

ANNUAL REPORT FOR THE PROGRAMMATIC YEAR 2023

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Executive summary

In 2023, NGO CASA made notable progress across several key areas, marking a year of significant achievements and growth. The organization's ability to mobilize citizens and strengthen advocacy efforts was a highlight. CASA created and operationalized three major advocacy platforms:

- 1. Social Movement Awakening:** CASA engaged over 50 young leaders across Kosovo's Serbian communities to advocate for local improvements. The initiative provides leadership training and empowers youth to take active roles in addressing issues such as education, infrastructure, and civic participation. By building local capacity, CASA ensures these young leaders can influence decision-making at both community and national levels.
- 2. Kosovo Inclusive Network:** This network of five organizations focuses on advocating for the rights of people with disabilities within non-majority communities, partnering with key stakeholders to amplify their voices in policy discussions. It has become a key forum for ensuring that disability rights are prioritized in policy planning and execution. The network also strengthens collaboration between local organizations and international partners, enhancing its influence on decision-making processes.
- 3. New Social Contract.** Bringing together 14 grassroots organizations, this platform fosters collaboration on social issues and promotes interethnic cooperation, working to influence policy changes through a unified advocacy approach. It focuses on creating a framework for dialogue between Serbian and Albanian communities, addressing common challenges. This collaborative effort builds stronger ties between organizations and increases their collective impact on policy discussions.

CASA's policy development capacity also advanced. The organization established itself as a leader by producing notable policy papers and fostering an inclusive approach to community involvement.

One of the standout achievements was the Barabar Centre in Pristina. In just 16 months, this center hosted over 60 initiatives, making it a hub for intercommunity dialogue and cooperation, a vital part of Kosovo's trust-building process.

On an operational level, CASA expanded its reach with new offices in Mitrovica and fully operationalized the CASA Council for strategic oversight. Additionally, CASA adopted a comprehensive four-year strategic plan (2024-2027) that ensures its adaptability, resilience, and commitment to its mission of promoting social inclusion, citizen participation, and interethnic cooperation.

Social political context

In 2023, the socio-political context within which NGO CASA operates became increasingly complex, marked by persistent political tensions in northern Kosovo. These tensions have translated into a deterioration of security on the ground, creating an environment fraught with uncertainty and fear. As a result, the ability of citizens to actively engage in community initiatives and advocacy efforts has been significantly hampered. Many individuals hesitate to participate due to fears of potential repercussions, including harassment or violence, which undermines the foundational goal of fostering civic engagement and inter-community dialogue.

Moreover, the shifting political landscape has led to evolving community needs, often rendering long-term projects and initiatives obsolete. As the priorities of the community change in response to immediate socio-political challenges, NGO CASA has found it increasingly difficult to maintain the relevance and effectiveness of its programs. This necessitates a more agile approach to program development, requiring constant reassessment of community needs and the adaptation of strategies to address them.

Additionally, the ongoing political instability has resulted in an increase in the outward mobilization of citizens, as individuals seek opportunities and safety beyond their immediate environment. This trend has implications for the constituencies that NGO CASA works with, as the demographic landscape shifts and the organization must navigate the complexities of engaging with a more transient population. Staff members, too, are affected by these dynamics, often experiencing shifts in their roles and responsibilities as the organization adapts to the changing context.

In summary, the socio-political environment in northern Kosovo presents significant challenges for NGO CASA, impacting its ability to engage citizens, respond to community needs, and maintain a stable operational framework. Addressing these challenges requires a proactive and flexible approach to ensure that the organization can continue to fulfill its mission of promoting social inclusion and community empowerment.

Mandate and objectives of the organization

Mission

Center for Affirmative Social Actions – CASA is a non-governmental organization established in 2020 with a mission *to build a viable future for Serbian and other non-majority communities in Kosovo, safeguarded by attainable laws, accomplished by equal developmental opportunities, and valued by recognized ethnic distinctiveness. Therefore, the primary mission of the organization is to create conditions for a dignified and sustainable life for the Serbian community through their constructive integration into social, economic, and political processes in Kosovo.*

Main objectives:

In pursuit of that mission, the organization established 2 main objectives:

1. To **empower citizens to actively engage** in shaping policies, influencing decisions, and participating in initiatives that safeguard and advance the rights and interests of Kosovo Serbs.
2. To promote **collaborative and respectful inter-community relations** in order to advance the developmental opportunities for Kosovo Serbs (and other non-majority communities thus build their sustainable life in Kosovo).

Specific Goals

Under the Overall objective 1

- 1.1 enhanced mobilization and participation of citizens in local and national advocacy actions.** The main activities include promotion and facilitation of active citizens participation in civic and advocacy initiatives targeting the relevant decision makers at local, central and international

level. As well as concentrated efforts to support these processes by increase the advocacy capacity and public visibility and recognition of community members and grassroots organizations engaged in one or more of existing CASA advocacy platforms

- 1.2 **Increased participation of citizens in the process of formulation and review of policies to reflect their interests and needs.** The main activities focus on developing policy inputs that address critical community issues and accurately reflect their priorities, needs, and interests. This involves the active participation of citizens in the policy development process through various consultation mechanisms, (public forums, focus groups, expert panels, interviews, statistical surveys) to gather validated, evidence-based insights into community needs and priorities

Under Overall Objective 2:

- 2.1 **Increased citizen participation in processes that cultivate empathy, bridge cultural divides, and build social cohesion.** The main efforts in this section are focused on the programmatic and operational development of the Barabar Centre in Pristina which acts as a central hub for fostering direct contact, dialogue, and cooperation among stakeholders from diverse communities in Kosovo. The main methodology applied in Centre programming is the utilization of art and culture as a tool in fostering social inclusion and cohesion.
- 2.2 **enhanced social and economic cooperation between communities to foster mutual prosperity and sustainable growth.** The main activities involve the facilitation of peer-to-peer initiatives among social actors from various communities, including academia, CSOs, journalists, and businesses.

Main programmatic achievements

Programmatic Objective 1: Empower citizens to actively participate in shaping policies, influencing decisions, and engaging in initiatives that protect and promote the rights and interests of Kosovo Serbs.

Programmatic Result 1.1: Enhanced Mobilization and Participation of Citizens in Local and National Advocacy Actions (Active Citizens)

In 2023, NGO CASA has made significant progress in promoting and facilitating active citizen participation in civic and advocacy initiatives that target relevant decision-makers at local, central, and international levels. Recognizing the importance of grassroots engagement, CASA has concentrated its efforts on enhancing the advocacy capacity and public visibility of community members and grassroots organizations involved in its advocacy platforms. This approach not only empowers citizens but also ensures that their voices are heard in the decision-making processes that affect their lives.

To this end, CASA has developed three concrete initiatives aimed at facilitating active citizen participation in its work. The first initiative, the **Awakening Movement**, serves as a national-level

program designed to promote grassroots citizens' activism. This flagship program seeks to mobilize the Serbian community to address pressing issues and priorities. Over the past few months, CASA has established four core groups of young leaders in Serbian areas, including northern Mitrovica, central Gračanica, eastern Ranilug, and western Štrpce, bringing together over 20 young leaders. This initiative represents a continuation of CASA's efforts to structurally strengthen the capacity, recognition, and engagement of the Awakening Movement, fostering a sense of ownership and agency among community members.

The second initiative, the **Kosovo Inclusive Network**, highlights CASA's commitment to inclusivity and advocacy for marginalized groups. As a founding member of this coalition, which comprises five organizations dedicated to protecting the rights of individuals with disabilities within the Serbian community, CASA actively collaborates with central-level stakeholders, including Handikos Kosovo and the Kosovo Disability Forum. This partnership not only amplifies the voices of individuals with disabilities but also enhances the overall advocacy capacity of the network, ensuring that their rights and needs are prioritized in policy discussions.

In addition, CASA initiated the development of an informal **New Social Contract** advocacy platform in 2023, which brings together 14 grassroots organizations from various parts of Kosovo. This initiative, in partnership with the Democratization Policy Council in Berlin, aims to create a collaborative framework for addressing social issues and fostering dialogue among diverse community groups. By uniting these organizations, CASA is working to build a stronger, more cohesive advocacy front that can effectively engage with decision-makers and influence policy changes.

In conclusion, NGO CASA has not only established a strategic framework focused on citizen participation but has also developed concrete initiatives that bring this strategic commitment to fruition. The programs are grounded in a realistic assessment of citizens' potential, taking into account the non-affirmative environment for citizen participation. By applying sensitive and "Do No Harm" approaches, CASA has designed these initiatives as long-term programs with strong capacity-building elements. This commitment to sustainable development and empowerment reflects CASA's recognized leadership potential within the Kosovo Serb community, positioning the organization as a key player in fostering civic engagement and advocacy for marginalized groups. Through these efforts, CASA is paving the way for a more inclusive and participatory society, where citizens can actively shape the policies that impact their lives.

Other developments: NGO CASA has made significant strides in operationalizing the Protocol for Citizens Participation in its programs, resulting in projects and initiatives that are more closely aligned with the needs and priorities of the citizens it serves. This protocol ensures that community voices are not only heard but actively integrated into the planning and implementation of initiatives, fostering a sense of ownership and engagement among participants. By prioritizing citizen input, CASA enhances the relevance and effectiveness of its programs, ultimately leading to more impactful outcomes for the communities involved. Moreover, the number of programs focusing on youth in non-majority communities has increased, leading to greater opportunities for young people to engage in civic activities and advocacy efforts. This focus on youth empowerment is crucial, as it cultivates a new generation of leaders who are equipped to address the unique challenges faced by their communities. By providing targeted support and resources, CASA is helping to build the capacity of young individuals to advocate for their rights and interests, thereby fostering a more inclusive and participatory

environment. In addition, CASA has adapted its strategic framework to create better preconditions for the organization's capacity to address the challenges of citizen inclusion. This adaptive approach allows CASA to respond effectively to the evolving needs of the communities it serves, ensuring that its initiatives remain relevant and impactful. By continuously refining its strategies and operational practices, CASA is positioning itself as a leader in promoting citizen engagement and advocacy, ultimately contributing to a more inclusive society where all voices are valued and heard.

Programmatic result 1.2: Increased participation of citizens in the process of formulation and review of policies to reflect their interests and needs

Policy work is a crucial element of CASA's mission, as it enables the organization to advocate for the rights and interests of non-majority communities in Kosovo. By fostering citizen participation in the policy development process, CASA employs a concrete methodological approach that facilitates a robust consultation process with the community through focus groups and interviews, incorporates local experts who possess contextual knowledge of community needs and opportunities and applies statistical tools to identify and integrate the perspectives of the general population.

The main policy initiatives undertaken by CASA in 2023 include:

1. **The Study on the Interests of Kosovo Serbs in the Process of Normalization of Relations between Kosovo and Serbia:** This flagship policy product aimed to identify the genuine interests of Kosovo Serbs, independent of influences from Belgrade or Pristina. The comprehensive study involved 60 individual experts, 8 authors, a statistical survey of 600 participants, and focus groups with 100 individuals. The findings garnered significant attention from both the public and international decision-makers, who recognized it as a valuable contribution to the development of affirmative policies that could facilitate the normalization process between Kosovo and Serbia. The study was reported in over 70 media outlets throughout 2023 and was referenced in 7 additional academic papers, including a study from the Faculty of Political Science in Belgrade.

2. **Gender Agenda Policy Work:** In this area, NGO CASA produced two significant reports. The first was a policy submission to Kosovo Gender Equality Program (KPG E) Action Plan for 2022-2024, which included actionable points aimed at ensuring accountable treatment of women from non-majority communities in Kosovo. The second report focused on developing guidelines for women's participation in the reconciliation process, known as the "Manifesto - Handbook for Women's Liberation." Looking ahead to 2024, CASA will concentrate on enhancing the participation of women in the Kosovo Serb civic sector, furthering its commitment to gender equality and empowerment.

Through these initiatives, CASA continues to strengthen the participation of citizens in policy formulation and review, ensuring that their voices and needs are effectively represented in the decision-making processes that shape their lives. The increased active participation of citizens in the process of formulation and review of policies to reflect their interests and needs, will be achieved through various activities, carefully designed to consult, involve, and empower citizens and CSOs, such as:

- **Institutional monitoring reports** – to establish attentive monitoring mechanisms and targeted monitoring of governmental policies to ensure that institutional policies and practices comply with international minority and human rights standards.
- **Policy initiatives addressing the community priorities** – to build collaborative relations with central-level institutions and governmental bodies and facilitate the active participation of Kosovo Serb representatives in policy development and the formulation of national strategies.
- **Statistical surveys in support of policy initiatives** – To support research that will serve for evidence-based policy developments and initiatives targeting identified gaps, needs, and interests of citizens. Specific attention will be given to the underrepresented voices, women, youth, Kosovo Serbs south of Ibar River, and vulnerable and marginalized groups.
- **Community consultation in support of policy initiatives** – To organize and facilitate focus groups, interviews, and expert panels, with the aim to establish methodologies that facilitate comprehensive citizen consultations in the identification of critical priorities and effective solutions.
- **NGO CASA Flagship policy product Trust Index** - To publish the annual research conducted to achieve a deeper understanding of the attitudes and perceptions of Serbs and Albanians in Kosovo on the key issues of reconciliation and building mutual trust. Acknowledging the complexity of the process of reconciliation, the purpose of the research is to identify the basic attitudes of the members of the two communities about current and future mutual relations and the possibilities of reconciliation, to establish the level of ethnic distance between them, as well as to understand the influence of various demographic factors on shaping these attitudes. Research will also reflect the demographic characteristics of the respondents, such as gender, age, level of education and work status, and socio-economic determinants that influence the perception of mutual relations, reconciliation, and ethnic distance.

Programmatic objective 2: Promote collaborative and respectful inter-community relations in order to advance the developmental opportunities for Kosovo Serbs and other non-majority communities thus building their sustainable life in Kosovo

Programmatic result 2.1: Increased resilient peace through active citizen participation in processes that cultivate empathy, bridge cultural divides, and build social cohesion

In 2023, the NGO CASA made significant strides in promoting resilient peace within Kosovo through active citizen participation. This initiative focused on cultivating empathy, bridging cultural divides, and fostering social cohesion among diverse communities. The cornerstone of this effort was the establishment of the Barabar Centre, an intercommunity dialogue center located in Pristina, which has emerged as a vital hub for dialogue, cooperation, and cultural exchange.

Establishment of the Barabar Centre

Launched in May 2023, the Barabar Centre was created in collaboration with Integra to address the pressing need for a platform that facilitates direct contact and dialogue among various societal actors. The Centre serves as a space for artists, media representatives, civic organizations, and institutional stakeholders to engage in meaningful discussions about critical issues affecting Kosovo's diverse communities, including the legacy of conflict, missing persons, and gender discrimination.

The Barabar Centre has quickly gained recognition as a central resource for interethnic dialogue and cooperation initiatives. In its inaugural year, the Centre hosted over 80 events, showcasing its commitment to promoting intercultural understanding and collaboration. These events included art exhibitions, concerts, and community dialogues, all designed to foster a sense of belonging and mutual respect among participants from different backgrounds.

Project Artsphere: Fostering Artistic Expression and Dialogue

In addition to the Barabar Centre, the Project Artsphere has been a pivotal initiative aimed at enhancing social cohesion through artistic expression. This project focuses on utilizing art as a medium for dialogue and understanding among diverse communities in Kosovo. By engaging local artists and community members, Artsphere has created a platform for creative collaboration that transcends ethnic and cultural boundaries.

Throughout 2023, Artsphere organized a series of workshops, exhibitions, and performances that encouraged participants to express their identities and experiences through various art forms. These activities not only provided a creative outlet but also facilitated discussions around shared values, challenges, and aspirations. The project has successfully attracted participants from different ethnic backgrounds, fostering a sense of unity and collaboration.

One of the standout events of the Artsphere project was the "Cultural Mosaic" exhibition, which showcased artworks from artists representing various communities in Kosovo. This exhibition served as a powerful reminder of the rich cultural diversity within the region and highlighted the importance of mutual respect and understanding. The positive feedback from attendees underscored the project's impact in promoting dialogue and empathy among participants.

Impact on Social Cohesion:

The activities at the Barabar Centre have had a profound impact on social cohesion in Kosovo. By providing a platform for open dialogue, the Centre has enabled participants to share their experiences, perspectives, and cultural heritage. This exchange has not only enhanced mutual understanding but has also contributed to the healing process for communities affected by past conflicts.

One of the key achievements of the Barabar Centre has been its ability to attract diverse audiences, including representatives from various ethnic groups, local authorities, and international organizations. This inclusivity has fostered a sense of community ownership over the dialogue process, empowering citizens to take an active role in shaping the narrative around peace and reconciliation in Kosovo.

Sustainability and Future Directions

Recognizing the importance of sustainability for the Barabar Centre, CASA has initiated the development of a comprehensive sustainability plan. This plan aims to secure a permanent residence for the Centre, ensuring its long-term viability as a community resource. The strategy includes establishing a self-sustainable financial model that combines revenue generation through events and programming with ongoing donor support. In addition to securing a permanent location, CASA is committed to developing signature programming that reflects the unique identity and needs of the Barabar Centre. This programming will focus on enhancing interethnic dialogue, promoting artistic expression, and facilitating educational initiatives that address the root causes of division and conflict in Kosovo.

Conclusion

The efforts undertaken in 2023 under Programmatic Result 2.1 have laid a strong foundation for increased resilient peace in Kosovo. Through the establishment of the Barabar Centre and the promotion of active citizen participation, CASA has successfully cultivated an environment where empathy and understanding can flourish. As the Centre continues to grow and evolve, it will play a crucial role in bridging cultural divides and fostering social cohesion, ultimately contributing to a more inclusive and harmonious society in Kosovo. The commitment to sustainability and the development of impactful programming will ensure that these efforts endure, paving the way for a brighter future for all communities in the region.

Programmatic result 2.2: Enhanced social and economic cooperation between communities to foster mutual prosperity and sustainable growth

Current Status and Need for Focus

While NGO CASA has made commendable progress in promoting social cohesion and dialogue through initiatives like the Barabar Centre and the Project Artsphere, there remains a critical need for enhanced focus and development in the area of social and economic cooperation between communities. Currently, there are limited initiatives specifically aimed at fostering mutual prosperity and sustainable growth among diverse ethnic groups in Kosovo. This gap highlights the necessity for a more structured approach to economic collaboration that can effectively address the socio-economic disparities faced by non-majority communities, particularly Kosovo Serbs.

Strategic Plan Envisagement

Recognizing this need, the Integrated Strategic Plan for 2024-2027 outlines a comprehensive framework aimed at enhancing social and economic cooperation between communities. The strategy emphasizes the importance of creating joint initiatives that not only promote economic development but also strengthen inter-community relationships. Key components of this strategic focus include:

- **Joint Economic Initiatives:** The plan envisions the establishment of collaborative projects that bring together business owners and entrepreneurs from different communities. These initiatives will focus on shared economic interests, such as joint ventures, cooperative businesses, and

cross-community market opportunities. By fostering collaboration in economic activities, CASA aims to create a more inclusive economic environment that benefits all communities.

- Capacity Building Programs: To support the development of social and economic cooperation, CASA will implement capacity-building programs designed to equip community members with the necessary skills and knowledge to engage in collaborative economic activities. This includes training in business development, marketing, and financial management, tailored to the specific needs of diverse communities.
- Peer-to-Peer Collaboration: The strategy emphasizes the importance of peer-to-peer social cooperation initiatives that encourage collaboration across different sectors. By facilitating partnerships between businesses, civil society organizations, and local authorities, CASA aims to build sustainable ties that are resilient to political interference and promote long-term economic growth.
- Employment and Market Skills Development: The strategic plan also prioritizes initiatives aimed at enhancing employment opportunities and market skills for individuals from non-majority communities. This includes organizing vocational training programs, job placement services, and soft skills training to better prepare community members for the labor market.
- Promotion of Cultural and Economic Exchange: CASA will work to promote cultural and economic exchanges between communities, highlighting the value of diversity as a driver of innovation and growth. This includes organizing joint cultural events, fairs, and exhibitions that showcase the unique contributions of each community while fostering mutual respect and understanding.

Conclusion

In conclusion, while CASA has made significant achievements in promoting social cohesion and dialogue, there is a pressing need to enhance social and economic cooperation between communities to foster mutual prosperity and sustainable growth. The Integrated Strategic Plan for 2024-2027 provides a clear roadmap for addressing this need, with a focus on joint economic initiatives, capacity building, peer-to-peer collaboration, and employment development. By prioritizing these areas, CASA aims to create a more inclusive and prosperous environment for all communities in Kosovo, ultimately contributing to a more stable and harmonious society.

Operational Achievements

On an operational level, CASA has made significant strides in stabilizing and expanding its capacities to support its growing programmatic work. Key achievements include:

- Expansion to New Offices in Mitrovica: The establishment of new offices in Mitrovica marks a strategic move to enhance CASA's operational reach and effectiveness, particularly in engaging the local communities. Offices are cost-effective, suitable, and enable long-term maintainability.
- Operationalization of CASA Council: The CASA Council has been fully operationalized, providing essential strategic oversight and ensuring that the organization's activities align with its mission and goals. The members of the CASA Council actively participate in all phases of CASA work and contribute to the establishment as people-centered.

- Development and Adoption of the Four-Year Strategic Plan: This comprehensive plan was meticulously crafted to guide CASA through the upcoming years, ensuring that the organization remains adaptive, resilient, and focused on its core mission.
- The period of 2023-2027 represents a transformative phase for NGO CASA. The organization's ability to adapt to new challenges and opportunities has been exemplified by the successful development and implementation of its Integrated Strategic Plan. Moving forward, CASA is well-positioned to continue its vital work in promoting social inclusion, citizen participation, and interethnic cooperation in Kosovo, with a strengthened operational capacity and a clear strategic vision for the future.

Operational Challenges

In 2023, NGO CASA experienced rapid and substantial growth, which necessitated a reevaluation and adaptation of its strategies and internal organizational objectives. This growth was not merely quantitative; it also involved a diversification of projects that required a redefinition of the organization's mission and objectives. As a response to these changes, the management proposed an adaptation of the previously developed organizational strategy for the period 2023-2026. The executive team of NGO CASA subsequently developed the adapted Integrated Strategic Plan for the period 2024-2027, which reflects the new circumstances and enhances the organization's capacity to implement desired initiatives. This plan aims to align with increased donor support for CASA's priorities and includes three main points:

1. **Enhanced Programmatic Development:** The Integrated Strategic Plan emphasizes the need for a comprehensive approach to programmatic development that aligns with the evolving needs of the communities served. This includes a focus on empowering citizens to engage in policy-making processes and fostering inter-community relations, which are critical for the sustainable development of non-majority communities in Kosovo.
2. **Strengthening Organizational Capacity:** The plan outlines strategies for strengthening the internal capacity of NGO CASA, particularly in terms of human resources and operational efficiency. This involves not only the recruitment of skilled personnel but also the development of existing staff to ensure that they are equipped to meet the demands of the growing organization.
3. **Sustainability and Resource Mobilization:** Recognizing the importance of financial sustainability, the Integrated Strategic Plan includes strategies for diversifying funding sources and enhancing grant-seeking capabilities. This is crucial for ensuring that the organization can continue to operate effectively and meet its objectives in the long term.

Conclusions and way forward

Despite these strategic adaptations, the rapid growth of NGO CASA has presented significant operational challenges. One of the most pressing issues has been the insufficient time available to develop internal senior management capacity. Many of the new projects initiated by the organization are activity-based, which limits the budgetary support available for the senior management team. As a result, NGO CASA has been unable to introduce the position of a Program Director, leaving the current

Executive Director to manage both operational and strategic portfolios. This dual responsibility has become increasingly untenable as the workload continues to grow.

In late 2023, NGO CASA conducted a mapping assessment to identify potential candidates for the Program Director position. Mr. Boban Simic was identified as an appropriate candidate, and arrangements were made to fulfill the conditions for his recruitment in the first quarter of 2024. This step is critical for alleviating the burden on the Executive Director and ensuring that the organization can effectively manage its expanding portfolio of projects.

Furthermore, there is a pressing need to enhance the internal competencies of NGO CASA to navigate the complex socio-political environment in which it operates. The development of internal competencies and resources is essential for achieving the organization's mandated objectives. To this end, the organization has launched a Social Mobilization Skills training program for its staff members, which is aligned with the paramount objective of citizen participation and mobilization. This training will reinforce community mobilization and communication skills, which are vital for the success of CASA's initiatives. The curriculum will be tailored to meet the specific needs of the organization, taking into account its programs and the social contexts in which it operates.

Additionally, given the increasing role of NGO CASA in the reconciliation process in Kosovo, a second training program focused on conflict sensitivity will be implemented. This training is essential for equipping staff with the skills necessary to navigate the complexities of inter-community relations and to promote peaceful coexistence among diverse groups in Kosovo.

In conclusion, while the rapid growth of NGO CASA in 2023 has presented significant operational challenges, the organization is taking proactive steps to adapt its strategies, enhance internal capacities, and develop the competencies necessary to fulfill its mission effectively. By addressing these challenges head-on, NGO CASA aims to strengthen its impact and continue to serve the needs of non-majority communities in Kosovo.

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On behalf of the Assembly, Chairman Mr. Aleksandar Dešić

