

Improving CSO capacities in professionalization of service delivery at the local level

Improving CSO capacities in professionalization of service delivery at the local level is a project implemented by the Center for Liberal-Democratic Studies (CLDS) and Serbian Management Center (SMC) and financed by EU and Serbian Office for Cooperation with Civil Society.

Project activities aim to improve competencies of 20 CSOs – social welfare service providers. Through the project, the first network of social welfare service providers - **Konekta** was established, consisting of 20 CSOs from Arilje, Brus, Čoka, Dimitrovgrad, Golubac, Ivanjica, Kikinda, Knjaževac, Krupanj, Kruševac, Ljubovija, Novi Pazar, Preševo, Prokuplje, Sjenica, Topola, Trstenik, Valjevo, Velika Plana and Vlasotince. These CSOs provide social welfare services to children with disabilities and their families through day care and home care, to children in conflict with the law through day care, to adults with disability through day care and personal assistance and to the elderly through home care services. The **Konekta** network provides services to over 700 beneficiaries.

The **Konekta** network is open to all social welfare service providers interested in joining, regardless of whether they belong to the non-state or state sector.

Members of the **Konekta** network receive expert support through active mutual learning and exchange of experience (peer review method) alongside with mentorship in the following areas:

- Minimal standards of the social welfare services, licensing of organizations and professionals for service provision and accreditation
- Criteria for admission and prioritization of beneficiaries
- Advocacy
- Management of organization and services, monitoring and evaluation
- Expenditures and service costs

The last peer review/workshop on expenditures and service costs will be held on 16 and 17 September 2013 and 3 regional events are planned for promoting the **Konekta** network and the results of the project.



Evropska unija



Vlada Republike Srbije
Kancelarija za saradnju sa civilnim društvom