



**Review of
needs assessment
system for repatriated
persons, refugees and
asylum seekers in Kosovo**

Institute of Psychology
Department of Psychology, Faculty of Philosophy
University of Prishtina “Hasan Prishtina”

REVIEW OF NEEDS ASSESSMENT SYSTEM FOR REPATRIATED PERSONS, REFUGEES AND ASYLUM SEEKERS IN KOSOVO

**Institute of Psychology
Department of Psychology, Faculty of Philosophy
University of Prishtina "Hasan Prishtina"**

JUNE 2022

Authors of the report:

Dr. Aliriza Arënlju, Dr. Linda Hoxha, Dr. Mytahir Haskuka & Shkurtë Bajgora, MA.

Dizajni: ENVINION

This report was developed in the framework of the project "Municipal Action for Reintegration and Diaspora" - funded by the Caritas Switzerland in Kosovo, Swiss Agency for Development and Cooperation SDC and Government Principality of Liechtenstein. The content and results of this report are those of the experts engaged in this project and do not necessarily represent the views of Caritas Switzerland, Swiss Agency for Development and Cooperation SDC and Government Principality of Liechtenstein.

Content

GLOSSARY/ACRONYMS	7
EXECUTIVE SUMMARY	9
INTRODUCTION	11
RETURN MIGRATION AT THE GLOBAL LEVEL	12
EU policy documents.....	12
RETURN MIGRATION IN KOSOVO (POLICY, LAW, STATISTICS)	14
The repatriation processes	19
Legal bases for evaluation and monitoring of the repatriated persons	21
Asylum/Refugee seekers in Kosovo (policy, law, statistics)	22
Refugees in the region	23
Refugees and Asylum Seekers in Kosovo (policy, law, statistics).....	26
METHODOLOGY	28
Interviews.....	28
Review of current forms	28
DATA ANALYSIS	29
RESULTS	30
Potential institutions/organizations visited by repatriated persons in Kosovo	30
Review of current forms used by various organizations and stakeholders.....	32
Main takeaways from the interview with the public authoritative (municipal and MIA)	45
Other main takeaways from interviews	47
Topics related to training and capacity building	48
Other recommendations	51

LIMITATIONS.....	52
REFERENCE LIST.....	53
LIST OF ANNEXES.....	58
Annex 1 - Suggested revised form for the MOCR officials suggested to be integrated in current information system	58
Annex 2 - Monitoring and follow up of the repatriated persons suggested to be integrated in current information system	67
Annex 3 - Proposed psycho-education form/report for school psychologists for cases of repatriated persons' schoolchildren and for asylum seekers granted with international protection.....	68

Table of Figures

Figure 1 Volunteer readmission and forceful readmission by years, 2015-2019	16
Figure 2 Total Refugee and Protection Status Granted by country since 2014.....	24
Figure 3 Rejected and closed cases in Western Balkans by year.....	24
Figure 4 New arrivals for 2021 and 2022 by country (as of February 2022)	25
Figure 5 Flow chart of repatriated persons in terms of contacts with various institutions and organizations.....	31

List of Tables

Table 1 Categories and codes derived from data analysis	34
---	----

Glossary/Acronyms

ACR	Agency for Civil Registration
CCR	Central Commission for Reintegration
CMS	Case Management System
CMT	Case Management Tool
CRP/K	Civil Rights Program – Kosovo
CSW	Centre for Social Work
UCCK	University Clinical Centre of Kosovo
DCAM	Department of Citizenship, Asylum and Migration
DE	Directorate of Education
DH	Directorate of Health
DIMAK	German Information Centre for Migration, Vocational Training and Career
DRRP	Department for Reintegration of Repatriated Persons
DSW	Directorate of Social Welfare
DUSP	Directorate of Urbanization and Spatial Planning
DSWW	Directorate of Social Welfare and Work
EARK	Employment Agency of the Republic of Kosovo
EPAK	Employment Promotion Agency Kosovo
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH
IOM	International Organization for Migration
IP	Institute of Psychology
KRCT	The Kosova Rehabilitation Centre for Torture Victims

MESTI	Ministry of Education, Science, Technology and Innovation
MH	Ministry of Health
MIA	Ministry of Internal Affairs
MOCR	Municipal Office for Communities and Return
MRC	Municipal Reintegration Commission
PIA	Prishtina International Airport
RP	Repatriated Persons
SIGMA	Support for Improvement in Governance and Management
UNDP	United Nations Development Programme
UNHCR	United Nations High Commissioner for Refugees
URA	(eng. Bridge)
VTC	Vocational Training Centre



Executive Summary

The 2030 Agenda for Sustainable Development recognizes that migration is a powerful driver of sustainable development for migrants and their communities.¹ Migration has been indispensable as a phenomenon to human history, cultures, and civilization. Thus, continuous adaptations of evaluations and interventions concerning migrants and repatriated migrants are vital for the society and state.

Current research provides an analysis of the existing psychosocial and economic (re) integration system for the assessment and profiling of migrants in Kosovo. It proposes possible alternative assessment methods that would enhance the current assessment system.

The report consists of two major parts; the analysis of the functionality and sustainability of the existing assessment system on psychosocial, legal, and economic (re) integration; and a case study that portrays an in-depth individual psychosocial (including legal) and economic (re) integration assessment process, to support an integrated approach to profiling and counselling.

The reintegration process is a complex system that involves different levels of government and many stakeholders. The need for cooperation and coordination among the parties is enormous, not only at the central level between the respective ministries but also at the local level and with non-governmental organizations, international organizations, and donors. This requires even more significant advancement of the cooperation and coordination mechanism between all parties involved in the process. A system for psychosocial, economic, and legal reintegration was developed during the last decades, specifically during the waves of voluntary and non-voluntary repatriation of Kosovar migrants. Nevertheless, the system must respond to the imminent needs of repatriated persons, refugees, and asylum seekers. To provide recommendations for assessment processes and interventions which would enable the process of reintegration, the report also focuses on obstacles faced by beneficiaries; portrayed with interviews, focus groups discussions, consultations, and case studies by beneficiaries, national and local level institutions, and by other relevant stakeholders.

Results from this study are structured in providing assumptions and identifying areas of intervention based on: **the process of reintegration of repatriated citizens, services and needs assessment of refugees and asylum seekers, views of local and national public authorities, priority needs for interventions, namely, possible training, and other relevant information derived.** The study identifies a group of factors that need to be considered for future interventions: ***lack of psychoso-***

¹ IOM Strategy for Kosovo (2022-2025)

cial assessment and services, capacities of Municipal Offices for Communities and Return (MOCR) and Ministry of Internal Affairs – Department for Reintegration of Repatriated Persons and Integration of Foreigners (DRRPIF), Case Management System (CMS), the role of school psychologists in this process, individual reintegration plan, monitoring of the returnees and their legal and economic obstacles during the process of reintegration, data sharing and stakeholder coordination.

Based on the current research findings, legislation in place, model interventions from other states, and sound contextual analysis, the following recommendations are presented: **Case Management System** is very valuable for all involved parties and it has proven to serve its purpose; nevertheless, we propose to expand it with two additional modules, for which we have **submitted two assessment forms**: a revised assessment form and a monitoring form, which can easily be digitalized and integrated into CMS. The current version of the management system in terms of monitoring includes a hand written form that includes data from field monitoring of the cases—making monitoring and analysis difficult and potentially imprecise, thus generating very broad indicators only. Furthermore, the proposed forms will help develop the **Individual Reintegration Plan** and provide practical action points to monitor it. All of the interviewed parties have stated the need for **psychosocial assessment**. Therefore, the proposed forms have items for the psychosocial assessment. We have also proposed a **new psycho-educational assessment form** for **school psychologists** regarding initial screening for children’s psycho-educational assessment. In the services provided by local and national institutions and other relevant stakeholders, we suggest working on the human **resources** sector in terms of hiring new staff/adapting job descriptions to better respond to the needs that might arise in case the proposed recommendations are implemented.

Stable and continuous data sharing (secure sharing) from all stakeholders, with a specific agreement between all parties, would enable better coordination among stakeholders in this field. Enhanced communication would allow the avoidance of duplication of offered services. It would provide better and more comprehensive documentation of the reintegration process, thus offering space for analysis and future interventions.

Study findings and recommendations were presented in a joint meeting with multiple stakeholders, including representatives of MIA - DRRPIF.



Introduction

The presented research is conducted with the aim of:

- Analysing the functionality and sustainability of the existing assessment system on psychosocial, legal, and economic (re) integration of the repatriated citizens, and
- Proposing revised assessment forms for repatriated citizens and foreigners with granted international (temporary) protection and proposing assessment forms for children of three categories: repatriated persons, refugees and asylum seekers with international protection.

Two objectives of this endeavour are interlinked; following the results from research, which consists of desk research, participatory consultations, interviews and focus group discussions, an evaluation of the current situation which is presented and, based on that, existing assessment forms were reviewed and new assessment forms for children enrolled in schools are proposed.

Initially, the current research is based on the current legislation in the Republic of Kosovo regarding re-integration process of repatriated citizens, refugees and asylum seekers. Secondly, a thorough literature review was conducted on the different aspects pertaining to the (re) integration of repatriated citizens, asylum seekers, and refugees, responding to the actual contextual situation in Kosovo and the needs derived from it. Based on the results from the literature review, topic guides for interviews and focus group discussions were prepared. In total, 13 interviews and 2 FGDs, and 4 follow-up consultations were conducted. Based on the results from interviews and FGDs, we have:

- Proposed revised assessment forms for adults
- Proposed new assessment forms for children
- Proposed a monitoring plan followed by a proposition for an upgrade of the CMS
- Applicable recommendations with practical implications

Main findings and recommendations were shared with relevant stakeholders for their views and additional comments regarding the proposed interventions and their applicability to the current context in Kosovo.

Return migration at the global level

In terms of return migration, there are two forms: first voluntary return or repatriation and forced return or repatriation. Jean-Pierre Cassarino (2004)² points out that rejected asylum seekers and deportees constitute a major proportion of migrants and for which there is limited literature and documentation on political contexts and interventions, which help the reintegration of these individuals in their countries of origin. This percentage increase is also because of stricter asylum seeking/approval policies in EU countries and other developed countries. The return of migrants is not an easy process. Deportation as a return method is considered expensive, politically complex and has been criticized on human rights grounds (Whyte, & Hirslund, 2013). Return through voluntary return programs or voluntarily, in general, remains the preferred method of return. Overall, the process of asylum seeking and waiting for the answer is characterized by high psychological distress, and mental health and health problems (Ryan, Kelly & Kelly, 2009; Gerritsen et al 2006). Bramsen, Devillé, Van Willigen, Hovens, & Van Der Ploeg, 2006). There is limited literature from other countries regarding repatriated persons' reintegration and their social, health consequences (Carr, 2014). This also might be due to the fact that only 13% of EU countries followed returnees in the post-deportation period (European Commission DG Justice, Freedom and Security, 2011).

EU policy documents

Migration in many countries is becoming more of a standard rather than an exception as in Kosovo. In recent 20 years, there has been an increase in literature and research on migration which mainly has focused on the economic impact of migration (Mollers, Traikova, Herzfeld, & Bajrami, 2017). The main destination of Kosovar migrants are Western European countries. The EU member states and the Schengen area states with the largest number of Kosovar citizens with irregular residence in 2020 were Germany (1,690, or 38%), followed by Switzerland (635, or 14%). Only in the three EU member states (Germany, France, and Austria), 2,695, or 60%, Kosovar citizens were detained due to illegal residence. (810, or 18%), France (545, or 12%), Austria (460, or 10%), Croatia (370, or 8%) and other countries. Kosovar citizens accounted for 0.3% of the total number of non-EU citizens residing illegally inside EU member states and the Schengen area (570,205).³

² Cassarino, J. P. (2004). Theorising return migration: The conceptual approach to return migrants revisited. *International Journal on Multicultural Societies (IJMS)*, 6(2), 253-279.

³ Government Authority on Migration - Government of the Republic of Kosovo (2020). Migration Profile Light



Treaty on the Functioning of the European Union (TFEU) is one of 2 primary treaties of the EU, alongside the Treaty on European Union (TEU). It forms the detailed basis of EU law by defining the principles and objectives of the EU and the scope for action within its policy areas. It also sets out organizational and functional details of the EU institutions. According to the TFEU, competencies of the European Union are related to regular immigration, whereby the EU is competent to lay down the conditions governing entry into and legal residence in a Member State, including family reunification, for third-country nationals. As per Articles 79 and 80 of the Treaty on the Functioning of the European Union (TFEU)⁴, the EU aims to set up a balanced approach to managing regular immigration and combating irregular immigration. Proper migration flow management entails ensuring fair treatment of third-country nationals residing legally in the Member States, enhancing measures to combat irregular immigration, including trafficking and smuggling, and promoting closer cooperation with non-member states in all fields. Policies related to integration support measures by the Member States to promote the integration of legally resident third-country nationals.

The European Union is required to combat irregular immigration by preventing and reducing irregular immigration, particularly utilizing an effective return policy consistent with fundamental rights.

Readmission agreements: The European Union is competent to conclude agreements with third countries for the readmission to their country of origin or provenance of third-country nationals who do not fulfil or no longer fulfil the conditions for entry into, or the presence or residence in, a Member State.

Under the Lisbon Treaty, immigration policies shall be governed by the principle of solidarity and fair sharing of responsibility, including its financial implications, between the Member States (Article 80, TFEU).

Defining a balanced approach to immigration: The EU aims to set up a balanced approach to managing regular immigration and combating irregular immigration. Proper management of migration flows entails ensuring fair treatment of third-country nationals residing legally in the Member States, enhancing measures to combat irregular immigration, including trafficking and smuggling, and promoting closer cooperation with non-member countries in all fields. The EU aims to establish a consistent level of rights and obligations for regular immigrants, comparable to that for EU citizens.

Recent policy developments in EU are related to the following documents:

- The 'Global Approach to Migration and Mobility'
- The June 2014 strategic guidelines
- European Agenda on Migration
- The New Pact on Migration and Asylum

⁴ Official Journal of the European Union (2012). Treaty on the Functioning of the European Union. <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:12012E/TXT:en:PDF>

Return migration (repatriation) in Kosovo (policy, law, statistics)

Return migration in Kosovo is mainly a result of the massive influx of its citizens during the years 2010-2017. It is estimated that 250.000 citizens migrated illegally, mainly to western Europe (Government Authority for Migration, 2018).⁵ Similar figures are reported from the Kosovo Agency of Statistics; which estimates that 220,000 Kosovars emigrated over the last decade. EU member states consider Western Balkan countries, including Kosovo, as safe places to return the migrants. This massive migration initiated a stricter asylum granting policy in the Schengen area, thus producing an enormous returnee in their countries of origin. Thus, Kosovo and other countries in the region started to have assisted voluntary return migration programs, which are an essential component of the European Union and its member countries' policies as well as developed specific procedures and services for repatriated persons.

The *National Strategy for Reintegration of Repatriated Persons*⁶ is an official document of the Republic of Kosovo, which provides an institutional framework for the management of reintegration of repatriated persons and defines roles and responsibilities of central and local institutions in each phase of the reintegration process.

Activities pertaining Reintegration Strategy can be grouped as follows:

- The readmission phase;
- Assistance provided at the central level;
- Assistance provided at the municipal level.

The Reintegration Strategy is based on the following principles:

- Sustainability
- Addressing challenges
- Harmonization of the assistance and
- Principle of equality

⁵ World Bank Group (2018) Western Balkans labour market trends 2018. The Vienna Institute for International Economic Studies:9, Washington2

⁶ Republic of Kosovo, Ministry of Internal Affairs (2013). National Strategy for Reintegration of Repatriated Persons in Kosovo



The *State Strategy for Sustainable Reintegration of Repatriated Persons and the Action Plan 2018–2022*⁷ defines the policies of the Government of the Republic of Kosovo regarding the migration and reintegration of repatriated persons. Other responsible institutions, including criteria and procedures for assistance and support to repatriated persons during the reintegration process are regulated under *Regulation (GRK) No. 22/2020* on Reintegration of Repatriated Persons, adopted by the Government of the Republic of Kosovo, on 21 September 2020. This Regulation aims to enhance the legal framework for the reintegration of repatriated persons.⁸ As part of efforts to improve reintegration policies, the following documents have been drafted during 2020:

**«Guide for Psycho-Social Treatment of Repatriated Persons»
and the
“Manual for Needs Assessment and Provision of Psycho-Social
Support for Repatriated Persons”.**

The analysis of the implementation of the Reintegration Strategy for the period 2018 - 2019 has continued as a preparation for developing the Action Plan for the implementation of Reintegration Strategy 2020-2022.⁹

The recently developed document on National Strategy on Migration 2021-2025 and the Action Plan reflects the priorities of the Government of the Republic of Kosovo for managing migration through institutional mechanisms.¹⁰

The Republic of Kosovo is characterized by the large number of migrants. At the same time, it has a relatively young population. The unemployment rate remains high, especially for young people (46.4%) and women (30.6%).

7 Republic of Kosovo, Ministry of Internal Affairs (2017). The State Strategy for Sustainable Reintegration of Repatriated persons and the Action Plan 2018 - 2022

8 Government Authority on Migration - Government of the Republic of Kosovo (2020). Migration Profile Light

9 Government Authority on Migration - Government of the Republic of Kosovo (2020). Migration Profile Light

10 Republic of Kosovo, Ministry of Internal Affairs (2021). Strategy for Migration 2021 - 2025

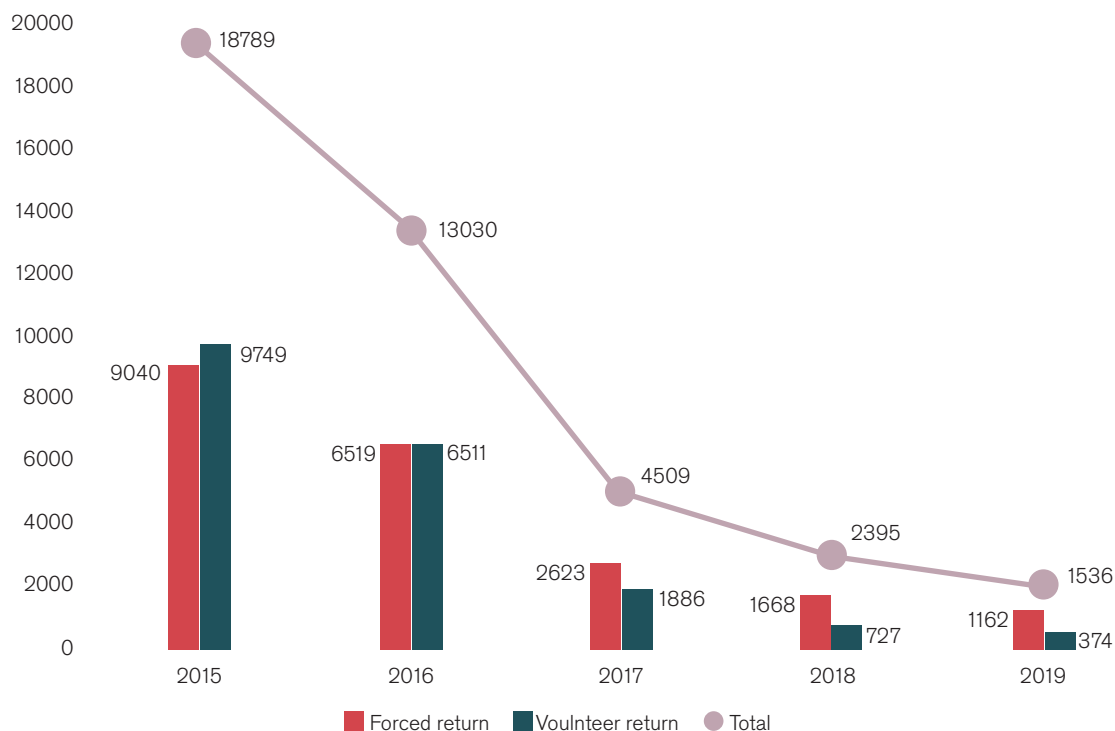


Figure 1 Volunteer readmission and forceful readmission by years, 2015-2019

The number of repatriated people in 2020 is significantly lower than the number of repatriated persons in 2019 because the process of readmitting Kosovo citizens with an illegal stay in EU countries and Schengen area has been suspended for several months during the borders closure as a result of COVID-19 pandemics.

Repatriation procedures, as described in Guidelines for assistance and support of repatriated persons for sustainable reintegration based on reintegration policies (2014)¹¹, start with the communication between Kosovo and the sending country, where Department of Citizenship, Asylum and Migration (DCAM), in coordination with DRRPIF, prepares a list of basic information and documentation on repatriated persons that the sending countries must take into consideration in case of returning. According to the guidelines, the information form and other accompanying documents should be published on MIA's webpage. In bilateral agreements for readmission, MIA should consider necessary information and accompanying documents for repatriated persons.

¹¹ Ministry of Internal Affairs, Department for Reintegration of Repatriated Persons (2014). Guidelines for assistance and support of repatriated persons for sustainable reintegration based on reintegration policies. Republic of Kosovo



The Ministry of Health (MH) and the UCCK (University Clinical Centre of Kosovo) prepare a list of illnesses for which no treatment is available in Kosovo. The list is published on MH's website and is sent to MIA (DCAM and DRRPIF). After receiving the notification for returning persons with severe health conditions, unaccompanied children, persons with disabilities and other categories belonging to vulnerable groups, MIA (DCAM and DRRPIF) coordinates organized reception with MH, MESP, and other relevant bodies. DCAM notifies MH and MESP at least 5 (five) days before return in order to organize reception teams at Prishtina International Airport (PIA). Notification is sent to appointed officials as a focal point in the process of reintegration for respective ministries. Also, during the process, DRRPIF is informed, especially the Reception Office at PIA.

The initial needs assessment of repatriated persons is clearly defined in the Guidelines for Assistance and Support for Repatriated Persons for Sustainable Reintegration based on reintegration policies. Reception officials undertake an initial needs assessment based on available documentation and interview with repatriated persons.

The initial needs assessment reviews the following:

- Potential needs for emergency assistance;
- Socio-economic situation of the family;
- Existence of a support network, such as relatives, in Kosovo;
- Language(s) spoken by each family member, including children's proficiency in Kosovo's official languages for schooling;
- The family structure and vulnerability and anticipated children's needs concerning their age, economic situation, specific needs/disability, school level, language, ethnicity, and other relevant criteria.
- Provision of answers to their questions and provision of information;
- Detection of problematic issues within repatriated families, their registration in the CMS, and addressing them to DRRPIF for further actions.¹²

The Country Report of the European Commission 2020¹³ for Kosovo estimates that Kosovo has harmonized and amassed the legal framework for migration. Furthermore, the approximation of the legislation in the field of migration with that of the EU continues following the National Program for Implementation of the Stabilization and Association Agreement with the European Union. For border control and the prevention of irregular migration and fighting illegal migration, mechanisms of readmission and reintegration of repatriated persons have been strengthened. An international protection system has also been created, which is assessed to be under international and European norms.¹⁴

¹² Ministry of Internal Affairs, Department for Reintegration of Repatriated Persons (2014). Guidelines for assistance and support of repatriated persons for sustainable reintegration based on reintegration policies. Republic of Kosovo

¹³ European Commission (2020). Kosovo* 2020 Report. Retrieved from: https://ec.europa.eu/neighbourhood-enlargement/system/files/2020-10/kosovo_report_2020.pdf

¹⁴ Republic of Kosovo, Ministry of Internal Affairs (2021). Strategy for Migration 2021 - 2025

Legislative documentation about regulations, strategies and other accompanying documents are inclusive for all repatriated citizens. Guidelines for assistance and support of repatriated persons for sustainable reintegration based on reintegration policies are created based on the human rights, including children's rights principles:

- **Indivisibility and interdependence.** The implementation of the Guidelines takes a cross-sectional, integrated approach to all areas affecting the lives of repatriated persons, requiring enhanced coordination among all actors involved in the process.
- **Universality, non-discrimination, and special attention to the needs of the most vulnerable.** The Guidelines pay particular attention to the needs of the most vulnerable repatriated persons, whose reintegration may require specific measures.
- **Best interests of the child.** The child's best interest is the primary consideration in all aspects of the process of reintegration. When making a decision, public authorities and other relevant actors need to take into account its possible effects on children's lives.
- **Right to life, survival, and development.** The Guidelines seek to ensure the maximum opportunities for physical, mental, spiritual, and psychological development for repatriated children, in particular those at high risk of marginalization.
- **Right to be heard for all repatriated persons, including children and other vulnerable groups.** Individual and collective decisions, service delivery, accountability, and other mechanisms affecting repatriated persons need to consider their views.

The Guidelines promote mechanisms for the participation of repatriated persons, including children and other vulnerable persons.¹⁵

Education is a fundamental right and all repatriated children are entitled to attend school in Kosovo's public school system. The Ministry of Education, Science, Technology and Innovation (MESTI) supports the Municipal Education Departments (MEDs) in the inclusion of repatriated children in the education system, but also in creating conditions and opportunities related to the specific level of their education.¹⁶ A survey conducted in 2014 shows that 37% of repatriated children suffer from emotional problems and obstacles to social integration as a result of the return process. This often results in abandonment or poor performance at school, isolation, and deterioration of mental health.¹⁷

¹⁵ Ministry of Internal Affairs, Department for Reintegration of Repatriated Persons (2014). Guidelines for assistance and support of repatriated persons for sustainable reintegration based on reintegration policies. Republic of Kosovo

¹⁶ Republic of Kosovo, Ministry of Internal Affairs (2017). National Strategy for Sustainable Reintegration of Repatriated Persons in Kosovo 2-18 - 2022

¹⁷ Monitoring returned minors, Hit Foundation (2014)



The repatriation processes

Within four years (2012 – 2016), 48,068 Kosovar citizens returned from various countries to their country of origin, after being denied asylum. Based on the data from Kosovo Police and Department of Citizenship, Asylum and Migration, during 2013-2016, 41,481 persons were repatriated in Kosovo, of which 54% were returned forcefully while 46% voluntarily.¹⁸ In a study with 277¹⁹ repatriated migrants in Kosovo, 61% were returned voluntarily while 39% returned involuntarily. The majority of the repatriated persons, about 70%, didn't have any employment while migrating and reported having social assistance from the host country as the main source of income for 90% of them. The employment status of the repatriated persons is below the Kosovar average, where only 18% reported being employed compared to the 28.3% employment rate for 15-64 aged, Kosovo level (ASK, 2021).²⁰ 38% were engaged in seasonal jobs, and the rest were unemployed, out of which 13% did not participate in the labour market (were not seeking a job), and 63% of them considered that their economic situation was worse when compared to families in their surroundings. In terms of services received from national and local institutions, the following were frequently mentioned:

- Assistance for civil registration 69.5%,
- Registration in Employment Offices 66%,
- Professional (Vocational) training 40%,
- Children school registration 32%,
- Self-employment (grant support for businesses) & food and hygienic packages 25%,

With regards to reintegration support of the repatriated persons in Kosovo, currently, it is only partially available to repatriated persons, and a referral system, which is based on responding to the economic, social, and psychosocial needs of returning migrants, is not entirely in place.²¹

According to Migration Profile Light Report (2020), in 2020, 6,132 repatriated persons were supported under various emergency and sustainable reintegration schemes, representing a slight decrease of -0.23% (7,979) compared to 2019. This decrease may also have been due to circumstances and measures associated with managing the COVID-19 pandemic.

By ethnicity, the highest number of beneficiaries in 2020 is from the Albanian community with 73.7% (595), Ashkali community 9.2% (74), Roma 7.9% (64), Egyptian 4.34% (35), followed by other communities.²²

18 Democracy for Development Institute (2019). Measuring and evaluating reintegration policies: Evidence-based policies to ensure sustainable reintegration.

19 https://d4d-ks.org/wp-content/uploads/2019/03/D4D_PI_17_ENG.pdf

20 Kosovo Agency of Statistics (2020) Labour Force Survey in Kosovo <https://ask.rks-gov.net/en/kosovo-agency-of-statistics/add-news/labor-force-survey-in-kosovo-2020#:~:text=The%20rate%20of%20employment%20in,employment%20for%20females%20is%2014.1%25.>

21 IOM Strategy for Kosovo (2022-2025)

22 Government Authority on Migration - Government of the Republic of Kosovo (2020). Migration Profile Light

A total of 107 families from vulnerable groups, with 371 repatriated members, have benefited from the reintegration schemes during 2019 and 2020. Further, 52 families with 126 repatriated members have benefited under the category of groups with special needs, which have relied on various reintegration schemes.²³

Immediate assistance upon arrival and emergency assistance within 12 months after repatriation during 2018-2020 period consisted of:

- Transportation (to the municipality of origin)
- Temporary (7-day) accommodation and food prepared (served)
- Food and hygienic items - social assistance
- Rented accommodation for up to 12 months
- Winter assistance package (firewood)
- Health assistance package.

Based on the sources from DRRP/MIA/Local Institutions and International Organizations, forms for sustainable reintegration assistance during 2018-2020 period consisted of:

- Children receiving schooling assistance after repatriation
- Vocational training
- Business financing (self-employment)
- Delivery of language courses
- On-the-job training
- Employment
- Consultancy services
- House renovation
- House furnishing
- House reconstruction²⁴

The lack of migration monitoring of the citizens of Kosovo, in turn, blocks the application of an efficient system of data linked with the profile of the citizens who leave Kosovo, consequently, it renders it impossible to create programs for their preparedness before migrating to select destination countries, and above all, cannot use the potential and expertise gained in the destination country into contributing for the development of the country.²⁵

A monitoring system on the reintegration process is lacking globally, not only in Kosovo. Nevertheless, findings from other sources indicate that economic support activities help smooth the reintegration process.²⁶

23 Government Authority on Migration - Government of the Republic of Kosovo (2020). Migration Profile Light

24 Government Authority on Migration - Government of the Republic of Kosovo (2020). Migration Profile Light

25 Republic of Kosovo, Ministry of Internal Affairs (2021). Strategy for Migration 2021 - 2025

26 Migration Policy Institute (2022). Putting Migrant Reintegration Programs to the test: A road map to a monitoring system



Data from annual Report of DIMAK Kosovo 2020²⁷ within two broad areas of services, the Program Migration for Development, shows that it is partnering with Ministry of Labour and Social Welfare and provides direct services to repatriated persons in collaboration with the Employment Agency of the Republic of Kosovo (EARK), as well as with the Department for Reintegration of Repatriated Persons within the Ministry of Internal Affairs. They provide counselling which includes reintegration advice for social and economic reintegration in the country of origin; training for qualification - various qualification opportunities; employment - employment support. They also provide business start-ups, mentoring and coaching, and psychosocial support which contains counselling and psychological help. Starting from 2017 to 2020, they provided business development support to 223 beneficiaries, out of which 65 were female beneficiaries. Of a total of 860 beneficiaries who were other than returnees, 69% said they had their business still active. The main reasons for the inactivity of the business were as follows: pandemic situation, lack of needed equipment, low demand, 10% were employed somewhere else.

Several reports and research documents have reviewed or evaluated the return migration in Kosovo. The documents reviewed are those developed and issued after 2010, as it is considered they have a higher probability of including returnees from the last two large waves of migration from Kosovo.

Legal bases for evaluation and monitoring of repatriated persons

Current Regulation (GRK) No. 22/2020 on Reintegration of Repatriated Persons, through several Articles, points out the issues and processes that are related to evaluation and assessment.

According to Article 39 of Regulation No. 22/2020, Case Management System (CMS) is a regulated electronic system administered by MIA, where requests and other relevant data regarding repatriated persons and their benefits are recorded, stored, processed, and archived. CMS is considered to serve as a tool for registration and information sharing of the cases as well as monitoring and evaluation of the cases. Paragraph 4 of Article 39 specifies that MIA shall determine rules of access and management of the data in CMS with a special bylaw, which we have been able to identify whether it is operating. Paragraph 2 of Article 39 of the current Regulation specifies clearly that “the whole process of reintegration of repatriated persons shall be managed through CMS from the moment of their entry in Kosovo until the closure of the case. CMS shall serve as a tool for monitoring and evaluation of cases.”

²⁷ GIZ (2020). Annual report - DIMAK Kosovo, German Information Centre for Migration, Vocational Training and Career.

Needs assessment is specified in Article 19 through the following three paragraphs:

- 1 Assessment of repatriated persons needs enables the provision of necessary support for sustainable reintegration based on their needs and expectations identified upon arrival.
- 2 Needs shall be assessed by the multidisciplinary team composed of the Municipal Office for Communities and Return (MOCR), Centre for Social Work (CSW), health specialist, and DRRP within five (5) days upon arrival of the RP in the municipality.
- 3 Based on needs assessment, the multidisciplinary team, in cooperation with the relevant municipal bodies, shall prepare the Individual Reintegration Plan, assign the case manager and ensure its implementation.

Another Article that mentions evaluation is Article 26 paragraph 3, relating to the provision of language courses and supplementary education, which states, “Repatriated children shall be included in education institutions, at the proper education level, based on the children individual evaluation results.”

Asylum/Refugee seekers in Kosovo (policy, law, statistics)

Kosovo has been affected by an increased inflow of migrants along the Eastern Mediterranean and the Western Balkan Route since 2015 with the Syrian crisis and the opening of a humanitarian corridor for safe passage to the outer fringes of the European Union. In 2020, there were 3,002 registered newly arrived migrants in Kosovo, out of which 1,409 applied for asylum, while in 2021, out of 1,309 registered newly arrived migrants, 491 claimed asylum.²⁸

The asylum seekers in Kosovo are processed based on Law No. 06/L-026, approved by Kosovo National Assembly in May 2018. This Law regulates the conditions and procedures for granting the status of refugee, subsidiary protection, and temporary protected status, as well as the rights and obligations of applicants, the persons with refugee status, and persons who are granted subsidiary and temporary protection. The Law is under Directive 2013/33 EU of the European Parliament and of the Council laying down standards for the reception of applications and withdrawal of international protection applications. The status of refugee, according to this Law, is granted to individuals in Article 1.18 who:

28 IOM Strategy for Kosovo (2022-2025)



“Refugee - a person who owing to the well-founded fear of persecution for the reasons of race, religion, nationality, political conviction or belonging to a particular social group, is outside their country of nationality and is unable or, owing to such fear, is unwilling to avail himself or herself of the protection of that country, or a stateless person who, being outside of the country of former habitual residence for the same reasons as mentioned above is unable or, owing to such fear, unwilling to return to that Country.”

Department of Citizenship, Asylum and Migration (DCAM) within the Ministry of Internal Affairs is the responsible authority for processing protection requests, including detention at the Detention Centre. The centre for asylum has operated within the DCAM and was regulated by legal documents approved by the MIA.

Section 3 Refugees in the region

According to UNHCR²⁹, in 2014, total asylum applications in the Western Balkans (Albania, Kosovo, Serbia, Montenegro, North Macedonia, and Bosnia and Herzegovina) was 40,331. The estimated total mixed movements of Asylum-seekers, refugees, and other mixed movements in the Western Balkans in 2021 were 29,660. Most of the people who entered the Western Balkans had their destination to European Union countries. Thus, out of 29,660 who entered Western Balkan countries, only 8,677 were still present in these countries in December 2021. Out of these 1,376 who applied to asylum in Western Balkans, the majority were from Syria (29%), Pakistan (26%), and Afghanistan (22%).

Out of 40,331 applications in the Western Balkans since 2014, the majority of these 22,925 were rejected or closed. Since 2014, only 303 refugee statuses and 361 subsidiary protection statuses were granted in 2014.

²⁹ Western Balkans - Refugees, asylum-seekers and other mixed movements (2021). UNHCR. file:///C:/Users/Lenovo/Downloads/UNHCR_RBE_DIMA_WB_Asyllum_and_Demographic%20Mixed%20Mvt_31_12_2021_External.pdf

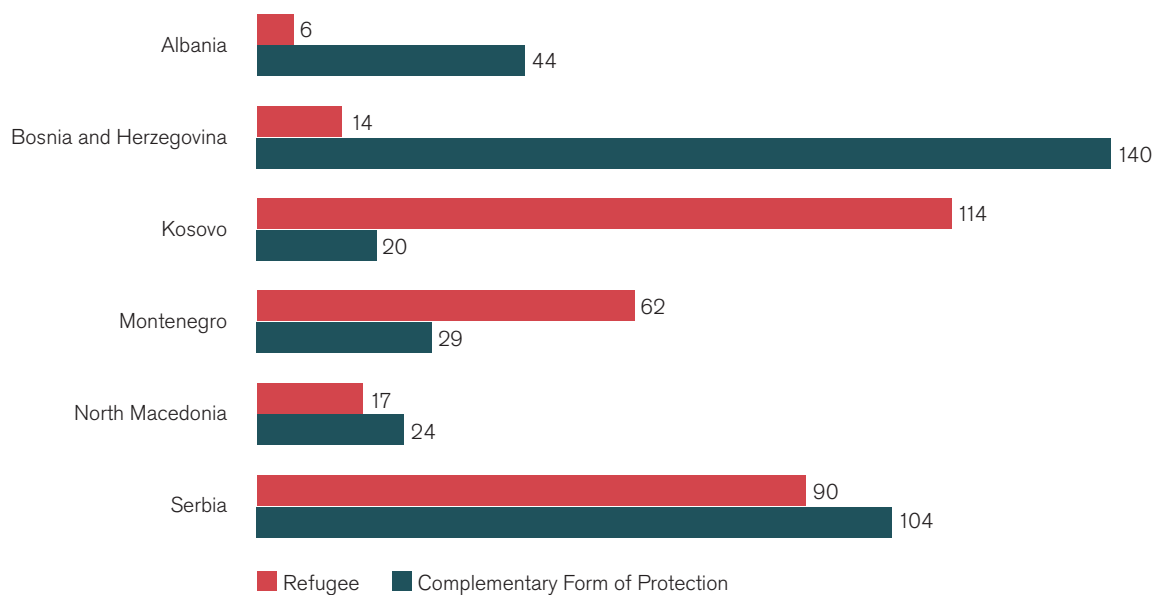


Figure 2 Total Refugee and Protection Status Granted by country since 2014

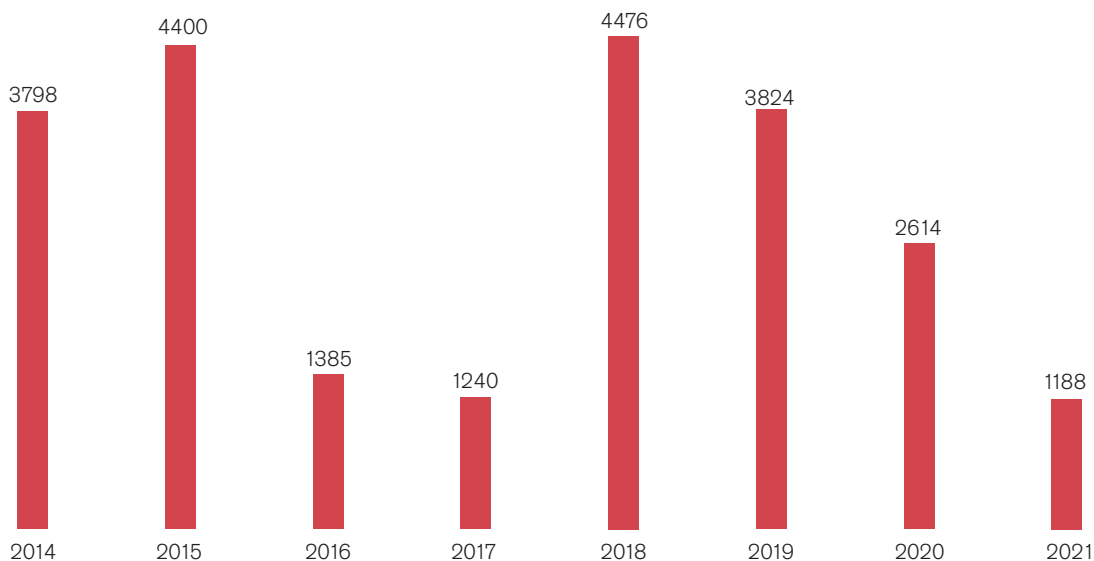


Figure 3 Rejected and closed cases in Western Balkans by year.

After the COVID-19 pandemic and the closing down of borders, the first two months of 2022 indicated an increase in the presence of mixed movements in Western Balkans, with 1960 documented cases.

According to February 2022 UNHCR Report “Western Balkans - Refugees, asylum-seekers and other people in mixed movements,” there were 7,754 asylum-seekers, refugees, and other mixed movements at the end of the reporting period.³⁰

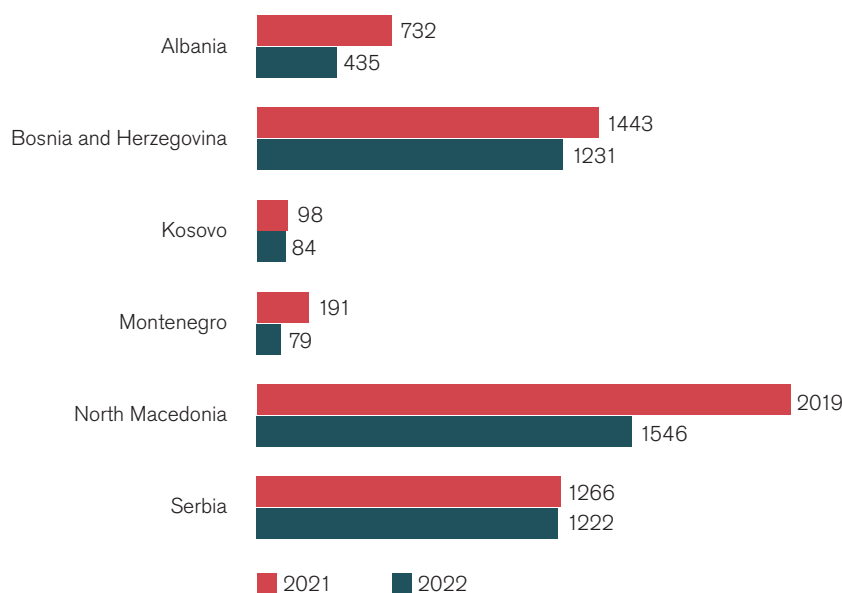


Figure 4 New arrivals for 2021 and 2022 by country (as of February 2022)

Western Balkan countries are generally regarded as transitory countries for EU member states. According to the EU Commission, the number of migrants arriving in Bosnia and Herzegovina rose sharply in 2019, reaching over 59 000 in total since the start of 2018, out of which only 9,000 refugees remained in Bosnia and Herzegovina on 29 April 2020.

Similarly, according to data from Frontex, the EU’s border force, in the first 10 months of the year, 48,500 illegal border crossings were detected through the so-called “Western Balkan route”. These figures point out that Balkan countries are a transit route for refugees to EU countries.

³⁰ Western Balkans - Refugees, asylum-seekers and other people in mixed movements (2022). UNHCR. https://reliefweb.int/sites/reliefweb.int/files/resources/FEB22_Western%20Balkan%20Dashboard%20.pdf

If we compare the data in the last three years (2018-2021), there is a significant decrease in the number of new arrivals and asylum applications in Western Balkan countries³¹ the vast majority of them being male and registered in Bosnia & Herzegovina. The decrease in the number of asylum seekers and refugees might be a result of both stricter border controls and as a result of COVID-19 pandemic.

Most countries apply a policy of “closing the eyes” on the refugee movements or asylum seeking. For example, many countries allow 72 hours of travel and time to decide whether they want to seek asylum.

Refugees and Asylum Seekers in Kosovo (policy, law, statistics)

According to UNHCR, by the end of 2021, there were 134 Refugee and Protection Status Granted in Kosovo, with additional 182 new arrivals of mixed migration.³²

As this data also reveals, similar to regional trends, Kosovo is also a transitory route to EU countries. In the last 12 months, 1,471 people were entering Kosovo. They are classified in mixed migration category, out of which 182 applied for asylum in Kosovo. According to European Union Agency for Asylum³³ there are 869 pending cases of asylum seekers in Kosovo.

Similar to regional trends, Kosovo is a transit route to western European countries, as refugees from Greece enter Albania and then Kosovo to continue to Serbia or Montenegro, with most of the refugees aiming Germany as their final destination. According to Euractiv, during the first months of 2021, Kosovo's border police repatriated 1530 migrants from the Middle East and Africa back to Albania after crossing the border illegally, while thousands more have travelled and moved on to Europe undetected.³⁴ A case depicted in a news portal portrays the aims of the refugees who are currently staying at the asylum centre in Kosovo:

“Sulman Ali, a 22-year-old from Pakistan, has escaped from his country to seek a better life elsewhere. After a long travel, he is in Kosovo. He came from Turkey, and he plans to move to Belgrade and from there to Germany, where he has family members³⁵”

31 <https://data2.unhcr.org/en/documents/download/91196>

32 Western Balkans - Refugees, asylum-seekers and other people in mixed movements (2022). UNHCR. https://reliefweb.int/sites/reliefweb.int/files/resources/FEB22_Western%20Balkan%20Dashboard%20.pdf

33 <https://euaa.europa.eu/latest-asylum-trends-asylum>

34 Almost 50,000 illegal border crossings from Western Balkans in 2022 (2022). Euractiv.

https://www.euractiv.com/section/politics/short_news/almost-50000-illegal-border-crossings-from-western-balkans-in-2021/

35 <https://insajderi.com/refugjatet-e-strehuar-ne-kosove-presin-rastin-te-ikin-per-ne-vendet-e-se/>



“Director of DCAM, Valon Krasniqi, declared that out of 900 persons who entered Kosovo in 2019-2020 only 540 expressed the wish to fill in the application for asylum in Kosovo. Most prefer to leave Kosovo for Serbia to move on to Europe.³⁶”

“30-year-old Ammar Bero, in January 2020, stayed in Kosovo for 10 days, then moved to Serbia. According to him nothing was good there, the police were rude to them, and they were not successful in getting to Hungary, where police beat them. He has returned to Prishtina where he is staying in a private apartment as he has lost his right to return to the asylum centre (didn’t follow the rules and regulations). Now he plans to get to Albania and Italy and then Germany.”

“Another one declared they would like to stay in the Asylum Centre, but they don’t want to seek asylum in Kosovo.”

Even those that apply for asylum in Kosovo, they do so as they are given a permit to stay until their request is processed. This time is used by refugees to plan further travel. Concerning the war in Ukraine, Kosovo Government has pledged to accept 5,000 Ukrainians as refugees, to date, there have been several journalists who have entered Kosovo and will work on premises with the financial support of the Kosovo government. The Civil Rights Programme - Kosovo (CRP/K) reports that before 2018, no cases were given a refugee or protection status. According to their estimation, only 12.8% of the requests for asylum were approved in Kosovo, which is lower compared to EU, where the approval rate is 46%.³⁷

Additionally, in 2022, Kosovo has accepted around 200 Afghan refugees who are held in special premises, as most of them are processed to be hosted in US or other countries.

Legal bases for evaluation and monitoring of the asylum seekers/refugees in the Republic of Kosovo are regulated by Law No. 06/L-026 on Asylum, which stipulates:

“the conditions and procedures for granting the status of refugee, subsidiary protection, and temporary protection, status, as well as the rights and obligations of applicants, the persons with the refugee status and persons who are granted subsidiary protection and temporary protection.”

Our current scope of work is focused on individuals to whom Kosovo grants international/temporary protection and, according to Article 86, these individuals have the right to have shelter, health care, right for education etc. However, to our understanding, no Article specifies who assesses the needs, other than that these individuals have the right to benefit from social assistance under the Law on Social Schemes.”

³⁶ <https://www.evropaelire.org/a/emigrantet-azil-kosove-/30462776.html>

³⁷ <https://kosovotwopointzero.com/kosovo-is-no-safe-haven-along-the-dark-road-west/>

Methodology

To achieve a proper analysis of the functionality and sustainability of the existing assessment system on psychosocial, legal, and economic (re) integration, the team gathered data on all cases of Repatriated Persons, the assistance provided to them, and stakeholders involved in the process. For this purpose, extensive background research of existing assessment forms and other reports was conducted. Additionally, key stakeholders were identified and proposed to be selected as beneficiaries of the intervention/training program through this process.

The methodology of the evaluation is based on the nature and level of assessment and support provided to repatriated persons, refugees, and asylum seekers:

- National level
- Local level
- Other relevant actors (local and international organizations)

Within each of these levels, the three following dimensions of reintegration will be addressed:

- Economic dimension
- Social dimension
- Psychosocial dimension

Proposal of the evaluation forms used the following four main processes: literature review, interviews with relevant key stakeholders, review of the current forms of evaluation used by various stakeholders, and lastly, presentation of the forms to relevant stakeholders for comments and suggestions.

Interviews

In total, 13 interviews with 17 people, 2 focus groups and 4 follow-up consultations with key informants were conducted, initial topic guides for interviews were developed by the authors of the report following a literature review and following the aims of the consultancy. The interviews were conducted by authors of the report. Each interview was audio-recorded and transcribed. Interviews, on average, lasted for 50 minutes ranging from 25 to 85 minutes. Interviews were mainly focused on, firstly, the work that interviewers do, related to repatriated persons, refugees or asylum seekers, secondly on evaluation of needs and thirdly on data processing.

Review of current forms

During the interviews, the forms used to conduct both evaluation and follow-up of the work done with the clients were requested from various stakeholders. Two of the interviewed stakeholders provided the forms, while the others were not able to share them due to their organizations.

Data analysis

The transcripts were analysed using Atlas TI software. Initially, the researchers conducted a thorough discussion in discerning patterns that appeared in interviews and looked at these in the software after reviewing the transcripts and sharing their takeaways. This approach is similar to content analysis, where the idea is to evaluate patterns within the interviews. As findings, there have been pointed out patterns of more profound underlying interpretations based on identified codes. Wherever possible, the conclusions have been supported with quotes from the interviews to be able to transmit to readers the thoughts, opinions, attitudes, and recommendations of the interviewees. Based on the findings, the team had two lengthy meetings with the identification recommendations following the aims of the current consultancy. Furthermore, the findings were presented in a meeting in July 2021 to various stakeholders working with repatriated persons and foreigners with granted protection status.

Results

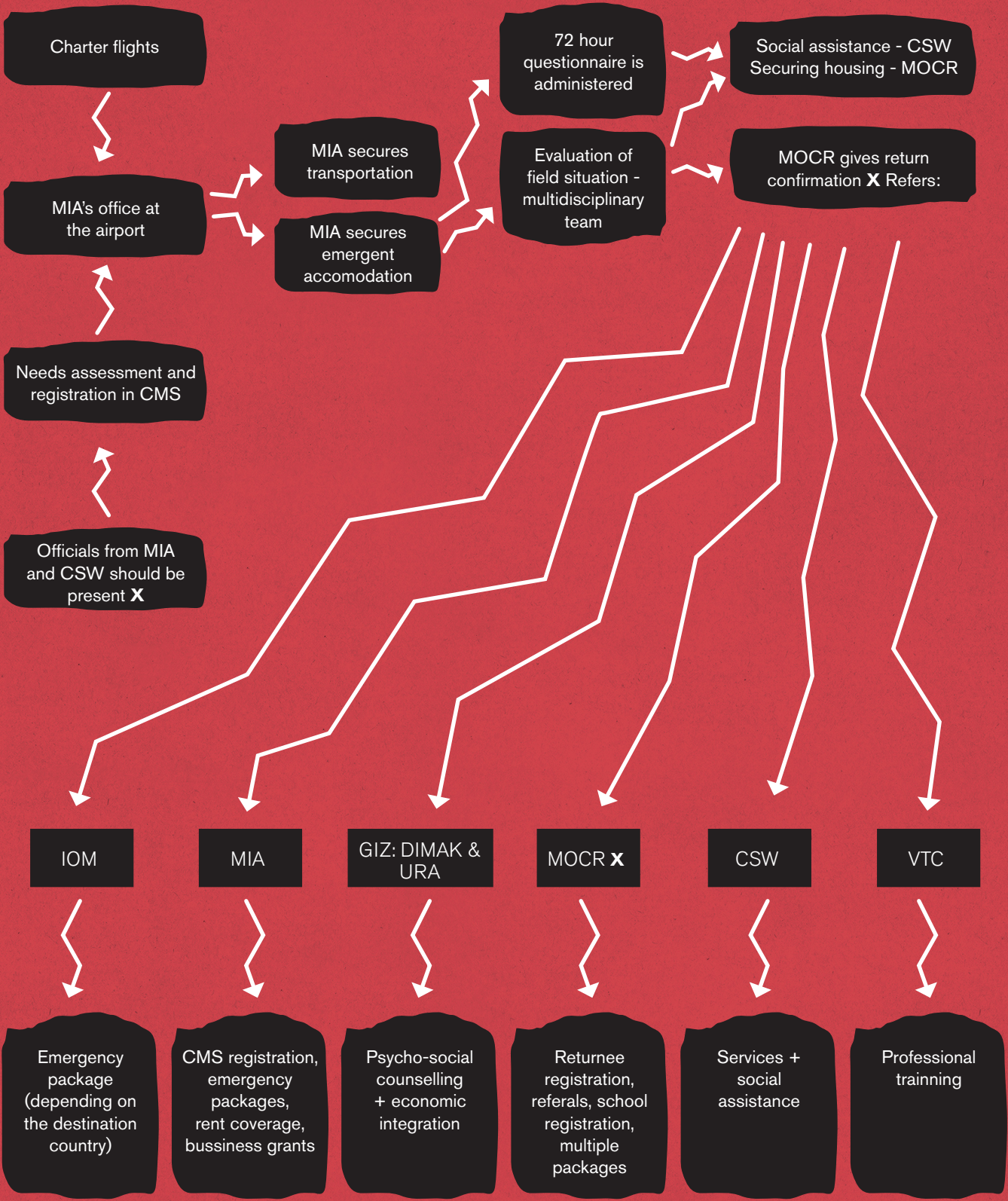
The result section is organized into 6 main sections: 1) Potential institutions/organizations visited by the repatriated persons in Kosovo, which depicts institutions that could potentially be visited by repatriated persons for receiving specific services, and provides information on where assessments are conducted; 2) the second section offers findings on a review of the current forms used by various organization and stakeholders, including MIA and MOCR offices; 3) the third section summarizes the principal codes found from interviews with representatives of MIA and MOCR, for refugees and asylum seekers and codes related to training and capacity building; 4) the fourth section elaborates findings from interviews with representative of MIA and representatives of MOCR with quotes illustrating the findings; 5) the fifth section summarizes the main takeaways for the refugees and asylum seekers and 6) the sixth section summarizes the findings related to training and capacity building.

As all findings are qualitative, recommendations follow the result section immediately.

Potential institutions/organizations visited by repatriated persons in Kosovo

Figure 5 depicts the potential “flow” of a repatriated person in terms of contacts with various institutions and organizations. We have marked with *x* the institutions where assessments/evaluations are conducted and where current regulations and laws require them. Data collection or assessment of the needs of repatriated persons starts with their arrival in the airport (for cases in which MIA is informed upfront from respective countries), followed by assessment at MOCR office. Based on the assessments from the MOCR office, the repatriated persons are referred to other services such as centres for social welfare, employment centres (which have their assessments) or to other international organizations such as IOM, GIZ, etc. Each of them has its assessment and monitoring systems. As it can be observed from Figure 5, there is a bold line separating the public institutions responsible by regulations in the reintegration of repatriated persons and other stakeholders in the bottom of the figure, indicating lack of information flow in terms of activities and services provided to individual repatriated persons. This results in a lack of monitoring and documentation of the activities in the current information system.

Figure 5 Flow chart of repatriated persons in terms of contacts with various institutions and organizations



Review of current forms used by various organizations and stakeholders

We have reviewed the forms used for assessment of repatriated persons by the MOCR, by civil society organizations providing services to these group and by centres for social welfare. Other stakeholders were not able to share the documents or assessment forms.

Municipal Offices for Communities and Return (MOCR)

Two interviews were conducted with municipal officials. They provided three different forms used by municipal authorities to evaluate the needs of the repatriated persons. The first form is used within five days of the return as they are obliged by current law to conduct the assessment, and it is called Pre-assessment. The present form has five sections, each asking the evaluators to point out the measures the authorities will take. Section 1 contains demographic information about the head of the household and a section for listing family members with information about gender, employment, education and, if they have specific needs, it contains structured information on filling the education section only. At the end of the first section, there is a space to be filled out by the municipal official and expert from the centre of social welfare on general conclusions of evaluation by explicitly asking them to point out the vulnerabilities of the family or its members. The second section of the questionnaire asks the repatriated persons if they have received any support since their return, including receiving information on their rights as repatriated persons, which are guaranteed by the law. However, one observation was that the current forms cite the old law rather than the new one (20/2020) on the reintegration of repatriated persons. The third section contains questions about civil registration. The fourth section is about accommodation, and the fifth section contains three other subsections on health, education and opportunities for employment. At the end of each subsection, the interviewers are guided to inform the repatriated persons on the health, education, and accommodation services that might be offered by public authorities.

The second form provided by the municipal officials was the form filled by the representatives of MIA, the form which has the first section on factual information on demographics, nationality, and information on return to Kosovo. The second section is a table in two columns, one listing the needs, and the second one containing space where evaluators can write information about specified needs: accommodation, socio-economic conditions, family structure, documentations, health status (diagnosis), special needs, language, professional capabilities/training/potentials, the vulnerability in family, support network, other relevant information.

The whole form needs to be filled by hand and there is no standardized information that could be analysed afterward.



The form is requested to be signed by the returned migrant, the official from the DRRPIF, a Municipal official, and an official from the centre for social work.

The third form provided include field verification notes used by officials during site visits. The mentioned form is a blank document without any structure on information to be recorded by the field visitors.

MIA - interview

Article 39 of the Regulation No. 22/2020, Case Management System (CMS), regulates the electronic system administered by MIA where relevant requests and other data regarding reintegrated persons and their benefits are recorded, stored, processed, and archived. This CMS is considered to serve as a tool for registering, monitoring, and evaluating cases. To our understanding and knowledge, there are no reports or detailed analyses of the collected data.

Communication between officials from the national and local levels is done through CMS. MIA officials confirmed the importance of CMS for registering and tracking repatriated persons. From the moment the repatriated party enters the Republic of Kosovo (Prishtina International Airport - Adem Jashari) they are greeted by the MIA officials in the Airport, and their data is entered into CMS. If they declare that they do not have shelter, they are sent to the shelter in Prishtina, and they are registered in the CMS, later. They can stay in the shelter for up to 14 days, and then are sent to municipalities. In the municipalities, they are advised to visit the MOCR offices and announce themselves as repatriated persons. They have up to three months for this to gain the benefits and packages for the repatriated persons. One of the main findings from this interview is the issue that local authorities face with cases of repatriated single parents, especially single mothers. This group takes the longest time to achieve complete reintegration due to multiple challenges that this group is facing.

Lack of psychosocial evaluation and lack of psychologists in MOCR and Centres for Social Work is an immediate need that needs to be addressed. Better communication and collaboration with Community Mental Health Centres could support the process of addressing the psychosocial needs of repatriated persons.

Below are the results based on interviews, focus group discussions and consultations, confirmed and explained based on the legislation in place and evidence-based results. Data analysis has yielded the most prominent codes per category.

Table 1 Categories and codes derived from data analysis

Process of reintegration of repatriated citizens	Services and needs assessments of refugees and asylum seekers	Interview with public (local and national) authorities	Training and capacity building	Other
Psychosocial evaluation	Psychosocial assessment in asylum centres	Data processing and analysis	Capacity building of MOCR personnel in working with refugees and asylum seekers	Assessment protocol used by Organizations which are active in return migration
Case Management System and its functioning	Kosovo is not a destination country	Psychosocial needs and current forms used by the public authorities	Capacity building of school psychologists lack training in working with refugees and repatriated persons	Sharing of information/data is limited
MOCR's budget for reintegration process	Asylum seekers from Turkey	Structure of the Individual Reintegration Plan (IRP)	Capacity building of social workers in working with refugees and repatriated persons	Assessment of psychosocial needs among international organizations providing services to repatriated persons
Employment as the final stage of reintegration	Forms for evaluation of needs of individuals granted asylum in Kosovo	Monitoring of the returnees		Communication among the stakeholders working in reintegration of the repatriated persons
Legal issues of the repatriated persons	Assessment protocols in schools for children and adolescents granted asylum in Kosovo and repatriated persons	Who gets interviewed		
Housing problems upon return to Kosovo		Accordance with law		
At risk groups				
Documentation from returning country (especially documents related to health and education)				
Individual Reintegration Plan (IRP)				



Below are the main takeaways from the interviews with MIA and municipal officials, and officials from international organizations working with the target population. Results from the interviews generated the following findings.

Lack of psychosocial evaluation/Lack of psychological evaluation - Based on the results from interviews, especially interviews with public officials, there is a lack of continuous psychosocial evaluation. Psychosocial evaluation and services in this area for repatriated persons are provided through projects supported by the prominent donors, such as IOM, GIZ/DIMAK, KRCT, CARITAS Switzerland. This is a great help to the system and persons per se. Still, these interventions lack sustainability, and the lack of psychosocial needs assessment in the public institution, to our understanding, reflects an issue to be addressed in two levels to have a long-term solution: first is the lack of awareness on the importance of mental health issues and secondly, the limited resources in addressing these issues within public services or poor coordination with existing mental health services. The assessment of asylum seekers and refugees at present is conducted by KRCT, which is endorsed by MIA.

Quotations from local and national institutions

“Forms do not have psycho-social evaluation. They are deficient. We have developed a guide for psycho-social treatment, training has been held for MOCR, CSW, and regional coordinators. They were able to do something but did not advance in that direction.” - MIA

“From the moment the family arrives at the border crossing point and reports to the police, they need support and integration. They go to the reception office and the emergency identification of the needs is done, where they live, do they need a place of residence, why did they leave Kosovo, why did they return, do they have a secure residence permit, did they have a criminal record. That form is seen by the respective municipality managing the case. The official puts it in the system, and the complete documents of the individual are attached, such as the ID card, etc.” - MIA

“It is not a real assessment of a family by only one person, it cannot be done. If parallel interviews are conducted with all family members, I think it creates a realistic picture of the whole family.” - CSW

“We monitor them every year, the social anamnesis that we have given to a family, for example in May 2019, we go back to May 2020, to see if there is a change, if the situation has changed.” - MOCR Prizren

“In the process, there is a lack of municipalities with psychological engagement that deal only with the field of integration. CSW as well. We need to re-evaluate the evaluation forms as they have been the same for a long time.” - MIA

Quotations from beneficiaries/repatriated citizen

"Truth be told, I have only asked where my suitcase is, I wanted to get my things, that's it. Nothing else, no absolutely, no one asked why, or how, or what. I didn't know that I should inform someone or apply somewhere when I got back. I applied for the training one year after my return. I'm telling you the truth. This is the truth." - Repatriated person

Quotations from local and international organizations

"At the beginning of the project with Caritas, we planned and compiled the evaluation forms ourselves. They were compiled in such a way that it generally included the social anamnesis, which included bio-practical information, then travel, duration of stay, and especially the aspect of experiences during the time that they stayed in migrating country, as well as, possible traumatic experiences. This has been important in assessing their psychological well-being. Then the family aspect, how many members there are etc. The forms are comprehensive" - KRCT

"We also had a questionnaire for children because their needs are more specific. In addition to general information, we also had questions that are related to their engagement in school, difficulties in adaptation, sleep, food, questions that are mainly related to the functioning of the children after they returned here. Social activities in school, and also in the family." - KRCT

"In the absence of MIA officials to make the assessment, they cooperate with organizations, so that the psychologists who are there every day can do this assessment. It is a general assessment, for example, if they are unaccompanied children, if they have had any trauma in the past, if they have been part of a Gender Based Violence (GBV) case. It is also an assessment of emotional state. These are in the MIA database. Based on this assessment, we see if the person is low-risk, medium-risk, or high-risk, and we immediately plan for a future treatment. One problem we have is that most asylum seekers are in transit. The number is not small. Last year we had 300 people who were interviewed or were treated by our organization." - KRCT

"We have the form of our own for filling in the data we receive. They are all basic data, we do not have a questionnaire or a form of evaluation. By psycho-social counselling we mean discussion with the client, assessment of their needs. It is not that we make anamnesis of cases. All that is included is the basic data, when he went abroad, when he returned, the reason he left, how he is in emotional state in general, how he is living, living conditions." - GIZ



“The first form, the needs assessment, the officials of the CSW have developed a very good database. Whoever took the case, a sociologist, enters it in the database, then until the end, it is followed, referred through the database, someone does the needs assessment, refers to the case, but everything goes through the database that is in the CSW.” - CRPK

MOCRs have no budget for reintegration process - which creates a severe handicap for the provision of specific services, which requires efforts from MOCR staff to contact and coordinate with other municipal directorates to provide services that address the individual development plan of the repatriated persons.

Case Management System - Case Management System (CMS) - is an electronic system where information related to repatriated persons and their benefits is processed, stored and archived;³⁸

CMS is noted as the only central system for registering the repatriation procedures. The registration of the repatriated persons/families starts with their arrival at Prishtina International Airport - Adem Jashari, where they are welcomed by a state official and registered in the CMS. Following, they are either transported to the temporary shelter in Prishtina, if they lack shelter, or they continue straight to the municipality where they can secure housing. In their respective municipalities they should appear/check in in the Municipal Office for Communities and Return, they should do this within their 3 months of arrival in order to qualify for the reintegration packages.

Quotations from local and national institutions

“MOCR has access for initial case registration. MOCR has limited access in CMS, in certain cases when we need to add information in CMS, we have to request access from MIA.” - MOCR Prishtina

“The first door is the international airport of Prishtina, respectively the reception office. Repatriated persons, whether individuals or families, are interviewed at the reception office. It is important to note that at the reception office, repatriated persons enter the so-called CMS, or Case Management System. The moment they enter the CMS, we, as a community office, have it much easier, because we municipalities have access to the data.” - MOCR Prizren

³⁸ Kosovo: Regulation (GRK) No. 22/2020 on Reintegration of Repatriated Persons

Quotations from local and international organizations

“The system I mentioned already works, that system is quite advanced, a case-management system. Upon arrival at the reception desk at the airport, officials automatically have access to those modules, they already have information.” - IOM

“In this case management tool, we are working, you can also extract some of the information so that you can also prevent the data and security of data, and also you can share the information.” - GIZ

“The Ministry uses this CMS system. Case Management System. It is the same for the repatriated persons. Usually for repatriated persons entering the airport, there must be an official who receives this information based on the CMS form.” - KRCT

“We have the Case Management Tool. From Germany they start to enter some information about the client, then the file gets updated.” - GIZ.

Based on our information and observations, CMS leaves space for improvement, especially in the part of updating information, thus improving the monitoring system of the reintegration of repatriated persons. MOCR offices lack information or feedback from other relevant stakeholders, for example from employment agencies and therefore are not able to update information in the current information system.

Quotations from local and international organizations

“The person applying for return through IOM, due to the policy of non-sharing of personal data, we do not share personal data. We communicate with the institutions based on the memorandum of understanding for the voluntary return component. And we divide data by numbers. But, if the party with a consent form agrees that his data be shared with state institutions, we share them.” -IOM

“It seems to me that they don't have the function to print the name or surname, or the code, and to generate a report. I definitely agree with the lack of proper technology. They are working in the field very much, and I think they need tablets, which they can use to have the system.” - GIZ



Employment as the final stage of reintegration - According to stakeholders, this stage brings together three main components of the reintegration process: psychosocial, economic and legal/civic. According to officials from the Employment Agency of the Republic of Kosovo (EARK) and officials from the Vocational Training Centres (VTC), repatriated citizens benefit from the self-employment scheme which is funded by GIZ and other active measures for employment (UNDP, ALMP project), such as on-the-job training, salary subsidy and training for business development plans. Vocational Training Centres are in 7 regions of the country, they offer training for accredited standards of professions. During 2021, out of 3151 persons who benefited from training offered in VTC, 108 were repatriated citizens. Officials from Office for Employment list a number of challenges that they face in their daily work; starting from lack of trainers due to many factors; retirement, high employee turnover, need for continuous update of standards for each profile, which they use to design the training to, lack of sustainability of the packages that they offer. Furthermore, they highlight the importance of small grants for repatriated persons such as SUREP project.

“We have expanded the capacities a lot with projects that come from GIZ and other donors, but the projects are compensating for 1 year, then we are having a problem with sustainability” - Employment Agency of the Republic of Kosovo

Trainings offered from VTC, prove to be efficient for beneficiaries as well:

“I got certification from VTC and Caritas. A few months after the training, I got a job. Now I have been working there for 1 year.” - Repatriated person

Nevertheless, more needs to be done in the coordination of training activities that are offered. There are repatriated citizens that benefit from more than one scheme, from trainings offered by VTC and from trainings offered by other relevant actors in this field:

“Further, Swiss Caritas called me, they told me what they are interested in, and I also told them. So, I held the training for 6 months, working 6-8 hours per day, resting only on weekends. 3 months from ARPK and 3 months from Swiss Caritas, and they paid me 150 euro monthly for travel costs.” - Repatriated person

Employment is seen as the final step of reintegration. According to municipal officials' perceptions:

Quotations from local and national institutions

"Reintegration process in average lasts up to 24 months and is seen as completed once the head of family or other family members are employed" - MOCR Prishtina

"Now the employment offices with MIA have business plans. Every returnee has business plans, which can be applied up to a value of 3000 euros, in equipment, not cash. Usually bakery, tailor, mechanic, etc., if they had it as a profession or were certified for it." - MOCR Prishtina

"As an agency, we cooperate with MIA and MOCR, communication is done through employment offices, especially for the training package, their training to make a business plan and filling out the application for the agency fund." - EARK

Quotations from local and international organizations

"The reintegration process is quite complex. It should also be seen from an individual perspective. After all this experience, the road to a successful reintegration lies in the commitment of the person who has returned. Then, it depends on the amount in the package and the development of the concept, but also on the reference." - IOM

"We invite the company, the institution that has similar profiles, there we try to give them the offer. It's not us who could hire them. We just put them together, introduce them, and see where the measurements are. What we do as measures, we have constantly had job-placement training, and we have provided information, both for scholarships and for career development, and the like. Measures we have considered necessary." - GIZ

"In the project for reintegration of repatriated persons, the first aspect is to increase the capacity of staff to provide reintegration, development and integration services." - UNDP

"We have a team that deals with the integration of those who have gained refugee status. Organizing language courses, an economist who researches the market, and at the same time makes an assessment of what a person can do, his background, whether he has a profession or a school, where he can work in the economy of Kosovo." - CRPK



Together with the need for continuous psychosocial monitoring and the services that may be offered by psychologists, state officials mention the immediate need for front line workers is to be updated with specific information regarding the job market in their municipalities, thus facilitating better coordination between municipalities, local businesses and Vocational Training Centres.

“The reintegration package is developed based on the specifics for each person, and is designed during the interview that takes place in the destination country.” - IOM

Legal issues - Legal information/consultation for the repatriated persons/families is considered as needed and crucial. Civil Rights Program - Kosovo (CRPK) offers free legal information and consultations and they work closely with MIA, UNHCR and Municipalities. It is important to stress that CRPK works closely with refugees and asylum seekers as well. Municipal offices provide guidance to repatriated persons on documents that should be generated from municipal services. According to CRPK representative, the most common legal issue faced by the repatriated persons are as follows:

Quotations from local and international organizations

“The new strategy is a follow-up to the old strategy. In general, it was a strategy that included all categories: repatriates, asylum seekers, refugees, and radicalized persons from different countries. It is very general and has the forms developed within the strategy, but it is not very user-friendly for the audience.” - CSW

Quotations from local and international organizations

“We offer free legal aid to persons under the care of UNHCR in Kosovo. That is, asylum seekers, refugees, internally displaced persons, minority communities, and mainly for the Roma, Ashkali, Egyptian communities.” - CRPK

“The asylum sector is divided, we work on access to territory for asylum seekers, we monitor the border, together with the Kosovo police, but only normal in the areas there are mainly entrances, providing access to the territory for persons in need of international protection. Then monitoring the asylum centre, monitoring the admission conditions, and accommodation of asylum seekers. Then

we have the team that makes the legal representation of asylum seekers before all decision-making instances in Kosovo, up to the highest instances of the court.” - CRPK

“For some returnees, the destination country bans them. And that ban, they could remove with a simple legal aid. But often even municipal officials do not know how to advise them, with a simple letter to address the authorities there, to unblock their return.” - GIZ

Lack of documents from returning country (especially documents related to health and education) - Municipal and MIA officials report to face challenges in the health and education area during the process of reintegration as often repatriated persons lack proper documentation. Many of the repatriated persons/families lack health related documents (i.e., medical records, including the updated diagnosis and prescribed medication(s)) and school certificates, which creates problems in the school enrolment process. In cases when the municipal officials secure medical or education records of the repatriated persons from the country which they were returned from, it is very challenging to provide continuous proper medical treatment, especially for cases for which there are no available health services in Kosovo.

Quotations from local and national institutions

“The information that the departing state has in the case should be forwarded immediately to the MIA in the receiving state. The receiving state should receive the information and share it with all CSWs, because the CSWs should be prepared with the number of people coming. Upon receipt of this information, it is best to send us: school receipts, receipts of any services of the psychologist, health documents, what are the diseases, criminal documents if he has committed a criminal offense.” - CSW

“First, we ask for proof of return, travel documents, residence permit, reports, documents, health status. Then if he continues with treatments, they are registered in CMS and there is all the data, with a doctor’s diagnosis.” - MOCR Prishtina

“Sometimes embassies send case reports, some are criminals, have been in prison, have their passports revoked, for example, and come without any documents. They come here and we apply for documentation.” - MOCR Prishtina



Quotations from local and international organizations

“Many of them, in the country where they were, did not manage to get certificates of attendance from the police. In many cases we had to contact the schools in Germany, in Switzerland, wherever they were, to send us certain certificates.” - KRCT

“I think they are very vulnerable, in the sense that they do not have the information to start from where a document is extracted, how it works. There are some that have stayed for 5-10 years, and they don't know where to open a bank account.” - GIZ

Housing problems upon return to Kosovo - One of the first problems identified with repatriated cases is the housing problem. Upon their arrival in Kosovo, they declare about their housing situation, this is one of the key information added in the CMS. If they lack housing, they are transferred to the shelter in Prishtina, where they can stay up to 14 days, during this period municipal officials secure an apartment for them, thus resolving their housing issue temporarily. The municipal authorities can cover the rent for up to 12 months, with possibility of extension after this period. Housing issues are more prevalent among Roma, Ashkali and Egyptian communities, single parents, specifically single mothers.

Quotations from local and national institutions

“From the moment they arrive at the airport, we receive them and the registration process begins. Afterward, if they have nowhere to go, we have the centres for shorter stay of 3 days, or 7 days, until a more stable place is found for a stay, or rent. The CSW together with the return office, deals with the coordination of all these activities.” - CSW

“For example, there is a family that has not solved the housing issue, they also do not know where to go, then the reception office notifies the shelter that is in Taukbahqe, the family is automatically accommodated there, of course if there is nowhere to go.” - MOCR Prizren

“The case is placed in the Accommodation Centre in Tokbashqe, the centre where people have nowhere to return because they have sold their houses, or their families do not accept them. The case goes to the MOCR, and the ministry also deals with rent payments.” - MIA

"If the person declares that he has no housing, the return regulation states that every person who has no housing, is paid rent for 12 months, we make the request and the commission makes the decision, but it is possible to reject it. MIA covers it, the department for reintegration. Their regulation is dependent on the increased prices." - MOCR Prishtina

At risk groups - During interviews when asked about the identification of the most at-risk groups, the following were mentioned: Single parents (especially single mothers) are the most at risk group; Unaccompanied children; Victims and potential victims of Domestic Violence (DV) and Gender Based Violence (GVB); Persons with criminal past are also at risk. These vulnerable groups potentially might have specific psychosocial needs, including mental health needs, which might require more specific assessment and follow-up. It is important that these risk groups have access to legal aid due to their history and ongoing judicial procedures.

Quotations from local and national institutions

"There is lack of school attendance, or a case of domestic violence, or when children are forced to leave the family, they go to the streets." - CSW

"All those people who return with a criminal past, from western prisons, who are dangerous people, from prison is returning to freedom, there he committed a crime, murder, are people that the state should take care of." - MOCR Prizren

"The trouble is with self-feeding mothers, they do not have the support of the family circle. For most of them the act of separation took place in the EU, the husband did not return, he found another family there. The mother is left with 3-4 children." - MIA

Quotations from local and international organizations

"There are women with children, there are children without escort. There are potential victims of trafficking." - IOM

"There are frequent discussions about categories having health problems who may not receive the necessary treatment upon return. We have a good category today of young men and women who return, who are addicted to narcotics, for example." - IOM



“Pregnant mothers, single women, substance users, elderly people traveling alone, people with special needs.”- KRCT

“They are definitely families that have individuals with special needs. Those individuals, from my experience, apart from social assistance, it seems to me that they do not receive any other service. No service that suits their needs. Especially in terms of integration into society.” - GIZ

Main takeaways from the interview with the public authoritative (municipality and MIA)

Who gets interviewed - The interviews and needs assessment, to our understanding, are done with the head of the household of the returning migrants and the further needs of the individual family members are expected to be reported by the head of the household. Current format might be set and maintained as the social support schemes in Kosovo still function on family rather than individual needs. It is suggested that information gathered from the head of household is crosschecked with other family members or interviews are conducted in presence of other family members, this would increase the accuracy of information gathered and inclusion of all family members in the interview process and briefing about their rights and benefits.

Accordance with law - Current Regulation (GRK) No. 22/2020 on Reintegration of Repatriated Persons stipulates that:

- Needs shall be assessed by the multidisciplinary team composed of MOCR, CSW, health specialist and DRRP within five (5) days upon arrival of the RP in the municipality.
- Based on needs assessment, the multidisciplinary team, in cooperation with the relevant municipal bodies, shall prepare the Individual Reintegration Plan, assign the case manager and ensure its implementation.

Current forms used by officials are not in accordance with new legislation, in present forms needs assessment is envisaged to be conducted only by officials of the municipality and centre for social work, while current legislation requires that officials from MOCR, CSW, health specialist and DRRP are part of evaluation. Therefore, future forms should include a space for signature of the DRRP and health specialist as well.

Psychosocial needs are not addressed appropriately in current forms used by the public authorities - the psychosocial needs of the repatriated persons are not reviewed or asked explicitly in current forms. The form mainly focuses on education, economic and health related issues.

Data processing and analysis - Although CMS is functional, to our knowledge, there is no analysis of the collected data. Based on our findings, CSM serves for registering and tracking repatriated persons. To our understanding, there is no processing or analysis of the current data other than reporting broad indicators, such as how many cases were processed and requested support from the municipal authorities. It is our understanding that forms (name of forms) are in analogue form and are filed in municipal offices. The current version of the management system in terms of monitoring includes a hand written form that includes data from field monitoring of the cases which makes the monitoring and analysis of the data very difficult and potentially imprecise, thus generating only very broad indicators. The issue of processing and analysis of the data is a general problem in Kosovar context where there is data collection with lack of data processing and analysis which would enable both monitoring of policy implementation and evidence-based approach in evaluating existing policies and activities deriving from the same policies.

There is no specific structure for the Individual Reintegration Plan (IRP) - Although current regulation on reintegration requires that based on assessment to prepare IRP, we have not been able to identify a protocol or structured form of IRP. Although the pre-assessment form has action points or measures to be taken for the 5 subsections of the form. In order to follow up implementation of measures identified during the needs assessment, the template of IRP's form is recommended to be developed.

Monitoring of the returnees - to us it is not very clear how the monitoring of the repatriated persons is documented. From the documents which we have obtained from the authorities, there is a form for home visits and monitoring, the received form is an unstructured form where the staff from the municipality is expected to fill in written what was observed or collected as information. On the other hand, service providers, such as GIZ or IOM, have their own form of following/monitoring the repatriated persons participating in their projects.



Other main takeaways from interviews

Organizations active in return migration have their own forms and assessment protocols - international organizations such as IOM and GIZ (DIMAK program) which offer services to repatriated persons have their own forms of needs assessment and monitoring.

Sharing of information/data is limited - interviewed organizations providing services to return migrants reported limited sharing of information among themselves including with public authorities, although all collaborate with both municipal and central authorities. Usually, information which is shared is more in forms of indicators, for example, number of services provided per year, etc.

Psychosocial needs are part of the evaluation among international organizations providing services to repatriated persons - some of the service providers such as GIZ (Dimak) have a dedicated psychosocial expert who conducts needs assessment on psychosocial needs and accordingly plans the intervention. The needs assessment is separate for: psychosocial needs, employment or training needs and legal aid.

Communication among the stakeholders working in reintegration of the repatriated persons could be enhanced - All organizations working with the repatriated persons report close collaboration with the municipal and central authorities, which is confirmed by the same authorities. However, there was agreement among interviewed stakeholders that collaboration and coordination among providers of services could be enhanced.

Main takeaways related to services and needs assessment of refugees and asylum seekers

As mentioned before, the scope of the proposals and recommendations in the current report will focus only on asylum seekers to whom the status of asylum is granted in Kosovo. In this scope, we have interviewed RCPK and KRCT, as service providers for this population.

Thorough psychosocial assessment is done for refugees and asylum seekers in asylum centres - Although we have not been able to get the assessment forms, according to psychologists working on daily bases with asylum seekers and refugees, the forms are comprehensive in assessing psychosocial needs and providing mental health services for the refugees.

Kosovo is not a destination country - this fact is well known that many asylum seekers, even when granted asylum, they aim to move to other Western European countries. Even those that apply for protection status, they do so as they lack finances to continue their travel to Western European countries. During

the period in Kosovo, CRPK provides them legal support from their entrance to Kosovo and their stay in centres for asylum seekers. KRCT, with support of the UNHCR, provides mental health services in the asylum centres for refugees who are temporarily placed there or for a longer period.

“Most of the refugees use Kosovo as transit to proceed to other European countries.”

Majority of asylum seekers from Turkey have no major problems with integration in Kosovo -

It is estimated that about 100 individuals from Turkey are provided with asylum and they continue their life and education in their own language. The rest, about 20, are from Arabic speaking countries and they are provided with the legal and language courses. Even when granted asylum, the majority of refugees aim to move to other Western European countries.

Forms for evaluation of needs of individuals granted asylum in Kosovo are to be developed

- from the interview with CRPK representative, it was found that CRPK, in collaboration with the Division of Social Services from the Ministry of Finance, Labour and Transfer, is working on a needs assessment form. This needs assessment form is supposed to be developed by several participatory workshops starting from June 2022. The forms are planned to be integrated as part of the Information System of Social Services (ISSS) with potential limited access from the MOCR.

Schools have no needs assessment protocol for children and adolescents granted asylum in Kosovo and repatriated persons -

In a brief interview with the representative of the Association of School Psychologists in Kosovo, there are no protocols for assessment of psycho-education and psychosocial needs of potential asylum seekers that might be registered in school. The same is valid also for repatriated persons. Nevertheless, school psychologists work actively with the second population (repatriated persons) intensively in their school and education integration.

Topics related to training and capacity building

MOCR personnel has received training in working with refugees and asylum seekers -

Dutch Refugee council has offered training of trainers on how to work with refugees and asylum seekers including in addressing their psychosocial needs. Further training of the MOCR staff on psychosocial related issues is considered necessary and relevant.

School psychologists lack training in working with refugees and repatriated persons -

According to school psychologists, there has been limited training for refugees and repatriated persons. In the last few years, some training with school psychologists have taken place which have focused on psy-



chosocial needs of children and adolescents returned from conflict zones. According to school psychologists, the major challenges they face are with children returned from war zones. School psychologists use assessments based on the needs which arise and have individual development plans for children who have learning difficulties.

“School psychologists help repatriated persons for their school re-integration. Their major problems include: adaptation problems including school change, difficulties with different approach of the teachers, many of them need to have additional courses at school in order to keep up with classmates, additionally some of the children have problems with Albanian language.” - School psychologist

“We mainly do counselling with returned children and adolescents including meeting with their parents and helping them to improve academic skills.” - School psychologist

Social workers need further training in working with refugees and repatriated persons - based on the interviews, the following areas need further elaboration in training of social workers: they need training on understanding the laws and administrative instructions which are relevant for these populations and implications for social services. They need training on understanding the rights of these populations such as shelter, registration, and work in needs assessment of families and individuals and development of individual plans, accordingly. They need training on understanding the referral system especially to health care services and other organizations including for options of professional training.

Recommendations for needs assessment and communication of repatriated persons and refugees/asylum seekers

- The needs assessment of the repatriated persons could be conducted in the framework of CSM by adding two additional modules other than basic information which is collected currently at border entry points at CSM: 1) specific module on needs assessment which would be administered by the MOCR staff and 2) additional module which would serve for the monitoring of the individual cases after certain period of time. In Annex 1, we suggest a draft revised form for MOCR staff which has additional questions on legal, economic and psychosocial related issues which potentially can be used for module 2 of CSM and in Annex 2, the monitoring module which potentially can be used as third module of CSM.
- Proposed forms differ from current versions in the following ways: they have less space for subjective evaluation and written documentation; they have more questions on psychosocial needs; and in the end of the document by ticking the action points for individual cases which eventually makes easier to monitor the case when a follow up is conducted.
 - Development of two suggested modules needs a technical feasibility study prior to its piloting and implementation.
 - Based on our previous experiences from the Institute of Psychology, the feasibility study part could

take up to three months; development of the modules - 3 months; piloting of the modules in 3 municipalities and review of the modules - 8-12 months; followed by a training and scale up of the digital assessment in other municipalities.

- In terms of access, the MOCR staff would have access to repatriated persons who are from respective municipalities.
- The suggested configuration could provide access to data and data analysis at any given time.
- According to current regulations, the MOCR and other stakeholders need to develop an individual development plan. Currently, the action point mentioned in forms or case presentation from MOCR workers to MIA is considered as an individual development plan. Current suggested form and action points in the end of the proposed form for repatriated persons might be considered as individual development plan which can be monitored easily with the second module suggested in the point above.
- According to regulations in place, the DRRP, respectively MOCR, is responsible also for integration of asylum seekers granted protected status. There is an ongoing process of development of needs assessment tools, which should provide special attention in assessing the psychosocial and mental health needs of the families and especially of children and adolescents. The team from Institute of Psychology will be involved and be part of the group which will develop the mentioned forms.
- As a result of the above-mentioned dynamic in a current report, we are proposing a brief psychoeducational form for the school psychologists or other school personnel which could be administered with the parent or legal guardian of returned migrant children and adolescents and refugees enrolled in the education system. We are not suggesting a specific needs assessment report for the returned migrant children or refugee/asylum seekers as psychologists have their own forms of assessment and reporting. We believe that interviewing the parent or legal guardian is the first step in understanding the issues and needs of the schoolchildren. The psychoeducational needs assessment with parent or legal guardian should point areas of interest or eventual red flags to which school psychologists should pay attention.
- The psycho-educational assessment would focus on examining repatriated persons or refugees' psychological processes which underlie learning such as: language skills and processing, phonological processing, fine-motor/graphomotor processing, visual-spatial processing and working memory. The needs assessment should also contain information on social/emotional and behavioural functioning (attention and concentration, depression, anxiety). Assessment should help identify underlying disabilities (e.g., Learning Disabilities, ADHD, associated disorders) which may be impacting their academic work, social and/or overall psychological well-being. In Annex 3, we have a psycho-education form potentially to be used by school psychologists. However, all these potential assessments should be conducted after interviewing the parent or legal guardian and the school children.



- School psychologists would need additional training on enhancing their skills and knowledge on conducting more in-depth assessments for the areas mentioned above. Strengthening skills in these areas is helpful for all vulnerable populations in schools.
- The DRRP office needs to have at least one monitoring and evaluation specialist who is capable of piloting the mentioned modules and analysing collected data which would serve the department in evaluation of current policies and recommend changes accordingly. The same person could work also in data monitoring and processing for the refugee and asylum seeker population.
- MOCR staff, school psychologist and social workers need further training in psychosocial issues, including conducting assessments on identifying psychosocial needs.
- We recommend further coordination among the partners and organizations (national and international) working with repatriated persons by regular meetings (twice per year) facilitated by DRRP where all partners and stakeholders are present. Meetings as such could be used both to understand better the outputs of the projects and enhance the information flow among partners and donor community.
- Similar methodology could be used by MOCR offices by conducting annual or biannual coordination meetings with all relevant actors at municipal level (health services, social services, Vocational Training Centres, NGOs and other relevant stakeholder) on issues pertaining to repatriated persons. As MOCR offices have no dedicated budget for the reintegration process, involvement of other departments and directorates in action plan development is crucial for provision of services to returning migrants.
- Data sharing agreement should be considered between public institutions and international organizations, as much as current laws on data protection allow. This could avoid duplication of services received by the beneficiaries and better information flow among service providers.

Other recommendations

- **Building knowledge on return migration and dealing with asylum seekers in Kosovo is needed** - specific research activities need to be supported in order to: 1) have a deeper understanding of current and potential (evolving complex) challenges faced by repatriated persons (both children and adults) and asylum seekers from social, legal, health and psychosocial perspective. This could be done by conducting research with the final beneficiaries, services providers and policymakers; 2) conduct detailed impact evaluation with the repatriated persons returned in the last 4 years to better understand the processes, barriers and facilitators to services provision and effectiveness of specific services and policies in place.

Limitations

Suggested forms are still reliant on the information provided by the head of the household. Currently, it is not realistic to expect from MOCR offices to conduct individual assessment for each and every member of the family, by relying on their existing resources. However, as a remedy to this limitation, we have suggested a needs assessment form for school children which can be used by school psychologists or other school personnel. Findings from this study are based on qualitative interviews with the relevant stakeholders which makes the generalizability of the findings questionable to all municipalities in Kosovo. Recommendations made in the current report need further verification with institutions both at national and municipal level in order to further calibrate the recommendations and eventually action points as well.



Reference List

- Almost 50,000 illegal border crossings from Western Balkans in 2022 (2022). Euractiv.
- https://www.euractiv.com/section/politics/short_news/almost-50000-illegal-border-crossings-from-western-balkans-in-2021/
- Cassarino, J. P. (2004). Theorising return migration: The conceptual approach to return migrants revisited. *International Journal on Multicultural Societies (IJMS)*, 6(2), 253-279.
- Carr, H. (2014). Returning'home': experiences of reintegration for asylum seekers and refugees. *The British Journal of Social Work*, i140-i156.
- Council, D. R. (2011). Long-term Sustainability of Return of Rejected Asylum
- Seekers to Kosovo. Evaluation of the Kosovo Return Programme Implemented by Danish Refugee Council 2006–2009.
- Democracy for Development Institute (2019). Measuring and evaluation reintegration policies: Evidence-based policies to ensure sustainable reintegration. https://d4d-ks.org/wp-content/uploads/2019/03/D4D_PI_17_ENG.pdf
- European Commission (2020). Kosovo* 2020 Report. Retrieved from: https://ec.europa.eu/neighbourhood-enlargement/system/files/2020-10/kosovo_report_2020.pdf
- European Council on Refugees and Exile (ECRE) (2012), Returns. <http://www.ecre.org/topics/areas-of-work/returns.html>
- EUROSTAT (2018), Asylum Statistics. Retrieved from: <http://ec.europa.eu/eurostat/documents/2995521/7203832/3-04032016-AP-EN.pdf/790eba01-381c-4163-bcd2-a54959b99ed6>
- Eytan, A., Guthmiller, A., Durieux-Paillard, S., Loutan, L., & Gex-Fabry, M. (2011). Mental and physical health of Kosovar# Albanians in their place of origin: a post-war 6-year follow-up study. *Social psychiatry and psychiatric epidemiology*, 46(10), 953-963.

- Gerritsen, A. A., Bramsen, I., Devillé, W., van Willigen, L. H., Hovens, J. E., & Van Der Ploeg, H. M. (2006). Physical and mental health of Afghan, Iranian and Somali asylum seekers and refugees living in the Netherlands. *Social psychiatry and psychiatric epidemiology*, 41(1), 18-26.
- GIZ (2020). Annual report DIMAK Kosovo, the German information centre for migration vocational training and career.
- Government Authority on Migration - Government of the Republic of Kosovo (2020). Migration Profile Light
- Government Authority on Migration - Government of the Republic of Kosovo (2020). Migration Profile Light
- Government Authority on Migration - Government of the Republic of Kosovo (2020). Migration Profile Light
- Government Authority on Migration - Government of the Republic of Kosovo (2020). Migration Profile Light
- Government Authority on Migration - Government of the Republic of Kosovo (2020). Migration Profile Light
- Government Authority on Migration - Government of the Republic of Kosovo (2020). Migration Profile Light
- Government Authority on Migration - Government of the Republic of Kosovo (2020). Migration Profile Light
- Kosovo Agency of Statistics (2020) Labour Force Survey in Kosovo <https://ask.rks-gov.net/en/kosovo-agency-of-statistics/add-news/labor-force-survey-in-kosovo-2020#:~:text=The%20rate%20of%20employment%20in,employment%20for%20females%20is%2014.1%25>.
- Kosovo: Regulation (GRK) No. 22/2020 on Reintegration of repatriated persons
- Kienzler, H., Wenzel, T., & Shaini, M. (2019). Vulnerability and psychosocial health experienced by repatriated children in Kosovo. *Transcultural Psychiatry*, 56(1), 267-286.
- Knaus, V., et al. (2012). Silent harm – A report assessing the situation of repatriated children's psycho-social health. Prishtina: UNICEF Kosovo in cooperation with Kosovo Health Foundation
- IOM Strategy for Kosovo (2022-2025)
- IOM (2014). Challenges in the reintegration of returning migrants with chronic medical conditions.
- IOM (2015). Evaluation report of return assistance programs. <http://www.iom.hu/sites/default/files/IOM%20A5-ENG-web.pdf>



- McAuliffe, M., & Koser, K. (Eds.). (2017). *A Long Way to Go: Irregular Migration Patterns, Processes, Drivers and Decision-making*. ANU Press.
- Migration Policy Institute (2022). *Putting Migrant Reintegration Programs to the test: A road map to a monitoring system*
- Ministry of Internal Affairs, Department for Reintegration of Repatriated Persons (2014). *Guidelines for assistance and support of repatriated persons for sustainable reintegration based on reintegration policies*. Republic of Kosovo
- Ministry of Internal Affairs, Department for Reintegration of Repatriated Persons (2014). *Guidelines for assistance and support of repatriated persons for sustainable reintegration based on reintegration policies*. Republic of Kosovo
- Ministry of Internal Affairs, Department for Reintegration of Repatriated Persons (2014). *Guidelines for assistance and support of repatriated persons for sustainable reintegration based on reintegration policies*. Republic of Kosovo
- Model to Monitor Returned Minors (2014), Summer 2014, *The Migrant*, 4-6
- Monitoring returned minors, Hit Foundation (2014)
- Möllers, J., Arapi-Gjini, A., Herzfeld, T., & Xhema, S. (2017). *Exit or Voice? The Recent Drivers of Kosovar Out-migration*. *International Migration*, 55(3), 173-186
- Möllers, J., Traikova, D., Herzfeld, T., & Bajrami, E. (2017). *Study on rural migration and return migration in Kosovo (No. 166)*. Discussion Paper, Leibniz Institute of Agricultural Development in Transition Economies.
- Möllers, J., Traikova, D., Herzfeld, T., Bajrami, E. (2017): *Study on Rural Migration and Return Migration in Kosovo*.
- Möllers, J., Arapi-Gjini, A., Herzfeld, T., Xhema, S. (2017): *Exit or voice? The recent drivers of Kosovar out-migration*. *International Migration* 55 (3): 173–186.
- Newland, K. (2017) 'Migrant Return and Reintegration Policy: A Key Component of Migration Governance', in McAuliffe, M. and M. Klein Solomon (Conveners) (2017) *Ideas to Inform International Cooperation on Safe, Orderly and Regular Migration*, IOM: Geneva.

- Official Journal of the European Union (2012). Treaty on the Functioning of the European Union. <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:12012E/TXT:en:PDF>
- Republic of Kosovo, Ministry of Internal Affairs (2013). National Strategy for Reintegration of Repatriated Persons in Kosovo
- Republic of Kosovo, Ministry of Internal Affairs (2017). The State Strategy for Sustainable Reintegration of Repatriated persons and the Action Plan 2018 - 2022
- Republic of Kosovo, Ministry of Internal Affairs (2021). Strategy for Migration 2021 - 2025
- Republic of Kosovo, Ministry of Internal Affairs (2017). National Strategy for Sustainable Reintegration of Repatriated Persons in Kosovo 2-18 – 2022
- Republic of Kosovo, Ministry of Internal Affairs (2021). Strategy for Migration 2021 - 2025
- Ryan, D. A., Kelly, F. E., & Kelly, B. D. (2009). Mental health among persons awaiting an asylum outcome in Western countries: A literature review. *International Journal of Mental Health*, 38(3), 88-111.
- Republic of Kosovo, Ministry of Internal Affairs (2021). Strategy for Migration 2021 - 2025
- UNDP. (2014). Kosovo Human Development Report 2014 MIGRATION AS A FORCE FOR DEVELOPMENT, Retrieved from: <http://hdr.undp.org/sites/default/files/khdr2014english.pdf>
- Webber, F. (2011). How voluntary are voluntary returns? *Race & Class*, 52(4), 98-107.
- Western Balkans - Refugees, asylum-seekers and other mixed movements (2021). UNHCR. file:///C:/Users/Lenovo/Downloads/UNHCR_RBE_DIMA_WB_Asyum_and_Demographic%20Mixed%20Mvt_31_12_2021_External.pdf
- Western Balkans - Refugees, asylum-seekers and other people in mixed movements (2022). UNHCR. https://reliefweb.int/sites/reliefweb.int/files/resources/FEB22_Western%20Balkan%20Dashboard%20.pdf
- Western Balkans - Refugees, asylum-seekers and other people in mixed movements (2022). UNHCR. https://reliefweb.int/sites/reliefweb.int/files/resources/FEB22_Western%20Balkan%20Dashboard%20.pdf



- <https://euaa.europa.eu/latest-asylum-trends-asylum>
- Wigger, F. (2013). Return and Reintegration Assistance External Evaluation. Final Report. KEK-CDC
- World Bank Group (2018) Western Balkans labour market trends 2018. The Vienna Institute for International Economic Studies:9, Washington
- Zevulun, D., Post, W. J., Zijlstra, A. E., Kalverboer, M. E., & Knorth, E. J. (2017). Migrant and asylum-seeker children returned to Kosovo and Albania: predictive factors for social–emotional wellbeing after return. *Journal of Ethnic and Migration Studies*, 1-23.
- Zevulun, D., Zijlstra, A. E., Post, W. J., & Knorth, E. J. (2021). A qualitative study into the reintegration of vulnerable migrant children and families after return to Kosovo: Findings from a follow-up. *Children and Youth Services Review*, 125, 105991.

LIST OF ANNEXES

Annex 1 Suggested revised form for the MOCR officials suggested to be integrated in current information system

QUESTIONNAIRE FOR PRELIMINARY ASSESSMENT OF THE NEEDS OF RETURNED PERSONS

Entry

This questionnaire serves as a guide to conduct a preliminary needs assessment of repatriated persons within five (5) days from the moment of return, as provided by Regulation 08/2015. In accordance with the guidelines for assistance and support of repatriated persons for sustainable reintegration based on the reintegration policy and the Handbook for Sustainable Reintegration of Repatriated Persons in Kosovo Society.

The questions aim to identify the specific needs of repatriated persons to plan assistance, set priority measures, and undertake relevant activities.

The preliminary assessment will also serve as an opportunity for MOCRs to provide information to repatriated persons about their rights and available assistance.

Instructions

In line with guidelines for assistance and support to repatriated persons for sustainable reintegration based on reintegration policies:

- Respondents must be repatriated persons within 5 days
- The interview should be conducted jointly by the MOCR and a social worker from the Office for Social Work (OSW) and Regional Coordination Senior Officer (RCSO).
- Children (under the age of 15) are interviewed separately from their parents.
- The assessment should pay special attention to the needs of children and people most in need (vulnerable)¹. The interviewer should emphasize the factors of need including the risk of marginalization, single parents, domestic violence, and children at risk of violence, abuse, neglect or exploitation;
- MOCR must enter the data in the Case Management System within 5 days from the interview..

CODE ² :	Date of birth (d/m/y):	__ / __ / ____
Repatriated person (head of the family)	Sex	Male <input type="checkbox"/> Female <input type="checkbox"/>
	Ethnicity	
	Employed	Yes <input type="checkbox"/> No <input type="checkbox"/>
Education level ³		
1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>		

day month year

Date of departure from Kosovo:

Date of return to Kosovo:

Have you had legal problems in the destination state?

Yes

No

1. Social and family status

Family connection	Sex	Age	Special needs ⁴	Education	Employment	Other
-------------------	-----	-----	----------------------------	-----------	------------	-------

Do you have any family ties or family members who can support you in Kosovo?

Yes

No

If yes, what support select below:

Shelter	Yes regularly	Yes sometimes	No
Financial assistance	Yes regularly	Yes sometimes	No
Psycho-social support	Yes regularly	Yes sometimes	No
Employment opportunities	Yes regularly	Yes sometimes	No
Take care of the children	Yes regularly	Yes sometimes	No
Other:	Yes regularly	Yes sometimes	No

To be compiled by MOCR and OSW based on the answers given and general observations. Separate factors of vulnerability should be referred to the relevant offices such as: ethnicity, risk of marginalization, being a single parent, domestic violence, children at risk of violence, abuse, neglect or exploitation.

The following measures will be taken:

2. Assistance from the moment of arrival at the border point

From which country were you repatriated?

From which border point did you enter Kosovo?

Has anyone talked to you about the type of support you deserve⁵? Have you received anything in writing? (Rights and obligations, information on assistance and benefits set out in regulation 20/2013) Explain:

Did you find this information useful? Yes No

Have you or your family members been visited by a doctor at the time of arrival? (MH)? 6 Yes No

Have you been offered transportation to reach your current destination? Yes No

Do you know who provided it? No Yes, specify _____

Has anyone accompanied you? No Yes, specify _____

Where did you stay when you arrived?

- 1. Temporary shelter _____
- 2. At relatives _____
- 3. Hotel _____
- 4. In my house _____
- 5. In another place _____

Have you received help from any international NGOs or organizations?

House for rent	Yes <input type="checkbox"/>	No <input type="checkbox"/>	When? _____
Emergency assistance and house rent	Yes <input type="checkbox"/>	No <input type="checkbox"/>	When? _____
Social assistance	Yes <input type="checkbox"/>	No <input type="checkbox"/>	When? _____
Medical treatment	Yes <input type="checkbox"/>	No <input type="checkbox"/>	When? _____
Winter aid packages	Yes <input type="checkbox"/>	No <input type="checkbox"/>	When? _____
Furniture packages	Yes <input type="checkbox"/>	No <input type="checkbox"/>	When? _____
Special assistance in addressing the special needs of vulnerable categories	Yes <input type="checkbox"/>	No <input type="checkbox"/>	When? _____
Home renovation	Yes <input type="checkbox"/>	No <input type="checkbox"/>	When? _____
Grants for implementation of business plans (self-employment)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	When? _____

Do you know what a municipal office for communities and return is? Yes No

If so, have you ever visited this office (MOCR) in your municipality? Yes No

Please describe what kind of information you requested and what information was provided to you?

To be compiled by MOCR and OSW based on the answers given and general observations.



3. Civil registration

Do all family members have civil status documents?

Family member	Birth certificate	Marriage certificate	Certificate of residence	ID Card	Passport	Other

If not, have you visited the Municipal Civil Registry Office in your municipality to obtain your civil status documents? YES NO

Do you have family members registered?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Have you visited the Municipal Center for Civil Registration?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

(If not, assist in this procedure.)

Inform about:
Procedures and contact details of relevant services

To be compiled by MOCR and OSW based on the answers given and general observations. The following measures will be taken: _____

4. Condition of residence

Do you own private property / house in Kosovo? Yes No

If NO, specify where you are located:

1. In social housing _____

2. At relatives _____

3. With rent _____

4. Hotel _____

5. In another place _____

If with rent, do you currently accept support for your accommodation?

1. 1 to 3 months

2. 3 to 6 months

3. Other (write)___

If so, is your property habitable?

1. It is habitable

2. Partly habitable

3. It is not habitable

4. Needs renovation

5. Other (write)___

Is your property occupied or linked to a legal dispute that prevents you from using it?

Yes

No

If yes, do you have a lawyer, legal aid?

Yes

No

To be compiled by MOCR and OSW based on the answers given and general observations. The following measures will be taken:

5. Access to healthcare

Do you or any of your family members have health problems or a chronic illness?

Yes

No

Name Surname	Age	Diagnosis	Treatment	Expenses

Do you have any documentation / evidence (certificate, booklet) for your illness / therapy?

Yes

No



Are these expenses paid by you or through any other entity?

Yes No

Have you visited any health facility in your municipality (for each member) and / or the University Clinical Center in Prishtina?

Yes No

If yes, why: _____

To be compiled by MOCR and OSW based on the answers given and general observations. The following measures will be taken:

6. Access to formal education

Have you enrolled your children in school (if they are over 5 years old)?

Name Surname	No, why?					Yes, which school?	Have they attended school abroad		Do they have a certificate?		In what language does the child attend classes?			
	1	2	3	4	5		Yes	No	Yes	No	1	2	3	4
	1	2	3	4	5		Yes	No	Yes	No	1	2	3	4
	2	2	3	4	5		Yes	No	Yes	No	2	2	3	4
	3	2	3	4	5		Yes	No	Yes	No	3	2	3	4
	4	2	3	4	5		Yes	No	Yes	No	4	2	3	4

1. There is no documentation
2. There are no documents from where they came
3. Financial problems
4. Do not know the language
5. Other

1. Albanian
2. Serbian
3. Turkish
4. Bosnian

Does your child understand that language?

1. Not at all
2. A little
3. Somewhat
4. A lot
5. Doesn't need help

Did your child attend school regularly before repatriation / emigration?

Yes No

To be compiled by MOCR and OSW based on the answers given and general observations. The following measures will be taken:

7. Employment opportunities

For family members over 15 years old:

Name Surname	What is your status?	Do you speak official languages?	Have you been employed in the destination state? (what was your profession?)	Have you attended any vocational education / training? (do you need additional training? What training?)

Do you have knowledge about the services provided by the Regional Employment Center or the Municipal Employment Office?

Yes

No

Have you contacted anyone or are you planning to sign up?

Yes

No

If yes, why: _____

To be compiled by MOCR and OSW based on the answers given and general observations. The following measures will be taken:

Any additional comments or questions?



d m y Location

Date:

MOCR	MLSW	RSCO
Name Surname	Name Surname	Name Surname
Signature	Signature	Signature

In your opinion, how sincere was the respondent in the answers given?

- 1. A little honest
- 2. Somewhat
- 3. Very honest

In your opinion, did the respondent understand the questions?

Yes No

1. Regulation 22/2020 defines the most vulnerable person as "repatriated persons in need of special reintegration measures due to limited functional capacities as a result of any illness, disability or due to their family situation, gender , ethnicity, age.
2. To ensure compliance with data protection, each questionnaire will be coded.
3. The level of education has the following levels: 1 primary school; 2 lower secondary school; 3 high school; 4 Bachelor level; 5 Master's / Doctorate level
4. According to the National Action Plan for Disability in the Republic of Kosovo, persons with disabilities are those who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various obstacles, can prevent their full and effective participation in society, equally with others'.
According to Law 2003/23 on Disability Pensions, a person is considered permanently and totally disabled if he is 18 years of age or older and less than 65 years of age, and has a diagnosed physical, sensory or mental condition, illness or disability, which makes him/her incapable of any work with compensation, as well as in cases where the Ministry has evaluated the person and consequently determined that he/she fulfills the medical criteria defined by this law
5. According to regulation 22/2020, repatriated persons on arrival have the right to: medical assistance, temporary accommodation in the placement center for one week, transport to the municipality of origin. The repatriated person can apply for: rental house, emergency assistance, social assistance, medical treatment, winter aid packages, mobile packages, special assistance to address the special needs of vulnerable categories, home renovation, implementation grants of business plans (self-employment). Repatriates should be assisted by MOCR and MCR to enjoy access to services for employment, education, health, psycho-social assistance.
6. Medical treatment is provided immediately upon arrival if such a need has been highlighted by the sending country prior to arrival or in case of need that is determined upon arrival, see Regulation No. 22/2020 for the reintegration of repatriated persons.

List of measures:

House with rent
Emergency assistance in renting a house
Social assistance (write specific schemes for example self-feeding mothers (if there are no working members), children without parental care, children under 18, people with disabilities)
<https://gzk.rks-gov.net/ActDetail.aspx?ActID=9517>
Medical treatment (referral to the family doctor - identify which one is for them. If not to the family doctor, refer to the MHC)
Winter aid packages
Furniture package
Special assistance for vulnerable categories
Home renovation
Business / self-employment grants (refer to employment office)
Municipal Center for Civil Registration
Municipal civil registration office
Rent payment by the municipality (various programs in the municipality)
Qps: application for social housing
In non-governmental organizations (do not specify which one)

List of recommendations:

Civil registration:

Be informed about civil registration procedures and contact details of relevant services
Assist in this procedure

Residence status:

Be informed about the rental assistance available
Be informed about available reconstruction assistance
Be informed about legal advice

Access to healthcare:

Be informed about available medical care
Be informed about the contact details of relevant medical services
Be informed about Mental Health Centers (psychiatric services are provided)

Access to education:

Be informed about the school enrollment process
Be informed about the opportunities available for additional / supplementary learning
In the absence of documents, contact the school from the destination state
Be informed about the contact details of offices and organizations that provide support in education

Employment opportunities:

Be informed about available revenue generation grants
Be informed about vocational training and other services provided by employment offices
Be informed about employment schemes offered by other institutions and organizations
Be informed about the contact details of the relevant municipal offices
Be informed about the criteria to enter the social assistance scheme and provide relevant instructions on how to approach this scheme



Annex 2 Monitoring and follow up of the repatriated persons suggested to be integrated in current information system

MODULI 2 – Monitoring

1 Has the person provided permanent housing?	YES	In process	NO
2 If yes, where did he get the housing?	On their own	Municipality	Other
3 Has he accepted certain social schemes?	YES	In process	NO
4 If yes which schemes			
5 Do you have the necessary documents for all family members?	YES	In process	NO
6 If a medical visit was recommended, did the contacts continue?	YES	In process	NO
7 Are the children enrolled in school?	YES	In process	NO
8 Are the children attending school?	YES	In process	NO
9 Have you received any self-employment grants?	YES	In process	NO
10 Have you participated in any training?	YES	In process	NO
11 Which organization provided the training?	YES	In process	NO
12 Is he employed?	YES	In process	NO

Annex 3 Proposed psycho-education form/report for school psychologists for cases of repatriated persons' schoolchildren and for asylum seekers granted with international protection

Psychoeducational intake form for school psychologists – Interview with the parent/care-taker of returned migrant or refugee/asylum seeker schoolchildren

General instructions: The form should be filled by the school psychologist while interviewing the parent or the legal guardian of the returned migrant or refugee/asylum seeker schoolchildren. The aim of the intake form is to understand the issues and problems that child/adolescent has and accordingly conduct further assessments and evaluations.

I. Demographic questions

01. Date of birth: ____ / ____ / ____

02. Gender: Girl Boy

Status:

1 Returned migrant

2 Refugee/asylum seeker

03. Date of arrival in Kosovo: ____ / ____ / ____

04. If returned migrant – date/month/year when left Kosovo: ____ / ____ / ____

05. Grade level at country where returned from (refugees and asylum seekers country of origin):

1 2 3 4 5 6 7 8 9 10 11 12 13 14

06. Name of the parent/legal guardian/caretaker:

1. Phone number _____

2. Email _____

07. Country returned from (Refugees/asylum seekers country of origin)

08. Explain if you have changed your location? (Example: moved from village to city or vice versa)

1 Yes 2 No



08. Education level father:(Completed education)

- 1 Didn't complete primary school
- 2 Completed primary school
- 3 Didn't complete high school
- 4 Completed high school
- 5 Started university studies didn't completed them
- 6 Completed university studies
- 7 Parent is not alive

09. Education level mother:(Completed education)

- 1 Didn't complete primary school
- 2 Completed primary school
- 3 Didn't complete high school
- 4 Completed high school
- 5 Started university studies didn't completed them
- 6 Completed university studies
- 7 Parent is not alive

10. Father works outside of home?

- 1 Yes 2 No

11. Mother works outside of home?

- 1 Yes 2 No

**12. Number of brothers and sisters in family ? _____
(writethe number)**

**13. Did your child attended school in country where
you were returned from (refugee/asylum seeker in
country oforigin):**

- 1 Yes 2 No
- 3 if yes what grade _____
- 5 If not since when he didnt attend the school:

14. Your nationality:

- 1 Albanian 2 Serbian
- 3 Bosnian 4 Turkish
- 5 Roma 6 Ashkali
- 7 Egyptian 8 Goran
- 9 Other: _____ (specify)

**15. How well your child speaks the language he/she
attends at school in Kosovo?**

- 1 He/she doesn't speaks the language
- 2 He/she hardly speaks the language
- 3 He/she has intermediary skills in the language
- 4 He/she has no problems in speaking the language

16. Do you have any concerns related to your child? If yes explain and since when?

17. Did your child had any after birth problems?

1 Yes 2 No

3 if yes explain

18. Did your child had any aproblems during infancy or toddler years?

1 Yes 2 No

3 if yes explain

19. Was the child delayed in reaching any milestones? Walking, Talking, etc.

1 Yes 2 No

3 if yes explain

20. Any speech or language difficulties?

1 Yes 2 No

3 if yes explain

21. Any vision or hearing difficulties?

1 Yes 2 No

3 if yes explain

22. Does you child has any medical condition (illness etc.)

1 Yes 2 No

3 if yes explain

4 if yes does he/she takes medication 1 Yes 2 No

23. Does your child has any behavior problems



**24. Does your child have any behavioral problems?
(Adapt the language so parent can understand).**

- 1 Anxiety
- 2 Depression
- 3 Excessive stress
- 4 Post-traumatic stress disorder
- 5 Aggressive behaviors
- 6 Oppositional behavior
- 7 Substance use
- 8 Attention/concentration problems
- 9 Can't stand still on one place
- 10 impulsivity

25. How does you child geet along with peers?

- 1 He/she has serious problems in getting along with peers
- 2 He/she has some problems in getting along with peers
- 3 He/she has occasional problems in getting along with peers
- 4 He/she has no problems in getting along with peers
- 5 He she has never had any problem in getting along with peers

26. How does you child geet along with siblings?

- 1 He/she has serious problems in getting along with siblings
- 2 He/she has some problems in getting along with siblings
- 3 He/she has occasional problems in getting along with siblings
- 4 He/she has no problems in getting along with siblings
- 5 He she has never had any problem in getting along with siblings

27. To your knowledge, has your child been abused orneglected

- 1 Yes 2 No
- 3 if yes explain

28. Are there any stressful events occurring in the family thatmight be affecting your child?

- 1 No
- 2 Conflicts between parents
- 3 Economical hardships
- 4 Conflict with siblings
- 5 other please explain

29. To your knowledge, has your child been abused orneglected

- 1 Yes 2 No
- 3 if yes explain

30. Are there any stressful events occurring in the family that might be affecting your child?

- 1 No
- 2 Conflicts between parents
- 3 Economical hardships
- 4 Conflict with siblings
- 5 other please explain

31. To your knowledge, has your child been abused or neglected?

- 1 Yes 2 No
- 3 if yes explain

32. Is there anyone in the child's family that has ever had?

- 1 Learning difficulties
- 2 Attentional problems
- 3 Emotional difficulties
- 4 Diagnosed disorders
- 5 Alcohol or drug problems

Other _____

33. Any previous diagnoses for your child?

- 1 Yes 2 No
- 3 if yes explain

34. Did your child receive any special therapy?

- 1 Speaking
- 2 Learning
- 3 with psychologist or psychiatrist
- 4 Special education
- 5 If circled any of the above options give more details

34. Did your child have any problems in school while living in country from which was returned or for refugees/asylum seekers in country of origin?

- 1 Yes 2 No
- 3 if yes explain



35. Do you have any other information that might be important for sharing for better integration in school of your child?

Action points

Based on the information taken from the parent what are the assessments which would be considered to be administered with the subject in the first meeting or after the first meeting. List of action can change after the interview with the child/adolescents?

- 1 Social/emotional assessment and interviewing
 - 2 Motoric abilities
 - 3 Cognitive abilities (information processing, phonological processing, visual processing etc.)
 - 4 Communication skills (including language skills)
 - 5 Cognitive abilities (short term & long term memory)
 - 6 Attentional issues
 - 7 Motivational issues
 - 8 Specific learning diassability
-



MARDI
Municipal Action for
Reintegration and Diaspora

Review of needs assessment system for repatriated persons, refugees and asylum seekers in Kosovo is developed by:

—————
↑
Instituti i Psikologjisë
↓
—————



Funded by:

