

# Biennial Programmatic Report (2022-23)

## ADRA Serbia

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### Introduction

The Adventist Development and Relief Agency (ADRA) is a global humanitarian organization with a mission to work with people in poverty and distress to create just and positive change. ADRA Serbia is **an independent Serbian-registered organization of civil society**. It is linked with the global ADRA network in two ways. First, the ADRA network ensures ADRA Serbia adheres to the highest professional standards for relief and development organizations. Second, it provides a support base in terms of expertise, consultations and fundraising to ADRA Serbia for its local programs and activities. The global ADRA network has 118 country and regional offices members. ADRA's five global core sectors include Food Security; Health; Economic Growth, Education, and Emergency Management.

**ADRA Serbia** has developed its expertise in some of these sectors and in various respective subsectors, particularly in **Education** (Children, Adults); **Economic Opportunity**, **WASH** (Water, Sanitation, Hygiene), and **Health (including Mental Health)**, and **Emergency Management**. In 2022 and 2023 ADRA run 3 programs: Educational and Economic Empowerment of Roma, Combating Homelessness on the service delivery and policy levels, and Program for displaced persons from Ukraine. Typically, ADRA seeks and established wide partnerships with all willing actors from the public, private and civil sectors.

#### Expertise utilized in the Comprehensive Support approach (2022-23):

- Social workers
- Medical doctors and nurses
- Pedagogists/ Licensed teachers
- Child protection specialists
- Gender specialists
- Educational psychologists
- Emergency Response and Recovery after floods

ADRA Serbia's team of skilled and competent staff (see the box on the right) design, manage, and implement its programs in line with the ADRA's policies, international standards and donor requests. ADRA's **technical team** includes, among others, social workers and advocates, educators, medical personnel, cultural mediators and interpreters, specialists in child protection and gender issues. The **administrative and managerial team** includes the country/ programs director, finance director, human resource manager and 2 project managers.

### Highlights for 2022-23

The reporting period was marked by the fading out of the covid-related measures and activities and by another armed conflict with continent-wise repercussions, that in Ukraine. The homeless program grew to expand the service delivery in city of Belgrade and develop the advocacy work with some elements of policy level. This report brings details. Also, ADRA's Community Centre continued its work but now on a new location. This Centre is important innovative tool used by all programs.

## Results and Technical Expertise

### Education

ADRA in Serbia has been fully involved in Education since 2015, building on previous 10 years of continual community-building projects in several local communities nationwide. Fully developed Education programs started in 2015, focusing on the Roma children population in city of Belgrade, the nation`s capital. Roma in Serbia are the largest national minority (2022 census data - 131,936) and by far the most socially vulnerable in Europe due to social exclusion for decades. The root causes of their social exclusion are manifold, including poverty, inadequate housing, children`s **absence from pre-school and formal education** and/or **early drop-outs**, low labor qualifications, and discrimination. The final consequence is social exclusion from participation in all institutions and the social life, and deepening poverty. ADRA focuses on the educational and livelihood. It partners with families, public schools and specialized organizations of civil societies (OCS), to work with young Roma families. Comprehensive support to families entails working with families to **enroll** children in primary schools, build their Serbian language skills, support them through



*Located in the local community in the settlement of Borča (Belgrade), ADRA`s Community Centre entails 350m2 of fully equipped indoor multifunctional space. It hosts activities related to education, building social bonds and social and civil skills, employment, social, psychological and legal counseling for children, youth and adults who belong to different vulnerable groups – children and youth, parents of low education and and parents from multimember families, as well as displaced people from Ukraine and the Middle East.*

been ADRA`s **Community Center**. It is easily approachable to all from the targeted communities, is unique one-stop-shop kind of facility in the Western Balkans region ([video on ADRA`s Community Center](#)). Also, ADRA`s [School on Wheels](#) (adapted trailer) enables ADRA teachers to enter different Roma communities, conduct activities and raise awareness on the importance of education. Support to parents entails enrolment into programs for adults in completing their primary education too.

**assistance in learning, doing homework.** In 2022-2023, **130 Roma children of primary and 25 of secondary school** have progressed to the next levels of education, increasing their general and functional knowledge. Also, the program prepared them for the labor market. Key asset in the process, in addition to the expert team, has

### Livelihood

Investing in occupational and business skills, assistance in accessing the labor market and remaining on it is critical for empowerment of all groups ADRA is working with, especially vulnerable families of Romani nationality. This sector also naturally grows out of the Education program. ADRA works with the youth and young adults (including young parents) coming from these three groups to find a best match between their occupational interests, present skills, available vocational courses and the job market demands. (Vocational courses may include auto mechanics, painters, hairdressers, recyclers; make up artists, construction workers, and others.) Total of **750** beneficiaries, young parents with large families, managed to **increase their employability and got employed** since 2016. In 2022 and 2023 **60 direct and 240 indirect beneficiaries** benefited from it. Tailored vocational trainings follow mapping of skills and interest. Some beneficiaries opt for self-employment and receive micro-grants to start a company while others are assisted in getting employed. Experienced business mentors are supporting them expertise provides support throughout the process. Once training is completed, support extends to building their skills in competing at the job market, from job interviews, work ethics, etc. Those trainings have also simultaneous positive effect on their mental health, social skills and the level of social inclusion. Important asset in all these endeavors (Education, Economy) is the ADRA`s Community Center.



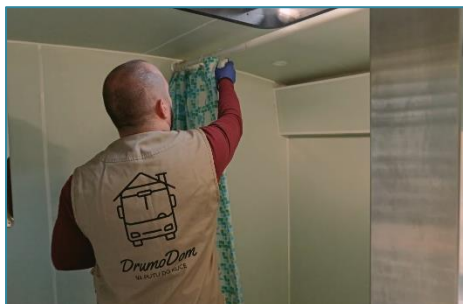
*Mr. Memišević, being a family man, is one of the beneficiaries who after getting training in exterior vehicle bodywork and a certificate, and a small grant, successfully started his own shop.*

### WASH & Health, Psycho-social and legal support

ADRA has been the only civil sector actor in Serbia running comprehensive program of support to homeless who number 3-5,000 individual in Belgrade city only. Only ADRA has actively worked with 4,250 since 2019 and with total of **3,100 in 2022 and 2023**. The focus was on Belgrade and on providing three types of services. First, total of 6744 relief and and **WASH** services (water, sanitation, health) - mobile and stationary. Second, 6070 health care services including primary care, linking with the health care system, mediation in communication, covering health care costs (since 60% of them do not have health insurance) and following their condition and treatments.



*The 5-member team provider showers to around 30 people daily, and health care to 85 people. Hygiene services have to do with health but with dignity, self-respect and give hope. Health care is essential since 75% of beneficiaries are chronic patients, with complicated conditions while all suffer from anxiety hile 50% have mental health issues.*



This entails psychological counseling, informing about services, linking with them, starting and conducting processes of registration of their residence with centers, providing IDs, health insurance, emergency or

long-term accommodation. The whole program is innovative. The mobile WASH services revolve around a specially adapted vehicle (bus) - Drumodom/ RoadHome, with showers, toilets, service of laundry, haircutting and space for counseling. The health care centers in another special medical vehicle. The WASH and health care interventions were a platform both for long-term support toward full social re/integration to as many homeless as possible, and **public raising awareness** campaign, community mobilization (through volunteer, fundraising, involvement of all societal actors).



*Outreach work is key to identify new homeless who are not easily seen. In 2022 and 2023 there were 20 newly discovered each month with number rising at the end of 2023. In the photo above, ADRA `s nurse is treating a young man who was in a very difficult condition, who was subsequently provided with longterm care.*

In April 2020, an informal **Network for Combating Homelessness** (NCH) was created of 8 civil society organizations interested in tackling homelessness. ADRA is participating in its development. The mission of the NCH is to gather together interested actors, to function as a collective of practice, as body for raising awareness, concrete advocacy actions and potentially as policy influencer.

In October 2022, ADRA was invited by the Ministry of Human and Minority Rights and Social Dialogue (MHMRSD) to participate with other organizations of civil society in the **first cross-sectoral process of mapping homelessness and systemic response to it**. A series of so-called social dialogues were started in 2023 involving public authorities,

independent bodies, civil society organizations and foreign partners. Homelessness will be included in several **planning documents**, for the first time. The elections in December 2023 threaten to weaken the momentum but ADRA and the Network for Combating Homelessness are investing effort to maintain and strengthen the commenced processes.

### **Emergency Management**

ADRA Serbia acquired important experience in early response to emergencies and in early recovery since the 1990s. Key know-how was acquired in the late 2000s (regional floods), and especially in **2014 during the massive floods in May, regional ones in January 2021**, and in the response to the **refugee crisis affecting south-east Europe since 2015**. Its unique resource is the surge capacity of around 5,000 experts in the ADRA network. ADRA Serbia has specifically built its own resources in emergency management since 2014.

In 2022, ADRA started mapping unmapped **displaced from Ukraine** in different communities in Serbia. Total of 814 individuals, mainly mothers with children, were assisted through relief aid, assistance in providing health care, IDs, social welfare, access to labor market. The project activities were implemented in the ADRA `s Community Centre (below) and in several ADRA local offices in Serbia.





### *Partnerships and Participation*

ADRA Serbia has partnered with several partners, the German Federal Foreign Office, municipality of Palilula in Belgrade, Latter-day Saints Charities (LDSC), ADRA network, and several foundations and companies. Most importantly, there was a steady grow of involvement with citizens who supported ADRA`s projects.

ADRA has further invested in communication with local communities and the general public through social networks, YouTube channel, media, and domestic crowdfunding platforms (donacije.rs), for building its community of supporters, being accountable to them as well.

ADRA has been active participants on different platforms:

- Members of the multisectoral **Coalition against Child Marriages**.
- ADRA has initiated a **Network for Combating Homelessness**, comprised of 6 civil society organizations, to be turned into official national **Network for Fighting Homelessness**, with multisectoral advisory body.
- Participants in **social dialogues on homelessness**, headed by the Ministry of Human and Minority Rights and Social Dialogue of the Republic of Serbia.
- Participating in the **working group** for drafting the National Strategy for Monitoring and Improving Human Rights in Serbia.

These are selections of media coverages in: [Homeless Program in media](#), [Livelihoods in Media](#), [Education in Media](#), [Empowerment of Young Roma](#), [Refugees in media](#), and [Community work](#).

### *Learnt Lessons*

ADRA`s strongest point – focusing on the needs of the beneficiaries sometimes, has been in several instances its weakness too. Two programs – for supporting Roma families and Homeless, had funding with gaps at the beginning of 2022 and 2023 due to increased demand (homeless) and gaps in funding, and due to break in funding by the German authorities (Roma). ADRA`s management decided to

pause the Roma program activities which were in the areas of education and livelihood while maintaining the minimal relief aid distribution. In the case of Homeless program, ADRA increased its private fundraising and was successful in it. The learn lesson is that either these kinds of gaps will have to be dealt differently. ADRA is looking for ways to prevent them from happening or if gaps do happen, to prepare for temporarily pausing some activities until secure funding is obtained.

### *Key Programs/projects in a nutshell*

<b>Donor Award Amount Duration</b>	<b>Project Title</b>	<b>Targeted Areas and No. of Beneficiaries (2020-21)</b>	<b>Project Interventions, Impact (2020-21)</b>
ADRA Network, Later-day Saints Charities (LDSC), private donations - \$225,000 annually; 2017-ongoing	Comprehensive support to Homeless in Belgrade	Belgrade city area, direct beneficiaries: 3,250 direct, 5,200 indirect (direct: 3,100 homeless, 150 from public authorities, media, academia, civil society organizations)	Reduced damage from living as homeless through integrated services in the areas of WASH, healthcare, psycho-social and legal aid, shelter (immediate and longer term accommodation). Improved awareness of the public authorities and public on homelessness through civil society networks, participation in public processes of cross-sectoral initiatives to improve implementation of present policies and developing new ones
German Foreign Office, \$ 1,367,000 Sep `16- Dec `23	Strengthening Young Roma Families	Belgrade and Novi Sad regions, 1,410 direct and 5,200 indirect	Improved social status through built life skills, level of employability, vocational trainings, mentorship support, business mentorship support, assistance in learning and successful transition to the next level of primary and secondary education, family strengthening support, human rights campaigns run by the community itself, legal support, sharing the good models with the sector
International Rescue Committee, ADRA International, Later-day Saints Charities (LDSC) \$ 316,655	Protection of Displaced from Ukraine in Serbia	Belgrade, Novi Sad, Vranje, Kragujevac, Kraljevo; 628 direct and 86 indirect beneficiaries	Mapping of displaced individuals from Ukraine in local communities in Serbia, assessment of needs; relief aid support, psychosocial and legal support and accessed accommodation, health care, labor market and other rights



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