

ANNUAL REPORT FOR THE PROGRAMMATIC YEAR 2022

Prepared by: Program Office

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Executive summary

NGO CASA's 2022 annual report highlights a successful year for the organization, with significant developments in its main programs and an increase in capacity to act upon its mandate.

The organization's programs, aimed at improving the lives of marginalized communities, saw notable progress in areas such as citizens empowerment, gender rights promotions and reconciliation. These efforts were made possible by the hard work and dedication of NGO CASA's staff and volunteers, as well as the support of donors and partners. The respective team of NGO CASA in 2022 managed to develop and launch several flagship programs in line with organization mandate, that will serve as **overarching- core initiatives** of organization efforts in pursue of its mandate. The main programs are:

- Citizens Awakening Initiative – national level initiative for promotion of grassroots citizens activism launched in 2022
- Barabar Center – a intercommunity dialogue center in Pristina - preparatory actions for establishment of center launched in Dec 2022, and
- Carriere Guidance Center – concept is developed and discussion with donor agency underway (expectations to launch in first trimester of 2024)

In addition to programmatic successes, NGO CASA also made significant strides in strengthening its organizational capacity. This included the expansion of its staff and volunteer base, as well as the implementation of new systems and processes to improve efficiency and effectiveness. NGO CASA made significant efforts in enhancing internal operational strategies in 2022. This included the implementation of new systems and processes to improve efficiency, effectiveness, and accountability within the organization, resulting in a more streamlined and effective operation.

One of the key successes of the organization in 2022 was the development of a potent team that combines experienced and young staff. This blend of experience and fresh perspectives has enabled NGO CASA to be more agile and responsive to the needs of the communities it serves. The organization was able to attract and retain a diverse group of dedicated and passionate individuals who are committed to making a positive impact.

NGO CASA also built the organization communication channels. This has been a great step towards ensuring that the organization is able to effectively communicate with its stakeholders, including donors, partners, and the communities it serves. The organization now has a more robust communication strategy that includes various channels such as social media, email, and website. This has helped to improve the organization's reach and visibility, and has enabled it to better share its achievements and impact with the public.

Overall, NGO CASA's 2022 annual report demonstrates the organization's commitment to making a positive impact in the communities it serves. With a strong foundation in place, NGO CASA looks forward to continuing its work in the coming year and beyond.

Mandate and objectives of organization

The Centre for Affirmative Social Actions CASA was established with the purpose to engage authentic representatives of Kosovo Serb community, emerging young leaders in initiatives contributing the development of (mission) *Kosovo as inclusive, diverse and just society in which all communities and individuals enjoy equal rights and opportunities.*

The mission of organization is: *Create dignified and prosperous life for Kosovo Serbs and other non-majority communities, safeguarded by attainable laws and free to cooperate with one and all.*

To achieve that organization will: (main objective and advocacy areas of organization)

1. Contribute to creation of efficient and affirmative legal and policy framework safeguarding the rights and freedom of non-majority communities
2. Contribute to balanced community development, non-majority communities and their economic, social prosperity and development
3. Preserve the ethnic, cultural, linguistic and religious identity of Kosovo Serbs through promotion of cultural diversity, appreciation and cooperation between all Kosovo communities.

Main achievement

Strategic objective number 1: Contribute to creation of efficient and affirmative legal and policy framework safeguarding the rights and freedom of non-majority communities

NGO CASA has made significant strides in its policy work in 2022, working to create meaningful and lasting change for marginalized communities. Through its advocacy efforts, research, and partnerships with key stakeholders, NGO CASA has been able to raise awareness and bring attention to important issues affecting these communities.

Citizen's participation in decision making process

In 2022, NGO CASA through support from KFOS-a **conducted research titled "Citizens in Politics"¹** which aimed to explore the state of political pluralism in the Kosovo Serb community. This research was conducted through a combination of surveys and focus groups with members of the community, as well as interviews with political leaders and experts on the issue.

The research found that while there is a relatively high level of political participation among Kosovo Serbs, there is still a lack of political pluralism within the community. Many Kosovo Serbs continue to feel underrepresented in the political process, and there are concerns about the domination of certain political parties within the community

¹ <https://ngocasa.org/citizens-in-politics-publication/>

NGO CASA's research also highlighted the need for greater engagement and representation of young people, women, and minority groups within the Kosovo Serb political sphere. This research is important as it provides a snapshot of the current state of political pluralism in the Kosovo Serb community and also highlights areas that need improvement and attention

The findings of the research were shared with political leaders, community representatives, and other stakeholders, and NGO CASA continues to work with partners to promote greater political pluralism within the Kosovo Serb community

In addition, the recommendations from the report served as basis for development of the program Local Awakening² that aims to increase grassroots citizens mobilization in advocating desired changes. The program aspires to invert numbing despair and apathy that consumed the K-Serb communities and incite the active attitudes of citizens is safeguarding their genuine interests, currently monopolized/manipulated by its lead political option (S. Lista) and ignored by Kosovo Government. In a way, the initiative is the nucleus of a **grassroot social movement**, a response to grave disregard of community needs by central institutions or/and its abuses at local level (corruption, clientelisms). It is not an exaggeration to say that such attitudes of authorities brought K-Serb community to an existential threat, spurring devastating migration trends against its already depleted human capital. The seed funds for the initiative has been assured through the grant from European Endowment for Democracy that allocated an 10.000 Euros for direct support to the Awakening initiative as well as provide institutional support to organization (staff costs and operational budget) in amount of 23.000 to pursue that objective.

In the launching phase of the program sept-2022 – march 2023 NGO CASA has worked on establishment of four (4) local initiatives through support from CASA Council as well identification of local priorities to be addressed through the program activities. The four groups identified several local issues that require citizens involvement, including the inadequate transport policies for students from Zvečan, neglect of IDP located in the same municipality in inhumane condition, the protests against passiveness of local authorities and policy in North Mitrovica against poisoning of stray dogs, and inadequate prenatal health care services in Štrpce Municipality. This for initiatives has been selected for further development and operationalization within the Local Awakening Project funded by EED and through additional funding that will enable substantiation of the efforts and greater support to organization.

Gender policies.

NGO CASA has been actively working towards enhancing gender equality policies for non-majority communities. They believe that all individuals, regardless of their background or identity, should have equal access to opportunities and resources. CASA works with community leaders and members to raise awareness about the importance of gender equality and to develop strategies to promote it. The organization also advocate for policy changes at the local, national, and international levels to ensure that the rights of non-majority communities are protected and upheld. The main focus of policy work in that areas is Kosovo Program for Gender Equality (here and after KPGE) . This strategy principal mechanism set to assure the meticulous implementation of the Law on Gender Equality in Kosovo . The strategy offers a comprehensive and ambitious road map in attainment of its main goal that is to *“place a gender equality at the center of transformation process in Kosovo.* However, the analysis of the

² <https://ngocasa.org/local-awakening/>

document reveals critical disregard of the specific needs of the women from minority communities and lack of accountable approach in tackling the issue of gender discrimination in Kosovo. To remedy this oversight, NGO CASA undertook an extensive action in mobilization of resources and beneficiary communities in identification of practical and serviceable measures that's substantiate the Action plan for the KPGE Strategy with tailored approach toward women from non-majority communities. IN result the expert team of CASA identified a set of recommendation that targets the 2nd Action plan of Kosovo Government for implementation of KPGE³. The document identifies dozens of action points to amend the pertinent document addressing:

- **Difficult access to information** caused primarily by the inadequate implementation of the Law on the Use of Languages in Kosovo, but also by other factors that affect obstacles for women from the Serb community to receive complete information about support programs for strengthening women's socio-economic position in Kosovo society.
- **Restricted access to services.** Related to the previous point, but with a deeper social context, this problem significantly impacts women's socio-economic advancements. In a survey published by the Kosovo Foundation for an Open Society - KFOS, in 2020, as many as 45% of respondents from the Serb community stated that at some point, they were denied services by an institution at the central level.
- **Partial (selective) implementation of the legal framework that protects the rights of non-majority communities.** The issues is lack of political will to fully apply all legal norms that protect the rights and interests of non-majority communities. As a result, those interests has not been reflected in most of strategic documents of the Kosovo government, including the Gender Equality Program 2020-2024, and finally:
- **The persistent absence of statistics information from Kosovo's Serb population.** Since Kosovo Serbs have boycotted all previous censuses in Kosovo, so no official demographic information exists for that community. An additional problem is seen in outward migration trends, which makes it difficult to estimate the Kosovo Serb population. In such circumstances, it is extremely challenging to plan policies based on statistical data. The Kosovo Program for Gender Equality identified and reported these flaws, but there were no measures to compensate for them.

The amendment to the Action Plan for the Implementation of the Kosovo Gender Equality Law (KPGE) was submitted to the Kosovo Government's Agency for Gender Equality (AGE). The amendment proposed specific measures to improve the implementation of the KPGE and to address gaps in the current action plan. CASA's proposal focused on increasing the participation of non-majority communities in the decision-making process, as well as providing targeted support for these communities. It also included a call for stronger monitoring and evaluation mechanisms to ensure that the action plan is effectively implemented. CASA's submission was well received by the AGE, and it is expected that the proposed amendment will be taken into consideration in the development of future policies and programs. By the time this report is concluded the work on development of 2nd Action plan of KPGE in underway.

³ <https://ngocasa.org/ngo-casa-submitted-a-proposal-for-amendments-and-additions-to-the-second-action-plan-of-the-kpge-2020-2024/>

Strategic objective number 2: Contribute to balanced community development, non-majority communities and their economic, social prosperity and development

NGO CASA has not made significant progress in achieving its strategic objective number 2, which is to contribute to balanced community development for non-majority communities and their economic, social prosperity and development. However, the organization has recently started the development of a flagship program, the Employment Resource Center (ERC). The ERC aims to provide non-majority communities with access to job training, job placement, and other resources to improve their employability and economic prospects. The program is still in the development phase, but CASA believes that it has the potential to make a meaningful impact on the economic well-being of non-majority communities. The organization is currently seeking funding and partnerships to fully launch the program. NGO CASA is currently in ongoing negotiations with Helvetas, an international development organization, to secure support for its flagship program, the Employment Resource Center (ERC). It is expected that consultation process will result with launch of the pilot program in 2023.

The progress in organization contribution to achievement of tangible progress in Strategic Objective 2 will be one of the main programming targets for the following year. To that end, NGO CASA is planning to develop a program for the employment of persons with disabilities (PwD) next year. This program will act as an umbrella for grass-root organizations gathered in the Coalition for Employment of PwDs. The coalition aims to support PwDs in finding and keeping jobs, as well as to raise awareness about the importance of inclusion and accessibility in the workplace. The program will include job training, job placement, and other resources to improve the employability of PwDs and to promote their economic integration. CASA believes that this program will make a meaningful contribution to the achievement of its strategic objective number 2, which is to contribute to balanced community development for non-majority communities and their economic, social prosperity and development, and also will help to promote inclusion and accessibility for PwDs in the workforce.

Strategic objective 3: Preserve the **ethnic, cultural, linguistic and religious identity of Kosovo Serbs** through promotion of cultural diversity, appreciation and cooperation between all Kosovo communities.

NGO CASA has made significant progress in achieving its strategic objective of preserving the ethnic, cultural, linguistic and religious identity of Kosovo Serbs through promotion of cultural diversity, appreciation and cooperation between all Kosovo communities. The organization has implemented a number of initiatives that have helped to promote and preserve the cultural heritage of the Kosovo Serb community but also promote the cultural diversity of Kosovo and build an opportunities to inter-community exchange and dialogue. That is considered an important element of Strategic objective 3 due to the socio-political context the organization is working. Nowadays Kosovo struggles with abundant socio-economic challenges, doing so in a divided society, with burdening ethnic animosities fueled by unresolved political disputes, deep partition in socio-economic dynamics (social, cultural, economic),

deeply embedded ethnic and cultural stereotypes, etc. These social constructs are burdening the process of ethnic reconciliation and normalization by fabricating harmful attitudes among Kosovo communities. For example; approval of violence, inhibited empathetic views on victims, disregard for rights, and legitimate interests of the community subjected to stereotypic perception, etc.... Young people in Kosovo are especially vulnerable to such ideological conceptions. Deprived of a conducive environment for youth development, social exchange, intercultural exposure, and mobility, young people in Kosovo are easily recruited for populist concepts such as ethnic malice. In fact, young people in nowadays Kosovo appear to be at the frontline of ethnic conflict and an inexhaustible supply of nationalistic campaigning. This gravely affects the core of the efforts in the establishment of constructive social dynamics (dialog and exchange) among ethnic communities in Kosovo. The remediation of such adverse social and ethnic dynamics requires intensification of efforts to build social cohesion at the grassroots level, increasing the opportunities for young people in Kosovo to actively engage in inter-ethnic dialogue, interpersonal encounters, and exchange of intercultural perspectives ultimately leading to the deconstruction of such conflicting

One of the key initiatives that NGO CASA has implemented is a development of its flagship (umbrella) programs for SO3, is establishment of Barabar Center in Pristina, an inter-ethnic hub for trust-building activities and an open space for professional, social, and cultural interactions between peer groups from all communities in Kosovo. The overall objective of the initiative is to augment direct contact and exchange between them at Kosovo and at regional level (civil society, academia, media, as well as youth and women's groups) promoting and contributing to the prospects of a genuine and durable peace.

The main activities set to achieve this goal include **1) establishment and operationalisation of an open public Centre (Barabar Centre), 2) promotion of the Barabar Centre as a central hub for facilitation of inter-community dialogue (Barabar Talks, Podcast "She, Trust Building Forum), 3) Enhancement of participation of women and marginalized social groups in trust-building initiatives and promotion of a culture of respect for the rights (Women in peacebuilding forum, Barabar Language hub, etc), 4): Initiation of joint sets of grass-root actions promoting the principles of transitional justice and culture of memory (The Culture of Memory initiative, The Culture of Understanding initiative, victim-sensitive media reporting Code of ethics, etc.), and 5) Enhance the reconciliation dynamics in Kosovo through facilitation and promotion of intercultural and artistic exchange (inter-ethnic cultural exchange and interactions).**

Project partners, INTEGRA and the Centre for Affirmative Social Actions/CASA are well-known civic actors in Kosovo, with demonstrated integrity in pursuing the civic agenda in contributing to a democratic and tolerant society. They have experience in the development of innovative and efficient programming pertaining to a reconciliation agenda and in the mobilisation of communities in the pursuit of its objectives. The partners are led by two recognised leaders, Kosovo Serb, Miodrag Marinkovic, executive director of NGO CASA, and Kosovo Albanian Kustrim Koliqi Executive Director of INTEGRA, who team up to advance the trust-building agenda in Kosovo.

In late 2022 the NGO CASA was awarded an project that seeks establishment of Barabar Centre in partnership with Pristina based organization Integra. The value of initial investment is USD 85,000. The development of such a Centre is complex, a multi-layered initiative that requires the commitment of a variety of stakeholders as well as preparatory actions that will elicit its success. The project lays the foundation for such an achievement. It entails two sets of actions, both crucial for its long-term perspective. The first is the basic operationalization of the space, sufficient to assume its intended

purpose, to host (hub) public events. The second is the mobilization of the relevant community actors and the use of their expertise in developing a set of principles for a new approach in the trust-building process in Kosovo.

The operationalization of the space (Cluster 1) entails minor space adaptations and purchase of basic resources (furniture required for group gatherings/dialogue), as well as the development of visibility strategies and standards that will boost the identification and appreciation of the Centre with its social mission. The second cluster of activities envisages the engagement of relevant stakeholders (CSOs, women and youth representatives, community and institutional leaders, academia, etc) in the exercise of the re-evaluation of the trust-building process and trends in Kosovo and the identification of milestones for its advancement. This will be channeled through development and dissemination of the Principles of Trust-Building and Interethnic Dialogue. The successful implementation of activities will produce tangible results to trust-building dynamics and contribute to:

- Increased involvement of societal actors from all communities in promotion of ethnic tolerance and cooperation
- Enhanced inter-community dialogue on the issues burdening the ethnic relations
- Increased exposure of the public to the narrative that promotes ethnic tolerance, cooperation and open dialogue
- lay the foundation for the development of the Barabar Centre as a game-changing community resource to increase interethnic dialogue and reconciliation

In 2023 project partner will launch and expand the activities of the center. Apart from long-term support from UNMIK, the partners will seek diversification of donors and well as development of sustainability operational plan.

In addition, the intercommunity dialogue element has been fortified with the project “Fostering the social dialogue in Kosovo, supported by Kosovo Foundation for Open Society in amount of 43.000 EUR. The project seeks to enhance intercommunity dialogue and includes a variety of activities and initiatives to bring different communities together and foster understanding and cooperation. the program include:

1. Community outreach and engagement: The program include a comprehensive outreach and engagement campaign to inform different communities about the initiative and gather input on what issues and concerns they would like to see addressed. This could include public events, town hall meetings, and social media campaigns.
2. Dialogue and discussion forums: The program include a series of dialogue and discussion forums, where representatives from different communities can come together to discuss shared concerns and work towards solutions. These forums could focus on specific issues or be more general in nature, and could be held in different locations to reach a wide range of communities.

Overall, NGO CASA has made significant progress in achieving its strategic objective of preserving the ethnic, cultural, linguistic and religious identity of Kosovo Serbs through promotion of cultural diversity, appreciation and cooperation between all Kosovo communities. The organization has implemented a number of initiatives that have helped to promote and preserve the cultural heritage of the Kosovo Serb community, as well as fostering a culture of understanding and cooperation among all communities.

Organizational capacity

NGO CASA has seen significant growth in its internal capacity in 2022. One of the key areas of growth has been in the expansion of the team. The organization has been able to attract a diverse group of highly skilled and dedicated individuals to join the team. This has resulted in an increase in the organization's overall capacity to deliver on its mission.

In addition to the expansion of the team, NGO CASA has also seen growth in its operational resources. This has included the acquisition of new equipment and technology, as well as the development of new partnerships and collaborations. These resources have enabled the organization to become fully operational and to effectively deliver on its mission. The organization has also developed internal operational procedures which have helped to streamline its operations and to ensure that it is able to effectively and efficiently deliver on its mission.

The main achievements

Human resources:

(This includes the skills, knowledge, and experience of the organization's staff, as well as its ability to attract and retain high-quality personnel)

With the current 7 full-time employees, NGO CASA has been able to establish a strong and dedicated core team. This has been a key factor in the organization's growth and success in 2022. The team is composed of individuals with diverse skills and backgrounds, which has allowed the organization to effectively address a wide range of issues. In addition to the full-time team, NGO CASA also has a diverse network of external consultants that provide the organization with valuable technical expertise. These consultants bring a wealth of knowledge and experience in various fields, and help to support the organization in achieving its mission. The organization has been able to leverage this network of experts to enhance its capabilities and to deliver on its mission more effectively. Overall, the combination of a dedicated full-time team and a diverse network of external consultants has been an important factor in NGO CASA's growth and success in 2022

Financial resources: (financial stability, funding sources, and ability to manage its finances effectively)

NGO CASA has seen significant growth in its financial resources in 2022. With the stabilization of the team, the organization has been able to expand its capacity to generate funds. This has included diversifying its funding sources and increasing its efforts to secure grants, donations, and other forms of philanthropic support. As a result, the organization has been able to secure stable funding for 2023.

This stable funding has enabled NGO CASA to initiate several programs with the potential to last for 4 to 5 years. These programs are focused on addressing important social issues and are designed to have a meaningful impact on the communities they serve. The organization has also been able to invest in new equipment and technology, and to expand its outreach and impact. Overall, the growth in financial resources has been a key factor in NGO CASA's success and ability to deliver on its mission in 2022 and beyond.

The total amount of the contracts signed in 2022 exceeds 270,000 EUR

Main project includes

1. Citizens Awakening Initiative (European Endowment for Democracy) – 59,000 EUR
2. Establishment of Barabar Center (United Nation Mission in Kosovo)- 85,000 USD
3. Study: Genuine Interest of Kosovo Serbs – (UK Embassy Kosovo) – 28,000 EUR
4. Enhancing a Citizens Dialogue – Open Society Foundation – 43,000 EUR
5. Organizational Capacity Grant – KCSF – 15,000 EUR
6. Enhancing Institutional support to women – UNMIK- 23,000 USD
7. Other (smaller projects) in total amount close to 20,000 EUR

Physical resources: This includes the organization's infrastructure, equipment, and technology, as well as its ability to access and utilize these resources effectively.

NGO CASA has seen significant growth in its physical resources in 2022. By acquiring the necessary equipment, software, and furniture, the organization has become fully operational. This has included the acquisition of new technology and equipment, such as laptops, mobile devices, and other tools that are essential for the organization's operations.

Additionally, the organization has also invested in necessary software and systems to support its operations, such, accounting software Quick Books (See bellow) and other specialized tools. The organization has also made sure to have comfortable and functional furniture and office equipment that enables the team to work efficiently and comfortably. These investments in physical resources have enabled NGO CASA to effectively deliver on its mission and to expand its reach and impact. Overall, the growth in physical resources has been a key factor in NGO CASA's success and ability to deliver on its mission in 2022 and beyond.

One of the key investments that NGO CASA has made in its physical resources is the purchase and operationalization of accounting software QuickBooks. This software is designed to streamline and make the organization's financial management more efficient and transparent. By using QuickBooks, the organization will be able to easily track income and expenses, manage accounts payable and receivable, and generate financial reports.

Additionally, the software also provides features such as budgeting, forecasting, and financial analysis, which will enable the organization to make more informed financial decisions. QuickBooks also allows for easy collaboration and sharing of financial information with key stakeholders, including donors and other funders, which will enhance the organization's transparency and accountability. The software also allows for easy integration with other software like PayPal, bank accounts, and credit card processors

which will streamline the process of financial transactions. Overall, the implementation of QuickBooks will significantly improve the organization's financial management and provide the organization with the tools necessary to effectively manage its finances and meet the expectations of its stakeholders.

Organizational structure: This includes the organization's governance, leadership, and management systems, as well as its ability to set and achieve strategic goals.

NGO CASA has made significant efforts to strengthen its internal structure in 2021- 2022. One of the key areas of focus has been on expanding the organization's membership base and assembly. This has included recruiting new members and engaging with existing members in a more meaningful way, including them in organization work and decision-making process. To that objective the organization has worked to increase participation of the members in the work of the assembly and to ensure that the assembly is representative of the organization's diverse membership.

This expansion of the membership base and assembly has had several important benefits for the organization. It has increased the organization's capacity to mobilize resources and support for its mission. It has also ensured that the organization is more representative of the communities it serves, which has enhanced its credibility and legitimacy. The organization has also been able to leverage the expertise and experience of its members to inform its decision-making and to improve the effectiveness of its programs. Overall, the strengthening of the organization's internal structure has been a key factor in its growth and success in 2022 and beyond.

CASA Council⁴

The mission of organization is work toward the *increased engagement of authentic representatives of K-Serb community) in civic* initiatives. The interests of organization constituency are at the moment misrepresented by local political leaders, ignored by central level authorities and passivized by intimidated local communities afraid of scrutiny and pressure of their own political leaders. The organization aspires to establish and promote a whole new approach of practices of engagement of citizens in civic initiatives safeguarding their genuine interests. The new approach entails development of pioneering model of civic activism, i.e. CASA Council an internal mechanism of organization consisted of 12 young and emerging leaders of K-Serb communities. Their task is to actively engage in social dynamics of local communities, identify its genuine needs and work with organization in development of project addressing these needs. The operational functionality of this model of citizens participation will contribute to increasing liberation of citizens in K-Serb communities to actively pursue their genuine interests. The main activities pertain to structural support to CASA (operational costs, salaries etc.) required to fully develop these mechanisms, development of capacity of Council members to act as civic agents, and finally the support to grass-root initiatives identified through the community engagement of Council members.

⁴ <https://ngocasa.org/casa-council/> a

In 2022, the CASA Council took an active role in the organization's work, including the identification of priority interests of the community, the active attitude in the development of solutions, and advocacy. The Council played a vital role in identifying the priority needs and concerns of the community, and in developing strategies and solutions to address those issues. The council members have a deep understanding of the community's needs and have been able to provide valuable insights and perspectives that have informed the organization's work.

The Council also took an active attitude in the development of solutions, which has enabled the organization to be more responsive and effective in addressing the needs of the community. The council members have been actively involved in the development of programs and initiatives, and have provided valuable input and feedback on the effectiveness of these efforts. The council has also been a key advocate for the organization's mission, working to raise awareness and support for the organization's work in the community. Overall, the active participation of the CASA Council in the organization's work in 2022 has been instrumental in the organization's success and ability to deliver on its mission.

Main objectives for 2023

Strategic objective 1: Contribute to creation of efficient and affirmative legal and policy framework safeguarding the rights and freedom of non-majority community

- 1.1 Maintaining a policy and advocacy focus on the Kosovo Program for Gender Equality: The organization will continue to support and advocate for policies that promote gender equality and address the needs of women and girls in Kosovo.
- 1.2 Initiating a policy work on the Strategy for Employment of PwDs: The organization will begin working on a strategy to promote the employment of people with disabilities and to ensure that they have access to the same opportunities as other citizens.
- 1.3 Monitoring the institutional doings in regard to legal framework protecting the interests of minorities: The organization will monitor the actions of government institutions to ensure that they are complying with legal frameworks that protect the rights and interests of minority groups in Kosovo.
- 1.4 Expand the Awakening initiative: The organization will work to expand the reach and impact of its Awakening initiative. This will involve developing new programs and activities that will engage more citizens and address a wider range of issues.
- 1.5 Assure greater donor support for this initiative: The organization will work to secure additional funding from donors to support the expansion of the Awakening initiative. This will involve developing and submitting funding proposals, and building relationships with potential donors.

- 1.6 Implementation of comprehensive study on interests of Kosovo Serbs in the process of normalization: The organization will conduct a thorough study to better understand the concerns and priorities of Kosovo Serbs in the context of the ongoing normalization process.
- 1.7 Research the roots of increased outward migration of Kosovo Serbs: The organization will investigate the factors that are contributing to the increased outward migration of Kosovo Serbs, with a focus on understanding the social, economic, and political factors that are driving this trend.

Strategic objective number 2: Contribute to balanced community development, non-majority communities and their economic, social prosperity and development

- 2.1 Establish the Employment Resource Center (ERC) and provide job training, job placement, and other resources to non-majority communities to improve their employability and economic prospects.
- 2.2 Develop the Coalition for Employment of Persons with Disabilities (PwD) to support PwDs in finding and keeping jobs, as well as to raise awareness about the importance of inclusion and accessibility in the workplace.
- 2.3 Position itself as a key actor in the employment of minorities by advocating for policy changes and working with community leaders to promote inclusive and equitable societies. These objectives align with the overall goal of NGO CASA, which is to contribute to balanced community development for non-majority communities and their economic, social prosperity and development.

Strategic objective 3: Preserve the ethnic, cultural, linguistic and religious identity of Kosovo Serbs through promotion of cultural diversity, appreciation and cooperation between all Kosovo communities

1. Strengthen the position of the Barabar Center as a leading venue for cultural events and activities that promote diversity and inclusiveness. We aim to showcase the cultural richness that results from the diverse backgrounds of our participants and visitors.
2. Expand our partnerships with organizations and individuals that share our commitment to promoting cultural diversity. By working together, we hope to reach a wider audience and have a greater impact in our community.
3. Continue to develop a comprehensive Serbian-Albanian language learning curriculum. This initiative is an essential aspect of our efforts to promote language education and cultural exchange. The curriculum will provide a platform for individuals from different backgrounds to come together and learn from each other, fostering greater understanding and respect.


To ensure the success of its objectives for 2023, NGO CASA is to translate these objectives into a concrete, operational plan. This plan will include clear indicators for measurement, as well as the means and tools that will be used to attain these objectives. With a focus on efficiency and effectiveness, this plan will allow for tracking of progress towards the goals, and any necessary adjustments can be made along the way. The establishment of a solid plan of action will help ensure that NGO CASA makes a lasting impact in the communities it serves and successfully achieves its objectives for 2023.

In conclusion, the past year has been a testament to the unwavering dedication and commitment of the NGO CASA to its mission. As we look ahead, we are focused on continuing to drive positive change and make a meaningful impact in the communities we serve. To that end, we will be devoting our resources to the implementation of our strategic initiatives, ensuring that our programs and services reach those who need them the most. With your continued support, we are confident that we can achieve great things together and make a lasting difference in the Kosovo.

Report prepared by

NGO CASA Program Office

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Adopted: NGO CASA Assembly by the Decision No. 04/23, on 28th of February, 2023, in North Mitrovica

On behalf of the Assembly, Chairman Mr. Aleksandar Dešić

