JOINT FORCES, PROVIDE SUPPORT

RESULTS OF SUPPORT TO LOCAL SELF-GOVERNMENTS IN IMPLEMENTING SOCIAL PROTECTION SERVICES

TECHNICAL SUPPORT
SEPTEMBER 2018 - MARCH 2020

51 LSGs
STRENGTHENED THE CAPACITIES FOR SOCIAL PROTECTION SERVICE DEVELOPMENT AND IMPLEMENTATION

25 LSGs
MADE CONSIDERABLE PROGRESS REGARDING THE EFFICIENCY AND QUALITY OF SERVICES

FINANCIAL SUPPORT
MAY 2020 - APRIL 2022

32 LSGs
IMPLEMENTED 41 PROJECTS TO IMPROVE THE QUALITY AND ACCESS TO SOCIAL PROTECTION SERVICES

23 PROJECTS
SERVICES FOR OLDER PERSONS
- Home Assistance
- Senior’ Club
- Combined Services with Medical Care

1,469 BENEFICIARIES

9 PROJECTS
SERVICES FOR PWDs
- Personal Escort
- Sensory Room
- Day Care Centre
- Respite Accommodation and Socio-educational Centre

451 BENEFICIARIES

9 PROJECTS
COUNSELING SERVICES
- Counselling for Married Couples and Families
- Counselling for Children and Youth

1,144 BENEFICIARIES

SWISS PRO CONTRIBUTION: 532,382 EUR
LSG CO-FUNDING: 167,222 EUR

41 PROJECTS

3,064 BENEFICIARIES
<table>
<thead>
<tr>
<th>LOCAL SELF-GOVERNMENT</th>
<th>IMPLEMENTING PARTNER(S)</th>
<th>CONTRIBUTION</th>
<th>PROJECT TITLE / PROJECT RESULTS DESCRIPTION</th>
</tr>
</thead>
</table>
| Arilje                | Centre for Social Work Arilje | Swiss PRO 11,440 EUR Co-funding 9,707 EUR Total Value 21,147 EUR | We Care for Social Inclusion of Elderly and Adults with Disabilities
Home assistance provided for 12 older and eight adult PWD in urban and rural areas, with an inter-sectoral approach established to map their needs, provide and monitor social protection services for these target groups. |
| Babušnica             | -                        | Swiss PRO 11,440 EUR Co-funding 1,370 EUR Total Value 12,810 EUR | Together for the Elderly
Home assistance service provided to 27 new beneficiaries in six remote and mountain villages, who needed support urgently. |
| Babušnica             | Centre for Social Work Babušnica | Swiss PRO 15,975 EUR Co-funding 5,870 EUR Total Value 21,845 EUR | Joint Forces in the Fight against COVID-19
For a total of 109 older persons living in remote villages, necessary health support provided, including medical examinations, professional and psychological consultations and psychotherapy services. |
| Bela Palanka          | Centre for Social Work Bela Palanka | Swiss PRO 11,792 EUR Co-funding 1,430 EUR Total Value 13,222 EUR | Development of the Home Care Service in the Municipality of Bela Palanka
Home assistance provided to a total of 28 older persons, while four unemployed persons belonging to vulnerable groups were trained and hired as domiciliary caregivers, which contributed to improving their economic situation and social inclusion. |
| Blace                 | Centre for Social Work Blace | Swiss PRO 14,000 EUR Co-funding 1,625 EUR Total Value 15,625 EUR | The Improvement of Home Care Service for the Elderly and Disabled People
Quality of regular home assistance service improved with medical and psychological support by engaging a multidisciplinary mobile team, including a psychologist, development specialist, doctor and medical nurse, who visited beneficiaries twice a month to adequately respond to the effects of COVID-19. |
| Žagubica              | Centre for Social Work Žagubica | Swiss PRO 11,792 EUR Co-funding 3,170 EUR Total Value 14,962 EUR | Enhancing Provision of Social Services at the Territory of the Municipality of Žagubica
Home assistance provided to 21 older persons in urban and rural areas, alongside strengthening the capacities of local stakeholders to map their needs, plan, provide and monitor social services for these target groups. |
| Ivanjica              | -                        | Swiss PRO 15,975 EUR Co-funding 2,175 EUR Total Value 18,150 EUR | Together we are more resilient
In addition to extending the existing service of home assistance to an additional 37 beneficiaries from remote rural areas, the quality of services was improved with medical and psychological support, so as to adequately respond to the effects of COVID-19. |

<table>
<thead>
<tr>
<th>NUMBER OF BENEFICIARIES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Arilje</td>
<td>16</td>
</tr>
<tr>
<td>Babušnica</td>
<td>27</td>
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<tr>
<td>Babušnica</td>
<td>109</td>
</tr>
<tr>
<td>Bela Palanka</td>
<td>28</td>
</tr>
<tr>
<td>Blace</td>
<td>164</td>
</tr>
<tr>
<td>Žagubica</td>
<td>21</td>
</tr>
<tr>
<td>Ivanjica</td>
<td>37</td>
</tr>
</tbody>
</table>

swisspro.org.rs
<table>
<thead>
<tr>
<th>Local Self-Government</th>
<th>Implementing Partner(s)</th>
<th>Contribution</th>
<th>Project Title / Project Results Description</th>
</tr>
</thead>
</table>
| **Lebane** | | | Local community response to COVID-19  
In addition to regular forms of home assistance for beneficiaries in rural areas, during the COVID-19 pandemic, caregivers provided assistance to beneficiaries regarding vaccination. |
| Centre for Social Work Lebane | Swiss PRO 13,675 EUR, Co-funding 1,885 EUR | Total Value 15,560 EUR | NUMBER OF BENEFICIARIES 35 |
| **Loznica** | | | Senior Club - Support for Active Old Age  
Psychological support and health counselling services through various workshops and programmes for older persons provided, and social cards of older households in rural areas prepared. |
| Centre for Social Work Loznica | Swiss PRO 15,600 EUR, Co-funding 1,745 EUR | Total Value 17,345 EUR | NUMBER OF BENEFICIARIES 65 |
| **Mionica** | | | Strengthening of Home assistance service in Mionica municipality  
Home assistance provided to 40 beneficiaries, while five persons belonging to vulnerable groups were hired as caregivers, and Office for Home Assistance was established, providing additional support with various issues of importance to the beneficiaries. |
| | Swiss PRO 10,287 EUR, Co-funding 1,155 EUR | Total Value 11,442 EUR | NUMBER OF BENEFICIARIES 40 |
| **Medveđa** | Centre for Social Work Medveđa | Swiss PRO 17,392 EUR, Co-funding 32,143 EUR | Home Care for the Eldery and Adults with Disabilities – Good Deeds for Our Villages  
Home assistance service provided to 60 beneficiaries from remote villages, the quality of which was improved by adding primary medical prevention in cooperation with the Health Centre. In addition, nine domiciliary caregivers belonging to vulnerable groups were hired, which improved their economic situation. |
| | | Total Value 49,535 EUR | NUMBER OF BENEFICIARIES 60 |
| **Negotin** | | | Providing a free meal in the villages of Braćevac and Tamnič  
Monthly distribution of basic food packages improved the quality of food for a total of 30 economically most vulnerable beneficiaries in two villages. This service constitutes only a transitional solution, before a soup kitchen is established, which requires more complex technical and financial resources. |
| | | Swiss PRO 6,400 EUR, Co-funding - | Total Value 6,400 EUR | NUMBER OF BENEFICIARIES 30 |
| **Paraćin** | Centre for Social Work Paraćin | Swiss PRO 11,900 EUR, Co-funding - | Caring for the Blithe of the Elderly  
In addition to regular services, a multi-sectoral mobile team, including doctors, lawyers, psychologists and repairmen, supported 68 older persons living in eight remote villages, in order to respond to their health-related, administrative, social and other needs, so they can better integrate into the local community and improve their quality of life. |
| | | Total Value 11,900 EUR | NUMBER OF BENEFICIARIES 68 |
| **Prijepolje** | Centre for Social Work Prijepolje | Swiss PRO 15,975 EUR, Co-funding 18,665 EUR | For a Better Social Inclusion of Elderly and Adults with Disabilities  
In addition to expanding the existing home assistance service to an additional 60 beneficiaries, a new Social Inclusion Centre was established as additional source of various forms of support, also using a multi-sectoral approach, in coordination with the health centre, general hospital and CSOs. |
| | | Total Value 34,640 EUR | NUMBER OF BENEFICIARIES 167 |
## Services for Older Persons

<table>
<thead>
<tr>
<th>Local Self-Government</th>
<th>Implementing Partner(s)</th>
<th>Contribution</th>
<th>Project Title / Project Results Description</th>
</tr>
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<tbody>
<tr>
<td>Rača</td>
<td>Health Centre Rača</td>
<td>Swiss PRO 11,792 EUR Co-funding 1,322 EUR Total Value 13,114 EUR</td>
<td>Improvement of Home Care Service in Municipality of Rača through the Introduction of Hygiene and Health Care</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Coverage of beneficiaries extended and local capacities strengthened through the preparation of local CSOs to acquire licensing for the home assistance service.</td>
</tr>
<tr>
<td>Rača</td>
<td>Health Centre Rača</td>
<td>Swiss PRO 15,975 EUR Co-funding 2,500 EUR Total Value 18,475 EUR</td>
<td>Save Don’t Heal</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Regular visits were conducted by the medical team as prevention to exposure of at-risk groups to COVID-19, which improved health care for the most vulnerable categories of the population. In addition, a call centre was established, to provide regular information and keep records of potential beneficiaries, assist in accessing rights before government authorities and other legal entities, including also to vaccination.</td>
</tr>
<tr>
<td>Rača</td>
<td>Centre for Social Work “Šumadija” for Batočina, Rača and Lapovo</td>
<td>Swiss PRO 15,975 EUR Co-funding 6,545 EUR Total Value 22,520 EUR</td>
<td>Support and Home Care to the Elderly and PWDs in the Municipality of Rača</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Coverage of beneficiaries extended and local capacities strengthened through the preparation of local CSOs to acquire licensing for the home assistance service.</td>
</tr>
<tr>
<td>Rača</td>
<td>Centre for Social Work Rača</td>
<td>Swiss PRO 11,792 EUR Co-funding 2,311 EUR Total Value 14,103 EUR</td>
<td>Ageing in an Inclusive Society</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Increased scope and quality of the home assistance service, through an innovative and multi-sectoral approach to mapping beneficiaries and expanding the content of services, taking into account the general health status of the beneficiaries.</td>
</tr>
<tr>
<td>Rekovac</td>
<td>Centre for Social Work Rekovac Health Centre Rekovac</td>
<td>Swiss PRO 11,792 EUR Sufinarsiranje 1,190 EUR Total Value 12,982 EUR</td>
<td>Support for the Third Age</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Home assistance service provided to 30 beneficiaries, PWDs or persons living in rural areas, while the quality of service was improved using a multi-sectoral approach in the areas of social protection and health.</td>
</tr>
<tr>
<td>Surdulica</td>
<td>-</td>
<td>Swiss PRO 11,792 EUR Co-funding 1,426 EUR Total Value 13,218 EUR</td>
<td>Increasing Scope and Quality of Home Care Service in Surdulica</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Home assistance provided for the remaining 40 beneficiaries in the local community, while nine vulnerable women were hired as domiciliary caregivers, which improved social inclusion for all.</td>
</tr>
<tr>
<td>Topola</td>
<td>-</td>
<td>Swiss PRO 11,635 EUR Co-funding 1,306 EUR Total Value 12,941 EUR</td>
<td>Home Care for Better Life Quality of Elderly in Topola</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Coverage of beneficiaries was increased by 65% and quality of service improved with psychological workshops to strengthen and encourage the mental hygiene of older persons and PWDs in response to the effects of the COVID-19 pandemic.</td>
</tr>
</tbody>
</table>
### Services for Persons with Disabilities

<table>
<thead>
<tr>
<th>Local Self-Government</th>
<th>Implementing Partner(s)</th>
<th>Contribution</th>
<th>Project Title / Project Results Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brus</td>
<td>Swiss PRO</td>
<td>Co-funding</td>
<td>Support for People with Disabilities during the COVID-19 pandemic in the Municipality of Brus</td>
</tr>
<tr>
<td></td>
<td>15,795 EUR</td>
<td>1,580 EUR</td>
<td>Activities of the day care centre are organised as different educational workshops and individual work with experts. The number of beneficiaries, children with developmental issues, increased, and the service became regional.</td>
</tr>
<tr>
<td></td>
<td>Total Value</td>
<td>16,670 EUR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NUMBER OF BENEFICIARIES</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>Prokuplje</td>
<td>Swiss PRO</td>
<td>Co-funding</td>
<td>Sensory Room Treatments in the City of Prokuplje</td>
</tr>
<tr>
<td></td>
<td>8,800 EUR</td>
<td>978 EUR</td>
<td>Therapy in sensory rooms helps children improve visual, auditory and tactile processing, as well as motor skills and self-regulation of behaviour, including aggression.</td>
</tr>
<tr>
<td></td>
<td>Total Value</td>
<td>9,778 EUR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NUMBER OF BENEFICIARIES</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>Prokuplje</td>
<td>Swiss PRO</td>
<td>Co-funding</td>
<td>Weekend Accommodation Support Programme “Respite” in Daily Care Centre “Sunce”</td>
</tr>
<tr>
<td></td>
<td>12,240 EUR</td>
<td>620 EUR</td>
<td>Respite accommodation service was provided as weekend support programme for children and youth with developmental disabilities, which also covers psychological support, work activities, thematic workshops with developmental specialist and psychologist, as well as sports activities. The new service is available in all four municipalities in the Toplički District.</td>
</tr>
<tr>
<td></td>
<td>Total Value</td>
<td>12,860 EUR</td>
<td></td>
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<tr>
<td></td>
<td>NUMBER OF BENEFICIARIES</td>
<td>181</td>
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### Services for Older Persons

<table>
<thead>
<tr>
<th>Local Self-Government</th>
<th>Implementing Partner(s)</th>
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<th>Project Title / Project Results Description</th>
</tr>
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<tbody>
<tr>
<td>Tutin</td>
<td>Swiss PRO</td>
<td>Co-funding</td>
<td>Providing Social and Health Care for the Elderly</td>
</tr>
<tr>
<td></td>
<td>15,090 EUR</td>
<td>1,580 EUR</td>
<td>The quality of regular home assistance service was further raised with medical and psychological support from the health centre, including basic medical services through home visits to beneficiaries.</td>
</tr>
<tr>
<td></td>
<td>Total Value</td>
<td>16,670 EUR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NUMBER OF BENEFICIARIES</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Šabac</td>
<td>Swiss PRO</td>
<td>Co-funding</td>
<td>The Social and Health Security of the Elderly</td>
</tr>
<tr>
<td></td>
<td>11,569 EUR</td>
<td>1,490 EUR</td>
<td>Quality of home assistance service was improved through inter-sectoral cooperation and provision of additional services, such as medical support, free laundry services, wood and grass cutting for beneficiaries in rural areas, which helped the beneficiaries improve their living conditions and health.</td>
</tr>
<tr>
<td></td>
<td>Total Value</td>
<td>13,059 EUR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NUMBER OF BENEFICIARIES</td>
<td>280</td>
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</tr>
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### Results of Support Provided to LSGs in Implementing Social Protection Services

- **Support for People with Disabilities during the COVID-19 pandemic in the Municipality of Brus**
- **Sensory Room Treatments in the City of Prokuplje**
- **Weekend Accommodation Support Programme “Respite” in Daily Care Centre “Sunce”**

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**RESULTS OF SUPPORT PROVIDED TO LSGs IN IMPLEMENTING SOCIAL PROTECTION SERVICES**

**CFP 02-2020 / CFP 01-2021**
**Rekovac**

- **Centre for Social Work**
  - Rekovac
  - Health Centre Rekovac
  - Swiss PRO: 15,975 EUR
  - Co-funding: 11,890 EUR
  - Total Value: 27,865 EUR

**Personal Companion of the Child**

Personal escorts were provided to six children with extremely severe disabilities in terms of mobility, communication, visual and hearing impairments, with additional support provided by the medical team from the Health Centre, performing regular health check-ups as additional prevention during the COVID-19 pandemic.

**NUMBER OF BENEFICIARIES**

- 6

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**Sjenica**

- Swiss PRO: 11,748 EUR
  - Co-funding: 1,885 EUR
  - Total Value: 13,633 EUR

**Sensory Room**

A total of 50 children with sensory integration impairments, primarily children on the autism spectrum and with behavioural issues, improved concentration for learning, keeping calm and socialising, which helped them achieve better social inclusion.

**NUMBER OF BENEFICIARIES**

- 50

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**Surdulica**

- Swiss PRO: 15,910 EUR
  - Co-funding: 35,560 EUR
  - Total Value: 51,470 EUR

**Children are Going to School**

Personal escort for 15 children with disabilities was redirected to improving physical and mental health, with additional support in the form of inclusion in sports activities during the summer and winter holidays, in cooperation with the Sports Federation of Surdulica Municipality, while the medical doctor provided information on COVID-19 and other health-related issues.

**NUMBER OF BENEFICIARIES**

- 15

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**Svilajnac**

- **Family Care Centre**
  - Swiss PRO: 11,252 EUR
  - Co-funding: 1,266 EUR
  - Total Value: 12,518 EUR

**The Improvement of Therapeutic Service for Children and Young People with Developmental Disabilities in the Municipality of Svilajnac**

Therapeutic services provided, including a sensory room for children and youth with developmental issues and psychological support for their parents, which contributed to improving motoric and mental skills, self-control, ability to learn and communicate, and thus the quality of life of the children.

**NUMBER OF BENEFICIARIES**

- 40

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**Užice**

- **Municipality of Arilje**
  - **Municipality of Požega**
  - Swiss PRO: 11,673 EUR
  - Sufnarsiranj: 1,622 EUR
  - Total Value: 13,295 EUR

**Together for Respite Care for Adults with Disabilities**

Inter-municipal project, in partnership with LSG Užice, Arilje and Požega. Within the project, the Centre for Inclusive Education and Social Therapy was established, providing various psychological and professional workshops, physical therapy services and work therapy programme, all of which improves social integration, health situation and gradual independence of PWDs. As additional value, the service was enhanced with the established Development Corner, which uses specialised equipment for speech improvement. PWD needs in municipalities Arilje and Požega were also mapped, so the service will become a regional one, which will contribute to reducing institutional placement of young PWDs in the Zlatiborski District.

**NUMBER OF BENEFICIARIES**

- 60

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**Čuprija**

- **Centre for Social Work**
  - Čuprija
  - Swiss PRO: 14,910 EUR
  - Co-funding: -
  - Total Value: 14,910 EUR

**Occupational Therapy Club for People with Disabilities**

Support was provided to 25 children with physical or intellectual difficulties, as well as with multiple disabilities through various creative workshops, work therapy and sensory integration treatment, which contributed to their social inclusion.

**NUMBER OF BENEFICIARIES**

- 25
### RESULTS OF SUPPORT PROVIDED TO LSGs IN IMPLEMENTING SOCIAL PROTECTION SERVICES

**CFP 02-2020 / CFP 01-2021**

<table>
<thead>
<tr>
<th>LOCAL SELF-GOVERNMENT</th>
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<th>CONTRIBUTION</th>
<th>PROJECT TITLE / PROJECT RESULTS DESCRIPTION</th>
</tr>
</thead>
</table>
| **Gadžin Han**        | Centre for Social Work Gadžin Han | Swiss PRO 15,975 EUR, Co-funding 2,145 EUR, Total Value 18,120 EUR | ENCOURAGEMENT - Support Programme for Families at Risk of Child Separation  
Prevention programme through counselling and educational support to families at risk of child removal due to increased family violence during the COVID-19 pandemic, to prevent child institutionalisation. |
| **Ivanjica**          | -                       | Swiss PRO 11,792 EUR, Co-funding 1,410 EUR, Total Value 13,202 EUR | From Heart to Heart  
Counselling and therapy services for families of persons with disabilities, with special focus on siblings of children with disabilities, with the aim to empower them for better social inclusion. |
| **Krupanj**           | Centre for Social Work Krupanj | Swiss PRO 11,528 EUR, Co-funding 1,925 EUR, Total Value 13,453 EUR | Establishing Marriage and Family Counselling Centre in Municipality of Krupanj  
Educational, counselling and socio-therapeutic support was provided to children, students and adults, according to a needs assessment through group and individual work, with the aim to prevent bullying, improve competencies for responsible parenting and establish functional family relations. Additionally, the service was developed into an inter-sectoral approach, considering all local schools and the police joined to support the beneficiary children. |
| **Loznica**           | Centre for Social Work Loznica | Swiss PRO 11,790 EUR, Co-funding 1,333 EUR, Total Value 13,123 EUR | Together in Support of Parents and Children with Disabilities  
Inter-sectoral approach to counselling and therapy services for children with disabilities and their families, with the aim to improve family relations and acquire skills for independent and productive life in the society. |
| **Novi Pazar**        | -                       | Swiss PRO 11,594 EUR, Co-funding 1,330 EUR, Total Value 12,924 EUR | Socio-rehabilitation Club for Children and Youth with Behavioral Problems  
Innovative service to improve mental health and overcome psycho-social barriers for children and youth with behavioural issues through individual and group counselling of youth and their parents. The service contributed to more efficient prevention of delinquent behaviour of children and youth, their better integration in the local community, as well as strengthening the family to become more functional in supporting positive behaviour in children. |
| **Požarevac**         | Centre for Social Work Požarevac | Swiss PRO 11,175 EUR, Co-funding 1,333 EUR, Total Value 12,508 EUR | Enhancing Quality of Life in the City of Požarevac through Establishment of Efficient Social Services  
Counselling services for married couples and families with multi-sectoral approach of key local institutions in order to strengthen parents to agree on the future of their children, reducing tensions and protecting the best interest of the child. |
<table>
<thead>
<tr>
<th>Location</th>
<th>Organization</th>
<th>Swiss PRO</th>
<th>Co-funding</th>
<th>Total Value</th>
<th>Number of Beneficiaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raška</td>
<td>Centre for Social Work Raška</td>
<td>15,690 EUR</td>
<td>1,765 EUR</td>
<td>17,455 EUR</td>
<td>292</td>
</tr>
<tr>
<td>Pirot</td>
<td>Centre for Social Work Pirot</td>
<td>12,350 EUR</td>
<td>1,550 EUR</td>
<td>13,900 EUR</td>
<td>425</td>
</tr>
<tr>
<td>Svilajnac</td>
<td>Family Care Centre</td>
<td>11,130 EUR</td>
<td>-</td>
<td>11,130 EUR</td>
<td>30</td>
</tr>
</tbody>
</table>

**Family Counseling**
Counselling-therapeutic and socio-educational services, in the form of assistance to individuals and families in crisis, to improve family relations, overcome crisis situations and acquire skills for independent and productive social life, while the helpline also included psychological and legal support to the victims of domestic violence.

**Family Help and Support Centre**
Counselling, therapeutic and socio-educational services in the form of assistance to individuals and families in crisis, contributing to improve mental health by overcoming psycho-social obstacles and better integration in the community. Additionally, an info-line was established for support in the area of social protection.

**Children in Focus**
Individual and group work with children in rural areas from low-income families, by providing socio-educational services improving personal educational and social skills, as well as the health situation, through an inter-sectoral approach including healthcare, education and social protection institutions.

**TOTAL Swiss PRO CONTRIBUTION:** 532,382 EUR

**TOTAL Co-funding:** 167,222 EUR

**TOTAL VALUE:** 699,604 EUR

Through the Swiss PRO Programme, Swiss Government supported local self-governments in the period September 2018 – April 2022 to strengthen local capacities and implement 41 projects on social protection service implementation and development, improving the availability of services and meeting the needs of over 3,000 citizens belonging to vulnerable social groups.