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MODULE TWENTY
TRAINER'S **MANUAL**

MAPPING OF THE SOCIAL SPACE
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CONTENTS

I . Introduction

International experiences and practices show that social services, designed and implemented in accordance with local needs of citizens and using local capacities and resources, are most effective, economical and useful.

The process of decentralization in the Republic of Macedonia, in accordance with national legislation and strategic directions, requires from the municipalities, among other powers, to take the lead role in developing the local system of social services through local initiatives and multi-sector cooperation.

The decentralization in the field of social protection in the Republic of Macedonia has begun, and its implementation depends on previous experiences and practices within the local community, the underdeveloped social and protective functions of municipalities and inter-institutional cooperation at a local level when it comes to the provision of social services to citizens and it all requires strengthening the capacity of the relevant institutions.

This training manual is designed as a response to the need to strengthen the capacity of relevant institutions for the implementation of the decentralization process in the social sphere.

This Manual consists of theoretical content for terms that are treated, the provisions of applicable legislation, examples of good practices - domestic and European (experiences from Dresden, Germany, acquired by the authors of this Manual on a study tour in 2014).

The activities for preparation of the Manual (preparatory activities, study tour and printing) are completed with support from the Deutsche Gesellschaft für Internationale Zusammenarbeit - GIZ in Skopje.

For whom is this training intended for?

The training is intended for employees of the institutions in the system of social protection that are responsible for planning and development of social services (*as part of the Program for continuous education of experts in the field of social protection in the Republic of Macedonia*), as well as representatives of local governments, institutions, non-governmental sector, etc., as stakeholders for skills development for the process of mapping the needs and development of services on local level.

What is the Manual's objective?

The manual is designed to strengthen the capacity of experts in the social security system and other stakeholders at local level for development of services according to the needs of the local population.

The contents of the Manual enable development of competencies, knowledge and skills for the following:

- legal basis for the development of social services at a local level (Law on Social Protection, Law on Local Government, the National Program for Development of Social Protection of the Republic of Macedonia 2011-2021)
- knowledge and skills for implementation of the mapping process
- communication and cooperation of the teams at the local level (inter-institutional cooperation)

Expected results:

- Sensibilisation of stakeholders on the needs of people exposed at social risk and vulnerable groups.
- Identifying community resources depending on the needs of people at social risk and vulnerable groups.
- Understanding the importance of planning and implementation of services for people at social risk and vulnerable groups within the responsibilities of stakeholders.
- Strengthened capacities and skills on mapping of risks, needs and resources, planning and development of services.
- Strengthened and coordinated inter-institutional cooperation.

Training methodology:

The realization of the training takes **two days**. The training is implemented through elaboration of thematic areas, which include theoretical aspects and interactive workshops with direct participation of the participants.

Having in mind the contents to be discussed during the training, it is necessary to create an atmosphere of mutual trust which will enable the participants to discuss and carry out the proposed activities.

The training is delivered based on the principles of adult learning and self-education by sharing experiences and knowledge, personal attitudes, values and emotions in the following ways: individual work, work in pairs, work in small groups, work in plenums and case studies.

The trainer should create an atmosphere in which participants will be able to share aspects of their private lives, work experiences, feelings and attitudes. It is important to note that, in terms of the way of conducting the training and keeping the privacy while sharing experiences, a set of rules or agreements for the team work of the group will be established.

The use of different training techniques, which are determined and applied according to the needs of the group is of particular importance and includes the following:

- clearly defining the roles and responsibilities of trainers,
- creation of a working atmosphere,
- determination of rules,
- application of various communication skills,
- good practice examples,
- solving dilemmas in groups.

II . ACTIVITIES

ACTIVITY *1 - Presentation of the training content*

ACTIVITY 2 - *Legislation and legal framework*

ACTIVITY 3 - *Definition of terms*

ACTIVITY 4 - *Mapping of risks and social services at local level*

ACTIVITY 5 - *Methods and techniques for assessing the needs of citizens at local level*

ACTIVITY 6 - *Mapping - identifying stakeholders at a local level*

ACTIVITY 7 - *Inter-institutional and inter-sectoral cooperation in the local community*

ACTIVITY *1*

Presentation of the training content

Duration of the activity: 30 minutes

Materials required: None

For completion of this part of the training, the following activities are recommended:
- *presentation of the agenda and working methodology*
- *working rules*

> ➢ **Active listening:** While one speaks, the others listen actively. If you are unsure about something that was stated by someone else, ask him / her to clarify that.
>
> ➢ **Confidentiality**: The training will represent a safe place where the participants will be able to express their ideas, opinions and knowledge, and try out their new skills.
>
> ➢ **Mutual respect:** Give yourself time to each other to express your opinions, respect the differences...
>
> ➢ **Smoking:** Smoking is allowed only on breaks and on the marked places for smoking.
>
> ➢ **Respecting the time frame**: The sessions will begin and end on time, as agreed with the trainer.
>
> ➢ **Mobile phones**: They should always be turned off during the training, unless different agreement was reached with the trainer.
>
> ➢ **Something else**?

- presentation of the training's objectives
-   Sensibilisation the participants about the needs of people at social risk and vulnerable groups.
-   Identification of community resources depending on the needs of people at social risk and vulnerable groups.
-   Understanding the importance of planning and implementation of services for people at social risk and vulnerable groups within the responsibilities of the stakeholders.
-   Strengthening the capacities and skills for mapping risks, needs and resources, planning and development of services.
-   Understanding the need for coordinated inter-institutional cooperation

- presentation of the participants
You can use the following exercise to warm up:
1.   *Ask the group to split in pairs.*
2.   *Ask each member of the pair to briefly interview his/her partner and find out what type of community he/she grew. Afterwards, the member should present the partner to the group and explain what he/she has learned about the partner and in what type of environment other member grew.*

The trainer completes this activity ends by summarizing the statements of the participants with regard to the types of communities, their functioning, resources in the municipality…

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ACTIVITY 2

Legislation and legal framework
Roles and responsibilities of LS and CSR
In the development of the social services at local level

Duration of the activity: 60 minutes

Materials required: Manual - Annex 1, *Power Point* presentation

Objectives
- Awareness / familiarisation with the responsibilities arising from the Law on Social Protection, the Law on Protection of Children and the Law on Local Self-Government
- Awareness of the initiatives in the framework of the National Program for Development of Social Protection 2011-2021

For completion of this part of the training, the following actions are recommended: an independent insight into the content, power-point, discussion.

Participants are asked to read the part in their manuals entitled *"Comparative review of the responsibilities and functions of the municipality under domestic legislation"* ensuring their active participation at the beginning of the training. Independent reading of the material ensures that this type of "training" through participation helps participants to develop their skills for independent learning. More information on the topic is contained in Annex 1 *"Roles and responsibilities of LS and CSR in the development of social services at the local level"* that can be used for implementation in practice.
As a trainer, you should ask them if they have questions regarding what they have read.

By displaying a Power Point *presentation* a summarized overview of the content is given, which is expected to open up *a discussion.*

Comparative overview of the responsibilities and functions of the municipality in accordance with the domestic legislation
(Local Government Law, Law on Social Protection, Law on Child Protection)

Local Government Law	Law on Social Protection
The responsibilities of municipalities regarding the social protection refers to the care of the local government related to providing child and social care: ∗ persons with disabilities ∗ children without parents and parental care ∗ children with educational-social problems ∗ children with special needs ∗ children from single parent families ∗ children on the streets ∗ individuals exposed at social risks ∗ individuals affected by drugs or alcohol	In accordance with this law, social protection includes: - *Creating social protection programs for the needs of citizens, according to the National Program for Development of Social Protection* - *Providing social protection to the following groups and individuals*: ∗ persons with disabilities ∗ children without parents and parental care ∗ children with mental and physical handicaps ∗ children on the streets ∗ children with educational-social problems ∗ children from single parent families ∗ individuals exposed at social risks ∗ persons abusing drugs, other psychotropic substances, precursors and alcohol ∗ victims of domestic violence ∗ human trafficking victims ∗ elderly without family care **Undertaken activities consist of the following:** ∗ non-institutional and institutional forms of social protection ∗ housing ∗ raising citizens' awareness on the need for social protection The **municipality** may independently from its own funds finance the program for social protection of citizens on its own territory, above the level provided by the country. **Municipalities** can establish public institutions for institutional and non-institutional care, except for a center for social work and institutions for housing of children and youth with behavior problems. This means that the **municipality** can establish day care centers for the following categories: children on the streets; drug and alcohol abusers; homeless people; victims of domestic violence; persons / children with mental or physical handicaps; small group home; counseling. Within the institutional care, the **municipality** may establish an institution for housing of children: without parental care; with mental and physical development handicaps; institution for the elderly (nursing home). Financial assistance for social housing to beneficiaries of permanent financial assistance - the municipality shall determine the manner of exercising the assistance and shall provide funds from the municipal budget. An **association** can perform certain activities of social protection according to the Law on Social Protection, if it is registered for achieving objectives and tasks in the field of social protection. As objectives and tasks in the field of social protection the following are considered: - social prevention, - developing and providing services for social protection of individuals, families and groups of citizens at social risk, - development and promotion of the social protection, and - development and promotion of volunteering in the community.
	Law on Child Protection
	The protection of children is defined as an organized activity based on the rights of children, the rights and responsibilities of parents regarding family planning, as well as,

	on the state and local government units for conducting a humane population policy.
	The State and the local government units care about providing adequate financial assistance to parents for supporting, care and protection of children and organizing and ensuring the development of child protection institutions and services.
	Regarding material assistance to parents, the municipality may provide rights for child protection (child allowance, special allowance, financial assistance for a newborn, participation and parental allowance for a child) in a greater extent than the level provided by the state, if the provided funds are coming from their own sources, which enables regulation of the manner and the criteria for exercising this right with its own act.
	Related to organizing and ensuring the development of institutions and services for child protection, the law defines elements associated with the type of performance of kindergartens that are responsibility of the municipality, in terms of ownership, financing, investments and maintenance.

ACTIVITY 3

Definition of terms (social space, social problem, social risks and social vulnerability – vulnerable groups of citizens)

Duration of this activity: 45 minutes

Objectives
- Explore the meaning of the following terms: **social space, social problem, social risks and social vulnerability - vulnerable groups of citizens.**

Required materials: Annex 2

For completion of this part of the training, the following actions are recommended:

- Divide the group into smaller sub-groups. Ask groups to think and talk about one of the terms - social space, social problem, social risks, social vulnerability - vulnerable groups of citizens.

Encourage the participants to use the manual – Annex 2: Definition of terms

1. Each group should prepare its own view / definition of the discussed term.

2. Afterwards, the views of the small group on the specific terms of the plenary session are being presented.

The trainer summarizes the statements of the groups and a Power Point presentation has been displayed.

ACTIVITY 4

Mapping of risks and social services at local level

Duration of the activity: 45 minutes

Objectives
- Acquiring knowledge on possible data sources in order to identify the vulnerable groups of citizens and their needs.

Materials required: Annex 3

For completion of this part of the training, the following actions are recommended: brainstorming, presentation

Information obtained from brainstorming are being summarized and a Power Point presentation has been displayed related to the following:

- **Identification of vulnerable groups,**
- **Data,**
- **Indicators,**
- **Organisation and methods for data collection,**
- **Data sources.**

ACTIVITY 5

Methods and techniques for assessing the needs of citizens at local level

Duration of the activity: 60 minutes

Objectives:
- Introduction
- Acquiring knowledge and skills for using different types of assessment methods and techniques

Materials required: Annex 4

For completion of this part of the training, the following actions are recommended: Presentation, working in small groups

A Power Point presentation has been *displayed*, and then the participants, divided in small groups, are working on the offered methods and techniques included in Annex 4.

ACTIVITY 6

Mapping - identifying stakeholders at a local level

Duration of the activity: 45   minutes

Objectives:
- Identification of stakeholders
- Place, role and responsibilities of stakeholders

*For completion of this activity, the following methods are recommended:
brainstorming, team work, plenary discussion*

It is expected that the brainstorming will enable the participants, based on their professional and personal experience, to identify stakeholders from their local community.

After the discussion, the trainer summarizes the statements of the participants indicating that:
"Identifying stakeholders has a major impact in the process of determining priorities and defining realistic and achievable goals. Key stakeholders are groups or individuals that may affect the quality and scope of satisfying needs or solving problems in the community, or those who can affect the application or lack of application of a particular measure or process, such as potential beneficiaries, as well as community organisations from the public, business and civil sector. Stakeholders can be divided into primary and secondary, depending on their influence in the process. The primary can influence directly, while the secondary are those that could influence within the process.
The stakeholder analysis is completed through: identification of potentially interested parties, determination of the extent of their interest in a particular issue and determination of the dynamics of their involvement. "

ACTIVITY 7

Inter-institutional and inter-sectoral cooperation in the local community

Duration of the activity: 60 minutes

Objectives:

- To think about the need for inter-institutional and inter-sectoral cooperation
- Introduction to the basic principles of initiating, developing and maintaining partnerships

For the completion of this activity, Power Point presentation and discussion are recommended

Materials required: Annex 5

III. ANNEXES

Annex 1 – Legislation and legal framework

Law on Social Protection

Social protection represents a system of measures, activities and policies aiming to prevent and overcome basic social risks to which citizens are exposed throughout their life, to reduce poverty and social exclusion, as well as to strengthen its capacity for its own protection.

Social risk means:

- health risks (disease, injury and disability),
- elderly and aging risks,
- single parent family risks,
- unemployment risks, loss of related subsistence income based on employment and the like,
- poverty risks,
- risks of other types of social exclusion.

The country cares for the social protection of citizens in accordance with the principle of social justice. The social protection in the Republic of Macedonia is based on the principles of humanism, social justice and solidarity, guaranteed by the state to all citizens regardless of sex, race, colour of the skin, national, ethnic, social, political, religious, cultural or linguistic belonging, property or social status, disability and origin.

The country establishes the system of social protection and enables its functioning, provides conditions and measures for social protection activities and develops self-help forms.

The government, the municipality, the City of Skopje, as well as the municipalities of the City of Skopje, within their competence and pursuant to the Law on Social Protection represent *carriers of social protection.*

The Government of the Republic of Macedonia adopted the National Programme for Development of Social Protection, which with measures of active policy on a medium and long term basis, defines the objectives, priorities and directions of social protection development for the citizens of the Republic of Macedonia.

The Government specifies the areas of social care, the needs of the population, the social prevention and the ways for social protection by adopting an annual program for social protection.

The municipality, the City of Skopje and the municipalities within the City of Skopje provide the delivery of social care in accordance with the Law on Social Protection, they also adopt programs on the needs of citizens in the area of social protection in accordance with the National Program for Development of Social Protection, provide obligations determined by the Law on Social Protection, and adopt general acts in the field of social protection.

The adopted programs are being sent to the Ministry of Labour and Social Policy (MSTP) for an opinion.

The municipality may independently from its own funds, finance the program for social protection of citizens in their territory above the level provided by the government.

The social protection system and its organization consist of institutions, measures, activities and forms that are implemented within the realization of the social protection rights of the citizens.

Social protection institutions

Facilities for institutional protection

There is a network of facilities for institutional care in the Republic of Macedonia for a particular type of beneficiaries according to their age, health condition and specific needs such as: for children and youth without parental care, children and youth with educationally-social and behavioral problems, children and youth with intellectual and physical development handicaps, for the elderly and for asylum seekers.

There are nine public institutions for the protection of beneficiaries established by the Government whereas, four institutions have been established by the municipalities (nursing homes in Kumanovo, Prilep, Bitola and Skopje) and private institutions for children without parental care, as well as private institutions for the elderly.

Non-institutional protection facilities

- Center for social work;
- Daily center and clubs for the elderly and adult people;
- Daily center for the street children – children on the street;
- Daily center for people who use or abuse drugs and other psychotropic substances;
- Daily center for people who abuse alcohol or are being treated for alcohol addiction;
- Center for hompless people;
- Center for people - victims of domestic violence;
- Center for people - victims of human trafficking;
- Daily center for people with mental or physical disability;
- Center for assistance at home;
- Therapeutic community;
- Small group home;
- Counseling service.

Central institution in the field of social protection in the Republic of Macedonia is the **Center for social work.**

There are thirty centers for social work in the Republic of Macedonia which cover the entire territory. The CSR decides on all social protection rights and provides non-institutional assistance to citizens. This institution brings together the public authorities and the professional social work.

CSR provides assistance to all people who are facing social risk situations, and also provides financial assistance to individuals and families whose income is not sufficient and whose existence is threatened.

This assistance is provided by licensed professional workers (social workers, lawyers, psychologists, educators, special educators (for persons with disabilities), sociologists, economists etc.) with interdisciplinary teamwork, and by using working methods and forms of protection in accordance with the risk and needs of individuals and families at risk.

Social protection rights are being realized by undertaking measures for social prevention, non-institutional and institutional care and financial assistance for social protection.

Social protection services and measures

Social prevention

The social prevention measures and activities enable prevention of social risks occurrence and early detection and early treatment of citizens exposed to social risk in order to overcome or mitigate the adverse effects of the social risks exposure.
The National Programme for Social Protection Development 2011 – 2021 plans the prevention on a national level, and the municipalities within their jurisdictions adopt appropriate programs and provide resources.
Social prevention is accomplished through educational counselling work, development of self-help forms, voluntary work with personal engagement and use of other methods that correspond to the social protection needs of beneficiaries.
The implementation of the measures and activities is provided in the centers for social protection in cooperation with the municipality, in the preschool, school and health facilities, as well as other state bodies, legal and natural entities and citizens' associations.

Non-institutional protection

It is being performed within or outside the CSR and includes the following:

- first social service to the social protection beneficiaries,
- assistance to individuals,
- assistance to families,
- right to a domestic care and assistance,
- right to day care in a daily center,
- right to placement in a foster family,
- right for living in a small group home,
- right to independent living with support.

Institutional protection

- right to training for employment and productive activity,
- right to placement in an institution for social protection.

Rights to social protection financial assistance

Financial social assistance,
Permanent financial assistance,
Assistance and care allowance by another person,
One-time financial assistance and in kind assistance ,
Allowance for blindness and mobility,
Deafness allowance,

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Financial assistance for a person who had the status of a child without parental care until the age of 18,
Financial assistance for studying,
Financial assistance for social housing,
Right to financial assistance to a single parent who has a child with disabilities,
Salary contribution for a part-time job because of nursing a child with physical or mental disabilities,
Right to health care,
Right to reimbursement of the expenses for accommodation and care of the person,
Financial assistance for a carer (foster retiry),
Conditional financial allowance,
Financial compensation for electricity,
Civil disability compensation,
Financial compensation for mothers who gave birth to a fourth child,
Child allowance,
Special allowance,
Parental allowance,
One-time financial assistance for a newborn,
Public kitchen.

Institution for studying of social phenomena, problems and promoting social activities

The Institute for Social Affairs is an institution which, among other responsibilities examines social phenomena and problems; proposes and implements measures for social care and social work promotion; draws up programs for education modules; organizes and implements forms of education by experts in the field of social protection; provides expert opinion for development of programs for the social protection development; cooperates with individuals and institutions in the country and abroad.

An **association** can perform certain activities of social protection according to the Law on Social Protection, if it is registered for achieving objectives and tasks in the field of social protection.

As objectives and tasks in the field of social protection the following are considered:

- social prevention,
- developing and providing services for social protection of individuals, families and groups of citizens at social risk,
- development and promotion of the social protection, and
- development and promotion of volunteering in the community.

The Association, except the things that as a public authority are by law entrusted to the Center, in a manner and under conditions determined by the Law on Social Protection, can perform the following social protection tasks:

- research of social phenomena,
- social prevention,
- education, counselling and professional training of persons at social risk,
- social services to individuals, families and groups of citizens at social risk,
- counselling and training of volunteers,
- domestic care and assistance to individuals and families,

- daily and temporary acceptance and care of social protection beneficiaries in the daily center and the center,
- development and promotion of volunteering in the municipality,
- development and improvement of social protection in the area of its operation,
- organized living with support, and
- providing measures for protecting people - victims of domestic violence, pursuant to the Law on Prevention and Protection against Domestic Violence.

The **main objective** of the *NATIONAL PROGRAM FOR DEVELOPMENT OF SOCIAL PROTECTION 2011 - 2021* (adopted in September 2010 by the Government of the Republic of Macedonia), is developing an integrated, transparent and sustainable system of social protection which will provide affordable, effective and quality measures and services tailored to the needs of the beneficiaries.

Specific objectives:
- Restructuring of the institutional set-up of the social protection system in order to separate the administration of rights to financial assistance and social services.
- Internal re-organization of the institutions of social protection for optimal use of the available capacities and improvement of professional work.
- Improvement of the work with the beneficiaries in terms of enhanced participation, involvement in planning and decision-making, strengthening and utilizing their potentials.
- Redefinition of the financial assistance system in terms of better targeting, more efficient administration and connection with other systems, primarily in the employment system.
- Development of social prevention as an organized, continuous and coordinated activity at local level.
- Strengthening the non-institutional care by development of the existing and introducing new types of social services according to the needs of citizens, as well as promoting ways for their provision and delivery.
- Increasing the quality of services and creating conditions for reducing the dependence on institutional care by developing alternative forms of protection.
- Extension of already initiated processes of decentralization, pluralism and de-institutionalization within the social protection.
- Improvement of the modalities for implementation of public-private partnership (PPP) within the social protection.
- Establishment of an organized human resources system and strengthening their capacities.

Program carriers are the following: MTSP, ZSD, CSR and USZ, the municipalities, civil society, educational and health institutions etc.

Annex 2 - Definition of terms (social area, social problem, social risks and social Vulnerability - vulnerable groups of citizens)

There are several theories in the literature that define the term community, local community, territorial community, functional community etc. They can be grouped in several basic approaches depending on the elements on which the emphasis is given by the definition. They are as follows:

- ecological,
- from the aspect of the action theory,
- psychological,
- sociological,
- urban-rural theory.

"Local/territorial community" is a community in which the relations between people are developed based on the spatial vicinity.
"Community/functional community" is non-spatial community in which the processes of community are not linked with an area as it is the case with the family, religious or ethnic group.

"Local community" is the framework of everyday existence of people, place for their meeting within the society. In it, they mingle with all institutions of the society on social, economic, cultural and other aspects. In it, they also spend much of their lives and satisfy the majority of their every day requirements in the area of housing, ecology and other issues. (V. Pluskovski)

"Municipality" is the unit of the local self-government as a community of citizens on certain area determined by law which through its organs and administration organizes the public services, and enables implementation of the responsibilities determined by law.

"The area" on which the municipality is established should be natural, geographic and economically linked wholeness, offering communication between the settlements and gravitation towards the joint center with built infrastructure facilities and structures from societal standard (Law on Local Self-Government).

Social space is physical or virtual area as <u>social center</u>, online medium or another <u>collection location</u> where people meet and communicate (Wikipedia).
For the purposes of this module we shall use the term *social space* from the aspect of municipal planning which contains integrated approach of the urban area and the social services. It is oriented towards the resources rather than deficits.

The social space can be defined as a social area which can be crossed by foot from a human (*Example: the area that one pupil passes every day going to school, the area which an elderly usually passes to satisfy his/her every day requirements etc.)*

Orientation towards the social space

The orientation towards the social space combines aspects of the work of individual cases and the work with the community (*due to the need to re-organise the work in individual cases and the work with the community-experience from Dresden, Germany*).

Change of the paradigm of the traditional urbanism focused on construction towards "integrated" concepts and development of social services (*for example, a social city*).

The essential characteristics of the concept of the social area is direction towards the resources, which covers the new understanding of the professional and management work, through participation of the clients and a structure that fosters development.

Directions of orientation towards the social area

The structurally oriented approaches represent the social and demographic characteristics of the population as well as the characteristics of the constructional and infrastructural elements that can be quantified.

Phenomenal and interactive approaches representing the importance and the relevance of the "objective" circumstances of the social area for subjective perspective in the everyday life of the citizens.

In terms of the determination of the spatial features of the units (spaces) of social area are distinguished which are previously determined that are created as a result of the analysis of the social space.

The analysis of the social space is an instrument for direction of the professional, spatial and financial planning aims at demonstrating where the most serious social problems are, how comparably different social areas are developed, which are the advantages and disadvantages, which are the potential deficits that exist in the social space. By determination of the circumstances one can plan the activity for improvement through positioning of the concrete projects and measures, adoption of locally connected decisions, conversion of infrastructural facilities as well as allocation of the financial resources.

Social problem

Every local community is characterized with its specifics: history, cultural behavior, socio-economic picture, demography and geography and thus it faces specific social problems. Therefore, the first step of all organizational efforts is to improve the social well-being of the citizens and adequately identify the social problems that exist in the community. According to their etymology, the social problems can be divided into: social problems linked with the social development (poverty, unemployment, family problems, social illnesses, social inequality, population changes, conflicts, environmental problems), social problems *linked with the deviations* (crime, delinquency of minors, dependence illnesses, begging, aimless wandering, aggression and self-aggression, sexual deviations, gambling), but also *social problems related to natural disasters*.

In order to classify any of the above mentioned circumstances as social problem in one local community, it is necessary to fulfill certain conditions. A social problem is only the situation which is recognized and marked as such from the majority of the population; Incompatible with the societal values; massively expressed and frequent i.e. affects a larger number of people; public and not an individual problem; disturbing and risky, i.e. which has negative consequences on the people; caused by the society which has roots in the societal factor; actualized to the level of demanding reaction from the society and action for its overcoming.

Every of the listed circumstances which exists in the local community and for which it will be determined that it has the above mentioned features, should be treated as social problem, i.e. one should start thinking of finding local solutions for overcoming of such situations, among other, through designing of appropriate social services.

Social risk

Every individual, group, community is faced with numerous risks from different nature. The risk represents the situation of exposure to a high potential danger, damage, loss or injury. The risks can be political (discrimination, social exclusiveness), natural (catastrophes), health oriented (illness) etc. Another division of risks is into risks that are caused by the nature (natural catastrophes) and risks that are caused by humans (wars, inflation). There are risks with the weak frequency but with high consequences for the social well-being [catastrophic] and risks with higher frequency but smaller consequences for the social well-being (non-catastrophic); non-correlated categories (specific or isolated cases or small number of people, for example non-infectious disease, frictional unemployment] or correlated, which hit larger number of people or entire communities [co-variants of the type of infectious diseases, financial crisis, draught), one time versus multiple risks (risks that repeat themselves) etc. (World Bank, 2003).

In the social work mostly the classification of risks is used, according to which they are divided into:

Physiological risks (motherhood, illness, old age, death); *family risks* (difficulties with raising children, family dysfunctionality, structurally defected families); *professional risks* (professional illnesses, injuries and deaths on the job, unemployment); *social risks* (wars, devotions); *geophysical risks* (earthquakes, fires, floods) (Milosavljevic, 2003).

In the area of social work our legislation under social risks distinguishes the following types of risks: health risks [illness, injury or invalidity]; risks of old age and aging; risks of one parent families; unemployment risks, loss of income for raising based on the work and similar, poverty risks; and other types of social exclusiveness risks.

Social vulnerability - vulnerable groups of citizens

Social problems carry risks and cause stress. However, all people do not react on the same way on the situational stress and the stress that is caused by it. The answer to this lays in the social vulnerability. Some individuals and groups quickly cope with the stress and they do not leave huge consequences on them (resilience). Others are not able or do not have the capacity to deal with the negative consequences of the stress on which they are imposed (non-resilience) and this leads them to socially inacceptable level of social well-being (Hoogeveen, et al, 2003) - socially vulnerable citizens.

An individual, group or community with higher capacities is for adaptation and lower sensibility and exposure to stress is less vulnerable. An individual, group or community with lower capacities for adaptation and higher sensibility and exposure to stress is more vulnerable. The vulnerable groups of population usually face with bigger and longer consequences for the social well-being. In fact, these particular consequences make one group of citizens more vulnerable than the other.

Practical examples from Dresden, Germany on how social areas are defined

Differently defined areas that derive from the everyday operation
Different terminology

- Spaces (areas) for provision of services,
- Spaces (areas) for planning,
- Administrative spaces (areas),
- Social spaces.

Definition of areas for planning and provision of services
According to the administrative structures:

- Urban/local communities,
- Three regions according to the local services and employment centers,
- Four regions according to the local services and socially-psychiatry service (health service), but three regions with social psychiatry service providers,
- Five regions according to the youth service.

> According to aspects related to the content/social area

- Professional planning for very small areas (for example, youth support / kindergartners),
- Timely limited planning areas (sanation areas, program areas),
- Seventeen urban areas (based on the survey of the citizens from the municipality),
- Ten social areas (urban areas) within the municipal support for the elderly.

Definition of areas for planning and service provision

Five to ten areas are defined for planning and service provision for all target groups.

> Orientation according to the mail numbers = eight areas (Department for support of the integration).
> Three regional teams (Department for overcoming particular social difficulties) analog to the local services of the social service.
> Ten urban communities (Department for non-institutional support of the elderly).

Definition of areas for planning and provision of services, conclusions/conditions.
Establishment of compatibility within the areas for planning and service provision through monitoring of the administrative structures (urban communities).

- Possibility of putting together different areas for different target groups.

-> Adjustment of the areas that use the different services.

Annex 3 - mapping of risks and social services on local level

Identification of vulnerable groups of citizens

Systematic, planned and organized improvement of the social well-being of citizens in a local community is only possible if the needs of the most vulnerable groups of citizens are addressed. Therefore, the support and help of these groups is from essential importance to enable the creation and implementation of the local policies, programs and measures in the area of social protection, based on the assessment of capacities/resources of the local community, identified vulnerable groups and their needs, accessible services and development of appropriate services at local level.

For the identification of the vulnerable groups, their needs and resources - in one word mapping, there are several methods and techniques at disposal for collection and utilisation of data.

Data
Data - Information and facts gathered from statistics, measurements, monitoring and the like. These are the media for information and become information that will be used.

Indicators - Are often simple characteristics or features that describe a certain factual situation and they are marked as indicators.

Organization of methods for collection of data

Basis for every efficient planning and achievement of the desired situation is the initial status. The initial status is analyzed through research of available data-existing data that are gathered from certain sources and identification of missing data, which are gathered by the use of special methods and techniques (professional reports, analyses on particular cases, selection of individual data for analysis and the like).

The collection of data must be previously planned and directed towards concrete objectives: (steps)

1. Defined objective (why do we need the data).
2. Defined methodology (how do we get to the data).
3. Target group (from whom we collect the data).
4. The team that implements the activity.
5. Necessary means.
6. Putting the data into the database.

Data sources

Statistical data

Institutions that generate the physical data - state statistical office, the municipality, the social work center, educational institutions, health institutions, ministry of interior, courts, employment agency, NGO sector etc.

Which data is available from the statistical sources?

Example of linkage of data and indicators with certain circumstances of vulnerability:

- Demographic data (indicators: number of population-according to age, sex, nationality, employment, education and other indicators);
- Populated settlements (indicators: number, distance);
- Unfavorable social status/poverty (indicator: concentration of the social support);
- Harsh living conditions (indicator: declared unemployed);
- Degree of urbanisation (indicator: population density);
- Family status (indicator: self-supporting parents);
- Youth specific conflicts (indicators: cases of minor criminals, delinquency of minors);
- Education coverage (indicator: continuation of education);
- Integration in the surroundings (indicator: immigration and migration);
- Data on resources on local level (indicators: number and type of schools and kindergartens, number and type of health institutions, CSR, daily centers, supporting families);
- Data for citizens facing social risks.

Example

- Socially endangered families,
- Children without parents and parental care,
- Children in risk,
- Children and persons with mental or physical disabilities,
- Single parent families,
- Elderly,
- Homeless people,
- Persons who use i.e. misuse drugs and other psychotropic substances,
- Persons victims of family violence.

Example of mapping for development of necessary services

How do we see the system of services?

Inclusive community

Actual services (resources)	Necessary services (resources)
Education	Education
Health	Health
Social protection	Social protection

Example: social protection

Current services:

- MCSR in urban environment
- Daily center for urban environment
- Legislation level of financial support

Necessary services:

- MCSR in urban environment
- Daily center for urban environment
- Higher level of financial support

By proper planning on local level, it is expected to achieve the balancing of the identified needs of the citizens with the existing system of services and establishment of new services according to the priority principal. For certain local communities this can be achieved through inter-municipal cooperation.

Example of mapping of needs on micro level for the elderly

- collection of data for the elderly (health, family, housing, material status and their needs for certain services) by the older people themselves, their families and responsible institutions and organizations,
- monitoring of the existing resources at local level for covering of these needs (creation of conditions for accessibility of the services to them),
- consideration of the possibility for development of new services based on the priority principle (in terms of the opportunities and needs),
- development of new services in accordance with the legally determined procedures and processes.

Facility for accommodation of the elderly
Daily center and clubs for old and grown-ups
Center for offering support under domestic conditions
Establishment of SOS lines
Alarm centers for the elderly

Annex 4 - Methods and techniques for assessments of the needs of citizens on local level

Content analysis

This method is concerning the analyses of the different documents: public, classified, private, personal, written, visual, sound and films. This is a commonly used procedure because the institutions, the NGO sector, the informal groups possess variety of documents whose content can be subject of processing.

Statistical data processing

The statistical data processing enables the insight into the quantity, dynamic and the structural and areal dimensions of the social needs and problems in the local community. In the social research demographic social statistical data are mostly use. Social statistical data follow the social needs through features of the beneficiaries of certain rights and services contents of the services, institutional and other data from the area of education, health, social and job protection, employment, protection of invalid and other vulnerable groups, housing and the like.

Monitoring

Monitoring is used to study the more complex societal form: village, city, settlement. Evidence of monitoring is the area, the people, the subjects, the deeds, the activities, the events, the objectives, the time and feelings (the context of the research). This lasts longer and finishes with the complex evidence related to the subject of the monitoring. With the monitoring the phenomena are determined as they occur.

Survey

The survey is mostly used as a method for survey of the citizens for their social needs and problems. It represents the most direct tool for collecting of data concerning some features of the surveyed citizens, on the character, distinctiveness and the possibilities for covering of their needs, the accessibility of certain services, overcoming the problems etc.

Manner of surveying

- **Personal, through an oral interview**

The interview is a method that enables the establishment of interactive relation which is one of the basic advantages of this method because it enables to search for explanations, further information and the like. The basic disadvantage of this method is that it requires trained interviewers, lots of time and it is relatively expensive. Cheaper method is the telephone or electronic interview, however it is less reliable because of possible problems with the selection of the interviewees, misunderstanding of the questions and the like.

- **Telephone interview is economic, gives the results immediately, with difficulties with the understanding**
- **Written survey-questionnaire**

The questionnaire is often used technique in different forms, via mail, through the daily press or on the spot of the event).

In the local community a questionnaire is used directly with the citizens of the community. In this case, it is important to estimate the manner in which the citizens will deliver the questionnaire back (because of enabling anonymity of the declarations and higher participation of the population in the survey.

Questionnaire per mail

This questionnaire enables a relatively cheap way of gathering opinions and suggestions of the citizens concerning their needs, problems, available resources, necessary services, suggestions for improvement and other questions of common interest. Major weakness of this method is the non-ability to have an insight who participated in the fill out of the questionnaire.

Criteria for formulation of questions

- Short, understandable and formulation that is precise enough,
- No double negation,
- Disjunctive answers (they should not match and they should be clearly divided),
- Avoiding of terms that contain value judgments,
- One-dimensionality (do not ask two items in one question),
- No suggestive questions.

10 steps to formulate the questions

1. Definition of the subject of interest,
2. Listing of research questions and hypotheses,
3. Creating a list of changeable items that should serve for giving of answers to research questions,
4. Formulation of questions,
5. Check up on relevancy,
6. Decision on the order of the questions and transfer between topics,
7. Design and structure of the questionnaire,
8. Testing of the instrument with preliminary test,
9. Revision of the instrument,
10. Final version of the questionnaire.

Focus group

This is a method of organized discussion with selected group of 6 to 10 people to find out their viewpoints, experiences, believes and attitudes in relation to a certain problem, need, service and the like. These groups are composed of people who are directly affected with a certain problem (the elderly, persons with specific needs, self-supporting parents, unemployed people...). The subjective experience of the participants is researched through previously prepared questions in a guided and structured process. This method is particularly suitable to approach different cultural and social group of users and potential users. The interview with the focus group enables to lighten up several aspects of one question and give the opportunity to the final users to participate in the creation of the services. This method can be used for

improvement of the quality of existing services and development of preventive programs. During the formation of the focus group it is important to enable the participants to have experience related to the risk which is researched or to have an opinion of the problem that is analyzed. The role of the moderator in the group is very important - interpersonal skills are necessary as well as skills for group meeting for successful management of the group process.

Creation and using maps

This method enables a visual way to identify the needs that haven't been satisfied. There are different techniques for mapping based on computer technology or other approaches which initiate interactive communication of all actors in the process of assessment.

With the mapping visual display is enabled:

- areal overview of the identified needs and problems in the local community,
- existing excellence of services which enable different systems in the local community,
- availability of services to certain target groups and,
- absence of services related to certain target groups.

Forums in the community

They represent a rational and economic and, at the same time, democratic way of identifying the needs and priorities. This approach understands organization of one or more gatherings in which all representatives of the local community are invited. They participate in discussions in which they express and discuss on attitudes, opinions, suggestions related to the problems, the needs for services or some specific part or issues related to the social policy in general.

Maps for the needs and services

They are prepared in 3 to 5 years and are results of the assessment but also a tool for planning. They represent visual presentation of the social services and identified needs. The mapping of the social services is made by the local self-governments and they are embedded in the local action plans. The creation of these maps gives a clear picture about what is there and what is missing on the local level, according to the determined needs of the citizens and which services are to be prioritized.

A FEW ADVISES FOR PLANNING AND IMPLEMENTATION OF AN INTERVIEW

The interviewing process consists of four major phases:

1. Planning of the interview,
2. Start of the interview,
3. Implementation of the interview,
4. Finishing of the interview.

1. Planning on the interview

It is necessary to develop a good relationship between the interviewee and the surveyor. An atmosphere is to be created in which one can feel relaxed and in the

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mood to communicate. Set clear interview goes, including details on the information that you want to receive. Make sure that the person who is interviewed is the most appropriate person for gathering of the necessary information.

Arrange the interview in a timeframe which is acceptable for both sides. Inform the interviewee that during the interview you need approach to appropriate documentation aiming to avoid interruptions or delay in the interview. Decide on the most suitable place for the implementation of the interview. You will probably find a location in accordance to the nature of the information you want to receive as well as depending on the accessibility of the rooms.

Prepare a short overview of the areas you want to discuss and send it to the interviewee prior to the interview.

You should be prepared to communicate with different people with different cultures and people who probably speak another language. It is important to respect the principle of equality and non-discrimination, to respect the differences without taking a judgment and to enable security and trust.

2. Start of the interview

The first impressions are always important and according to that, it is necessary to start the interview on the proper manner. Arrive on time. Introduce yourself and present a document for identification.

3. Implementation of the interview

In order to keep proper communication it is necessary to be aware of the following issues:

- questioning

It is very important to ask the right question. Your questions must have objectives, they must be planned and they must follow a logical sequence.

There are several kinds of questions:

Open questions are used to encourage the conversation partner to start the conversation. One should use introductory phases in the questions, such as "Can you tell me about it or how do you do this." In case you have a very talkative conversation partner you have to take care that non-relevant aspects do not become an important part of the discussion.

Close questions are used to determine different facts. However, they should result with short and clear answers (yes or no).

Investigative questions are useful for determination and check up of details of the events, explanation of the locations of the speakers and for gaining additional information. The research questions are of primary importance for determination of the details in acquainting an entire picture. Generally speaking, the research questions follow open questions aiming to determine the details on events and procedures. The research questions begin with who, what, when, where, how and why?

Questions for expression of opinion are aimed at checking of the behavior, thinking and beliefs.

Expressed attitudes can also be used for research, although they do not have a

formal questions, during which we initiated the research of attitude through questions such as "What do you think about this"?

Guided questions i.e. questions that lead to some expected answer should be avoided.

Questions with several given answers should be avoided too because they can be confusing. However, they still give the opportunity to gather up all the necessary information through selection of one of the thoughtful answers.

- Listening

This survey or should actively listen during the entire duration of the interview and this should be demonstrated to the interviewee through nodding with the head and the use of supporting phrases such as "I understand" or "please continue" etc.

Look at the conversation partner - this shows interest and offers encouragement and also enables to understand his/her non-verbal communication.

Ask additional questions, although they are not on your list, otherwise you might forget them and do not remember them as the interview finishes.

- Taking notes

Taking notes is a very important element in the interview process. It is not professional to ask the same question twice and therefore, it is important to take notes. The notes must be written during the entire interview and they should be overviewed and explained if necessary at the end of the interview. One can again summarize the major aspects of the interview aiming to ensure that one has clearly understood and to document the details of the interview.

If you take notes on your own during the interview, here are some of advises that you can use.

Do not try to note everything that is said. It should not look like you are writing all the time. To enable proper communication with the interviewee, it is necessary to look him/her in the eyes. If there are several aspects you want to cover during the interview, prepare an agenda: it could be of help if you take notes, note the questions on the piece of paper where your agenda is located.
The notes must show who was present during the meeting and where the meeting took place. Please note only the key points and terms. Use the notes to control the interview. If information is arriving to fast, stop the flow with the sentence "let me just note what you just said".

- Non-verbal communication

One should be aware that the entire communication is not going verbally. The body language can be expressed through different messages that show interest, looking into the eye facilitates the building of trust between the persons who communicate.

Occasional smile and nodding with your head can encourage the discussion and create a supportive atmosphere for the interview. It is important to think of the interpretation of your approach from the other side. One should also be able to read the non-verbal signs which demonstrate boredom, frustration and nervousness. One should try to mitigate these feelings aiming to maintain professional and productive

atmosphere.

- **Summarizing**

There are two aspects here:

Confirmation about the understanding of information provided through relevant phases of the interview (it is often simultaneous with the taking of notes).
Summarizing and adjustment of the main interview points.

4. Finalization of the interview

When you collect all the necessary information and the discussion points confirm through the summary it is a good opportunity to ask the interviewee whether he/she has something to add and whether this can be regarded as important. Upon finalization of the interview, additional questions might be asked on certain areas for which explanation or further information is necessary. This is usually made through contacting of other sources.

WAYS OF COMMUNICATION WITH THE COMMUNITY

POSTER the picture expresses more than words, it is a message which is followed by the illustration and the other information which are visible and readable from afar. Placing of posters must be on a visible and appropriate place.

FLYERS and brochures they give formation to the citizens on a certain topic/problem and encourage the citizens to get involved in activities important for the community. They are distributed to the homes of the citizens/are placed on the appropriate place.

LOCAL MEDIA TV, radio, daily/weekly newspapers, specialized editions.

PROMOTIONAL MATERIAL - an efficient way of increasing of recognition of the certain program/project of the community.

WEB PRESENTATION - transparent placement of information to a wider audience of interested subjects makes the services more accessible and citizens more active in asking for help or giving support to certain activities of the community.

OTHER FORMS OF COMMUNICATION – "Door-to-door" campaign cooperation with promoters or famous celebrities that promote certain program, street performances, presentations, exhibitions, musical events.

Annex 5 - Inter-institutional and inter-sectoral corporation to local community

To be able to successfully cope with a complex and multidimensional social problems of a local community it is necessary to build multilateral partnerships for delivery of social services through bringing together institutions and organizations from the public, private and the non-governmental sector.

The nature of the social problems (complexity, multi-dimensional aspect and the tendency for multiplication) requires joint action from the institutions and organizations from several sectors and domains during the implementation of the socially protective measures. Most often, social problems appear or imply health, educational, environmental and other difficulties. Therefore, their prevention and overcoming will not be efficient without joint, coordinated and organized action of different relevant institutions and organizations.

Multi-sectoral cooperation in the area of social protection has a legal base in the positive legislation (the Law and Social Protection, the Law on Children's Rights, the Law on Prevention and Protection against Family Violence, the Law on Associations and Foundations, the Law on Donations and Sponsorships with Public Activities, the Law on Concessions and Public Private Partnership).

The cooperation model, its intensity and dynamics depend on the social problem that is solved, the history of future relations as well as the capacities (human, infrastructural and financial) that involve actors possess.

To achieve the desired effects of the joint cooperation, it is necessary that the participants in the cooperation know the basic rules for initiation, development and maintenance of partner relations.

Separation of roles means that there exists a clarity in terms of the role and the task of all included actors, clearly set limits for the corporation, acquaintance with a professional differences, status questions/hierarchy set up and clear division of responsibilities.

Commitment means that there is a readiness for joint cooperation, commitment of all involved persons and strategic commitment.

Trust and mutual respect understands a positive relation towards the actors from other sectors and towards the actors from others to Institutions.

Acquaintance with the other actors means that there is awareness for the contribution that other actors may offer, respect of the different context in which other actors are involved, understanding of the entire specter for possible perspective as well as development cooperation culture.

Communication (exchange of information) provide structures of communication/clear protocols for exchange of information, maintenance of every day communication/sequence of points and adjusted data and adequate IT systems.

Clear vision means setting of clear and realistic goals, understanding and agreement on the goals on behalf of all actors and joint vision developed based on the joint values and understanding of the need for cooperation.

Organizational aspects means clear definition of the structuring operational procedures, establishment of formal protocols and their continuous revision.

In the Republic of Macedonia there is a positive experience in the creation and functioning of multi-sectoral cooperation bodies and acting in the framework of the center of social services – CSU, within the three municipalities supported by the Deutsche Gesellschaft für internationale Zusammenarbeit - GIZ (Kocani, Probistip, Debar) where coordination bodies are created for social protection and they show good results in the solving of social problems of the citizens on local level.

Multi-sectoral cooperation on local level exists for the children with risk with the functioning of the State Council and the municipal councils for prevention of delinquency of minors as well as the multi-sectoral teams for protection against family violence established in 30 centers for social work.

IV. ANNEXES FOR A GOOD PRACTICE

Annex 1: The presented list of evidence/questionnaire used for identification of vulnerable groups of citizens and their needs in the municipalities of Vasilevo, Bosilovo and Novo Selo - 2011/2012 on behalf of the municipal administration.
List of evidence
Question

Identification data:

- o   Name and surname
- o   Date of birth/Age
- o   Sex
- o   Place of residence/address, additional data

Family, material, living status:

- o   With whom he lives
- o   Who is taking care of him/her, material,
- o   Material, housing condition of the person/family

Information on the rights/social protection services:

- o   Is the person familiar with the social protection rights
- o   Is the person using rights/social protection services/does he/she has difficulties is in the implementation

POSSIBLE IDENTIFIED VULNERABLE GROUPS, NEEDS

Identified vulnerable groups:

- o   An old person
- o   Child/person with disability
- o   Self-supporting parent
- o   Child up to six years of age

Identified/needed services:

- o   Information and facilitation of the approach to the services
- o   Institutional protection
- o   Supporting services

POSSIBLE ANSWER TO THE NEEDS

If during the assessment processing of the questionnaire there is a need for informing the inhabitants of the social area, some of these options can be suggested:

Information and facilitation to the access of the services:

- o   Development of public awareness
- o   Information on the rights for social, health protection, education
- o   Facilitation with communal taxes

  o Financial support

If as a result of the processing of the questionnaire, the need for development of the institutions is identified, the development can be planned of:

  o Institutional protection
  o Kindergarten
  o Home for the elderly

If as a result of the processing of the questionnaire, the need for development supporting services is identified, the development can be planned of:

Supporting services/non-institutional protection

  o Support at home
  o Mobile peoples kitchen
  o Daily center for persons with disabilities
  o Transport to the daily center
  o Transport to school/kindergarten
  o Informing about the rights on social and health protection, education
  o Counselling center
  o Club for the elderly
  o Center for early child development/educational centers etc.

Annex 2:

The following text is the excerpt from the **"Report on the implementation of the operational plan for the implementation of the national program for development of social protection 2011-2021, for 2015,** *adopted by the coordination body for monitoring and the evaluation of the implementation of the program in which the implemented activities are listed of the involved parties on local level, aiming to improve the delivery of social services to the citizens in the local community through strengthening of the social function of the municipality.*

In 2015 the implementation of the **Regional program on social protection and prevention of human trafficking** has finished, which was supported and financed by the GIZ Office in Skopje.

The general goal of the regional program on social protection and prevention of human trafficking which was implemented in the cooperation with the MTSP and the GIZ in 2014 and 2015 is the improvement of the delivery of social services to citizens in the local community through strengthening of the social function of the municipality.

With the implementation of this program the following particular goals have been achieved:

- development of the sensitivity of the local self-government for identification of the needs of the citizens and solving of the social problems and the social risks,
- increase of the information of the citizens on their rights from the social protection and other national programs implemented by other ministries,

- development of skills and knowledge of certain groups of population for coping with certain social risks,
- strengthening of the competencies of the citizens in the procedure for exercising of their rights in front of the institutions in the local community,
- networking of institutions in the process of offering of services to the citizens and

in the framework of this program, centers for social services CSU have been established in the pilot municipalities covered by this program. These centers gave answers to a variety of challenges in the implementation of the social protection on behalf of the municipalities, such as lack of professionals and financial resources. Namely, the municipalities neither possess data about the citizens who are in social risks nor about the persons who have used some social service from the municipality nor data about their specific needs.

As achievements of the regional program on social protection and prevention of human trafficking several results have been reached according to the determined indicators.

Result: Increased capacity of the municipality in the development of social protection in the local community.

Indicators: in the four pilots municipalities (Probistip, Kocani, Debar, Staro Nagoricane) concrete activities have been implemented such as:

- an office of CSU has been opened as a form for acting of the municipality. CSU operates in the framework of the social service of the municipality,
- the office in the municipal building has been renovated and equipped,
- the visibility of CSU has been increased through preparation of the flyer which is distributed to the citizens,
- **the number of professionals in the municipalities for the implementation of social protection has been increased through employment of workers in the CSU directly engaged to implement activities that come out from the authority of the municipality; in Probistip - social worker and lawyer, in Kocani - two sociologists, in Debar social worker and lawyer and in Staro Nagoricane a lawyer,**
- annual program for work of the municipality is prepared including all activities of CSU incl. an action plan for the implementation of the activities.

Result: improved identification of the vulnerable groups and persons in social risks in the local community

Indicators: The centers of social services used several approaches to get acquainted with the vulnerable groups and identify the persons in social risk as well as to find out about their social problems and needs in cooperation with the center of social work. The area was recorded, the most frequent risks have been mapped and in certain local communities, persons, families and different groups of population are identified in social risk.

In the pilot municipalities a total of 1634 persons have been mapped and different social risks have been identified (persons in difficult financial situation, persons with

disability, unemployed persons for a longer period of time, persons in mountain villages who are not accessible for communication, elderly people, people in risk for misuse of drugs, children and minors who do not go to school, children that are not raised properly, children and youngsters from poor families, children from villages, children and youth whose parents work abroad) etc. This enabled timely inclusion of the persons with social risk in the system of social protection on one hand and planning of the needs of certain kinds of social services and social support on the other.

Result: Improved access to social services

Indicators: Through the office of the center of social services in the municipality the approach of the citizens to informational or consultation support is facilitated in the process of reviewing, defining or solving of current social problem or needs of the citizens and their families. Furthermore, the people are informed about possible solutions, services and means are designed for overcoming of a problem or its solving with appointing the institutions where it can be solved. Mediation is offered with other institutions on behalf of the person with social risk for realizations of the right (management of the case) through inter- institutional and inter-sectoral cooperation.

Result: increased number of persons who use social services

Indicators: In accordance with the established mechanisms for evidence of the users of the social protection in the centers for social services in the period from January to November 2015 a total 5991 persons use the individual types of social services in the pilot municipalities.

In 2014 a total 4869 users have been identified. For comparison, according to the assessment of the professionals in the municipalities and social workers in the centers for social services, the number of citizens who have received different types of services and support in 2014 has been increased several times compared to the period before the establishment of the centers for social services. In the reports of the municipalities concerning the social protection only the financial means given for a certain purpose are mentioned, for example social support for materially needy persons and families, for support of persons with disabilities, support in medicals, in cases of natural disasters, appalling living conditions etc.).

Results: Improved inter-sectoral and inter-institutional cooperation on local and national level.

Indicators: Coordinating bodies for social protection in the municipalities are established which effectuate the work of the different coordinative bodies and commissions, as published so far (which tackle different aspects of the same problem and are not active enough or are completely dysfunctional).

With the establishment of the coordinating bodies for social protection the involvement and the communication between the institution, the NGO's, the humanitarian organizations, the religious institutions, the private sector in the implementation of the social activities in the local community is improved.
The members of the coordination bodies established direct communication for implementation and faster cooperation in the activities.

Results: Increased number of preventive activities of the local community in the area of social protection.

Indicators: Initiatives are supported of NGOs and other organizations in the local community in providing social services directed to individuals and groups of users, activities are organized for raising of the awareness of the citizens on the social risks and the approach to their social protection rights (through workshops, trainings, local media coverage, distribution of information and education material on human trafficking, drugs, paedophilia, unemployed persons who use social support etc.).

Result: The approach of the citizens of information in the area of social protection is improved as well as on their rights on the social programs which other ministries are offering.

Indicators: Software program "we care" is prepared consisting of information on all national programs and benefits that are related to the rights of vulnerable groups of population in the area of social protection, housing, education, food, health protection and employment.

The number of citizens is increased who through this program are given certain information on the benefits of the state for certain groups of population, aiming to improve their conditions of life and work:

Result: Increased capacity of the local administration, professionals within the CSU, public institutions (CSR, schools) and other persons involved in the work of the coordinative body.

Indicator: The Deutsche Gesellschaft für internationale Zusammenarbeit, GIZ, the Ministry of labour and social policy and the Institute on social activities organized several trainings addressed to establish the work of the social services centers in strengthening of the capacities of the persons and institutions from the pilot municipalities involved in activities of the centers.

On behalf of the GIZ and the local consultant in the four municipalities trainings have been implemented with the professionals from the municipalities responsible for social protection and social workers in the centers for social services in the process of operation in the implementation of the project activities, deriving from the regional program on social protection and prevention of human trafficking. At the same time, arrangements have taken place for the preparation of the concept of the center of social services, the operational program of the center as well as the working methodology.

The study visits to the social services of Dresden, Germany have been organized with participation of professionals from the MTSP, the municipalities and the social work centers. The study visit enabled the participants to gather information on the concept of social services in the FR Germany and the principles upon which the general concept of the supporting services to citizens with social risks are organized on federal, regional and municipal level. With direct visit to the regional circles, the municipalities, the social support services for families in risk and youth as well as through the dialogue with the workers from the services on their best practices, the participants of the study visit broadened their perspectives in the creation and the offering of social services to vulnerable groups of citizens in the local community.

The institute on social activities implemented an initiation training for the professionals in the centers for social work, the workers from the municipalities, the associates in the centers for social services from the pilot municipalities on the topic "mapping of vulnerable group of citizens a local level". The aim of the training was to

train different participants to gain skills about the methods and techniques for identification of vulnerable groups of citizens and their characteristics in the local community.

The Institute of social activities also implemented continuous activities on the topic "Mapping of the social area" as support to the activities of the regional social protection program and prevention of human trafficking and operation of the centers for social services in the pilot municipalities. Through the fieldwork which is done in all municipalities and centers for social work in the Republic of Macedonia, through the approach of multiplying the experiences from the pilot municipalities, other municipalities and centers for social work are supported in the mapping of the groups of citizens and planning of preventive activities and warning and support against social risk.

GIZ, MTSP and the Institute on social activities continuously monitored the work and the implementation of the activities in the centers for social services and gave their full support. The professionals in the municipalities in the centers for social services can ask certain questions from their operation and to require consultations about the approach in the work with certain cases and certain activities. To this aim, on behalf of the GIZ visits and trainings in their offices are organized. This enables gathering of quick information, consultation and attaining skills on offering proper services to the citizens.

The support of the professionals is given through written documents, communication, via email and through telephone conversations.

Result: Increased number of resources on social protection in the community.

Indicators:

- The municipality of Probistip upon involvement in the CSU, in cooperation with UNICEF opened the center for early child development (village of Ratavica). In this project 14 children are covered from 3 to 6 years of age in the villages of Drac, Bunes and Ratavica.
- the center for social work from Kocani in cooperation with the professionals from the center for social services and using the premises of the center give support to the counsellor for marriage and family-to all citizens who have marriage problems and problems in the family and in the exercise of parental rights,
- participation in projects which are implemented in the community from which it is expected to increase the effects of the services in social protection and their sustainability.

Used literature:

Law on Social Protection

Law on Protection of Children

The text of the law is available at www.mtsp.gov.mk

The Law on Local Self-Government (Official Gazette of the Republic of Macedonia, No. from 29th of January 2002)

The national program for development of social protection 2011 to 2021 (Official Gazette of the Republic of Macedonia No. 121/10)

Theoretic grounds on social work author Marija Donevska

Social work in the local community, author Marija Donevska

Manual for support of social services to vulnerable groups of local in local communities, authors: Sofija Spasovska, Prof. Suzana Bornarova Ph.D., Prof. Natasha Bogoevska Ph.D., Boran Ivanovski, Ilmiasan Dauti, Sofija Georgievska Ph.D.

During the preparation of the module apart from the listed literature experiences from the authors of the Module (Sofija Spasovska, Tatjana Ristova Dimova, Vesna Samojlovska, Sonja Kiprovska, Vlatko Aleksovski) have been built that have been gathered during the study visit of institutions in Dresden, Germany, implemented with the support of the GIZ.