



# SUSTAINABILITY AND PARTNERSHIP

Good practice in Serbia:

SOCIAL INNOVATION FUND

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## Social protection challenges:

- Increase of social problems;
- Ineffective, inadequate and inefficient respond;
- Under-developed non-profit and private social protection sector;
- Eroded human and economic resource.

## SOCIAL INNOVATION FUND

- Founded in 2002 year as the initiative of Ministry of Work, Employment and Social Policy and UNDP support;
- Financed from different sources – mainly donations, also state budget;
- Working on national level;
- Using methodology according the UNDP and European standards.

## NEW OPPORTUNITIES:

The social protection service providers were given opportunity of developing and providing services of different, innovative character on whatever basis:

- Changed content of work;
- Increased accessibility of services;
- New framework for the organization of work, and alike.

## Three Call for Proposals launched

- At the First Call for Proposals during 2003 and 2004, 1.8 million € invested.
- For continuation of funding of projects from the First Call for Proposals, during 2005, 500.000 € invested.
- At the Second Call for Proposals, during 2005 and 2006, 1.3 million € invested.
- A total of 139 projects were supported, while additionally another 39 projects through funding continuation of implementation.

## NEW OPPORTUNITIES:

- The providers can work on projects within a new conceptual framework (content, methodology), and over which they have almost full control (bottom up approach)
- The providers can develop new quality of relations with other actors that are responsible for or intend to engage in providing services for elderly, vulnerable groups, or families (mixed economy of care).

## RESULTS:

- So far 180 projects have been supported;
- 40% of them targeting directly elderly and frail;
- 5 clubs for the elderly have been initiated;
- 12 home services started their implementation.
- More than a half of beneficiaries stated that participation in SIF projects meant less isolation and loneliness for them.
- Over 90% of beneficiaries have stated that they are highly satisfied with the quality of the service.

## AS AN ILLUSTRATION:

- The CSW of Stara Pazova, implements project with 10 local associations of pensioners; improving the quality of life and social integration of elderly in local community



## AS AN ILLUSTRATION:

- ☀ The NGO “Lighthouse” of Loznica, implements (manages) regional program of home help in cooperation with local CSW and PHCC; caretakers have been recruited from NES (unemployed)



## DISSEMINATION ACTIVITIES:

- ☀ For the future potential service providers (clubs, home help and care services) Social Innovation Fund also works on  
DETAILED ANALYSIS OF SERVICE  
QUALITY with SUMMARIZING  
RECOMMENDATIONS

## KEY RESEARCH QUESTIONS ARE:

1. In respect of organization and people, who is expected to realize these services?
2. What does in fact make these services, that is, what are their elements?
3. According to which criteria the service beneficiaries have been selected?
4. What is the potential for achieving sustainability of these services?

## RESULTS:

- Dissemination of knowledge: know - how to develop sustainable practice and partnership in diversification of services, providers and beneficiaries;
- In continuation of this process the goal is to make the minimal standards for home care and help services in local community as base for the accreditation and licensing service providers.