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Departamenti për Riintegrimin e Personave të Riatdhesuar / Departament za Reintegraciju Repatriranih Lica / Department for Reintegration of Repatriated Persons

Guidelines for assistance and support of repatriated persons for sustainable reintegration based on reintegration policies



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The list of Abbreviations

| | |
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| PIA | Pristina International Airport |
| VT | Vocational Training |
| MED | Municipal Education Department |
| DRRP | Department for Reintegration of Repatriated Persons |
| DCAM | Department Citizenship, Asylum and Migration |
| MRC | Municipal Reintegration Commission |
| CCR | Central Commission for Reintegration |
| MEL | Medicaments Essential List |
| MALG | Ministry of Administration and Local Governance |
| MEST | Ministry of Education, Science and Technology |
| MIA | Ministry of Internal Affairs |
| MLSW | Ministry of Labor and Social Welfare |
| MH | Ministry of Health |
| DEN | Direct Employment Negotiation |
| NGO | Nongovernmental Organization |
| PVT | Professional Vocational Training |
| UCCK | University Clinical Center of Kosovo |
| FMMC | Family Medicine Main Center |
| ECSWE | Employment Center and Social Welfare for Employment |
| SWC | Social Work Center |
| SOP | Standard Operating Procedures |
| RKS | Republic of Kosovo |
| CSM | Case Management System |
| MOCR | Municipal Offices for Communities and Returns |
| MOE | Municipal Office for Employment |
| RKG | Republic of Kosovo Government |

Chapter I. General Provisions

1.1. Purpose

The purpose of the present guidelines is to ensure a coordinated and integrated implementation of regulation of RKG20/2013 in order to guarantee the delivery of adequate services for repatriated persons, with specific attention to the needs of children and other vulnerable categories.

Reintegration of repatriated persons is a long-term process, beyond the practicalities of readmission and initial support. Therefore the purpose is to provide for sustainable solutions for reintegration into Kosovo society.

The guidelines aim to:

- (1) Define the respective role of various actors.
- (2) Define modalities for coordination between central level and local level within respective competencies.
- (3) Define modalities for horizontal coordination among sectors at the central and local levels within respective competencies.
- (4) Ensure linkages between the regime applicable to repatriated persons and the general system for sustainable reintegration.
- (5) Detail the process for the management of funds for the reintegration of repatriated persons.
- (6) Provide for adequate monitoring and accountability mechanisms.

1.2. Scope

The Guidelines concern the reintegration of repatriated persons in line with the scope and basic criteria set in Regulation of RKG No. 20/2013, including the application of international standards for human rights and due regard for the best interests of the child.

Also vulnerable persons require special reintegration measures. Repatriated persons are considered as vulnerable due to age, reduced functional capacity resulting from illness or disability, their family situation, gender, illiteracy, or persons who lack adequate knowledge of official languages of Kosovo.

The Guidelines takes into consideration the fact that the repatriation and reintegration process takes place in different stages. It starts in the sending country and ends with full reintegration in Kosovo society. This process involves immediate assistance upon arrival as well as assistance and support for sustainable reintegration and social inclusion.

1.3. Principles

The guidelines is guided by a set of overarching principles, drawn from relevant international human rights, in particular child rights, standards and good governance principles.

Human rights, including children's rights, principles include:

- (1) *Indivisibility and interdependence*. The implementation of the Guidelines take a cross-sectional, integrated approach to all areas affecting the lives of repatriated persons, requiring enhanced coordination among all actors involved in the process.

- (2) *Universality, non-discrimination and special attention to the needs of the most vulnerable.* The Guidelines pay particular attention to the needs of the most vulnerable repatriated persons, whose reintegration may require specific measures.
- (3) *Best interests of the child.* The best interest of the child is the primary consideration in all aspects of the process of the reintegration. When making a decision, public authorities and other relevant actors need to take into account its possible effects on children's lives.
- (4) *Right to life, survival and development.* The Guidelines seek to ensure the maximum opportunities for physical, mental, spiritual and psychological development for repatriated children, in particular those at high risk of marginalization.
- (5) *Right to be heard for all repatriated persons, including children and other vulnerable groups.* Individual and collective decisions, service delivery, and accountability and other mechanisms affecting repatriated persons need to take into account their views. The Guidelines promote mechanisms for the participation of repatriated persons, including children and other vulnerable persons.

The Guidelines promote good governance principles including:

- (1) *Respect for the rule of law.* The Guidelines support respect for existing legislation by all actors, strengthen the implementation and enforcement of existing legislation, and seek to ensure that effective remedies are available in case of non-compliance.
- (2) *Sustainability.* The Guidelines aim to ensure the long-term reintegration of repatriated persons by ensuring transition from emergency assistance to durable solutions.
- (3) *Transparency.* The Guidelines help ensure that rights holders are fully aware of their entitlements and understand processes to claim their rights. They promote transparency standards in resource allocation and expenditures.
- (4) *Accountability.* The Guidelines promote accountability mechanisms to ensure that duty-bearers fulfill their role effectively, in line with human rights and good governance principles.
- (5) *Subsidiarity.* The implementation of the guidelines primarily takes place at the municipal level in accordance with competencies specified in Regulation of RKG 20/2013, with support from central level as needed.

Chapter II. Readmission and repatriation

2.1. Measures before readmission

Main actors: MIA – Department of Citizenship, Asylum and Migration (DCAM), Department for Reintegration of Repatriated Persons (DRRP).

Action upon individual cases

Requesting country sends to DCAM the list with the names of persons that are in the procedure of repatriation. Upon reception of the list, DCAM requests from the counterpart of the requesting country to ensure accompanying documents, in particular when repatriated persons include families with children.

These documents include:

- (1) Birth certificate and other civil registration documents;

- (2) Certificate/Diploma of Education Level;
- (3) Health information, including immunization, illnesses and serious health conditions, and any other relevant health information;
- (4) Existence of a mental or physical disability evidence;
- (5) Criminal record;
- (6) Any other information of relevance for supporting the reintegration of repatriated persons.

MIA/DCAM shall issue the request for abovementioned documents along with, readmission approval submitted to the requesting country. DCAM and DRRP closely cooperate before, during and after the readmission process.

If health information reveals that the repatriated person has a serious health condition for which no treatment is available in Kosovo, MIA/DCAM informs the requesting country within twenty-four (24) hours after receiving the information.

Action for sustainable practice

DCAM in coordination with DRRP prepares a list of basic information and documentation on repatriated persons that sending countries must take into consideration in case of returning.

The information form and other accompanying documents shall be published in MIA's web page. The list includes, but is not limited to the documents set forth above. In bilateral agreements for readmission, MIA shall taken into consideration necessary information and accompanying documents for repatriated persons.

The Ministry of Health and the KUCK (Clinical and University Center of Kosovo), prepares a list of illnesses for which no treatment is available in Kosovo. The list is published on MH's website and is send to MIA (DCAM and DRRP).

After receiving the notification for returning of persons with heavy health conditions, unaccompanied children, persons with disabilities and other categories that belong to vulnerable groups, MIA (DCAM and DRRP) coordinates organized reception with MH, MESP and other relevant bodies.

DCAM notifies MH and MESP at least 5 (Five) days before return with intention to organize reception teams at PIA. Notification is send to appointed official as a focal point in the process of reintegration for respective ministry. Also, during the whole process DRRP is informed, especially Reception Office at PIA

2.2. Reception at the airport

Main actors: MIA – Department of Citizenship, Asylum and Migration (DCAM), Department for Reintegration of Repatriated Persons.

Organization of reception at airport

MIA ensures the presence of at least two officials at PIA 24 hours a day, 7 days a week, one of which is a female official.

In case of organized returns, sufficient human resources capacity is ensured with intention of accelerating of readmission procedures.

On regular hours, MIA ensures the presence of officials who speak RKS official languages. When DCAM is advised by a sending country that repatriated persons do not communicate in any of official languages of RKS, DCAM and DRRP ensure translators for respective languages.

Reception forms shall be available in the reintegration reception office which shall be completed upon arrival of repatriated persons at PIA.

Preparation of information material

MIA prepares information booklets for repatriated persons with all relevant information on their rights and entitlements and obligations, on assistance and benefits according to Regulation RKG 20/2013 as well information on basic services that are offered in the municipality of destination. All the contacts of relevant institutions for assistance and support shall be annexed to these booklets.

The booklets are available in Albanian, Serbian, Roma, Turk and English which shall be distributed to repatriated persons in upon arrival.

Child-friendly versions of the booklets are also made available in these languages, with an emphasis on children's rights, schooling and education, and accessible remedies for child rights violations.

Coordination with other organizations at PIA

DRRP coordinates reception of repatriated persons with representatives of international organizations and Nongovernmental Organizations present at Pristina International Airport in compliance with their respective mandate.

The type of support they can provide within the scope of their competencies. The process should seek in particular to ensure the presence of social workers and/or psychologists to identify difficulties and give primary support to repatriated persons upon arrival in the country.

2.3. Assistance upon arrival

Information upon arrival

Reception officials at the airport inform repatriated persons on:

- (1) The overall reintegration process;
- (2) Their entitlements for benefit from the program and available schemes according to Regulation RKG 20/2013;
- (3) Where to submit requests for assistance and support in the municipality of destination, in particular the role of MOCR's;
- (4) Available remedies in case of non-fulfillment of entitlements.

Reception officers offer to repatriated persons information booklets.

Initial needs assessment

Reception officials undertake an initial needs assessment on the basis of available documentation and interview with repatriated persons.

The initial needs assessment reviews:

- (1) Any need for emergency assistance;
- (2) Socio-economic situation of the family;
- (3) Existence of a support network, such as relatives, in Kosovo;
- (4) Language(s) spoken by each family member, including children's proficiency in Kosovo official languages for the purpose of schooling;
- (5) The family structure and vulnerability, and anticipated children's needs in relation to their age, economic situation, specific needs/disability, school level, language, ethnicity, and other relevant criteria.
- (6) Answers to their questions;
- (7) Detection of problematic issues within repatriated families, their registration in Case Management System and addressing them to DRRP for further actions;

Registration of data in CMS

Reception officials enter the information into the case-management system (CMS) within twenty four (24) hours from the reception of repatriated persons. Issues requiring further attention are flagged in the system and are directly reported to DRRP for further action.

Provision of transportation

Reception officials organize transportation of repatriated persons from PIA to the temporary sheltering center or the municipality of destination, if the repatriated persons does not have a possibility to arrive in the place of destination on the same day.

Training of reception officials

MIA ensures the training of responsible officials for repatriation and reintegration.

Each official after accepting the duty must be trained related to:

- (1) Legislation in force, including entitlements and processes, for the reintegration of repatriated persons;
- (2) The experience of repatriated persons from their expulsion from the sending country to their reintegration;
- (3) Main challenges faced by repatriated persons who are at risk of exclusion, in particular children and available options to address their needs;
- (4) Skills for effectively communicating with repatriated persons, bearing in mind that they are likely to be distressed upon arrival;
- (5) Skills for initial assessment of the situation of repatriated persons, including identification of specific vulnerabilities;
- (6) Skills for addressing emergency situations, including health emergencies;
- (7) Usage of the case-management system;
- (8) Existing remedies for repatriated persons whose rights are not fulfilled.

Each reception official engaged in repatriation and reintegration shall be trained in continuation on amendments of procedures and/or legislation related to;

- (1) Evolutions of processes;
- (2) Evolutions of trends for repatriation from sending countries;
- (3) Enhancing of the case-management system with new modules and;
- (4) Strengthening of capacities for interaction with repatriated persons.

Temporary shelter

Persons and families who need to use the temporary shelter are primarily those with limited support within family network within Kosovo. They are likely to be the ones with the most important needs.

Temporary shelter is ensured to repatriated persons who after the arrival do not have any other accommodation possibilities. Temporary shelter is offered up to seven (7) days offering other elementary services such as ready-made food and medical treatment according to the need.

Temporary accommodation center is managed by DRRP.

The responsible person in the accommodation center informs sheltered persons in the accommodation center on the following:

- The overall reintegration process;
- Their entitlements for benefiting from the program and available schemes according to Regulation of RKG 20/2013;
- Where to submit the requests for assistance and support in the municipality of destination, in particular the role of MOCR's;
- Available remedies in case of non-fulfillment of entitlements.

- Answer their questions;
- Detect problematic issues within repatriated families, report them in the case-management system, and refer as needed to relevant actors (MIA, MLSW) for further actions.

The official of the accommodation center after arrival of the persons in the center within twenty four (24) hours informs the Regional Coordinator for sheltered persons in the center with the intention of verification of the case and rental assistance in case is needed.

Chapter III. Arrival at the municipality-Needs assessment

Main actors: Municipal Office for Return and Communities (MOCR) with support from the Social Centre Employment (SCE), in coordination with other municipal directorates (health, education, social welfare and other directorates).

3.1. Process for needs assessment

Within 5 days of the repatriated family's arrival in the municipality, MOCR with support from the Centre for Social Work undertakes a general assessment of the needs of the family. The needs assessment is carried out through review of information contained in the case-management system, documentation made available by families and an interview with members.

A MOCR officer and a CSW social worker jointly carry out the interview of repatriated persons. Children are interviewed, separately from parents.

The assessment pays particular attention to the needs of children and vulnerable persons.

The needs assessment reviews in particular:

- (1) Housing situation;
- (2) Socio-economic conditions;
- (3) Family size;
- (4) The availability of documentation, including civil registration and school certificates;
- (5) Any health need, including mental health, requiring medical attention;
- (6) Disability;
- (7) Language skills;
- (8) Professional skills, employability, and possible need for vocational training;
- (9) Specific vulnerabilities including risk of marginalization, domestic violence, and children at risk of violence, abuse, neglect or exploitation;
- (10) Existence of support network in Kosovo (relatives and friends);
- (11) Any other relevant information.

The needs assessment is signed jointly by MOCR, SCE and Regional Coordinator/DRRP. MOCR registers needs assessment into the case-management system within 5 days.

If emergency action is required, MOCR addresses to DRRP through Regional Coordinator within 24 hours. DRRP undertakes relevant action, coordinating as needed with relevant actors.

3.2. Use of data for policy purposes

MOCR analyzes the data gathered through the needs assessment in the case-management system is by, and uses it to define priority policy measures and report on progress. The MIA Regional Coordinator also has access to the data in order to support MOCRs in planning measures and undertake joint activities as relevant.

Chapter IV. Delivery of emergency services for vulnerable persons with specific attention to families with children

Main actors: Municipalities, Ministry of Internal Affairs (Department for Reintegration of Repatriated Persons), Ministry of Health.

Housing through rent

From housing on rent benefit repatriated persons if they do not have available any other accommodation possibilities or because of hard economic conditions cannot afford to pay housing expenses themselves. The bonus for housing shall be provided for a six (6) months period with possibility of extension for another six (6) months.

After the expiration of the last deadline for accommodation, respective municipality in compliance with for local self governance and the law on financing of special housing programs is obliged to provide sustainable housing. The municipality is responsible to ensure housing, appropriate bonus housing for repatriated persons after the reintegration period of twelve (12) months.

Assistance packages

Assistance package with food and necessary hygiene tools must be provided for repatriated persons who are not in condition to provide these items for themselves due to their hard economic and social conditions. This package is offered for repatriated persons/families until their access to social schemes or creation of incomes through employment of other schemes of benefit.

Repatriated persons who are provided temporary shelter, according to Regulation of RKG No.20/2013 for reintegration of repatriated persons and management of reintegration fond, are entitled to benefit assistance package immediately after being sheltered.

The package is provided during the period of six (6) months with the possibility of extension for another six (6) months, in total twelve (12) months.

Medical treatment

Medical treatment is provided immediately after arrival if the need for that is communicated to DRRP from sending country before the arrival. In case there is a need, medical assistance is also provided by Airport Doctors without previous notification. In specific cases repatriated persons can apply for expense coverage for medical treatment which is not offered by public institutions and medicaments that are not found in the Essential Medicaments List (EML).

Psycho-social treatment in case is needed

In specific cases repatriated persons may apply for coverage of expenses for medical treatment, which is not offered by public institutions for psycho-social treatment in case is needed and coverage of expenses for medicaments which are not found in the Medicaments Essential List (MEL)

Winter package

Winter assistance package is provided to persons who cannot provide themselves firewood due to their hard economic and social conditions. Winter package is provided only once to repatriated persons/families who return during the winter season and the same package is used for heating.

Chapter V. Delivery of assistance and support for sustainable reintegration of repatriated persons

5.1. Housing

Main actors: Ministry of Environment and Spatial Planning, Municipalities and Ministry of Internal Affairs Department for Reintegration of Repatriated Persons.

Developing sustainable housing conditions

Respective municipality in compliance with the law on Local Self governance and law on financing of special housing programs is obliged to provide a sustainable housing for persons whom did not solve housing issue.

Responsibilities of municipalities

Municipalities develop the three-year plan for specific housing programs according to Article 25 of Law No. 03/164). This program includes anticipated needs for housing for repatriated persons. Drafting of the program is done according to the guidelines for drafting of three (3) year housing programs based on the law.

Anticipated housing needs of repatriated persons are based in the average number of repatriated persons in that municipality who requested long-term housing during three previous years.

Three-year plans are drafted in harmony municipal urban development plans. In the case of providing of housing, a special attention is given to nearest location of schools for children or availability of public transportation to schools. In some of the buildings it is enabled the access for persons with disabilities.

Municipalities, responsible directorate, sectors or office that covers the field of housing, after listing of requests and budget planning in municipal level dedicated for housing, makes public announcement for programs with non-profitable rent and bonus housing or financing of construction of housing buildings

These programs are realized in:

- Flats built by municipalities, government or donator
- Existing flats in ownership of private or legal persons which are given with rent and
- Other flats in ownership of municipality that can be adopted for usage

In cases when municipality cannot fulfill its needs with self income, it can submit the request to MESP, which should be accompanied with detailed description of cost.

The Ministry does budget planning for supporting municipalities on yearly bases in financing of housing buildings and rent subsidy.

Municipalities make agreements with international donators, NGO and private sector to support building of social housing for repatriated persons.

Renovation or rebuilding of houses for repatriated persons

Repatriated persons can benefit renovation or rebuilding of their houses if they prove that their house, on which they lived earlier, is fully or partially demolished. Repatriated persons that already benefited from this scheme from any other program on the field of housing are not entitled to this assistance. Necessary documents that prove the ownership, documents of damaged or demolished property as well as municipal consent for renovation or rebuilding and evidence that he has not benefited from any earlier program for this purpose, must be attached to the request. Renovated or rebuilt house must be used for housing from repatriated person/family.

Furniture/house inventory

Furniture package can be provided for repatriated persons if they lack furniture and have a need for this package. Content of the furniture package is specified in Regulation of RKG 20/2013 for reintegration of repatriated persons and management of reintegration package. Furniture package can be provided only once.

Attribution of housing for repatriated families

Municipal Office for Communities and Returns participates in competent body for attribution of social housing. It reports sustainable housing solutions in the case management system. It includes in annual report of DRRP the number and characteristics of repatriated families that benefited from housing program.

Housing Case-management

Reception officials at PIA identify housing needs and indicate them in the database (CMS) along with a tentative indication of priority level of the case, including structure of the family, age of children, health conditions, ethnicity, disability, illiteracy, and lack of knowledge of languages of RKS.

DRRP prepares analytic reports annually related to housing needs after 12 months and sustainable solutions.

5.2. Education

Main actors: Ministry of Education, Science and Technology (MEST), Municipalities (Municipal Education Directorate, Municipal Office for Communities and Returns), Ministry of Internal Affairs.

Education is a critical aspect of the reintegration of repatriated children. It does not only ensure that children develop skills to become active members in society. It also favours social inclusion, by promoting social interactions, making children visible and accessible to public services, and enabling the detection of problems as needed.

Pre-school education is also fundamental for the social inclusion of repatriated children, in particular with a view to reducing disparities that affect children from vulnerable groups.

Municipalities have the primary responsibility for ensuring that repatriated children have access to quality education. Access to quality education for repatriated children, especially vulnerable children, is under the responsibility of the Municipal Directorate for Education, with support from the Ministry of Education, Science and Technology. The Municipal Office

for Communities and Returns is responsible for information, cross-sector coordination, monitoring and reporting on the situation of repatriated children in relation to education. MIA/DRRP supports the fulfillment of the right to education of repatriated children by providing financial support, monitoring progress, and fostering cross-sector coordination at central level.

Ensuring that repatriated children, who are likely to be distressed, lack knowledge of Kosovo official languages, and are unfamiliar with the Kosovo school system, are enrolled in school, receive quality education, attend classes, and complete their schooling.

MEST, MED and other education institutions must have consideration that all of these required specific measures.

Identifying children at risk of being out of school

MOCR is responsible for identifying repatriated children who should be enrolled in the education system, prepares an initial list of children from information from CMS, their schooling level if known, or their approximate schooling level on the basis of their age, including for pre-schooling. It transmits the supplemented list to the Municipal Directorate for Education for further actions.

As part of the needs assessment MOCR carries out upon arrival of repatriated persons as described in this Guidelines, MOCR verifies the number of children and their level of schooling, language spoken, and specific challenges to be addressed (transportation to school, socio-economic situation of the family, etc.). It includes the information in the case-management system and transmits it to the Municipal Directorate for Education.

When carrying out regular visits to repatriated families, MOCR verifies school enrolment and attendance of repatriated children. If it finds that children are out of school, it informs MED for follow up action.

School directors are also responsible for identifying specific needs of repatriated children and barriers to school attendance, and advising the Municipal Directorate for Education, which shares the information with MOCR.

MED informs MOCR on a weekly basis and reports annually to MEST on the enrolment and retention of repatriated children and accountability for repatriated children who are out of school.

5.2.1. Ensuring repatriated children's access to school

Registration: MED, in collaboration with MOCR, works with school directors to facilitate the registration of repatriated children in school, especially for children without birth or school certificate in accordance with existing legislation.

Upon arrival in airport, MIA's official at the airport that receives repatriated persons, controls education documents for repatriated persons. It registers information in Case Management System. In case of lacking education documents, the official at the airport reports to DRRP who requests from DCAM to provide the documentation from the sending country.

MED, in collaboration with MOCR, supports the inclusion of repatriated children in pre-school structures.

Language classes: MOCR advises the Municipal Directorate for Education and the MIA Regional Coordinator of the need for language classes on the basis of the needs assessment.

Municipal Directorates for Education, in coordination with MOCR, organize language courses for repatriated children who do not speak the school teaching language and supplementary education with support from MEST. They advise MEST of their needs for language courses. MEST, in coordination with MIA Regional Coordinator and the responsible official for education within DRRP, organizes language courses and supplementary classes throughout municipalities according to the need.

MEST ensures the provision of curriculums, pedagogical material and the training of language teachers.

Transportation: Municipalities organize relevant transportation for repatriated children to attend language courses, school classes, and support classes.

Special programmes for enrolment and retention of children in school

MED set up special programmes for the enrolment and retention of repatriated children in school, including pre-school. These programmes focus *inter alia* on direct outreach to families and addressing the root causes of exclusion. Such programmes may be combined with existing programmes for the enrolment and retention of children at risk of being out of school.

To that end, they work with parents, community organizations and other relevant NGOs. They may delegate the implementation of such programmes or partner with NGOs through a Memorandum of Understanding and open call for project proposals.

MED, in cooperation with MOCR, organize consultations with parents, especially from vulnerable groups, at least once a year on the status of the reintegration process in relation to education. Outcomes are shared with MEST and MIA/DRRP as part of the reporting process.

5.2.2. Provision of quality education

MEST ensures that regular teachers' training activities and/or specific training for teachers working in areas with significant numbers of children at risk of exclusion, in particular repatriated children and children from other vulnerable groups, include modules on the particular experience of, and challenges faced by these children and ways to handle them.

MEST promotes the development of pedagogical material for teachers that include modules on the particular experience of, and challenges faced by, repatriated children, especially from vulnerable groups, and ways to handle them.

MEST supports research, analysis and dissemination of good practices for the provision of quality education to repatriated children through regular bulletins and publications aimed at teachers, social workers, and other education professionals.

Financing:

MIA/DRRP allocates relevant budget from the Repatriation and Reintegration fund for the education of repatriated children to MEST, with additional allocations for children from vulnerable groups.

MEST may either implement programmes or allocate funding to municipalities from the Reintegration Fund to support the reintegration of repatriated children. It also includes the situation of repatriated children in generic programmes aimed at realizing vulnerable children's right to education, taking into consideration the number of repatriated children in each municipality

MEST monitors the progress of language courses and supplementary education and reports to MIA/DRRP.

5.3. Health

Main actors: Ministry of Health/Municipal Health Directorate and Social Welfare, Municipal Office for Communities and Returns (MOCR), Ministry of Internal Affairs (MIA/DRRP).

Access to health care-Information

All actors coming in contact with repatriated persons are responsible for providing information on the health care system in Kosovo and how to access it.

MIA/DRRP includes in its information booklet for repatriated persons information on the health system in Kosovo and how to access it. It includes information specific to the municipality (or directory) with the address and contact information for health services. The booklet also contains basic information on the importance of immunization, hygiene, and illnesses that may be more frequent in Kosovo than in many sending countries. Information is also made available in a child-friendly format.

Upon arrival, MOCR informs repatriated persons on access to health care at the municipal level.

As part of the needs assessment, MOCR, in cooperation with the Municipal Directorate for Health and Social Welfare, evaluates possible health care needs for repatriated persons, with a separate assessment for children.

Outreach visits

MOCR, in cooperation with the Municipal Directorate of Health and Social Welfare, organizes health professionals' visits to families with children to review their health status and provide treatment as needed, at least every 3 months. Special attention shall be given to vulnerable families with children who shall be visited with priority

Development of psycho-social support

MH in cooperation with MEST and MLSW support development of psychological training programs for health professionals that deal with repatriated persons specialized in psychological support to children.

Health Case Management System

MOCR registers information related to the health condition of repatriated persons into the case management system.

Health related information included in the case management system is only made accessible to health professionals bound by confidentiality.

5.4. Civil registration

Main actors: MIA/Civil registration Agency, Municipalities (Civil status offices), DRRP, DCAM and MOCR.

Identification of children without a birth certificate

Upon receipt of the list of repatriated persons from the sending country, DCAM (Department of Citizenship, Asylum and Migration) identifies children born outside Kosovo and issues a request for birth certificate to the sending country. The request should be included in the list of documents mentioned in the present Guidelines.

Upon arrival at the airport, the MIA airport official receiving repatriated families checks on civil registration documents for repatriated persons, in particular the availability of birth certificates for children born outside Kosovo, as per the present Guidelines. It includes the information into the case management system. If birth certificates for children born abroad are missing, the airport official reports the case to DRRP which requests from DCAM to ensure the documentation from the sending country or to the country of birth of the child.

Upon arrival in the municipality and as part of the needs assessment, MOCR checks on civil registration documents for repatriated persons, in particular the availability of birth certificates for repatriated children. If documentation is missing, MOCR requests from DRRP through the regional Coordinator in manner to solve the case and offer to the children the necessary documentation.

Ensuring late registration for repatriated children

In line with existing legislation, civil status registries within the municipality provide civil registration documents for repatriated persons. Civil registration is free for repatriated persons for at least 12 months, with the possibility to extend to another 6 months due to exceptional circumstances, especially when the family is identified as vulnerable as per Regulation of RKG 20/2013.

Repatriated persons have access to “free birth registration month” events carried out by municipalities.

Center for obtaining of documents at the municipal level make all efforts to facilitate the provision of documentation to repatriated persons in line with existing legislation.

Delivering services to families

MOCR is responsible for controlling that repatriated children, especially children from Roma, Ashkali and Egyptian communities, have civil registration documentation. MOCR indicates in the case-management database missing documentation and advises the DRRP regional coordinator.

MOCR, in coordination with the Regional Coordinator and municipal civil status office, visits families to promote civil registration of repatriated children, in particular children from vulnerable families.

In special cases, registration into the books of civil status can be done in the location of the repatriated person.

MOCR informs families of steps to be taken to ensure civil documentation for all family members, especially birth certificates for children. It informs relevant families of special events held in the municipality for civil registration.

Information booklets are distributed by MOCR's on the form of registration of children and the benefits of birth registration and official documentation.

5.5. Employment and social welfare

Main actors: Ministry of Labour and Social Welfare (Department for Labour and Employment, Department of Social and Family Policies), Regional Center of Employment, Vocational Training Centres, Municipalities, (Centres for Social Work (CSW), Municipal Employment Offices, Municipal Offices for Communities and Returns (MOCR).

5.5.1. Social assistance and access to benefits

Repatriated persons have access to the benefits and social assistance available to all citizens of RKS.

DRRP includes in the information booklet for repatriated persons information about long term benefits available, conditions, and ways to apply for them.

MOCR informs repatriated persons of the process for applying to social benefits and assistance, as well as it supports them as needed in filling out the forms and directing the application to relevant social services.

MOCR enters the information into the CMS.

Ensuring of social welfare supports reintegration of repatriated families in need. The most important programs of social welfare are: basic pension scheme, invalidity pension scheme, scheme for families with children with disabilities and social assistance scheme. All the schemes are managed by MLSW which must ensure inclusion of all repatriated persons that are entitled to the abovementioned schemes.

Children protection from violence, abuse, neglect and exploitation

MOCR in cooperation with social workers of SCE undertakes regular visits (at least four times a year) to repatriated families with children. MOCR registers the situation in CMS and informs DRRP through Regional Coordinators for further actions according to the need.

Should a case arise where children are at risk of homelessness, in extreme poverty, neglected or at risk of being neglected, or victim of violence and abuse, the case is referred to the CSW at the local level for follow up.

The multidisciplinary Task Force on children at risk of violence, abuse, neglect and exploitation within CSW examines the case and decides on follow up action. On this occasion a municipal officer from MOCR participates in the Task Force. The CSW takes necessary action as per its regular mandate. It may make specific recommendations for access to benefits for repatriated persons, including "occasional assistance" provided in Regulation of RKG 20/2013.

MORC enters the outcome of the Task Force into the CMS. MIA/DRRP supports training of CSW staff on the specific challenges faced by repatriated children, in particular children from vulnerable groups.

MOCR and CSW may enter in a partnership with relevant NGOs to provide adequate support to repatriated families through the open call for project proposals procedure.

Development of employment opportunities for repatriated persons

The Ministry of Labour and Social Welfare Department for Labour and Employment (MLSW/DLE) carries out an assessment of the situation of the employment of repatriated persons and their professional skills in order to include them in strategies for employment.

MLSW/DLE supports the development of vocational training programmes for the inclusion of repatriated persons on the labour market. It develops partnerships with the private sector to promote employment of repatriated persons, in collaboration with relevant NGOs and international organizations.

5.5.2. Economic Integration through Vocational training, Support in Employment and Self-employment

Main actors: MLSW/DLE (Department for Labor and Employment), Municipalities/MOE (Municipal Office for Employment), CVT (Center for Vocational Training), MOCR (Municipal Office for Communities and Returns), DRRP (Department for Reintegration of Repatriated Persons).

Information

Compiled booklets from DRRP and implementing partners, for repatriated persons, offer information related to the possibilities for supporting economic integration in Kosovo and the manner to approach it.

MOCR informs the repatriated persons for the possibility if support with the purpose of his successful economic integration and delegates it to MEO along with following information and completed form.

MOE during the counseling with the repatriated person defines his profile and as a result offers respective supporting scheme such as:

- Vocational Training (through CVT, other bearers of VT, or treatment on work at a company-VT)
- Work practice-WP
- Direct mediation in Employment-DME

MOE, depending on profilization, realizes activities on its own or delegates it to the certain activity holders.

Active Measures of Economic Integration

The criteria of inclusion of repatriated persons in active measures of employment are defined in the Regulation of RKG 20/2013.

MOE, in cases when a repatriated persons is profilized for employment active schemes “Treatment on Work”, “Practice on Work”, or “Mediation in Employment” (Scheme on salary Subsidy), identifies the Company and defines all the steps and conditions of realization of respective activity, also meaning the financial support from reintegration program and Company. The identification of the Company can be done from the repatriated person itself during or after the process of counseling.

MOCR informs repatriated persons for possibilities of support through self-employment respectively establishment of a business. In case of expression of interest of a Repatriated

Person for this form of support, the MOCR offers him the form for business establishment and delegates him for assistance and support to MOE.

MUE assesses preconditions which the repatriated person possesses for Establishment of Business, it treats it, then finally assesses economic justification of Establishment as well as recommends to Central Commission for Reintegration for approval/disapproval.

Repatriated person who has benefited from financing of the business is assisted and supported for establishment and development of the business from MOE which monitors and assesses periodically the implementation of the business.

Support to repatriated persons in accessing the labor market

As part of the needs assessment detailed in the present Guidelines, MOCR assesses the employment situation and professional skills of repatriated persons.

It informs repatriated persons of existing opportunities for vocational training and directs them to the nearest Vocational Training Centre. It directs repatriated persons to municipal employment offices.

Municipal employment offices review the skills of repatriated persons and identify their professional profile(s) in accordance with the list developed by MLSW. They advise repatriated persons on strategies to find employment. They include repatriated persons in programmes for employment promotion aimed at the general population.

In order to access assistance benefits and unless special circumstances make it impossible, repatriated persons are obliged to register with the municipal employment office and have an interview with the office for the determination of their professional skills within the first year of arrival in the municipality.

Chapter VI. Case management system

Main actors: Ministry of Internal Affairs (Department for Reintegration of Repatriated Persons), (Department of Information Technology), Municipal Office for Communities and Returns

Case Management System is an electronic system administrated from MIA/DRRP in which are registered, retained, followed up and archived requests and other relevant data related to repatriated persons and their benefits.

The entire process of reintegration of repatriated persons is managed by CMS from the moment of entry in Kosovo until the closure of the case, according to defined procedures with legislation in force.

Data of repatriated persons are treated in harmony with the law on protection of personal data.

Data is entered in the CMS by:

- DRRP reception officials at Pristina International Airport MIA.
- MOCR
- Responsible Officials of DRRP in case is needed
- Organizations that Support reintegration in Kosovo
- Relevant Reintegration Institutions

Actors involved with repatriated persons keep a record of what they do including realized visits etc.

Municipal directorates communicate the information to MOCR, which inserts the data into the CMS.

MIA organizes and offers training on usage of CMS for all stakeholders that deal with data registration. DRRP regional coordinators receive additional trainings and support municipalities in using the CMS.

From CMS to integrated action

The CMS enables to flag issues requiring attention and concrete action.

Enables to monitor the addressing of needs, undertaken actions and its outcome.

When a case requires specific attention, MOCR in cooperation with CESW and other relevant Municipal Directorates treats and monitors closely these cases.

DRRRP through the regional Coordinator supports MOCR in case is needed.

Carried out actions are registered in the CMS. DRRP supervises in continuation carried out actions for assistance and support to repatriated persons that require specific attention.

For actions that need interventions in central level, MIA/DRRP coordinates with relevant ministries. Regional Coordinators follow the case to MOCRs for further actions and report to DRRP.

Within DRRP is assigned a responsible official for management of the Case.

Data management & analysis

Data from CMS is analyzed for the purpose of reintegration policy planning. Specifically, planning on financial needs is largely based on data from the previous year reported in CMS. DRRP is responsible for ensuring data analysis is performed at least once a year. To that end, it considers collaborating with the Agency of Statistics, international organizations and relevant NGOs.

Chapter VII. Modalities for coordination among actors at central and local level

Inter-institutional reintegration group as responsible body for assessment of implementation of reintegration policies holds regular meetings discussing on the progress, challenges and the manner of addressing them. Inter-institutional group is chaired by the Minister/Deputy Minister and is composed from the Ministers of relevant Ministries and Mayors. In these meeting also participate international organizations and relevant NGOs. Inter-institutional group is met at least twice a year.

In these meetings might be invited potential donators and representatives of embassies of sending countries. DRRP has a role of secretariat.

7.1. Inter-sectorial coordination at central level

MIA (DRRP) has overall responsibility for coordinating the reintegration of repatriated persons. Each relevant Ministry appoints one responsible official for coordinating reintegration activities whom cooperates closely with MIA/DRRP.

DRRP holds regular meetings every 3 months with relevant stakeholders including relevant International Organizations and NGOs in order to evaluate progress on reintegration policies for repatriated persons, assesses outcomes reached, review challenges to be addressed, and identify gaps and strategies for improvement.

DRRP specifically:

- Reviews the status of integration of repatriated persons with a focus on children, and vulnerable groups.
- Develops an integrated annual work-plan for the implementation of Regulation of RKG 20/;
- Periodically review implementation of the work plan and undertaken actions;
- Reviews the level of expenditures and actual usage of the fund for reintegration from all Ministries that have financed projects from this fund;
- Reviews and discusses policy outcomes;
- Assess coordination needs among ministries;
- Promotes mainstreaming of issues related to repatriated persons in all areas of policy-making;
- Reviews data analysis from the CMS;
- Discusses functioning of the CMS and ways for strengthening;
- Discusses and shares good practices;
- Examine particularly difficult reintegration cases.

Following each special meeting, the DRRP issues a progress report on the implementation of the reintegration process, highlights challenges, and issues recommendations for sustainable reintegration of repatriated persons. The report, including recommendations, is distributed to relevant stakeholders.

Due attention is paid to the representation of the interests of repatriated children and persons who are vulnerable as per criteria listed in Regulation of RKG 20/2013. External actors present their views to MIA/DRRP and advice on ways to advancement of policies for the reintegration of repatriated persons.

7.2. Inter-sectorial coordination at a local level

The Municipal Office for Communities and Returns has overall responsibility for coordinating the reintegration of repatriated persons at the local level. It is the primary point of contact with repatriated persons. It refers cases to relevant Directorates for action and monitors, and follows up on, action taken.

In accordance with Regulation of RKG 20/2010 on Municipal Offices for Communities and Returns, all officers of the municipality are obliged to cooperate with MOCR while carrying out their duties and responsibilities in order to facilitate the sustainable reintegration of repatriated persons.

In addition to reviewing individual requests, MOCR holds regular meetings every three months in order to evaluate progress on the reintegration of repatriated persons in the municipality, assess outcomes reached, review challenges to be addressed, and identify gaps and measures for improvement. MOCR chairs these meetings.

Specifically, MOCR and Municipal Commission for Reintegration:

- Reviews the status of reintegration of repatriated persons, especially children and vulnerable groups, within the municipality;
- Reviews the status reintegration of repatriated persons, especially children and vulnerable groups, within municipalities;
- Analyzes the data contained in the CMS and discuss main issues;
- Reviews progress in reintegration in key sectors (housing, health, education, civil registration, employment and social welfare).
- Assesses specific needs for support from central level;

Following each special meeting, the MCR issues a progress report on the implementation of the reintegration process, highlights challenges, and issues recommendations for strengthening the long term reintegration of repatriated persons. The report, including recommendations, is submitted to the DRRP through the Regional Coordinator.

At least once a year MOCR in cooperation with MCR hold meetings with relevant NGOs and international organizations working for and with repatriated persons, and representatives of repatriated persons. Due attention is paid to the representation of the interests of repatriated children and persons who are vulnerable as per criteria listed in Regulation of RKG 20/2013. External actors present their views to MOCR and advice on ways to address the identified challenges.

MOCR submits an annual report on its reintegration activities to the Mayor and the Municipal Assembly and needs for planning

The Municipal Assembly organizes a special meeting every year in December to discuss the report and progress made in the reintegration of repatriated persons, in particular vulnerable persons. The meeting is public as per Law Nr. 03/L-040 on Local Self-Government. Relevant NGOs, international organizations working for and with repatriated persons in the municipality, and representatives of repatriated persons are especially invited to attend through public announcement.

7.3. Vertical coordination

Municipalities have the primary responsibility for the long-term reintegration of repatriated persons, as provided by Regulation of RKG 20/2013.

In order to ensure municipalities have the means to fulfill their role, MIA and other ministries at the central level provide municipalities with adequate technical, financial and coordination support.

Generic support provided by MIA/DRRP to municipalities includes:

- (1) Provision of guidelines on the obligations of municipalities under Regulation of RKG 20/2013 and the National Strategy for the Reintegration of Repatriated Persons within three months of adoption of new standards, by-laws and other policy documents.
- (2) Provision of model forms for the submission of requests for benefits in each sector within three months of adoption of new standards, by-laws and other policy documents.
- (3) Provision of model documents for the development of Memoranda of Understanding with partner organizations within three months of adoption of new standards, by-laws and other policy documents.
- (4) Providing training for staff at Municipal Offices for Communities and Returns to review the legislative and policy framework, assess trends, and discuss challenges in MOCR's daily work and ways to address them.
- (5) Provision of leaflets, brochures and other information material for repatriated persons in various languages, detailing the benefits repatriated persons are entitled to, how to access them, as well as comprehensive information on public services in Kosovo in various sectors and how to access them. Child-friendly information material is also made available. Such material is reviewed on an annual basis in order to ensure that information is up-to-date with latest developments.
- (6) Provision of templates for the submission of progress reports and annual reports by MOCR.
- (7) Fostering cooperation among municipalities confronted with similar challenges in order to pool resources in addressing reintegration issues faced by repatriated persons,

for example to provide counseling services, language courses or vocational training. Coordination primarily takes place through the MIA regional coordinator, who identifies needs on an annual basis and facilitates cooperation among municipalities.

Specific support provided by relevant ministries to municipalities includes:

- (1) Technical assistance for the implementation of policies in specific areas.
- (2) Line ministries support municipalities in the identification of adequate partners for the implementation of respective policies that are interlinked with sustainable reintegration.

Municipalities take action to seek needed support from central level.

MALG assists and supports MIA/DRRP in drafting of training plans and their organization for increasing of capacities in local level.

Municipalities send reports regularly to MIA/DRRP with data on repatriated persons based on the CMS and other relevant sources. Reports indicate how municipalities reach out to repatriated persons in particular repatriated children and other vulnerable groups. MIA/DRRP compiles reports and shares it with relevant ministries.

Chapter VIII. Fund management

Main actor: Ministry of Internal Affairs

The Reintegration Fund is allocated each year as part of the state budget. Its expenditure is done in accordance with the Law No. 03/L-048 on Public Financial Management and Accountability, Law No. 04/L-042 on Public Procurement, Treasury Regulations 01 and 02 and other Administrative Instructions issued by the Ministry of Finance.

8.1. Allocation of state budget to the Reintegration Fund

As part of the regular preparation of the budget, DRRP presents needs for state budget allocation from the state budget as a part of MIA's annual budget. Reintegration budget is also a part of EMF.

Assessment of the financial needs is mostly based on the number of repatriated persons over the past three years, taking into account additional needs for children and other vulnerable groups and reports from municipalities and needs from relevant ministries.

Financing of projects from reintegration program for delivering of services for sustainable reintegration of repatriated persons

A part of the fund may allocated for relevant ministries or municipalities as well as for the projects of NGOs registered in Kosovo and projects of international organizations through the open call for application.

Financing of the projects through the open call for application is regulated according to legislation in force.

8.2. Monitoring of the use of funds

Reintegration Fund is monitored from DRRP through periodical reports on use of fund from all stakeholders that implement projects financed by the reintegration program. The report includes spent amount, concrete use and achieved results as well as potential obstacles in harmony with transparency rules and other relevant legislation.

The report is submitted every year in accordance with Law on Public Financial Management and Accountability.

MIA/DRRP develops templates for reporting on the use of funds by ministries, municipalities and NGOs and international organizations.

Reintegration fund is undergoes internal and external audit in harmony with legislation in force.

MIA/DRRP issues an annual public report on the status of expenditures and use of funds from reintegration program. The report is public and is made available on the MIA website.

Chapter IX. Monitoring and accountability

9.1. Monitoring the progress

Use of the case management system

The case management system (CMS) represents the primary monitoring tool. This system provides up to date qualitative and quantitative information on the number and situation of repatriated persons. The data is analyzed as mentioned in these Guidelines.

Submission of reports and transparency

MIA/DRRP by the end of each year issues an annual progress report on the reintegration of repatriated persons and the use of funds from reintegration program which is published in MIA's web page. The report reflects the activities of all relevant stakeholders who assist and support the reintegration of repatriated persons. Also periodical reports are submitted to European Commission and competent authorities of member states.

Review of monitoring bodies

As part of their policy monitoring mandate, DRRP, MOCR and Municipal Commission on Reintegration review on a regular basis the progress made in expenditures, implementation progress, main achievements and challenges.

Progress is monitored based on the annual work-plan set at municipal and central level.

9.2. Accountability

9.2.1. Remedies for repatriated persons whose entitlements are not respected

Commission of Appeals

Regulation of RKG 20/2013 provides for a Commission of Appeals, which examines requests from repatriated persons whose application are not approved by CRC or MRC.

The Commission of Appeals is established by the government and operates as an independent body. Complaints must be lodged within 15 days from the receipt of the contested decision. MOCR informs, and provides assistance to, repatriated persons in filing a complaint.

Complaints are submitted to MOCR which through the Regional Coordinators submits to DRRP for further follow up to Appeals Commission within 2 days from receipt.

MIA develops SOPs detailing the functioning of the Commission of Appeals.

Administrative conflict against the decision by the Commission of Appeals

MOCR informs repatriated persons on the procedures against the decision by the Commission of Appeals.

Ombudsperson

The Ombudsperson may review complaints submitted by repatriated persons and mediate a solution with public authorities. In reviewing complaints, it pays particular attention to the best interests of the child and the needs of vulnerable groups.

In the harmony with its mandate Ombudsperson, with the purpose of facilitating of solutions for specific cases, might require access to documents of sending countries with the framework of cooperation with the Ombudsperson of that country.

Repatriated persons should be informed through information booklets of the remedy mechanisms that are available and how to access them.

MIA takes into consideration recommendations issued by Ombudsperson in its annual report with respect to situation of repatriated persons.

9.2.2. Stakeholders' accountability

Reporting duties

All parties concerned that benefited financing of projects from the Reintegration Fund are requested to submit reports on the use of the funds at least every 6 months. Reports are submitted to MIA/DRRP as responsible for management of the reintegration fund/reintegration.

MIA regional coordinators monitor municipalities' fulfillment of their responsibilities in accordance with Regulation of RKG 20/2013. They identify good practices and share them with central level respectively DRRP with the purpose of distributing them in all municipalities. They report insufficiencies and support municipalities in overcoming obstacles.

In the end of each fiscal year, each municipality issues a progress report for implementation of reintegration policies which is published in municipal web page.