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| Evaluation Report |
| Impact of the Roma Union Amaro Drom organization in Albania: Findings and Recommendations |
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Raporti i Vlerësimit të Ndikimit të Shërbimeve të Organizatës Amaro Drom "Gjetje dhe Rekomandime mbi Përmirësimin e Nderhyrjeve të Organizatës në Dobi të Komuniteteve Rome dhe Egjiptiane," i mbështetur nga We-Effect, synon të krijojë praktika të dobishme dhe rekomandime për përmirësimin e mundshëm të formulimit dhe zbatimit të programeve të organizatës për minoritetet rome dhe egjiptiane në Shqipëri.

Raporti përfshin zhvillimin e një metodologjie vlerësimi për të marrë perceptimet dhe vlerësimet e shërbimeve që Amaro-Drom ofron për përfituesit e saj në fushat e mëposhtme: i) advokaci, lobim, kërkim dhe analizë e politikave; ii) qeverisje e brendshme e mirë; iii) menaxhimi i ciklit të projektit; iv) shërbimi i këshillimit për dhunën gjinore; dhe v) zhvillim rural i qëndrueshëm, duke u fokusuar në zinxhirët e vlerave të ndjeshme ndaj ceshtjeve gjinore.

Studimi do të ndihmojë organizatën Amaro-Drom në përmirësimin e ndërhyrjeve programore dhe përpjekjeve te saj drejt përmirësimit të cilësisë së jetës së pakicave rome dhe egjiptiane, veçanërisht në lidhje me komunitetet që jetojnë në zonat rurale.

Përveç kësaj, falë raportit të studimit dhe rekomandimeve, Amaro-Drom do të fitojë njohuri të nevojshme për të kuptuar praktikat pozitive që ka krijuar, si dhe nevojat për përmirësim, me qëllim zbatimin cilësor të programeve dhe rritjen e kapacitetit organizativ për të avokuar për politika të përmirësuara,

Gjithashtu, informacioni i përdorur nga të dhënat në këtë raport do të shfrytëzohet për zhvillimin e mëtejshëm të organizatës Amaro-Drom drejt forcimit të pozicionimit të saj si një përfaqësuese kyçe e prioriteteve dhe aspiratave të komunitetit rom në Shqipëri.

Contents

[Introduction 1](#_Toc153824418)

[Methodology of the study 1](#_Toc153824419)

[Self-assessment questionnaire of the organization 1](#_Toc153824420)

[Quantitative questionnaire 1](#_Toc153824421)

[Focus group discussions and key informant interviews 1](#_Toc153824422)

[Chapter 1- Results of the Study Report 1](#_Toc153824423)

[I. Results from the Self-assessment questionnaire 1](#_Toc153824424)

[General capacities of the organization 1](#_Toc153824425)

[Governance 1](#_Toc153824426)

[CSO capacities 1](#_Toc153824427)

[CSO Financial sustainability 1](#_Toc153824428)

[CSO Program 1](#_Toc153824429)

[II. Results from the focus group discussion 1](#_Toc153824430)

[III. Results from the questionnaire 1](#_Toc153824431)

[Chapter 2- Conclusions 1](#_Toc153824432)

[Chapter 3 - Recommendations 1](#_Toc153824433)

[Annex 1](#_Toc153824434)

[Questionnaire used to conduct key informant interviews and focus group discussions. 1](#_Toc153824435)

[Quantitative Questionnaire 1](#_Toc153824436)

# Introduction

In a continuous changing landscape of public services in Albania, the importance for continuous improvement and adaptability from the civil society organizations cannot be overstated. Amaro-Drom, an important service provider committed to provide adequate services to its constituencies, recognizes the need to evaluate its services and plan a transformative path toward efficiency and effectiveness. This study report aims to assess the current state of services offered by Amaro-Drom organization to its constituents, while exploring the opportunities and challenges.

In this study report, the Amaro-Drom's existing service will be analyzed, examining its strengths and identifying areas that require improvement. Additionally, it will also analyze the internal capacities of the organization which will help to point out the skills, competencies, and knowledge gaps within the organization that may be challenging its ability to deliver high quality services for the organization’s target groups.

The information generated from the data in this report, will be used for further organisation development of Amaro-Dorm toward strengthening its positioning as key representative of priorities and aspirations of Roma community in Albania. The study will cover important development of assessment methodology to get perceptions and assessment of services Amaro-Drom provides to its constituencies as per the following six areas: i) advocacy, lobby, policy research and analysis; ii) internal good governance; iii) constituency building and legitimacy; iv) project cycle management; v) GBV counseling service; and vi) sustainable rural development, focusing on gender sensitive value chains.

This study contributes to the shared commitment to continuous improvement and service excellence, and this process is conducted with the involvement of all stakeholders that contribute in this field and contribute to better enhance services to Roma and Egyptian communities in Albania.

## Profile of Amaro Drom organization

The Union for the Development and Integration of the Roma Minority in Albania, "Amaro-Drom," is a non-profit organization operating under an association profile. Established in 1996 in Tirana, it has been actively contributing to the social and economic integration of the Roma and Egyptian communities in Albania for nearly 27 years. Amaro-Drom is uniquely positioned as a direct representative of the Roma and Egyptian communities in Albania, with a well-established network of members from these communities who actively engage in the organization's initiatives. The significance of Amaro-Drom's work is underscored by the persistent challenges faced by the Roma and Egyptian communities. These challenges include issues such as children's education, employment opportunities, limited access to social services, and healthcare disparities.

Amaro-Drom's overarching vision is to facilitate the sustainable development and integration of the Roma community within Albanian society while safeguarding the Roma identity. This vision is supported by a strategic framework that includes: Contributing to universal education access; Upholding and celebrating the Roma cultural heritage; Enhancing the capacity of community organizations; Empowering young individuals to enter the job market; Assisting individuals in their reintegration into society; Advocating for equal representation of the Roma community in government institutions at national and local levels; Fostering a deep understanding of human rights aligned with national Roma strategies and policies.

The work of the Amaro Drom organization is of crucial importance for the Roma and Egyptian communities in Albania, due to the fact that these are among the most vulnerable communities in Albania.

# Methodology of the study

The study report has been compiled by the Unioni Amaro organization in Albania, including the time period from May to September 2023. This endeavor was undertaken with the primary objective of improving the interventions made by the Amaro Drom organization toward its beneficiaries during the implementations of the programs in Albania. The goal is to fortify efforts in the targeted program areas, consolidating the organization's role as a strong advocate for the Roma and Egyptian communities in Albania. This study reports wants to achieve a comprehensive understanding of the current situation, specific needs, and potential areas for intervention that would facilitate the socio-economic development of Roma and Edyptian communities in Albania, with a special focus in the targeted areas of Amaro Drom organization.

Part of the methodology of this study report is to review the existing reports and documents regarding the need assessments and plans of interventions for Roma and Egyptian communities in Albania, however, it should be noticed that the existing reports on the status of the Roma and Egyptian communities in the country are largely outdated. Albanian governments has issued the National Action Plan for equality, inclusion, and participation of Roma and Egyptian Communities 2021-2026, which at the moment is the main document that includes a holistic approach toward the economic and social inclusion of these communities in Albania. The work of Amaro Drom organization is in alignment with the objectives and plans of this plan, but also aims to strengthen its position in well representing the communities with whom it works.

Given the nature of this study report, a qualitative and quantitative approach was deemed essential to have a broader view of the impact of the organization so far, and the needs for possible improvements. The information in this report was drawn from primary and secondary sources to provide depth and authenticity. The primary sources of data included focus group discussions and key informant interviews with important stakeholders of the organization during these years. The means of verification used in this study report are as following:

Self-assessment questionnaire of the organization – The self-assessment questionnaire was developed including five important pillars of the organization performance including the organization governance, internal capacities of resources, financial management capacities, programmatic capacities of the organization and overall general capacities. The questionnaire was filled by Amaro Drom organization staff and the data was carefully analyzed. Based on the analyses, conclusions and recommendations were provided. The importance of strengthening the capacities of the organization relies on the fact that the most capacitated the organization is, the most it is able to provide high quality services and implement effective programs in the community.

Quantitative questionnaire - The study also included a quantitative questionnaire as another crucial mean of verification in assessing the organization's performance. This structured questionnaire was designed to gather data on various key indicators. The questionnaire covered specific aspects related to the achievement of the organization through the implementation of the programs and areas for improvement. The questionnaire was administered to the members of Amaro Drom organization and local coordinators who are active community members collaborating with the organization. The utilization of quantitative data adds a valuable dimension to the study, offering numerical evidence to complement the qualitative insights. The findings from the quantitative questionnaire contribute to a comprehensive understanding of the organization's quantitative performance, facilitating evidence-based conclusions and recommendations for further improvements.

Focus group discussions and key informant interviews - In addition to the self-assessment questionnaire and quantitative survey, the study used qualitative research methods, more specifically, focus group discussions (FGDs) and key informant interviews, to enrich the depth of the assessment. FGDs brought together beneficiaries of the Amaro Drom organization in a semi-structured discussion format, allowing for the exploration of diverse perspectives, experiences, and opinions related to organizational performance. These discussions gave an understanding of the organizational dynamics and identified areas for improvement. Key informant interviews, conducted with individuals holding key roles within the partner organization and government officials, provided valuable insights into the broader context and the external perception of Amaro Drom. The qualitative data gathered through FGDs and interviews were analyzed to point out important conclusions, contributing to qualitative richness to the overall assessment. By combining quantitative and qualitative methodologies, the study aimed to present a holistic and well-rounded evaluation of Amaro Drom's organizational effectiveness.

The means of verifications mentioned were administered to the following target groups:

* **Staff of Unioni Amaro Drom Organization:** Three interviews were conducted with the organization's staff members. Their insights shed light on the current situation and recommendations for effective interventions. The interview questions were based on the Self-assessment questionnaire.
* **Local Coordinators:** Two focus group discussions were organized with local coordinators of the organization. Their direct interaction with the Roma and Egyptian communities within targeted regions provided valuable insights. Each focus group comprised 8-12 participants, resulting in a total of 25 local coordinators contributing their feedback.
* **Partner Organizations:** Three key informant interviews were held with representatives from various organizations in Albania that work with Roma and Egyptian communities. This engagement aimed to uncover ongoing interventions, successes, and areas for improvement in the context of community development.
* **Municipal Representatives:** Informant interviews (three in total) were conducted with representatives from the municipalities of Lushnje, Fier, and Korce. These conversations focused on understanding existing strategies, plans, services, and the extent of community engagement in local policy-making processes.
* **Roma and Egyptian Community Members:** Approximately 140 individuals from regions including Gavran, Morave, Levan, and Plug, aged between 16 to 60 years, were involved. Eight focus group discussions were organized in these communities. The discussions explored into the barriers hindering access to services and potential facilitators, particularly within rural areas.

The information gathered from focus group discussions and key informant interviews were carefully analyzed and categorized based on relevant study report themes. The detailed questions asked during these discussions and interviews can be found in ***Annex 1*** of this Study Report.

Complementing primary sources, secondary data were also incorporated. This involved a review and analysis of previous studies concerning the Roma community's situation and strategic documents formulated by the Albanian government to enhance their economic development. Key documents examined include:

* Report on the implementation of Roma integration public policy in Albania for 2020
* National Action Plan for equality, inclusion, and participation of Roma and Egyptian Communities 2021-2026
* Local Action Plans for integration of Roma and Egyptian communities in Municipality level.
* Local Groups for Action in Albania
* Programs for National Support Scheme for farmers in Albania
* Law on Public consultation in Albania
* The first Progress Report on the implementation of Roma and Egyptian communities in Municipality of Durres, Elbasan (2017-2020)

The culmination of this comprehensive data collection and analysis phase led to a careful review and synthesis of the results obtained from surveys and focus group discussions. The subsequent extraction of pertinent, unbiased, and truthful outcomes paved the way for informed findings and recommendations. These outputs ultimately seek to enhance the accessibility of timely and indispensable services for the Roma and Egyptian communities, thereby fostering their holistic well-being.

# Chapter 1- Results of the Study Report

## Results from the Self-assessment questionnaire

### General capacities of Amaro Drom organization

This section aims to have an overview of the general capacities of Amaro-Drom organization in different fields including governance, resource capacities, financial capacities and finally program capacities. To do so, the staff has self-assessed important components under each category based on a well detailed set of indicators, in order to understand which are the strengths and gaps that the organization needs to address in the future. The final results of the self-assessment is shown graphically in the Graphic 1, where it is obvious that the organization stands very strong in some of the components, but also needs to make improvements and adjustments in other areas.

As general information about the capacities of the organization, is that it is a well-established and experienced organization operating in Albania, with special focus in achieving sustainable development and the integration of the Roma community into Albanian society while safeguarding the Roma identity. This vision is pursued through various strategies, including contributions to education, promotion of national identity, support for community-based organizational development, encouragement of education and vocational training for youth, assistance in the return and reintegration of community members, promotion of democratic representation in governmental institutions, and advocacy for human rights awareness. Although the organization has a strong component of working with communities in local areas, its impact and influence covers the whole country. The significance of Amaro-Drom's work lies in addressing the diverse and complex challenges faced by the Roma and Egyptian communities, spanning issues such as children's education, employment opportunities, limited access to social services, and healthcare.

The organization is grounded in overarching values, aiming to promote national identity and cultural traditions, voluntarism, democracy, human rights, self-organization, responsibility, transparency, equality, solidarity, social responsibility, care for the underprivileged, health, hygiene, gender equality, and environmental considerations in agricultural production.

Throughout its existence, Amaro-Drom has executed diverse projects under the topic of good governance. Notable achievements include successful lobbying for the Ministry of Education to donate books for Romani and Egyptian children, active participation in discussions regarding the National Action Plan organized by the Ministry of Health and Social Protection, and advocacy for employment policies benefiting Roma/Egyptian minorities in specific regions.

These accomplishments underscore Amaro-Drom's commitment to making a positive impact on the lives of Roma and Egyptian communities in Albania, emphasizing education, employment, social services, and overall societal integration.

#### Graphic 1- Evaluation of the overall organization capacities

### Governance of Amaro Drom organization

Based on the discussions held with the staff, Amaro Drom organization has a well-defined and hierarchical organizational structure to ensure effective governance and decision-making. The organizational structure includes the General Assembly, the Executive Board, the Executive Director, the Financial Officer, and other internal departments, all of which are active in the organization's activities. More specifically, the structures are as follows:

* General Assembly
* Executive Board
* Executive Director
* Financial Officer
* General Secretary

 All these decision-making structures have clear roles and responsibilities where, the General Assembly is the primary decision-making body of the organization, consisting of its members. It regularly convenes to make strategic decisions, analyze and approve financial reports, discuss significant issues, and elect or dismiss members of the Executive Board. The General Assembly plays a crucial role in ensuring transparency and accountability in the organization's decision-making. The staff of Amaro Drom confirmed that the General Assembly meets on regular bases and the last decision that they made during the year was the appointment of the new executive director of the organization. In addition to the General Assembly, the Executive Board is another crucial structure that us responsible for the decision making processes of the organization. This structure was elected by the General Assembly, and it holds significant responsibilities for the direction and governance of the organization. The Board makes strategic decisions, plans annual programs and activities, collaborates with other organizations and institutions to achieve common goals, and oversees the organization's activities. The staff of Amaro Drom confirms that this is a vivid structure that meets regularly; however, it is in the plans of the organization to further strengthen this structure by organizing different training and other forms of activities to motivate these structures to come together more often and discuss about the performance of the organization.

Also, the Executive Director is the other crucial decision making person, responsible for the day-to-day management of the organization and the implementation of the annual work program. The executive director in the organization coordinate the activities of departments and staff, ensure the implementation of the organization's projects and programs, represent the organization in relationships with stakeholders and other institutions, and prepare necessary reports for the General Assembly and the Executive Board.

Lastly, the financial and administrative management of Amaro Drom is guided by clear practices and policies set by the Executive Board and the Executive Director. Financial responsibility includes drafting the annual budget, controlling expenses, monitoring financial reports, and ensuring transparency in fund utilization. Simultaneously, administrative management ensures the effective functioning of the organizational structure, documentation preparation, human resource administration, and coordination of daily activities.

 Regardless of the excellent work that the organization has done in terms of establishing the structures, strengthening them and keeping them functional, there are few recommendations from the evaluator to further enhance governance within Amaro Drom. Evaluator considers that several key considerations should be addressed in the development of a strategic plan. Firstly, the organization should focus on clearly communicating its core values to both target groups and stakeholders. This ensures a shared understanding and fosters transparency. Secondly, it is crucial for Amaro Drom to publish annual financial reports, demonstrating accountability and providing stakeholders with insight into the organization's financial health. Establishing a functional Assembly is imperative, facilitating effective decision-making and representation. Additionally, maintaining a comprehensive membership database is essential for organizational record-keeping and engagement. Considering the creation of a membership Alumni organization can strengthen the organization's network and foster a sense of community. Developing an external communication strategy, including the use of social media networks and tools, will enhance visibility and engagement. Furthermore, efforts should be made to make CSO activities more appealing to traditional media for broader reach. Internally, there is a need to focus on knowledge gathering and transfer systems, ensuring institutional memory and continuity. Developing clear procedures for knowledge transfer to new staff and board members will contribute to the long-term sustainability and success of Amaro Drom.

### Amaro Drom internal capacities of resources

In terms of capacities, Amaro Drom organization is well established, with few areas for improvement. Currently, the organization has three full-time staff in adherence to labor law regulations, and in addition, a wide number of engaged experts contributing expertise across various areas of the organization. The existing staff is considered adequate for the efficient execution of the organization's programs and projects. A key element is the presence of a human resources development strategy, to ensure the commitment to staff growth and competence. The organization actively provides mentoring and training opportunities for new staff, aligning skill development with their respective positions as assessed through annual performance appraisals. The personnel policies of the organization align with local employment legislation. Additionally, Amaro Drom benefits from a broad pool of volunteers, including both community members and organizational supporters, who play a crucial role in program implementation.

Looking forward, Amaro Drom needs to develop the system of staff mentoring or training in skill areas relevant to their positions in accordance with annual performance appraisals. The organization needs to work on volunteers’ involvement, aiming to involve volunteers in its programs even more.

### CSO Financial sustainability

Amaro Drom demonstrates a good capacity to handle planned project funds effectively. The organization complies with financial policies and procedures aligned with local legislation, ensuring lawful and prompt financial operations. The staff declares the use of a consolidated accounting system managed by authorized personnel.

Furthermore, Amaro Drom has functional procedures governing procurements, covering ordering, receiving, accounting, and payment for goods and services. The organization upholds internal controls, enhancing transparency and accountability. It diligently maintains financial documentation in compliance with donor and local regulations across all organizational sections. This has helped the organization to be transparent and reliable with the donors, beneficiaries, collaborators and suppliers. The organization staff states that the financial reports are sent on time and good quality. Also, financial reports are provided timely to the interested parties within the organization.

While the current system of managing the funds is successful and sustainable, there is a recognized need for the organization to enhance financial sustainability. Presently reliant on funds solely from the We Effect organization, diversifying funding sources becomes of crucial importance. Exploring additional opportunities, such as international donors, local government support, income from economic activities, and business donations/sponsorship, is recommended to fortify the organization's financial resilience

### Amaro Drom Program capacities

Amaro Drom organization is well-known in the community and can bring together as many as 50-100 participants for their initiatives. This means people trust and recognize the organization, and they can engage a sizable group in their activities. Amaro Drom implements projects and programs that match the needs of the people they want to help. This ensures that their efforts are focused on what the community truly requires. The projects also promote important values and principles of civil society, like fairness and equality.

Amaro Drom includes its members and the people they aim to support in developing these projects, making sure everyone's needs and ideas are considered. They work with other organizations, like the government or other civil society groups, to carry out their projects. This collaboration helps in combining efforts for a more significant impact.

The organization's projects have a notable effect not only on the participants but also on society as a whole. Amaro Drom keeps its members and those it helps informed about the services regularly. They have a monitoring and evaluation policy, which means they have a plan to keep track of how well their projects are doing. They use the results of this monitoring and evaluation to plan new programs and decide on future actions.

However, Amaro Drom needs to do more in documenting and showing the significant impact they are making in the community through their projects. The organization should also increase their collaboration with other organizations for more effective program implementation.

## Results from the focus group discussion and key informant interviews

The focus group discussions and key informant interviews had the focus to receive qualitative information regarding the impact of Amaro Drom organization in the areas of operation. While the focus group discussions were conducted with the community members, the key informant interviews were conducted with representatives of Municipality of Divjaka, Municipality of Fier and Korca. In addition, interviews with representatives of partner organizations such as VIS Albania and ANRD gave deeper analyses to how the organizations’ interventions are considered by other key important actors of the civil society in Albania. The questions conducted were semi structured and adapted to the nature and dynamic of the meetings. The results based on each question are as described below:

1. What is the most significant change that Amaro Drom organization provided to its beneficiaries? Explain the situation before and after the intervention of the organization?

The focus group discussions that were conducted with the community members have underscored the important role played by the Amaro Drom organization in the communities it serves, emphasizing its very important impact on the social and economic development of these communities. A result of 92% of the participants in the focus group discussions (98% among women) deemed the organization's services as "very important" when asked to rate them based on their specific needs. In one remark during a focus group discussion, a participant the organization's significance as “the place where community members can rely for support when they need to take actions important for their lives”. This insight is also reinforced by information received by key informant interviews where the other organizations (VIS Albania) state that Amaro Drom organization serves as a crucial bridge between the targeted communities and various stakeholders within those communities. It is highly regarded for its substantial presence and its intimate understanding of the challenges faced by community members, owing to its direct interactions with them. Regarding the most impactful results of the organization, the participation of the focus group discussions pointed out that increased capacities of the communities regarding topics of agriculture, human rights and direct support to the most in need communities were upon the most significant and impactful activities of the organization. They mentioned cases of support to families in extreme poverty with food packages, school supplies for children, and support to women who suffered cases of family abuse by providing psycho social services to them to take them away from the violent environment and help them recover and re-integrate in the society. In addition, the community members mentioned that the participation in the campaigns organized by the Amaro Drom organization helped them to know some of the decision makers those Municipality representatives who are serving in their communities. Regardless from the continues support from the organization, the participants from the focus groups discussions continue to point out that there is still a great need for concrete and direct support when it comes to fulfilling some basic needs such as food, housing, clothes, and support with school equipment for their children.

Another important intervention of the organization that was highly discussed during the FGDs was supporting the communities in developing the agriculture as a mean of income generation for the Roma and Egyptian communities in the targeted areas. They all confirm that the training offered by the organization has extremely helped them to gain knowledge regarding sustainable agriculture practices and protecting the environment, however, some of the community members (60% of them where 80% men) insisted that it is also important for the organization to introduce to the farmers what are the schemes that the state provides to support the farmers including subventions for buying raw materials or for the development of small businesses in agriculture which can serve as income generation activity for their families. These community members also point out that the organization should do more in advocating for the farmers from Roma and Egyptian communities in rural areas as they are among the most vulnerable in the community. They state that the agriculture is the only income opportunity for them to provide for their family, and that it is what gives them hope for the future. Also, they continue to say that they need support in order to be able to expand their products into something from which they can benefit economically. Another concern from these communities were that children and youngsters are always more thinking about emigrating and leaving the rural areas because they see no perspective in the future of rural development. They consider that it is also important to have orientation programs for youngsters in the field of agriculture and motivate them to actually stay in the rural areas and continue developing their family business as an income generation activity.

One of the program components that beneficiaries value the most is that the Farmers' Clubs which has been very consistent in conducting regular meetings. The significance state that the farmers' clubs actively addressed crucial issues, including the expansion of club membership with a focus on gender balance and, the establishment of annual targets. These forums have served as platforms for sharing experiences among club members and with other clubs in the project areas. These meetings are also commented as very positive by the Municipality officials who states that these activities helped to increase collaboration among farmers to embark on joint initiatives that empower them collectively. The encouragement of farmers to formalize their status and the pursuit of gaining recognition were considered as crucial intervention for the development of these groups. They highlighted how these activities positively impacted their lives and underscored the importance of such initiatives for their ongoing development and empowerment.

1. What is the highest level of policy influence where the organization has achieved to include its beneficiaries to make an impact?

Regarding the policy influence, the municipality officials and partner organizations have stated that the organization has a deep knowledge of the situation and challenges that Roma communities face in their everyday life. The organization has had important examples of including these communities in important discussions that affect their lives. One example mentioned by the Municipality of Divjaka was regarding one event organized in Grabjan area. The event was considered important because it brought together community members such as as Morava, Grabjan, Gramsh/Zhama, Plug and Levan, partner organization, Municipality officials and important decision makers. These kinds of events promoted the values, culture, tradition of Roma people and local agricultural products and in the same time promoted good collaboration between different actors and above 100 community members.

1. Do you know the impact of the organization to local governance, legislation change etc.?

The organization does a very good job when it comes to community participation and voice. The participants of the focus group discussions (70% of participants) confirmed that community members actively contribute to the planning and organization of the organization's activities and programs. Meanwhile 18% of the participants declared that the organization regularly holds meetings with community members, seeking their input in the development of activities and programs and 12% of the participants declared that community members are invited to participate in activities, but their contribution is not required in advance for these activities and programs. Furthermore, the Amaro-Drom organization's staff actively leverages the information gathered through their work in these communities to represent the authentic voice of the community in decision-making processes. They actively participate in consultations with various government bodies, contributing to policy documents such as the Development Plan for Roma and Egyptian Communities 2023-2026 and the Integration Plan for the Roma community at the municipal level. This collaborative approach underscores the organization's commitment to advocating for the needs and interests of marginalized communities and its vital role as a catalyst for positive change within these communities.

1. What are some successful collaboration that Amaro Drom had with your organization/institution? Do you have information about other collaborations that the organization had with other networks, institutions and organizations that had a significant impact in the target groups with whom the organization works.

Amaro Drom regularly collaborates with other organizations in the field and stakeholders through various networks. This includes participation in working groups, thematic meetings, and sharing relevant information with similar organizations. Collaboration with other NGOs is essential for exchanging experiences, developing joint projects, and improving policies and practices to advance their mission. Amaro Drom is dedicated to transparency and accountability. The organization implements clear and regular practices for the financial and administrative management of its funds. Financial and operational information is accessible to members, donors, and other interested parties. Comprehensive financial reports are prepared and approved by the Executive Board and presented to the General Assembly for evaluation and approval.

1. Is there any working practice, methodology or system that is developed by Amaro Drom organization and that has been adapted by other organizations/institutions etc.?

As a good practice that the organization has set that is considered highly positive by municipality officials and partner organizations have mentioned the continual raising awareness organized with community members. These activities helped were to increase the capacity of participants on the phenomenon of domestic violence and institutional referral mechanisms. Some of the most important issues addressed in this workshop were: domestic and gender-based violence and its forms; factors that promote domestic violence and its consequences for the victims; familiarity with the legislation; referral mechanisms of violence; importance of empowering and factors promoting empowerment of marginalised communities, specifically of women, through finance and micro-credit facilities for the marginalized communities; vocational skills and businesses; social groups and mentorship; health and family welfare.

Another very important practice mentioned mainly by Municipality officials is considered to be Amaro-Drom Online Counseling Service for Women and Girls in Albania. This service is considered of huge importance for the communities, based on the great need that these communities, especially women have in these areas. It is mentioned that the services are provided in high quality, as the person in charge of managing and delivering this service was the Coordinator of Network, Gender Equality, and Study Circles – a seasoned expert in the field. This coordinator possesses the necessary qualifications and knowledge in supporting victims of violence, along with an understanding of social programs and policies crucial to this target group, including familiarity with domestic violence referral mechanisms. This ensured the provision of top-quality service in this domain. According to the interviewed stakeholder, this initiative is successful as it includes facilitators who are responsible for identifying cases of abused women and girls to compile a confidential database, actively listening to and identifying the needs of these individuals, offering free psychological and legal counseling, and coordinating with Institutional Mechanisms for the Referral of Violence—especially with the National Coordinator of Violence at the Local Unit—to support victims of violence.

## III. Results from the questionnaire

The questionnaire was filled by 142 people from different cities of Albania. The aim of the questionnaire was to retrieve information regarding the impact of the organization according to the organizations beneficiaries, collaborators and other important stakeholders with whom the organization has closely worked during these years. The questionnaire was sent via google link to the target groups of people, and in addition some of them were printed and filled in paper form in cases where it was impossible for the target groups to access online. After that the data were entered in the google form questionnaire and were analyzed.

Regarding the demography of the respondents, most of them are from Tirana (41), Korce (32) Fier (24), Lushnje (17), Divjake (21) and Durres (7).

There is almost a fair distribution of the gender balance of the respondents with 79 respondents male and 63 male.

The majority of the respondents are of the age range of 27-39 (54), followed by 40-56 (36), above 56 (32) and 18-26 (20).

The respondents of the questionnaire are mainly beneficiaries of Amaro Drom organization, while other respondents are collaborators, partner organizations and members of state institutions in Albania. The aim of the question "What was your role during the cooperation with the Amaro Drom Union organization?" is to gather specific and detailed information about the respondent's involvement and responsibilities within the collaborative efforts with Amaro Drom.

The question "In which of the fields have you cooperated or are you familiar with the work of this organization?" in the questionnaire aims to discern the respondent's areas of engagement or familiarity with the activities and initiatives of the organization in question. By posing this query, the questionnaire seeks to identify whether the respondent has direct experience or knowledge in specific fields related to the organization's work. This information is valuable for assessing the breadth of the organization's impact and identifying areas of expertise or influence. It enables a nuanced understanding of the respondent's connection to the organization, shedding light on the diverse sectors or thematic areas where the organization's work has resonated or intersected with the respondent's interests, expertise, or professional endeavors.

The respondents were asked to rate from the scale 1-3 how much they agree regarding the statements about the organization. The ratings include the statements I Disagree, I Agree and I strongly agree. The questionnaire had also the option I do not know in cases the respondents do not have any information regarding the statements included in the questionnaire.

The answers of the respondents are as following:

**Question:** Please list what you think are the most concrete results of the work of the Amaro Drom organization in Albania.

Amaro Drom, the non-profit organization dedicated to the social and economic integration of the Roma and Egyptian communities in Albania, has demonstrated significant impact across various fields, with achievements in training and education, vocational training, rural development and social protection. The interviewed stakeholders value that fact that Amaro Drom has been instrumental in promoting the rights of Roma and Egyptian communities supporting them during agriculture activities, by sharing with them innovative concepts and approaches in agriculture. Additionally, the organization's focus on the role of women in agriculture was highlighted as very important and cases of series of workshops engaging both men and women in targeted areas, fostering inclusive dialogue and empowerment were mentioned.

The knowledge received on climate change, Sustainable agriculture and land management, and environment protection have been interventions that the Roma farmers involved in agriculture activities have considered as very important. They state that they hope that the organization will deepen these interventions in future, In this regard, in the context of rural development, Amaro Drom has made significant impact through projects that focus on agricultural production and environmental sustainability. The organization's involvement in environmental aspects of agricultural practices ensures a holistic approach to community development. This includes promoting sustainable farming practices, enhancing access to resources, and contributing to the overall economic empowerment of Roma and Egyptian communities in rural areas.

Other significant successes of the organization are considered initiatives in promoting gender equality in the targeted communities. Stakeholders have especially valued the active engagement of Amaro Drom in organizing events dedicated to this cause. An example of this is the 16 Days of Activism for gender equality, where Amaro Drom organized a series of awareness-raising campaigns and round table discussions involving key stakeholders at the municipal level. These efforts facilitated dialogue and data-sharing on gender violence, aimed at strengthening the community's understanding and response to such issues. Moreover, Amaro Drom's collaboration with the protection mechanism actors has led to a notable increase in reported cases of abuse, particularly among women facing gender-based violence, demonstrating the organization's effectiveness in supporting survivors.

Finally, Amaro Drom's provision of psychosocial and therapy sessions for women was considered as crucial for the lives of many women and children in the targeted communities, and ir demonstrates organizations commitment to addressing the holistic needs of those affected.

Stakeholders and beneficiaries could recall some old interventions of the organization as well, in the field of education and youth empowerment. One concrete result is the successful lobbying for the donation of books by the Ministry of Education specifically for Romani and Egyptian children.Another success was considered the work done with youngsters in the framework of the project “Counseling towards Employment.", where in collaboration with the National Employment and Training Agency and Vocational Training Centers, the organization has not only encouraged employment but has also facilitated the development of skills necessary for market integration in regions such as Shkodra, Kucova, and Lezha.

# Chapter 2- Conclusions

* As a first conclusion, it is obvious that the interventions of Amaro Drom organization in the target areas are in full compliance with the needs of Roma and Egyptian communities in Albania. Especially important is considered the intervention in supporting the sustainable rural development and helping Roma and Egyptian communities living in rural areas with training on agriculture activities and innovation, mentoring communities on financial schemes and subsidies, and with supporting agriculture endeavors from Roma and Egyptian communities. Another important intervention from the community members is considered the Psycho Social services, which is pointed out as a crucial component for supporting women and fighting against gender based violence. The municipality workers have especially valued this work component because they consider that this service has helped to connect more the Roma women who have experienced gender based violence toward the protection mechanism that exist. This is a service that is lacking in many cities of Albania, where the most vulnerable communities are not aware of the supporting and protection mechanisms and do not know how to report cases and connect to the system. As such, the psycho social service has been a bridge between communities and social services. Also, the therapeutic session provided by Amaro Drom organization has been very helpful to support women recover from the violence experiences within their families. The Municipality workers have also considered valuable the collaboration with Amaro Drom organization regarding the awareness campaigns organized in communities, which include the topic against violence and discrimination. The crucial role of the organization has been to bring the voice of Roma and Egyptian communities in these activities, as very often these communities remain underrepresented. Other intervention that were considered very important from the community members were education programs, health programs and housing. However, these interventions were considered that were treated more superficial by the organization are not core activities of Amaro Drom.
* Amaro Drom organization has done a considerable work in terms of representing the Roma and Egyptian communities needs in round tables and decision making processes, however considering the great potential of the organization in this regard, the organization can further strengthen this component by intensifying the efforts to bring the voice of Roma and Egyptian communities to influence policies, legislation etc. The strong point of the organization is that it has a wide network of union of Roma people and organization, which gives the organization the right knowledge and skills. However, not many cases were articulated by the focus groups discussions or key informant interviews on cases how the organization has reached this objective. Active community members recall participating in consultation meetings regarding the National Plan for Roma Integration 2021-2025. Also, Municipality officials value the contribution of Amaro Drom organization in organizing events that have brought together community members and decisionmakers officials. One case that was mentioned the agriculture fair organized in the Municipality of Divjaka, where Roma communities were able to share their concerns and aspirations. However, based on the results from the focus groups discussions and key informant interviews, the highest level of advocacy has been mainly consultation, and not policy change. Regardless of the excellent efforts, an organized approach toward representing the Roma and Egyptian communities in policy change would further help the lives these communities, especially those living in rural areas.
* The Union for the Development and Integration of Roma in Albania - Amaro Drom, places special emphasis on building strong partnerships and fostering connections with a wide range of stakeholders. These relationships play a crucial role in advancing the organization's mission to promote the rights and well-being of Roma communities in Albania. To enhance the impact of its work and advocacy efforts, the organization has collaborated with the Ministry of Education and Sports, the Ministry of Health and Social Protection, the Ministry of Agriculture, and all municipalities in the areas of operation.

These collaborations focus on the inclusion of Roma children in educational institutions, accessing social and healthcare services, improving housing conditions, benefiting from agricultural schemes, and more. Additionally, the organization actively participates in discussions organized by these institutions, especially during the development of key documents for the development of Roma and Egyptian communities in Albania.

Amaro Drom also has excellent collaborations with other organizations that share similar focuses but also provide services to people facing various economic and social difficulties, collectively addressing cases of individuals from the Roma community. This partnership, consolidated over the nearly 27-year period, highlights collaborations with organizations such as Terre Des Homes, Ergos Network, Bktf, Roma Integration, Decade Of Roma, Qendra Vatra, USAID, Roma Education FUND, SOROS, etc. These partnerships have contributed significantly to long-term advocacy, human rights protection, economic empowerment, rural development of Roma and Egyptian communities, gender equality, civil registration, and more.

Amaro Drom is an active part of various networks at the local and national levels. The organization is part of the Albanian Network for Rural Development to bring the perspective of challenges faced by the Roma community in rural areas, the National Network of Roma and Egyptian Organizations, aiming to strengthen the Roma voice nationally, and the BKTF Coalition contributing to child protection issues and primarily against trafficking and other forms of exploitation.

Another key partner for the organization is the international organization We Effect, which has supported Amaro Drom with projects (providing Core funding) and valuable expertise in the fields of community development, advocacy, and good governance. The organization also has a good collaboration with the media in the country, where it is often invited to discuss important issues affecting the well-being of Roma and Egyptian communities in Albania. These interviews serve the work of the Amaro Drom organization in raising awareness about human rights issues. However, based on the key informant interviews conducted with the partner organizations and the municipality officials, the collaboration in many cases have been ad hoc and based on activity levels. The author of this report would recommend that more organized forms of partnerships would be beneficial to both the organization and its beneficiaries. It is important to consider expanding the partnerships, but at the same time deepening the existing collaborations by planning and implementing together on program level, in a long term commitment and with clear objectives of collaboration.

* The organization demonstrates well-established capacities, particularly in the domains of governance, internal operations, program management, and financial administration. According to the findings from the self-assessment questionnaire, the CSO excels in program management and internal capabilities. The organization boasts a seasoned and proficient team that consistently delivers successful program implementations. Furthermore, it maintains a robust documentation system and internal policies, ensuring compliance with state regulations, while also upholding principles of impartiality, transparency, and beneficiary protection. The effectiveness of the internal system is further fortified by the unwavering support of the We Effect organization, which continually provides valuable guidance on internal policies and regulations. Despite the ongoing efforts for enhancement, there are areas identified for improvement, including the reinforcement of internal governance bodies to facilitate more efficient decision-making processes. Additionally, there's a need to intensify efforts in diversifying funding sources from various donors and to enhance the visibility and communication profile of the organization. Strengthening the internal capacities of the organization is crucial for amplifying the impact and influence of the programs and services it delivers.
* Amaro Drom has created a very positive image within its beneficiaries, partners and state institutions. In Albania, the organization is considered reliable, transparent, democratic and gender sensitive. All the beneficiaries are enthusiastic about the programs of the organization, and are willing to actively participate in its programs and activities. However, although the organization has quite a very good reputation within the stakeholders with whom it collaborates, it remains unknown for many others in the general public. Based on the observations of the evaluator, the organization possesses a website and social media channels which are not updated with the activities and other important information of the organization. The evaluator considers that this component is crucial to strengthen the messages that the organization wants to give to the general public, and also it increases its changes for important collaboration, funding opportunities etc. This would also help the organization to be more transparent and reliable to the third parties.

# Chapter 3 - Recommendations

**Recommendation 1- Collection of accurate and comprehensive data regarding the Roma and Egyptian community engaged in rural development activities**

A key recommendation is to collect accurate and comprehensive data about the Roma and Egyptian community engaged in rural development activities, especially those dealing with small farms (with gender-sensitive data collection important). This initiative aims to better understand the distinctive challenges and opportunities facing Roma and Egyptian farmers. Furthermore, this data collection should function as a systematic mechanism for obtaining and analyzing specific indicators and statistics directly related to small farms or agricultural activities managed by Roma and Egyptian farmers. Important data about their income, a key determinant of their well-being, should be systematically collected and documented. Additionally, the organization is advised to expand data collection to include key indicators such as health, education, employment and living conditions. By having this baseline data, the organization can effectively monitor trends over time and make well-informed decisions about resource allocation to maximize the impact of community interventions.

**Recommendation 2-Increasing support for the Roma and Egyptian community engaged in rural development activities**

Another important recommendation includes strengthening support for the Roma and Egyptian communities who actively participate in rural development activities. While Amaro Drom currently emphasizes this priority, it is advisable for the organization to adopt a strategic approach that includes assisting farmers with legal requirements and documentation when applying for funding schemes. Moreover, directing them towards alternative programs or schemes that present more flexible eligibility criteria (eg the SARED scheme) would foster a more inclusive and supportive financial environment for Roma and Egyptian farmers. The bureaucratic prerequisites and documentation standards of programs such as IPARD II present significant barriers for small farms to engage in grant opportunities, creating barriers for the Roma and Egyptian community to access them. Therefore, advocating for specific quotas within these schemes for the Roma and Egyptian community is another essential recommendation for the organization. These quotas are described in the National Action Plan for Equality, Inclusion and Participation of Roma and Egyptians in the Republic of Albania (2021-2025). Amaro Drom can play a leading role in lobbying for the implementation of this aspect by influencing decision-making institutions.

**Recommendation 3 – Encouraging the Participation of the Roma Community in Rural Development Activities through Membership in Local Action Groups in the respective Municipalities.**

Members from the Roma community can be encouraged to become part of Local Action Groups (LAGs) within the respective Municipalities. This can be achieved by expressing their interest and actively participating in initiatives and programs focused on facilitating rural development led by these groups. LAGs can organize information sessions designed to engage Roma farmers, providing knowledge on available resources, financing opportunities and support for agricultural projects and other sustainable rural development activities. The benefits of engaging in GLV for these communities are diverse, including forming partnerships with agricultural organizations, accessing extension services, and collaborating with experts to provide training sessions, workshops, and capacity-building programs tailored to the unique needs of farmers. Roma. . Furthermore, LAGs can play a crucial role in advocating for comprehensive policies that address the challenges faced by Roma farmers, ensuring equal access to agricultural resources, markets and support mechanisms. Encouraging cooperation between Roma farmers and non-profit organizations specialized in agricultural development can further strengthen the impact of LAG initiatives in the lives of Roma farmers. In this context, the Amaro Drom organization can act as a catalyst, gathering information on the progress of Local Action Groups in the municipality and actively encouraging the Roma and Egyptian community to participate in these groups for meaningful engagement in development activities rural.

**Recommendation 4- Facilitating market access for Roma and Egyptian farmers**

Amaro Drom can encourage local actors, mainly Municipalities, to facilitate market access for Roma and Egyptian farmers by actively building partnerships with key players in the agricultural supply chain, establishing cooperative relationships with local vendors, wholesalers, etc. The organization can organize training sessions and workshops to educate farmers on food safety standards, sustainable agricultural practices and efficient market participation. By providing relevant knowledge and skills, Amaro Drom empowers farmers to meet regulatory requirements and increases their capacity to meet market demands effectively. In addition, Amaro Drom can play a key role in creating platforms for dialogue and coordination between farmers, traders and relevant authorities. The organization can act as an intermediary, facilitating communication and cooperation between these groups to optimize the agricultural value chain and maximize economic benefits for the community.

**Recommendation 5- Increase land registration support for Roma and Egyptian farmers**

For sustainable and impactful interventions, it is essential to facilitate the land registration process for Roma and Egyptian farmers. One of the challenges faced by this community in relation to accessing financing schemes is that despite the fact that they own land, they have a problem with ownership certificates. Amaro Drom can play a key role by providing comprehensive legal assistance and support throughout the registration procedure (also by cooperating with other actors that provide such services). This includes raising awareness of land rights, providing guidance on documentation and actively assisting farmers in obtaining land ownership certificates. In addition, Amaro Drom can engage in educational initiatives to empower these communities, ensuring that they are well informed about their rights and responsibilities regarding land ownership. By promoting a gender-sensitive and inclusive approach, the organization can contribute to creating a more equitable framework for farm registration, land transactions and overall land ownership. This recommendation highlights the importance of Amaro Drom's involvement in facilitating a fair and accessible land registration process, empowering Roma and Egyptian farmers in Albania.

**Recommendation 6 - Promoting Sustainable Agriculture and Livelihoods: Best Practices for Amaro Drom's SALM Initiatives**

Amaro Drom should consider adopting and adapting best practices in Sustainable Agriculture and Livelihoods Management (SALM) from best practices, including practices around the world to enhance their initiatives. By embracing principles such as agroecology, conservation agriculture, permaculture, and agroforestry, while promoting integrated pest management, livelihood diversification, and value addition, Amaro Drom can effectively improve agricultural productivity, enhance livelihoods, and foster environmental resilience within their target communities. It's crucial to engage local farmers and communities in participatory processes, ensuring ownership and empowerment, while also facilitating access to markets and advocating for supportive policies. By integrating these proven SALM approaches, Amaro Drom can advance sustainable development goals and contribute to long-term prosperity and well-being for the communities they serve.

**Recommendation 7- Empowering Farmers and Advocating for Sustainable Agriculture to contribute toward Carbon Footprint Reduction**

Amaro Drom can play a crucial role in supporting farmers while advocating for practices that reduce the carbon footprint in agriculture. By incorporating the following strategies into their initiatives, they can effectively promote sustainable agriculture and livelihoods within their communities. Firstly, Amaro Drom can provide training and technical assistance to farmers on agroforestry, conservation agriculture, and other agroecological practices, empowering them to implement carbon-smart farming techniques. Additionally, they can facilitate access to resources and technologies for renewable energy integration, such as solar panels and biogas digesters, through partnerships with relevant stakeholders. Moreover, Amaro Drom can advocate for supportive policies at local, national, and international levels, promoting incentives and subsidies for sustainable farming practices, renewable energy adoption, and carbon sequestration initiatives. By combining practical support for farmers with advocacy efforts, Amaro Drom can contribute significantly to reducing the carbon footprint of agriculture while enhancing livelihoods and environmental resilience in their target communities.

**Recommendation 8 - Advocacy and Participation for Community Impact Amaro Drom can increase the influence of the Roma and Egyptian community by actively engaging in bottom-up advocacy to increase their influence in local government units and decision-making bodies**.

 There is a clear need to mobilize families in rural areas, especially those from the Roma and Egyptian minorities, to encourage their respective municipalities to monitor the progress of plans for the social and economic integration of these communities in rural areas. Given that the implementation of policies for sustainable rural development is within the competence of Municipalities and decision-making institutions, bottom-up advocacy will increase the responsibility of Municipalities for the serious implementation of plans and strategies in this direction. This recommendation aims to empower the Roma and Egyptian community, promoting a collaborative approach between local communities and governing bodies for more effective and responsible development initiatives in agriculture and rural development.

**Recommendation 9- Creation of service standards against gender-based violence**

To further increase the quality and recognition of the GBV service, it is strongly recommended that Amaro Drom undertake the development of comprehensive service standards. The current service, valued by both community members and local stakeholders, could benefit significantly from a detailed framework that ensures service quality and sustainability. Service standards refer to a set of established criteria and guidelines that define the quality, efficiency and overall performance expected of a service. These standards will ensure that services are delivered consistently and meet certain quality criteria, including a framework for measuring and evaluating the effectiveness of services, fostering accountability and improving the overall experience for service users. Setting standards clear and detailed service, Amaro Drom can not only strengthen its credibility as a service provider, but also raise its profile in the local and national spheres. This strategic move will not only strengthen the organization's commitment to service improvement, but will also pave the way for possible service expansion into new areas beyond the existing scope or into other areas of operation.

**Recommendation 10- Completion and expansion of psychosocial services**

Currently, through the GBV counseling service, Amaro Drom not only provides psychosocial services and therapy sessions when needed, but also advises and guides community members on accessing the protection system and benefiting from other services provided by state institutions or partner organizations. However, given the significant need in the community for these services and the existing gaps in the protection system for victims who experience gender-based violence, it is suggested that the organization invest more resources in this service by expanding the range of services offered to the beneficiaries of others. . Furthermore, it should supplement it with additional services as needed, thus following a holistic approach to case management. Expanding the range of services provided may include concrete assistance for families, such as actively engaging them in social activities to foster community connections and support networks. In addition, the organization can provide assistance in ensuring the children's education by providing educational support programs or resources. In addition, it can facilitate access to health services by addressing the holistic needs of beneficiaries. By adopting this approach, the organization can address the multifaceted challenges faced by individuals affected by gender-based violence, contributing to their overall well-being and empowerment.

**Recommendation 11- Advocacy for Increasing Budgetary Allocation in Support of Roma and Egyptian Communities**

The Amaro Drom Union, through its entire network, must further increase the pressure on municipalities and other decision-making institutions to allocate more funds for social and economic programs, from which a significant group of Roma and Egyptian families can benefit. In many cases, plans and strategies related to the development of vulnerable communities are quite well formulated, but their implementation still remains a fundamental problem. One of the reasons is the insufficient budget accompanying the implementation of these plans. On the other hand, many studies emphasize that for an effective implementation of the plans for the Roma and Egyptian community, the necessary financial resources should be increased significantly, especially to support the municipalities during the implementation of these plans. Amaro Drom is suggested to be quite active in the tables related to the programs that are developed for these communities, emphasizing not only the challenges that these communities have, but raising the voice to the insufficient budgeting of the implementation of these programs.

**Recommendation 12- Increasing transparency and accountability on municipal practices for the benefit of the Roma and Egyptian communities**

Municipalities should improve their transparency and accountability to the public and stakeholders, especially in the implementation of plans to improve the lives of the Roma and Egyptian communities. There is a need for improved transparency of municipalities towards citizens, especially towards members of vulnerable social groups, including Roma and Egyptian families. Transparency can be ensured by providing easily understandable, accessible information about social programs, their availability and related procedures. Municipalities must publish the plans they have for the Roma and Egyptian community, as well as report on the progress of these plans. Information should be provided periodically, in a timely manner and in easily understandable language. Amaro Drom is suggested to have a catalytic role in this direction, first having a very detailed knowledge of the strategies and policies of public institutions that affect the lives of the Roma and Egyptian communities, by constantly organizing information sessions with the Roma community to inform them them on these policies and also encouraging them to continuously take initiatives that benefit the development of their community.

**Recommendation 13- Strengthening Financial Stability through Diversification of Funding Sources**

It is strongly suggested that the Amaro Drom organization take deliberate steps to improve its financial stability by actively seeking additional funding sources beyond the core support received from the We Effect organization. Exploring different funding opportunities is essential for the long-term sustainability and growth of the organization. This includes proactively reaching out to other potential funding sources, such as international donors, government grants, partnerships with businesses, or accessing other funding channels available domestically. Some of the ways to achieve this, it is necessary for the leaders of the organization to hold continuous meetings with potential donors in Albania to present the work that the organization does, to look closely at the calls that are opened by different donors, to aim for cooperation with organizations that have experience in receiving various grants, to develop projects where there can be co-financing, to seek support from businesses that have social projects, etc. It is important that the organization develops a plan to improve financial stability based on the points as above. This strategic approach will enable the organization to expand its network of financial support and strengthen its capacity to carry out impactful programs and initiatives in the community.

**Recommendation 14- Reinforcement of public engagement through media channels**

The Amaro Drom organization is suggested to invest more in raising its public profile through various media communication channels. This includes not only engaging more with traditional media, but also increasing its activity on social media platforms, including updating the organization's website, Facebook, Instagram, etc. by publishing the organization's reports, studies, activities, success stories, etc. Strengthening these online platforms is not only related to increased visibility, but also ensures transparency regarding the ongoing activities of the organization. By actively participating in both traditional and social media, Amaro Drom can effectively communicate its mission and achievements to the general public. Increased visibility not only makes the organization more popular, but also positions it as a reputable and influential voice in discussions related to the development of Roma and Egyptian communities in Albania. Using the media as an awareness tool can significantly contribute to shaping public opinion and gaining support for the organization's initiatives.

# Annex

## Questionnaire used to conduct key informant interviews and focus group discussions.

|  |  |
| --- | --- |
|  | Questions: Impact to Beneficiaries. Impact at policy level, Impact at society level, Advocacy and potential for growth |
|  | What is the most significant change that Amaro Drom organization provided to its beneficiaries? Explain the situation before and after the intervention of the organization.  |
|  | What is the highest level of policy influence where the organization has achieved to include its beneficiaries to make an impact?  |
|  | Do you know the impact of the organization to local governance, legislation change etc.? |
|  | Please provide information on public campaigns, direct citizens feedback mechanisms established by the organization in the field of access to public information.  |
|  | Has the organization participated in the governmental working groups or other forms of groups related to the fields of interventions? |
|  | What are some successful collaboration that Amaro Drom had with your organization/institution? |
|  | Do you have information about other collaborations that the organization had with other networks, institutions and organizations that had a significant impact in the target groups with whom the organization works.  |
|  | What is the image that you have about the work of the organization? In your knowledge how would the beneficiaries describe the organization as well? |
|  | Is there any working practice, methodology or system that is developed by Amaro Drom organization and that has been adapted by other organizations/institutions etc.? |
|  | In your knowledge, how does the organization ensures impartiality, inclusiveness and political affiliation? |
|  | How would you describe the organizations capacities in terms of professional capacities, interventions, decision making etc.?  |
|  | If the organization never existed or would stop existing who would miss the organization? What processes would not be fulfilled? |
|  | In your opinion how transparent and democratic is the organization? Please provide examples.  |
|  | How gender sensitive is the organization? Please describe.  |

## Quantitative Questionnaire

Amaro Drom Organization has initiated a comprehensive study aimed at assessing and monitoring the effectiveness of its services towards targeted groups throughout the years of program implementation in Albania. Through this study, Amaro Drom aims to collect data on how these services are perceived by the targeted groups and project partners to adapt programs and initiatives according to the needs of the Roma and Egyptian communities in Albania. This study is crucial due to the rapid changes in the social and economic framework of the country, influenced by events such as the Covid-19 pandemic, inflation growth, and other economic development factors, as well as other social factors. The following questionnaire will be distributed among community members and important stakeholders of the organization. The questionnaire is entirely anonymous, and the findings will be used solely to inform strategic decision-making and improve the delivery of services by the Amaro Drom organization.

Demographic Information

Age A- Under 18 years B- 19-34 years C- 34-60 years D- Over 60 years

Gender A- Female B- Male

Employment Status A- Unemployed (seeking employment) B- Self-employed C- Homemaker D- Relies on social assistance E- Student F- Other (specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City - Please specify

Educational Level A- Primary B- Secondary C- Higher D- Other (specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type of Education A- General B- Vocational Other\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of Family Members A- 2-4 members B- 5-7 members C- More than 7 members

Question 1: How long have you been involved in projects of the Amaro Drom organization?

A) Less than 1 year

B) 1-3 years

C) More than 3 years

**Question 2:** In which activities within the organization have you participated during this period? A) Awareness against violence and promotion of gender equality, etc.

B) Provision of psychosocial support and online counseling.

C) Enhancement of entrepreneurial skills for farmers in the farmers' club.

D) Strengthening farmers' resilience to climate change.

E) Involvement in policy consultations for the Roma and Egyptian community in Albania.

F) Referral of cases to relevant institutions.

G) Direct assistance such as food and clothing, etc.

H) Other (please specify).

Question 3: How do you assess the services offered by the organization during these years based on your specific needs?

A) Very important

B) Somewhat important

C) Not important at all

Question 4: Please explain your answer depending on the option you chose above.

Question 5: How does the organization involve your contribution and address your needs during the development of its programs?

A) The organization regularly holds meetings with community members, seeking their contribution in the development of activities and programs.

B) Community members actively contribute to the planning and organization of the organization's activities and programs.

C) Community members are invited to participate in activities, but their contribution is not required in advance for these activities and programs.

Question 6: What has been the most important impact that the organization has had on you personally and in your community?

a) Increased awareness of various important community issues.

b) Representation of the community in advocacy campaigns.

c) Provision of assistance to community members with food, clothing, school materials, etc.

d) Providing solutions to various issues such as shelter and protection from family violence, etc. e) Other (please specify).

Question 7: Please provide an example of how the organization has positively influenced you personally and give an example of how the organization has positively influenced the community.

Question 8: Rate from 1-3 the following components of the organization. (1 is the lowest rating, and 3 is the highest)

* 1. The organization implements high-quality projects, which are in line with the needs of the community.
	2. Amaro Drom has achieved through its interventions to have visible results in the community as a result of the projects developed in the community.
	3. Amaro Drom has built strong and sustainable partnerships that serve its work and the organization's projects in the community.
	4. Amaro Drom represents a powerful voice of its target groups and includes them to lobby for issues aimed at improving their lives.
	5. The organization is transparent with its partners and the public (public information about the organization's mission, vision, leadership and staff, annual reports, financial reports, charter, procurement process)
	6. Amaro Drom has clear advocacy goals and rich experience in advocacy initiatives. Organization has plans for future advocacy initiatives.
	7. The organization has the right knowledge, skills and capacity to design, influence, drive and implement change that brings results

Question 9: What services or additional improvements do you think the organization should consider, considering the needs of your community?