NATIONAL DISABILITY ACTION PLAN
FOR THE REPUBLIC OF KOSOVO
2009-2011

Prishtina, May 2009
TABLE OF CONTENTS

1. FOREWORD
2. ACKNOWLEDGEMENTS
3. ACRONYMS AND ABBREVIATIONS
4. EXECUTIVE SUMMARY
5. INTRODUCTION
6. NATIONAL DISABILITY ACTION PLAN
   6.1 CROSS-CUTTING ISSUES
      6.1.1 Vulnerable groups amongst persons with disabilities
      6.1.2 Data collection
      6.1.3 Awareness raising and education for behavioral change
      6.1.4 Multi-disciplinary commissions
      6.1.5 International Cooperation
   6.2 HEALTH
   6.3 EDUCATION
   6.4 EMPLOYMENT
   6.5 SOCIAL PROTECTION
   6.6 ACCESSIBILITY
   6.7 STATISTICAL DATA
   6.8 REPORTING, MONITORING AND EVALUATION
   6.9 ANNEXES
1. FOREWORD

The Government of the Republic of Kosovo has consistently underlined that one of its main commitments is establishing and implementing anti-discrimination policies which ensure the rights and equal opportunities for all its citizens, regardless of age, gender, ethnicity, religion, race, ability limitations, etc. The preparation of the National Action Plan for People with Disabilities, for the years 2009 – 2011, is one of the important steps toward fulfilling this commitment. Moreover, this plan has defined the fundamental principles for establishing and implementing sustainable national policies providing opportunities for people with disabilities to be active and independent participants in all fields of social life in Kosovo.

The goal

The goal of preparing this plan is to improve the quality of life for People with Disabilities in Kosovo and also to fulfill the state obligations that Kosovo has in respecting International Conventions for Human Rights and the Rights of Persons with Disabilities which are among the pre-conditions for Kosovo to move forward in the process of European integration.

This strategic document is an important tool in the efforts of the Government of the Republic of Kosovo to create a more effective, sustainable and coordinated policy in the field of the rights of people with disabilities. This plan offers the possibility to pay more attention to people with disabilities and is an intensification of the general efforts of the Government of the Republic of Kosovo toward full observance of these rights in the Republic of Kosovo.

In the meeting held on 20.03.2008, the Government of the Republic of Kosovo, with Decision n. 10/20 approved the proposal to prepare a National Plan for persons with disabilities.

Based on Decision n. 10/20, a Working Group has been established which consists of six working subgroups for special topics: education, health, social welfare, employment, accessibility and statistics. The Working Group has been responsible for gathering information so that the National Action Plan is in compliance with international and local legislation for the human rights.

The preparation of this plan is fully in compliance with the United Nations Convention for the Rights of People with Disabilities, the United Nations Declaration of Human Rights, the Constitution of the Republic of Kosovo and other national and international documents.

Cooperation

The National Disability Action Plan is a result of close coordination and cooperation among the Office of the Prime Minister/The Office of Good Governance, representatives of different Ministries, representatives of associations of persons with disabilities and experts of the Italian Cooperation/Italian Ministry of Foreign Affairs, which has supported activities relating to the drafting process.

As a result, this plan reflects in a real way the current condition of people with disabilities in Kosovo, and at the same time, specifies the actions that should be taken in the time period, 2009-2011, to solve current problems. This plan has been prepared in order to be clear, functional, achievable and flexible so that it can be implemented and, if necessary, it can be changed in compliance with developments in the future. In this plan priority tasks have been identified and defined, and coordination among the parties interested has been clarified, precise timelines to fulfill tasks have been set and the responsible institutions which have been given various tasks and responsibilities in terms of implementing this plan have also been defined.
2. ACKNOWLEDGEMENTS

Ministries and Institutions
MCR Ministry of Community and Return
MCYS Ministry of Culture, Youth and Sport
MEF Ministry of Finance and Economy
MESD Ministry of Environment and Spatial Planning
MEST Ministry of Education, Science and Technology
MLSW Ministry of Labor and Social Welfare
MLGA Ministry of Local Government Administration
MoH Ministry of Health
MPS Ministry of Public Services
MTPT Ministry of Transport and Telecommunication
SOK Statistical Office of Kosovo
IPK Pedagogical Institute of Kosovo
UP University of Prishtina

Local Organizations
Caritas Kosovo
Center for Independent Life, Peja
Coalition of NGOs
Association DONI Autizëm
Downsyndrome Kosova
Association Hader, Prizren
HANDIKOS
Association Handicapped and Disabled People of Kosovo
HENDIFER, Ferizaj
Hendikap Kosova
Association Gluvi, Gjilane
KEC Kosovo Education Center
KGVK Committee of Blind Women of Kosovo
Klubi Dëshira
Pre-school institution “Ardhmëria 2”, Gjilane
Kosovar Association of the Deaf
K-MDRI Kosovo Mental Disability Rights Initiative
Intermunicipal Association of Blind People
Association Little People of Kosovo
Association Mustafa Bakija, Gjakova
Association Ne për Ne
OPFAKKOS Parents Association of Children with Disabilities of Kosovo
QKVP Kosovar Centre for Self Help
Rehabilitation Center “Shtëpija e Bleteve”
Resource Centre “Përparimi”
Association Sfida, Gjakova
SH.V.P.D.K Kosovar Association of the Blind and Partially Sighted
Special School - Resource Center “Xh. Deda”, Peja
Special School - Resource Center “Nënë Tereza”, Prizren
SOS Kinderdorf
T.E.M.A. Group
International Agencies and Organizations
Italian Cooperation
COE Council of Europe
EC European Commission
Finnish Government – FSDEK II
Handicap International
ILO International Labor Organization
ISTAT Istituto Nazionale Statistica, Italy
MDRI Mental Disability Rights International
OHCHR Office of the High Commissioner for Human Rights
OSCE Organization for Security and Co-operation in Europe
Save the Children
SIDA/SOK
UNDP United Nations Development Programme
UNICEF United Nations Children's Fund
UNIFEM United Nations Development Fund for Women
UN HABITAT United Nations Human Settlements Programme
WB World Bank
WHO World Health Organization
3. ACRONYMS AND ABBREVIATIONS

CBC Community Based Centers
CBR Community Based Rehabilitation
CBS Community Based Services
COE Council of Europe
CPC Centre for Professional Capability
CRPD Convention on the Rights of Persons with Disabilities
DAP Disability Action Plan
DLE Department of Labor and Employment
DPO Organization of Persons with Disabilities
EC European Commission
FSDEK II Finnish Support to the Development of Education in Kosovo
HBS Household Budget Survey
HR Human Rights
ICF International Classification on Functioning, Health and Disability
ICT Information and Communication Technology
ICO International Civilian Office
IGO Inter-Governmental Organization
IKAP Kosovar Institute for Public Administration
ILO International Labor Organization
IPK Pedagogical Institute of Kosovo
ISCED International Standard for Classification Education
ISD Information System on Disability
KCB Kosovo Consolidated Budget
LFS Labor Force Survey
MAE DGCS Italian Ministry of Foreign Affairs – Italian Cooperation
MDRI Mental Disability Rights International
MCR Ministry of Community and Return
MCYS Ministry of Culture, Youth and Sport
MED Municipal Education Department
MEF Ministry of Finance and Economy
MEO Municipal Employment Office
MESP Ministry of Environment and Spatial Planning
MEST Ministry of Education, Science and Technology
MIA Ministry of Internal Affairs
MLGA Ministry of Local Government Administration
MLSW Ministry of Labor and Social Welfare
MoH Ministry of Health
MPS Ministry of Public Services
MTEF Medium Term Expenditure Framework
MTI Ministry of Trade and Industry
MTPT Ministry of Transport and Telecommunication
NGO Non-Governmental Organization
NIPH National Institute of Public Health
OGG Office of Good Governance, Human Rights, Equal Opportunities and Gender Equality
OHCHR Office of the High Commissioner for Human Rights
OI Ombudsperson Institution
OPM Office of the Prime Minister
OSCE Organization for Security and Cooperation in Europe
PEI Educational Individual Program
National Disability Action Plan of the Republic of Kosovo

REC Regional Employment Center
REG Regulation
SOK Statistical Office of Kosovo
TWG Thematic Working Group
UDHR Universal Declaration of Human Rights
UN United Nations
UN HABITAT United Nations Human Settlements Program
UNDP United Nations Development Program
UNDESA United Nations Department of Economic and Social Affairs
UNESCO United Nations Educational, Scientific and Cultural Organization
UNKT United Nations Kosovo Team
UNICEF United Nations Children's Fund
UNIFEM United Nations Development Fund for Women
UNMIK United Nations Mission in Kosovo
UP University of Prishtina
VTC Vocational Training Center
W3C World Wide Web Consortium
WB World Bank
WG Working Group
WHO World Health Organization
4. EXECUTIVE SUMMARY

On March 20th 2008, the Kosovo Government in Decision n. 10/20 stated that a National Action Plan for Persons with Disabilities would be drafted. The Office for the Prime Minister / Office for Good Governance has coordinated and lead the process of drafting of the DAP.

The participatory process started on June 18th 2008, with the active involvement of representatives from Ministries, local institutions, civil society organizations and international organizations (see paragraph 2, ACKNOWLEDGEMENTS).

The Italian Cooperation-Ministry of Foreign Affairs has provided technical support for the drafting of the Action Plan.

International Organizations took part in the participatory process, providing technical input to the drafting process.

Six thematic working groups have been established to guide the technical discussion and provide input on Health/Rehabilitation, Education, Social Protection, Employment, Accessibility, Statistics and Data Collection.

By September 15th 2008, workshops have been held to openly discuss and reach commonly agreed positions within the working groups, whose conclusions have been incorporated into the six matrixes, attached to the draft of the action plan. On December 3rd 2008, the first draft was presented to the public and then disseminated to five Municipalities: Prizren, Peja, Gjakova, Mitrovica and Gjilan for further comments, which are all included in the final version of the DAP.


At present, these Acts do not yet have legal force in the Republic of Kosovo, but they do represent a fundamental juridical term of reference for the Parliament and the Government of the Republic of Kosovo, in order to provide a disability policy based on concrete legal acts and to have a positive impact on persons with disabilities in the Republic of Kosovo. International recognition of Kosovo as a member of the United Nations will also require analysis of its legislation in terms of respecting international principles stated mainly in UN conventions. Hence the Disability Action Plan is the first attempt to harmonize Kosovo legislation with the Universal Declaration of Human Rights and international covenants on human rights in the disability sector.

The broad discussion and consultation at the Central and Municipal level, which lead to the final version of the draft should not be considered to be over, because the DAP is intended to be a living programmatic document which is monitored, evaluated and refined on a yearly basis, and adapts to socio-economic and financial developments in the new Republic of Kosovo.

The participatory process tested while drafting the document should be used as experience for future revisions of the Action Plan.

The active participation by members of the thematic groups mentioned in paragraph 2 has been characterized by constructive democratic discussion inside the working group. A unique contribution in terms of analysis, proposals, recommendations and comments was provided by all participants in a lively participatory approach.

The product of each thematic working group is a description of the current situation and a proposed matrix for the Action Plan, based on a logical framework methodology.

According to the matrix agreed, the first draft is based on objectives, activities, accountable actors, performance indicators, deadline and financial resources.

Other cross-cutting issues, listed in the table of contents, is a proposal for new activities that require in depth discussion at a later stage after the dissemination of DAP.
Regarding financial resources, all the sectoral objectives and activities, as well as the proposal for cross cutting ones refer to economic indicators based on three different budget provisions:

- The available financial resources contained in the Kosovo consolidated budget, approved by Law nr. 03/L-105 on the budget of the Republic of Kosovo for the year 2009;
- The medium term expenditure framework as the relevant programmatic document, periodically reviewed and implemented through internal resources and international donors budget;
- Low cost or no cost activities for which no extra allocations are required.
5. INTRODUCTION

The independent status of the Republic of Kosovo, with all the legal and administrative transitional efforts in process, is the environment for a new approach to disability as both a human rights and a development issue.

In accordance with Article 1 of the Convention on the Rights of Persons with Disabilities, this Action Plan adopts the following definition “Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.” This definition of Persons with Disabilities is the pillar of the Action Plan and future legislation in Kosovo.

- Disability is universally recognized as a human rights issue. In fact the Convention on the Rights of Persons with Disabilities (CRPD) is the first Human Rights Convention of the 21st Century. Adopted by the UN General Assembly on December 2006 and entered into force on May 3rd 2008, as of March 23rd, 2009 the Convention has been signed by 139 Member States and ratified by 50 Members.1

The CRPD together with the Universal Declaration of Human Rights, the Convention on the Elimination of All Forms of Discrimination against Women, the Convention on the Rights of the Child, and the European Convention for the Protection of Human Rights and Fundamental Freedoms are the legal pillars for promoting the rights and full participation of persons with disabilities in society.

The Republic of Kosovo is committed to compliance with all international human rights instruments and in particular, with the Convention on the Rights of Persons with Disabilities, although, at present, the Republic of Kosovo couldn’t have signed it yet as a legal internal document. Nevertheless, Kosovo has started a continuous process of affirming human rights and ensuring higher standards of living for persons with disabilities.

Disability is also considered a development factor, because of the impact on poverty not only for the individuals with disabilities, but also their immediate families and society at large. The exclusion of persons with disabilities from being active members of the socio-economic environment will prevent achievement of the Millennium Development Goals set by the international community. Persons with disabilities are often the poorest and most marginalized in society and any intervention targeting this subgroup of Kosovo’s population will have a direct impact on poverty.

Despite the lack of reliable data on disability in Kosovo, the effects of the previous conflict and the difficult socio-economic situation of some parts of the country, it is possible to estimate disability in Kosovo as affecting approximately 7% of the entire population, according to the Strategy and Action on Human Rights of the Republic of Kosovo 2009-20112.

The current disability-related legal system of Kosovo is heterogeneous because of the co-existence of Laws with both a medical and social approach to disability. The most recently approved legislation relating to disability, based on a human rights approach, such as the non-discrimination legislation3, is not properly implemented.

The National Action Plan adopts the current international social approach, setting principles and actions with the goal of promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and promoting respect for their inherent dignity.

1 Data from UN website http://www.un.org/disabilities/
3 Law no. 2004/3 The anti-discrimination Law.
As a consequence, the glossary used in writing the Disability Action Plan is in line with the above-mentioned principles and agreed with the Kosovo Disability Organizations. The Office of the Prime Minister / Office for Good Governance, Human Rights and the Italian Cooperation underlines the importance of having a general and comprehensive glossary for the disability sector for both official languages, as a guideline for usage by policymakers for consistence and the respect of persons with disabilities.

**Persons with disabilities and human rights**

The United Nations Convention on the Rights of Persons with Disabilities foresees that the condition of disability "results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others", and puts the respect of the rights of persons with disabilities in the framework of the defense and promotion of human rights.

According to the Strategy and Action Plan on human rights of the Republic of Kosovo (2009-11), the DAP represents the main action for protecting the human rights of persons with disabilities in Kosovo. With regard to the applicability in Kosovo of various international instruments for protecting human rights, the DAP points out concrete measures to ensure equal opportunity and non discrimination for persons with disability in all spheres of society.

While focused on some main thematic fields, the DAP doesn't exclude other inter sector-based actions, such as equal recognition before the law, access to justice, the respect of human rights in the case of legal restrictions of freedom, etc.

For this purpose, the Kosovo non discriminatory legislation is the legal milestone for establishing a comprehensive framework in order to protect the rights of persons with disabilities too.
6. NATIONAL DISABILITY ACTION PLAN

The Kosovo Disability Action Plan 2009-2011 seeks to translate the aims of the Convention on the Rights of Persons with Disabilities and other relevant international treaties and recommendations with regard to human rights, non-discrimination, equal opportunities, and full participation of persons with disabilities in the first national policy framework on disability for the years 2009-2011.

The Action Plan aims at providing a framework that is both flexible and adaptable in order to meet country-specific conditions. It is intended to serve as a realistic roadmap for policy makers and DPOs to enable them to design, implement, monitor and evaluate appropriate plans, programs and innovative strategies, which will be periodically adjusted and refocused.

The Office of the Prime Minister / Office for Good Governance and Human Rights is called to monitor the Disability Action Plan by providing assistance to all competent Ministries and local administrations in the form of recommendations, advice and expert information and ensuring the participation of DPOs and other key stakeholders.

Fundamental principles

Kosovo will continue to work within anti-discriminatory and human rights frameworks to enhance independence, freedom of choice and the quality of life of persons with disabilities and to raise awareness of disability as a part of human diversity.

European and international instruments, treaties and plans, and in particular the United Nations Convention on the Rights of Persons with Disabilities which entered into force in May 2008, have been taken into account in drafting the plan.

The Disability Action Plan acknowledges the basic principle that society has a duty towards all its citizens to ensure that the effects of disability are minimized through actively supporting healthy lifestyles, safer environments, adequate health care, rehabilitation and habilitation and supportive communities.

The Action Plan is based on eight general principles to promote the rights and full participation of persons with disabilities in Kosovo:

- Respect for the inherent dignity, autonomy, including the freedom to make one’s own decisions, and independence of persons;
- Non-discrimination;
- Full and effective participation and inclusion in society;
- Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
- Equality of opportunity;
- Accessibility;
- Equality between men and women; and
- Respect for the evolving capacities of children with disabilities and for the right of children with disabilities to preserve their identities.

---

4 The Convention on the Rights of Persons with Disabilities constitutes the international benchmark; signed by 139 Countries and ratified by 51 Countries (as of March 17th, 2009)
Strategic goals
The key objective of the Disability Action Plan is to serve as a practical tool to develop and implement viable sectoral strategies to bring full participation of persons with disabilities in society and, ultimately, mainstreaming disability throughout all the policy areas of the Government of Kosovo.

The National Disability Action Plan 2009-2011 aims at meeting country-specific conditions as well as transition processes that are taking place in Kosovo. It comprises recommendations to take specific actions at national level and also illuminates aspects of vulnerable groups of persons with disabilities who face specific barriers and problems that require a cross-cutting approach.

It encourages central and local Government to respond to the needs of persons with disabilities by providing quality and innovative services and consolidating measures already in place.

The Action Plan provides a useful source of inspiration also for private enterprises, non-governmental organizations and other international organizations. It considers non-governmental organizations and organizations of persons with disabilities to be competent and expert partners in policy development, who should be consulted as stakeholders in decision-making processes which affect their lives. The implementation of the Action Plan will be monitored and regularly evaluated to identify progress achieved as well as to share good practices. The Plan is a working document complemented with a matrix of objectives, activities, actors, performance indicators, financial resources, timeframe and accountabilities.

Financial resources
The matrix stipulates the parameters of time-bound activities, the responsibilities of the engaged actors/institutions, indicators for evaluating and monitoring results and proposals of possible funding needs for its definition and implementation by the Kosovo Consolidated Budget, Medium Term Expenditure Framework and donor agencies.

First of all, it would be necessary to realize the activities within the 2009 for which the Ministries could utilize the funds already allocated (KCB) reallocating them towards disability-related activities.

At the same time, low and no costs activity process should commence in order to complete the actions within the indicated timeline (e.g. in the building construction or goods producing, the concept of "universal design" enables and guarantees the accessibility to everyone without any additional cost of adaptation).

Having regard to the circumstance that some objectives and related activities of the DAP do not correspond to specific economic provisions the MTEF will be updated by the Ministries according to the Ministry of Economy and Finances, through the semestre reviewing process.
Structure of the DAP

The Disability Action Plan is structured in cross-cutting issues as:

- Vulnerable groups within persons with disabilities (including Women, Girls, Children, Youth, and persons with disabilities from minorities and migrants)
- Data collection
- Awareness raising and education for behavior change
- Multidisciplinary commissions
- Training on CRPD for Parliamentarians and governmental officials
- International Cooperation

And thematic issues such as:

- Health
- Education
- Employment
- Social protection
- Accessibility
- Statistical Data
6.1 CROSS-CUTTING ISSUES

6.1.1 Vulnerable groups amongst persons with disabilities

The Kosovo Disability Action Plan, in line with the CRPD and the Council of Europe’s New Strategy for Social Cohesion (2004), points out the need for a special commitment to ensure access to human rights for people who are at risk of becoming vulnerable, such as children and young people, ethnic minorities and migrants, people with severe disabilities and the elderly.

Women and girls with disabilities, persons with disabilities in need of a high level of support, children and young persons with disabilities, ageing persons with disabilities and persons with disabilities from minority and migrant communities, have a higher risk of exclusion and generally have lower levels of participation in society than other persons with disabilities, and thus require special attention because of the specific barriers, obstacles, multiple discrimination, impairment in self-determination and vulnerability that they face.

One of the most vulnerable groups of persons with disabilities is the group of people who, due to the severity and complexity of their disability, are in need of a high level of support. Their quality of life is very much dependent on the availability of appropriate quality services and specific, often intensive support. Planning and co-ordination across relevant authorities, Government agencies and service providers are needed to adequately address the specific problems of this group of people.

Children with disabilities should enjoy the same rights – as laid down in the United Nations Convention on the Rights of the Child – and opportunities as other children. Young persons with disabilities are also a vulnerable group in our society. They still face considerable barriers in accessing all aspects of life. The specific problems faced by children and young persons with disabilities must be studied in greater depth in order to design and implement well informed policies across a wide spectrum of policy areas.

The progressive ageing of persons with disabilities and in particular those requiring more intensive support, presents new challenges for society. Innovative approaches are required to meet these challenges across a wide range of policy and service areas.

Persons with disabilities from minority and migrant communities may experience multiple disadvantages because of discrimination or lack of familiarity with public services. A comprehensive approach, taking into account cultural background, language and particular needs, is required to address specific problems these groups may face.

As these groups of persons with disabilities are highly vulnerable and experience multiple discrimination the Government of Kosovo should include specific references and targeted actions to ensure their full and equal enjoyment of all human rights and fundamental freedoms.

The Office of the Prime Minister / Office for Good Governance, Human Rights, Equal Opportunities and the Italian Cooperation suggest a future discussion in depth on this issue in order to propose the inclusion of specific references and targeted actions in the respective existing action plans for women, children and minorities.

---

5 The preamble of the UN Convention says: “(j) recognizing the need to promote and protect the human rights of all persons with disabilities, including those who require more intensive support”.
Vulnerable groups

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ensure that these vulnerable groups will receive adequate protection of their rights</td>
<td>1.1 Including reference to these vulnerable groups in other thematic action plans (e.g. women, minorities, etc.)</td>
<td>OPM/OGG and line Ministries in charge of other Action Plans</td>
<td>Number of Action Plans where persons with disabilities are included</td>
<td>Ongoing 2009-2011</td>
<td>The costs will be included in the other Action Plans</td>
</tr>
</tbody>
</table>

6.1.2 Data collection

The availability of reliable, timely and appropriate information (quantitative and qualitative) is instrumental in enabling policymakers to formulate and implement policies giving effect to the present and future Action Plan.

The process of collecting and maintaining this information shall:
- Comply with established safeguards, including legislation on data protection, to ensure confidentiality and respect for the privacy of persons with disabilities;
- Comply with internationally accepted norms for protecting human rights and fundamental freedoms and ethical principles in the collection and use of statistics.

The information collected via census or surveys shall be disaggregated as appropriate and used to help assess the implementation of international principles and to identify and address the barriers faced by persons with disabilities in exercising their rights.

The dissemination of these statistics shall be accessible to persons with disabilities and others.

6.1.3 Awareness raising and education for behavioral change

In addition to barriers and obstacles, exclusion and marginalization depend also on stigma and social discrimination. In order to address a change in behavior, the general population and policymakers need to be informed and educated on disability issues.

There is a need for a communication and education campaign for behavioral change.

The Office of the Prime Minister / Office for Good Governance, Human Rights, Equal Opportunities and the Italian Cooperation have identified specific training on CRPD for parliamentarians and governmental officials as instrumental for the success of the Action Plan.

---

6 See also Paragraph 6.7 Statistical Data
Awareness raising and education for behavioral change

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Behavioral change of the general population and policymakers on disability</td>
<td>1.1 Communication campaigns to change the perception of the population about disability (schools, faith-based-organizations)</td>
<td>OPM/OGG and line Ministries in charge of other Action Plans</td>
<td>Number of campaigns and number of people reached with the campaigns</td>
<td>Ongoing 2009-2011</td>
<td>Some campaigns can be done at no cost (schools, and faith-based-organizations)</td>
</tr>
<tr>
<td></td>
<td>1.2 Training on CRPD for parliamentarians and governmental officials</td>
<td>OPM/OGG</td>
<td>Number of parliamentarians/Gov. officials trained</td>
<td>2010, 2011</td>
<td>Donors to be identified</td>
</tr>
</tbody>
</table>

6.1.4 Multi-disciplinary commissions

One topic that emerged from the work of several thematic groups is the need to assess individual capacities and potential in order to properly promote inclusion and full participation in society with appropriate support, removing barriers, obstacles and discrimination.

One possible approach could be the provision of “multi-disciplinary commissions” that may assess individuals’ capacities along the whole life-cycle. Multi-disciplinary commissions may serve the needs of different Ministries: Health for early identification and intervention, Education for identification and planning individual educational plans, Labour and Social Welfare for the assessment of skills, identification of vocational training and for job placement, as well as for the evaluation of functional limitation for pensions.

Actions: international good practices on “multi-disciplinary commissions” should be collected and taken into account for possible inclusion in the first revision of the Action Plan.

6.1.5 International cooperation

Considering the role of the international community in the Republic of Kosovo, it is essential that the international actors present in Kosovo be called to design and implement their programs and projects in line with the principles stated in this Action Plan and more specifically detailed in the CRPD.
## International cooperation

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Mainstreaming disability in all projects financed and/or executed by development partners (multilateral and bilateral development organizations, international NGOs)</td>
<td>1.1 Correspondence with all multilateral and bilateral development agencies and with international NGOs to formally request a disability-inclusive approach in all ongoing and new programs and projects.</td>
<td>OPM/OGG</td>
<td>Number of organizations reached and number of positive replies</td>
<td>Ongoing 2009-2011</td>
<td>No cost implied with such activity</td>
</tr>
</tbody>
</table>
6.2 HEALTH

POLITICAL AND LEGISLATIVE BACKGROUND

To persons with disabilities have to be given the best quality of life possible and the equal right to the best quality of health services that are offered to the whole society.
Kosovo has already a legislation on health services for persons with disabilities. Main acts are: Law 38/2004 on the Rights and Responsibilities of the Citizens in the Healthcare, Article 4.5 “Health care is provided without any discrimination... on the basis of... nationality, faith, gender, sexual orientation, age, marital status, physical or mental disability”; Law 4/2004 Kosovo Health Law, Article 28 on Community Based Rehabilitation. Besides the Council of Europe’s Action Plan (2006) declares that “Rehabilitation of persons with disabilities, by virtue of the economic and social integration it achieves, should be among priorities of any society”.

On the other hand it is noticed that there is not any specific mental health legislation in Kosovo. However there are relevant mentioned points to be found in other areas of the local legislation, such as The Regulation on Criminal Proceedings Involving Perpetrators With a Mental Disorder UNMIK regulation n. 34/2004, is a Law with a view to ensuring that criminal proceedings involving individuals with a mental disorder are treated in conformity with established principals of international Law and general trends in modern Law reform. Nevertheless only 3% of the total health budget of the Ministry of Health is reserved for mental health services.

According to the principles stated on the UN Convention on the Rights of persons with disabilities, such as in article 25 “Health” and article 26 “Habilitation and Rehabilitation”, is recognized that persons with disabilities have the right to the enjoyment of the highest attainable standard of health without discrimination on the basis of disability and that effective and appropriate measures will be taken into account to enable persons with disabilities to attain and maintain their maximum independence, full physical, mental, social and vocational ability, and full inclusion and participation in all aspects of life.

The proposed future programme on the topic had part of its inspiration from that Convention and from the Council of Europe’s Action Plan.

DATA

“There is a lack of information on health outcomes, including morbidity and mortality statistics that could be used for international comparison. Kosovo does not collect data on common health indicators, including basic demographic indicators; lifestyle- and environment-related indicators; mortality, morbidity, and disability; and health care resources, comprehensive utilization, and expenditure. The existing data on the population's demographic characteristics and health status are highly contradictory, and highlight the need for investment in better monitoring and evaluation capacity at the MOH. This lack of data prevents analysis of trends and comparisons of international health statistics that could help to support the formulation and monitoring of health policy at the national level... Hospitals are underutilized. Although Kosovo reports the lowest bed density in Europe, the five regional hospitals report very low bed occupancy rates, ranging from a low of 41% in Vushtrri to an average of 65% in the other four hospitals.”

Low occupancy rates are caused by low hospital admission rates and a short average length of stay. Hospitals mainly treat secondary and primary care patients and provide only limited tertiary care, leading to a relatively low-severity case mix among patients. The most frequent reasons for

7 Kosovo Technical Background Paper Social Sectors, 7 July 2008 European Commission – World Bank
hospitalization in the five regional hospitals are: respiratory diseases (15 percent), pregnancy and childbirth (11 percent), and circulatory system diseases (10 percent). The Pristina Clinical Center reports the same patterns of diseases as regional hospitals (Statistics Office of Kosovo 2006). Low utilization rates in the public sector point to a significant demand for care by patients in the private sector and in neighbouring countries including FYR Macedonia and Serbia, where they pay cash at the time of service use.

It is important to establish an efficient and accountable Health Insurance Fund financial management process, including accounting, reporting, and auditing. International accounting standards - with a few modifications if necessary - should be applied. An effective strategy and capacity building in financial management should be high priorities from the beginning of the implementation phase. The Office of Auditor General needs to develop a plan and the capacity to provide a reliable auditing system for the Health Insurance Fund.

FINANCIAL RESOURCES

Resources should be available according to:
- KOSOVO CONSOLIDATED BUDGET 2009
- MTEF 2009-2011, Paragraph 4.5.2 Health Sector

### Financing of projects included in MTEF, in millions of euro

<table>
<thead>
<tr>
<th>Description</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>Total 2009-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renovation of Pediatrics Building - Prishtina</td>
<td>0.4</td>
<td>0.0</td>
<td>0.0</td>
<td>0.4</td>
</tr>
<tr>
<td>Medical equipments and installation of central system for medical gases</td>
<td>0.3</td>
<td>0.0</td>
<td>0.0</td>
<td>0.3</td>
</tr>
<tr>
<td>Renovation of Health institutions</td>
<td>2.2</td>
<td>0.5</td>
<td>0.3</td>
<td>3.0</td>
</tr>
<tr>
<td>Medical equipments for health institutions</td>
<td>5.8</td>
<td>3.2</td>
<td>2.6</td>
<td>11.6</td>
</tr>
<tr>
<td>Infrastructure of health institutions</td>
<td>3.1</td>
<td>2.3</td>
<td>1.2</td>
<td>6.6</td>
</tr>
<tr>
<td>Constructions</td>
<td>0.0</td>
<td>4.4</td>
<td>7.7</td>
<td>12.1</td>
</tr>
<tr>
<td>HIS</td>
<td>0.0</td>
<td>1.8</td>
<td>1.0</td>
<td>2.8</td>
</tr>
<tr>
<td>Other projects</td>
<td>0.0</td>
<td>0.9</td>
<td>1.0</td>
<td>1.9</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>11.7</td>
<td>13.2</td>
<td>13.8</td>
<td>38.7</td>
</tr>
</tbody>
</table>

OBJECTIVES AND ACTIVITIES

As a starting point it has been underlined that in general medicines/drugs for persons with disabilities are the same used for all. A person with disabilities is not a sick person affected by a disease unless he/she becomes ill for any kind of sickness. Besides there are disabilities that need special pharmaceutical treatments/supplies/devices.

As it is possible to appreciate from the matrix of health the main objectives taken into account, in order to give a good chance to persons with disabilities to enter the best health services, after having had a large participation of interesting discussion, have been as follows:

1. **Comprehensive free medical care for all persons with disabilities**
   - Activity 1.1.a Defining the essential list of medicines for persons with disabilities.
   - Activity 1.1.b Costing necessary essential medicines for persons with disabilities.
   - Activity 1.1.c Implementation of the list of drugs and medical supplies for persons with disabilities within available resources.
Activity 1.2.a Definition of additional health services for persons with disabilities to be included in the basic package of care (from early diagnostic to rehabilitation)
Activity 1.2.b Costing additional health services for persons with disabilities to be included in the basic package of care (from early diagnostic to rehabilitation)
Activity 1.2.c Implementation of additional health services for persons with disabilities to be included in the basic package of care (from early diagnostic to rehabilitation) within available resources

Activity 1.3.a Definition of assistive devices for persons with disabilities
Activity 1.3.b Costing of assistive devices for persons with disabilities
Activity 1.3.c Provision of assistive devices for persons with disabilities within resources available

Activity 1.4 Provide services at home for those persons with no mobility

Activity 1.5.a Define and cost the project for spinal surgery within the Orthopaedic Clinic at the Prishtina University Hospital
Activity 1.5.b Establish a unit within the Orthopaedic Clinic at the Prishtina University Hospital, within available resources for capital investments

2. Defining a national program on professional approach of the health care providers towards persons with disabilities according to international human rights standards
Activity 2.1 Defining standards on professional approach of the health care providers towards persons with disabilities
Activity 2.2 Additional training on the different needs of persons with disabilities
Activity 2.3 Review and amend accordingly the legal framework about the involuntary hospitalization of persons with mental disability in compliance with internationally recognized standards

3. Improve accessibility to health infrastructure
Activity 3.1 Identification of the lacks of access
Activity 3.2 Planning accessibility to premises in health care infrastructures according to the identified lacks
Activity 3.3 Accessibility to premises in health care infrastructures according to the identified lacks, within available resources for capital investments

4. Improve rehabilitation services for persons with disabilities
Activity 4.1 Creating a strategy and legislative mechanism to approve and implement the Community Based Services, rehabilitation in particular
Activity 4.2 Promoting procedures of licensing of health service providers
Activity 4.3 Deinstitutionalization and review of the existing strategy on mental health and adjustment according to international human rights standards of persons with mental disabilities in Shtime institutions
Activity 4.4 Promoting the use of International Classification of Functioning (ICF)
Activity 4.5 Increase the co-operation among stakeholders

5. Ensure the availability of a sign language interpreter on the health system at a national and local level
Activity 5.1 Establish a network of services between the Association of the sign language interpreters and the Public Health System
Activity 5.2 Professional training of interpreters of sign language in the health sector

---

8 See also ACCESSIBILITY Section
Depending on the objective and on the subsequent activities several performance indicators have been recognized. To guarantee a list of essential drugs and medical supplies for persons with disabilities is important at first to be sure that the list has been edited monitored by the General Practitioners, the specialized doctors, the NGOs coalition, define the tender for drugs and medical supplies and control that the devices are provided.

When a national training programme is needed it is basic to check that it has been drafted and approved. It has also been emphasized that the sheltered (in hospital) procedures are de iure and de facto in compliance with international standards.

During acting the monitoring the subsequent recommendations have to be reported in an annual statement for the relevant stakeholder to be discussed.

It is believed important the creation of procedures of licensing and accreditation of service providers, in order to have a main support from expert sectors, as advisors, to the governmental severalbranches.
### HEALTH

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Comprehensive free medical care for all persons with disabilities</td>
<td>1.1.a Defining the essential list of medicines the necessary essential medicines for persons with disabilities</td>
<td>MoH (HR Unit), Kosovo Agency for Medicine, Pharmaceutical Dept., Health Care Commission Agency, NGOs and DPOs</td>
<td>Essential drug list includes medicines for persons with disabilities</td>
<td>2009</td>
<td>Low cost activity KCB 2009 (Drug budget line) MTEF (Goal I.3, III.1.b)</td>
</tr>
<tr>
<td></td>
<td>1.1.b Costing necessary essential medicines for persons with disabilities.</td>
<td>MoH (HR Unit), Kosovo Agency for Medicine, Pharmaceutical Dept., Health Care Commission Agency, NGOs and DPOs</td>
<td>Costs are defined</td>
<td>2010</td>
<td>Low cost activity MTEF 1.1.a + 1.1.b = 5.000 Euro</td>
</tr>
<tr>
<td></td>
<td>1.1.c Implementation of the list of drugs and medical supplies for persons with disabilities within available resources.</td>
<td>MoH (HR Unit), Kosovo Agency for Medicine, Pharmaceutical Dept., Health Care Commission Agency, NGOs and DPOs</td>
<td>Persons with disabilities receive drugs from the list</td>
<td>2011</td>
<td>MTEF 1.5 million Euro</td>
</tr>
<tr>
<td></td>
<td>1.2.a Definition of additional health services for persons with disabilities to be included in the basic package of care (from early diagnostic to rehabilitation)</td>
<td>MoH (HR Unit), Pristina Hospital (Unit for physical rehabilitation), NGOs and DPOs</td>
<td>Number of health services included in basic package for persons with disabilities</td>
<td>2009</td>
<td>Low cost activity KCB -MTEF (Goal I.3, III.1.b) 1.2.a + 1.2.b = 5.000 Euro**</td>
</tr>
<tr>
<td></td>
<td>1.2.b Costing additional health services for persons with disabilities to be included in the basic package of care (from early diagnostic to rehabilitation)</td>
<td>MoH (HR Unit), Pristina Hospital (Unit for physical rehabilitation), NGOs and DPOs</td>
<td>Costs are defined</td>
<td>2010</td>
<td>Low cost activity MTEF (Goal I.3, III.1.b) 1.2.a + 1.2.b = 5.000 Euro**</td>
</tr>
</tbody>
</table>
# National Disability Action Plan for the Republic of Kosovo

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>...Obj. 1 follows</td>
<td>1.2.c Implementation of additional health services for persons with disabilities to be included in the basic package of care (from early diagnostic to rehabilitation) within available resources</td>
<td>MoH (HR Unit), Pristina Hospital (Unit for physical rehabilitation), NGOs and DPOs</td>
<td>Devices are provided</td>
<td>2011</td>
<td>MTEF Cost to be defined(^9)</td>
</tr>
<tr>
<td>1.3.a Definition of assistive devices for persons with disabilities</td>
<td>MoH (HR Unit), MLSW, Kosovo Agency for Medicine, Pharmaceutical Dept., NGOs and DPOs</td>
<td>Assistive devices list is established</td>
<td>2009</td>
<td></td>
<td>Low cost activity KCB- MTEF (Goal I.2.b)</td>
</tr>
<tr>
<td>1.3.b Costing of assistive devices for persons with disabilities</td>
<td>MoH (HR Unit), MLSW, Kosovo Agency for Medicine, Pharmaceutical Dept., NGOs and DPOs</td>
<td>Costs are defined</td>
<td>2010</td>
<td></td>
<td>Low cost activity MTEF (Goal 1.2.b) 1.3.a + 1.3.b = 5.000 Euro **</td>
</tr>
<tr>
<td>1.3.c Provision of assistive devices for persons with disabilities within resources available</td>
<td>MoH (HR Unit), MLSW, Kosovo Agency for Medicine, Pharmaceutical Dept., NGOs and DPOs</td>
<td>Number of assistive devices provided</td>
<td>2011</td>
<td>MTEF 500.000 Euro</td>
<td></td>
</tr>
<tr>
<td>1.4 Provide services at home for those persons with no mobility</td>
<td>MoH (HR Unit), Institute of Public Health, Private Licensed Health Providers, NGOs and DPOs</td>
<td>Number of health services for persons with disabilities with no mobility provided</td>
<td>2009</td>
<td>KCB-MTEF (Goal 1.2.b) 100.000 Euro</td>
<td></td>
</tr>
<tr>
<td>1.5.a Define and cost the project for spinal surgery within the Orthopedic Clinic at the Prishtina University Hospital</td>
<td>MoH (HR Unit), Budget and Finances Dept., Health Services Dept., Clinical University Center</td>
<td>Project submitted within budget process 2010</td>
<td>2009</td>
<td>Low cost activity KCB-MTEF (Goal 1.1.a) 5.000 Euro **</td>
<td></td>
</tr>
<tr>
<td>1.5.b Establish a unit within the Orthopedic Clinic at the Prishtina University Hospital, within available resources for capital investments</td>
<td>MoH (HR Unit), Dept. of Budget and Finances, Dept. Of Health Services, Clinical University Center NGOs and DPOs</td>
<td>Functional spinal unit</td>
<td>2011</td>
<td>MTEF 25.000 Euro</td>
<td></td>
</tr>
</tbody>
</table>

\(^9\)1.2.c: The Plan does not include the cost of the additional health care services, that has to be defined
<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Defining a national program on professional approach of the health care providers towards persons with disabilities according to international human rights standards</td>
<td>2.1 Defining standards on professional approach of the health care providers towards persons with disabilities</td>
<td>MoH (HR Unit), Division of Quality of Care, MEST, NGOs and DPOs</td>
<td>Service Chart launched</td>
<td>2010</td>
<td>Low cost activity MTEF (Goal I.5) 4.000 Euro **</td>
</tr>
<tr>
<td>2.2 Additional training on the different needs of persons with disabilities</td>
<td>MoH (HR Unit), Division of Quality of Care, MEST, NGOs and DPOs</td>
<td>Training courses conducted</td>
<td>2010</td>
<td>MTEF (Goal I.5) 10.000 Euro **</td>
<td></td>
</tr>
<tr>
<td>2.3 Review and amend accordingly the legal framework about the involuntary hospitalization of persons with mental disability in compliance with internationally recognized standards</td>
<td>MoH (HR Unit), OPM Assembly</td>
<td>Hospitalisation procedures are de iure and de facto in compliance with international standards</td>
<td>2009</td>
<td>Low cost activity KCB-MTEF 5.000 Euro **</td>
<td></td>
</tr>
<tr>
<td>3. Improve accessibility to health infrastructure (see also Accessibility section)</td>
<td>3.1 Identification of the lacks of access</td>
<td>MoH (HR Unit), Health Services Dept., MESP, NGOs and DPOs</td>
<td>List of lacks identified</td>
<td>2009</td>
<td>Low cost activity KCB-MTEF (Goal IV.1b) No cost</td>
</tr>
<tr>
<td>3.2 Planning accessibility to premises in health care infrastructures according to the identified lacks</td>
<td>MoH (HR Unit), MESP, NGOs and DPOs</td>
<td>Projects on accessibility in health care structures drafted</td>
<td>2010</td>
<td>MTEF (Goal IV.1.b) 45.000 Euro</td>
<td></td>
</tr>
<tr>
<td>3.3 Accessibility to premises in health care infrastructures according to the identified lacks, within available resources for capital investments</td>
<td>MoH (HR Unit), MESP, NGOs and DPOs</td>
<td>Number of accesses provided</td>
<td>2011</td>
<td>MTEF 100.000 Euro</td>
<td></td>
</tr>
<tr>
<td>Objectives</td>
<td>Activities</td>
<td>Actors</td>
<td>Indicators</td>
<td>Timeline</td>
<td>Resources</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
<td>----------</td>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>4. Improve rehabilitation services for persons with disabilities</td>
<td>4.1 Creating a strategy and legislative mechanism to approve and implement the Community Based Services, rehabilitation in particular</td>
<td>MoH (HR Unit), MLSW, MEST, OPM Assembly NGOs and DPOs</td>
<td>Draft of the strategy and act</td>
<td>2009</td>
<td>KCB-MTEF (Goal I.5) 15.000 Euro **</td>
</tr>
<tr>
<td></td>
<td>4.2 Promoting procedures of licensing of health service providers</td>
<td>MoH (HR Unit), MLSW NGOs and DPOs</td>
<td>Number of procedures created of licensing and accreditation of services providers</td>
<td>continuously</td>
<td>Low cost activity MTEF (Goal I.5) No cost</td>
</tr>
<tr>
<td></td>
<td>4.3 Deinstitutionalization and review of the existing strategy on mental health and adjustment according to international human rights standards of persons with mental disabilities in Shtime institutions</td>
<td>MoH (HR Unit), MLSW, OPM Assembly, NGOs and DPOs</td>
<td>Deinstitutionalization in Shtime Integration Center</td>
<td>2010</td>
<td>MTEF 15.000 Euro</td>
</tr>
<tr>
<td></td>
<td>4.4 Promoting the use of International Classification of Functioning (ICF)</td>
<td>4.4 MoH (HR Unit), Doctors’ Society, NGOs and DPOs</td>
<td>Seminars conducted</td>
<td>2011</td>
<td>MTEF (Goal I.5) 20.000 Euro **</td>
</tr>
<tr>
<td></td>
<td>4.5 Increase the co-operation among stakeholders</td>
<td>MoH (HR Unit), Doctors’ Society, NGOs and DPOs</td>
<td>Meetings and seminars conducted</td>
<td>2009</td>
<td>Low cost activity KCB-MTEF 3.000 Euro</td>
</tr>
<tr>
<td>5. Ensure the availability of a sign language interpreter on the health system at a national and local level</td>
<td>5.1 Establish a network of services between the Association of the sign language interpreters and the Public Health System</td>
<td>MoH (HR Unit), Health Services Dept., NGOs and DPOs</td>
<td>Provided the sign language interpreters referred to the health services</td>
<td>2010</td>
<td>MTEF (Goal I.5) 100.000 Euro</td>
</tr>
<tr>
<td></td>
<td>5.2 Professional training of interpreters of sign language in the health sector</td>
<td>MoH (HR Unit), NGOs and DPOs</td>
<td>Sufficient number of sign interpreters trained</td>
<td>2009</td>
<td>MTEF (Goal I.5) 10.000 Euro</td>
</tr>
</tbody>
</table>

** Technical assistance required

**Acronyms**

MoH Ministry of Health
MLSW Ministry of Labor and Social Welfare
MEST Ministry of Education, Science and Technology
MESF Ministry of Environment and Spatial Planning
OPM Office of the Prime Minister
HR Unit Human Rights Unit
NGOs Non Governmental Organizations
DPOs Organizations of persons with disabilities
ICF International Classification of Functioning, Health and Disability
MTEF Medium Term Expenditure Framework 2009-2011
KCB Kosovo Consolidated Budget
6.3 EDUCATION

POLITICAL AND LEGISLATIVE BACKGROUND

The Anti-Discrimination Law 2004/3, in Article 1, affirms: “The purpose of this Law is prevention and combating discrimination, promotion of effective equality and putting into effect the principle of equal treatment of the citizens of the Republic of Kosovo under the rule of Law” 10. So, in the educational field, it aims at building a model of education accessible to all.

In accordance with this goal, the right of all children to an education is clearly prescribed in the Law regarding pre-school and mandatory education, that of levels 1 and 2 (Law nr. 02/L-52).

Article 6 of the Preschool Law states that: “Pre-school education is the right for all children including those with special needs which will be carried out in compliance with this Law and sub legal acts. In accordance with this Law, children with special needs include children with mental impairment, blind, visual impairment, children with motorized impairment, and emotional and behavior difficulties, children with combined impairments, or other children at risk of being in an unfavorable education position, in need of separate instruction with added professional assistance, or special programs.”

Moreover, Article 10 - dedicated to the school’s “plan and program” – specifies that the annual education program concerning education, health and social protection is to be carried out by mutual agreement with the parents of the children.

As pre-school is not mandatory, the payment of a fee is required either from the Municipality or the family, and the same Law sets down criteria for dealing with the situation of families that have difficulty in paying the fee by providing subsidies to the Municipality, which decides on the fees, costs and the assistance allowed.

Regarding mandatory elementary school, the reference is Law 2002/2: “On primary and secondary Education” enacted in Kosovo on October 31, 2002, UNMIK/REG/2002/19. Its section 3 Article 1 “The Right to Education” affirms the need for a mandatory education system with elementary and secondary schools that must be accessible to all. It goes on to affirm that no child should be denied the right to an education.

Chapter 7 of the Law on Mandatory Schooling is dedicated to special education. There are currently seven special schools in certain municipalities. In addition to these schools, there are classes, attended only by children with disabilities, located in ordinary schools that are called “attached classes”. Chapter 7 also contains provisions regarding collaboration with the municipalities on the consultation of experts in the health sector.

Integration processes are currently underway; it is hoped that their experience will lead to good inclusive practices being included in future Laws.

---

10 The Anti – Discrimination Law, no. 2004/3 Assembly of Kosovo
11 Suggestion: This indication relative to some types of disabilities, though very broad, can be misinterpreted when the problems of children are not evident, or have not been diagnosed, or emerge during school. In the future, the possibility of access to school for all children could be indicated, in any situation and health condition or requirement.
12 “Law on Preschool Education”, art 10.4 “Plan and Program”
13 “Law on Preschool Education”, art. 24, Determination of paid tariffs by parents”. A connection with the Ministry of Welfare and Health is advisable, particularly for children with special health needs.
14 Ibid, paragraph 39
15 Section 38, “content of tuition:38.1 “Individual education plans shall be prepared for pupils receiving special education. Such plans shall specify educational objectives and content and indicate how tuition is to be carried out.” 38.2 “each semester, the class teacher shall prepare a written summary of the tuition received by a pupil undertaking special education and assessment of the pupil’s development. The Director shall send this summary and assessment and his or her own observations thereon to the parent(s) of the pupil.”
It is necessary to underline another aspect of the actual educational system in Kosovo: as reported in the document “Strategy and Action Plan on Human Rights of the Republic of Kosovo 2009-2011” published on January 2009 by the Office of Good Governance, “A major challenge of the educational system in Kosovo, from the point of view of human rights, is doubtlessly the existence of two separate education systems, the one under the administration and financing of the Government of Kosovo and the other Serb parallel system.”.  

**DATA**

There is only a collection of administrative data regarding education which is not subject to statistical preparation. There are 7 special schools in operation in Kosovo, located in different neighborhoods (see Annex 1 for a detailed description of the Special Schools).

In addition to the Special Schools, there are also the so called “attached special classes” reserved solely for pupils with special needs and which are positioned inside regular schools, in the same building. These should not be mixed up with classes defined as “parallel” that are simply several sections in the same class. There are also “combined classes” (groups of children who attend different classes from grade I-IX) but there is no exact number (See Annex 2 for details on attached special classes).

Since 2002/2003, secondary schools have been organized into lower-level general education for students aged 15 to 19 and upper-level education for 19- to 24-year-old students (level 1 studies). Few disabled students go to the ordinary schools full-time, but the exact number is unknown.

**FINANCIAL RESOURCES**

Resources broken down in the Medium-Term Expenditure Framework (MTEF) relating to the Education sector are indicated below with reference to the public budget and interventions financed by private donors.

<table>
<thead>
<tr>
<th>Description</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>Total 2009-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction of new school space (for operating in mostly two shifts)</td>
<td>18.3</td>
<td>18.3</td>
<td>14.5</td>
<td>51.2</td>
</tr>
<tr>
<td>Reparation and improvement of existing education infrastructure</td>
<td>3.6</td>
<td>5.1</td>
<td>6.1</td>
<td>14.8</td>
</tr>
<tr>
<td>Establishment and supply of computer centers with proper equipment</td>
<td>2.2</td>
<td>2.2</td>
<td>2.2</td>
<td>6.5</td>
</tr>
</tbody>
</table>

---


17 “Kosovo Education Statistics 2007/2008” edited by Ministry of Education, Science and Technology and Education Management Information System, Pristina, February 2008. “Kosovo Education Statistics”, is an annual publication issued by the unit of EMIS/MEST that presents briefly statistical data at the school, municipal, regional level. “All the data and indicators issued in this publication are comparable with the data and indicators of other countries according to the International Standards for Classification of Education (ISCED-97)” approved by comprehensive conference of UNESCO (from preface, pg 3).

18 From Medium Term Expenditure Framework 2009-2011 (MTEF)
Equipping of education facilities with laboratories and other lab equipment  
Distribution of free schoolbooks for primary level and poor families  
IT equipment  
Modernization of library network  
Construction of new university buildings and reactivation of existing ones  
Establishment of distance learning systems and creating computer centers  
Total

Projects for donor financing (1), in millions of euros

<table>
<thead>
<tr>
<th>Description</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction of new school space (for operating in mostly two shifts)</td>
<td>1.0</td>
</tr>
<tr>
<td>Reparation and improvement of existing education infrastructure</td>
<td>1.0</td>
</tr>
<tr>
<td>Construction of new university buildings and reactivation of existing ones</td>
<td>1.0</td>
</tr>
<tr>
<td>Total</td>
<td>3.0</td>
</tr>
</tbody>
</table>

Projects for donor and other sources of financing (2), in millions of euro

<table>
<thead>
<tr>
<th>Description</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>Total 2009-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction of new school space (for operating in mostly two shifts)</td>
<td>2.6</td>
<td>2.0</td>
<td>1.5</td>
<td>6.1</td>
</tr>
<tr>
<td>Reparation and improvement of existing education infrastructure equipment</td>
<td>1.3</td>
<td>0.9</td>
<td>0.8</td>
<td>3.0</td>
</tr>
<tr>
<td>Construction of university buildings</td>
<td>0.2</td>
<td>0.4</td>
<td>0.3</td>
<td>0.8</td>
</tr>
<tr>
<td>IT equipment</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>Modernization of library network</td>
<td>0.0</td>
<td>0.4</td>
<td>0.5</td>
<td>0.9</td>
</tr>
<tr>
<td>Construction of new university buildings and reactivation of existing ones plus creating centers with computers</td>
<td>0.1</td>
<td>0.3</td>
<td>0.1</td>
<td>0.5</td>
</tr>
<tr>
<td>Total</td>
<td>4.7</td>
<td>4.7</td>
<td>4.7</td>
<td>14.2</td>
</tr>
</tbody>
</table>

OBJECTIVES AND ACTIVITIES

Work done within the framework of the “Education” work group has made it possible to discern 5 main objectives that are indispensable for promoting real reform in the inclusive educational system of Kosovo in accordance with Article 24 of the “UN Convention”. The cooperative strategy was agreed upon when the Thematic Working Group (TWG) began, and after consultation at the municipal level which occurred in January 2009, the TWG group has extended its actions from 3 of the first draft, to the last 5 of the final draft. Confirming what was established before, the TWG has recognized two other related objectives and actions and thus, objectives 3 and 5 were added to the matrix. First, specific attention is given to prescholar education across all the objectives, to improve early education for children with disabilities.
Second, it was important to define the role of municipalities in order to realize inclusive projects in the communities, not only to improve access to school, but also to connect people working together at institutional, educational and social level.

All these objectives have already been allocated funding in a provision within the framework of the MTEF\textsuperscript{19}.

The main objectives regarding education are:

1. Creating equal opportunities for persons with disabilities in the educational system
2. Implementing legislation in the educational field for persons with disabilities
3. Ensuring an inclusive education system in preschool institutions.
4. Professional development programs about inclusive education for teachers and people involved in educational system
5. Improving competences on disability at the municipal level

1. Creating equal opportunities for persons with disabilities in the educational system

\textbf{Activity 1.1 Gradually converting special schools and attached classes into resource centers.} Prior to 1999 children with disabilities were accommodated in a small number of special schools, or were unable to attend school. The objective of creating opportunities for inclusion, starts from real possibilities to gradually creating a new system. All the expertise of old special schools could be helpful to build the new way of inclusion in the mainstream education system. So the activity is “to convert” special schools into resource centers, because it will require old and new expertise to accommodate the needs of persons with disabilities. The awareness of this perspective is well known by institutional representatives, association of parents, associations of persons with disabilities in Kosovo, and was expressed in the education TWG.

\textbf{Activity 1.2 Providing assistive devices, educational materials, sign language interpreters through resource centers} Making school institutions accessible to disabled students is a primary condition for the implementation of inclusive educational courses. Appropriate measures must however be determined to guarantee full participation of disabled students in regular courses by means of appropriate methods, forms and improved and alternative communication systems, appropriate technical and educational material for persons with disabilities. The “social model” of disability argues that the reason for a disabled person’s inability to enjoy equal participation in school is not that individual’s medical condition or impairment, but rather the inability of society to cope with their different living needs.

\textbf{Activity 1.3 Eliminating obstacles in existing educational buildings} Providing equality of opportunity means schools without “architectonical” barriers, in order to achieve the main objective it will be necessary to modify, as well as possible, the existing educational buildings, according to the international standards of accessibility.

\textbf{Activity 1.4 Building new schools and new preschool institutions according to international standards of accessibility.} In the MTEF there is the provision of additional physical space, like “construction of school space, in order for all schools to operate in only two shifts by the end of 2011”\textsuperscript{20}. In fact there is,

\textsuperscript{19} From MTEF
\textsuperscript{20} From MTEF
actually a lack of educational buildings. Taking account the needs of children with disabilities, it will be necessary to plan new constructions according to international standards of accessibility.

**Activity 1.5 Ensuring traveling teachers for children with disabilities living in disadvantaged areas, because of long distance, inaccessible spots, severe disabilities**
Taking account of the social problems of communities in rural and remote areas, the possibility of having a “traveling teacher” to bring education to all children with disabilities where they are living, was discussed. It would be also a good strategy to identify and support unknown children with disabilities who are not registered and their families.

2. **Implementing legislation in the educational field for persons with disabilities**

**Activity 2.1 Approving the Law on an inclusive educational system**
Promoting a bill that will implement inclusive practices to guide school institutions at the central and local level. After that, it will be necessary to have instruments to ensure the understanding, the awareness of the Law in order to realize it in ordinary life. The actions agreed upon must be concrete and able to reach everyone, families, persons with disabilities, teachers and all people involved in social life. They will be “low cost activities” but with a large distribution of high knowledge and concrete suggestions to realize an inclusive community.

**Activity 2.2 Draft of legislation on sign language**
To make accessible the reform of the Law for all persons with disability it would be necessary to have documents translated into sign language, to guarantee participation to deaf people. It would be also useful to promote meetings and debates to involve everyone in the inclusive social process also at the municipal level.

**Activity 2.3 Publishing a guide on inclusive education**
There is a need to tie the education sector to the system of social services for persons with disabilities (e.g., transportation, supply of specific educational materials and assistance) to studying all the connected aspects (legislative, administrative, social and cultural attitudes). A guide would be helpful for all people to know what and how many possibilities are adapted to improve and guaranteeing inclusive education, from the legal, administrative and social point of view.

**Activity 2.4 Publishing a manual/guide to elaborate IEP**
The importance of the Individualized Education Plan (IEP) as a useful instrument for developing the personality, talent and creativity, as well as the physical and mental skills, of persons with disabilities to their maximum potential, is well known. It will be characterized by some general objectives, common to every child, and some specific objects, that are selected by teachers, according to parents opinions, to promote individual education. Taking account of the difficulties of the child, it will be necessary to plan a program of activities to teach, to educate, to help the child with its disability in the best way. A manual/guide to elaborate the IEP would be a good pedagogical instrument for teachers, parents and social operators, to develop a common language, to exchange experiences and to bring everyone up-to date.

3. **Ensuring inclusive education system in preschool institutions**

**Activity 3.1 Publishing manuals and guides on disabilities and infantile development**
By improving knowledge about the relationship between infantile development and disability, it would be possible to reduce the hard impact of disability on the life of each child and its family. Moreover it would be possible to decrease the negative consequences of underestimating disability in chilhood. Publishing manuals and guides on disabilities and infantile development is
important to improving knowledge about infantile development and to single out the needs and abilities of every child involved in the education process. From a pedagogical point of view, that means finding teachers able to detect not only difficulties, but also the abilities of the pupil, abilities that through education could become capacities.

**Activity 3.2 Guaranteeing supporting services for preschool inclusive educational institutions**

There are experiences of different kinds of supporting services in Kosovo, thanks to the collaboration of NGOs, DPOs and parents’ associations. These activities started in recent years must continue with the direction of Municipalities that have to ensure in the future, educational and psychological counselling services and to employ experts to assess the needs of pupils with disabilities and to provide guidance on the adaption of their tuition.

**Activity 3.3 Establishing a relationship between CBC (Community Based Centers) and preschool institutions.**

This activity is very important for creating a community inclusive system between a lot of actors (preschool institutions, CBC centers, resource centers, municipalities and MED) and orienting them all to take care of early education, connecting them all to the objectives and strategies for promoting effective education. The experience of CBC, promoted in a large part of Kosovo, is a necessary resource to find out and provide every kind of aid for persons with disabilities. Also, at the community level, it is important to create a network of strict communication between teachers, parents and persons with disabilities in order to reach every one, as community based rehabilitation depends on the ability to move. Raising awareness of the benefits of community based rehabilitation, is a key priority. The construction of an integrated network of social services can also foster the efficiency of an intervention in education.

**Activity 3.4 Implementing the Educational Individual Program (EIP) for all persons with disabilities**

The EIP represents the educational way to make concrete the idea of full inclusion of pupils with disabilities in the educational system and in social life. It is a program (choice of ideas, actions) intentionally directed to improving education for every child taking into account his/her overall needs, rights and developmental resources. It is important also because it is shared by parents, teachers and all the social actors of the inclusive social system. The action of “connecting people” of the community around the same table of the EIP of a child is the best way to discover obstacles and resources to approaching his problems as soon as possible.

**Activity 3.5 Increasing the number of children with disabilities who attend preschool institutions**

The number of children attending preschool institutions is unknown, but it is possible to deduce, taking into account the number of pupils at the primary education level, that a lot of children are waiting for prescholar education. Infantile education is a priority in the inclusion strategy, so increasing the number of children involved in preschool education will be a concrete sign of a good quality of life for them and for their families.

4 **Professional development programs on inclusive education for teachers and people involved in educational system**

**Activity 4.1 Developing training programs for teachers at all levels of education**

The training of teachers should be a requirement through new inclusive training and education courses. This should apply to new teachers and for teachers who already have experience in the required attendance public school system, but who have not been trained on topics pertaining to...
disabilities and specialized education. Training could be both theoretical and practical, and could evaluate the experience of teachers who from time to time are in charge of students with disabilities, to promote an exchange of experiences and the dissemination of materials and good practices.

**Activity 4.2 Developing training programs for teachers, assistants, volunteers, educators, parents and personnel of NGO’s at all levels of education**

To improve an inclusive system it is necessary also to increase the awareness and knowledge of all people working side by side with people with disabilities. It is necessary to have more professional and human capacity for all people involved with persons with disabilities. More knowledge for all, will be more inclusion for all.

5. **Improving competences on disability at municipal level**

In the near future, from the administrative point of view, a lot of competences regarding social services and the education system are related to the new organization of Municipalities. In accordance with the important process of decentralization, all competences formally connected to a municipal dimension, have to be clarified and ensured. So it is necessary to have a new municipal guide to realize inclusion.

To realize this objective, three activities have been agreed upon:

**Activity 5.1 Employing an officer/expert in inclusive education in each Municipality**

Employing an officer/expert in inclusive education in each Municipality, will encourage networking between all the actors of the inclusive model, and ensure the best competences at every local level. The competences of this kind of expert have to be specified at the municipal level.

**Activity 5.2 Publishing and spreading a practical guide on the inclusive educational system and municipality competences**

As indicated in the Decentralization Law, a large part of administrative actions about education will be the mission of the municipality. So the ”translation” of decentralization principles at the local level has to be clarified and shared with the community administrative system.

**Activity 5.3 Training Municipality officials**

Last but not least, training Municipality officials is useful to improve the large diffusion of competences to promote and monitor the process of inclusion for all pupils with disabilities.
ANNEXES

Annex 1 – Data on Special Schools in Kosovo

Special Schools in Kosovo

<table>
<thead>
<tr>
<th>Number</th>
<th>Municipality / District</th>
<th>Number of children</th>
<th>Boys</th>
<th>Girls</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mitrovica</td>
<td></td>
<td>41</td>
<td>20</td>
<td>61</td>
</tr>
<tr>
<td>2</td>
<td>Mitrovica(^{21})</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Peja</td>
<td></td>
<td>34</td>
<td>21</td>
<td>55</td>
</tr>
<tr>
<td>4</td>
<td>Prishtina</td>
<td></td>
<td>54</td>
<td>46</td>
<td>100</td>
</tr>
<tr>
<td>5</td>
<td>Prizren</td>
<td></td>
<td>68</td>
<td>29</td>
<td>97</td>
</tr>
<tr>
<td>6</td>
<td>Prizren</td>
<td></td>
<td>50</td>
<td>16</td>
<td>66</td>
</tr>
<tr>
<td>7</td>
<td>Shtime</td>
<td></td>
<td>2</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>249</td>
<td>135</td>
<td>384</td>
</tr>
</tbody>
</table>

The types of disabilities indicated\(^{22}\) are:

<table>
<thead>
<tr>
<th>Type of disability</th>
<th>Boys</th>
<th>Girls</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intellectual</td>
<td>78</td>
<td>36</td>
<td>114</td>
</tr>
<tr>
<td>Hearing</td>
<td>57</td>
<td>25</td>
<td>82</td>
</tr>
<tr>
<td>Seeing</td>
<td>34</td>
<td>21</td>
<td>55</td>
</tr>
<tr>
<td>Physical</td>
<td>4</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Multiple</td>
<td>76</td>
<td>53</td>
<td>129</td>
</tr>
<tr>
<td>Total</td>
<td>249</td>
<td>134</td>
<td>384</td>
</tr>
</tbody>
</table>

Teachers and educators:

<table>
<thead>
<tr>
<th>Municipality / District</th>
<th>Teachers/educators</th>
<th>M</th>
<th>F</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Mitrovica</td>
<td></td>
<td>4</td>
<td>10</td>
<td>14</td>
</tr>
<tr>
<td>2 Mitrovica(^{21})</td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3 Peja</td>
<td></td>
<td>4</td>
<td>14</td>
<td>23</td>
</tr>
<tr>
<td>4 Prishtina</td>
<td></td>
<td>0</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>5 Prizren</td>
<td></td>
<td>9</td>
<td>22</td>
<td>31</td>
</tr>
<tr>
<td>6 Prizren</td>
<td></td>
<td>1</td>
<td>16</td>
<td>17</td>
</tr>
<tr>
<td>7 Shtime</td>
<td></td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>24</td>
<td>76</td>
<td>100</td>
</tr>
</tbody>
</table>

Nursing staff:

<table>
<thead>
<tr>
<th>Municipality / District</th>
<th>Nurses</th>
<th>M</th>
<th>F</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Mitrovica</td>
<td></td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>2 Mitrovica(^{21})</td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3 Peja</td>
<td></td>
<td>3</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>4 Prishtina</td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5 Prizren</td>
<td></td>
<td>2</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>6 Prizren</td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>7 Shtime</td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>7</td>
<td>11</td>
<td>18</td>
</tr>
</tbody>
</table>

\(^{21}\) No data were inserted with respect to this school.

\(^{22}\) Types of disabilities are indicated without precise descriptors or references to classification standards.
Administrative staff:

<table>
<thead>
<tr>
<th>Municipality/District</th>
<th>Administrative staff</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mitrovica</td>
<td>M</td>
<td>F</td>
<td>Total</td>
<td></td>
</tr>
<tr>
<td>Mitrovica</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Peja</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Prishtina</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Prizren</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Shtime</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>5</td>
<td>5</td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>

Assistants:

<table>
<thead>
<tr>
<th>Municipality/District</th>
<th>Assistants</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mitrovica</td>
<td>4</td>
<td>1</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Mitrovica</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Peja</td>
<td>5</td>
<td>8</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Prishtina</td>
<td>0</td>
<td>13</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Prizren</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Prizren</td>
<td>3</td>
<td>2</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Shtime</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>18</td>
<td>20</td>
<td>38</td>
<td></td>
</tr>
</tbody>
</table>

Schools often provide room/board.

Annex 2 – Data on Attached Special Classes in Kosovo

Number of children according to the classes attended:

<table>
<thead>
<tr>
<th>no</th>
<th>Class</th>
<th>Total</th>
<th>Boys</th>
<th>Girls</th>
<th>% Girls</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Class 1</td>
<td>44</td>
<td>21</td>
<td>23</td>
<td>57.1</td>
</tr>
<tr>
<td>2</td>
<td>Class 2</td>
<td>74</td>
<td>53</td>
<td>21</td>
<td>56.9</td>
</tr>
<tr>
<td>3</td>
<td>Class 3</td>
<td>41</td>
<td>20</td>
<td>21</td>
<td>45.2</td>
</tr>
<tr>
<td>4</td>
<td>Class 4</td>
<td>72</td>
<td>43</td>
<td>29</td>
<td>42.6</td>
</tr>
<tr>
<td>5</td>
<td>Class 5</td>
<td>131</td>
<td>83</td>
<td>48</td>
<td>42.7</td>
</tr>
<tr>
<td>6</td>
<td>Class 6</td>
<td>77</td>
<td>47</td>
<td>30</td>
<td>38.5</td>
</tr>
<tr>
<td>7</td>
<td>Class 7</td>
<td>27</td>
<td>17</td>
<td>10</td>
<td>31.5</td>
</tr>
<tr>
<td>8</td>
<td>Class 8</td>
<td>12</td>
<td>9</td>
<td>3</td>
<td>30.0</td>
</tr>
<tr>
<td>9</td>
<td>Class 9</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>60.0</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>487</td>
<td>300</td>
<td>187</td>
<td>45.9</td>
</tr>
</tbody>
</table>

Number of pupils according to the type of disability

<table>
<thead>
<tr>
<th>Type of disability</th>
<th>Boys</th>
<th>Girls</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intellectual</td>
<td>128</td>
<td>149</td>
<td>277</td>
</tr>
<tr>
<td>Hearing</td>
<td>15</td>
<td>14</td>
<td>29</td>
</tr>
<tr>
<td>Seeing</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Physical</td>
<td>12</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>Multiple</td>
<td>116</td>
<td>65</td>
<td>181</td>
</tr>
<tr>
<td>Total</td>
<td>306</td>
<td>187</td>
<td>493</td>
</tr>
<tr>
<td>Objectives</td>
<td>Activities</td>
<td>Actors</td>
<td>Indicators</td>
</tr>
<tr>
<td>------------</td>
<td>------------</td>
<td>--------</td>
<td>------------</td>
</tr>
<tr>
<td>1. Creating equal opportunities for persons with disabilities in the educational system</td>
<td>1.1 Gradually converting special schools and attached classes into resource centers</td>
<td>MEST, MED, Educational Institutions, NGOs and DPOs</td>
<td>Number of special schools and attached classes annually converted</td>
</tr>
<tr>
<td></td>
<td>1.2 Providing assistive devices, educational materials, sign language interpreters through resource centers</td>
<td>MEST, MED, School Institutions, UP</td>
<td>Number and type of supports annually provided</td>
</tr>
<tr>
<td></td>
<td>1.3 Eliminating obstacles in existing educational buildings.</td>
<td>MEST (Department of Infrastructure), MESP, MED, Educational Institutions, UP</td>
<td>Number of schools and preschools buildings annually made accessible</td>
</tr>
<tr>
<td></td>
<td>1.4 Building new schools and new preschool institutions according to international accessibility standards</td>
<td>MEST (Department of Infrastructure), MESP, MED, Educational Institutions, UP</td>
<td>Percentage of accessible new school and preschool buildings</td>
</tr>
<tr>
<td></td>
<td>1.5 Ensuring traveling teachers for children with disabilities living in disadvantaged areas, because of long distance, inaccessible spots, severe disabilities, etc.</td>
<td>MEST, MED, Educational Institutions, NGOs and DPOs</td>
<td>Number of students annually using traveling teachers</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Number of traveling teaching hours annually ensured per student</td>
</tr>
</tbody>
</table>
## National Disability Action Plan for the Republic of Kosovo

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Implementing legislation in the educational field for persons with disabilities</td>
<td>2.1 Approving the Law on an inclusive educational system</td>
<td>MEST, Educational Institutions, UP, Municipalities, NGOs and DPOs</td>
<td>Draft of the Law</td>
<td>2009</td>
<td>Low cost activity KCB-MTEF 4000 Euro</td>
</tr>
<tr>
<td></td>
<td>2.2 Draft of legislation on sign language</td>
<td>MEST, MED, UP, NGOs and DPOs</td>
<td>Draft of legislation</td>
<td>2010</td>
<td>Low cost activity MTEF 4000 Euro</td>
</tr>
<tr>
<td></td>
<td>2.3 Publishing a guide on inclusive education</td>
<td>MEST, Municipalities, MED, Resource Centers</td>
<td>Numbers of copies printed and distributed</td>
<td>2010</td>
<td>Low cost activity MTEF 5000 Euro</td>
</tr>
<tr>
<td></td>
<td>2.4 Publishing a manual/guide to elaborate IEP</td>
<td>MEST, MED, UP NGOs and DPOs</td>
<td>Manual published</td>
<td>2009</td>
<td>Low cost activity KCB-MTEF 5000 Euro</td>
</tr>
<tr>
<td>3. Ensuring inclusive education system in preschool Institutions</td>
<td>3.1 Publishing manuals and guides on disabilities and infantile development</td>
<td>MEST, MED, Educational Institutions, UP, NGOs and DPOs</td>
<td>Numbers of manuals edited and delivered</td>
<td>2011</td>
<td>MTEF 10.000 Euro</td>
</tr>
<tr>
<td></td>
<td>3.2 Guaranteeing supporting services for preschool inclusive educational institutions</td>
<td>MEST, MED, Educational Institutions, UP, NGOs and DPOs</td>
<td>Numbers and type of services provided</td>
<td>2011</td>
<td>MTEF 150.000 Euro/ 3 years</td>
</tr>
<tr>
<td></td>
<td>3.3 Establishing relationship between CBC (Community Based Centers) and preschool institutions</td>
<td>Preschool Institutions, CBC centers, Resource Centers, Municipalities, MED</td>
<td>Number of agreements realized</td>
<td>2011</td>
<td>Low cost activity MTEF</td>
</tr>
<tr>
<td></td>
<td>3.4 Implementing Educational Individual Program (EIP) for persons with disabilities</td>
<td>Preschool Institutions CBC centers, Resource Centers, Municipalities, MED</td>
<td>Percentage of institution using EIP</td>
<td>2011</td>
<td>MTEF 150.000 Euro</td>
</tr>
<tr>
<td></td>
<td>3.5 Increasing the number of children with disabilities who attend preschool Institutions</td>
<td>MEST, MED Preschool Institutions</td>
<td>Number of children who attend preschool institution annually</td>
<td>2011</td>
<td>MTEF 50.000 Euro</td>
</tr>
</tbody>
</table>
### Objectives

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Professional development programs on inclusive education for teachers and people involved in educational system</td>
<td>4.1 Developing training programs for teachers at all levels of education</td>
<td>UP Faculty of Education - Department for Professional Training, MED, Educational Institutions, IPK, Accreditation Agency</td>
<td>Number of training programs established&lt;br&gt;Numbers of teachers trained</td>
<td>2010</td>
<td>MTEF (Goal III)&lt;br&gt;40.000 Euro/2 years</td>
</tr>
<tr>
<td>4.2 Developing training programs for assistants, volunteers, educators, parents and personnel of NGO’s at all levels of education</td>
<td>4.2 Developing training programs for assistants, volunteers, educators, parents and personnel of NGO’s at all levels of education</td>
<td>UP Faculty of Education, IPK, NGOS and DPOs</td>
<td>Number of training programs established&lt;br&gt;Number of persons trained</td>
<td>2011</td>
<td>MTEF (Goal III)&lt;br&gt;40.000 Euro</td>
</tr>
<tr>
<td>5. Improving competences on disability at municipal level</td>
<td>5.1 Employing an officer/expert in inclusive education in each Municipality</td>
<td>Municipalities, MED</td>
<td>Officers employed</td>
<td>2011</td>
<td>MTEF, Municipal Budget 111.000 Euro/year</td>
</tr>
<tr>
<td>5.2 Publishing and spreading a practical guide on the inclusive educational system and Municipality competences</td>
<td>5.2 Publishing and spreading a practical guide on the inclusive educational system and Municipality competences</td>
<td>MEST, MED, UP, NGOS and DPOs</td>
<td>Guide edited and number of copies spread</td>
<td>2009</td>
<td>KCB 20.000 Euro</td>
</tr>
<tr>
<td>5.3 Training Municipality officials</td>
<td>5.3 Training Municipality officials</td>
<td>MEST, MED, UP, NGOS and DPOs</td>
<td>Number of training sessions realized at municipalities</td>
<td>2010</td>
<td>MTEF 7.000 Euro</td>
</tr>
</tbody>
</table>

### Acronyms

- **MEST**: Ministry of Education, Science and Technology
- **MED**: Municipal Education Department
- **UP**: University of Pristina
- **IPK**: Pedagogical Institute of Kosovo
- **CBC**: Community Based Centers
- **MESP**: Ministry of Environment and Spatial Planning
- **NGOs**: Non Governmental Organizations
- **DPOs**: Organizations of Persons with Disabilities
- **EIP**: Educational Individual Program
6.4 EMPLOYMENT

POLITICAL AND LEGISLATIVE SITUATION

It should be emphasized that recently in Kosovo an act that enables persons with disabilities to be part of the workforce was passed. This is the Law on Vocational Ability, Rehabilitation and Employment of Persons with Disabilities 2009/03/L-019.

Before this, the Laws in force for persons with disabilities were mainly the following two:  
1) Regulation Nr.2003/23 for Pensions of Persons with Disabilities in Kosovo and  
2) Law Nr2003/1 for Schema on Social Help in Kosovo

The Comprehensive Framework for persons with disabilities is involved with these “Sub Law Acts”:  
• Administrative Guide N.9/2004 for Procedures Presentation of Requests for Pensions of Disability  
• Administrative Guide N.13/2004 Administrate Schema Payments of Pensions for Persons with Disabilities  
• Administrative Guide N.15/2004 Law Implementation of Pensions for Persons with Disabilities  
• Administrative Guide N.3/2005 for Procedures and Monitoring and Review of the Rights for Pensions of Disability  
• Administrative Guide N.9/2005 Fulfilment Changes on Procedures of Presentation of Request for Pensions on Disability

DATA

Kosovo today is confronted with challenges with which it must deal. One of these challenges without doubt is unemployment estimated at 43% (state grade). The 1990s, the parallel system on education, the war in the year 98-99 and other factors, have affected the economy and employment. Unemployment affects the majority of people and especially young people after they finish school, as sustainable employment is very difficult.

Another factor that society and institutions are concerned about is the number of unemployed people who are not qualified (from over 335,000 registered as unemployed, 59% of them are not qualified).

With the objective of qualifying, re-qualifying and preparing labour for the labour-market, MLSW in cooperation with international organizations established in all regions of the Republic, centres for professional capability (CPC).

The Working Group has no exact data for all categories of persons with disabilities. This could represent a serious problem for drafting the National Plan. If we refer to official data, currently 1804 persons (according to the statistics of month October 2008) were registered as job seekers. But the reality is not known nor how many there are, what kind of qualifications they have, how many of them are interested to have professional capabilities, in which professions they would be skilled, and is there a need to open other new professions.

Another element is that analysis should be done about protection in work places and working centres. This should bring an uncompromising decision about which are the best possibilities for employment of persons with Disabilities.

Unemployment in the Republic of Kosovo represents one of the key challenges of Kosovo society. Among the characteristics of the labour market in Kosovo, is the estimated high unemployment (around 43%), long term unemployment at 90%, women's unemployment at 47%, that around 59% of the registered unemployed are mainly unqualified, youth unemployment is around 29% for the age group 15-24 years and around 50% for the age group 25-39 years. Also the unemployment of persons with disabilities is high. That is why active policies of employment could increase employment to facilitate the transition to the labour market, to contribute to better harmonization of proposals and requests of labour and to help the reintegration of vulnerable groups such as persons with disability.
FINANCIAL RESOURCES

Resources should be available according to:
- Chapter VII Article 29 of the Law on Vocational Rehabilitation and Employment of People with Disabilities 2009/03/L-019.
- MTEF 2009-2011, paragraph 4.5 Poverty Alleviation and Social Stability, sub-paragraph 4.5.1 Social and Labour market Policies

Social policies (in millions of euros, table taken from the MTEF)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2009-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operative Expenditures</td>
<td>158.7</td>
<td>161.9</td>
<td>165.1</td>
<td>485.7 (14.2%)</td>
</tr>
<tr>
<td>Capital Expenditures</td>
<td>2.3</td>
<td>2.4</td>
<td>2.4</td>
<td>7.0</td>
</tr>
<tr>
<td>Total</td>
<td>161.0</td>
<td>164.3</td>
<td>167.5</td>
<td></td>
</tr>
</tbody>
</table>

Depending on the timetable of Parliament and local authorities it should be reasonable to have the whole situation under control within a couple of years at the latest.

OBJECTIVES AND ACTIVITIES

Among the main inspirations of the work done has been international treaties, such as: the UN Convention on the Rights of the Persons with Disabilities, particularly Article 27, and the ILO Recommendations regarding the employability of persons with disabilities, coming from the ILO Convention 159/1983 on Vocational Rehabilitation and Employment for Persons with Disabilities and the ILO Recommendation 168/1983 “Decent work is the ILO’s primary goal for everyone, including persons with disabilities. When the rights and dignity of persons with disabilities are promoted, we are empowering individuals, strengthening economies and enriching societies at large”.

The key future elements for opportunities to employ persons with disabilities are:

- Employment is equal to:
  - Social inclusion and the fight against poverty
  - Building self-esteem and self-realisation
- The EU Policy aims at employment on the open labour market
- The paradigm shift in the disability sector presented by the disability movement, aims at inclusion and full participation of people with a disability in society
- The new UN Convention on Disability and the Council of Europe, again stresses the importance of employment and calls for action

The objectives and activities identified are:

1. Implementing and executing the Law on Employment for persons with disabilities. Improving professional training for persons with disabilities;

   Activity 1.1 Identifying Public Administration and Private Firms with more than 50 employees (Law 2009/03/L-019 art. 12: 1 job place for a person with disabilities out of 50 employees)
   A preliminary action to guarantee the execution of the Law 2009/03/L-019 is finding out the compulsory working places for both public and private employers

   Activity 1.2 Defining priority criteria to employ persons with disabilities
   As the working places have been pointed out, it is necessary to define employment criteria based on the job description and its suitability to the functioning of the employee. It is also necessary to
prioritize the disabled jobseekers according to criteria, such as: poverty, severity of their disability, age, family situation, and so on.

**Activity 1.3 Drafting executive regulation of Law 2009/03/L-019, according to Art.29**
The execution of the Law 2009/03/L-019 occurs according to strict administrative instructions based on criteria of transparency and clearness. The Law indeed foresees general principles of equal opportunities to get a job. It is therefore necessary that the executive regulation gives detailed rules which enable workers with disabilities to do the obtained job.

2. Improving professional training for persons with disabilities

**Activity 2.1 Create training programs in vocational training Centres**
Training programs ought to enhance the competences of persons with disabilities in order to increase their chances of employment. According to the new model of disability related to the functioning of each person the training programs should be shaped according to the characteristics of the trainees.

**Activity 2.2 Train professional staff to deal with persons with disabilities in the employment sector (including ICF training too)**
The International Classification of Functioning is a necessary tool to highlight and evaluate the residual capabilities of the disabled jobseeker. The training of VTC staff – especially on the usage of ICF - can improve their competences for dealing with persons with disabilities, and their capacities to highlight the attitudes of jobseekers.

**Activity 2.3 Implement professional training, with specific assistance for the different needs of persons with disabilities (interpreters of sign language, Braille, etc.)**
In professional training the method must take into account the communication needs of the trainees, as well as ensuring that the content is coherent with their attitudes. This happens especially when the trainees are deaf or blind: visual and hearing methodology can represent a further discrimination.

The sign language interpreter and Braille and large-printed written documents can guarantee full participation in the training process.

**Activity 2.4 Vocational training for young persons with disabilities within two years after school graduation**
The immediate transition from school to employment is necessary in particular for young persons with disabilities. An extended period of unemployment can cause the loss of self-confidence, reducing the possibility to apply for and to get a job.

3. Integrating persons with disabilities in the open labor market and supporting self employment

**Activity 3.1 Choose a methodology on employment support (See Annex I – Possible methodologies of Employment of persons with disabilities)**
The usage of supported employment methodology is increasing all over the world the possibility to integrate persons with disabilities in the labor market. A suitable working place and belonging to a working team can facilitate the integration of the disabled and can improve his/her job performance.

**Activity 3.2 Establish an accessible information network**
Spreading information in the employment field is essential for matching job positions and job seekers. For this purpose the creation of a specific accessible information network can improve access to vacancies and job opportunities.

**Activity 3.3 Develop schemes for pre-employment**
As a consequence of the use of ICF the pre-employment scheme should be based on the attitudes and characteristics of the jobseekers. A clear curriculum, the exhaustive filling out of the application form and the possibility of representing him/herself in a positive way are the pre-requirements to be considered as a potential candidate.
Activity 3.4 Verification and inspection of the accessibility of the working environment, depending on the employee’s disability
The adaptation of the working environment is strictly related to new technologies. The usage of assistive supplies can eliminate barriers and obstacles, in order to ensure accessibility.

4. Conducting researches and surveys on the situation of persons with disabilities concerning the employment sector

Activity 4.1 Questionnaires for the assessment of employment of persons with disabilities
Collecting data is a requirement in order to set up proper strategies for the employment sector as well. This issue is specified in detail in the Statistical Data Section of the DAP.

Activity 4.2 Reports on the employment of persons with disabilities
Monitoring and reporting the employment of persons with disabilities is another important issue to evaluate the progress or lack of progress in this field. The monitoring should be conducted on a scientific basis as is specified in more detail in the Monitoring, Reporting and Evaluation section of the DAP.

Activity 4.3 Questionnaire for the satisfaction of employees with disabilities
Once the employment of persons with disabilities is ensured, the employment can be analyzed on a quality basis, in order to verify the satisfaction level of the employees.

5. Support awareness raising campaigns to facilitate the access of persons with disabilities to the labor market

Activity 5.1 Publish brochures and other information materials concerning employment and persons with disabilities
The full integration of persons with disabilities in the labour market could be ensured through the recognition of the disabled worker as a human resource for the entire society. Persons with disabilities can actively contribute both in private business and to the family economy. The spreading of information materials on these issues can strengthen this new vision of persons with disabilities.

Activity 5.2 Spread information through TV and Radio Programs/Advertisement
The above mentioned can be easily disseminated through more media such as TV and radio.

Activity 5.3 Specific training in Companies to facilitate the access of persons with disabilities
In order to complete the process of integration of persons with disabilities in the labour market, employers should provide specific staff training. Increasing the awareness among the whole staff is the final step to ensuring the integration of the disabled employee within the operating business.
ANNEXES

Annex 1 – Possible methodologies of Employment of Persons with Disabilities

Supported employment
The methodology of supported employment has been defined and developed by the World Association for Supported Employment:
“Supported employment can be characterized as paid work in integrated work settings with ongoing support for persons with disabilities in the open labour market. Paid work for individuals means the same payment for the same work as for persons without disabilities”.

<table>
<thead>
<tr>
<th>Activities</th>
<th>SUPPORTED EMPLOYMENT IN BRIEF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Coach</td>
<td>The supporter of the employer and employee, after the placement has been agreed.</td>
</tr>
<tr>
<td>Job Analysis</td>
<td>The activity which is carried out in each phase of the S.E. process.</td>
</tr>
<tr>
<td>Job finder</td>
<td>The person who searches for suitable jobs for the client.</td>
</tr>
<tr>
<td>Assessment</td>
<td>The evaluation process of the candidate, so that a statement can be made about the suitability of the candidate for certain functions.</td>
</tr>
<tr>
<td>Job matching</td>
<td>The formal job description. It represents the whole information given by the job analysis and the assessment.</td>
</tr>
<tr>
<td>Other elements</td>
<td>To introduce the client to the colleagues – To train the colleagues – Personal guide to the client out of the work environment – To offer consultation to the employer</td>
</tr>
</tbody>
</table>

Sheltered workshops
Persons with disabilities might be employed also within “sheltered workshops” and/or “co-operatives”. Sheltered workshops provide employment opportunities for people with disabilities and/or those from disadvantaged backgrounds, such as ethnic minority groups, the long-term unemployed, and those returning to the workforce after a period of rehabilitation.
### EMPLOYMENT

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Implementing and executing the Law on Employment for persons with disabilities</td>
<td>1.1 Identifying Public Administration and Private Firms with more than 50 employees (Law 2009/19 art. 12: 1 job place for a person with disabilities out of 50 employees)</td>
<td>MLSW (DLE), REC, MEO, MES, Association of Private Firms</td>
<td>Job places for persons with disabilities found</td>
<td>2010</td>
<td>Low cost activity MTEF 3.000 Euro</td>
</tr>
<tr>
<td></td>
<td>1.2 Defining priority criteria to employ persons with disabilities</td>
<td>MLSW (DLE), REC, MEO, NGOs and DPOs</td>
<td>Criteria adopted</td>
<td>2009</td>
<td>Low cost activity KCB-MTEF 5.000 Euro</td>
</tr>
<tr>
<td></td>
<td>1.3 Drafting executive regulation of Law 2009/19, according to art.29</td>
<td>MLSW (DLE) and other Ministers</td>
<td>Drafting approved</td>
<td>2010</td>
<td>Low cost activity MTEF (Goal 4.5.1) 5.000 Euro</td>
</tr>
<tr>
<td>2. Improving professional training for persons with disabilities</td>
<td>2.1 Create training programs in vocational training centres</td>
<td>MLSW (DLE), VTC, MEST, NGOs and DPOs</td>
<td>Number of persons qualified</td>
<td>2010</td>
<td>MTEF 50.000 Euro</td>
</tr>
<tr>
<td></td>
<td>2.2 Train professional staff to deal with persons with disabilities in the employment sector (including ICF training too)</td>
<td>MLSW (DLE), VTC, MEST, NGOs and DPOs</td>
<td>Staff annually trained</td>
<td>2010</td>
<td>MTEF (Goal 4.5.1) 20.000 Euro</td>
</tr>
<tr>
<td></td>
<td>2.3 Implement professional training, with specific assistance for different needs (interpreters of sign language, Braille, etc.) of persons with disabilities</td>
<td>MLSW (DLE), VTC, MEST, NGOs and DPOs</td>
<td>Number of courses annually established</td>
<td>2011</td>
<td>MTEF (Goal 4.5.1) 100.000 Euro</td>
</tr>
<tr>
<td></td>
<td>2.4 Vocational training for young persons with disabilities within two years after school graduation</td>
<td>MLSW (DLE), MEST, REC, MEO, MCYS</td>
<td>Number of persons trained Time left in the employability list after school</td>
<td>2010</td>
<td>Low cost activity MTEF 10.000 Euro</td>
</tr>
<tr>
<td>Objectives</td>
<td>Activities</td>
<td>Actors</td>
<td>Indicators</td>
<td>Timeline</td>
<td>Resources</td>
</tr>
<tr>
<td>------------</td>
<td>------------</td>
<td>--------</td>
<td>------------</td>
<td>----------</td>
<td>-----------</td>
</tr>
<tr>
<td>3. Integrating persons with disabilities in the open labor market and supporting self employment</td>
<td>3.1 Choose a methodology on employment support</td>
<td>MLSW (DLE), NGOs and DPOs</td>
<td>Methodology drafted</td>
<td>2010</td>
<td>Low cost activity MTEF (no cost)</td>
</tr>
<tr>
<td></td>
<td>3.2 Establish an accessible information network</td>
<td>MLSW (DLE), NGOs and DPOs</td>
<td>Create a devoted webpage on the Ministry website</td>
<td>2009</td>
<td>Low cost activity KCB-MTEF (no cost)</td>
</tr>
<tr>
<td></td>
<td>3.3 Develop schemes for pre-employment</td>
<td>MLSW (DLE), REC, MEO</td>
<td>Train the advisors working in REC and MEO</td>
<td>2010</td>
<td>MTEF (Goal 4.5.1) 15.000 Euro</td>
</tr>
<tr>
<td></td>
<td>3.4 Verification and inspection of the accessibility of the working environment, depending on the employee’s disability</td>
<td>MLSW (DLE), MESP, Employers, NGOs and DPOs</td>
<td>Number of working places inspected Number of penalties</td>
<td>2010</td>
<td>Low cost activity MTEF (no cost)</td>
</tr>
<tr>
<td>4. Conducting research and surveys on the situation of persons with disabilities concerning the employment sector</td>
<td>4.1 Questionnaires for the assessment of employment of persons with disabilities</td>
<td>MLSW (DLE), MLGA, REC, MEO, SOK, NGOs and DPOs</td>
<td>Number of questionnaires completed</td>
<td>2010</td>
<td>MTEF 20.000 Euro</td>
</tr>
<tr>
<td></td>
<td>4.2 Reports on the employment of persons with disabilities</td>
<td>MLSW (DLE), MLGA, REC, MEO, NGOs, DPOs</td>
<td>Annual reports</td>
<td>2011</td>
<td>Low cost activity MTEF (no cost)</td>
</tr>
<tr>
<td></td>
<td>4.3 Questionnaire for the satisfaction of the employees with disabilities</td>
<td>MLSW (DLE), MLGA, REC, MEO, SOK, NGOs, DPOs</td>
<td>Number of questionnaires completed</td>
<td>2011</td>
<td>MTEF (Goal 4.5.1) 5000 Euro</td>
</tr>
<tr>
<td>5. Supporting awareness raising campaigns to facilitate the access of persons with disabilities to the labor market</td>
<td>5.1 Publish brochures and other information materials concerning employment and persons with disabilities</td>
<td>MLSW (DLE), MPS, MLGA, REC, MEO, NGOs and DPOs</td>
<td>Information material printed and delivered</td>
<td>2010</td>
<td>MTEF 20.000 Euro</td>
</tr>
<tr>
<td></td>
<td>5.2 Spread information through TV and Radio Programs/Advertisement</td>
<td>MLSW (DLE), MPS, MLGA, REC, MEO, NGOs and DPOs</td>
<td>Time devoted on Radio and TV Advertisement</td>
<td>2009 2010</td>
<td>Low cost activity MTEF 5.000 Euro</td>
</tr>
<tr>
<td></td>
<td>5.3 Specific training in Companies to facilitate the access of persons with disabilities</td>
<td>5.3 MLSW (DLE), VTC</td>
<td>Number of people trained annually in the companies</td>
<td>2011</td>
<td>(cost to be defined)</td>
</tr>
</tbody>
</table>
### Acronyms

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>MLSW</td>
<td>Ministry of Labour and Social Welfare</td>
</tr>
<tr>
<td>REC</td>
<td>Regional Employment Centers</td>
</tr>
<tr>
<td>MEO</td>
<td>Municipal Employment Offices</td>
</tr>
<tr>
<td>VTC</td>
<td>Vocational Training Centres</td>
</tr>
<tr>
<td>MESP</td>
<td>Ministry of Environment and Spatial Planning</td>
</tr>
<tr>
<td>MLGA</td>
<td>Ministry of Local Government and Administration</td>
</tr>
<tr>
<td>MPS</td>
<td>Ministry of Public Services</td>
</tr>
<tr>
<td>MEST</td>
<td>Ministry of Education, Science and Technology</td>
</tr>
<tr>
<td>MCYS</td>
<td>Ministry of Culture, Youth and Sport</td>
</tr>
<tr>
<td>SOK</td>
<td>Statistical Office of Kosovo</td>
</tr>
<tr>
<td>DLE</td>
<td>Department of Labour and Employment</td>
</tr>
<tr>
<td>NGOs</td>
<td>Non Governmental Organizations</td>
</tr>
<tr>
<td>DPOs</td>
<td>Organizations of Persons with Disabilities</td>
</tr>
<tr>
<td>ICF</td>
<td>International Classification of Functioning, Disability and Health</td>
</tr>
<tr>
<td>MTEF</td>
<td>Medium Term Expenditure Framework 2009-2011</td>
</tr>
<tr>
<td>KCB</td>
<td>Kosovo Consolidated Budget</td>
</tr>
</tbody>
</table>
6.5 SOCIAL PROTECTION

POLITICAL AND LEGISLATIVE BACKGROUND

In terms of social policies, Kosovo has adopted Laws in the social sector that cover various areas for the promotion and protection of the rights of persons with disabilities. The Laws cover pensions, social protection services and support for families, and protection of children.

In the Medium-Term Expenditure Framework (MTEF) within the framework of social protection and the competences of the Ministry of Labour and Social Welfare (MLSW) two areas of intervention have been identified:

- Developing and ensuring an effective coverage of social assistance for planned groups of people
- Monitoring the current pension program and expanding its beneficiaries

DATA

People with disabilities who benefit from pensions:

<table>
<thead>
<tr>
<th>Year</th>
<th>Beneficiaries</th>
<th>in millions of euros</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>15,077</td>
<td>12,600,000.00</td>
</tr>
<tr>
<td>2005</td>
<td>21,786</td>
<td>12,600,000.00</td>
</tr>
<tr>
<td>2006</td>
<td>19,981</td>
<td>13,900,000.00</td>
</tr>
<tr>
<td>2007</td>
<td>19,203</td>
<td>13,900,000.00</td>
</tr>
<tr>
<td>2008</td>
<td>18,645 (9,363 of whom are women, 50.2%, and 9,282 men, 49.8%)</td>
<td>10,800,000.00</td>
</tr>
</tbody>
</table>

The geographical distribution of the beneficiaries of pensions:

<table>
<thead>
<tr>
<th>Q.R.</th>
<th>Mitrovica</th>
<th>Peje</th>
<th>Gjakova</th>
<th>Ferizaj</th>
<th>Prizren</th>
<th>Gjilane</th>
</tr>
</thead>
<tbody>
<tr>
<td>M/F</td>
<td>M/F</td>
<td>M/F</td>
<td>M/F</td>
<td>M/F</td>
<td>M/F</td>
<td>M/F</td>
</tr>
<tr>
<td>2127/2317</td>
<td>1145/1255</td>
<td>1132/1030</td>
<td>730/1069</td>
<td>1038/924</td>
<td>1950/1700</td>
<td>1160/1072</td>
</tr>
</tbody>
</table>

There are no statistics available on existing social services.

FINANCIAL RESOURCES

Regarding MTEF, the financial resources pointed out in the field of the social protection and the areas related to the MLSW, are the following:

---

23 Kosovo’s pensions legislation is regulated by: UNMIK Regulation No. 2001/35 on Pensions in Kosovo, Regulation No. 2005/20 amending UNMIK Regulation No. 2001/35 on Pensions in Kosovo, UNMIK Regulation No. 2002/15 on the promulgation of a Law adopted by the assembly of Kosovo on the methodology for setting the level of basic pensions in Kosovo, and determining the commencement date for provision of basic pensions (Law No. 2002/1 on the Methodology for Setting the Level of Basic Pension in Kosovo, and Determining the Commencement Date for Provision of Basic Pensions), Regulation NO. 2003/28 on the promulgation of the Law adopted by the Assembly of Kosovo on the social assistance scheme in Kosovo (Law No. 2003/15 on the social assistance scheme in Kosovo, UNMIK Regulation No. 2003/40 on the promulgation of the Law on disability pensions in Kosovo adopted by assembly of Kosovo (Law No. 2003/23 on disability pensions in Kosovo); Proposal No. 9/2005 for modifications and supplements of administrative instruction No. 09/2004 on procedures for making a requirement for disability pensions; Administrative guideline 03/2005 for procedures of monitoring and re-examining the right for disability pensions.

24 Kosovo’s social protection legislation is regulated by: Law No. 02/L-17 on Social and Family services, Law on the status and rights of the family of martyrs, KLA war invalids and veterans, and the families of civilian victims of war; Administrative instruction No. 06/2005 for procedures amendment of financial support to families and individuals in exceptional need; Administrative guideline No. 05/2005 for sharing the funds to the residents settled in MLSW institutions.

25 Law no. 03/L-022 on material support for families of children with permanent disability.
Social policies (in millions of euros)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2009-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operative</td>
<td>158.7</td>
<td>161.9</td>
<td>165.1</td>
<td>485.7</td>
</tr>
<tr>
<td>Expenditures</td>
<td></td>
<td></td>
<td></td>
<td>(14.2%)</td>
</tr>
<tr>
<td>Capital</td>
<td>2.3</td>
<td>2.4</td>
<td>2.4</td>
<td>7.0</td>
</tr>
<tr>
<td>Expenditures</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>161.0</td>
<td>164.3</td>
<td>167.5</td>
<td></td>
</tr>
</tbody>
</table>

The table indicates that in the upcoming years (2009-2011) the annual percentage increase of the available budget and the total over the three-year period is the following (using the year 2008 as a base, in millions of euros):

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2009-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ 3.3% Euro</td>
<td>+ 3.3% Euro</td>
<td>3.2 Euro</td>
<td>9.8 Euro</td>
<td>(+6.21%)</td>
</tr>
<tr>
<td>(+2.09%)</td>
<td>(+2.04%)</td>
<td>(+1.94%)</td>
<td>(+6.21%)</td>
<td></td>
</tr>
</tbody>
</table>

The MLSW in 2008 spends for social protection (in millions of euros):
- Approximately 147.0 for pensions
- Approximately 10.8 for assistance to families

OBJECTIVES AND ACTIVITIES

First of all, it is important to clarify that the main objective is to transform a social protection-based approach to persons with disabilities into a social inclusion-based approach. This means going from a system of services based on economic assistance and protection by the Government to a system of services linked to the empowerment of persons with disabilities and support for their full participation in society.

Special attention will be given to actions aimed at combating poverty for the population with disabilities. People with disabilities and their families endure social impoverishment processes that often make them the poorest of the poor.

As a result of a broad discussion, the thematic working group singled out 4 objectives for specific topics, involving a series of specific actions:

1. Improving social services, reflecting the fundamental rights and freedoms of persons with disabilities
2. Enhancing the economic standard of living of persons with disabilities and families
3. Creating and implementing a coherent legal framework for the access of persons with disabilities to a large spectrum of quality community services
4. Decentralization

1. Improving Social Services, reflecting the fundamental rights and freedoms of persons with disabilities

The primary objective is to develop social services of inclusion that provide support to persons with disabilities so they can fully participate in community life, removing any disadvantage or discrimination. Services must be based on the respect of human rights, and the capacity to increase the ability and potential of each person with disabilities, in order to achieve equality of opportunity and non-discrimination with respect to other citizens.

Activity 1.1 Changing assessment criteria for persons with disabilities on the basis of medical, environmental and social parameters and including in the commission of assessment other social competences

26 The working groups have had 5 meetings and 5 local consultative meetings organized in the towns of Prizren, Peja, Gjakova, Mitrovica and Gjilane.
The basis of a system of inclusive social services, in accordance with international documents, is to provide access to support and services based on verification and assessment criteria of the conditions of persons with disabilities. These criteria use not only medical, but also relational parameters, such as environmental obstacles and barriers, and conditions of discrimination and lack of equal opportunity. From this standpoint, the most appropriate evaluation system that makes it possible to assess not only the medical condition of the person, but also the environmental and social barriers and obstacles, is the International Classification of Functioning, Disability and Health (ICF)\textsuperscript{27}. Accordingly, new parameters of verification will be identified making it possible to assign different and customized parameters based on the level of social disadvantage that the person is experiencing. At the same time, the skills of the verification and evaluation commission will be supplemented by social service professionals.

To achieve this, a technical study group will be appointed in 2009 and will present the proposal of criteria based on the ICF and UN Convention approach in 2010.

**Activity 1.2 Continuing deinstitutionalization and improving the approach to services developed in line with the principles of community living**

The process of deinstitutionalizing persons with disabilities will be continued, in particular with regard to mental health institutions, closing the special institute in Shtime in 2011.

The approach of creating social services of inclusion and economic benefits aims to maintain persons with disabilities within their family and social environments and to sustain their full participation in community-based living. At the same time, it is important to promote the awareness and participation of the community in the inclusion process.

This means supporting the empowerment of the abilities and skills of persons with disabilities, through processes of rehabilitation, habilitation and training.

Social services should be based on the following principles: accessibility to all beneficiaries, homogeneous availability over all territories, affordability, sustainability and financial transparency, implemented according to needs, allowing a free choice for beneficiaries, and centered on the quality of the services, controlled on the basis of their efficiency and the satisfaction of the beneficiaries.

Policies preventing the institutionalization of persons with disabilities, minors, adults and seniors will be developed accordingly and implemented through the creation of community services across the country. These services will provide micro residential units, managed by the public or private sector, built according to standards based on family living models.

**Activity 1.3 Identifying and developing national quality standards for social services, in order to respond to the rights and real needs of persons with disabilities, and to promote their fundamental rights and freedoms.**

The creation of a network of social services of inclusion is one of the objectives of the DAP. By linking up with the Ministries with competences in this area, the essential level of services aimed at persons with disabilities that should be homogeneously guaranteed across the country, will be defined. These services will also be carried out in collaboration with private entities, in order to promote the full use of all resources available. Foreign donors will be invited to contribute to the provision of services and to provide their homogeneous distribution across Kosovo.

Rules pertaining to each service will be defined and the quantitative and qualitative characteristics will be identified in order to give accreditation to the entities that will provide and manage these services. In any case, the state will be responsible for the scheduling, verification and monitoring of the services provided.

Services will be created, developed and implemented based on multiple year national plans. The essential services to be included in the territorial network of inclusive social services will be defined. A list and definition of social services will be prepared in 2010.

**Activity 1.4 Creating personal assistance services for independent living**

Within the inclusive social services, special attention will be given to support service for independent living for persons with severe assistance needs. Thus, on the one hand, the human rights of these persons

\textsuperscript{27} International Classification on Functioning, Health and Disability, approved by the World Health Organization in 2001.
National Disability Action Plan for the Republic of Kosovo

will be promoted and on the other hand, processes of institutionalization, which are fairly costly for the state, will be prevented. This could be defined through a special Law for independent living. Persons with more severe disabilities could be provided with additional compensation to their pension, not subject to taxation. This provision has been included in the Laws of some European countries and is issued for the sole purpose of reduction/compensation, as an acknowledgement of the social disadvantages which persons with severe disabilities experience, and is therefore not considered as revenue and not taxed. This solution in the short term meets the demands for more efficient social support with respect to the differentiation of the conditions of persons with disabilities, providing special attention to families that have persons with more severe disabilities.

Some European countries have legal mechanisms for identifying these categories of beneficiaries. In 2011, they will be monitoring the number of beneficiaries and their characteristics.

**Activity 1.5 Creating a program of continuous training of staff involved in the delivery of services for people with disabilities**
The training program should be based on the respect for human rights as defined in the U.N. Convention on rights of persons with disabilities, and will cover progressively all staff involved in the delivery of services for people with disabilities. The plan should be financed by the Ministry responsible for training public employees. At a minimum, those persons responsible for public and private services to persons with disabilities and their families, and representatives of the DPOs should attend the training sessions. The training will be updated periodically. In 2011 a monitoring report will be produced.

**Activity 1.6 Improving cooperation between Government, NGOs and DPOs in the process of social services provision**
Cooperation between national Government, local authorities and civil social organizations could pool together institutional and private resources. This approach is essential with regard to the social services of inclusion that often still need to be carried out. All possible forms of collaboration will be developed, through international projects and partnerships, and through annual announcements to appropriate targets (DPOs, NGOs, universities, etc.). This aims to promote unity among associations by means of empowerment activities for associations and their partners, advocacy activities, the creation of new services, innovative projects and sustaining development, study and research on the condition of persons with disabilities. In 2011 an evaluation of quantity and quality of actions to empower collaboration and involve DPOs and NGOs will be developed.

**Activity 1.7 Advocating for quality social services at community level and increasing the awareness about these services among people with disabilities and their families**
It is important to develop information campaigns on the rights of persons with disabilities and on the objectives contained in the action plan. When the action plan is approved, a special information and awareness raising campaign will be carried out. The campaign should include TV broadcasts, meetings in different areas of the country, seminars on specific topics, events, brochures, etc.

At the same time, it is important to raise awareness about the rights of persons with disabilities amongst people who themselves have disabilities and their families, in order to remove prejudices and negative stigmas regarding all types of disabilities, with particular attention to those disabilities that are subject to major discrimination (persons who cannot represent themselves, women with disabilities, children with

---

28 The Law should provide for the definition of beneficiaries, an hourly budget defined through an individual project prepared on the basis of the characteristics of each beneficiary, the management of the budget each beneficiary has available, and the choice of the personal assistant.

29 E.g.: the definition in Article 3 of the Italian Law 104/92:

Art. 3. – Beneficiaries

1. A disabled person is whoever has a physical, mental or sensor impairment, that is stable or progressive, that is a cause for difficulty in learning, relations or getting work and such that determines a process of social disadvantage or marginalization.

2. Disabled persons are entitled to services established on their behalf with regard to the nature and degree of the disability, the overall remaining individual ability and the efficiency of rehabilitative therapy.

3. If the single or multiple disability has reduced personal independence, related to age, to such an extent a full-time, continuing and total assistance is necessary for personal and relational needs, the situation takes on an aspect of seriousness. Situations recognized as serious will take priority in public programs and service interventions.
National Disability Action Plan for the Republic of Kosovo

disabilities, etc.). Accordingly, projects and advocacy activities will be encouraged. A quantitative and qualitative evaluation of actions (campaigns, seminars, conferences, radio and TV programs, publications, etc.) will be defined in 2011.

2. Enhancing the economic living standards of persons with disabilities and families
The social support system should be better applied and in some cases updated to the new view on disabilities. Persons with disabilities and their families will be included in the MDG strategy to eradicate poverty. Benefits based on a support-based approach on living in one’s own community will be defined, including all types of disabilities and providing updated amounts and equality of treatment to similar conditions of disability.

Activity 2.1 Reducing costs and taxes for persons with disabilities and their families
Reducing the poverty of persons with disabilities and their families is a goal which should be achieved in the next years, in order to support better economic living standards. A number of measures addressed to reducing additional costs as a result of the disability will be defined. In addition, a reduction of national and local taxes and specific measures will be taken to facilitate access to public services. In 2011 an evaluation of results will be completed.

Activity 2.2 Including all disabilities into the pension scheme
The increase in the living standards of persons with disabilities can be pursued through broadening the number of pension beneficiaries, by gradually updating the system. Broadening the type of persons with disabilities to include beneficiaries who are currently partly excluded should concern the deaf, blind and persons with intellectual disabilities. Another action with this objective is indexing persons to the increase in the cost of living. Since the cause of disability depends on special and various conditions, the request for equalization among all pensions is legitimate. Making pensions equal is a principle of social justice; they should correspond to a specific disability and social disadvantage independent of the causes. For all these actions, because of the difference between the pension and economic resources available, a time schedule will be defined that makes it possible to gradually achieve this result. An annual evaluation of the number and type of beneficiaries will be developed in 2011.

3. Creating and implementing a coherent legal framework for the access of persons with disabilities to a large spectrum of quality community services
The connection between the new vision of disabilities, the objectives of the action plan on disability and the legislative framework of Kosovo requires an update in the Law. This update shall focus on the Laws to the new approaches on disabilities, introducing the concepts on which the model of disability is based, in particular respect for human rights (non-discrimination, equality of opportunities, social inclusion, reinforcement of capacity, qualification for access to rights). At the same time, all the Laws need to be updated to include the right of persons with disabilities to have equal access to justice.

Activity 3.1 Building a systematic Law related to the overall promotion and protection of rights of persons with disabilities
According to the new concept of disability, the entire legal system should include Laws, sublegal acts, administrative instructions and legal actions in order to guarantee promotion and protection of the rights of persons with disabilities. In addiction to the new primary and secondary legal dispositions, concrete legal actions should be identified to respond to violations of the Law. Systematic Laws on this topic, in which policymakers, jurists, the Ombudsperson and Lawyers can work at different levels sharing the same goal, will make the rights of persons with disabilities effective.

Activity 3.2 Reviewing and implementing Legislation on Disability
Updating the Laws on disabilities is a requirement deriving from the new view of the condition of persons with disabilities. With this objective in mind, updates of the Laws on the family and social services, on pensions, on independent living, assessment criteria, and the definition and accreditation of social services
have been defined as priorities to achieve by 2011. Implementation of a policy on disability requires the
definition of tools that make it possible to assess the state of application of the policies and the Laws. This
can be achieved with a periodical national report on social Laws and a national conference that makes it
possible for all the players involved to report.

4. Decentralization
An important part of the process of adapting the social inclusion system of Kosovo is transferring skills and
activities from the central to the local level. Municipalities should gradually receive competences on social matters,
particularly in the construction, management and monitoring of a social services system based on support to living
in the community and full social participation.

Activity 4.1 Concluding mapping current social services and research on the living conditions of
persons with disabilities and families
Missing data and information on the condition of persons with disabilities and their families can be
provided by means of a series of research projects that make it possible to become acquainted with the
existing situation of social services, created and managed by associations thanks to donor funds. The
mapping of current social services will be concluded in 2009. This will make it possible to assess the
appropriateness and efficiency of these interventions and the possibility of inserting them in an integrated
system of social services between public and private.
At the same time, the topic of the condition of persons with disabilities and their families should be
included in general research on the condition of the population (poverty, access to rights and services, etc.).
A number of studies will be prepared in 2011.

Activity 4.2 Defining and developing accreditation of service providers and institutional competences on
the provision of social services
The creation of an integrated social services system requires the definition of entities projecting, carrying
out, providing and managing services aimed at persons with disabilities. These entities handling social
services should be evaluated in order to provide accreditation in a national register. The system of
monitoring, ascertaining and evaluating should concern the quantitative and qualitative characteristics of
these entities.
In 2011 the Guidelines for accreditation will be approved.

Activity 4.3 Defining the various responsibilities at the local level, in a context of welfare mix, including
mechanisms for contracting and funding service providers at the local level
On the basis of an assessment of the appropriateness and efficiency of existed social services, the
possibility of inserting them into an integrated system of social services, in a welfare mix between public
and private, will be studied. A definition of forms of contracts and adequate funds will be regulated and
rules and guidelines on social services will be defined within 2011.
## SOCIAL PROTECTION

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Performance Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Improving social services, reflecting the fundamental rights and freedoms of persons with disabilities</td>
<td>1.1 Changing assessment criteria for persons with disabilities on the basis of medical, environmental and social parameters and including in the commission of assessment other social competences</td>
<td>Specific study group involving: MLSW (Social Welfare Dep.), NGOs and DPOs</td>
<td>Constitution of study group Proposal of criteria based on ICF and UN Convention approach</td>
<td>2009</td>
<td>KCB 2009 MTEF 2010 10.000 Euro</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2010</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.2 Continuing deinstitutionalization and improving the approach to services developed in line with the principles of community living</td>
<td>Ministries, Government, NGOs and DPOs</td>
<td>Closing down institutions of mental health, in particular, the special institute in Shtime</td>
<td>2011</td>
<td>MTEF 200.000 Euro</td>
</tr>
<tr>
<td></td>
<td>1.3 Identifying and developing national quality standards for social services, in order to respond to the rights and real needs of persons with disabilities and to promote their fundamental rights and freedoms.</td>
<td>MLSW, MLGA, Municipalities, NGOs and DPOs</td>
<td>Listing and defining social services</td>
<td>2010</td>
<td>MTEF 10.000 Euro</td>
</tr>
<tr>
<td></td>
<td>1.4 Creating personal assistance services for independent living</td>
<td>MLSW, Government NGOs and DPOs</td>
<td>Number of beneficiaries</td>
<td>2011</td>
<td>MTEF 150.000 Euro</td>
</tr>
<tr>
<td></td>
<td>1.5 Creating a program of continuous training of staff involved in the delivery of services for people with disabilities</td>
<td>Centers for Social Work, Ministries, NGOs in collaboration with Government</td>
<td>Number of courses, geographical coverage and periodical schedule</td>
<td>2011</td>
<td>MTEF 20.000 Euro</td>
</tr>
<tr>
<td></td>
<td>1.6 Improving cooperation between Government, NGOs and DPOs in the process of social services provision</td>
<td>MLSW, MTPT, Municipalities, NGOs and DPOs</td>
<td>Quantity and quality of actions to empower collaboration and to involve DPOs and NGOs</td>
<td>2011</td>
<td>Low cost activity MTEF (no cost)</td>
</tr>
<tr>
<td></td>
<td>1.7 Advocating quality social services at community level and increasing awareness about these services amongst people with disabilities and their families</td>
<td>MLSW, Municipalities, DPOs</td>
<td>Quantity and quality of actions (campaigns, conferences, seminars, radio and TV programs, publications, etc.)</td>
<td>2011</td>
<td>MTEF 100.000 Euro</td>
</tr>
<tr>
<td>Objectives</td>
<td>Activities</td>
<td>Actors</td>
<td>Indicators</td>
<td>Timeline</td>
<td>Resources</td>
</tr>
<tr>
<td>------------</td>
<td>------------</td>
<td>--------</td>
<td>------------</td>
<td>----------</td>
<td>-----------</td>
</tr>
<tr>
<td>2. Enhancing the economic living standards of persons with disabilities and families</td>
<td>2.1 Reducing costs and taxes for persons with disabilities and their families</td>
<td>MLSW (Social Welfare Dep.), MEF, MPS, Municipalities, DPOs</td>
<td>Annual number of beneficiaries</td>
<td>2011</td>
<td>Low cost activity MTEF 5.000 Euro</td>
</tr>
<tr>
<td></td>
<td>2.2 Including all disabilities into the pension scheme</td>
<td>MLSW (Social Welfare Dep.), MEF, DPOs</td>
<td>Number and type of beneficiaries</td>
<td>2011</td>
<td>MTEF 50.000 Euro</td>
</tr>
<tr>
<td>3. Creating and implementing a coherent legal framework for access of persons with disabilities to a large spectrum of quality community services</td>
<td>3.1 Building a systematic Law related to the overall promotion and protection of rights of persons with disabilities</td>
<td>MLSW (Social Welfare Dep.), Government, NGOs, DPOs</td>
<td>Quantity and quality of the actions</td>
<td>2011</td>
<td>MTEF 10.000 Euro</td>
</tr>
<tr>
<td></td>
<td>3.2 Reviewing and implementing Legislation on Disability</td>
<td>MLSW (Social Welfare Dep.), Parliament and Government, NGOs and DPOs</td>
<td>Approval of related Laws (assessment criteria, independent living, definition and accreditation of social services)</td>
<td>2011</td>
<td>Low cost activity MTEF 3.000 Euro</td>
</tr>
<tr>
<td>4. Decentralization</td>
<td>4.1 Concluding the mapping of current social services and research on the living conditions of persons with disabilities and families</td>
<td>MLSW, MPS, NGOs, DPOs and relevant institutions</td>
<td>Number of studies</td>
<td>2009</td>
<td>Municipal Budget (cost to be defined)</td>
</tr>
<tr>
<td></td>
<td>4.2 Defining and developing accreditation of services providers and institutional competences on the provision of social services</td>
<td>MLSW (Social Welfare Dep.), MLGA, Government, Municipalities, DPOs</td>
<td>Guidelines for accreditation</td>
<td>2011</td>
<td>MTEF 15.000 Euro</td>
</tr>
<tr>
<td></td>
<td>4.3 Defining various responsibilities at the local level in a context of welfare mix, including the mechanisms for contracting and funding service providers at the local level</td>
<td>MLSW (Social Welfare Dep.), MLGA, Government Municipalities, DPOs,</td>
<td>Rules and Guidelines on social services</td>
<td>2011</td>
<td>Municipal Budget (cost to be defined)</td>
</tr>
</tbody>
</table>

**Acronyms**
- MLSW: Ministry of Labour and Social Welfare
- MoH: Ministry of Health
- MPS: Ministry of Public Services
- MLGA: Ministry of Local Government Administration
- MEF: Ministry of Economy and Finances
- MTPT: Ministry of Transports and Telecommunications
- NGOs: Non Governmental Organizations
- DPOs: Organizations of Persons with Disabilities
- KCB: Kosovo Consolidated Budget
- MTEF: Medium Term Expenditure Framework 2009-2011
6.6 ACCESSIBILITY

POLITICAL AND LEGISLATIVE BACKGROUND

Accessibility is an issue that cuts across all other themes included in the Action Plan. In fact, access to the physical environment and access to information and communication (including technologies) is instrumental for the real participation of persons with disability to education, health, employment, civil and political rights, social protection etc. In principle accessibility should be taken into consideration in each matrix of the Action Plan, however, for practical reasons of conceptualization and implementation, this section will cover the topic. The legal framework relating to accessibility is composed by: Law on Construction 2004/15 regulating the construction sector of the Republic of Kosovo. Within the scope of this Law, technical and administrative dispositions were subsequently added in 2007/33 “Administrative Dispositions to get through architectural barriers” defining and regulating the steps to be taken in order to go through these architectural and information barriers.

Furthermore, the Law on Radio Television of Kosovo, No. 02/L-47, Article 20, paragraph 11, amended by Regulation No.2006/14, on the promulgation of the Law on Radio Television of Kosovo, provides for 5% of funds from subscription to be allocated to the Fund to Support Minority, Multiethnic and other Disadvantaged Groups’ Media. Persons with disabilities can also benefit from this disposition, in order to have access to public information through radio and TV programs. However, in Kosovo there are no provisions relating to accessibility standards for Information and Communication Technologies (ICT).

DATA

The Accessibility thematic working group could not find any available data relating to accessibility, for public buildings and infrastructure, for services or for private buildings open to the public. There are however interesting initiatives at the Municipal level, especially for projects supported by UN-HABITAT in Peja. During the period covered by the action plan this initiative should be monitored and the experience should be disseminated for replication in other municipalities. We suggest that the next update of the Action Plan will carefully look at these experiences.

FINANCIAL RESOURCES

In the context of the MTEF, it was not possible to identify any budget line specifically relating to accessibility for new constructions or removal of architectural barriers, nor for accessible information and communication. Nevertheless, because of the cross-sectoral relevance of accessibility, the thematic working group has agreed that the most reasonable approach is to mainstream accessibility in all new constructions and renovations projects financed through the MTEF. In fact, accessibility challenges must be addressed with the adoption of the norms contained in the 2007/33 “Administrative Dispositions to get through architectural barriers” for all new constructions and renovations to be financed by the MTEF at no or very marginal costs. There is evidence that the cost of accessibility in new schools is generally less than 1% of total construction costs. Similarly all civil works occurred in urban settings provide opportunities at no additional cost to upgrade the accessibility of cities.

The tables below provide an idea of some of the major budget lines relating to infrastructure, where accessibility should be addressed without requiring extra funds.

---

30 Education for All: The Cost of Accessibility, Education Notes, World Bank 2005
**Transport and infrastructure** Financing projects included in MTEF, in millions of euro

<table>
<thead>
<tr>
<th>Description</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>Total 2009-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial source MTEF: Rehabilitation &amp; new construction of roads, highways, and bridges</td>
<td>70.0</td>
<td>82.0</td>
<td>139.3</td>
<td>291.3</td>
</tr>
<tr>
<td>Financial source Donors:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roads &amp; highways</td>
<td>46.5</td>
<td>52.0</td>
<td></td>
<td>98.5</td>
</tr>
<tr>
<td>IT equipment</td>
<td>9.3</td>
<td>14.1</td>
<td>8.9</td>
<td>32.3</td>
</tr>
<tr>
<td>Public transportation</td>
<td>1.6</td>
<td>2.0</td>
<td>2.0</td>
<td>5.6</td>
</tr>
<tr>
<td>1 - Total Transport Sector</td>
<td>127.4</td>
<td>150.1</td>
<td>150.2</td>
<td>427.7</td>
</tr>
<tr>
<td>RAILWAYS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial source MTEF</td>
<td>4.5</td>
<td>5.5</td>
<td>6.5</td>
<td>16.5</td>
</tr>
<tr>
<td>Financial source Donors</td>
<td>2.0</td>
<td>1.5</td>
<td>1.0</td>
<td>4.5</td>
</tr>
<tr>
<td>2 - Total Railway Sector</td>
<td>6.5</td>
<td>7.0</td>
<td>7.5</td>
<td>21.0</td>
</tr>
<tr>
<td>Total Transport &amp; Railway (1+2)</td>
<td>133.9</td>
<td>157.1</td>
<td>157.7</td>
<td>448.7</td>
</tr>
</tbody>
</table>

**Education** Financing of projects included in MTEF, in millions of euro

<table>
<thead>
<tr>
<th>Description</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>Total 2009-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction of new school space (for operating in mostly two shifts)</td>
<td>18.3</td>
<td>18.3</td>
<td>14.5</td>
<td>51.2</td>
</tr>
<tr>
<td>Reparation and improvement of existing education infrastructure</td>
<td>3.6</td>
<td>5.1</td>
<td>6.1</td>
<td>14.8</td>
</tr>
<tr>
<td>Establishment and supply of computer centers with proper equipment</td>
<td>2.2</td>
<td>2.2</td>
<td>2.2</td>
<td>6.5</td>
</tr>
<tr>
<td>Equipping education facilities with laboratories and other lab equipment</td>
<td>2.4</td>
<td>2.6</td>
<td>4.1</td>
<td>9.0</td>
</tr>
<tr>
<td>Distribution of free schoolbooks for primary level and poor families</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
<td>7.5</td>
</tr>
<tr>
<td>IT equipment</td>
<td>0.3</td>
<td>0.5</td>
<td>0.7</td>
<td>1.5</td>
</tr>
<tr>
<td>Modernization of library network</td>
<td>0.4</td>
<td>0.3</td>
<td>0.3</td>
<td>1.0</td>
</tr>
<tr>
<td>Construction of new university buildings and reactivation of existing ones</td>
<td>5.2</td>
<td>5.5</td>
<td>9.5</td>
<td>20.2</td>
</tr>
<tr>
<td>Establishment of distance learning systems and creating computer centers</td>
<td>0.2</td>
<td>0.1</td>
<td>0.1</td>
<td>0.3</td>
</tr>
<tr>
<td>Total</td>
<td>35.0</td>
<td>37</td>
<td>40.0</td>
<td>112.0</td>
</tr>
</tbody>
</table>

**Health** Financing projects included in MTEF, in millions of euro

<table>
<thead>
<tr>
<th>Description</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>Total 2009-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial source MTEF: Renovation of Health Institutions &amp; Buildings</td>
<td>2.6</td>
<td>0.5</td>
<td>0.3</td>
<td>3.4</td>
</tr>
<tr>
<td>New Constructions</td>
<td>0.0</td>
<td>4.4</td>
<td>7.7</td>
<td>12.1</td>
</tr>
<tr>
<td>Financial source Donors:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Constructions</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
<td>7.5</td>
</tr>
<tr>
<td>Total</td>
<td>5.1</td>
<td>7.4</td>
<td>10.5</td>
<td>23.0</td>
</tr>
</tbody>
</table>

**OBJECTIVES AND ACTIVITIES**

Six objectives and respective activities for implementation have been identified:

1. Implementation and enforcement of current Law and administrative instructions (2007/33) on
accessibility in all new constructions and renovations of public buildings and buildings open to the public.

2. Technical Support and Decentralization
3. Access to public institutions and buildings, public spaces and services open to the public for persons with disability
4. Improving accessibility and safety in public transportation and infrastructure
5. Access to communications and information technology (see CRPD art. 3, 9, 21 and 32)
6. Training and capacity building

1. Implementation and enforcement of current Law on Construction 2004/15 and Administrative Instructions (2007/33) on accessibility

The main objective is to address the normative shortcomings that surfaced during the previous meetings with regard to the contents of the actual technical and administrative guidelines.

**Activity 1.1 Inserting Administrative Instructions and technical details in tenders and contracts for building companies and planners.**

The existing legal framework is not enforced either as a result of ignorance on the part of builders or due to lack of control and enforcement on the part of the various administrative offices. In order to achieve this objective, it will be necessary to integrate the existing Administrative Instructions and technical requirements into bidding documents and contracts and to include them as a condition for the issuance of construction/building permits.

**Activity 1.2 Realization of a complete Manual of technical prescriptions and instructions**

The integration of these instructions in tender and contracts will be accompanied by the development of a handbook or technical manual, to complement the existing Law, with illustrations, graphics, diagrams, drawings, international symbols, and whatever else is necessary, to complement or make more explicit the content of existing Laws and guidelines. The manual will be of practical support to specialized technical experts, as well as to consultants, and any interested person (including Disabled People Organizations).

**Activity 1.3 Realization of Web site and DVD for technical prescriptions and Administrative Instructions**

The content of the Laws and regulations as well as the above mentioned Manual will be made available on a web site and on DVD. The web site will allow on-line accessibility, while the DVD will allow access to the info off-line. The web site will be constantly updated. It will report the specific Laws and guidelines as they relate to each of the various categories (access, urban design, tactile pathways, ramps, etc) and will provide references to international best practices31, to be used as suggestions for technical specifications not included in the legal framework of Kosovo. International organizations attending the meeting have declared interest and willingness to finance the development of actions 1.2 and 1.3

2. Improving technical support at the central and local level

The second objective is building capacity for accessibility and establishing a system for the implementation of the Laws. This involves building technical skills, dissemination of knowledge, implementation and enforcement of rules and regulations as well as the application of penalties in case of non compliance. This will require a transfer of these tasks and responsibilities to the local authorities.

**Activity 2.1 Capacity building for accessibility issues (training of trainers)**

Through the use of international consultants, from the established universities and the professionals available in Kosovo, training courses on accessibility issues will be offered to create a first team of technical experts, with general knowledge on architectural accessibility, information technology and universal design. This first team of technical experts will play the role of internal focal points for the

---

various Ministries and municipalities involved in accessibility and later will specialize according to their assigned area of responsibility (transport, education, city planning, infrastructure, communications, etc).

**Activity 2.2 Training experts on accessibility issues**
This first team of experts trained on the topic of accessibility will provide training to other groups thus creating several teams of technicians in local Government (Regions and Municipalities). These groups will have the responsibility, in their own territory, to verify the different phases of projects relating to the development of new public interventions and/or services open to the public as well as the renewal and adaptation of existing public buildings and/or open spaces where the public is allowed.

**Activity 2.3 Creating an expert group to implement the Law in coordination with the respective judicial staff**
A group of technical experts on accessibility issues should support municipalities juridical staff providing specific and technical information and suggestions to implement Laws; technical expertise will be a useful resource to bring up to date municipalities on recent Laws and regulations on accessibility, so that renovations or erection of buildings/infrastructures can be carried out according to the Laws on accessibility standards.

3. Improving access to public institutions and buildings, public spaces and services open to the public
The third objective aims at ensuring accessibility for all users, including persons with disabilities, to all public buildings as well as services and areas open to the public through the enforcement of existing accessibility Laws and regulations and the adoption of existing international standards such as the W3C for web sites accessibility.

**Activity 3.1 Making accessible elevators, access, leveled floors, tactile pathways, ramps, parking, traffic lights, furniture, etc.**
The availability of accessible elevators, blister surfaces, tactile pathways or markings for persons with visual impairments, ramps conforming to standards of width, length and gradient, audio pedestrians signal; reserved parking, etc. will have to characterize every kind of public building (Ministries, schools, bus and train stations, airports, hospitals, libraries, museums, stadiums, public entities, urban infrastructure, public means of transportation) and/or private areas open to the public (stores, hotels, banks, theatres, sport complexes, clinics, restaurants, gyms, movie theatres, churches, social clubs, private means of transportation, etc.). The process will be incremental, starting with new constructions and major renovations of existing buildings/infrastructures.

**Activity 3.2 Condition licensing for services open to the public and new constructions to respect for accessibility**
The granting of licenses and even the approval of projects for the development and restructuring of public buildings or spaces will be subject to and conditional to the approval of the technical offices assigned the responsibility of verifying adherence to the Laws and regulations on accessibility standards.

**Activity 3.3 Penalties for not complying with accessibility standards**
In order to ensure the enforcement of accessibility Laws it is recommended to set administrative and monetary sanctions for contractors (planners, building companies undertaking a project, project chiefs) as well as co-responsibility for technicians from Ministries and municipalities assigned supervision, owners of commercial, cultural and social businesses.

**Activity 3.4 Benefits (financial or fiscal) for accessibility interventions in any buildings and open public spaces**
Interventions to adapt accessibility standards of existing buildings and services or their parts (eg. entrances with stairs), or private residences or their parts (eg. bathrooms or doors of an apartment purchased by a disabled person) could benefit from financial or fiscal incentives provided by the competent Ministries and municipalities after verification of estimated budget, and verification of proper execution of the intervention.
4. Improving accessibility and safety in public transportation and infrastructure

The fourth objective to be achieved, for all the different kinds of disabilities, is the usability of all the means of public transportation and related infrastructure such as roads and network of urban and extra urban roads. All of the above will be done, taking into account the security factor and other specific measures regarding all users including persons with disabilities.

**Activity 4.1 Purchasing new accessible transport means when substituting the old ones**
Whenever new public transportation systems are renewed, the new means (buses, taxi, etc) must have technical specifications in compliance with accessibility standards.

**Activity 4.2 Annual plan for inserting accessibility elements in urban and suburban issues**
Interventions for improved accessibility in urban areas, such as new roads or renovated road systems, and urban and suburban transport, must be included in an Annual Plan for infrastructure and transport. In the elaboration of such a plan, Ministries and Municipalities should consult with disabled people organizations representing all kinds of disabilities, to identify needs, priorities and sustainable solutions. The plan will design an annual program of interventions aimed specifically at accessibility in the urban and extra urban areas and in systems of public transport.

**Activity 4.3 Maintaining and restructuring road system**
According to the Annual Plan for infrastructure and transport (sub 4.2), maintaining and restructuring road system require priorities, such as keeping manhole covers closed, numerous holes in the streets, building accessible pavements in urban and extra urban roads, and so on. Municipalities should keep under surveillance public and private circulation, and pay attention to road safety, ensuring traffic rules are respected.

**Activity 4.4 Buy small wheelchair to board persons with disabilities on the aircraft at the airport**
Special wheelchairs, whose seat end wheels are smaller than those of ordinary wheelchairs, allow persons with disabilities who are unable to walk, to get aboard the aircraft and sit at their place. These wheelchairs could be provide to the airports supplying a service at a low cost. Persons with physical disabilities also need a vehicle equipped with an elevator – that can transport them from the check-in area to the plane, and raise up to the seats level without having to climb the stairs.

5. Guaranteeing access to information and communications technology

Access to information and communication, including technology, is crucial as much as access to the built environment (physical accessibility). Therefore access to the web and to information technologies constitutes the fifth objective of the plan.

**Activity 5.1 Providing suitable signs and support in public services and infrastructures**
Providing public infrastructure and services of signals in Braille, tactile maps, signage configured in adequate formats that fit the requirements of persons with visual impairments and hard of hearing and other forms of disabilities (such as visual and audible signs at bus stops and on public means of transportation,) in brief all the instruments already used in many countries and established in international standards conducive to effective accessibility and a general improvement in the quality of life.

**Activity 5.2 Providing suitable support to guarantee the right to vote and participation in political life**
In accordance with the right to informed decisions and right to participation in political life, the forthcoming political elections should take into consideration the rights of persons with disabilities to active and passive participation in political life.
Persons with disabilities must be able to exercise their right to freedom of expression and opinion, this also includes the freedom to research, receive, exchange and provide information to/from other citizens. Such equal opportunities will therefore be guaranteed through the use of appropriate means of
communication freely selected by the disabled person in full exercise of his rights. Yet before defining specific actions such as the electoral ballot in Braille or large black print, it became apparent it was necessary to have at our disposal, in accessible forms and through technologies applicable to each type of disability, information that is made available to the public. This can be realized without additional costs for the single user whose typology requires the use of sign language, the codification in Braille that is the use of alternative communications.

Activity 5.3 Providing suitable support to guarantee full participation in public life
Persons with disabilities have the right to fully participate in public life, too. This means that firstly they should be informed about all activities which take place through accessible mass media. Secondly, they should take part in different initiatives in each field, such as: cultural events, sport activities, and every public happening. The new vision of persons with disabilities should encourage public institutions and private companies, involved in organizing such events, to establish reasonable accommodation to facilitate and guarantee the presence and the participation of persons with disabilities.

Activity 5.4 Establishing an accessible multimedia workstation station in each Municipality
In order to facilitate access to information and communication, each Municipality should equip at least one accessible multimedia workstation, providing a computer with a set of assistive technologies for access to information for persons with disabilities. The overall cost of a minimal setting of an accessible workstation could range between 5-10,000 Euros.

Activity 5.5 Adopting W3C web accessibility standards including provision in public tenders and contracts
All new web sites, of central and local Government and of public entities, must adopt the W3C web accessibility standard. This objective can easily be pursued by including such provision in the public tenders and contract conditions.

Activity 5.6 Recognition of use of sign language
The use of professional interpreters of sign language that will allow the deaf to have access to communications has been addressed by all thematic working groups. According to the UN Convention on the Rights of persons with Disabilities, the action plan recognizes the use of sign language as a necessary instrument aimed at guaranteeing to the deaf, the availability of and access to various means of communication.

Activity 5.7 Realizing a Screen reader software in the official languages of Kosovo
The realization of text to voice software is functional for access to information for persons with visual impairments. The development of such software can be realized in collaboration with other countries that share the same languages with a modest investment but with large impact on users. Screen readers are used in all fields of social and economic activities, including education and employment. Disabled people organizations should be actively involved in the realization of such software and international organizations could finance the related costs especially if the project will benefit more than one country.

6. Improving training

Activity 6.1 Training of public services staff to facilitate the access of persons with disabilities
Basic training of staff personnel able to assist and provide information to persons with disabilities in places of heavy pedestrian traffic such as airports, train stations, bus terminals, large commercial malls, museums and libraries, has been identified as the sixth and last objective of this first draft of the National Action Plan. Such training can be realized with different formats (web, video, small publications)
## ACCESSIBILITY

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Performance Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Implementation of current Law and administrative instructions (2007/33) on physical accessibility</td>
<td>1.1 Inserting administrative instructions and technical details in tenders and contracts for building companies and planners.</td>
<td>MESP, MPS, Municipalities</td>
<td>Number of tenders and contracts established in line with the regulation</td>
<td>2009</td>
<td>Low cost activity (no cost)</td>
</tr>
<tr>
<td></td>
<td>1.2 Realization of a complete Manual of technical prescriptions and instructions</td>
<td>MESP, MPS</td>
<td>Completion of the Manual</td>
<td>2009</td>
<td>Low cost activity KCB-MTEF 5.000 Euro</td>
</tr>
<tr>
<td></td>
<td>1.3 Realization of Web site for technical legislative prescriptions and administrative instructions</td>
<td>MESP, MPS, NGOs and DPOs</td>
<td>WEB site active, advertised and number of visitors</td>
<td>2010</td>
<td>Low cost activity MTEF 10.000 Euro</td>
</tr>
<tr>
<td>2 Improving technical support at a central and local level</td>
<td>2.1 Capacity building for accessibility issues (training of trainers)</td>
<td>MESP, UP (Faculty of Education and Architecture), Accreditation Agency, MLGA, MTPT, Municipalities, NGOs and DPOs</td>
<td>Number of persons trained</td>
<td>2011</td>
<td>MTEF 10.000 Euro</td>
</tr>
<tr>
<td></td>
<td>2.2 Training experts on accessibility issues</td>
<td>MESP, MLGA, MTPT, Municipalities, NGOs and DPOs</td>
<td>Number of staff created</td>
<td>2010</td>
<td>MTEF 10.000 Euro</td>
</tr>
<tr>
<td></td>
<td>2.3 Creating an expert group to implement the Law in coordination with the respective judicial staff</td>
<td>MESP, MLGA, Municipalities</td>
<td>The experts group is established</td>
<td>2009</td>
<td>Low cost activity (no cost)</td>
</tr>
<tr>
<td>Objectives</td>
<td>Activities</td>
<td>Actors</td>
<td>Performance Indicators</td>
<td>Timeline</td>
<td>Resources</td>
</tr>
<tr>
<td>------------</td>
<td>------------</td>
<td>--------</td>
<td>-------------------------</td>
<td>----------</td>
<td>-----------</td>
</tr>
<tr>
<td>3. Improving access to public institutions and buildings, public spaces and public services</td>
<td>3.1 Making accessible elevators, access leveled floors, tactile pathways, ramps, parking, traffic lights, furniture</td>
<td>MESP, MLGA Municipalities</td>
<td>Number of structures annually installed</td>
<td>2011</td>
<td>MTEF (Goal 4.6.1) 100.000 Euro</td>
</tr>
<tr>
<td></td>
<td>3.2 Condition licensing for services open to the public and new constructions to respect for accessibility standards.</td>
<td>Municipalities</td>
<td>Number of licences respecting accessibility standards</td>
<td>2009</td>
<td>Low cost activity (no cost)</td>
</tr>
<tr>
<td></td>
<td>3.3 Penalties for not complying with accessibility standards</td>
<td>Municipalities</td>
<td>Number of penalties</td>
<td>2009</td>
<td>Low cost activity (no cost)</td>
</tr>
<tr>
<td></td>
<td>3.4 Benefits (financial and fiscal) for accessibility interventions for any buildings and open public spaces</td>
<td>MESP, Municipalities</td>
<td>Number of beneficiaries and the number of benefits</td>
<td>2010</td>
<td>Low cost activity MTEF 20.000 Euro</td>
</tr>
<tr>
<td></td>
<td>4. Improving accessibility and safety on public transportation and infrastructure</td>
<td>4.1 Purchasing new accessible transport means in order to gradually substitute the old ones</td>
<td>MTPT, Municipalities, Private Enterprises</td>
<td>Number of vehicles annually bought</td>
<td>2010</td>
</tr>
<tr>
<td></td>
<td>4.2 Annual plan for inserting accessibility elements on urban and suburban issues</td>
<td>MESP, MLGA, Municipalities</td>
<td>Drafting Annual Plan</td>
<td>2009</td>
<td>Low cost activity KCB-MTEF 5.000 Euro</td>
</tr>
<tr>
<td></td>
<td>4.3 Maintaining and restructuring road system</td>
<td>MESP, MLGA, MTPT, Municipalities</td>
<td>Number of restructuring interventions</td>
<td>2011</td>
<td>MTEF 300.000 Euro</td>
</tr>
<tr>
<td></td>
<td>4.4 Buying small wheelchair to board persons with disabilities on the aircraft at the airport</td>
<td>MTPT, Airport</td>
<td>Wheelchair bought</td>
<td>2009</td>
<td>Low cost activity KCB-MTEF 5.500 Euro</td>
</tr>
</tbody>
</table>
### Objectives

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Performance Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Guaranteeing access to communication and technology information</td>
<td>5.1 Providing suitable signs and support in public services and infrastructure</td>
<td>MTP, MESP, MPS MLGA, Municipalities, Association of Tradesman</td>
<td>Number and types of public services made accessible</td>
<td>2011</td>
<td>MTEF 30.000 Euro</td>
</tr>
<tr>
<td>5.2 Providing suitable support to guarantee the right to vote and participation in political life</td>
<td>MIA, MPS Municipalities, NGOs and DPOs</td>
<td>Percentage of persons with disabilities voting or participating in political life</td>
<td>2009</td>
<td>Low cost activity KCB-MTEF 10.000 Euro</td>
<td></td>
</tr>
<tr>
<td>5.3 Providing suitable support to guarantee full participation in public life</td>
<td>Ministry of Internal Affairs, Ministry of Education, MPS, MLGA, MCYS, Municipalities</td>
<td>Level of suitable support provided</td>
<td>2011</td>
<td>MTEF 50.000 Euro</td>
<td></td>
</tr>
<tr>
<td>5.4 Establishing an accessible multimedia station in each Municipality</td>
<td>MLGA, Municipalities, NGOs and DPOs</td>
<td>Number of stations annually made</td>
<td>2011</td>
<td>MTEF 259.000 Euro</td>
<td></td>
</tr>
<tr>
<td>5.5 Adopting Web site W3C standard including provision in public tenders and contracts</td>
<td>MTPT</td>
<td>Percentage of awarded contracts inclusive of such provision</td>
<td>2009</td>
<td>Low cost activity KCB-MTEF 5.000 Euro</td>
<td></td>
</tr>
<tr>
<td>5.6 Recognition of use of sign language</td>
<td>Parliament, NGOs and DPOs</td>
<td>Drafting the Law</td>
<td>2010</td>
<td>Low cost activity MTEF 3.000 Euro</td>
<td></td>
</tr>
<tr>
<td>5.7 Realizing a Screen reader software in the official languages of Kosovo</td>
<td>MTPT, MEST, NGOs and DPOs</td>
<td>Software is realized</td>
<td>2009</td>
<td>KCB-MTEF 25.000 Euro</td>
<td></td>
</tr>
<tr>
<td>6. Improving Training</td>
<td>6.1 Training of public services staff to facilitate the access of persons with disabilities</td>
<td>MPS (IKAP), Companies that provide Services, NGOs and DPOs</td>
<td>Number of courses implemented Number of persons trained</td>
<td>2010</td>
<td>MTEF 10.000 Euro</td>
</tr>
</tbody>
</table>

### Acronyms

- MESP  Ministry of Environment and Spatial Planning
- MTPT  Ministry of Transports and Telecommunications
- MLGA  Ministry of Local Government Administration
National Disability Action Plan for the Republic of Kosovo

MIA  Ministry of Internal Affairs
MPS  Ministry of Public Services
MEST  Ministry of Education, Science and Technology
MCYS  Ministry of Culture, Youth and Sports
IKAP  Kosovar Institute for Public Administration (executive agency of MPS)
W3C  World Wide Web Consortium to develop Web standards, protocols and guidelines
ICT  Information and Communication Technology
KCB  Kosovo Consolidated Budget
MTEF  Medium Term Expenditure Framework 2009-2011
6.7 STATISTICAL DATA

POLITICAL AND LEGISLATIVE BACKGROUND

Data collection in Kosovo is regulated by UNMIK Regulation 2001/04, effective as of July 2, 2001 and currently under revision. This regulation empowers the Statistical Office of Kosovo (SOK) to be the entity responsible for data collection and analysis, with the mission of providing users and policymakers with useful impartial data and statistics in order to make informed decisions and evaluations.

The main goal of the Statistical Office of Kosovo is the collection, analysis and dissemination of demographic, social and economic statistics according to international statistical standards and classifications.

SOK is bound to confidentiality regarding the use of individually collected information for statistical purposes only. SOK must guarantee that disaggregating data by geographic area will not allow the identification of individual respondents.

DATA

From a preliminary investigation it emerges that Disability administrative data currently collected in Kosovo includes:

- The Ministry of Labor and Social Welfare has data on disability pensions disaggregated at the municipal level and by gender
- At the municipal level, Labor Offices have data relating to employment applications submitted by persons with disabilities
- The Ministry of Education has data on seven special schools and on the attached classes that are part of the regular school system. This data is disaggregated by gender and by type of disability. In addition, there is data on teachers and support education staff for both special schools and attached classes.

Apparently there is no administrative data available at the municipal level regarding the social service provided or user satisfaction.

As of today the SOK does not systematically collect or disseminate disability data.

FINANCIAL RESOURCES

The 2009-2011 MTEF has only one specific budget line relating to the Population and Housing Census but no base for specific actions on disability data collection. It must be stressed that new revision of the MTEF should take these needs into account.

OBJECTIVES AND ACTIVITIES

Two priority objectives and related actions have been identified:

1. Collecting appropriate information to enable the formulation, the implementation and the monitoring of disability policies
The main objective is to develop an Information System on Disability (ISD) aimed at assessing the implementation of policies and at identifying and addressing the barriers faced by persons with disabilities in exercising their rights. The information collected shall be disaggregated as appropriate\textsuperscript{32}. This system will also make available statistical data to different potential users, such as DPO’s, NGO’s, researchers, mass media, etc.

**Activity 1.1 Analyzing and identifying the indicators needed to build an integrated system of data collection on disability.**

The first element is a detailed identification of the statistical information and indicators needed not only by policymakers but also those who manage prevention, rehabilitation, education, health, transportation programs, as well as academia, research institutions, organizations of persons with disabilities and citizens at large.

It should also be stressed that this phase should take into account the data needs emerging from thematic working groups during the development of the DAP and already included in the different thematic matrix.

Finally and in general, users are interested in evaluating whether policies have achieved their goals, and if allocated resources have been fully and effectively utilized. They are thus more interested in informative indicators which are able to describe whether the living conditions of persons with disabilities have been improved.

**Activity 1.2 Reviewing the available sources on disability, including data coming from Ministries, Municipalities, DPO’s, underlining the lack of information**

Identifying the information sources available in Kosovo is essential for the construction of an accurate picture of the main characteristics of the available data, aspects of disability investigated and data producers. Data sources on persons with disabilities may be grouped under two general headings: administrative data or population surveys.

The goal of this inventory is to identify the information gaps on disability.

**Activity 1.3 Defining specific actions to collect administrative and statistical data in order to overcome the information gap on disability**

Once the information gap has been identified, the next step is deciding the most appropriate sources/methodologies of data collection. Sometimes it is appropriate to pursue administrative data, but also periodic data collection instruments such as census, household surveys, employment-related surveys, or ad hoc surveys can be proper instruments.

**Activity 1.4 Defining and implementing data collection and dissemination standards**

Precise agreement on standards, methodology and formatting of data collected should be reached between SOK and other different data producers, in order to ensure a coherent and timely flow of data.

\textsuperscript{32}Art. 31 of the CRPD specifically addresses data collection with the provision that: “States Parties undertake to collect appropriate information, including statistical and research data, to enable them to formulate and implement policies to give effect to the present Convention.

1. The process of collecting and maintaining this information shall:
   a) Comply with legally established safeguards, including legislation on data protection, to ensure confidentiality and respect for the privacy of persons with disabilities;
   b) Comply with internationally accepted norms to protect human rights and fundamental freedoms and ethical principles in the collection and use of statistics.

2. The information collected in accordance with this article shall be disaggregated, as appropriate, and used to help assess the implementation of States Parties' obligations under the present Convention and to identify and address the barriers faced by persons with disabilities in exercising their rights.

3. States Parties shall assume responsibility for the dissemination of these statistics and ensure their accessibility to persons with disabilities and others.”
National Disability Action Plan for the Republic of Kosovo

Activity 1.5 Developing the Information System on disability
In order to support easy and user-friendly access to the data presented through the indicators system and taking into account that users have different information requirements and different expertise in using statistical data, the system architecture should include other products such as a metadata system and a data warehouse.

Activity 1.6 Disseminating statistical data on disability, through web-site as well through others communication tools
The CRPD underlines the need for data dissemination in accessible formats. This involves the application of web accessibility standards in the design of the OSK web site. Accessibility is an issue for many users, including people with visual or hearing impairments, but also cognitive disabilities.

Successfully developing the ISD requires a high level of coordination among different data providers. This also allows “consensus” to be reached among the different actors involved in the information system, encouraging data exchange and permitting construction of an information base for the indicator system. Another aspect to be underlined is that proficiency on statistical and methodological topics is required. For those two reasons it is suggested that the coordination role should be taken by SOK, as it is in several European countries.

2. Improving the production of official statistics based on international recommendations
This objective relates partly to the previous priority of which it is a sub-component, but is limited to official statistics. Currently the collection of disability data in Kosovo is scarce. The next Census is a key opportunity to collect basic disability data. All the actions, as described below, are important steps needed to enhance the system of disability data collection by SOK.

Activity 2.1 Adopting a definition of disability in line with international standards as a basis for the production of official statistics.
The adoption of a coherent definition and methodology of data collection is a pillar of the disability statistical system, crucial for the quality of data and for comparison at an international level. The current best practice is the methodology developed by the Washington Group on Disability, which is widely disseminated by the UN Statistical Office, WHO and the World Bank.

Activity 2.2 Capacity building for disability data collection
Capacity building for the actors involved in data collection is a requirement for the enhancement of data quality. New approaches to define disability are used in the new International Classification of Functioning, Disability and Health (WHO, 2001) as well as in the CRPD, therefore data collection must be in line with these new concepts of disability.

Activity 2.3 Adopting questions on disability in line with international recommendations in the next Population Census
The forthcoming census of Kosovo is a unique opportunity to start a disability information system. The adoption in the census of the set of questions developed by the Washington Group on

---

The Washington Group on Disability Statistics was formed as a result of the United Nations International Seminar on Measurement of Disability that took place in New York on June 2001. An outcome of that meeting was the recognition that statistical and methodological work was needed at an international level in order to facilitate the comparison of data on disability cross-nationally. Consequently, the United Nations Statistical Division authorized the formation of a City Group to address some of the issues identified in the International Seminar and invited the National Center for Health Statistics, the official health statistics agency of the United States, to host the first meeting of the group. The City Group format is one that has been used by the United Nations (U.N.) in numerous other occasions to address various problems in survey measurement and methodology, such as the Rio Group, which focuses on poverty statistics. The City Group is an informal, temporary organizational format that allows representatives from national statistical agencies and from international organizations such as WHO, World Bank, UNSD, EUROSTAT to come together to address selected problems in statistical methods. A City Group usually is named after the location of the first meeting.
Disability is a strong recommendation agreed upon by the working group and strongly supported by all international experts\textsuperscript{34}.

**Activity 2.4 Introducing and consolidating questions on disability in periodical surveys conducted by the Statistical Office of Kosovo**

SOK is in charge of periodic surveys such as the Household Budget Survey (HBS) and Labor Force Survey (LFS). It is strongly recommended that the 2009 LFS survey and the 2010 HBS survey include the same set of questions suggested for the Population Census. This practice will also allow monitoring of disability trends between two Population Censuses.

**Activity 2.5 Conducting a Census of persons with disabilities and/or ad-hoc survey on specific disability aspects**

The final recommendation envisages the possibility of a Census of persons with disability to gather detailed data on disability in Kosovo. Indeed, a Population Census can only gather limited information on disability that will be greatly enhanced with more qualitative and quantitative information collected through a specific Census of persons with disability. A possible complement and alternative to this activity would be conducting an ad-hoc survey on specific disability aspects.

---

\textsuperscript{34} Revised Census Questions on Disability Endorsed by the Washington Group on Disability

*Introductory phrase:*

The next questions ask about difficulties you may have doing certain activities because of a health problem.

*Core Questions:*

Do you have difficulty seeing, even if wearing glasses?
- No - no difficulty
- Yes – some difficulty
- Yes – a lot of difficulty
- Cannot do at all

Do you have difficulty hearing, even if using a hearing aid?
- No- no difficulty
- Yes – some difficulty
- Yes – a lot of difficulty
- Cannot do at all

Do you have difficulty walking or climbing steps?
- No- no difficulty
- Yes – some difficulty
- Yes – a lot of difficulty
- Cannot do at all

Do you have difficulty remembering or concentrating?
- No – no difficulty
- Yes – some difficulty
- Yes – a lot of difficulty
- Cannot do at all

*Additional Questions:*

Do you have difficulty (with self-care such as) washing all over or dressing?
- No – no difficulty
- Yes – some difficulty
- Yes – a lot of difficulty
- Cannot do at all

Using your usual (customary) language, do you have difficulty communicating, for example understanding or being understood?
- No – no difficulty
- Yes – some difficulty
- Yes – a lot of difficulty
- Cannot do at all
## STATISTICAL DATA

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Collect appropriate information to enable the formulation, the</td>
<td>1.1 Analyzing and identifying the indicators needed to build an integrated</td>
<td>MPS, SOK, Ministries, NGOs and DPOs</td>
<td>Report on indicators needed to develop the Information System on Disability (ISD)</td>
<td>2009</td>
<td>Low cost activity</td>
</tr>
<tr>
<td>implementation and the monitoring of policies on disability</td>
<td>system of data collection on disability</td>
<td></td>
<td></td>
<td></td>
<td>MTEF 2.500 euro</td>
</tr>
<tr>
<td></td>
<td>1.2 Reviewing available sources on disability, including data coming from</td>
<td>MPS, SOK Ministries, NIPH, NGOs and DPOs</td>
<td>Data inventory, report on lack of information</td>
<td>2009</td>
<td>Low cost activity</td>
</tr>
<tr>
<td></td>
<td>Ministries, Municipalities, DPO's, underlining the lack of information.</td>
<td></td>
<td></td>
<td></td>
<td>MTEF 15.000 Euro</td>
</tr>
<tr>
<td></td>
<td>1.3 Defining specific actions to collect administrative and statistical</td>
<td>MPS, SOK Ministries, NIPH, NGOs and DPOs</td>
<td>Detailed plan of new information flow is developed</td>
<td>2010</td>
<td>Low cost activity</td>
</tr>
<tr>
<td></td>
<td>data in order to overcome the information gap on disability.</td>
<td></td>
<td></td>
<td></td>
<td>MTEF 2.500 Euro</td>
</tr>
<tr>
<td></td>
<td>1.4 Defining and implementing new data collection and dissemination</td>
<td>MPS, SOK Ministries, NIPH, NGOs and DPOs</td>
<td>Agreements between SOK and Data producers on data collection and dissemination are implemented</td>
<td>2010</td>
<td>Low cost activity</td>
</tr>
<tr>
<td></td>
<td>standards</td>
<td></td>
<td></td>
<td></td>
<td>MTEF 2.500 Euro</td>
</tr>
<tr>
<td></td>
<td>1.5 Developing the Information System on disability</td>
<td>MPS, SOK</td>
<td>The architectural structure of the Information System on Disability (ISD) is defined and in place</td>
<td>2011</td>
<td>MTEF 25.000 Euro</td>
</tr>
<tr>
<td></td>
<td>1.6 Disseminating statistical data on disability, through the web-site</td>
<td>MPS, SOK</td>
<td>Web site is in place and continuously updated following international standards on communication accessibility for persons with disabilities.</td>
<td>2011</td>
<td>MTEF 11.000 Euro</td>
</tr>
<tr>
<td>Objectives</td>
<td>Activities</td>
<td>Actors</td>
<td>Indicators</td>
<td>Timeline</td>
<td>Resources</td>
</tr>
<tr>
<td>------------</td>
<td>----------------------------------------------------------------------------</td>
<td>-------------------------</td>
<td>----------------------------------------------------------------</td>
<td>----------</td>
<td>-------------------</td>
</tr>
<tr>
<td>2. Improving the production of official statistics based on international recommendations</td>
<td>2.1 Adopting a definition of disability that is in line with international standards as a basis for the production of official statistics.</td>
<td>MPS, SOK, Ministries, NIPH, NGOs and DPOs</td>
<td>Conformity of disability definition to international standards</td>
<td>2009</td>
<td>Low cost activity MTEF 2.500 Euro</td>
</tr>
<tr>
<td></td>
<td>2.2 Capacity building for disability data collection.</td>
<td>MPS, SOK, Ministries, NIPH</td>
<td>Training given</td>
<td>2009</td>
<td>Low cost activity MTEF 7.000 Euro</td>
</tr>
<tr>
<td></td>
<td>2.3 Adopting questions on disability in line with the international recommendations in the next Population Census</td>
<td>MPS, SOK</td>
<td>Conformity of disability statistics to international standards</td>
<td>2009</td>
<td>Low cost activity MTEF (no cost)</td>
</tr>
<tr>
<td></td>
<td>2.4 Introducing and consolidating questions on disability in periodical surveys conducted by the Statistical Office of Kosovo.</td>
<td>MPS, SOK</td>
<td>Adoption of questions on disability in line with international recommendations in the current HBS and LFS survey. Enabling comparison of data across time</td>
<td>2010</td>
<td>Low cost activity MTEF 2.500 Euro</td>
</tr>
<tr>
<td></td>
<td>2.5 Conducting a Census of persons with disabilities and/or ad-hoc survey on specific disability aspects</td>
<td>MPS, SOK</td>
<td>Data is collected and results are disseminated</td>
<td>2011</td>
<td>MTEF 1 million Euro</td>
</tr>
</tbody>
</table>

**Acronyms**
- MPS Ministry of Public Services
- SOK Statistical Office of Kosovo
- NIPH National Institute of Public Health
- NGOs Non Governmental Organizations
- DPOs Organizations of Persons with Disabilities
- ISD Information System on Disability
- HBS Household Budget Survey
- LFS Labor Force Survey
- KCB Kosovo Consolidated Budget
- MTEF Medium Term Expenditure Framework 2009-2011
6.8 MONITORING, EVALUATION AND REPORTING SYSTEM FOR KOSOVO NATIONAL DISABILITY ACTION PLAN

By drafting and publishing the DAP, the Office of the Prime Minister of the Republic of Kosovo / Office for Good Governance, for the first time in the Republic of Kosovo, undertakes a serious official approach towards Persons with Disability with a document that sponsors the rights and specifies the arrangements for monitoring the Rights of the Persons with Disabilities. The National Action Plan on Persons with Disabilities will be implemented during 2009-2011 timeframe.

The implementation of the DAP and its progressive enforcement require the development of a system for the monitoring and evaluation of the achieved results. The United Nations Convention on the Rights of Persons with Disabilities foresees in Art. 33 a three-levels system, which represents a paradigmatic framework for the Disability Action Plan, inspired to the principles of transparency and participation.

Focal Point: the designation within the Government of a National Focal Point in charge for the monitoring of the implementation of the DAP is the key element of the building up and enforcing of the monitoring system. According to the Decision 10/20 of the Government of the republic of Kosovo, which has delegated the responsibility of drafting the DAP to the Office for Good Governance, Human Rights, Equal Opportunities (OGG), this Office will be designated as the Focal point in charge for monitoring and evaluating the implementation of the plan. Disability is a issue strictly related to the wilder field of human rights.

For this purpose, the OGG ought to be provided with the technical and administrative staff necessary to allow the concrete coordination of the monitoring, evaluation and reporting of the implementation activities of DAP.

In accordance with goals and objectives specified in the Plan of Action for persons with disabilities, the plan reflects and specifies concrete tasks, the different stakeholders in charge of implementing the actions, along with result indicators and specific timeframes.

Coordination Body: The Office of Good governance, Human Rights, Equal Opportunities and Gender issues will manage a coordination body composed by stakeholders, human rights units at a central and local level, the representatives of the civil society (representatives of associations, NGOs and DPOs).

Coordination Body will have the following aims and duties:

- To monitor the implementation of the DAP;
- To promote the elaboration of the monitoring results in order to ensure an evaluation based on qualitative and quantitative indicators.
- To promote the collection of systematic statistical data and information about the situation of persons with disabilities in cooperation with the relevant institution in charge.
- To promote the compiling of surveys and researches which can contribute towards the identification of priority actions/interventions for the promotion.
- To promote the collection of systematic statistical data and information about the situation of persons with disabilities in cooperation with the relevant institution in charge.
- To disseminate in the proper format all information collected
- To cooperate and to report to the National Council of persons with disabilities for the implementation of the DAP

Finally, the Focal Point is responsible for monitoring, evaluating and reporting on the overall implementation of DAP in the Republic of Kosovo. The Office of the Prime Minister/Office for Good Governance, Human Rights, Equal Opportunities periodically reports every six months to the Government of the Republic of Kosovo and monitors and evaluates every year directly the process of implementation of the DAP.
<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Performance Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Identifying the focal point of the DAP</td>
<td>1.1 Designate the Office for Good Governance to act as focal point of DAP through an Official Decision</td>
<td>Government, OGG</td>
<td>Approval of designation act</td>
<td>2009</td>
<td>KCB</td>
</tr>
<tr>
<td></td>
<td>1.2 The OGG identifies the staff in charge for monitoring the DAP’s activities</td>
<td>Government, OGG</td>
<td>OGG staff identified</td>
<td>2009</td>
<td>KCB</td>
</tr>
<tr>
<td></td>
<td>1.3 Training the staff</td>
<td>OGG</td>
<td>No. of people trained</td>
<td>2010</td>
<td>MTEF</td>
</tr>
<tr>
<td>2. Building a coordination mechanism</td>
<td>2.1 Appointing a Coordination Body for the DAP</td>
<td>Government, OGG, Ministries, Municipalities, DPOs and Ombudsperson</td>
<td>Coordination Body nominated</td>
<td>2009</td>
<td>KCB</td>
</tr>
<tr>
<td></td>
<td>2.2 Identifying and defining the competences of the Coordination Body</td>
<td>Government, Ministries, DPOs, Municipalities, Ombudsperson</td>
<td>Rules of Coordination Body defined</td>
<td>2009</td>
<td>KCB</td>
</tr>
<tr>
<td></td>
<td>2.3 Building a system of collecting data and information based on international standards</td>
<td>OGG-Coordination Body, MPS-SOK in collaboration with appropriate institutions</td>
<td>Rules and guidelines defined</td>
<td>2010</td>
<td>MTEF</td>
</tr>
<tr>
<td></td>
<td>2.4 Supporting surveys, research and studies on the conditions of persons with disabilities</td>
<td>OGG-Coordination Body, MPS-SOK in collaboration with appropriate institutions</td>
<td>Number and quality of surveys, research and studies supported</td>
<td>2010</td>
<td>MTEF</td>
</tr>
</tbody>
</table>
### National Disability Action Plan for the Republic of Kosovo

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Activities</th>
<th>Actors</th>
<th>Indicators</th>
<th>Timeline</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Monitoring, evaluating and reporting on implementation of the DAP</td>
<td>3.1 Monitoring the implementation of the DAP</td>
<td>Focal Point (OGG), Coordination Body</td>
<td>DAP monitored</td>
<td>2010</td>
<td>MTEF</td>
</tr>
<tr>
<td></td>
<td>3.2 Evaluating the monitoring of the DAP</td>
<td>Focal Point (OGG)</td>
<td>Monitoring evaluated</td>
<td>2010</td>
<td>MTEF</td>
</tr>
<tr>
<td></td>
<td>3.3 Making reports each semester on the implementation of the DAP</td>
<td>Focal Point (OGG)</td>
<td>No. of reports made</td>
<td>2010</td>
<td>MTEF</td>
</tr>
<tr>
<td></td>
<td>3.4 Disseminating in proper format all the information collected, including monitoring, evaluation and periodical reports</td>
<td>Focal Point (OGG), Coordination Body</td>
<td>No. and quality of information, monitoring, evaluation and reports disseminated</td>
<td>2010</td>
<td>MTEF</td>
</tr>
</tbody>
</table>

### Acronyms
- DAP: Disability Action Plan
- OGG: Office for Good Governance
- MPS: Ministry of Public Services
- SOK: Statistical Office of Kosovo
- DPOs: Organizations of Persons with Disabilities
- MTEF: Medium Term Expenditure Framework
- KCB: Kosovo Consolidated Budget
6.9 ANNEXES

ANNEX I. LAWS OF THE REPUBLIC OF KOSOVO FOR DISABILITY ACTION PLAN

Constitution of the Republic of Kosovo, June 2008 (website: http://www.kuvendikosoves.org/)

HEALTH
- Kosovo Health Law 2004/4
- Regulation on the Promulgation of Kosovo Health Law 2004/31
- Law on the Rights of Citizens in Health Care 2004/38
- Regulation on the Promulgation of the Law on the Rights of Citizens in Health Care 2004/47
- Law on the Health Inspectorate 02/L-38
- Regulation on the Promulgation of the Law on the Health Inspectorate 2006/13
- Law on Public Health 02/L-78
- Regulation on the Implementation of the Law on Public Health 2008/6
- Law on Medical Products and Medical Devices 2003/26
- Regulation on the Promulgation of the Law on Medical Products and Medical Devices 2004/23
- Law on Amending the Law on Health 03/L-124
- Decree on the Promulgation of the Law on Amending the Law on Health DL-074-2008
- Law on Narcotic Medicaments, Psycho-tropes and Precursors 02/L-128
- Regulation on the Implementation of the Law on Narcotic Medicaments, Psycho-tropes and Precursors 2008/10

EDUCATION
- Law on Primary and Secondary Education 2002/2
- Regulation on the Promulgation of the Law on Primary and Secondary Education 2002/19
- Law on Higher Education 2002/03
- Regulation on the Promulgation of the Law on Higher Education 2003/14
- Law for Adult Education and Training 02/L-24
- Regulation on the Promulgation of the Law on Adult Education and Vocational Training 2005/43
- Law on Preschool Education 02/L-52
- Regulation on the Promulgation of the Law on Preschool Education 2006/11
- Law on Inspection of Education in Kosovo 2004/37
- Regulation on the Promulgation of the Law on Inspection of Education in Kosovo 2004/55
- Law on Publishing School Textbooks, Educational Teaching Resources, Reading Materials and Pedagogical Documentation 02/L-67
- Regulation on the Promulgation of the Law on Publishing School Textbooks, Educational Teaching Resources, Reading Materials and Pedagogical Documentation 2006/45
- Law on Education in the Municipalities of Kosovo 03/L-068
- Decree on the Promulgation of the Law on Education in the Municipalities of Kosovo DL-024-2008

EMPLOYMENT:
- Essential Labour Law in the UN administered Province of Kosovo, 2001/27
- Basic Labour Law, no. 11/03
- Law on Vocational Education and Training 02/L-42
- Regulation on the Promulgation of the Law on Vocational Education and Training 2006/24
- Law on Vocational Ability, Rehabilitation and Employment of Persons with Disabilities 03/L-019
- Decree on the Promulgation of the Law on Vocational Ability, Rehabilitation and Employment of Persons with Disabilities DL-084-2008

SOCIAL PROTECTION
− Law on Social Assistance Scheme in the UN Administered Province of Kosovo 2000/66
− Regulation on Benefits for Persons Disabled in War and Family Members of Persons Killed in Armed Conflict in Kosovo
− Law on the Methodology for Setting the Level of Basic Pension 2002/1
− Regulation on the Promulgation of the Law on the Methodology for Setting the Level of Basic Pension 2002/15
− Law on Social and Family Services 02/L-17
− Regulation on the Promulgation of Law on Social and Family Services 2005/46
− Law on the Status and Rights of the Families of Invalids, Veterans and of the Families of Civilian Victims of War 02/L-2
− Law on the Social Assistance Scheme in Kosovo 2003/15
− Regulation on the Promulgation of the Law on the Social Assistance Scheme in Kosovo 2003/28
− Law on Disability Pensions 2003/23
− Regulation on the Promulgation of the Law on Disability Pensions 2003/40
− Law on Material Support for Families of Children with Permanent Disabilities 03/L-022
− Regulation on the Promulgation of the Law on Material Support for Children with Permanent Disabilities SRSG 2008/33

ACCESSIBILITY
− Law on Spatial Planning 2003/14
− Regulation on the Promulgation of the Law on Spatial Planning 2003/30
− Law on Construction 2004/15
− Regulation on the Promulgation of the Law on Construction 2004/37
− Law on Amending the Law on Spatial Planning 03/L-106
− Decree on the Promulgation of the Law on Amending the Law on Spatial Planning DL-055-2008
− Law on RTK Radio and Television of Kosovo 02/L-47
− Regulation on the Promulgation of the Law on RTK 2006/14

STATISTICAL DATA
− Law on Kosovo Population, Housing and Dwelling Census 2003/16
− Regulation on the Promulgation of the Law on Kosovo Population, Housing and Dwelling Census 2004/53

DECENTRALIZATION
− Law on Local Self Government 03/L-040
− Decree on the Promulgation of the Law on Local Self Government DL-008-2008
− Law on Local Government Finances 03/L-049
− Decree on the Promulgation of the Law on Local Government Finances DL-015-2008
− Law on Administrative Municipal Boundaries 03/L-041
− Decree on the Promulgation of the Law on Administrative Municipal Boundaries DL-009-2008

OTHERS
− The Anti-Discrimination Law 2004/3
− Regulation on the Promulgation of the Anti-Discrimination Law 2004/32
− Law on Access to Official Documents 2003/12
− Regulation on the Law on Access to Official Documents 2003/32
− Law on Libraries. 2003/06
− Regulation on the Promulgation of the Law on Libraries 2003/19
− Law on Sport 2003/24
− Regulation on the Promulgation on Law on Sport 2004/26
− Family Law of Kosovo 2004/32
− Regulation on the Promulgation of the Family Law of Kosovo 2006/7
− Law on Accreditation 03/L-069
- Decree on the Promulgation of the Law on Accreditation DL-067-2008
- Law on Republic of Kosovo Budget 2009 03/L-105
- Decree on the Promulgation of the Law on the Law on Republic of Kosovo Budget 2009 DL-081-2008