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Final narrative report about realization of project

Local Community and Volunteers

- Standardization of Procedures in Organized Volunteers Work –

Name of the organization (in English):

Citizens association Crossroads

Udruženje građana Ukrštanje,
21000 Novi Sad, Antona Čehova 28/3

contact persons:

Coordinator - Melanija Kolosnjai-Nenin, mob: 064 31 261 91

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Payments in total: 20.780 \$USD

First Payment: 406.070,00 RSD (15.08.2007)

Second payment: 351.256,00 RSD (08.06.2008)

Last payment: 351.256,00 RSD (05.06.2008)

Spent in total: 20.750,43 USD



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Summary of the Project outcomes:

To contribute to civil society development by building local community's capacities

Specific project objectives:

- Promotion of idea of volunteerism
- Empowerment of local community through applying organized voluntary programs
- Standardization of procedures in organized volunteers programs

1. Promoting presentations on volunteerism performed in 6 cities in Vojvodina – Backa Topola, Indjija, Vrbas, Zrenjanjin, Pancevo, and Ruma for 91 participants (60 participants were planed).

Established direct contacts and cooperation with **Backa Topola, Indjija, Vrbas, Zranjanjin, and Pancevo** city authorities. **In those cities, local governments representatives were included in organization of events, and also participated in other activities. All of them show tendency to prolongation of cooperation with local groups, and CA Crossroads in further actions.**

The Strongest support shows Authorities of Indjija, and largest number of representatives of **local self-government units, were present on Presentation in Zrenjanin**

2. Educative trainings about volunteerism delivered in 6 cities in Vojvodina - Backa Topola, Indjija, Vrbas, Zrenjanjin, Pancevo, and Kula. There were 120 participants.

We expected 125 people, on trainings. It shows that representatives of institutions are slight less interested in educations which take time, and rather attendances on few hours events, such is presentation or workshop. Although, those who were present, also shows truly enthusiastic for topic on volunteerism and management of volunteer work.

During the trainings participants had several ideas, and planed altogether 12 future local actions.

Since hither were accomplished 4 actions (Backa Topola, Indjija, Zrenjanjin-Perlez, Pancevo), and considering assurances from few other that there will started at list tree more, we are sure that education have had important role in establishing the new state of mind in those local communities.

3. The publication about volunteers management published in 1500 copies (1158)

Publication distributed in 45 cities in Vojvodina, and all rest municipalities in Serbia, addressed on majors, and different institutions. Publication is available both, in printed and electronic version. Several positive feedbacks were received, and requests for few more pieces of manual, from several institutions, municipality authorities, and organizations.



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4. Local voluntary actions in 5 local self-government units (LSOU) in Vojvodina

Around 70 people were included or actively involved in local actions (12 in Backa Topola, 22 in Perlez, 18 in Indjija, 17 in Pancevo, and 5 CA Crossroads volunteers in Novi Sad) , so Number of volunteers in the actions. In addition Actions organizers apply knowledge about volunteer's management in process of realization of local actions, and shows high level of satisfaction in the topic of relationships raised between volunteers and organizers of activities.

5. Vojvodina presentation/forum/round table, about volunteerism, and assessment, and project results, held at the end of the project

Assessment planed trough this group of activities accomplished in huge successes. There were planed 100 people to be interviewed, and we interviewed 182 people from different groups.

Assesment, together with eveluation of treinings, shows imortant topics for future work on promotion on voluntarism.

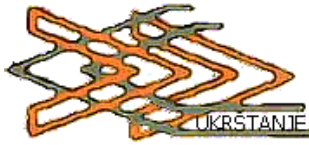
Round table and presentation took some strugle, because of political changes – presidential and local elections in Serbia. It causes that we were in situation to ask for prologation of he project duration. In the end, Round table were realised on September 5th, with strong assistens of Novi Sad authorities, and closing presentation were on the end of september. Round table and presentatin both attract representatives of different institutions and other stakeholders. There alltogether were around 50 people involved on different level.

Press conferences were realized on December 04th, 2007, and September 5th.

Allover project Media coverage is: **28** articles and TV and radio appearances.

6. In the end, we manage to realize some unplanned activities too. One presentation in Ruma, for participants of international volunteer camp, one seminar in Kula delivered for local NGOs, and local governments and institution representatives, and one tribune in Novi Sad for University students, all was held on demand of participants.

In the scope of named results, we can tell that specific project goals are achieved. Still, to achieving the main project objective: **civil society development by building local community's capacities** demands systematic approach, in all local communities, organizations, and institutions.



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Activities description

Establishing of cooperation with organizations and Associations in Vojvodina and Novi Sad, was planed as part of Project proposal. One of organizations planed for cooperation was ADF/CRDA, program, located in Novi Sad. Since in the meantime the ADF/ CRDA program expired, there as successor formed **ALFA (Alfa resources center for development)** organization. In the scope of mutual capacity building, ALFA and CA Crossroads signed Agreement of cooperation, which was basis, for all future project activities, starting from forming of the project team, and defining roles and tasks.

Cooperation was successful thanks to foregoing good cooperation between ADF/CRDA office (which include cooperation with other Associations for development of municipalities, too) and CA Crossroads representatives, also thanks to similar goals in local communities' development. Our programs are compatible, especially in the scope of goals.

Trought signed Agreement, CA Crossroads was obtained to use office space provided with working places (PC), as well possibilities to use other equipment, such is copy machine, and printer etc, and, most important, contacts with Associations in project's targeted cities. On the other hand ALFA had benefits in financial - trough the planed costs "Rental", and (11 months) and participation in joined communication costs ("Communication costs"), and also in promotion, since CA Crossroads put information about on all promotional materials (leaflets and posters) and internal communication materials (letters, invitations, reports etc).

On the program level, organizations booth have had benefits in the scope of running the goals in the field of supporting and developing of local communities, and mutual promotion.

1. Forming of the project team, defining roles and tasks

Project team was formed as planed:

Melanija Kolosnjai-Nenin, as Coordinator, Olivera Kamanarac as Assistant, and three facilitators, in the role of team members: (Lazor Tatjana, Koprivica Ivana i Mira Lazor), also as office volunteer and assistant (in the later time as Project assistant) Vesna Rajkovic were included.

During the time, there were some unexpected personal changes in organization, witch caused modifications in Team, too. Some of the planed persons had medical reasons for leave, and others got continual employments. However, this not affects on the project results. In the end, project team constitutes:

1. Melanija Kolosnjai-Nenin, as Coordinator
2. Vesna Rajkovic as Assistant

And members/facilitators: Mirjana Lazor, Ljiljana Djukic, Galambos Andrea and Vesna Rajkovic.

There were, in whole project cycle, included volunteers too, on the several positions: as Web master, technical support, logistic and action supporters. Some of them were positioned in CA



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Crossroads, and most of volunteers were active in the municipalities where project activities were delivered.

2. Meetings of the project team-during whole project cycle

Activities of project team intended to preparation of promotional and educational materials, also whole project team, were deducted to give support for local actions. In the scope of those responsibilities, meetings organized twice on month, or more often in the case to preparing project activities (Presentations, seminars, visiting to local actions).

3. Preparation of the publication / manual

(3.1; 3.2) As planed, Publication was prepared trough cooperation and complete support of European center for non for profit Low (ECNL) – Budapest. Manual preparation was completed in April 2007, and promoted on Conference **Making a Better Environment for Development of Volunteerism, Novi Sad 26-27 April 2007.**

3.3. Publication and distribution of the manual

The publication was distributed to: local self-governments in Serbia (160 cities in Central Serbia and 45 in Vojvodina), NGO-s, state institutions, and other stakeholders – 500 copies); also in electronic version to all of them as well as to all other potential stakeholders.

The participants of the Presentations and Trainings have got publication, as well the participants of other meetings and Conferences where CA Crossroads representatives participated.

Thanks to large number of printed manuals, we had benefit in opportunity to practice distribution in larger number, and in longest duration of time. So we used various occasions, such are holydays, International days, to distribute most number of manuals, to most of stakeholders, we could.

3.3. Manuals, together with flayers were distributed by post, in personal contacts of representatives of CA Crossroads with stakeholders (presentations, seminars, conferences and other occasions), nearly XXX. Altogether, there were 1158 copies of manual distributed. Manual is also placed on the Web page, www.ukrstanje.org, in PDF, so all interested individuals can easy to get it.

4. Preparation of the promoting material-poster and flyers

Promotional materials – posters and leaflets were prepared and delivered completely as planed. Those materials were used in all planed activities presentations, seminars, and local actions.

5. Raising support



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During the first cycle of project duration, cooperation with Provincial Secretariat for Self-government and Inter-municipal Cooperation (PSSIC) was established.

Cooperation based on multiple levels: PSSIC delegate a person who were directly in charge for cooperation and communication with CA Crossroads – Mrs. Dusanka Zeljkovic, Secretariat prepared of the **Letter of recommendation (Copy in annex)**, and enabled Mrs. Zeljkovic to participate in several project activities, as representative of Provincial Secretariat for Self-government and Inter-municipal Cooperation. That shows high level of interest of PSSIC to be included in activities addressed to promotion of civil society and especially volunteerism in Vojvodina.

Mrs. Zeljkovic was actively included in several project activities (She participated in organization of Press Conference as organizer, and as Speaker, too, she traveled with project team on one presentation, and seminar too). She also initiated cooperation with Provincial secretariat for labor to take participation in Press conference witch was organized and delivered in order to promote 5. December as International day of volunteers as well as and promoting of volunteerism in Vojvodina.

Unfortunately, in the end of February / march of 2008th first in Vojvodina, than in short time entire Serbia starts pre - election activities, for local elections in Vojvodina and presidential on the Republic level. Those activities lasted almost for four months - till the end of May. Regarding to unexpectable circumstances, such are Presidential Elections, local and elections for Parliaments, we needed to ask for prolongation of project duration for one month. Our activities were directly connected to Province and local administrations. Since new provincial bodies weren't completely established, we needed to retrieve and precede cooperation with new elected leaders, and authorities in addition to continue realization of project activities.

Also, at the beg we needed to retrieve and proceed cooperation with new elected leaders, and authorities in addition to continue realization of project activities innig of the project realization two other Secretariats were interested for cooperation Secretariat for labor, and Secretariat for youth and sport.

5.1. Press conference

Originally, Press Conference was planed for the second month of the project duration. Since the whole project started with few months beyond, Press conference moved for December, in addition to International day of volunteers be promoted on the best way.

The Provincial Secretariat for Self-government and Inter-municipal Cooperation tacked important role in process of organization of Press Conference, fore more Press conference was delivered in the Press room of Executive Council of Vojvodina. That upraised importance of conference itself, but the whole project too. Also, refreshments and catering for journalist were provided by PSSIC. As Result of Conference, 4 (four) TV and radio reports were published.

Trought the entire Project duration media promotion took important role.

On the organization level, all information's were placed on the Crossroads' Web pages, so wide audience has had access to it. On the level of communication with media according to proclaim field activities, each activity was announced to the local, as well to the national media.



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Final result of media promotion is: sum of **27** articles and TV and radio appearances.
(Press clipping enclosed)

5. 2 Distribution of the *Letter of recommendation to the local self-governments*

The aim of this activity was to proclaim project activities planed - presentations and trainings. At the same time, it was form of preparatory communication with representatives of cities to start cooperation in order to gat participants for the presentations and trainings.

Letter of recommendation¹, signed by PSSIC, took the important role in order to establishing communication with administration in municipalities - thanks to it they paid more attention on our announcement for cooperation. Indeed, we fulfilled excellent level of cooperation in each city we worked in.

6. Presentations, trainings, local actions

According to planed Presentations, trainings, and the local actions, on the level of the Project team as a preparatory activity prepared:

1. Uniform PPT **Promoting presentation on volunteerism**² designed for:

- Local self-governments representatives (Municipalities) ,
- Local self-government units representatives
- Media representatives, institutions (education, health, public municipal companies...)
- Local NGO and non formal groups

2. Uniform Program and design for training/seminars delivering, was prepared for **LSOU representatives and local NGO representatives (or local leaders if there were no NGO in that particular LSOU)**

3. Handouts and other delivering materials were prepared for copying, and providing to participants.

6.1.

Presentations were held:

1. 30.10.2007 in City Hall of Backa Topola. Present representatives were from different institutions, and NGO's. There is important to emphasize that The Mayor of Backa Topola recommended that presentation took place in the City Hall of Backa Topola.

2. 21st of December in Indjija presentation was held in The City Center of Culture. Especially good cooperation was established with local government in Indjija. Administrative from Mayor Cabinet took the important role in process of gathering participants for presentation and training/seminar, both.

¹ Copy of Recommendation enclosed in annexes

² Copy of handouts enclosed in annexes



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3. 15.02 2008, in Vrbas, Presentation was supported by Association for development of municipality (initiated by ADF/CRDA program), NGO Osmeh, and thanks to good cooperation with Representative of City Council Mr. Miroslav Aleksić.

4. 28th of March, presentation was held in Center of Culture of Zrenjanin, also thanks to good cooperation with Local government. In Zrenjanin representatives of local self-government units, show most interest in topic, and were present in largest number of participants. Among more than twenty present people, almost 70% were from local self-government units. As direct effect, following training/seminar was organized and delivered in cooperation with local self-government unit Center.

5. Last of planed presentation was delivered on the May 23rd, in Pancevo. Local Youth office participated in process of organization of Presentation and training/seminar, too.

6.1.1. Needs and attitudes assessment

This part of activities accredited to one member of Project Team in addition to provide continuity and unique treatment of pooled people. Questionary was prepared on the beginning of project cycle, and used in all occasions CA Crossroads organized during the Project cycle. Assessment embraced much more than planed 100 to pool people.

Assessment's results show significant positive changes in acceptance of idea *to be volunteer*, less doubts of misuses, but most important, it shows that organizations which like (or, can be organizer) to organize long-term volunteers programs still are not prepared, so person who want to volunteering, have not much, or don't have any opportunity for that, especially in smaller places (towns and villages). In the other hand, although Local governments, show expanded interests in NGO and Nonprofit organizations activities, they it show as principle interest, without, or with smaller, or insufficient financial support.

This is a cycle witch can be exceeded it in several steps: the State should regulate status and definition of volunteering in Serbia, to nominate priorities in domain of volunteering in purpose of financing of long-term social benefit programs, and in education for people which will managing volunteers. .

6.2. Trainings

There were planed 5 training/seminars. The aim of the activity was to educate representatives of the local self-government units' and local NGO-s, how to mobilize local resources and local community capacity building, through organized volunteer programs³. Trainings were evaluated with highest scores, average score⁴ of trainings is 4.76.

³ exsample of handout is enclosed in annexis

⁴ example of evaluation lists in annexes



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First seminar was delivered in Backa Topola, same as presentation organized and supported by Association for development of municipality Backa Topola. There were present participants from different groups – representatives of NGO's, media, center for social welfare. Unfortunately, none as representative of local self-government was present. Anyhow, at the end of seminar, participants successfully made action plans, in 3 groups of local problems. One of those – Assessment on needs of youngsters in municipality of Backa Topola, in scope of making local action plan in Youth Policy, was provided by Association for development of municipality Backa Topola, and their volunteers.

Second seminar/training was held in Indjija, again logistically supported by Mayor Office administrative. In the scope of gathering of the representatives of local self-government, this event was much successful, there among present participants were almost 50% came from local self-government units, and local institutions. As the result of education participants made 3 action plans, one dedicated to solve problem of elderly people in village Krcedin, was especially well planed, but later, didn't supported by local self-government, so participants postponed the realization. Action, planed by second group of participants, Promotion of national and multi confessional tolerance, was released by group of local NGO's, and theirs volunteers.

Third training/seminar was held in Vrbas 01.03. 2008. There lots of organizational issues were solved by members of local Association for development. Although there was small group of participants (12), there were present representatives of local self-government units, one representative of City council, members of Association for development, and representatives of local NGO's.

As 4'Th targeted cities was choose Zrenjanin, one of municipalities with largest number of local self-government units in Serbia. Logistically training /seminar was supported by one of Zrenjanin local self-government units, named Center. It was held in the space of that local self-government unit, free of charge. Interesting for this education is that for majority of participants it was first education of interactive methodology and workshops approaching. Few interesting local actions plans showed as result of education, and as participants later on said, it inspire a new actions, and different approach in proceeding of activities based on volunteer work. Since that was one of specific project goals, we believe that this training was one of most successful, of whole project cycle. As one of results, in Local self Unit – Perlez village, participants organized Opinion Pull on needs in the topic of cultural activities of Local self Unit Perlez, in purpose to attract larger population of citizens, especially young people to activate them self in. Interwiuvers were local young people, and this Opinion pull was their first volunteer work of life time.

6.3. Local actions / programs

6.3. Local actions were held in Backa Topola, Indjija, Zrenjanin, and Perlez, and Pancevo.

Around 70 people were included or actively involved in local actions (12 in Backa Topola, 22 in Perlez, 18 in Indjija, 17 in Pancevo, and 5 CA Crossroads volunteers in Novi Sad) , so Number of volunteers in the actions. In addition Actions organizers apply knowledge about volunteer's



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management in process of realization of local actions, and shows high level of satisfaction in the topic of relationships raised between volunteers and organizers of activities.

Most of actions were held in cooperation of local NGOs, and people who haven't prior experiences.

Since most cities are included in process of establishing Youth Policies and Action plans, participants find this topic as one of most important to resolve. Tree actions were dedicated to Youth people – in Backa Topola, and Pancevo and Perlez.

6.4. Support to local actions

The aim: Support and consultations to participants of the local actions

According to our experience, most of trainees need support during the training follow up, when they are suppose to use skills and knowledge gained on training course. Therefore we plan to help them to learn through their experience; to plan, realize and evaluate their own action. This approach, with support of the project team, ensured success of the local action/programs implementation. Trainers and project team were Disposable all over project cycle and it results that groups with any experiences, such is Perlez group have huge successes in action.

7. Presentation of the project outcomes, Round table / forum and press conference

First "Round table" Were held 05. September 2008, in City Hall of Novi Sad in very successful cooperation with City of Novi Sad Parliament president and other municipality institutions.

There were present Media, Local self-government units' representatives and other stakeholders.

Second planed Presentation, witch aim also was to present project outcomes, were held in cooperation with School Milan Petrovic on September 28th. On this event project results were presented to representatives of divers' institution. There were present representatives of NGOs, Health, and education, etc.

8. Monitoring and evaluation of the project

Monitoring was continually done by the project team and project coordinator. All relevant, planned indicators were followed, collected and compared, processed in order to improve project activities performance and achieve most possible efficiency and effectiveness. Methods of evaluation and monitoring were observation, group discussion, interview, statistical methods, and document analysis. Evaluation lists were prepared, and used in all occasions. Average score⁵ of activities is 4.76.

⁵ example of evaluation lists in annexes



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The budget income was disbursed with care, so that enabled us to organize several addition events, and also to prolongation of project duration. Most of local governments admitted use of Rooms in kind, or participate in supplies of refreshments, or food for participants. That manage savings and rerotations of resources to more than planed activities

Realization of project Local community and volunteers, thanks to support of Democracy commission, gave to our organization much more good references for future work on this, or similar topics. Also, it enables development of organization in human and technical resources both.

Melanija Kolosnjai Nenin
Coordinator