



**“Community for All”  
Serbia Case Study  
European Coalition for Community Living  
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**Contexts – Reform of Social Welfare**

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- Reform of Social Welfare
  - Part of political, economic and social reforms in Serbia, since 2001
  - “Bottom up” approach
- The Social Welfare Development Strategy
  - Adopted in December 2005
  - Harmonized with Poverty Reduction Strategy (adopted in 2003)
  - Additionally elaborated through Strategy for Promotion Status of People With Disability (PWD)



### **Reform of Social Welfare System – Strategic Development Trends and Principles**

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- Social Welfare System based on Human Rights
- Participation of beneficiaries in decision making
- Beneficiaries' right on choice of provider and service
- Dignity and the best interest of beneficiaries
- Accessibility of services
- Partnership of public, NGO and private sector
- Local initiatives in creation of local social services
- Right on living in community



### **Courses of Development**

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- System of services instead of System of Social Institutions
  - On Local level
  - On Regional / Intermunicipal level
  - On Central level
- Deinstitutionalization
- Decentralization
- Development of community based services
- Strengthening of local stakeholders capacities



### **Service providers diversification**

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- Transferable services
  - Direct services to beneficiaries
- Nontransferable / Statutory services
  - Assessment / process services
- Providers of transferable services
  - Public sector
  - NGO's
  - Private sector / entrepreneurs



### **Direct Services for PWD's in Community**

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- Assistance in realization of family functions
  - Day care Centers
- Home Care and Help
- Personal Assistance
- Clubs of beneficiaries
- Community Based Supported Housing
- Foster Care



### Experience in Delivering of Direct Services (I)

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- Services that existed in Law on Social Protection: Day care Centers; Home Care and Help; Clubs of beneficiaries; Foster Care
  - Established as a new services in several municipalities
  - Temporarily financialy supported through projects (Social Innovation Fund – SIF; Fund for Organizations of People with Disability)
  - Sustainability: in several cases financing was continued by local self-governments
  - Knowledge transfer is organized: lessons learned directed to standardization



### Experience in Delivering of Direct Services (II)

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- Services not existed in Law on Social Protection: Personal Assistance; Community Based Supported Housing
  - Financing continued through projects
  - Some local Self-Governments started with financing
    - e.g. in Belgrade Community Based Supported Housing for People with Mental Disabilities is defined in By-law as a right
- Project experiences are prepared for incorporation into the Social Welfare System



### **Ongoing Actions in Promoting of New Community-Based Social Services (I)**

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- Project “Deinstitutionalization of Residential Social Institutions and establishing of Community Based Supported Housing for People with Intellectual Disabilities”
- Main Project Stakeholder: NGO Serbian Association for Promotion of Inclusion – Belgrade
- Project partners:
  - MoLESP
  - Open Society Mental Health Initiative
  - National Investment Plan



### **Ongoing Actions in Promoting of New Community-Based Social Services (II)**

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- Project: “Deinstitutionalization of beneficiaries in Residential Social Institutions and establishing of Community Based Supported Housing for People with Intellectual Disabilities in Belgrade”
- Main Project Stakeholder: NGO “Association Support of People with L. Down Syndrome”, Belgrade
- Donor: EU through EAR/UNDP and SIF
- Project partners: Residential institution in Sremcica – Belgrade, CSW Belgrade, Department of Social and Child protection in Belgrade



### **Ongoing Actions in Promoting of New Community-Based Social Services (III)**

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- Project “From alternative to Standardization” – Incorporation of Personal Assistance into the Social Welfare System
- Main Project Stakeholder: NGO “Center for Independent Living” – Belgrade
- Funding: Budget of Republic of Serbia, through SIF
- Project partners: Handicap International, CSW’s and Local Self-Governments from Jagodina, Smederevo, Leskovac, Belgrade



### **Challenges**

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### Systematization of Experiences (I)

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- New System solutions / New Law on Social Services
  - Defining of Values
    - Dignity, Participation, Privacy...
  - Creating of Typology of Social Services
    - Community Based Supported Housing and Personal Assistance as recognized Social Services, by Law
    - Set of Standards of Minimum
    - Set Principle "Money Follow the Client"
  - Formal recognition of NGO's and other stakeholders as service providers
    - Set the System of Licensing of Service Providers



### Systematization of Experiences (II)

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- Standards of Services, with defined topics as following
  - Content of service
  - Eligibility Criterias
  - Methods for assessment, planning, provision and cessation of provision of services



### **Systematization of Experiences (III)**

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- Standards of structure – operational, environmental and personal standards, with topics as following
  - Materials and Equipment
  - Human resources
  - Management processes
  - Criterias for using houses / apartments
  - Criterias for cost of services
  - Standard documentation (forms, tests, scales, questionnaires)



### **Systematization of Experiences (IV)**

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- Quality Standards / Quality Control and Quality Improvement
  - Monitoring
  - Supervision
  - Evaluation
  - Training packages
  - Code of Ethics / Code of Practice