**FINAL MDG-F JOINT PROGRAMME NARATIVE REPORT**

## Annex 5 - Summary Achievement of the project’s indicators[[1]](#footnote-1)

| OUTCOME 1: Youth employment and migration policy objectives are included in the national development strategy |
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| OUTPUTS | INDICATORS | RESULTS ACHIEVED  |
| Output 1.1. Knowledge base on youth employment and migration improved to inform national development strategy and action plans | At least 15 key indicators of the youth labour market, including informal employment and migration developed and regularly collected | The following 15 indicators of the youth labour market have been developed and are computed regularly on the basis of data collected bi-annually through the Labour Force Survey (LFS): 1. Labour force participation rate
2. Inactivity rate
3. Employment rate
4. Percentage of wage employees, self-employed (including employers) and contributing family members,
5. Employment by economic activity,
6. Employment in the informal economy
7. Employment (%) by type of job (seasonal, temporary, unlimited)
8. Temporary work (%), voluntary and involuntary
9. Part-time work
10. Hours of work
11. Average net salary of youth
12. Young employees and self-employed by rights at work
13. Unemployment rate
14. Unemployment ratio
15. Long-term unemployment rate

The range of data collected by the LFS survey was improved and expanded. It is now possible to compute the transition of individuals among different labour market statuses, the length and quality of the transition of youth from school to work and internal migration movements. The following migration indicators are computed and disaggregated from LFS data:1. Number of persons staying in Serbia for less than one year
2. Country of birth of recent migrants
3. Citizenship and demography of persons working away from home (municipality/other country)
4. Education and occupation of persons working away from home
5. Nationality and demographic characteristics of internal migrants
6. Employment and educational attainment of internal migrants
7. Foreign migrants

The LFS data collected prior to 2008 (when the current methodology was introduced) was adjusted to provide for 2004-2010 Key Indicators of the Labour Market (KILM) time-series. **Products/means of verification:** Youth labour market indicators (bi-annual, from October 2008 to October 2011); Improving the Labour Force Survey Data and Analysis; Preparing Consistent Time-series on LFS Data; Results for Adjusted LFS Time-series 2004-2010; Transition from School to Work (Youth Module) instrument, instructions and published report. |
| At least 5 key youth migration indicators developed and regularly collected | The following 13 migration indicators were proposed to decision-makers responsible for labour migration for consideration: ***Identifying mismatches between labour supply and demand in the domestic market****:*1. Unemployed population by age, educational attainment and regions/municipalities. (Source: LFS)
2. Available vacancies (current and foreseen) by economic sector, education/qualification and age requirements, and regions/municipalities.

***Addressing brain-circulation:***1. Tertiary students studying abroad by country of destination. (Source: Ministry of Education and the OECD database)
2. Highly qualified returning population by age and regions/municipalities. (Source: household surveys, including LFS, and specialized surveys)
3. Number of persons (researchers and academics of Serbian origin residing abroad) registered in the database of the Ministry of Science and Technological Development.

***Monitoring return:***1. Returning nationals by education and professional qualifications, employment structure. (Source: household surveys, including LFS)

***Labour migrants abroad:***1. Valid work permits in the EU, Switzerland and Norway and other destination countries. (Source: destination country statistics, EUROSTAT, administrative data in Western Balkans, Russia and Belarus).
2. Serbian citizens employed abroad within the international agreements. (Source: MLSP)

***Labour migrants in Serbia:***1. Foreigners who received work permits in Serbia by type of permit, citizenship and sex. (National Employment Service register).
2. Foreigners who received residence permits by type of permit, sex, citizenship (Source: IOM)
3. Number of businesses employing foreigners by economic sector and number of foreigners employed. (Source: MoERD)

***Social inclusion:***1. Persons from the “hard to employ” migration-affected part of the population participating to active labour market measures (Source: National Employment Service)
2. Persons from “hard to employ” migration-affected population registered as unemployed with the National Employment Service.

A survey on the Serbian diaspora was implemented, according to the methodology agreed upon with the inter-ministerial working group on migration.  |
| At least 10 key indicators for youth social protection developed and regularly collected | Indicators for the monitoring and evaluation of social protection and social services were developed by the Republican Institute for Social Protection in May 2010. The indicators revolve around four domains: social benefits, social services to children and youth, social services to adults and elderly persons, and social services provided by the Centres for Social Work (CSWs). Out of 22 indicators, 8 are related to youth social protection: 1. Number of users of social benefits by type: child allowance, home care, social benefits to poor parents, one-off support
2. Social benefits’ users (rate)
3. Activated/employed users of social benefits (rate)
4. Long time social benefits’ users (rate)
5. Number of children and youth entering residential institutions and foster care
6. Children and youth in residential institutions and foster care (rate)
7. Number of children and youth in residential institutions and foster care
8. Ratio of children and youth in residential institutions and foster care
9. Number of children and youth whose entitlements ceased
10. Percent of children and youth in direct communication with legal guardians and/or parents
11. Percent of children from residential institutions and foster care in education
12. Number of licensed social services’ providers to children and youth
13. Number and rate of licensed social services’ providers to adults and elderly
14. Percent of available social services provided by the community
15. Ratio of persons with disabilities (PWDs) using “independent living” assistance and using home care social benefits
16. Number and ratio of elderly in residential care
17. Number and ratio of adults in residential care
18. Volume and percentage of local municipal budgets allocated to social protection
19. Number of victims of violence registered with CSWs
20. Number of victims of violence using CSWs social services
21. Number of social workers per municipality (availability of CSWs services)
22. Case load per social worker

As a follow up to this activity, and in line with the requirements of the new Law on Social Welfare, the Institute for Social Protection (ISP) revised the data collection instruments to ensure that figures gathered allow an adequate level of disaggregation and respond to the new indicators. Since the beginning of 2012, the ISP is using the data collected to compile analytical reports on selected topics to inform decision making. **Products/means of verification**: Annual Report of theRepublic Institute for Social Protection, list of produced indicators |
| Number of youth labour market, migration and social protection indicators integrated into the DevInfo database system | The DevInfo helps monitoring MDG and poverty reduction indicators as well as the implementation of the Action Plan for Children. The database, set up by UNICEF in 2004, covers 11 domains, including social protection. In 2006 DevInfo became part of the regular programme of the Republican Statistical Office (RSO), updated twice a year. The Statistical Office, with support of the joint programme, started to refine the database indicators, adjusting them to reflect EU social exclusion indicators, national MDG indicators and the newly developed youth social protection indicators. The Statistical Office will agree on protocols of data transfer with the Institute of Social Protection to enable the regular supply of data for the DevInfo database. The update and adjustment of DevInfo was conducted in the period May 2011 until the end of the joint programme. **Products/mans of verification:** DevInfo database system (Statistical Office of Serbia) |
| Number of developed youth labour market indicators used in policy-making | Capacity building of policy makers in the field of employment and labour market statistics was conducted through a series of workshops on data requirements and analysis as well labour market indicators (evidence based policy making). With the technical assistance provided by the joint programme, the Ministry of Economy and Regional Development’s (MoERD) developed the Employment Strategy 2011-2020, featuring the following five youth labour market indicators to be continuously monitored:1. Youth activity ratio (disaggregated by sex, education level and region)
2. Youth employment ratio (disaggregated by sex, education level and region)
3. Youth unemployment ratio (disaggregated by sex, education level and region)
4. Number of youth included in active labour market programmes of the NES (disaggregated by sex, education level, unemployment spell, district and region)
5. Number of youth employed through NES mediation and assistance (disaggregated by sex, education level, unemployment spell, district and region)

The Employment Strategy was adopted by the Government of Serbia in May 2011. **Products/means of verification**: Youth Employment: A training module on data requirements and analysis; Evidence Based Policy Making, Employment Strategy of the Republic of Serbia, 2011-2020 |
| Number of developed youth migration indicators used in policy-making | Parts of the 2010 *White Paper* (*Towards Developing a Policy on Labour Migration in the Republic of Serbia*) were used to draft the National Employment Strategy 2011-2020Three migration indicators are used in policy making: 1. Unemployed population by age, qualifications and regions/municipalities.
2. Persons from the “hard to employ” migration-affected part of the population participating to active labour market measures
3. Persons from “hard to employ” migration-affected population registered as unemployed with the national Employment service.

**Products/means of verification:** Manke, M (2010): Towards Developing a Policy on Labour Migration in the Republic of Serbia, A White Paper, Employment Strategy of the Republic of Serbia, 2011-2020. |
| Number of developed youth social protection indicators used in policy-making | A proposal on the youth social protection indicators to be used for policy-making purposes was made by the Republic Institute for Social Protection, as follows: 1. Number of children and youth entering residential institutions and foster care
2. Children and youth in residential institutions and foster care (rate)
3. Number of children and youth in residential institutions and foster care
4. Ratio of children and youth in residential institutions to foster care
5. Number of children and youth whose entitlements ceased
6. Percent of children and youth in direct communication with legal guardians and/or parents
7. Percent of children from residential institutions and foster care in education
8. Number of licensed social services’ providers to children and youth

The above indicators were used for monitoring the child care reform. The Institute of Social Protection is currently using the indicators to compile the2011 Annual Report and two analytical reports with policy recommendations. **Products/means of verification**: Reports of the Ministry of Labour and Social Affairs and Institute of Social Protection |
| Data for national MDG indicators collected | The DevInfo database system has been the key tool for national MDG reporting since 2006. The Statistical Office (in charge of DevInfo) has been refining with the technical assistance of the joint programme the database indicators to better reflect the national MDG reporting requirements. **Products/means of verification:** DevInfo database system |
| Output 1.2. Policy on management of labour migration, including returns of young Serbians, developed and linked to employment policy and strategies | Labour migration policy and action plan with specific priorities and outcomes, which are aligned with national MDG indicators, adopted by the Serbian Government | A *Policy on Labour Migration in the Republic of Serbia 2010-2020* (with d goals, objectives and expected results) was drafted. Parts of this document were used in the development of the National Employment Strategy 2011-2020. **Products/means of verification:** Manke, M (2010): Towards Developing a Policy on Labour Migration in the Republic of Serbia, A White Paper; National Employment Strategy 2011-2020 |
| Output 1.3. Youth employment and migration targets included in national development strategy | Number of measurable targets on youth employment included in the national development strategy | Following the work commissioned by the joint programme on youth employment projections and target setting for the Employment Strategy 2011-2020, the MoERD included six measurable youth employment targets to be achieved by 202, namely: 1. Youth activity rate 30.7%
2. Youth employment rate 23.3%
3. Youth unemployment rate 24%
4. Ratio of youth unemployment rate to general unemployment rate 2.1:1
5. Youth (15-19) participation in education 90%
6. Youth (20-24) participation in education 40%

**Products/means of verification**: Youth Employment Projections and Targets for the Employment Strategy 2011-2020; Employment Strategy 2011-2020. |
| Expenditure for reaching measurable targets on youth employment envisaged by national development strategies planned in the budgetary framework | Significant resources were allocated by the Government of Serbia to reach the established youth employment targets and for active labour market programmes (ALMPs) despite budgetary constraints. In 2009, approximately €66 million were allocated to ALMPs compared to €40 million of the previous year, which represents an increase of some 60%.Of these funds, approximately €32 million were earmarked for measures targeting youth (up to 30 years of age) through the *First Chance Programme*. Compared to the €16 million allocated in 2009, the resources available were doubled reflecting the enhanced attention of policy makers to youth employment. The Government of Serbia also contributed €150,000 directly to the Youth Employment Fund (YEF).The National Employment Action Plan (2012) envisages that young persons with a low level of qualification be given priority in ALMPs. The promotion of youth employment is one of the pillars of the NEAP to be achieved, among others, through the financing of the Youth Employment Fund by the budget of the Government of Serbia. **Products/means of verification**: Government of Serbia budgetary framework 2011, NES budgetary framework 2011; Government of Serbia budgetary framework 2012, NES budgetary framework 2012; National Employment Action Plan (2012). |
| Number of measurable targets on youth migration included in the national development strategy | The *White Paper* was used to formulate the National Employment Strategy 2011-2020. The MoERD also received advisory services to draft the new *Law on Employment of Foreigners*. The same document informed the development of the action plan for the implementation of the Migration Management Strategy.**Products/means of verification:** Manke, M (2010): Towards Developing a Policy on Labour Migration in the Republic of Serbia, A White Paper; Becker, H (2010): Comparative Study on the Employment of Foreign Nationals in France, Slovenia, Bosnia and Herzegovina (BiH) and Montenegro; Becker, H (2010): EC Acquis on the Employment of the Third-country nationals. |
| Expenditure for reaching measurable targets on youth migration envisaged by national development strategies planned in the budgetary framework | The Action Plan for the implementation of the National Employment Strategy contains specific measures targeting migrants (point 1.7 and 1.14 of the Action Plan) as well as financial resources for their implementation. **Products/means of verification**: National Employment Action Plan (2012). |
| One Advocacy campaign conducted by organizations representing the interests of young people to prioritize youth employment and migration targets in national development policies | This task was commissioned to the local NGO *Civic initiatives*. Key achievements regarding this output were: a) the setting of priorities (youth entrepreneurship and easing the cooperation between education and the economy) for the public advocacy campaign based on an extensive research on youth employment problems, b) the organization of public hearings for Serbian policy makers, members of Parliament, NGO representatives and other interested parties and c) the facilitation of the cooperation between Ministry of Education (MoE) and MoERD. As a result, a *Memorandum of cooperation* between the two ministries on entrepreneurship education for youth was signed in December 2010. This was later on expanded into a *Protocol of cooperation* involving numerous partners in the development of life-long entrepreneurial education in Serbia.**Products/means of verification**: Report on Youth Employment and Migration: Review of policies and measures and recommendation for public advocacy, Civic Initiatives, August 2010 (Serbian language only), Memorandum of Understanding on the Introduction of Entrepreneurial Education (agreement signed by the MoE and MoERD). |

| OUTCOME 2: National institutions develop integrated labour market and social services that meet employment and migration policy objectives targeting disadvantaged young women and men. |
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| **OUTPUTS** | **INDICATORS** | **RESULTS ACHIEVED**  |
| Output 2.1. A system integrating labour market, migration and social services for youth established and functioning | An integrated service delivery system based on referral targeting disadvantaged youth developed | Following the research conducted on existing good practices on integrated and/or coordinated employment and social protection services in Serbia and in Central and Eastern Europe, as well as the knowledge gained during a study trip to the UK where practices of integrated service delivery were examined, the inter-ministerial working group established under the aegis of the joint programme developed a set of *Operational Procedures* for the delivery of integrated services to disadvantaged youth. The inter-ministerial working group − that includes representatives of the Ministry of Economy and Regional Development, Ministry of Labour and Social Protection, Ministry of Education, Ministry of Youth and Sport, National Employment Service and the Republic Institute for Social Protection − selected 7 sites (Palilula, Savski Venac, Becej, Backi Petrovac, Novi Sad, Vranje, Vladicin Han) for the piloting of integrated services delivery.Training of the practitioners working in the Centres for Social Work (CSW) and the National Employment Service (NES) on integrated service delivery was held in February 2011, followed by piloting in selected sites. The piloting was completed in March 2012 and resulted in the development of a referral mechanism for joint clients of the CSW and the NES and the activation of 242 unemployed, long-term beneficiaries’ of financial social assistance. Recognizing the importance of activation for the beneficiaries of Centres for Social Work in improving their employment outcomes, the joint programme carried out a research that mapped the current labour market status of these beneficiaries and their activation level. Data gathered through this research will serve as a baseline against which the new law on Social Welfare will be assessed. Based on the experience and lessons learned during the piloting of integrated services as well as the data gathered by the above mentioned research, inputs for the by-law on activation of social welfare beneficiaries were provided to the Ministry of Labour and Social Policy. As part of the technical assistance package to the Ministry of Labour and Social Policy for the provision of better services, the joint programme commissioned a research on non-take up of social assistance in Serbia. This survey provided data on the reasons for non-take up of assistance for eligible individuals. The policy recommendations stemming from the report are being used by decision-makers to improve targeting and access to services for the most vulnerable categories of the population.**Products/means of verification:** Good Practices in Integrated Service Delivery: Case of Serbia; Good Practices in Providing Integrated Employment and Social Services in Central and Eastern Europe; UK Fellowship Report; Integrated Service Delivery Inter-ministerial Working Group and Operational Procedures Report; Report on social assistance and activation: in search of inclusive policy options; Marina Petrovic (2011) Final report on the Consultancy on Integrated Service Delivery, Final Report on the Consultancy on Activation of Social Welfare Beneficiaries, Report on Determinants of low take up of financial social assistance in Serbia |
| Output 2.2. The capacity of the National Employment Service, the Ministry of Labour and Social Policy and the Ministry of Youth and Sport to deliver targeted youth employment and social services strengthened | Number of NES Branch Offices participating in the delivery of and type of services that are integrated to target the needs of disadvantaged youth | The piloting of the integrated service delivery model commenced in February 2011 in seven municipalities (Palilula, Savski Venac, Novi Sad, Becej, Backi Petrovac, Vranje and Vladicin Han) of the three Districts targeted by the joint programme. Training on integrated services delivery was provided to caseworkers of the NES Branch Offices targeted by the joint programme, as well as staff of outreach employment offices in smaller municipalities. A functional assessment of the NES was carried out by the joint programme prior to the piloting of integrated service delivery to identify areas of improvement in the provision of services to unemployed clients. A set of action-oriented recommendations were formulated for the NES and MoERD top management. These recommendations guided all the NES capacity building activities conducted by the joint programme.**Products/means of verification:** Integrated Service Delivery Inter-ministerial Working Group and Operational Procedures Report; Final report on the Consultancy on Integrated Service Delivery, NES Functional Analysis |
| Model for annual operational action plans of CSWs elaborated in the Handbook for Operational Planning for CSW on the basis of the agreed methodology, guidelines and minimum content with MLSP | The *Handbook for Operational Planning* for the CSWs was developed, published and distributed to all Centres in 2010. It is now used by the CSWs in their planning process.**Products/means of verification:** Handbook for Operational Planning for CSWs |
| Number of Youth Offices (YOs) participating in the delivery of (and type of) services that are integrated to target the needs of disadvantaged youth  | Six Youth Offices (in Palilula, Backi, Petrovac, Temerin, Surdilica with Vladicin Han and Becej) received direct support to implement projects aimed at increasing youth employability. These Youth Offices are becoming important actors at local level through outreach and networking activities, provision of peer career information and non-formal education, as well as regular youth services (e.g. voluntary services, youth clubs).Young people from seven youth Offices were trained in peer career information and have established youth teams that regularly work with their peers.Seventeen Youth Offices received support in implementing Info Points, thus improving access and availability of information to young people.Three youth offices (in Palilula, Backi Petrovac and Vladicin Han) were additionally supported to implement projects for disadvantaged youth with a view to demonstrate the potential role that Youth Offices can play in improving the employability of young people, liaising with the CSWs and NES tasked to implement integrated service delivery.The joint programme also provided, at the Ministry of Youth and Sport request, technical assistance to coordinate the inter-ministerial working group on the Career Guidance and Counselling Strategy.**Products/means of verification:** Integrated Service Delivery Inter-ministerial Working Group and Operational Procedures Report; Inter-ministerial working group on Career Guidance and Counselling Strategy monthly reports, MYS annual report, YOs’ project and annual reports |
| Number of disadvantaged and returning youth treated with targeted employment and social services, disaggregated by type of assistance they receive from CSW, sex and rural / urban residence | The piloting of the integrated service delivery, which started in February 2011 in seven municipalities, focused on the joint work of the National Employment Service (NES) Branch Offices and the Centres for Social Work (CSW) in reaching out to disadvantaged youth. The actual services, however, were delivered in only five of the seven municipalities selected (namely Novi Sad, Becej, Backi Petrovac, Vranje and Vladicin Han), due to the failure of the CSW of the Belgrade District to participate. Since the beginning of the piloting, 252 youth at risk of social exclusion (long term unemployed, beneficiaries of different social services, Roma population groups) were treated with targeted employment and social services. Of these, 242 young men and women were referred to active labour market programmes financed by the Youth Employment Fund. Data disaggregated by sex and other personal characteristics (including risk factors) were collected by both the NES and CSW. **Products/means of verification:** Integrated Service Delivery Inter-ministerial Working Group and Operational Procedures Report, Final report on the Consultancy on Integrated Service Delivery, ISD Monitoring tables, NES and CSWs reports |
| Number of referrals of disadvantaged young women and men between CSW, NES branch offices and local Youth Offices demonstrating an improved mechanism for integrated service delivery | In total, 297 young individuals were referred from/to the NES and the CSW (58.2 per cent young women; 4 per cent young persons with disabilities, 26 per cent youth of Roma population groups and 36.3 per cent long term unemployed). The majority of these referrals (see above) resulted in the participation of beneficiaries to the active labour market programmes funded by the Youth Employment Fund.The Youth Offices were not part of the integrated service delivery model. However, approximately 60 vulnerable youth were referred from the Youth Offices of Backi Petrovac and Palilula to the CSWs and the NES. **Products/means of verification:** Integrated Service Delivery Inter-ministerial Working Group and Operational Procedures Report; NES branch offices and CSWs reports, YO project reports |
| Output 2.3. A long-term national financial mechanism to implement employment measures targeting disadvantaged youth established and implemented | A long-term financial mechanism (Youth Employment Fund) set up to implement employment measures | Several models to assure the sustainability of the Youth Employment Fund were presented to the Government for consideration.The annual budget for 2011 envisaged funds for reaching the youth employment targets set by the joint programme, while future allocations are to be decided on the cost-effectiveness of the individual measures piloted (see performance monitoring exercise conducted by the joint programme in February 2012). To April 2012, the Government of Serbia had contributed a total amount of RSD 117 million (or US$1.6 million).**Products/means of verification:** YEF Sustainability models; tracking table on Government of Serbia contribution to the YEF. |
| Number and type of active labour market programmes targeting disadvantaged youth, including young returnees, financed by the YEF (at both national and local level) | Active labour market measures were developed with national partners and stakeholders to target disadvantaged youth. A set of six, intensive treatment measures, designed to be combined and complement each other, was financed by the Youth Employment Fund (YEF). Programmes were offered after a three-week gateway period of intensive individual counselling and job brokering including the revision of Individual Employment Plans. These measures targeted youth, 15-30 years of age, with low educational attainment and with an unemployment spell of at least three months. The main purpose was to raise the level of skills for employment in economic sectors and occupations most demanded by local labour markets. These latter were identified through Occupation and Skills surveys. The measures are:1. Institution based training
2. Pre-employment qualification
3. Work-training contracts
4. Employment subsidies
5. Work trial contracts
6. Self employment programmes

Three additional measures were offered to young persons with disabilities: i) adaptation of work premises and/or work station; ii) wage subsidy and iii) grants for single parents and transport to reach training/work premises. In addition, entry criteria were relaxed and duration extended for most disadvantaged youth (such as young Roma, refugees, youth with disabilities).**Products/means of verification:** Active Labour Market Programmes Guidelines; Occupations and Skills Survey (Beogradski, Juzno-backi and Pcinjski Districts): instrument, instructions and published report; Improved Occupations and Skills Survey instrument (Niski and Pomoravski district). |
| Cost-effectiveness of active labour market programmes targeting disadvantaged youth, including young returnees, financed by the YEF (at both national and local level) assessed | Information technology software was designed and attached to the NES Unified Information System to allow for the computation of total cost per individual beneficiary participating to active labour market programmes. This system is now applied to all programmes offered by the National Employment Service. The joint programme also financed the purchase of specialized software to compute process and performance indicators of active labour market programmes implemented by the NES. Compared to NES standard programmes, the services supported by the YEM programme are more costly. This is due to both the type of programmes offered and their design. First, training programmes envisaged that participants received a monthly allowance (calculated as a percentage of the unemployment benefit) throughout the duration of the programme. A training grant was also paid to the service provider (be it a training provider or a private enterprise) on the basis of the number of individuals trained. The programme for persons with disability is the most expensive, as it combines a number of programmes: 1) training of the beneficiary (off or on the job), 2) wage subsidy to the enterprise recruiting the young person with disability and 3) lump sum grants to ease the access to the enterprise premises and to the equipment needed for performing the tasks of the job.To ease the participation of young people facing mobility issues and care responsibilities transport and child care grants were also devised. At the time of performance measurement, 411 young participants had accessed these subsidies (or 30.5 per cent of all beneficiaries). **Products/means of verification:** Software linking beneficiary data base and accounting system of the NES. Preliminary findings on employment and earnings outcomes of beneficiaries of active labour market programmes targeting disadvantaged youth, Performance monitoring of ALMPs targeting disadvantaged youth |
| Framework for the development and management of PPPs developed*Changed to:* **Framework for the development and management of social enterprises developed.** | This output was revised during joint programme implementation, at the request of the national partner, towards the development of a framework to regulate and promote social enterprises. The rationale for the change is contained in the Minutes of a meeting held with the MoERD on 16 September 2010.An analysis of the existing legal framework with recommendations on amendments needed as well as a guide on how to establish a social enterprise under the prevailing legislation was prepared by the joint programme. The Government of Serbia decided to draft a law on social cooperatives. Against this backdrop, the joint programme organized in March 2011 a fellowship to Italy, which has a long tradition of social enterprises and cooperatives. The aim was to familiarize decision-makers on good practices in social enterprise governance systems. **Products/means of verification:** Minutes of the Meeting (MoERD 16/09/2010); Analysis of current legal framework; Report of study visits to Italy (*Strengthening the capacity of the Serbian institutions to develop a framework for the establishment and functioning of social enterprises in Serbia)* |
| At least 10 private enterprises are contributing to selected youth employment initiatives through CSR | In 2010 the joint programme initiated a campaign for providing business development support to twelve social enterprises. Support was provided through mentors and experts in various business fields (e.g. marketing and sales, finance, public relations, project management and so on). This work was based on needs assessment conducted for each enterprise. In December 2011, the 7 month long support ended, resulting in increased capacities and better performance of social enterprises in the area of sales, marketing, strategic planning and human resources development. A number of experts assisted beneficiary enterprises in improving sales process, better targeting of customers, development of sales plans and viable product portfolios, establishment of new partnerships, improvement of communication plans and tools (websites, promotional material), as well as systematization of working places and recruiting system.**Products/means of verification:** Call for application and related documents; Needs assessment reports; Guide for monitoring and evaluation of social enterprises; Consultants’ reports on support provided to social enterprises; Final and evaluation report of business development services provided. |

| OUTCOME 3: Integrated employment programmes and social services targeting young returnees and other disadvantaged young women and men implemented in three target districts. |
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| **OUTPUTS** | **INDICATORS** | **RESULTS ACHIEVED**  |
| Output 3.1. Local partnerships for youth employment strengthened to coordinate implementation of employment programmes that are linked to social services | Local councils identified in at least 6 municipalities for capacity building | A capacity assessment of local councils was conducted in 2009. Based on the findings of the assessment, six municipalities were selected and an in-depth situation analysis conducted.**Products/means of verification:** Milosav Milosavljevic, Capacity Assessment of Local Policy Councils, 2009, Situation analyses: Becej, Mladenovac, Novi Sad, Obrenovac, Surdulica and Vranje |
| Local DevInfo databases for 6 focal municipalities developed and functional | The Statistical Office, in cooperation with municipalities and national stakeholders, developed the list of indicators with meta data relevant at municipal level. This means that all municipalities in Serbia, and not only the six targeted by the joint programme, are using the data made available for local decision making.**Products/means of verification:** Cooperation agreement with the Statistical Office of Serbia, the List of local DevInfo indicators |
| Local strategies, plans and reports in 6 focus municipalities are referring to DevInfo database as a source of information | The capacity of the representatives of local Municipalities was built through two round of training workshop (May-June 2011 and March 2012) on data collection, data analysis for policy making purposes as well as monitoring and reporting. The representatives from nine Youth Offices participated to these workshops, but also received additional coaching on how to use DevInfo and other data in monitoring and reporting as well as in the preparation of policy briefs. The policy briefs prepared by the Youth Offices on the DevInfo figures highlighted issues of importance for youth employment, activism and overall improvement of youth status in specific municipalities. **Products/means of verification:** Training modules for M&E, policy briefs and reports prepared by YOs, SECONS reports |
| At least 6 municipalities in the 3 target districts produce annual reports providing updated data on youth that is instrumental for evidence-based policy making and strategies regarding youth employment | Six local policy councils, (Becej, Mladenovac, Novi Sad, Obrenovac, Surdulica and Vranje), selected on the basis of the 2009 capacity assessment, completed their situation analysis and identified youth population groups to be targeted by employment programmes. The reports provide data on the main youth employment challenges at local level, as well as actions to be taken. The young staff of eight Youth Offices (Backi Petrovac, Temerin, Becej, Palilula, Vladicin Han, Surdulica, Presevo and Bujanovac) were trained in data analysis and the development of policy briefs to be used for advocacy and evidence based policy making.**Products/means of verification:** Situation analysis and identification of priority youth groups in 6 municipalities (available in Serbian language only); Policy briefs |
| Number of secondary eligibility criteria defined to prioritize and coordinate the implementation of employment programmes for disadvantaged youth that are linked to available social services in each NES Branch Office | The *Guidelines for the implementation of active labour market programme targeting disadvantaged youth* envisaged that the local employment offices, within the general eligibility criteria established, had discretion in prioritizing sub-groups of young individual facing specific labour market barriers (for instance young Roma, refugees, young people with disability, young members of household on social assistance and so on) with a view to better target services to the specificities of local labour markets.In addition, six local policy councils (see above) received technical assistance to identify groups of young people that needed to be granted priority access to the active labour market programmes financed by the Youth Employment Fund and other sources of funding. In most municipalities young Roma, youth with disabilities and young people leaving residential care were identified as particularly vulnerable and in need of assistance.**Products/means of verification:** CSW and NES reports, Training material on integrated services, Marina Petrovic (2011) Final report on the Consultancy on Integrated Service Delivery. |
| At least 6 municipalities successfully using a set of replicable resources (funds, project ideas) for the delivery of integrated services to disadvantaged young men and women | In the period October-November 2010 the joint programme supported 28 local policy councils to develop local employment action plans. A set of guidelines prepared by the joint programme guided local councils in this task and resulted in 22 councils applying to, and receiving, co-financing of local employment plans from the state budget (as envisaged in the new *Law on Employment and Insurance against Unemployment*). The amount received by these 22 municipalities for employment programmes totalled approximately 2 million US$ (RSD 156 million).Most of these initiatives supported youth employment through apprenticeship and on the job training programmes. The number of young beneficiaries supported by additional funding in the Districts targeted by the joint programme was 546.**Products/means of verification:** MoERD decision on funding allocation to local governmententities, NES Annual Reports |
| Number of disadvantaged young men and women informed about and participating in employment programmes and/or social services for the first time as a result of improved outreach activities of state institutions | Twenty-seven CSWs received training in communication and outreach services and seven of these designed and implemented communication and outreach plans within the local community. **Products/means of verification**: 7CSR plans, published leaflets, Communication Guide |
| Number of annual operational action plans of CSWs developed and implemented | Seventeen CSWs developed Annual Operational Plans (ten implemented in 2011 and seven being implemented in 2012). Thirty-six CSWs received training in annual Operational Planning. **Products/means of verification: 17**  Annual operational plans of CSWs, published Handbook for Ann. Operationa Planning |
| Number of CSW offices in 6 key municipalities that use referral and information outreach methods targeting disadvantaged youth | All CSW offices are today using basic referral methods, while seven CSWs carried out specific outreach activities targeting disadvantaged youth. **Products/means of verification:** CSWs reports |
| Number of CSW and NES branch offices covering municipalities in the three target districts participating in the delivery of services that are integrated to target the needs of disadvantaged youth | The delivery of integrated employment and social services, as per Draft Operational Procedures prepared under the aegis of the joint programme, was piloted in five municipalities of Serbia from February 2011 to March 2012. Fifty caseworkers of the NES and the CSW received training on integrated service delivery and referral procedures. **Products/means of verification:** Integrated Service Delivery Inter-ministerial Working Group and Operational Procedures Report; The Right to Know Guide, CSWs reports, Marina Petrovic (2011) Final report on the Consultancy on Integrated Service Delivery. |
| Number of Youth Offices‘ staff participating in local council meetings regarding activities affecting youth | Many municipalities in the districts targeted by the joint programme have socio-economic and employment councils, with some of them having councils for social policy, for youth, education, health, minority rights, and persons with disabilities. Participation of at least one member of the Youth Office was ensured in the six policy councils supported through the joint programme (Becej, Mladenovac, Novi Sad, Obrenovac, Surdulica and Vranje) during the identification of priority groups of young people to be involved in active labour market programmes.**Products/means of verification:** Situation analysis and identification of priority youth groups in 6 municipalities , Questionnaires filled in by municipalities,Youth Councils’, Local Employment Councils’ and Socio-economic Councils’ reports in 35 municipalities, JP monitoring and evaluation reports |
| At least 6 Youth Offices established InfoPoints | The “Information Point” model was introduced in 2010. At present InfoPoints in seventeen municipalities are used to disseminate information to young people on education and employment opportunities, cultural and sport events, social services and volunteering openings. **Products/means of verification**: InfoPoints in 17 municipalities,; Group 484 - Needs assessment report, Group 484 Final report on info-points.  |
| At least 6 Youth Offices autonomously manage InfoPoints | The staff of seventeen Youth Offices were trained in 2010 to manage the InfoPoint system, including its continuous updating. Since then, InfoPoints have been managed autonomously by the Youth Offices. Five of the seventeen targeted Youth Offices received additional support to enrich their Info Points activities.**Products/means of verification:** Youth Offices, Group 484 Final report on info-points.   |
| Number of young women and men using the information available through pilot InfoPoints | The information made available though the InfoPoints is regularly accessed by young men and women. Since their establishment, approximately 4,500 young men and women used info-points services to obtain information on education and employment opportunities, cultural and sport events, social services and volunteering openings in their municipalities and beyond.**Products/means of verification:** Reports of the 17 YOs, number of hits per InfoPoint, JP monitoring and evaluation reports |
| Number of YOs managing programmes for disadvantaged youth | The joint programme provided grants to six Youth Offices (in Temerin, Backi Petrovac, Palilula, Surdulica with Vladicin Han, Becej). Activities focused on strengthening reach out services for disadvantaged youth; the establishment of voluntary services (education, social support, career guidance) and youth clubs; the organisation of events in partnership with other local institutions; and the improvement of information gathering and sharing. The implementation of these programmes informed the assessment of the role Youth Offices could play within the integrated service delivery model.Thirty-eight staff members of six Youth Offices (Palilula, Rakovica, Backi Petrovac, Temerin, Surdulica and Bujanovac) were trained to use psycho-social approaches in working with young people. The training comprised nine modules (psychosocial/cultural/economic situation of youth in Serbia; characteristics of vulnerable youth and good practices in their treatment; psychosocial approaches; communication and negotiation skills; public advocacy and creation of social networks; activating the local community; tolerance and motivation building; psychosocial approach through art/cultural activities; project development).The staff of seven Youth Offices (Temerin, Backi Petrovac, Palilula, Surdulica,Vladicin Han, Becej and Bujanovac) were trained in peer career counselling (establishing peer career teams). Staff of the Presevo Youth Office were trained also in project monitoring and evaluation and reporting.**Products/means of verification:** Youth Offices reports, Final Report on the Capacity Building Programme of YO staff |
| At least 400 young women and men benefitted from YO programmes designed at local level as per specific needs | The Youth Offices of seventeen municipalities in the three target Districts of the joint programme continue to cater to the needs of vulnerable youth through information services. Six Youth Offices provide various programmes for vulnerable youth – through voluntary services in Palilula and Backi Petrovac, the Youth Club in Temerin and peer career information in the other municipalities.During the implementation of the joint programme, more than 600 youth benefitted from the services supported. For example, the Youth Office in Backi Petrovac carried out a door-to-door survey to identify vulnerable youth in the municipality. More than 90 households, unrecorded by the official statistics of the NES and CSW, were identified. Approximately 90 young people (of whom 54 from vulnerable groups) were enrolled in various education courses and 23 received peer career counselling . The Youth Office of Palilula collaborates with NGOs targeting youth with disabilities. Through this partnership, 20 young people with visual impairments benefiting from the Youth Office programmes, and additional 20 from peer career counselling. Surdulica introduced 73 new participants in youth activities and Temerin engaged 34 youth in basic training courses. Peer career information reached 180 additional youth.**Products/means of verification:** YO reports, JP monitoring and evaluation reports, Final Report on the Capacity Building Programme, participants’ evaluations |
| Output 3.2. Integrated packages of active labour market measures implemented through the financing of the Youth Employment Fund in the target districts | All NES Branch Offices in the three target districts provide integrated packages of active labour market measures targeting young returnees and other disadvantaged youth through the funding of the YEF | The youth employment programmes designed under the aegis of the joint programme are available to unemployed youth in five Districts of Serbia (Beogradski, Juzno-backi, Pcinjski, Nisavski and Pomoravski) through the NES branch offices and 48 outreach offices.The youth employment programmes available were promoted through brochures and leaflets (distributed to NES branch offices and outreach offices, Centres for Social Work, Youth Offices) and through a TV and Radio campaign (the advertisement was aired 146 times in the period August-October 2010). **Products/means of verification:** Active Labour Market Programmes Guidelines; Promotional brochures, leaflets and TV advertisement; NES monthly reports |
| 1,750 disadvantaged youth (50% women, 20% Roma and 10% youth with disabilities) are trained in occupations required by enterprises and 60% are employed in decent work | By April 2012, more than 1,865 young beneficiaries were trained in occupations demanded by private sector enterprises (42% women, 17,3% Roma and 6% youth with disabilities). Nearly all participants comply with the eligibility criteria set by the joint programme, namely low educational attainment and long unemployment spells. The performance monitoring carried out in February 2012 show a placement rate of beneficiary equal to 25.4 per cent of entrants. Over a third of participants worked in the manufacturing sector, while over two thirds were employed in the occupation of training. Over 60% worked for the same enterprise that provided the training and 70% used the skills learnt in their current position.The Government of Serbia contributed directly to the employability of young people with RSD 8.5 million (or US$ 121,315). These resources allowed the targeting of 169 young men and women. **Products/means of verification:** NES data base, NES monthly reports |
| 1,000 disadvantaged youth (50% women, 20% Roma and 10% youth with disabilities) participate in work placement programmes and 60% are employed in decent work | By April 2012, 635 beneficiaries are involved in work placement programmes (32% women and 10% Roma) while youth with disabilities (155 in total) were offered a comprehensive programme (vocational rehabilitation services, employment subsidies and workplace adaptation). The Government of Serbia contributed to this programme with RSD 56.6 million (or US$810,000). These resources allowed the participation of 798 young men and women**Products/means of verification:** Signed contracts, NES data base, NES monthly reports |
| 250 disadvantaged youth (50% women, 30% Roma and 5% youth with disabilities) receive self-employment assistance | Self-employment assistance was provided to 181 beneficiaries (37% women, 9,5% Roma and 3,5% youth with disabilities). The self-employment programme was the one yielding the higher return in terms of employment at follow up (with 76 per cent of beneficiaries still self-employed at programme’s end).The Government of Serbia contributed to the self-employment programme for youth with approximately RSD 21 million (or US$ 300,500). These resources allowed the treatment of 511 young men and women. **Products/means of verification:** Signed contracts, NES data base, NES monthly reports |
| Output 3.3. Youth awareness raised on existing local services as well as on risks of irregular migration | At least 7,000 information packages developed and disseminated | After a mapping of the information materials and campaigns already implemented, the joint programme decided to develop an online game to inform youth on the risks of irregular migration. The game was finalized in December 2011 and tested in January 2012. In line with the recommendations from the Ministry of Interior, the domain [www.lifeonsale.rs](http://www.lifeonsale.rs) was transferred to [www.lifenotforsale.rs](http://www.lifenotforsale.rs).The "Right to Know" guide was finalized and distributed during the final conference organized by the joint programme in April 2012.**Products/mans of verification**: [www.lifenotforsale.rs](http://www.lifenotforsale.rs), signed contracts, brochures, "Right to Know" guide. |
| Number of disadvantaged youth informed about available services and safe migration through number of articles in national and local print media, number of TV appearances, number of radio appearances and number of advertisements aired/published on electronic and printed media | Since February 2012, 324 persons played the online game on the risks of irregular migration. **Products/mans of verification:** Life not for sale IT support system |

1. The summary table presents the achievements of indicators at Joint Programme’s end according to the monitoring framework that was revised by the ILO at Joint Programme start to better measure the performance in producing Outputs and achieving the Outcomes. [↑](#footnote-ref-1)