



World Vision



ALBANIA

IMPACT REPORT

Our National Impact Report 2020

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The events in 2020 impacted lives of all children, especially the most vulnerable ones, in many ways. At the start of the year, memories and damages of the strong November earthquake in Albania were recent. As World Vision team was responding to the

earthquake crisis, another crisis was about to hit and to stay with us indefinitely.

At the onset of the Covid-19 pandemic, World Vision International declared a global emergency and took immediate actions to respond to the emerging needs. As part of this global action, World Vision Albania mobilized the resources to address the needs in food security, health, mental health, child protection, education and livelihoods, reaching more than 60,000 children in 24 municipalities.

It was thanks to the responsiveness, grassroots presence, agility of business processes, effective partnerships and the skills and heart of the World Vision team, that we were able to serve thousands of children. Being present in communities, we listened to them and raised concerns in advocacy platforms.

The impact described in this report demonstrates the extraordinary efforts that the team made to respond to the needs of children and families. It speaks of the volume of work of a highly dedicated humanitarian and development team. I am grateful for the unity and sacrifice this team has shown during these challenging times. Thank you to each of you! I also highly acknowledge the collaboration and contribution of our supporters and partners: child sponsors from across the world through the support offices of WV

Hong Kong, WV South Korea, WV United Kingdom and World Vision U.S, the World Vision Middle East and Eastern Europe Regional Office, the Advisory Council, the local volunteers, local citizens donating to our programs, families, communities, local and central government institutions, donor agencies, civil society organizations, church and faith organizations, businesses, media and experts. I sincerely thank each partner who has put the trust on World Vision and has joined forces with us.

This year, World Vision continued to contribute with its work to advance the Sustainable Development Goals in Albania. World Vision proved that it is a reliable and responsive partner for the wellbeing of the most vulnerable children, delivering timely, relevant and quality programming that continues to change and improve lives. We are thankful to God for his faithfulness and for his protection over children and families and pray for consolation and peace for those affected by the consequences of Covid-19 pandemic.

As the effects of the pandemic persist and the most vulnerable children and their families continue to need support, World Vision commits to deliver on Our Promise Strategy, going further to help children live a full life.

The journey continues. With you. For children.

Impact Report 2020 - Foreword





We are **World Vision**

World Vision made a firm promise to the world's most vulnerable children as expressed in [Our Promise](#) Partnership Strategy. This is a promise to undertake many endeavours, including humanitarian, development, and advocacy at every level so no child, even the most vulnerable ones in Albania, is left behind and prevented from reaching their God-given potential.

For us, this promise is a continuation of our constant prayers, motivated staffs work, and partnerships with our trusted circle of friends, and transparent policies and procedures. All of this contributes to our humanitarian and development work so we can better serve communities and make a meaningful impact as highlighted in our 2020 report.

We value and invest in people

During 2020, World Vision Albania (WVA) had an average of 122 employees (including interns) and approximately 94 monthly volunteers who work and serve in communities across Albania. Foremost, WVA strives to promote career growth and development for our internal staff. When we hire new employees we conduct a competitive recruiting process, and provide equal opportunity to all applicants with appropriate skills, competence, and experience to carry out our mission and the changing needs of

our core business. We recruit from a diverse group of people, who reflect our society's ethnic, gender, disability and minority groups. During the recruitment process, we comply with all applicable laws.

In terms of capacity building, this year, we focused on increasing our project management's technical capabilities, and recognizing and fighting unconscious bias as part of a larger project to improve staff well-being and engagement.

World Vision recognises the importance of staff well-being and its impact on the health and effectiveness of our employees. Our goal is to create a workplace environment that sustains their well-being so they can improve their productivity and engagement while building positive relationships. From March to August 2020 and beyond, we intentionally shared messages with our staff to encourage self-care and resilience in all aspects of their lives, including spiritual, mental, and physical. Our leadership team was actively committed to our staff and their families' well-being and they worked to create a culture and work environment that encompassed our employees' holistic well-being. As part of this, they supported flexible work hours, remote work (or work-from-home), and increased telecommuting. We have a culture that encourages everyone to balance their work and home life as well as rest and recuperate, so they can stay physically and mentally healthy and productive.



We are stewards of resources and strive for efficiency

World Vision's ability to serve and improve the lives of the most vulnerable children is dependent on our ability to obtain the necessary resources, goods and services, required to respond to the needs of these children and their communities. When these resources are efficiently acquired at the lowest "total cost of ownership," with transparency and sustainability, it has a significant impact on our ability to reach the WV Partnership's goal to improve the well-being of children in our communities. Our supply chain management team relies on a procurement manual that equips them with clear policies and detailed procedures so they can improve procurement processes, increase visibility, and demonstrate accountability.

This results in greater savings and quicker responses to changing needs. During 2020, with effective strategic sourcing we were able to achieve:

- 5,200 Catalogue Items
- 140 Tenders
- 112 Consultancy Service Contracts
- 46 Long-term Agreements

Policies of care and trust

Child and Adult Safeguarding Policy

Safeguarding the children and vulnerable adults who we serve, continues to be at the heart of all WVA offices, programmes, and ministry. We have zero tolerance for incidents of violence or abuse against children or adults, including sexual exploitation or abuse, committed either by employees or others affiliated with our work. WVA takes necessary actions to respond to any suspected or known instances of abuse. Incidents are required to be reported and their responses are focused on the child



or adult survivor, prioritizing their interests. We abhor any misuse of power, status, or trusted position for any sexual or other exploitative purposes. We endeavour to tackle this root cause of abuse in our prevention and training efforts. For this reason, World Vision created the Integrity and Protection Hotline (<http://worldvision.ethicspoint.com>) and made it available to everyone – a beneficiary, staff, volunteer, or contractor. It is where all unethical behaviour or actions that place children, staff or others at risk can be reported. Other unacceptable behaviours can be reported there including fraud, general or sexual harassment, bribery, corruption, and questionable accounting practices. All reported incidences are investigated and dealt with according to WV policies and local laws.

Anticorruption Policy

At World Vision, corruption is defined as "the abuse of entrusted power for gain." It includes practices such as bribery, fraud, extortion, collusion, and money laundering. It also includes any offer or receipt of any gift, loan, fee, reward, or other advantage to or from any person as an inducement to do something that is dishonest, illegal, or a breach of trust in the conduct of the organization's activities. In 2020, we prioritized a code of conduct with zero tolerance for harassment and fraud as well as risk management and mitigation. These policies set clear expectations for all World Vision Board members, employees, interns, and volunteers who are expected to conduct themselves in a manner that reflects honesty and integrity, and maintain the effectiveness, values and mission of World Vision. These policies help ensure that we conduct ourselves with dignity and respect towards each other and the children and communities we serve.

Our Advisory Council

To make certain that we are never disconnected from local issues and we always maintain excellent governing discipline and accountability, we established an Advisory Council whose primary role is to support and promote the ministry of WVA. The Advisory Council members are mature Christians who comprise a broad spectrum of geographical, professional, social, cultural, and church affiliations. The current members are Elidion Lilo – Chairman of the Advisory Board, George Balla, Sokol Haxhiu, Nathan Hoppe, Elona Prroj, Fred Westerink, and Stela Qako. During 2020, the Advisory Council focused on the progress of Our Promise, prioritizing the strategic imperative to live out our Christian faith and calling with boldness and humility. They reviewed and analysed WV Core Documents and focused on risk management and mitigation, helping to improve and oversee our overall organizational performance and ensure we adhere to WV core values.



World Vision

World Vision



Child Well-being – Our National Impact 2020

World Vision's ministry goal contributes to the "sustained well-being of children within families and communities, especially the most vulnerable." World Vision Albania is focused on actions that improve the well-being of children through work in four main categories: 1) child protection; 2) education and life skills; 3) emergency response; and 4) livelihood and resilience.

During 2020, WVA worked in 25 municipalities¹ reaching more than 60,000 children. Highlights of our contribution in three sectors are very much aligned with the Sustainable Development Goals (SDG).

Contribution to Goal 1: End Poverty

In 2020, WVA staff and partners continued their engagement with 25,669 children in 200 communities in Albania with ongoing monitoring to ensure they live within the minimum standards of well-being. For more than two decades now, these children and their families are regularly and actively engaged in activities, organized in groups, and benefit from the WVA program. During 2020, our monitoring program identified 500 children

1. Belsh, Berat, Bulqizë, Cërrik, Dibër, Durrës, Elbasan, Fier, Gjirokastër, Gramsh, Kamëz, Korçë, Kukës, Kurbin, Lezhë, Librazhd, Lushnjë, Maliq, Mirditë, Përmet, Prrenjas, Pukë, Shkodër, Tiranë, and Vlorë.

with medical needs, and we either referred them to or provided necessary and urgent medical assistance. Given our mission targets the most vulnerable children, families and communities, we provided food packages, medications, and shelter assistance to 567 returnees' families in the REINVEST² project. Approximately 500 families benefited from packaged food and/or fresh food, of which 225 families received food packages with the support of WVA. In addition, an estimated 300 families received continuous food packages and/or fresh food in Elbasan, Korçë, Lushnje, and Shkodër, through our sub-grantee and partnership with the EU Youth Standing Up for Human Rights³.

At the beginning of the 2020 school year, 610 children received school kits and textbooks so they could start the new school year with enthusiasm and energy.

2. "Returnees reintegrate and reinvest within country", a grant awarded project supported by the BMZ's Program "Returning to New Opportunities". The project was implemented in partnership between World Vision Albania (WVA), the National Association Education for Life (SHKEJ) and Foundation "Spirit of Love"- Diakonia Agapes (FSOLDA), in 13 municipalities: Belsh, Cërrik, Dibra, Gjirokastra, Kamza, Korça, Kurbin, Maliq, Mirdita, Përmet, Përrenjas, Tirana (Administrative units of I, 4, 8, 9, 11), and Vlorë.

3. "Youth Standing Up for Human Rights", a three years project co-financed by the European Union (EU) and implemented by World Vision Albania (WVA) in partnership with the South East European Youth Network (SEEYN). The sub-grantee achieved this results is "Foundation Food Bank Albania".



In 2020, we implemented the Building Secure Livelihood program in four places – Dibër, Kurbin, Korçë and Librazhd. Through this program, 1,296 households were trained and completed the Empowered World View module which tackles issues related to family well-being and healthy community relationships. After we empowered these families, we worked with 754 family farmers and provided training specific to their needs, including crop treatment, livestock protection, nutrition, hygiene, and health management, so they could improve their ability to provide for their families. We supported more than 400 farming families living in these four regions with livelihood resources, including seeds, seedlings, poultry, beekeeping materials, and food for livestock.

In 2020, as part of the WVA earthquake response⁴, we improved the lives of affected families in Durrës, Kamëz and Kurbin with infrastructure interventions. Twenty-seven damaged houses were evaluated by experts and plans were made for reconstruction. We supported these projects with building materials including wood, cement, bricks, concrete, clay, and house paint. In addition, as part of long-term interventions, 375 children in Kurbin benefited from the reconstruction of a 9-years school in Fushë-Mamurras.

4. November 26, 2019 Earthquake

Contribution to Goal 4: Quality Education

Inclusive and quality education for children and adolescents is one of the ways to achieve sustainable development. This includes non-formal education, training teachers and education practitioners, and interventions in infrastructure – all of which contributes to social accountability as reflected in SDG 4.

In 2020, WVA worked with 109 youth groups, including 2,100 children and adolescents (1,281 female and 819 male), and 227 adult volunteers who were IMPACT Club leaders. Through an experiential learning approach, volunteers led children and adolescents through a life skills curriculum aimed at increasing active citizenship and promoting young people as crucial participants in their community's social and economic development. In Durrës, Lushnjë, Shkodër and Vlorë, 293 adolescents engaged in capacity-building events and initiatives related to life skills and human rights⁵.

A total of 112 community service-learning initiatives were implemented by children and adolescents in 39 communities across Albania. Among them, there were 43 youth-led initiatives⁶ offered by the Erasmus+

5. "Youth Standing Up for Human Rights", a three years project co-financed by the European Union (EU) and implemented by World Vision Albania (WVA) in partnership with the South East European Youth Network (SEEN). The sub-grantee achieved this results are "Me komunitetin për Ndryshim", "Shoqata Internacionale për Solidaritetin (SHIS)", "Gruaja në Zhvillim Shkodër" and Community Development Center "Today for the Future".

6. "Building the European future at home: youth engagement in the process", a two years project co-financed by the European Union (EU) through the program IPA 2014, managed by the Central Finance and Contracting Unit (CFCU) and implemented by World Vision Albania (WVA) in partnership with the Albanian Centre for Competitiveness and International Trade (ACIT) and Changing the Future (ChF) implemented from December 11th 2018 until August 10, 2020.

programme which are designed to promote solidarity, equality and human rights, and lifelong learning and opportunities for the young people of Albania. The Youth Festival 2020, Recover Albania, was led by 40 children and adolescents. They were involved in creating products that promoted their communities' socio-economic situation and they facilitated discussions about what they think needs to change with Mayors and other high-level representatives from their municipalities. They created photos and videos to illustrate their ideas and presented themselves as ambassadors of their communities – raising their voices for more community support and engaging as active citizens.

At 11 regional schools, 600 youth (401 female and 199 male) participated in debates designed to build a culture of constructive debate while learning. During these events, the students engaged practically with rational, reasoned arguments and compelling evidence and exercised gained knowledge by raising awareness of the EU accession processes and European values. They also practiced critical thinking skills and debated other topics such as human rights, gender equality, environmental protection, role of the EU in Albania, freedom of speech, and more.

Through community-based activities, over 15,900 children celebrated their birthdays with engaging activities that promoted healthy nutrition and education. In all 13 municipalities of the REINVEST project, 3,541 (1,760 female and 1,781 male) of returnees' children up to the age of 19 years old, had the opportunity to gain knowledge and skills as well as be entertained. To support integration through psychosocial activities, we provided catch-up class support, summer camp, and active citizenship training. In addition, 206 children benefitted from summer activities in Bathore, Bregu i Lumit (Tirana, Administrative Unit No.11), Dibra, and Durrës. We offered these summer programs in



close collaboration with the Catholic Church in Bathore, the Evangelical Church in Bregu i Lumit, Alfa & Omega church in Dibra, and the foundation Hope for the World. Throughout the school year, learning opportunities were adapted for online platforms to fulfil the needs of education and psychosocial practitioners. As part of these efforts, 117 professionals, teachers, support teachers, and psychosocial staff, participated in two online sessions over the course of nine days that focused on planning and adapting curriculum for children with disabilities. After this training, 98 teachers participated in coaching sessions prior to the start of the 2020 school year.

In 2020, WVA continued to organize Community of Practice, a place for education practitioners to learn and share experiences. We produced nine virtual meetings to help professionals who work children with disabilities to understand the best approaches and methodologies for remote learning. This year, 100 professionals from nine regions participated in the Community of Practice.

Although the COVID-19 pandemic restricted the use of Development Spaces in schools, this did not stop support teachers and psychosocial staff from providing online support to children. During the last year, 92 children with disabilities and 39 parents of these children were directly involved in 5,407 specific services within the framework of the Development Spaces. The service sessions focused on: 1) working on Individual Educational Plans (IEPs) (1,791 sessions); 2) providing specific therapy to support the development aspect of IEPs (684 sessions); 3) giving individual support to children and their parents (934 sessions); 4) supporting remote learning for children with disabilities (484 sessions); 5) using the Development Space as a calming space for children (678 sessions); and 6) providing space for psycho-educational activities.

At the beginning of the year, through the social accountability approach, the annual mini-grant process

to improve poor school infrastructure took place, and 19 mini-grants were awarded within the framework to ensure inclusive and accessible standards for all children in schools.

In 19 schools, 9,611 children benefited from the improved standards. This year, the process was delivered in close collaboration with four municipalities and one education office, resulting in:

- 15 schools improved sport facility infrastructures, improved inclusiveness standards, and reconstruction from earthquake damages
- one school improved access to library
- one school improved access in electricity
- two schools undertook awareness raising initiatives

Contribution to Goal 5: Gender Equality

Our approach to gender equality is to equip girls and boys, women and men with knowledge, skills and abilities through a family-centred strengthening approach, where everyone takes responsibility for peaceful relationships and harmony within families. During the three-month pandemic lock-down, the Child Protection Technical Program (CPTP) designed an intervention program, Stay at Home Family Challenge. This program included a series of structured, psychosocial family activities that encouraged family members to spend quality time together. It inspired family members to invest in and improve family relationships and communication as well as cope with the current situation and build healthy daily routines – accomplishing all of this by equally involving mothers, fathers, children, and other family members. This online intervention involved 183 families, 375 parents and 419 children.

Women are a major factor in the economic resilience of families. Creating secure livelihoods for women not

only empowers them but also provides security for their families. Based on evidence, World Vision believes women are better managers and providers for the well-being of their children and families. In 2020, the Building Secure Livelihoods (BSL) program has been purposeful to engage women and empower them to take leading role in their family economy. Out of 2,016 direct participants, 1,014 were women and 1,002 were men.

Contribution to Goal 8: Decent Work and Economic Growth

WVA focuses its work in the economic growth of families, enabling them to provide the necessary means for their children and reintegrated in life. In 2020, as part of the REINVEST project interventions under the economic empowerment component, we achieved the following:

- 130 individuals (55 female and 75 male) referred to institutions and networks for employment opportunities, including referrals to vocational education courses, registrations at the employment office, and orientations for employment in the private sector and/ or self-employment.
- 214 (97 female and 117 male) supported with self-employment opportunities including capacity building, coaching, and support for start-ups.
- 109 (48 female and 61 male) supported with start-up initiatives and training about how to run a business on their own.

Under the sub-grantee scheme of the EU grand Youth Standing Up for Human Rights⁷, 167 youth from

7. "Youth Standing Up for Human Rights", a three years project co-financed by the European Union (EU) and implemented by World Vision Albania (WVA) in partnership with the South East European Youth Network (SEEYN). The sub-grantee achieved this results are "Qendra Sociale në Ndihmë të Njerëzve në Nevojë" Fushë-Arrëz and "Youth Movement for Democracy" Pukë.



Fushë-Arrëz and Pukë took part in trainings focused on employability in the green economy, starting-up a green enterprise, basic principles of entrepreneurship, and practical skills about beekeeping, woodcarving and hairdressing.

Contribution to Goal 10: Reduced Inequalities

Within the framework of the EU-funded project, Increasing Civil Society Organizations' Capacities for Mainstreaming Rights of People with Disabilities in Albania, which was implemented by WVA in partnership

with the Albanian Disability Rights Foundation (ADRF) and the Association of Protection of Disability Rights (MEDPAK), we made two significant contributions toward the objective of reducing inequalities for people with disabilities in Albania.

In January 2020, we launched Albanian's first space dedicated to increase the knowledge and capacity of staff institutions, civil society organizations, people with disabilities as well as society as a whole on issues of disability and equality. (Found here: <http://www.platforma-pak.al/>). This platform is easily accessible to all, including people with various disabilities, and meets accessibility standards using sign language, text size,

colours, and audio. The platform serves as an online library and resource centre for legislation and policies on people with disabilities – providing guidelines and benefits. It includes a Frequently Asked Questions section where people with disabilities, or any other individual, can get answers to their questions about various aspects of social inclusion. This platform was designed as an online learning environment serving both as a knowledge centre offering materials and resources on disability related topics, and as an e-learning space offering trainings for professionals and individuals interested in acquiring and applying new knowledge and practices related to services for people with disabilities.

The publication, Second Monitoring Report of the National Disability Action Plan (NDAP 2016-2020)⁸, includes findings from the second monitoring cycle and its purpose is to inform responsible institutions about the implementation of the current NDAP, and share the stakeholders' perspective about what crucial interventions need to be prioritized in the course of drafting and implementing the upcoming 2021-2025 Action Plan, which the Ministry of Health and Social Protection is currently preparing. This report can also be used as a shadow report by civil society organizations to continue advocating for the rights of people with disabilities even before the project is finalized.

Contribution to Goal 16: Peace, Justice and Strong Institutions

Using the World Vision's global campaign, It Takes a World to End Violence against Children (ITAW), WVA diligently continued our work to strengthen child protection systems and approaches within the communities we serve.

8. Key findings of the second monitoring report on national disability action plan (2020). Retrieved from: <https://www.wvi.org/publications/brochure/albania/key-findings-second-monitoring-report-national-disability-action-plan>

A milestone for ITAW in 2020 was the In the Labyrinth event on November 12-20 organized by WVA and supported by the Balfin Group and the Municipality of Tirana. With an experiential learning approach, the event increased public awareness about all types of violence against children. In the centre of Scanderberg Square in Tirana, a human-sized labyrinth was created covering 400 m² and visited by citizens, local and national authorities, and representatives from civil society organizations. Visitors participated a reflective and challenging experience that immersed them in information and issues related to violence against children. Passing through these children's daily life dilemmas, exposed in the walls of the labyrinth, adults learned how their actions had direct consequences on these children's lives. In the Labyrinth was visited by 2,589 citizens from ages 16 to 75 years old with younger children accompanied by their parents. Ninety-seven percent of the visitors positively responded that they liked the experience, and the corresponding digital campaign reached an additional 120,000 people.

During 2020, WVA continued our advocacy work and strengthened efforts to improve the effectiveness of social structures and services – from local to national levels. WVA is part of the Child Protection Coalition alongside UNICEF, OSCE, Save the Children, and Terre des Hommes. Moreover, WVA is co-leading the Child Protection in Emergencies Working Group (CPIE), which gathers approximately 15 NGOs and international organizations and serves as a mechanism to coordinate strategies and interventions addressing child protection needs during emergencies such as the earthquake and COVID-19.

This group was actively engaged in coordinating efforts, advocating and giving direct recommendations and support to children and their families through child-friendly approaches, and responding to their needs by focusing on the child's best interest.

In 2020, as part of our advocacy and system strengthening efforts:

- We supported 129 representatives, including employees of social service structures at the local level (child protection employees, social administrators, community centre employees, public health employees and police)⁹ with five training and orientation sessions as part of a capacity-building program to increase knowledge and understanding on the efficient provision of social care services as according to Article 121/2016 (Social Care Services in the Republic of Albania) and Article 18/2017.
- WVA staff attended 141 Inter-sectorial Technical Group meetings in 13 Municipalities where WV works on cases related to children facing child protection issues, mainly violence and abuse.
- We followed up on 159 legal cases in the Tirana, Kamza, Kurbin, Librazhd, Lezha and Korca municipalities. We improved access to legal services for vulnerable categories of people who potentially include minors in contact or conflict with the law by collaborating with the Tirana Legal Aid Services (TLAS) on the project, Expanding Access to Justice for Children and Youth."

Tungjatjeta...Jetë!

Since 2018, the Hello...Life! community mobile service has continued to provide in-home services for children with disabilities in rural and remote areas who previously could not access any kind of specialised services. In 2020, in partnership with the Dibër, Lezhë, and Librazhd municipalities, the Hello...Life! team applied to the Social Fund in the Ministry of Health

9. Representatives were from 11 the municipalities: Dibër, Durrës, Elbasan, Kamëz, Kurbin, Lezhë, Librazhd, Maliq, Përrenjas, Shkodër, and Tiranë.



and Social Protection, and were awarded a partial approval. In March 2020, Hello...Life! started their mobile services program in the Përrenjas municipality with support from United Nations Development Fund (UNDP) under the “Leave No One Behind” program framework.

Throughout 2020, 123 children with disabilities and their 175 parents/ caregivers benefitted from these services. A total of 5,656 visits were conducted, of which 1,755 visits were for development therapy, 2,026 speech therapy, and 1,660 physiotherapy. Other types of services included assessment and re-assessment related to health conditions and other support necessary for children with disabilities.

In November 2020, Hello...Life! was awarded one of the two-second prizes in the National Competition for Best Practices of Social Services, organized by partners Albania for Change, UNDP, and the Ministry of Health and Social Protection.

Children’s City in Korçë

For the second year, in conjunction with the Korçë municipality, WVA continued its work in the Children’s City, the largest centre in the region to offer a variety of activities for children and youth between the ages of 3 and 14 years old. The centre is specifically designed for social, sports, and cultural events for children and adults. From January to December 2020, 6,977 children visited the centre, and 5,355 of them participated in at least in one of the 242 activities organized in the centre.

Given the COVID-19 pandemic restrictions, Children City adapted its onsite activities to online activities, promoting children’s talents at home with the parents’ support and encouragement. In total, 14,399 people

engaged with the online programs and social media platforms.

Emergency Centre in Dibër and Durrës

In partnership with the Dibër and Durrës municipalities and the Ministry of Health and Social Protection, WVA created centres for Protective, Empowerment and Emergency Services to help children and families in both municipalities.

The centres promote a model of services within the National Reform for Social Services and Social Protection Strategy. Their focus is protecting children from violence, abuse, neglect, and exploitation, targeting high-risk children and their families in vulnerable situations. The facilities provide a complete package of efficient protective, empowerment, and emergency services, in accordance with current legislation as well as complex needs, while adhering to the operating standards and protocols for such service as developed and implemented together with our partners. In both municipalities,

WVA contracts with local organizations for expertise to provide the services, and gives these organizations the financial support to conduct their work providing services to women, and children primarily in need.

Every staff member at the centre completes an intensive capacity-building program in order to acquire the knowledge and skills necessary to provide the services.

This trainings included:

1. Child protection legal framework and its principles;
2. Referral structure, procedures and functions of the Emergency Centre;

3. Case assessment and management;
4. Child protection measures;
5. How to draft an individual protection plan;
6. Incident management and reporting;
7. Standards for the provision of social care services in multidisciplinary community centres;
8. Daily service protocol;
9. Support and empowerment services for children and family; and
10. Administrative procedures. During the first months of its operation, the activities, especially in Durres, were focused on informing and raising awareness about the Emergency Centre.

As example, the Anti-Trafficking Committee along with other partners, organized a meeting specifically to present the Emergency Centre and its services.

In Durrës during the first year, we achieved the following:

- Three children and two mothers experiencing domestic violence in their family supported with specialized psychological support.
- 67 adults introduced to the parenting program, and several meetings held with them to select families who will participate in the full parenting program.
- 41 children and adolescents (6 to 16 years old) from vulnerable families increased life skills by participating in IMPACT Club activities offered at the Emergency Centre.
- One family in need received economic support.
- One child in street situation accommodated at the Emergency Centre and received emergency services, including psychological support, food, clothing, and medical service.



Our COVID-19 RESPONSE

In 2020, WVA responded to the devastating impact of COVID-19 on Albanian families by reaching approximately 68,373 beneficiaries in 24 municipalities¹⁰ across the country.

A global pandemic required a global response. Therefore, WVA joined the largest-ever, global emergency response launched by World Vision Italy within the first hours of the World Health Organization declaring a pandemic on 11 March 2020. Working closely and together with government, partners, supporters, and communities, WVA designed and implemented an evidence-based emergency response aimed at helping Albanian families build resilience while reducing the impact of COVID-19 on their children and communities.

Consulting with communities about their needs and solutions for recovery was a crucial component of our COVID-19 response. In May 2020, we published our Impact assessment of the COVID-19 outbreak on the well-being of children and families in Albania¹¹, highlighting the urgent, medium, and long-term

10. Berat, Bulqizë, Dibër, Durrës, Elbasan, Gjirokastrë, Kamëz, Korçë, Kurbin, Lezhë, Librazhd, Maliq, Mallakastër, Mat, Memaliaj, Mirëdita, Patos, Prrenjas, Pukë, Shkodër, Skrapar, Tiranë, Vau i Dejës and Vlorë.

11. World Vision Albania. (2020). Impact assessment of the COVID-19 outbreak on well-being of children and families in Albania. Retrieved from: https://www.wvi.org/sites/default/files/2020-06/COVID_Assesment_Report_WVA_final.pdf

needs of families and children in Albania due to the pandemic.

Our assessment methodology used an exploratory approach that involved collecting socio and economic data related to Albanian families during the lock-down period. Data was collected through phone interviews and the sampling was comprised 1,199 households from 15 municipalities in Albania. During this process, we assessed health prevention knowledge regarding COVID-19, access to basic needs during the lock-down period, livelihood and employment status before and during the pandemic, and the well-being of families during this challenging time.

COVID-19 Emergency Response Highlights

Our interventions focused on education, child protection, livelihood and overarching advocacy with the following objectives and results:

Scale up preventative measures to limit the spread of disease

- **27,957 individuals**, including 14,016 children supported with Personal Protective Equipment (PPEs).
- **7,419 comprehensive hygiene kits** distributed.

Strengthen health systems and workers

- **1,210 health workers** supported with Personal Protective Equipment (PPEs).
- **2,280 face masks** distributed to health facilities, Community Health Workers (CHW), and COVID-19 caregivers.
- **2,800 glove sets** distributed to health facilities, CHW, and COVID-19 caregivers.
- **8,010 adult diapers** distributed to COVID-19 hospitals.

Support for children affected by COVID-19 through education, child protection, food security, and livelihoods

- A series of **30 podcasts** entitled “Happiness is a choice, no matter the circumstances” were streamed through WVA social media platforms over two consecutive months. The podcasts helped individuals and families in Albania and Kosovo build resilience. People with hearing impairments accessed the podcasts produced in Albanian sign language.
- **6,501 education materials** distributed to enable and support remote learning, including **425** tablets and smartphones.
- **4,000 children** benefited from psychosocial support with two psycho-educational books adapted for the Albanian situation and contextualized by psychologists. These include Trinka and Sam: The Day the Earth Shook; Trinka and Sam: Fighting the Big Virus; Trinka and Sam: The Little Town Works Together. In close partnership with the Together Albania Foundation, we produced **4,000** copies and **5** webinars to train **80** teachers and **25** school psychologists who used these books with children to explore the fear, trauma, and anxiety they faced from the consequences of the earthquake in November 2019 and the COVID-19 pandemic.
- **1,012 people**, including **518** children received sets of materials to do psychosocial activities at home.



- **335 people** accessed specialized psychosocial support from Green Line between May and June 2020, in cooperation with Ministry of Health and Social Protection.
- **2,717 people**, including **1,252** children, reached with CASH and Voucher assistance.
- **31,324 people**, including **15,698** children, reached with food security assistance/packages.
- **916 households** (HHs) provided livelihoods assets including fertilizers, seeds, seedlings, poultry, bees, goats, and more.

Collaborate and advocate to ensure vulnerable children are protected

WVA is an active contributor in all emergency coordination platforms called by the government or the European Union (EU) Civic Protection and will continue to do so as needed. During 2020, WVA co-lead the Child Protection in Emergencies (CPIE) working group with UNICEF, and has been an active member of the Education, Shelter/NFI, and Humanitarian Cash Transfers (HCT) working groups. A small group of the HCT working group developed COVID-19

Joint Standard Operating Procedures and supported Ministry of Health and Social Protection (MHSP), WVA discussed the importance of integrating cash transfers in emergency responses, and considerations about shock responsive social protection.

As part of the CPIE group and together with partners, WVA coordinated efforts to respond to the emergency situations caused by the earthquake and COVID-19 pandemic. Highlights of this joint initiative include: 1) meaningful input and recommendations to the State Agency for Child Protection during the phase of drafting ministerial order 253/2020 on case management during the COVID-19 outbreak; 2) an advocacy letter to the Ministry of Interior expressing concern about the violence against an adolescent beaten by police officers in May 2020; and 3) requesting information about the measures taken by the Ministry of Interior and the State Agency of Child Protection on this issue. Our initiative was followed by an open message, titled “Time is now,” to all government agencies condemning any form of violence, abuse, exploitation or neglect of children in Albania, especially after the severe case of a sexually abused teenage girl came to light.

Our COVID-19 RESPONSE

27,957
individuals,
including

14,016
children
supported with Personal
Protective Equipment
(PPEs)



7,419
comprehensive
hygiene kits
distributed

30
podcasts
entitled "Happiness is a choice,
no matter the circumstances"
were streamed through WVA
social media platforms over
two consecutive months

6,501
education
materials
distributed to enable
and support remote
learning, including

425
tablets and
smartphones



1,012
people,
including

518
children
received sets
of materials to
do psychosocial
activities at home

335
people
accessed specialized
psychosocial support
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between May and June
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and more.



Financial Summary

Funding for WVA is primarily supported by the internal WV partnership funds. Our goal is to diversify funding streams by increasing grant acquisitions and local fundraising. We will accomplish this with emphasis on corporate funding, public-private partnerships, and scalable non-traditional revenue products. This will ensure we can deliver our mission and reach the most vulnerable children in poor and remote areas in Albania.

In 2020, these funding streams enabled us to reach and support the children in our program:

Fig 1. Funding Streams

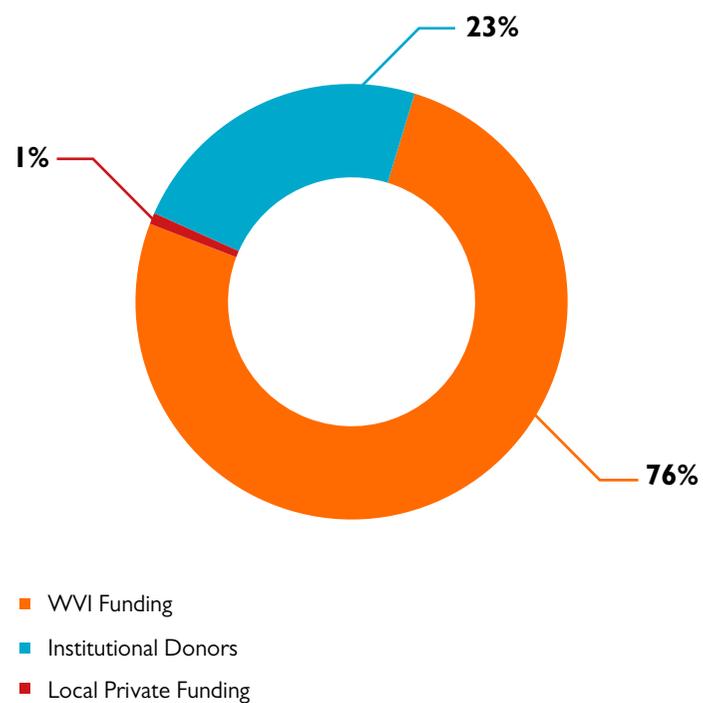
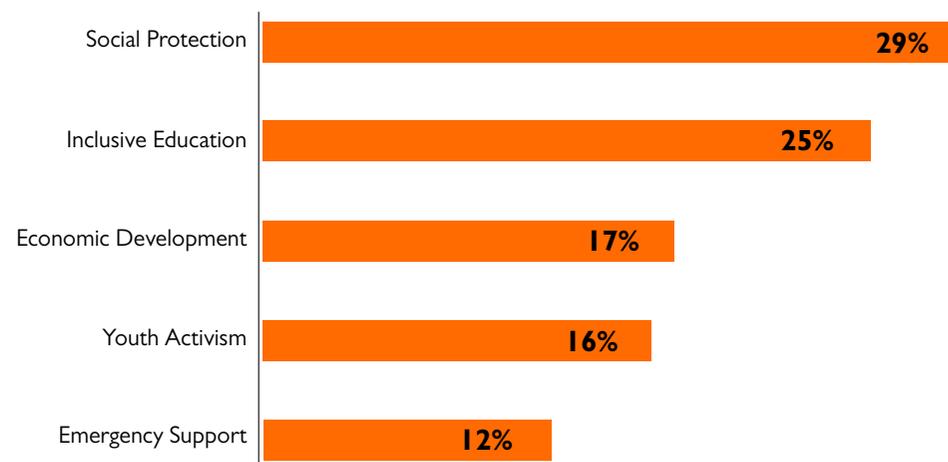


Fig 2. Funding Expenditures by Sectors





World Vision

Jetë në plotësi për

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Our Partners

Collaboration is fundamental to WVA's ability to meet the strategic objectives regarding child well-being by increasing incomes, and influencing our ministry. We strongly believe that only with comprehensive and widespread cross-sector collaboration can we ensure sustainable development initiatives that are coherent and integrated enough to tackle the most intractable problems. Single sector approaches have been tried and have proved disappointing. Working separately, with sectoral activities developed in isolation, sometimes competing with each other and/or overlapping efforts, wasted valuable resources (human, money and time).

The table below provides an overview of the institutions, organisations, corporate and individual donors who gave us their trust in 2020. We are thankful for their contribution to our common endeavours and goals for the overall well-being of children, families and communities.

Agency for Agricultural and Rural Development (AZHBR)	German Federal Ministry for Economic Cooperation and Development (BMZ)	Municipality of Përrenjas	Balfin Group	Municipality of Cërrik	Regional Directorates of Agriculture
Agricultural University of Tirana	Gruaja në Zhvillim Shkodër	Municipality of Skrapar	Beyond Barriers Association	Municipality of Dibër	South East European Youth Network (SEEYN)
Albanian Centre for Competitiveness and International Trade (ACIT)	GRUAJA TE GRUAJA	Municipality of Shkodër	Changing the Future (ChF)	Municipality of Elbasan	SHOQATA INTERNACIONALE PER SOLIDARITETIN - SHIS
Albanian Disability Rights Foundation (ADRF)	Hamdi Bushati School (HB)	Municipality of Tiranë	Community Development Centre "Today for the Future"	Municipality of Gjirokastrë	Të ndryshëm e të barabartë
Albanian Institute for public affairs	Help the Life Association	Municipality of Vlorë	Congregation St. Luka/ FAMULLIA SHEN LUKA UNGJILLTAR	Municipality of Kamëz	The Global Albanians Foundation
Albanian Legal and Territorial Research Institute (ALTRI Centre)	Local Education Office Kamez	National employment service	Defending the Rights of People with Disabilities Association (MEDPAK)	Municipality of Korçë	The National Association of Education for Life (SHKEJ)
Albanian National Association of the Deaf (ANAD)	Me Komunitetin për Ndryshim	Nisma për Ndryshim Shoqëror ARSIS	Delegation of the European Union to Albania	Municipality of Kurbin	Tirana Legal Aid and Society (TLAS)
Alb-Chrome	Ministry of Agriculture and Rural Development (MBZHR)	Novi Horizont (New Horizon)	Down Syndrome Albania Foundation (DSA)	Municipality of Lezhë	Tjetër Vizion – Mozaik
Arti në Duart e Gruas	Municipality of Berat	Public Institution Combined Secondary School "Bratstvo Jedinstvo"	Foundation 'Spirit of Love' - Diakonia Agapes	Municipality of Librazhd	UET Centre
Association "Qendra Sociale në Ndihmë të Njerëzve në Nevojë" - Fushë-Arrëz	Municipality of Belsh	Qendra e shendetit mendor drejt zhvillimit - Durrës	Foundation "Hope" Berat	Municipality of Maliq	Young Intellectuals, Hope
Association "RUNJA"	Municipality of Bulqizë	Qendra Psiko – Sociale "Vatra" - Vlorë	Foundation Food Bank Albania	Municipality of Mallakastër	Youth Act Centre
			Foundation Together Albania (FTA)	Municipality of Mirditë	Youth Movement for Democracy - Pukë





World Vision is an international partnership of Christians whose mission is to follow our Lord and Saviour Jesus Christ in working with the poor and oppressed to promote human transformation, seek justice and bear witness to the good news of the Kingdom of God.

Our vision for every child is life in all its fullness.

Our prayer for heart is the will to make it so.
