



Erasmus+ Capacity Building in Higher Education T@SK project

Towards increased awareness, responsibility and shared quality in social work

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WP 1.2

**Research on Social Services at the municipal level in
Albania.
Technical report of supervision and toolkits**



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**Ordine
Assistenti Sociali**
Consiglio Regionale della Toscana

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Synthesis/Index

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Introduction

This document summarizes the activities carried out within the scope of Working Package 1.2 Planning of the teaching activities, contextualization and first evaluation of the Albanian Social Services to provide help and guidance to Albanian partners in order to facilitate the preliminary research and then the writing of a first draft of the due report on Social Services in your three municipal areas: Tirana, Elbasan, Shkoder.

It was rated as extremely important that the three Albanian Universities cooperate as much as possible.

To reinforce and give substance to this purpose, it was identified as a common goal that of producing a real book on the state of the art on Social Services in Albania, so that from the first months of activity each report was perceived as a part of the collective volume with a common introduction.

For this reason, the times of research and analysis of the drafting data and comparison of colleagues on the respective results - originally conceived as an activity of the first year of the Project only - actually required more meetings, more efforts and more time occupying everything 2019.

Considering the good results achieved, once printed and publicly presented in a Book presentation held in Tirana on March 5th 2020 and co-participated in streaming via web to the other European partners of UCM, ISCTE and UNIFI - particularly involved in this production as supervising Universities - the book has been made available for adoption as a supplementary text in the BA or MA courses of the Albanian academic offer; it could represent a useful tool for the Social Workers in the 3 Municipalities, with the hope of the entire Consortium that it could be presented in international conferences during and after the running of the T@sk Project.

Part 1 – Working on the book “Social Services in Albania”. First recognition and the webinar experience

1.1 FIRST STEPS

In the first phase of the T@sk project, each of three Albanian Universities wrote a report that represents part of a collective volume on the state of the art of Social Services in Albania (Working Packages 1.2 and 4.2). It was extremely important that the three Universities cooperated as much as possible, so as to produce a homogenous book with a common introduction. Published in Open Access format as a free-of-charge e-book, since March 2020 the book can be adopted in BA or MA courses of the Albanian academic offer.

Presented to an international conference during the third year of the T@sk Project,¹ the volume *Social Services in Albania: background and State of the Art. A report from Tirana, Shkoder and Elbasan* (2020) represents a useful tool for Social Workers in these three Municipalities.

The volume presents a two-chapter overview that describes the historical background and national socioeconomic framework. It then focuses on the Municipal level.

The three European universities followed all the production related to the book, but each supervised a workgroup during the writing phase: University of Florence supervised the Shkoder one, ISCTE Lisbon supervised the Tirana one and Complutense Madrid supervised the working group of Elbasan.

T@SK-LMS (<https://lms.taskproject.eu/my/>) was also created to make this process more fluid.

As a first step, the three Universities created three different reports: one for the area of Tirana, one for the area of Shkoder and one for the area of Elbasan

The scheme of the book was discussed during a *Preparation Meeting* in Tirana (March 2018). The European Universities proposed a list of research questions for each empirical dimension. After the *Introduction* devoted to the main principles and norms, the first

¹ Book launch conference agenda and video are available at: <https://www.taskproject.eu/wp4-2/>

chapter is dedicated to resources and actors; the second chapter to the offer of services; the third to the level of access. To follow, a fourth chapter is dedicated to the financing, and finally the volume closes with a fifth chapter that presents the reflections of the three authors on the quality of the Social Services in Albania.

All the Partners agreed on the importance of all three Albanian Universities following the same framework.

In this phase of preparation, the dialogue between the three EU universities and the Albanian ones was very fruitful and useful for reshaping objectives and methods of achievement. For example, some dimensions that the European partners thought they could request from the Albanian realities were reduced following some difficulties expressed by Albanian colleagues. The planned collection and analysis of municipal data – quantification of expenditure allocated to social services, detailed local data on poverty, list of NGOs (and above all their donors) – was in fact difficult to conduct, still lacking open and accessible platforms, and equally not easily bridged through interviews with privileged witnesses. Many of these perplexities were also expressed during the II International Conference “*Achievements and Challenges of Social Work Profession in Albania*”, held in Shkoder on October 19th, 2018 (see the Conference’s Book of Abstracts online at https://www.taskproject.eu/wp-content/uploads/2019/01/Shkoder2018_BOOKkonference.pdf).

This problem has been widely discussed at the theoretical and empirical levels, including creating a **webinar** on the subject.

1.2 WEBINAR APPOINTMENT

Therefore, the research mainly concentrated on the collection of data provided by ministerial and institutional sources, such as INSTAT. This collection and analysis of information has also proved important because it has further subjected each T@sk partner to the difficulty of obtaining reliable numbers, data and statistics. Each Albanian partner discussed and "probed" the data collected, both with their supervisor and collectively during the webinar conducted by P1.

For this reason, P1 took on the task of framing a series of issues and critical points of the work grid presented to Albanian colleagues.

In the webinar Reflecting on fonts and bibliographic references, recorded on November the 19th, 2018, Sandro Landucci, with the support of Sheila Moroni and Giulia Mascagni, presented some explanations for the choice of indicators needing to be detected in the three Albanian cities.

In addition, on the occasion of the webinar, the researchers clarified the difficulties of reading some data due to incompleteness, inconsistencies and the impossibility of making comparisons.

- These are the main recommendations and suggestions enucleated, on the basis of already known indications contained in the reports of the European Commission and UNICEF (2016):
- the recalibration of some international survey parameters is shared with a view to obtaining even partial but real data on welfare financing policies
- a mapping method is suggested as a partial solution to the problem
- the lack of acceptable financial data is shared and noted
- it was decided to ask each of the municipalities and NGOs active in the area and equipped with autonomous databases for some answers to specific questions on the organization, financing and target groups of users / citizens.
- Albanian university researchers are invited to collect "first-hand" data in the field
- there was a reminder to devote ample space to the recognition of street minors (in particular for Tirana), of minors belonging to Roma and "Egyptian" minorities (Elbasan) and to the exploitation of and violence against women (Shkoder), in line with target project groups.

During the webinar, additional difficulties emerged regarding 1) the comparison of cases and attributable to the profoundly different size and socio-economic profiles of the cities analyzed (e.g. Tirana has about 1/3 the number of inhabitants of Albania); 2) the profound diversity of relationships with municipal governments, key interlocutors in the process of collecting information.

On the sidelines of what was highlighted during the day of online work and recognizing not being overcome by some difficulties (one for all: the impossibility of precise and complete recognition of the numerous NGOs and their respective donors), the seven partners of the T@sk consortium agreed to partially redefine the structure and scientific objectives of the research.

Part 2 – The structure of the book and the main recommendations for drafting each chapter

2.1 FROM REPORT TO VOLUME

The materials produced by the universities of Tirana, Shkoder and Elbasan as agreed were read and supervised respectively by colleagues in Lisbon, Florence and Madrid.

The first part of the research conducted by the three Albanian partners consists of studies on current legislation and new rules. Part of the analysis also concerned the ongoing process for the adoption of a register of social assistants in Albania (in which the procedures turn out to be more similar to the Italian case than to the Portuguese or Spanish ones).

For Chapters 2, 3 and 4, each university team worked on collecting empirical data from the municipalities concerned. Difficulties have been significant, but it has been possible to overcome them (although sometimes only partially) by virtue of the valuable direct knowledge of many institutions and organizations in the area.

Chapter 5 represented the greatest challenge because every Albanian participant had to emphasize the lack of concrete and reliable data on the quality of social services. The sources most often cited by Albanian journalism (but not by scientific articles in Albanian) and by some foreign observers are hardly considered "reliable" (for reasons that concern both the methodology and independence of the sources).

In more detail, looking at the suggested interventions, we retrace the main points on which UNIFI reviewers invited the Shkoder authors to work after reading the first version of the document: in particular (BC) the requests concerned the compilation of tables and graphs (for reasons of clarity preferred over a more narrative drafting) and a more detailed indication of the requests for sources (both bibliographic and/or from direct field research).

January 2019 - First of all, general notes were provided taking advantage of both the LMS e-learning platform and communication via email and Skype; in several cases (see, for example, point 5) they were shared with other teams of supervisors and also intended for the authors of other parts of the report.

Here they are in summary:

- 1.** In order to allow a more complete reading of the phenomena, supervisors suggested updating, quoting and implementing, at national and local levels, the following **socio-demographic data**:
 - life expectancy
 - healthy life expectancy
 - percentage of those non-self-sufficient
 - the 5 (or 10) leading causes of death
 - employment rate
 - schooling rate
- 2.** It was stressed that a more critical reading of the data would be desirable, which should not forget to address the issue of the visibility and emergence of certain problems (e.g. violence, handicaps, indigence...).
- 3.** The importance of always citing one's own bibliographic sources correctly and adequately is highlighted.
- 4.** More generally, the need for careful re-reading to amend the text and address any inaccuracies and misprints is highlighted.
- 5.** With specific reference to the drafting guidelines and the shared framework, the authors were invited to adequately develop or address some paragraphs and/or issues and – as suggested by the Portuguese colleagues – to homogenize the format, sources and titles, as well as to enumerate and adapt paragraphs and put any figures and tables in a suitable format for reading and publication.

February 2019 – After an agreed time for revision work, two appointments for videoconferencing (Skypecall) between authors and supervisors were made in order to consider revision issues and to resolve any critical points.

In particular detailed work was required on:

- ✓ deepening the scientific analysis and interpretation of some key passages;

- ✓ appropriateness (scientific content) and format (good visibility and correct layout) of tables and figures;
- ✓ advice to mitigate – where possible – the list effect, introducing and commenting on points presented synthetically and/or only with diagrams;
- ✓ especially, a request to investigate the “Levels of Access” key theme, including a brief but necessary historical excursus.

March 2019 - The final version of the document was sent to UNIFI supervisors by the Shkoder partners for a last reading and then uploaded to the LMS e-learning platform and shared with the authors and supervisors of other units.

The University of Lisbon activated its team to review the work on the Municipality of Tirana and made specific requests, especially adherence to the structure, setting and reference literature of the University of Tirana team.

UCM carried out a similar examination on the work done by Elbasan. Both groups also worked in the field by interviewing representatives of social services in the areas of Tirana and Elbasan.

As regards Shkoder, the University of Florence took action to request formal corrections but also, and above all, to receive information on the reference bibliography and the sources from which data and observations on the general framework were taken. The University of Shkoder also contacted staff in the reference municipality and some NGOs (especially project partners) to find historical and non-historical data required to answer questions. The "raw" research materials and drafts were then exchanged via private repositories between Albanian supervisors and authors.

2.2 AGREED VOLUME STRUCTURE AND KEY SUGGESTIONS

Again, at this stage, the three supervisors suggested to the Albanian authors that they follow the scheme discussed during the preparation meeting in Tirana (March 2018), pointing out that in the final version, hopefully destined for publication, there would also be included an **introduction to the common national framework**.

They also wrote a list of research questions for each empirical dimension - Introduction: principles and norms; 1. Resources and actors (plus service offers); 2. Access levels; 3:

Financing; 4. Social Services quality – inviting the authors to focus on each Municipal level (see Box. 2.1).

Box 2.1**OVERVIEW OF THE REPORTS (Original guidelines shared with Albanian authors)****Introduction: Principles and Norms** (edited by the three Universities together)**Chapter 1: Resources and actors** (approximately 13,500–15,000 words)

This chapter will be divided into three sections: Resources and actors in the Municipality of Tirana; Resources and actors in the Municipality of Shkoder; Resources and actors in the Municipality of Elbasan. (each section 4,500–5,000 words)

Chapter 2: Levels of access (approximately 9,000–10,500 words)

This chapter will be divided into three sections: levels of Access in Tirana, levels of Access in Shkoder; levels of Access in Elbasan (each section 3,000–3,500 words).

Chapter 3: Financing the Social Services (approximately 6,000–7,500 words)

This chapter will be divided into three sections: Financing Social Services in Tirana; Financing Social Services in Shkoder; Financing Social Services in Elbasan (each section 2000- 2.500)

Chapter 4: Quality of Social Services (approximately 6,000–7,500 words)

This chapter will be divided into three sections: Quality of Social Services in Tirana; Quality of Social Services in Shkoder; Quality of Social Services in Elbasan (each section 2,000–2,500 words)

TOTAL WORD COUNT FOR THE COMPLETE REPORT: 37,000–43,500 words

2.3 SPECIFIC SUGGESTED INTERVENTIONS AND GUIDELINES FOR THE COIMPLILATION OF EACH CHAPTER

It was decided and shared how important it was that all three Universities follow the same scheme. The supervising partners imagined that each chapter would be divided into an introduction and five sections. It was also pointed out that it was not compulsory to give answers to all research questions and was advisable to avoid structuring the text in the form of answers to interview questions. The questions along each of the five dimensions are only intended as a trace that can help in drafting homogenous chapters. The Albanian authors were obviously invited to add some information or skip some questions depending on the availability of sources.

The shared goal was that after drafting three reports, the final volume could be structured.

The complete list of interventions and tools suggested for each section/ chapter of the report is below

Introduction

This section (PART 1 + PART 2) was intended as a brief description of the main principles and norms at the basis of the delivery of Social Services in Albania. It was highly desirable and expressly required that the *Introduction* should be co-edited by all three Universities.

Part 1: PRINCIPLES OF THE ALBANIAN WELFARE STATE

- ✓ Is the Albanian Welfare State (AWS), generally considered, mostly inspired by either universalistic (financed through general taxation, oriented by general conditions of age, income etc.) or particularistic (financed through professional or mutualist funds, oriented by an affiliation to specific professional and socio-economic categories) criteria?
- ✓ Does the AWS system mostly provide: *services* (such as housing, daycare centres, personal assistance) or *financial aid*? (Please describe)
- ✓ Can the AWS be considered a public, private or mixed system?

- ✓ Do social policies follow the general aim of de-institutionalisation of the beneficiaries?

Sources: a) Albanian Constitution; b) National Law on Social services (law on Decentralisation); c) National law on the Healthcare System; d) Works on the History of social policies in Albania.

Part 2: NORMS

The aim of this section (second part of the Introduction) was to describe the legal and normative framework behind the elaboration and implementation of Social Services in Albania. It was highlighted as being very important to understand the impact of the past and to figure out the influence of what are currently the most important external actors (e.g. the European Union) in the configuration of the Albanian Welfare State.

- ✓ What is the current normative framework for the production of social policies and the implementation of social services? How would you describe the main changes that have occurred in the current system compared to former frameworks: a) the Communist Regime; b) the post-communist phase.
- ✓ Does the scientific literature evidence an influence of informal norms (originating from local, cultural or religious traditions; from the Communist regime) over the implementation of the social policy system designed by recent legal reforms (2014-2017) (Law of December 2017 – most of the functions of the past and the dissolved Ministry of Labour and Social Affairs go to the Ministry of Health and Social Protection; Law on the Order of Social Workers approved in December 2014 and/or Law of Local Self-government approved in June 2015 and/or the Framework of Law for Social Care Services approved in November 2016)?
- ✓ Based on your experience, how would you evaluate this influence?
- ✓ How much is decentralization enforced in the current normative framework of social policies? How does it fit with the recent reform of the local administrative system?

- ✓ Did the abolition of the Ministry of Social Welfare and Youth and its substitution by the Ministry of Health influence the organization of Social Services? And their functioning?
- ✓ How do you evaluate the impact of European Union requests in the reform process of the current legislation on Social Services in Albania? Is the influence of other models (from countries within or outside the European Union, e.g. the USA, CH) still significant?

Sources: a) National Law on Social services (law on decentralisation); b) Statutes, regulations and acts at the local level; c) Reports on the implementation of new social services and policies at the local level.

1. ACTORS IN THE SOCIAL SERVICES: STRUCTURES, INSTRUMENTS, ACTIVITIES

The aim of this chapter was to provide an exhaustive list of all Social Services currently active in each of the three Municipalities and to make clear by whom they are offered. Social Services should include all the structures, services and activities offered in the municipal areas of Elbasan, Shkoder, Tirana. Supervisors suggested also taking into account the following classification and amending it in case the categories below do not fit the reality in your Municipality:

- a. Structures that provide economic endowments
- b. Residential Institutions
- c. Inclusion Interventions
- d. Housing Interventions
- e. Support interventions
- f. Home help services

In view of the offer and delivery of social services described above, each Albanian research group was asked to state which ones were concretely managed and by whom.

Supervisors suggested dividing the aforementioned services into the following categories and to indicate as precisely as possible: 1) the organization responsible for its organization; 2) the management of Social Service in their ordinary activities.

- a. Central State
- b. Local authorities (municipalities or other institutions at the local level)
- c. Public healthcare system (at the central or local level)
- d. Private sector (national and international NGOs; Key national institutions e.g. the Catholic church, Orthodox church, Muslim community).

In the end, where possible, it was suggested to follow the example set for the description of all Social Services in each Municipality:

- ✓ Is there any evidence of differential access to Social resources based on the area of residence (urban, periphery and rural areas) within Municipality borders?
- ✓ Are practices of institutionalisation widespread in your municipality? To what extent and in which areas of Social Services delivery?
 - If no, which are the factors that were mostly successful in the deinstitutionalisation process?
 - If yes, under which conditions should the deinstitutionalisation take place? In your opinion and based on previous experience in your Municipality, which factors would facilitate the deinstitutionalisation of which services? Under which timeframe?
- ✓ Does any corporation/private company offer some kind of Social Services to their employees?

Sources: Municipality's budget (online data plus interviews with key informants); Healthcare's System budget (online); Main Private actors' (NGOs') project budgets (interviews with NGO managers); International aid programmes' budgets² (World Bank algorithms).

² This reality also proved to be very important during the fact-finding phase in the field (in particular in Elbasan – visit of P1, P2, P3, P7 to Elbasan) where the differences between social services and welfare offered in cities and rural areas also discussed. There was also, especially, a discussion of the use of "cash" in Albanian welfare and the use of mathematical and financial tools provided in the post-fall phase of the

A Municipality's or Region's acts (acts of address, programmes, agreements, memoranda) as long as they are the main source for detecting NGO and Civil society activities in social care and social policies (e.g. Financial and/or non-financial sharing for social projects). Focus on multinational and domestic firms to clarify (as far as possible) their social protection policies for employees and their role in the supply of services closely related to social welfare (e.g. Vodafone Albania Foundation for Vulnerable Communities).

2. LEVELS OF ACCESS

Who gets what and where? In this paragraph, the main aim was to understand who the main beneficiaries of Social Services in each of the three municipalities are and under which conditions the beneficiaries can have access to those services. Additionally, it would be useful to understand which categories of citizens (children, women, poor people, elderly people, disabled people etc.) are more entitled to have access to Social Services and under which legal frameworks.

It was required to specify: * who are beneficiaries of the Social service and Social Care system; ** How those beneficiaries are defined in formal terms; *** If there are any explicit definitions of the criteria for access to various levels of assistance.

It was required to specify which procedures individuals and families have to follow in order to have access to Social Services. Moreover, it was required to indicate if norms and procedures are formally defined. Do specific sets of norms exist that regulate access to Social Services on the basis of socio-economic need and the need conditions of persons entitled to receive Social Services?

It was required to roughly assess the percentages of total expenditure (per annum) of the Social Services provided by each of the three municipalities (pensions excluded):

EXAMPLE: Financial support for poor people 30%; Street children support 10% etc.

regime to the new Albanian state by the World Bank. This reflection also led to the idea of planning a seminar (later held by the Lisbon partners during the July 2020 webinar) on the peculiarities of welfare and social work in rural areas.

taking into account the following list of kinds of beneficiaries of social services:

- a. Minors (orphans, street children)
 - b. Disabled persons
 - c. Elderly people
 - d. Ethnic and religious minorities with diverse economic and social problems
 - e. Poor people
 - f. Other fragile adults (specify)
 - g. Others (specific cases for each Municipality)
- ✓ It was required to provide a short description of: a) the main categories of citizens that have access the Social Services in your Municipality; b) the main economic resources and services they have access to; c) if the main economic resources derive from the public budget or from other sources of financing; d) if specific categories of citizens (or specific needs) are covered by specific public or private financing.
- ✓ It was required to describe the resources and instruments dedicated to each category of citizen in your Municipality; if possible, try to distinguish between the services financed by the public budget and those financed by resources deriving from the private sector.

Sources: National legislation on social services; Healthcare services, general or concerning specific Subjects; Targets of the main private sector actors in Social Care and Social services (formal definition of their beneficiaries and detection of actual beneficiaries through the analysis of reports on their activities); Municipality's or Region's acts (Acts of address, programmes, agreements, organisation charts); Statistical sources for social interventions.

3. FINANCING SOCIAL SERVICES

It was required to provide an overview of the annual Budget for Social Services in your Municipality, taking into account both public and private resources.

It was required to provide a detailed description of decisions concerning the allocation of budgets for the Social Services at the level of each Municipality: Which are the main actors involved? Which procedures are followed? Are decisions taken only at the public level or is there interplay with the private level?

Sources: Municipality's budget; Healthcare System's budget; Main Private actors' (NGOs) project budgets (Interviews with managers of NGOs); budgets of international aid programmes.

4. QUALITY OF SOCIAL SERVICES

It was required to provide an assessment of the quality of the Social Service system in your Municipality on the basis of available sources.

Sources: Media reports, Surveys on the quality of Social Services; Official statistical data on the quality of Social Services.

Part 3 – Suggested Literature and other References for reflecting together on Social Services in Albania

3.1 REFERENCES

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3.2 RESOURCES FOR RESEARCH BY P1 – NOVEMBER 2018

SOURCE	LINK	NOTE	CAP
GENERAL OVERVIEW			
National Centre of Social Studies	http://www.ncss-al.org/	Private Research Centre	1; 2
SHSSH – Shërbimi Social Shtetëror	sherbimisocial.gov.al	Reports by public social services	1; 2
Open Data Albania	open.data.al		1; 3
UNDP – United Nations Development Programme (SITE)	http://www.al.undp.org/	cf. Albania country	1; 3
INSTAT – Institute of Statistics	http://www.instat.gov.al/en/home.aspx	http://www.instat.gov.al/en/about-us/the-program-of-transparency/	2
OBSERVATORI	http://observatori.org.al/		2
MCSER – Mediterranean Centre for Social and Educational Research	http://www.mcser.org/index.php	Articles and reviews	2; 3; 4
UNICEF – PROPOSAL TO ESTABLISH A PACKAGE OF SERVICES IN ALBANIA AND FINANCING MECHANISMS	https://www.unicef.org/albania/Supporting_Planning_of_Social_Care_Services-Basket_of_Services.pdf	NUMBERS OF SOCIAL WORKERS IN THE THREE AREAS AT 2015	3
Open Data – SPENDING	Spending.data.al	Financing from the USA	3
Partners Albania – Centre for Change and Conflict Management	https://partnersalbania.org/wp-content/uploads/2016/01/monitoring_6_municipalities.pdf	Supported by the British Embassy and the Embassy of the Kingdom of the Netherlands in Tirana	4
BTI-Project.org	https://www.bti-project.org/en/country-reports/	Not found	Context
OCSE	https://www.state.gov/documents/organization/277377.pdf	Human Right Report 2017	Context
World Bank	https://www.worldbank.org/en/country/albania + https://data.worldbank.org/country/albania + http://www.worldbank.org/en/news/loans-credits/2009/03/17/albania-social-services-delivery-project	cf. Albania country	Context
BY GEOGRAPHICAL AREA			

IDM – Institute for Democracy and Mediation	https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwjElv7A7c_eAhUSzoUKHev8D8UQFjAAegQICBAC&url=http%3A%2F%2Fopenalb.net%2Fwp-content%2Fuploads%2F2016%2F08%2FSHOKDER-report-17.08.2016.pdf&usg=AOvVaw0hFbShVWX1Vp5h94vUp7Sj	Shkodër - Perceptimi i qytetarëve mbi ofrimin e shërbimeve në Bashkinë Shkodër PDF	1; 2; 4
Instituti Alb-Shkenca	www.alb-shkenca.org	Article – URBANIZATION AND SOCIAL PROBLEMS LINKED WITH: NEW CHALLENGES FOR THE CITY OF SHKODER (2013) PDF	2
KQSH Social Map	http://www.kqshsocialmap.com/	Shkodër	1
Open DataTR	http://open.data.al/sq/lajme/lajm/id/2110/Bashkia-Tirane-Buxheti-2018	Tirana – Bashkia Tiranë Buxheti 2018	3
Tirana.al Municipality of Tirana Medium Term Budget Program 2016-2018	www.tirana.al/wp-content/uploads/2016/01/Relacion-i-i-PBA-2016-2018-dok-3.pdf	Bashkia e Tiranës Programi Buxhetor Afatmesëm 2016-2018	3
UNDP – United Nations Development Programme (FILE)	https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&cad=rja&uact=8&ved=2ahUKEwib0Pb88M_eAhVGLBoKHar_BLMQFjABegQIBxAC&url=http%3A%2F%2Fwww.al.undp.org%2Fcontent%2Fdam%2Falbania%2Fdocs%2Fmisc%2FA%2520Review%2520of%2520Local%2520Budget%2520Spending%2520on%2520Social%2520Care%2520Services%2520(2).pdf&usg=AOvVaw3JhDwtBP4bGoHj3mDTPTFd	Particularly, Tirana and Shkoder A Review of Local Budget Spending on Social Care Services commissioned by UNDP to LNB PDF	1; 2; 3; 4
BY THEME			
Council of Europe	https://rm.coe.int/1680681ebb	Protection System for children	2
CRIN – Child Rights International Network	https://www.crin.org/en/library/countries/albania	Observatory on childhood	2
Refworld by UNHCR	http://www.refworld.org/docid/445616ae2.html	Report - <i>Albania: Violence Against Women in the Family: "It's Not Her Shame"</i>	2

THE ALBANIAN CROWD	http://www.thealbaniancrowd.org/en/about-us/	An interactive platform providing information on civil society sector organizations and social enterprises in Albania.	1
UNICEF	https://www.unicef.org/albania/Social_Pact_Report.pdf		2
USEFUL to ALBANIAN WOMEN (UAW)	http://uaw.al/new/	The Association aims to take a prominent role in protecting human rights and equal opportunities through offering services for women, youth, children and communities in need, as well as improving social economic policies.	2
WHO – World Health Organization	http://www.euro.who.int/_data/assets/pdf_file/0017/307520/Situation-analysis-prevention-child-maltreatment-Albania-al.pdf	Prevention of Child Maltreatment	2
Child Protection Hub	https://childhub.org/fr/system/tdf/library/attachments/albania_paper_final.pdf?file=1&type=node&id=21689	Final Report	2

3.3 SUBDIVISION CHAPTERS / TEXTS

	Elbasan	Shkoder	Tirana
Context	BTI-Project.org OCSE World Bank	BTI-Project.org OCSE World Bank	BTI-Project.org OCSE World Bank
0. Introduction	Legislation on children and women	Decentralization	Norms and principles of Social Services in Albania
1. Actors: Governance & Supply	<ul style="list-style-type: none"> • IDM – Institute for Democracy and Mediation • INSTAT – Institute of Statistics • National Centre for Social Studies • Open Data Albania • SHSSH – Shërbimi Social Shtetëror • THE ALBANIAN CROWD • UNDP – United Nations Development Programme (SITE) • UNDP United Nations Development Programme (FILE)* 	<ul style="list-style-type: none"> • IDM – Institute for Democracy and Mediation • INSTAT – Institute of Statistics • <i>KOSH Social Map</i> • National Centre for Social Studies • Open Data Albania • SHSSH – Shërbimi Social Shtetëror • THE ALBANIAN CROWD • UNDP – United Nations Development Programme (SITE) • UNDP – United Nations Development Programme (FILE) 	<ul style="list-style-type: none"> • IDM – Institute for Democracy and Mediation • INSTAT – Institute for Statistics • National Centre for Social Studies • Open Data Albania • SHSSH – Shërbimi Social Shtetëror • THE ALBANIAN CROWD • UNDP – United Nations Development Programme (SITE) • UNDP – United Nations Development Programme (FILE)
2. Recipients & Level of access	<ul style="list-style-type: none"> • Council of Europe • CRIN – Child Rights International Network • INSTAT – Institute of Statistics • MCSER – Mediterranean Center for Social and Educational Research • OBSERVATORI • Refworld by UNHCR • UNICEF • UNDP United Nations Development Programme (FILE)*USEFUL to ALBANIAN WOMEN (UAW) • WHO – World Health Organization 	<ul style="list-style-type: none"> • Council of Europe • CRIN – Child Rights International Network • <i>IDM – Institute for Democracy and Mediation</i> • INSTAT – Institute of Statistics • <i>Instituti Alb-Shkenca</i> • MCSER - Mediterranean Center of Social and Educational Research • OBSERVATORI • Refworld by UNHCR • UNICEF • UNDP United Nations Development Programme (FILE)*USEFUL to ALBANIAN WOMEN (UAW) • WHO – World Health Organization 	<ul style="list-style-type: none"> • Council of Europe • CRIN – Child Rights International Network • INSTAT – Institute of Statistics • MCSER – Mediterranean Center for Social and Educational Research • OBSERVATORI • Refworld by UNHCR • UNICEF • UNDP United Nations Development Programme (FILE)*USEFUL to ALBANIAN WOMEN (UAW) • WHO – World Health Organization

		(FILE)*USEFUL to ALBANIAN WOMEN (UAW) WHO – World Health Organization	
3. Financing	<ul style="list-style-type: none"> • MCSER Mediterranean Centre for Social and Educational Research • Open Data – SPENDING • Open Data Albania • UNDP - United Nations Development Programme (SITE) • UNDP United Nations Development Programme (FILE)* 	<ul style="list-style-type: none"> • MCSER – Mediterranean Centre for Social and Educational Research • Open Data – SPENDING • Open Data Albania • UNDP – United Nations Development Programme (SITE) • UNDP United Nations Development Programme (FILE)* 	<ul style="list-style-type: none"> • MCSER – Mediterranean Centre for Social and Educational Research • <u>Open Data – TIRANA</u> • Open Data – SPENDING • Open Data Albania • UNDP – United Nations Development Programme (SITE) • UNDP United Nations Development Programme (FILE)*
4. Quality of Services	<ul style="list-style-type: none"> • MCSER - Mediterranean Centre for Social and Educational Research • UNDP United Nations Development Programme (FILE)* 	<ul style="list-style-type: none"> • <u>IDM – Institute for Democracy and Mediation</u> • MCSER - Mediterranean Centre for Social and Educational Research • UNDP United Nations Development Programme (FILE)* 	<ul style="list-style-type: none"> • MCSER – Mediterranean Centre for Social and Educational Research • UNDP United Nations Development Programme (FILE)*

4. Abbreviations and Acronyms

- BA: Bachelor's degrees
BPs: Best practice
FCT: First Consolidation Training (Florence)
ICT: Information and Communication Technologies
KoM: Kick-off Meeting
LMS: Learning Management System
MA: Master's Degree
OAS: Ordine Assistenti Sociali of Tuscany Region
P1: University of Florence - Italy
P2: Universidad Complutense de Madrid - Spain
P3: Instituto Universitario De Lisboa - Portugal
P4: Universiteti i Tiranës - Albania
P5: Universiteti Shkodrës Luigj Gurakuqi - Albania
P6: Universiteti i Elbasanit "Aleksandër Xhuvani" - Albania
P7: Ordine Assistenti Sociali della Regione Toscana - Italy
SCT: Second Consolidation Training (Lisbon)
SW: Social Work
TCT: Third Consolidation training (Madrid)
WP: Work Package

*Sandro Landucci, Giulia Mascagni and Sheyla Moroni (DSPS Unifi - P1)
present:*

Webinar I Reflecting together on fonts and bibliographic references

November 19th, 2018



1



Documentary Sources: why e what

It is not always necessary to collect new primary data for research, and using existing data can be an efficient use of resources for many quantitative and or qualitative questions.

Potential existing data includes: public records and official statistics, policy reports, research publications, archived research data, mass media sources, also private documents such as diaries, blogs, chronicle ...

This background information can be used to orientate the researcher in refining the research design but can be also part of the corpus of data that will be analysed to answer the research question.

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2

1



Documentary Sources: reliability and validity

Methodological issues to consider when using unsolicited documents include: **selective deposit and survival**, and the **context of their production**

Threats to reliability - two sources of bias operate to potentially limit data's representativeness: 1) **selective deposit** = not everything gets recorded; 2) **selective survival** = what survive of any data set is not necessarily representative of what is deposited

Threats to validity: or documents authenticity

[Green J., Thorogood N. (2001), *Qualitative Methods for Health Research*, London: Sage, p.196]

3



Intergovernmental organization and NGOs: some reflection on considering them as sources

- ▶ OCSE
- ▶ World Bank
- ▶ Save the Children
- ▶ Terre des Hommes
- ▶

On their sites some reports and data are published but either they are not sufficiently updated and disaggregated or there is no transparency on funding.

Two examples:

- ▶ <https://albania.savethechildren.net/> : on the site of stc the mechanism of the expense of money is clarified but not the amount
- ▶ <https://www.tdh.ch/en/our-interventions/albania> : a budget is presented but no unbundled

Third example: the case of an Italian NGO that exemplifies the world of small NGOs: "economic and social bridges" between two territories rather than institutions guided by a general vision

- ▶ <http://www.nostraproject.eu/Partnership/Strait-of-Otranto> + PDF wbnr5

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4

2



Two questions to reflect together and a bibliographic reference

- ▶ Without precise data, is it possible to claim to have made progress compared to the analysis of 2009?
- ▶ How can you define the relationship between your welfare state and the NGOs?

See: Amy L. E., Gjermeni E. (2013), *Where is the 'State' in Albania? The Unresolved Contradictions Confronting Civil Society in the 'Transition' from Communism to Free Markets*, in «Studies of Transition States and Societies» 5(1):7-21. [PDF wbnr6](#)

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Selection of sources and systematization

Our selected sources are categorized according to content:

- ▶ GENERAL OVERVIEW
- ▶ BY GEOGRAPHICAL AREA
- ▶ BY THEME

Their main hypothesis of use is then indicated by following the chapter grid ➔

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	SOURCE	LINK	NOTE	CAP.
	GENERAL OVERVIEW			
	National Centre Of Social Studies	http://www.ncss-al.org/	Private Research Center	1; 2
	SHSSH - Shërbimi Social Shtetëror	sherbimisocial.gov.al	Reports by public social services	1; 2
	Open Data Albania	open.data.al		1; 3
	UNDP - United Nations Development Programme (SITE)	http://www.al.undp.org/	cfr. Albania country	1; 3
	INSTAT - Institute of Statistics	http://www.instat.gov.al/en/home.aspx +++++ http://www.instat.gov.al/en/about-us/the-program-of-transparency/		2
	OBSERVATORI	http://observatori.org.al/		2
	MCSER - Mediterranean Center of Social and Educational Research	http://www.mcser.org/index.php +++ http://www.mcser.org/images/stories/JESRJOURNAL/Jesr_May_2012/birlinda_lumana.pdf	Articles and reviews In particular, see <i>Evaluating Low Income Families' self Perception of the Economic Aid Program: The Albanian Case</i> (2013) PDF wbnr_LumanaHasi	2; 3; 4
	UNICEF - Proposal on establishing a package of services in Albania and financing mechanisms	https://www.unicef.org/albania/Supporting_Planning_of_Social_Care_Services-Basket_of_Services.pdf	Numbers of social workers in the three areas at 2015 PDF wbnr_Unicef2016	3
	Open Data - SPENDING	Spending.data.al	Financing from USA	3
	Partners Albania - Center for Change and Conflict Management	https://partnersalbania.org/wp-content/uploads/2016/01/monitoring_6_municipalities.pdf	Supported by British Embassy and Embassy of the Netherlands. [No data about Shkodër]	4
	BTI-Project.org	https://www.bti-project.org/en/country-reports/ https://www.bti-project.org/en/reports/country-reports/detail/itc/ALB/	BTI 2018 Albania Country Report	Context
	DCSE	https://www.state.gov/documents/organization/277377.pdf	Human Right Report 2017	Context
	World Bank	https://www.worldbank.org/en/country/albania +++ https://data.worldbank.org/country/albania +++ http://www.worldbank.org/en/news/loans-credits/2009/03/17/albania-social-services-delivery-project	cfr. Albania country	11/19/18 3, Context

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BY GEOGRAPHICAL AREA		
	Bashkia Elbasan	http://elbasani.gov.al/en-us/Services/Pages/Sherbimi-Social.aspx
	IDM – Institute for Democracy and Mediation	https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwjElv7A7c_eAhUSzoUKHev8D8UQFjAAegQICBC&url=http%3A%2F%2Fopenal.net%2Fwp-content%2Fuploads%2F2016%2F08%2FSHKODER-report-17.08.2016.pdf&usg=A0Vwaw0hFbShvWX1Vp5h94vUp7
	Instituti Alb-Shkenca	www.alb-shkenca.org
	KQSH Social Map	http://www.kqshsocialmap.com/
	Open Data TR	http://open.data.al/sq/lajme/lajm/id/2110/Bashkia-Tirane-Buxheti-2018
	Tirana.al Municipality of Tirana Medium Term Budget Program 2016-2018	www.tirana.al/wp-content/uploads/2016/01/Relacioni-PBA-2016-2018-dok.3.pdf
	UNDP - United Nations Development Programme (FILE1)	https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&cad=rja&uact=8&ved=2ahUKEwib0Pb88M_eAhVGLBOKHar_BLMQFjABegQIBxAC&url=http%3A%2F%2Fwww.al.undp.org%2Fcontent%2Fdam%2Falbania%2Fdocs%2Fmisc%2FA%2520Review%2520of%2520Local%2520Budget%2520Spendi

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BY THEME			
TOSK	Council of Europe	https://rm.coe.int/1680681ebb	Protection System for children
	CRIN - Child Rights International Network	https://www.crin.org/en/library/countries/albania	Observatory on childhood
	Refworld by UNHCR	http://www.refworld.org/docid/445616ae2.html	Report - Albania: Violence Against Women in the Family: "It's Not Her Shame"
	The Albanian Crowd	http://www.thealbaniancrowd.org/en/about-us/	An interactive platform providing information on the civil society sector organizations and social enterprises in Albania.
	UNICEF	https://www.unicef.org/albania/Social_Pact_Report.pdf	
	Useful To Albanian Women (UAW)	http://uaw.al/new/	The Association aims to exert a prominent role in protecting the human rights and equal opportunities through offering services for women, youth, children and the communities in need, as well as improving the social economic policies.
	WHO - World Health Organization	http://www.euro.who.int/_data/assets/pdf_file/0017/307520/Situation-analysis-prevention-child-maltreatment-Albania-al.pdf	Prevention of Child Maltreatment
	Child Protection Hub	https://childhub.org/fr/system/tdf/library/attachments/albania_paper_final.pdf?file=1&type=node&id=21689	Final report about the state of decentralization PDF wbnrCPH [also useful for OVERVIEW]
	UNDP - United Nations Development Programme (FILE2)	http://www.al.undp.org/content/dam/albania/docs/misc/Satisfaction Survey on Social Services (2018) by Leave No One Behind PDF wbnr7	11/19/18

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Drafting the chapters: a look inside			
	<i>Elbasan</i>	<i>Shkodër</i>	<i>Tirana</i>
Context Sources selected to define a preliminary framework	<ul style="list-style-type: none"> • BTI-Project.org • OCSE • World Bank 	<ul style="list-style-type: none"> • BTI-Project.org • OCSE • World Bank 	<ul style="list-style-type: none"> • BTI-Project.org • OCSE • World Bank
O. Introduction	FOCUS ON The legislation on children and women	FOCUS ON Decentralization	FOCUS ON Norms and principles of the Social Services in Albania

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TOSK

	<i>Elbasan</i>	<i>Shkodër</i>	<i>Tirana</i>
1. Actors: Governance & Supply	<ul style="list-style-type: none"> • Child Protection Hub (FILE) • National Centre Of Social Studies • Open Data Albania • SHSSH - Shërbimi Social Shtetëror • THE ALBANIAN CROWD • UNDP - United Nations Development Programme (SITE) • UNDP United Nations Development Programme (FILE1) 	<ul style="list-style-type: none"> • Child Protection Hub (FILE) • <u>IDM – Institute for Democracy and Mediation</u> • <u>KQSH Social Map</u> • National Centre Of Social Studies • Open Data Albania • SHSSH - Shërbimi Social Shtetëror • THE ALBANIAN CROWD • UNDP - United Nations Development Programme (SITE) • UNDP - United Nations Development Programme (FILE1) 	<ul style="list-style-type: none"> • Child Protection Hub (FILE) • National Centre Of Social Studies • Open Data Albania • SHSSH - Shërbimi Social Shtetëror • THE ALBANIAN CROWD • UNDP - United Nations Development Programme (SITE) • UNDP - United Nations Development Programme (FILE1)

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TOSK

	<i>Elbasan</i>	<i>Shkodër</i>	<i>Tirana</i>
Recipients & Level of access	<ul style="list-style-type: none"> • Bahskia Elbasan • Council of Europe • CRIN - Child Rights International Network • INSTAT - Institute of Statistics • MCSER - Mediterranean Center of Social and Educational Research • OBSERVATORI • Refworld by UNHCR • UNICEF • UNDP United Nations Development Programme (FILE1) • USEFUL to ALBANIAN WOMEN (UAW) • WHO - World Health Organization 	<ul style="list-style-type: none"> • Council of Europe • CRIN - Child Rights International Network • <i>IDM – Institute for Democracy and Mediation</i> • INSTAT - Institute of Statistics • <u>Instituti Alb-Shkenca</u> • MCSER - Mediterranean Center of Social and Educational Research • OBSERVATORI • Refworld by UNHCR • UNICEF • UNDP United Nations Development Programme (FILE1) • USEFUL to ALBANIAN WOMEN (UAW) • WHO - World Health Organization 	<ul style="list-style-type: none"> • Council of Europe • CRIN - Child Rights International Network • INSTAT - Institute of Statistics • MCSER - Mediterranean Center of Social and Educational Research • OBSERVATORI • Refworld by UNHCR • UNICEF • UNDP United Nations Development Programme (FILE1) • USEFUL to ALBANIAN WOMEN (UAW) • WHO - World Health Organization

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	<i>Elbasan</i>	<i>Shkodër</i>	<i>Tirana</i>
3. Financing	<ul style="list-style-type: none">• Open Data – SPENDING• Open Data Albania• UNDP - United Nations Development Programme (SITE)• UNDP United Nations Development Programme (FILE1)• UNICEF - Proposal on establishing a package of services in Albania and financing mechanisms• World Bank	<ul style="list-style-type: none">• Open Data – SPENDING• Open Data Albania• UNDP - United Nations Development Programme (SITE)• UNDP United Nations Development Programme (FILE1)• UNICEF - Proposal on [...]• World Bank	<ul style="list-style-type: none">• <u>Open Data - TIRANA</u>• Open Data – SPENDING• Open Data Albania• UNDP - United Nations Development Programme (SITE)• UNDP United Nations Development Programme (FILE1)• UNICEF - Proposal on [...]• World Bank

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	<i>Elbasan</i>	<i>Shkodër</i>	<i>Tirana</i>
4. Quality of Services	<ul style="list-style-type: none">• UNDP United Nations Development Programme (FILE2 PDF wbnr7) [NO LOCAL DATA]• MCSER - <i>Evaluating Low Income Families' self Perception of the Economic Aid Program: The Albanian Case</i> (2013) PDF wbnr_LumanajHasi• Partners - Albania	<ul style="list-style-type: none">• UNDP United Nations Development Programme (FILE2 PDF wbnr7) [NO LOCAL DATA]• <u>IDM – Institute for Democracy and Mediation</u>• MCSER - <i>Evaluating Low Income Families' self Perception of the Economic Aid Program: The Albanian Case</i> (2013) PDF wbnr_LumanajHasi• UNDP United Nations Development Programme (FILE)	<ul style="list-style-type: none">• UNDP United Nations Development Programme (FILE2 PDF wbnr7) [NO LOCAL DATA]• MCSER - <i>Evaluating Low Income Families' self Perception of the Economic Aid Program: The Albanian Case</i> (2013) PDF wbnr_LumanajHasi• Partners - Albania• UNDP United Nations Development Programme (FILE)

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