, have access to and accommodation at a public space and free access and stay at a work space.

The following laws are applied as well: the Law on Health Care (Official Gazette of the Republic of Montenegro, no. 3/16, 39/16 and 2/17), the Law on Health Insurance (Official Gazette of the Republic of Montenegro, no. 6/16, 2/17 and 22/17), the Law on Pension and Disabilities Insurance (Official Gazette of the Republic of Montenegro, no. 54/03, 39/04, 61/04, 79/04, 81/04, 29/05, 14/07, 47/07, 12/07 and 13/07 and Official Gazette of the Republic of Montenegro, no. 79/08, 14/10, 78/10, 34/11, 39/11, 40/11, 66/12, 36/13, 38/13, 61/13, 6/14, 60/14, 10/15, 44/15, 42/16 and 55/16), the Family Law (Official Gazette of the Republic of Montenegro, no. 1/07 and Official Gazette of the Republic of Montenegro, no. 53/16), the Law on Treating Minors in the Criminal Procedure (Official Gazette of the Republic of Montenegro, no. 64/11) and others.

### **Situation Overview**

The area of social and child protection is regulated by the Law on Social and Child Protection, that was adopted in June 2013 and amended and revised several times, in 2015, 2016 and 2017.

Positive effects of the Law were significantly degraded by the adoption of the Law on Amendments to the Law on Social and Child Protection (Official Gazette of the Republic of Montenegro, no. 42/15), that introduced a new right to reimbursement for mothers of three and more children. The Law was adopted on the suggestion of a group of MPs of the Parliament of Montenegro, and it came into force on January 1st 2016. In addition, on the suggestion of a group of MPs, the Parliament of Montenegro adopted the Law on Amendments to the Law on Social and Child Protection (Official Gazette of the Republic of Montenegro, no. 66/16) in August 2016, that defined a right to allowance for children which can be exercised by a child enrolled in elementary or high school, on the condition that his/hers parents are not receiving social or material allowances on any other basis, and are enrolled in the records of the Employment Bureau as unemployed persons.

On December 29th 2016, the Parliament of Montenegro adopted the Law on Amendments to the Law on Social and Child Protection, that stipulated reimbursement on the basis of having given birth to three or more children was to be allocated as follows: for women who have given birth to three children and have 25 years of service and women who have given birth to four or

more children and have 15 years of service, the amount of reimbursement was set at 264 euros a month; for women who have given birth to three or more children and have been enrolled in the records of the Employment Bureau for at least 15 years, the amount of reimbursement was set at 144 euros a month. It also defined the manner of compliance of reimbursements. This Law postponed the application of the Law's provisions that pertain to a right to allowance for children, i.e. it stipulated that this right was to come into force on July 1st 2017.

In accordance with the Work Schedule, the Government of Montenegro adopted the Law on Amendments to the Law on Social and Child Protection (Official Gazette of the Republic of Montenegro, no. 42/17) in the II quarter of 2017, and it came into force on July 1st 2017, so that the area of social and child protection would be further improved. One of the reasons for adoption of this Law was the execution of the Decision of the Constitutional Court of Montenegro from April 19th 2017 in the stipulated deadline, which canceled the provisions of this Law pertaining to the reimbursements for mothers of three or more children.

Amendments to the Law defined the conditions for exercising rights to material security. Parents capable for work, who support a child, unless the child is a user of allowances for care and help, have a right to material security in the duration of a whole year, and not 9 months a year, as it was stipulated previously. Milder conditions for exercising rights to material security were prescribed pertaining to ownership of livestock for individuals and families in rural areas, which would motivate families to continue living in the rural areas. In that regard, a conditional head was defined to mean one cow, or a bull, or a horse, or two heifers, or ten sheep, or ten goats, or five pigs. The right may be exercised if a family does not own more than two conditional heads.

Amendments to the Law stipulated that users who exercised a right to personal disability allowance and allowance for care and support, as well as future users, shall exercise the right to personal disability allowance in the amount of 178,19 euros.

Amendments to the Law increased the amount received in line with the right on child's allowance for 20%; for a child user of material security 23,68 euros; for a user of allowance for care and help 31,87 euros; for a user of personal disability allowance 39,57 euros; for a user with no parental support 39,57 euros and for a child whose parent, adopted parent, foster parent or caretaker, as a user of material security, entered into an employment based on the individual plan of activation 23,68 euros. In addition, the provision of the article that stipulated that a right to allowance for children may be exercised by a child enrolled in elementary or high school, on the condition that his/hers parents are not receiving social and material allowances on any other basis, and are enrolled in the records of the Employment Bureau as unemployed persons, was removed.

Amendments to the Law increased the amount received in line with the right to reimbursement for a newborn for 20% for a parent, adopted parent, foster parent or caretaker of the user of the rights to material security who may exercise the right for a one-time reimbursement for a newborn child in the amount of 130,88 euros, while the amount of reimbursement for other citizens remained at the current level of 109,07 euros.

Amendments to the Law increased the amount received in line with the right to reimbursement for a newborn for 20% for a parent in the records of the Employment Bureau and students, the amount now being at 79,03 euros.

The Law on Social and Child Protection stipulates the rights in the area of social and child protection that have a goal of improving the quality of life and empowerment for independent and productive life of individuals and families. The rights in the area of social and child protection are basic material allowances and services of social and child protection.

The activity of social and child protection is performed by the institutions of social and child protection, in line with the Law, that may be established as public or private institutions. Public institutions are: centers for social work, institute for children and youth, institute for adults and the elderly and institutes for rest and recreation. The activity in the area of social and child protection, i.e. certain services, may be provided by organizations, entrepreneurs, commercial subjects and psychical persons.

This Law defines the amounts of material allowances in the area of social and child protection, as well as biyearly compliance of the reimbursements (on January 1st and July 1st of the current year) with the movements of life expenses and average salaries of the employed in the territory of Montenegro, based on the statistical data for the past half a year, in the percentage that represents a sum of the medium growth percentage, i.e. fall percentage of the life expenses and medium growth percentage, i.e. fall percentage of the average salaries. The Law stipulates that, if the negative compliance occurs, the amount of basis for exercising material security and material allowances shall not be put in compliance.

In line with the Decision on compliance of the amount of basis for exercising rights to material security and material allowances in the area of social and child protection (Official Gazette of the Republic of Montenegro, no. 51/17), the amount of material allowances is as follows: material security for an individual or a family that has no revenue, from 66,68 euros for an individual to 126,77 euros for a family of five or more members; for a person who was a child with no parental support 126,77 euros; for a user of personal disability allowance 180,42 euros. The amount of personal disability allowance for a person who is not a user of a right to allowance for care and help, in line with the Law on Social and Child Protection, is 114,25 euros; for a user of the allowance for

care and help 66,17 euros; for funeral expenses 330,91 euros; the amount of allowance for a parent or a caretaker of a user of the right to personal disability is 195,41 euros; user of allowance for a newborn 110,43 euros; allowance for children for a child who is a user of material security 23,98 euros; allowance for children for a child who is a user of allowance for care and help 32,27 euros; allowance for children for a user of personal disability allowance 40,06 euros; for a child with no parental support 40,06 euros; for a child whose parent, adopted parent, foster parent or a caretaker, or a person in charge of child's welfare and education, has entered into employment based on an agreement on active overcoming of unfavorable social situation 23,98 euros; allowance for a newborn for a parent who is enrolled in records of the Employment Bureau and regular student 80,02 euros.

In July 2017, right to material security was exercised by 7.374 families with 22.112 members, personal disability 2.356 persons, allowance for care and help 13.386 persons, health care 3.802 persons, funeral expenses 30 persons, right to allowance for a newborn 598 persons, allowance for children 5.829 families with 10.876 children, allowance for a parent or a caretaker of a person who is a user of personal disability 1.892 persons, expenses of food in pre-school institutions 304 persons, reimbursement of salaries and reimbursement of salary for maternal or parental leave 1.745, allowance based on a birth of a child 3.905 persons, reimbursement of salaries and reimbursement of salaries for part-time work 14 persons.

In order to implement measures of social inclusion of users of material security who are capable for work in 2017, an Agreement on cooperation of the Employment Bureau and centers for social work was signed. The Agreement contains mutual goals that pertain to establishment of equal approach in relation to mutual users, provision of quality and efficient services based on individual needs of users with a goal of their employment and social inclusion and quality flow of information and knowledge.

Introduction of Informational System of Social Welfare ISSS lead to decrease of a number of users of a right to material security and right to children's allowance. In comparison with July 2013 when there was 14.066 families with 41.566 members who were users of material security, in January 2017 this right was exercised by 8.060 families with 24.261 members. In the period between January 2015 and 2017, a number of users of the allowance for care and help increased from 10.069 to 15.634 users, while the number of users of other rights remained approximately the same.

In July 2017, the service of accommodation of children with no parental support and children whose development was hindered by family situation was provided in the PI Children's Home Mladost in Bijela, where 88 children stayed. The service of accommodation of children and youth with behavioural disorders was provided by PI Center Ljubović in Podgorica, where 16 children stayed. The service of accommodation of persons with intellectual disabilities and disabilities from the autism spectrum was provided in PI

Institute Komanski most in Podgorica, where 113 users stayed. The service of accommodation of adults with disabilities and the elderly was provided by PI Elderly Home Grabovac in Risan, where 220 users stayed and PI Elderly Home Bijelo Polje in Bijelo Polje, where 144 users stayed. The service of rest and recreation for children users of material security and children with no parental support was provided in PI Lovćen – Bečići, where 3.100 children stayed during the summer season, and 600 children stayed in the winter season. For those users for which the service of accommodation cannot be provided in Montenegro, it is provided in institutions outside the territory of Montenegro. The service of accommodation in institutions outside the territory of Montenegro was used by 63 users.

The service of family accommodation - foster home and family accommodation is provided to: children and youth, pregnant women, single parent with a child up to three years of age, adults and elderly. In July 2017, the service of family accommodation - foster home and family accommodation was used by 426 users.

In 2016, a total of 106.846.464,70 euros was paid out from the Budget of the Republic of Montenegro for the purposes of reimbursing rights in the area of social and child protection.

Center for Social Work decides on rights in the area of social and child protection, in line with the Law. Center for social work can be founded only by the state, as a public institution that can function for the territory of one or more municipalities. Center for social work performs evaluation of situation, needs, strengths and risks of users and other persons of significance for users, evaluation of suitability of caretakers, adopters and foster companions, as well as monitoring of individual plans of services, and it resolves, at the first level, requests for exercising rights from the area of social and child protection, it undertakes measures, initiates and takes part in judiciary and other procedures, keeps records and takes care of users' documentation and performs other work in line with the Law.

There are 13 centers for social work established in Montenegro: PI Center for social work for the Capital City Podgorica and municipalities with the Capital City, Golubovci and Tuzi, PI Center for social work for the municipality of Danilovgrad, PI Center for social work for the municipality of Herceg Novi, PI Center for social work for the municipalities of Bar and Ulcinj, PI Center for social work for the Royal Capital of Cetinje, PI Center for social work for the municipalities of Berane, Andrijevica and Petnjica, PI Center for social work for the municipality of Bijelo Polje, PI Center for social work for the municipalities of Mojkovac and Kolašin, PI Center for social work for the municipalities of Kotor, Tivat and Budva, PI Center for social work for the municipality of Rožaje, PI

Center for social work for the municipalities of Plav and Gusinje, PI Center for social work for the municipalities of Pljevlja and Žabljak and PI Center for social work for the municipalities of Nikšić, Plužine and Šavnik.

During 2015, a reorganization of centers for social work was performed with a goal of more efficient work and better accessibility to rights in the area of social and child protection. New PI Center for social work for municipalities of Mojkovac and Kolašin was established, as well as PI Center for social work for the Municipality of Danilovgrad. New regional units were established in Tuzi, Golubovci, Gusinje, Plav and Petnjica.

In line with the Law, an Institute for Social and Child Protection and Inspectorate for Social and Child Protection have been founded.

Institute for Social and Child Protection was established in 2014 with a reform of the system of social and child protection taken into account, which stipulates a new system of work in the institutions of social and child protection and introduction of quality system in the work of those institutions. The activities of the Institute include: monitoring of professional work and services in the institutions of social and child protection; provision of professional supervisory support in the improvement of professional work and services in the area of social and child protection; conduction of business of licensing professional workers and issuance of licence for work in line with the Law that defines social and child protection; performance of professional and organizational affairs in the procedure of accreditation of trainings program, i.e. program of service provision, which ensures professional betterment of professional workers and advisors and service providers; adoption of the Code of Ethics for those employed in the area of social and child protection; survey of social rights and issues, activities and effects of social and child protection; analysis, reports and suggestions for measures of improvement in the area of social and child protection; development of quality system in social and child protection, coordination of development of standards of services and suggestions to the competent bodies of state administration, improvement of existing and introduction of new standards; participation in the making,, implementation, monitoring and evaluation of effects of implementation of strategies, action plans, laws and other regulations that pertain to development of activities in the area of social and child protection; organization of professional improvement programs for workers and advisors; preparation and publishing of monographs, magazines and collections of works, professional guides, information books, studies and examples of good practices; informing the professional and general public on implementation of social and child protection, underlining the needs and issues of users, especially those from vulnerable social groups. Conduction of aforementioned activities creates

conditions for continuous professional betterment of professional workers and advisors with a goal of improvement of service quality for the end users.

In the past period, the Institute for Social and Child Protection has implemented analysis and trainings within the project Support in the Elderly Home, analysis of daycare services for the elderly, based on the performed satisfaction survey and analysis of the PI Elderly Home Bijelo Polje based on the performed satisfaction survey of users, employees and users' families. Representatives of the Institute for Social and Child Protection took part in the making of individual plans for accommodation of older persons in institutions.

Directorate for Inspection Affairs - Department for Inspection of Social and Child Protection was established in mid September 2015, and it conducts the activities which relate to: inspection supervision over implementation of laws, bylaws and other regulations in the area of social and child protection, undertaking and implementing administrative and other measures and activities with a goal of removing confirmed irregularities and conformation of business to regulations; issuance of offense reports, submission of requests for initiation of offense procedure, submission of criminal and other appropriate reports (initiation of procedures with competent bodies); provision of initiatives for amendments to laws, other regulations and general documents and suggestion of measures for improvement of situation in the area of supervision; preparation of analysis, reports and information with the competency of the Department; establishment of cooperation with other administrative bodies, institutions and commercial subjects; as well as other activities that fall within the competency of the Department.

During 2015 and 2016, inspectors for social and child protection have conducted a total of 298 inspection examinations, of which 100 regular inspections, 70 going by submitted initiatives and 128 control inspections. Since the establishment of the Inspectorate, a total of 317 supervisions was conducted, of which 163 pertain to basic material allowances in social protection, 72 to material allowances in child protection and 82 to the area of services of social and child protection.

Council for the Care for Persons with Disabilities was founded for improvement of position of elderly population in Montenegro. The Council consists of representatives of relevant ministries, state bodies and institutions and representatives of NGO sector that deals with the rights of persons with disabilities. The task of the Council is protection and betterment of persons with disabilities in the areas of social and health care, education, employment and development of work abilities, initiation of adoption of regulations for development and improvement of rights with persons with disabilities, suggestion of measures for life quality improvement for



these persons, informing the public on rights, possibilities and needs of persons with disabilities with a goal of removing prejudices and obstacles these persons face.

Council for the Rights of a Child was founded for improvement of children's rights. The task of the Council is to monitor the completion of obligations Montenegro undertook with the Convention on the Rights of a Child and other international documents pertaining to child protection; to protect and improve children's rights in the area of social and child protection, health care, education and other areas of significance for the protection of rights and interests of a child; monitor implementation of regulations pertaining to protection of children's rights; initiate adoption of regulations for improvement and protection of children's rights; improve cooperation with local self-governments in the process of implementation and protection of children's rights; improve cooperation with NGOs in the process of implementation and protection of children's rights; inform the public on children's rights and report on the conditions of children's rights.

Ministry of Labour and Social Welfare, in cooperation with the UNDP office in Montenegro, has implemented a project titled Support in the Elderly Home, which was successfully implemented in 16 municipalities in Montenegro. Before the beginning of project implementation, the Institute for Social and Child Protection organized five trainings for coordinators and geronto housewives, which were conducted by professional employees of PI Elderly Home Grabovac from Risan, in cooperation with employees of the Institute for Social and Child Welfare. The project included 1200 users and 120 geronto housewives in the following municipalities: Bijelo Polje (15 geronto housewives), Danilovgrad (9 geronto housewives), Nikšić (21 geronto housewives), Šavnik (2 geronto housewives), Plužine (2 geronto housewives), Pljevlja (15 geronto housewives), Žabljak (4 geronto housewives), Mojkovac (4 geronto housewives), Kolašin (4 geronto housewives), Berane (13 geronto housewives), Andrijevica (3 geronto housewives), Petnjica (3 geronto housewives), Plav (6 geronto housewives), Gusinje (2 geronto housewives), Rožaje (9 geronto housewives) and Cetinje (8 geronto housewives). Project coordination was conducted by centers for social work through regular meetings and visits to users, as well as support to geronto housewives with a goal of improving the quality of their work.

The spread of day care centers for elderly in Montenegro was continued. So far, six day care centers for the elderly were established in: Nikšić (three), Danilovgrad (two) and Mojkovac (one).

With an assistance from UNDP and UNICEF, a service of family advisor has been implemented. The goal of this service is to strengthen biological families and their parental competencies, so that children, especially those from 0 to 3 years of age, may grow up in their families. The provider of this service is NGO Porodični centar – Kotor. The service is currently implemented in six

municipalities in Montenegro, and there is a plan to expand the service to all the municipalities in Montenegro. In 2017, this service included 100 families, in all of which the goal of having children grow up in their biological families was achieved.

With a goal of protection of children with disorders and difficulties in development who are without parental support, and their socialization and integration into a community based on the principles of equal opportunities, and in accordance with their abilities, a service of accommodation in a small group community in Bijelo Polje was established. The purpose of establishing a small group community is to provide a higher level of care and attention to the children, until conditions are created for children to return to their biological parents, or get adopted or placed in foster families, or get empowered for independent life. There are 3 children with difficulties in development placed in the small group community at the moment.

So far, 13 day care centers were established in: Bijelo Polje, Nikšić, Pljevlja, Herceg Novi, Plav, Ulcinj, Cetinje, Berane, Mojkovac, Rožaje, Danilovgrad, Podgorica and in PI Children's Home Mladost - Bijela, with a process of transformation. 185 users were noted in the 13 day care centers offering the service of daily stay (children and youth with difficulties and disorders).

In line with the Law on Social and Child Protection and internationally undertaken obligations, the Ministry of Labour and Social Welfare, in cooperation with NGO SOS phone line for women and children victims of violence Nikšić, and with support from UNDP and EU, introduced on September 1st 2015 the first singular, national, free phone SOS line for support to victims of violence in a family, and it represents the first and most important contact for victims of violence. The work of the National SOS line for victims of family violence is coordinated by NGO SOS phone line for women and children victims of violence Nikšić, the line is free for calls from any network in Montenegro and is available 24 hours a day, 7 days a week. The service empowers and supports the victim through the following segments: emotional support, information on rights and opportunities for the victim, consultations and help in crisis situations, direction to other organizations, institutions and institutes and psychological counseling. The pilot project of national SOS line for victims of family violence justified its introduction with 3.384 calls, or, on average, 9,27 calls a day on a national level in 2016. In the period between January 1st and June 30th 2017, a total of 1.728 calls was received on the line.

The available data leads to a conclusion that there is a trend of development of services of social and child protection in Montenegro. The most represented service in municipalities is day care. During 2016 and 2017, there is data on development of new and innovative services (family advisor), however, it needs to be noted that this service was developed in a pilot project, and it does not have stable funding secured.

The Law on Social and Child Protection prescribes the possibility that activity in the area of social and child protection, or certain services, may, in line with this Law, be provided by organizations, entrepreneurs, commercial subjects and psychical persons. During recent years, the largest number of services of social protection funded from the Budget were provided by public institutions established by the State, i.e. municipality, including centers for social work. Organizations of civil society, NGOs, commercial subjects, entrepreneurs and psychical persons were rarely included in service provision funded by the resources from public revenue, but, in the next period, it is necessary to include more of these types of providers in order to improve the system of social and child protection.

Social and child protection is an activity of public interest, and accomplishment of public interest is secured by the State and local self-governments, under conditions and in a manner prescribed by the Law on Social and Child Protection. The Law stipulates that the municipality takes part in the funding of measures and programs of development of social and child protection, as well as securement of material allowances. The municipality may establish institutions of social and child protection.

Resources for the performance of activities of social and child protection are secured from the state budget and budgets of local self-governments, as well as by performing the activities of service providers. The budgets of local self-governments may secure the funds for material allowances in social and child protection prescribed by the Law and for services of social and child protection such as: support in the home, day care, services of folk kitchen, rest and recreation of children, supported residence, accommodation in shelters, residence for socially vulnerable persons, in line with the Law, and other services in line with their material possibilities. If the municipalities are not able to provide resources for the aforementioned services, the State shall take part in the their funding.

The Law prescribes a possibility, not an obligation, that local self-governments may fund and secure the services. This leads to insufficient participation of local self-governments in the development of social and child protection in Montenegro, because it significantly decreases the possibility of the lawfully prescribed principle of prevention of institutionalization and availability of services in the least restrictive environment, quality of social and child protection, exercise of rights and satisfaction of users' needs in the area of social and child protection. In this context, a need for systemic improvements in regards to fiscal decentralization must be underlined, as it would enable the municipalities to secure larger resources for the services of social and child protection.

### **Social Card - Informational System of Social Welfare**

Phase I of the project Social Card - ISSS (2012 – 2014) was implemented within its deadline, in an exceptionally quality manner and within a scope significantly larger than initially envisaged. Informational system was first put into test drive on June 8th 2014, and it became operational on January 1st 2015. Operational functioning began with initial entrance or revision of 34.000 active cases for four basic material allowances, which lead to significant budget savings. Within this complex project, in addition to ICT infrastructure, equipment and similar, expert support was secured in order to define the legal, institutional and organizational framework, as well as intensive, continuous investment in human resources - numerous professional trainings of the employees, ECDL, trainings for the applicative software, etc. necessary for the optimal system functioning and improvement of sector capacities.

Interoperability (automatic exchange of data) was implemented from nine informational systems (18 web services) of external institutions: Ministry for Informational Society and Technology - Central register of population, Ministry of Interior Affairs - Registry of motor vehicles, Ministry of Education, Real Estate Directorate, Tax Administration, Veterinary Directorate, Fund for Pension and Disability Insurance, Fund for Health Insurance and Employment Bureau, which enabled users an easier approach to exercising rights. In addition, the system has an import data from the Ministry of Agriculture for elderly reimbursements, as well as from the EPCG (subventions for spent electric energy). From the Statistics Bureau of Montenegro, a Territorial register was imported, and from the Post of Montenegro, Register of addresses. These registers were integrated into the System. The system contains integrated drafts of resolutions (over 600) for all allowances and services, which achieved uniformity in the conduct of centers for social work.

In addition to processing, accounting and payment of material allowances (13), as well as rights on the basis of veteran and disability protection (11), through the model for conducting cases, a processing and monitoring of rights to services of social and child protection is performed. Through BI model (report and business analytics), statistics, monitoring, quality control and management was improved. This is a key, reform project of the system of social and child protection without which an optimal application of the new legislative and institutional resolutions could not be applied. In the opinion of experts, the project has a potential to become a regional example in regards to functionality and integration.

After the successfully implemented Phase I, Phase II is also being implemented with the deadline. Phase II: Integrated informational system of social welfare 2015 - 2017 contains the following components: construction and integration of the informational system for JUSDZ, monitoring and further development of functionality, interoperability and construction of capacities (institutional, technical and human resources). In all JUSDZ and ZSDZ, all technical pre-conditions were secured (system of

structural cabling, computer network, connection with the central location, i.e. servers in the data center of the Ministry of Public Administration, maintenance, etc). Trainings for computer literacy and work in the system were successfully organized for all employees. E-Registers were made within the ISSS: register of licensed professional workers, licensed service providers, register of users of rights, foster providers and caretakers.

System introduction in JUSDZ, data import on users of institutions and employee trainings were successfully piloted in PI Elderly Home Grabovac in Risan on May 30th 2016. The system was done implemented in PI Elderly Home Bijelo Polje in Bijelo Polje, and during September and October 2016, it was implemented in PI Children's Home Bijela, PI Institute Komanski most Podgorica and PI Center for children and youth Ljubović Podgorica. Intensive work was done on the application of conducting cases and on connection between centers for social work and JUSDZ.

JUSDZ successfully uses the informational system with continuous support of MRSS - Directorate for IT and analytical and statistical affairs employees. The board for managing the ISSS project approved the continuation of the project until September 31st 2019. In the next period, there is a need for a more intensive support to the employees, amendments and development of new functionalities as well as securement of long-term contracts for software, hardware, network and server infrastructure maintenance.

### **Reasons for Adoption of the New Strategy**

In accordance with the results of the Analysis of Implementation of the Strategy for Development of Social and Child Protection System in Montenegro for the period from 2013 to 2017, the following reasons for adoption of the new Strategy were identified:

- 1) There is a need for improvement of the normative framework and system of quality in social and child protection in relation to: standards of services of social and child protection, system of licensing of service providers, system of licensing of professional workers, system of accreditation of trainings, organization, normatives, standards and manner of work in the centers for social work and supervisory support.
- 2) There is a need for further development and improvement of services of social and child protection.
- 3) There is a need for further decrease of users who use the service of accommodation in the institutions of social and child protection, with a special focus on children.

- 4) There is a need for further development of the service of family accommodation - foster home, with a special focus on non-family accommodation.
- 5) There is a need for a higher level of participation of local self-governments in the improvement of quality of social and child protection in local communities.
- 6) There is a need for a higher level of participation of organizations of civil society, NGOs, commercial subjects, entrepreneurs and psychical persons in the provision of services of social and child protection in a sustainable manner.

## VISION

Montenegro is a humane and economically stable society that secures development and continuity of quality social and child protection based on the needs and best interests of the users.

## GOALS

**The main goal** of this Strategy is an improvement in the quality of life of users of social and child protection and their empowerment for independent and productive life.

**Targets** are:

- 1) Improvement of normative framework in social and child protection;
- 2) Improvement of system of quality in social and child protection;
- 3) Improvement of services of social and child protection and created preconditions for the continuation of deinstitutionalization.

\* \* \*

In order to achieve cited targets and the main goal of the Strategy, the implementation of following measures and tasks is planned.

## MEASURES AND TASKS

**Target 1: Improvement of normative framework in social and child protection.**

***Measure 1.1. Reconsider provisions in the Law on Social and Child Protection in order to improve the quality of social and child protection.***

*Task 1.1.1.* Create an analysis on needs for amendments to the Law on Social and Child Protection.

*Task 1.1.2.* In line with the analysis results, create a draft Law on amendments to the Law on Social and Child Protection.

***Measure 1.2. Improve the functioning of centers for social work and standards of services of social and child protection.***

*Task 1.2.1.* Create an analysis that would reconsider organization, manner of work, normatives and standards for centers for social work.

*Task 1.2.2.* Reconsider the compliance of ISSS with the requirements of a more quality professional work, with the possibility of eliminating identified difficulties.

*Task 1.2.3.* Create an analysis of minimal standards for the provision of service of support to life in a community, service of accommodation, advisory - therapeutic and social and educational services.

*Task 1.2.4.* In line with the analysis results (task 1.2.3.), make revisions and amendments of the bylaws that prescribe minimum standards for the provision of service of support to life in a community, service of accommodation, advisory - therapeutic and social and educational services.

*Task 1.2.5.* Create an analysis and identify a need for development and standardization of new services of social and child protection.

***Measure 1.3. Improve material allowances and measures of activation for users of material security.***

*Task 1.3.1.* Monitor the number of users of material allowances with a goal of reconsidering the system of material allowances.

*Task 1.3.2.* Establish the functionality of individual plans of activation with a goal of social inclusion of users of material security who are capable of work.

**Target 2: Improvement of system of quality in social and child protection.**

***Measure 2.1. Improve conditions for issuing licences for the performance of activity of service providers and licences for work.***

*Task 2.1.1.* Improve the system of licensing for service providers and professional workers and monitor its application (detailed conditions for licence issuance, renewal, temporary termination and subtraction to organizations and professional workers and improve solutions in relation to certification of advisors.

*Task 2.1.2.* Create an analysis of professional jobs in the area of social and child protection.

***Measure 2.2. Reconsider accreditation of programs of training and strengthen mechanisms of the Code of Ethics.***

*Task 2.2.1.* Create an analysis of accreditation of programs of training.

*Task 2.2.2.* In line with analysis results, make revisions and amendments to the bylaws.

*Task 2.2.3.* Strengthen the application of the Code of Ethics.

***Measure 2.3. Ensure continuous trainings.***

*Task 2.3.1.* Develop programs of training for professional workers, professional advisors, advisors and volunteers in order to maintain and improve professional competencies and the quality of professional work.



*Task 2.3.2.* Strengthen human resources of the inspection for social and child protection through participation in trainings.

***Measure 2.4. Improve the system of supervision of professional work.***

*Task 2.4.1.* Create an analysis of functioning of supervision in centers for social work, as well as supervisory support provided by the Institute for Social and Child Protection.

*Task 2.4.2.* Modify the role of the Institute for Social and Child Protection in the direction of development of the model for external supervision, without the support on a case level that has a predominantly administrative component.

*Task 2.4.3.* Develop a supervisory model in centers for social work, that will enable implementation of supervision in development and support of development of professional workers.

*Task 2.4.4.* Develop supervision of service providers of social and child protection.

**Target 3: Improvement of services of social and child protection and created preconditions for the continuation of deinstitutionalization.**

***Measure 3.1. Identify needs of users in order to improve strategic local planning.***

*Task 3.1.1.* Create an analysis on needs of citizens for services in social and child protection in all municipalities.

*Task 3.1.2.* Revise and adopt new local plans of social and child protection.

***Measure 3.2. Continue the development and establishment of services on a local level.***

*Task 3.2.1.* Create an analysis of participation of local self-governments in the funding of services of social and child protection.

*Task 3.2.2.* Foster the continuation of development of services of social and child protection in accordance with the needs identified in local plans and with a possibility of local self-government participation.

*Task 3.2.3.* Prescribe by the Law on Social and Child Protection an obligation for the local self-governments to secure the funds for sustainable financing of certain services of social and child protection.

*Task 3.2.4.* Identify services of social and child protection that are provided by organizations, entrepreneurs, commercial subjects and psychical persons with a goal of improving the planning, identification of needs and priorities for sustainable funding of these services from the resources of public revenue - make an analysis that demonstrates types of services, territories where services are provided, number of users, capacities of service providers, financial arrangement for service provision and other parameters that enable overview of the quality of service.

*Task 3.2.5.* Develop the system of monitoring, evaluation and reporting for service provision from the resources of public revenue (budget).

*Task 3.2.6.* Ensure that organizations, entrepreneurs, commercial subjects and psychical persons that provide services of social protection for the elderly from the resources of public revenue, provide these services through centers for social work.

*Task 3.2.7.* Map the properties that the State acquired based on contracts on lifelong support and contracts on gifts, concluded with JUSDZ and create a plan for usage of that property.

***Measure 3.3. Continue the deinstitutionalization, support to the family and improvement of non-family accommodation.***

*Task 3.3.1.* Intensify the process of deinstitutionalization, especially for the children with developmental difficulties.

*Task 3.3.2.* Within the transformation of PI Children's Home Mladost, Bijela, develop the service of family advisor and transitory residential unit.

*Task 3.3.3.* Improve the intersectoral cooperation and conduct with a goal of prevention of child abandonment and placement in institutions, in line with the Protocol on intersectoral cooperation in prevention of child abandonment (2014).

*Task 3.3.4.* Develop services of family support (family advisor, preventive programs of work with families, support to the family and children in the risk of abandoning family and other services of family support).

*Task 3.3.5.* Plan and implement promotion of service of non-family accommodation, especially for the children with developmental difficulties.

*Task 3.3.6.* Ensure preparation and support of new service providers for the service of non-family accommodation, especially for the children with developmental difficulties.

*Task 3.3.7.* Continue the transformation of institutions for accommodation of the elderly.

***Measure 3.4. Establish innovative services.***

*Task 3.4.1.* Foster the development of innovative services of social and child protection at a state and local level, in line with the funds secure from the budget and other sources.

***Measure 3.5. Improve the stability of human rights and protection of persons with no work abilities.***

*Task 3.5.1.* Ensure that centers for social work perform revisions of foster caretaking and initiate procedures for renewal of work abilities to users in accommodation in institutions of social and child welfare.

## **IMPLEMENTATION AND COORDINATION**

Responsible planning and implementation of the Strategy requires planning at a national, inter municipal and municipal level and focused guidance of the process of implementation of the Strategy by the competent ministry.

The immediate responsibility for the implementation of the Strategy is with the Ministry of Labour and Social Welfare.

## **MONITORING AND EVALUATION**

Monitoring and evaluation of the Strategy are necessary in order to accomplish its full effects. Monitoring and evaluation of the Strategy enable continuity in evaluation of accomplishment of planned goals, based on which the action plan can be modified in a timely manner, to reflect objective indicators.

Mechanism of monitoring and evaluation of the Strategy is focused on the Action Plan for the implementation of this Strategy, and it consists of the following elements:

- 1) team for monitoring and evaluation of the Strategy;
- 2) regular reporting and evaluation; and
- 3) final evaluation of the implementation of the Strategy and the Action Plan.

**Team for Monitoring and Evaluation of the Strategy** shall consist of representatives of the Ministry of Labour and Social Welfare, Ministry of Health, Institute for Social and Child Protection, Directorate for Inspection Affairs, Community of Municipalities and representatives of NGOs that deal with the social and child protection and others.

### **Regular reporting and evaluation**

The Team has a task to:

- (a) develop the format for reporting by the actors responsible for implementation of measures and tasks that would structurally and logically follow the strategic document, i.e. action plan for its implementation;
- (b) require reports from the actors marked by the Action Plan as responsible for implementing measures and tasks, with reports containing information on implementation of measures and tasks that were planned for implementation in the reporting period - at least once a year, before the end of the calendar year;
- (c) create a report for the year past based on gathered reports from the implementors of measures and tasks; and
- (d) report to the Government of Montenegro with a report for the past year.

**Final evaluation of the implementation of the Strategy and the Action Plan** shall be conducted as an external independent evaluation, at least six months before the Strategy ceases to be in force.

The success of the implementation of this Strategy shall be monitored by indicators defined in the Action Plan, which will measure efficiency and effectivity of suggested measures.

## **ACTION PLAN**

The integral part of the Strategy is the Action Plan for its implementation.

Action Plan for implementation of the Strategy contains the following information:

- which measures and tasks are to be implemented;
- within which time frame the measures and tasks are to be implemented;
- what are the indicators and sources of verification of the implementation of measures and tasks;
- who is the responsible actor for implementation of each planned measure and task; and
- the source of financial resources.

Action Plan is to made for every year of the implementation of the Strategy, especially for two years.

## **RESOURCES FOR IMPLEMENTATION OF THE STRATEGY**

Funds from the budget of the Republic of Montenegro, budgets of local self-governments and sponsorships are to be used in the implementation of this Strategy.

**ACTION PLAN FOR 2018  
FOR THE IMPLEMENTATION OF THE STRATEGY FOR THE DEVELOPMENT OF SOCIAL AND CHILD PROTECTION  
SYSTEM FOR THE PERIOD FROM 2018 TO 2022**

<p style="text-align: center;"><b>MAIN GOAL</b></p> <p><b>Improvement in the quality of life of users of social and child protection and their empowerment for independent and productive life.</b></p>			
<p><b>Target 1: Improvement of normative framework in social and child protection.</b></p>			
<p><b><i>Measure 1.1. Reconsider provisions in the Law on Social and Child Protection in order to improve the quality of social and child protection.</i></b></p>			
<p><b>Indicators for measure implementation:</b></p> <p>Results of the analysis of application of the Law on Social and Child Protection; The number and type of applied research instruments for the analysis of application of the Law on Social and Child Protection; The number of professionals included in the research for the purposes of the analysis.</p>			
<b>Task</b>	<b>Deadline / Time frame</b>	<b>Actor responsible for the task implementation</b>	<b>Resources needed (source)</b>
<i>Task 1.1.1.</i> Create an analysis on needs for amendments to the Law on Social and Child Protection.	IV quarter of 2018	ZSDZ  Partners: MRSS	CG budget

		UIP MZ JUSDZ LSU OCD	
<b>Measure 1.2. Improve the functioning of centers for social work and standards of services of social and child protection.</b>			
<b>Indicators for measure implementation:</b>  Results of the analysis that reconsiders the organization, manner of work, normatives and standards of centers for social work; Adopted Rulebook on amendments to the Rulebook on organization, normatives, standards and procedures in centers for social work; Ensure continuous optimization of the ISSS, timely implementation of amendments to laws and rulebooks through the ISSS and statistical reporting and analytics on the improvement of the quality of professional work.			
<b>Task</b>	<b>Deadline / Time frame</b>	<b>Actor responsible for the task implementation</b>	<b>Resources needed (source)</b>
<i>Task 1.2.1.</i> Create an analysis that would reconsider organization, manner of work, normatives and standards for centers for social work.	III quarter of 2018	ZSDZ  Partners: MRSS UIP MZ JUSDZ LSU	CG budget
<i>Task 1.2.2.</i> Reconsider the compliance of ISSS	III quarter of 2018	MRSS	CG budget

with the requirements of a more quality professional work, with the possibility of eliminating identified difficulties. .		Partners: ZSDZ UIP JUSDZ UNDP	
<i>Task 1.2.3.</i> Create an analysis of minimal standards for the provision of service of support to life in a community, service of accommodation, advisory - therapeutic and social and educational services.	II quarter of 2018	ZSDZ  Partners: MRSS UIP JUSDZ OCD Commercial subjects Entrepreneurs	CG budget
<b><i>Measure 1.3. Improve material allowances and measures of activation for users of material security.</i></b>			
<b>Indicators for measure implementation:</b>  Developed measures of activation for inclusion in programs of employment and work engagement; The number of users of material security included in programs of employment and work engagement.			
<b>Task</b>	<b>Deadline / Time frame</b>	<b>Actor responsible for the task implementation</b>	<b>Resources needed (source)</b>
<i>Task 1.3.1.</i> Monitor the number of users of material allowances with a goal of reconsidering the system of material allowances.	In continuity	MRSS	CG budget



Task 1.3.2. Establish the functionality of individual plans of activation with a goal of social inclusion of users of material security who are capable of work.	In continuity	MRSS  Partners: CSR ZZZCG	CG budget
<b>Target 2: Improvement of system of quality in social and child protection.</b>			
<b>Measure 2.1. Improve conditions for issuing licences for the performance of activity of service providers and licences for work.</b>			
<b>Indicators for measure implementation:</b>  Revised Rulebook on detailed conditions for issuance, renewal and subtraction of licences for the performance of activity of social and child protection; The number of licences issued for the performance of activity; Revised Rulebook on detailed conditions for issuance, renewal and subtraction of licences for the professional workers; The number of licences issued to professional workers.			
<b>Task</b>	<b>Deadline / Time frame</b>	<b>Actor responsible for the task implementation</b>	<b>Resources needed (source)</b>
Task 2.1.1. Improve the system of licensing for service providers and professional workers and monitor its application (detailed conditions for licence issuance, renewal, temporary termination and subtraction to organizations and professional workers and improve solutions in relation to certification of advisors.  Activity 1: Revise the Rulebook on detailed	I quarter of 2018	Activity 1. and 2. MRSS	CG budget

<p>conditions for issuance, renewal and subtraction of licences for the performance of activity of social and child protection</p> <p>Activity 2: Revise the Rulebook on detailed conditions for issuance, renewal and subtraction of licences for the professional workers.</p> <p>Activity 3: Establish the licensing of professional workers.</p> <p>Activity 4: Establish the licensing of service providers.</p>	<p>I quarter of 2018</p> <p>II quarter of 2018</p> <p>III quarter of 2018</p>	<p>Partners: UIP ZSDZ OCD</p> <p>Activity 3: ZSDZ</p> <p>Partners: MRSS UIP OCD</p> <p>Activity 4: MRSS</p> <p>Partners: UIP ZSDZ OCD</p>	
<b>Measure 2.3. Ensure continuous trainings.</b>			

<b>Indicators for measure implementation:</b>  The number of accredited programs of trainings; The number of professional workers, professional advisors and advisors who have completed the training in accredited programs of training.			
<b>Task</b>	<b>Deadline / Time frame</b>	<b>Actor responsible for the task implementation</b>	<b>Resources needed (source)</b>
<i>Task 2.3.1.</i> Develop programs of training for professional workers, professional advisors, advisors and volunteers in order to maintain and improve professional competencies and the quality of professional work.	In continuity	ZSDZ  Partner: MRSS	CG budget
<i>Task 2.3.2.</i> Strengthen human resources of the inspection for social and child protection through participation in trainings.	In continuity	ZSDZ	CG budget
<b><i>Measure 2.4. Improve the system of supervision of professional work.</i></b>			
<b>Indicators for measure implementation:</b>  Analysis of functioning of supervision in centers for social work and external supervisory support provided by the Institute for Social and Child Protection.			
<b>Task</b>	<b>Deadline / Time frame</b>	<b>Actor responsible for the task implementation</b>	<b>Resources needed (source)</b>
<i>Task 2.4.1.</i> Create an analysis of functioning of supervision in centers for social work, as well as supervisory support provided by the Institute for	I quarter of 2018	ZSDZ  Partners:	CG budget

Social and Child Protection.		MRSS UIP CSR	
<b>Target 3: Improvement of services of social and child protection and created preconditions for the continuation of deinstitutionalization.</b>			
<b><i>Measure 3.1. Identify needs of users in order to improve strategic local planning.</i></b>			
<b>Indicators for measure implementation:</b>  Analysis on needs of citizens for services in social and child protection; The number of new local plans of social and child protection.			
<b>Task</b>	<b>Deadline / Time frame</b>	<b>Actor responsible for the task implementation</b>	<b>Resources needed (source)</b>
<i>Task 3.1.1.</i> Create an analysis on needs of citizens for services in social and child protection in all municipalities.	II quarter of 2018	LSU  Partners: MRSS ZSDZ CSR OCD	LSU budget
<i>Task 3.1.2.</i> Revise and adopt new local plans of social and child protection.	II quarter of 2018	LSU	LSU budget
<b><i>Measure 3.2. Continue the development and establishment of services on a local level.</i></b>			

**Indicators for measure implementation:**

The number of new users of social and child protection;

Analysis of participation of local self-governments in the funding of services of social and child protection.;

Inventory of the properties that the State acquired based on contracts on lifelong support and contracts on gifts, concluded with JUSDZ and a Plan for usage of that property.

<b>Task</b>	<b>Deadline / Time frame</b>	<b>Actor responsible for the task implementation</b>	<b>Resources needed (source)</b>
<i>Task 3.2.1.</i> Create an analysis of participation of local self-governments in the funding of services of social and child protection.	II quarter of 2018 –In continuity	LSU  Partners: MRSS ZSDZ CSR Providers of services of social and child protection OCD	LSU budget
<i>Task 3.2.7.</i> Map the properties that the State acquired based on contracts on lifelong support and contracts on gifts, concluded with JUSDZ and create a plan for usage of that property.  Activity 1: Map the properties that the State acquired based on contracts on lifelong support and contracts on gifts, concluded with JUSDZ.	I quarter of 2018	MRSS  Partners: Property Directorate	CG budget

		JUSDZ	
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