



LNOB Social Report

Manicipality Kumanovo

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Report on LNOB Social Mapping in Municipality of Kumanovo



Social Mapping Results Report: „ LNOB social mapping and evidence-based policymaking in the municipality of Kumanovo“

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Executive summary

Social mapping is a basic method of presenting knowledge about spaces and the people who live in them. Social mapping helps local authorities to develop adjusted local social protection policies and measures to address the specific needs of vulnerable groups of citizens. The general purpose of the mapping is to contribute to the social inclusion of disadvantaged groups, improving the quality of life, as well as encouraging social cohesion at the local level by promoting the localization of the 2030 Agenda and its goals, in particular, the principle "Leave no one behind". – LNOB at the municipal level. In 2023, the Center for European Citizen Initiative was hired to carry out social mapping of the territory of the Kumanovo municipality on a previously developed methodology by GIZ GmbH and in coordination with representatives of NALAS and the Municipality of Kumanovo. The general goal of the mapping "Implementation of LNOB social mapping and evidence-based policy making in Municipality of Kumanovo", was aimed at the responsible persons in Municipality of Kumanovo to develop adapted local policies that will help people with disabilities and vulnerable categories of citizens. The main goal is to introduce new forms and ways of implementing services for vulnerable categories of citizens that will enable them to be more easily included in social life. In addition, the purpose of the mapping was to perceive the problems faced by the competent social institutions and non-governmental organizations from the municipality of Kumanovo that are responsible for the care and assistance of persons with disabilities and vulnerable categories of citizens, as well as improving their opportunities and conditions. The main emphasis is placed on the rehabilitation and reintegration Center for the promotion of rehabilitation and reintegration services for people with intellectual disabilities. The research made it possible to gain knowledge about the level and form of vulnerability of persons with disabilities, men and women in the municipality of Kumanovo, as well as what are the possibilities for improving their condition in the municipality. The attitudes of persons with disabilities to overcome the problems and improve the services they receive were identified. Structuring of the needs of persons with disabilities, men and women, in different areas (education, transport, housing, social care, employment, political participation, protection and rescue, etc.) was carried out. The results will help to obtain an assessment of the quality and effectiveness of current social services and will help the Municipality, the Center for Social Work, the Employment Agency, the Health Fund, the Pension and Disability Insurance Fund and non-governmental organizations to take action and offer services based on recommendations from social mapping. Social mapping data will also contribute to improving local crisis management and protection and rescue plans.

1. Target group(s) of Social Mapping

Priority is given to the target group of persons with disabilities because:

- this group is the most numerous compared to other target groups;
- the labor market, access to goods and services are at the greatest economic risk;
- people with intellectual disabilities are extremely excluded and need constant and different types of services;
- people with disabilities are the most discriminated against in comparison to other groups;
- the problems of persons with disabilities have an impact on the quality of life of all family members;
- there is a large number of people who are not in the records of the Center for Social Work because they do not receive a disability allowance or other type of support, and they are not in the database of associations of people with disabilities;
- people with physical disabilities have a problem with access to facilities;
- people with disabilities face insufficient access to accessible information;
- people with disabilities have insufficient access to services, especially services in the home and community, as well as services of out-of-family care;
- people with disabilities often do not have enough knowledge about social rights and access to social services, education and health, and are mostly dependent on state assistance;
- measures for prevention and handling of risks and disasters for persons with disabilities are missing;

1.1. An explanation of why the target population(s) is (are) the LNOB group

Initial assumptions and insights for each vulnerable category

The municipalities from the Western Balkans, in this cycle of social mapping, had the opportunity to choose for which target group it is necessary to do social mapping. Below are arguments for prioritizing people with disabilities. In relation to other vulnerable categories in the municipality of Kumanovo, their needs and problems have been identified.

With regard to the elderly persons in Kumanovo, 502 elderly persons over 65 years of age are registered as beneficiaries of the right to social security for the elderly persons. The elderly persons need the service of help and care at home. The elderly persons prefer to live in their own homes and refuse to be placed in specialized facilities for the elderly persons. Through the project "Mitigating the effects and consequences of Covid-19 on the most vulnerable groups in society with a special focus on the elderly persons and people with disabilities", "Poraka Nasha" Association has shown that there really is a need for a service for help and care in the home. "Poraka Nasha" has been implementing this project for 21 months. According to the data from the Social Plan of the Municipality, the number of beneficiaries of guaranteed minimum assistance amounts to 2814. While the number of children without parents or parental care placed in a foster family is 19.

In the territory of the municipality of Kumanovo, there are also children at risk, that is, street children who beg at major intersections in the city, as well as children who abuse psychotropic

substances in abandoned locations throughout the city. In relation to this problem, the municipality of Kumanovo needs to open a Center for children at risk, which will be intended for daily care of these children and their reintegration into the system.

The Roma population living in the territory of the municipality of Kumanovo is faced with a large number of problems. Unresolved housing issues, living in substandard conditions, unresolved infrastructure issues, poor installation, septic tanks, well water. The Roma population also faces a low percentage of literate population, young people refuse to go to school. The Roma population needs inclusion in all spheres of social life. A total of 15 cases of family and gender-based violence were registered in the Center for Social Affairs of Kumanovo in 2022. Some of the victims need temporary care or care in a regional shelter center. The municipality plans to deliver these services by associations that work with this problem. With financial support from the Municipality, the Counseling Center for Women Victims of Domestic Violence "Comfor Zona" Kumanovo was established and in 2023 they received a license to work from the Ministry of Labor and Social Policy.

Justification why the target population(s) is (are) the LNOB group

Geography: People with physical disabilities (people who use mobility aids and people who use wheelchairs) have a problem with access to some of the facilities (ambulatory, hospitals, shops, markets, cultural institutions, departments of ministries and other governing bodies, administrative facilities under the jurisdiction of the municipality, sports and recreational facilities, schools, etc.), as well as inside the buildings (lack of elevator, existence of infrastructure barriers, lack of adapted toilet, etc.). Blind and visually impaired people have accessibility problems due to insufficiently visible marked stair ends and physical barriers. The space around the buildings and inside are not sufficiently lit. Some of the streets have narrow sidewalks, no crosswalks for the blind and no audible traffic lights. Some streets and public areas are not sufficiently lit. Public transport connecting the city to the countryside or to other cities is not accessible to people with physical disabilities.

Socio-economic status: High unemployment rate of persons with disabilities; a large percentage of employees have a minimum income; are economically dependent on other family members; people with intellectual disabilities need constant care; parents of children with disabilities often leave work to care for their children.

Discrimination: Disability is the most common basis of discrimination in the municipality, although there are a small number of complaints about discrimination on this basis to the Ombudsman and the Commission for Prevention and Protection against Discrimination. People with disabilities rarely recognize and report discrimination. Discrimination based on disability exists in all areas and all persons with disabilities are discriminated against, regardless of the type of disability. A high percentage of people with disabilities are discriminated against when accessing the labor market. There is a limited type of jobs, the principle of reasonable adjustment to the job is not applied, they haven't opportunity for career development and their labor rights are abused. Children in schools are often discriminated against, there is no individual approach during their education in some schools, many children are not identified as disabled at an early age, educational materials are not adapted to their needs, not all children with disabilities are covered by personal and educational assistants. Parents of children with disabilities are discriminated against in the community and many of them do not use support services. Some people with disabilities have trouble accessing services due to a lack of personal assistants, some of those with physical

disabilities do not have the opportunity to buy suitable and quality aids for better mobility. There is a lack of greater awareness of people with disabilities about the services and support available to them from the state and the municipality. Some people with disabilities are not categorized and do not receive any support that is legally guaranteed to them.

Management: People with disabilities are often discriminated against by public administration. Citizens with disabilities are often denied the right to choose and express their will and thoughts. This community is not represented in the municipal council. There is no person with a disability in a managerial position in the municipal administration or in the local departments of the ministries and other administrative bodies. Persons with disabilities are excluded from political life because there is no person with disabilities who is a member of a local body of a political party. People with disabilities do not have good access to voting places. Local media does not have a sign language interpreter, a large number of informational materials are not accessible to the blind and simplified for people with intellectual disabilities.

Shocks: Persons with disabilities are most exposed to the consequences of natural and technical disasters and their lives and health may be threatened. Fires, floods, earthquakes, landslides and landslides, ruins, epidemics, etc. may be risks and dangers to which persons with disabilities are most vulnerable. Deaf, blind, partially sighted and intellectually disabled people have a problem with timely and adequate information about certain risks and dangers so that they can react appropriately and avoid them. If a disaster occurs, they have a greater problem than other people to avoid danger, especially blind and partially sighted people, people with physical disabilities and people with intellectual disabilities. Also, the facilities and infrastructure are not adapted to make a quick and adequate evacuation of these people. The methods for warning, evacuation and protection of persons with disabilities are not foreseen in the plans for protection and rescue and the plan for dealing with crises. The biggest risks are landslides, floods and fires.

1.2. Summary of consultations with municipal officials and other stakeholders

In order to determine the target group, the Municipality had a preliminary discussion among the employees of the municipal administration to consider the needs of the different categories of vulnerable groups and to determine the current and future services which they receive at the local level. Then, the representatives of the Municipality talked with the representatives of the Community of Local Self-Government Units (ZELS). The criteria for selection and prioritization of the target group were set at the meeting between the Center for European Citizen Initiative, the Municipality, Association for Promotion and Development of Inclusive Society "Inkluziva" and ZELS. In addition, to determine the target groups was used, the social plan of the Municipality of Kumanovo for the period 2023-2026, research carried out by the Association for the Promotion and Development of Inclusive Society "Inkluziva", realized in 2022, the Annual Work Program of the Inter-Municipal Center for Social Work Kumanovo for 2023, the report on implemented activities of the Inter-Municipal Center for Social Work Kumanovo for 2022 and the Strategy for Roma in the municipality of Kumanovo for the period from 2023-2030.

1.3. Summary of Secondary Data Analysis

Specific problems of persons with disabilities in the municipality of Kumanovo

/Source: interview and questionnaire with representatives from competent institutions, results of previous research/

The problems faced by persons with disabilities are: social exclusion, insufficient financial resources for treatment or payment for rehabilitation treatments, work training, independence, etc. Insufficient access to accessible information for persons with disabilities, as well as insufficient access to services, especially services in the home and community, as well as services of non-family protection. People with disabilities are very little included in education and the labor market. People with disabilities often do not have enough knowledge about social rights and access to social services, education and health, and are mostly dependent on state assistance. They complain of social exclusion. A big problem is insufficient financial resources for treatment or payment for rehabilitation treatments, work training, independence, etc. Experience so far clearly shows that people with intellectual disabilities and their families are not informed and have insufficient support in exercising their legal rights. Because of this problem they are prevented from engaging in the regular streams of the community. People with intellectual disabilities receive incomplete and low-quality information from inappropriate sources, so it takes a lot of time to realize their basic rights (education, employment, income generation, use of social and health care, etc.). People with intellectual disabilities who are users of the services of the Center for Rehabilitation and Reintegration, after they come home, do not have any activities and obligations. Parents are no longer able to provide quality free time to their children due to their age and the responsibilities they have. Their brothers/sisters have their own responsibilities, the users don't have friends with whom they can be a part of the current happenings in the city. In addition, people with disabilities need several categories of social services such as: Individual specialized services, Innovative services (sports-recreational, cultural and social services).

General problems faced by people with disabilities:

The main problem in the entire municipality is that there is no access to public facilities and spaces in facilities for people with disabilities:

People with physical disabilities (people who use mobility aids and people who use wheelchairs) have problems with access to some of the facilities (outpatient clinics, hospitals, shops, markets, cultural institutions, departments of ministries and other administrative bodies, administrative facilities under jurisdiction of the municipality, sports and recreational facilities, schools, etc.), as well as inside the buildings (lack of elevator, existence of infrastructural barriers, lack of adapted toilet, etc.). Blind and visually impaired people have accessibility problems due to insufficiently visible marked stair ends and physical barriers. The space around the buildings and inside are not sufficiently lit.

Street and public area accessibility: Some of the streets have narrow sidewalks; no crosswalks for the blind and no audible traffic lights. Some streets and public areas are not sufficiently lit.

Public transport: which connects the city to the countryside or to other cities is not accessible to people with physical disabilities.

A high percentage of people with disabilities are discriminated against when accessing the labor market. There is a limited type of jobs, the principle of reasonable adjustment to the job is not applied, they have no opportunity for career development and their labor rights are abused.

Children in schools are often discriminated against: there is no individual approach during their education in some schools; many children are not identified as disabled at an early age; educational materials are not adapted to their needs; not all children with disabilities are covered by personal and educational assistants. Parents of children with disabilities are discriminated against in the community and many of them do not use support services.

Mobility: Some people with disabilities have trouble accessing services due to a lack of personal assistants; some of those with physical disabilities do not have the opportunity to buy suitable and quality aids for better mobility.

People with disabilities lack greater awareness of the services and support available to them from the state and the municipality: Some people with disabilities are not categorized and do not receive any support that is legally guaranteed to them.

Political and civil life: The municipal council does not have a member with a disability; There is no member with a disability in the local governing bodies of any political party; local media do not have a sign language interpreter; a large number of informational materials are not accessible to the blind and simplified for people with intellectual disabilities.

Problems of the Rehabilitation and Reintegration Center "Poraka Nasha"

The Day Center for Rehabilitation and Reintegration of Persons with Disabilities expressed the need for systemic support from the Ministry of Labor and Social Policy, the Center for Social Work and the creation of conditions for the establishment of new forms of support for persons with disabilities (forms for employment , organized living with support (small group homes, etc.). They indicated the necessity of establishing transparent rules and criteria for the distribution of funds from the state lottery and other state funds for civil society organizations that are active in the field of disability. The need to expand existing and establish new collaborations and partnerships with municipalities and state institutions to provide support, but also to apply for calls for project proposals within the framework of European and other international funds, is highly expressed. A big draw back is the untimely receipt of information about published calls for project proposals, preparation of applications and applying to potential donors. The need to establish cooperation and partnerships with new companies, foundations and associations is inevitable. There is also a need to provide free local transportation for users to and from the center. Also, they emphasized that the implementation of the activities, and thus the program in the Center, depends on the financial possibilities in the current year.

2. Brief information about the municipality of Kumanovo and the local policies

Geographical characteristics – Kumanovo is the largest municipality in the Republic of North Macedonia. It is located in the north-eastern part of the Republic, spread over an area of 509.48m², with an altitude of 340m, east of the capital city of Skopje, west of Kriva Palanka, and in the north it extends to the border of the Republic of Serbia. The municipality is composed of 16 (sixteen) urban communities, located in the city area and 52 (fifty two) local communities located in its rural part. There are 46 villages and settlements in Kumanovo municipality: Agino village, Bedinje, Beljakovce, Biljanovce, Brzak, Vak'v, Vince, Voinovic, Gabresh, Gorno Konjare, Gradiste, D'lga, Dobroshane, Dovezence, Dolno Konjare, Zivinje,

Zubovce , Jachince, Karabicane, Klechevce, Kokoshinje, Kolitsko, Kosmatac, Kosturnik, Kutlibeg, Kuchkarevo, K'shanje, Lopate, Ljubodrag, Murgash, Novo Selo, Novoseljane, Orashac, Pezovo, Pcinja, Rezhanovce, Recica, Romanovce, Skachkovce, Sopot, Studena Bara, Sushevo, Tabanovce, Tromedja, Umin Dol, Cherkezi, Chetirce and Shuplji Kamen.

Population – The structure of the population is heterogeneous, citizens with diverse national and ethnic origins, diverse culture, religion, tradition and customs, as well as socio-economic status live here. The number of inhabitants in the municipality of Kumanovo, based on the statistical data obtained from the last census of 2021, is a total of 98,104 inhabitants. Compared to the previous census of 2002, the number of inhabitants decreased by 7380 inhabitants. The population of Macedonian nationality is the most numerous with 54,741 inhabitants, the second largest is the population of Albanian nationality with 25,493 inhabitants. From other nationalities, 6392 Serbs live in Kumanovo, 2795 Roma, Turks, Vlachs, Bosniaks and other population. According to the age structure, the population aged 30 to 64 is the most numerous, 23,530 inhabitants. It is characteristic that the young population up to the age of 29 is twice as numerous as the old population over the age of 64. In terms of the number of inhabitants by sex, men are 48 805 inhabitants, and women are slightly more numerous, mainly from the old population 49 299.

Infrastructure – Almost all administrative facilities are located in the central city area.

Organizations for social needs in the municipality - In Kumanovo, state and private institutions have been established for social protection of vulnerable categories of citizens, as well as persons with disabilities.

Municipal Council for Social Protection - The Council consists of 15 members, appointed by the Kumanovo Municipality Council, eight members are appointed as representatives of appropriate institutions from Kumanovo based on the Law on Social Protection (JU Intermunicipal Center for Social Work Kumanovo, Employment Center, Municipal organization Red Cross, Association for Promotion and Development of Inclusive, society "Inkluziva", PHI Zdravstven dom, Ministry of Interior-SVR Kumanovo, Center for Rural Development "Bujrum" - Kumanovo, Basic Public Prosecutor's Office) and seven people are representatives of the municipal administration. .

Other non-governmental organizations that work with the vulnerable categories of people in Kumanovo municipality are: DROM, National Roma Center, "Florence Nightingale", "Sirma", CID and Center for Rehabilitation and Reintegration for Adults with Moderate and Severe Intellectual Disabilities "Poraka Nasha". From 28.02.2023, "Poraka Nasha" received the work license and since then the Association has been functioning as a rehabilitation and reintegration center for adults with moderate and severe intellectual disabilities. Currently, the center is visited by 21 adult users with moderate and severe intellectual disabilities.

Through a public call, the municipality provides financial support to associations that carry out social protection work at the local level (development of social services), subsidizes the costs of communal services (water and waste disposal), grants them one-time financial assistance if necessary, provides educational and personal assistants in secondary schools, financially supported the opening of sensory rooms in several primary schools, has installed an Accessibility Helper sidebar tool on its website, which facilitates access to information for people with disabilities. The municipality advocates for the social protection of women/girls from all vulnerable categories of persons, persons with disabilities, elderly persons, victims of domestic violence, street children and poor persons.

The municipality, with the financial support of associations and other legal entities, develops social services at the local level, such as:

- Center for rehabilitation and reintegration of persons with intellectual disabilities over the age of 18, operated by "Poraka Nasha";
- Center for daily individual services for children and persons with disabilities, Implemented by the Association for the Promotion of an Inclusive Society "Inkluziva";
- Center for children at risk, Implemented by the Association "DROM";
- Counseling center for victims of domestic violence and
- Assistance to the elderly persons in home conditions, implemented by the Red Cross of Kumanovo.

In Kumanovo, a Center for the support of learning for students with disabilities has been opened, which functions as part of the "Brača Miladinovci" OOU school, which provides services on three levels: **1.** Direct support of students and their parents/guardians, through sensory integration, Montessori pedagogy/approach, Art therapy, speech therapy treatments, services from a special educator and rehabilitator, psychologist, social worker, psychomotor re-education, etc., **2.** Support of educational staff, through training and engagement of educational and personal assistants, experts in inclusive teams, support by a resource special educator and rehabilitator or other professional worker, and **3.** Support of the wider social community through consultative services to all stakeholders of inclusive education (ELS, civil sector, the business community, health facilities, centers for social work, etc.). In the academic year 2023/2024, the project "Inclusive Classroom 2" is implemented in the municipality of Kumanovo through the program (OKR), through which educational and personal assistants are provided to students with disabilities in secondary schools.

Multidisciplinary team for dealing with street children – The team is composed of representatives from the Municipality of Kumanovo, JU Intermunicipal Center for Social Affairs Kumanovo and the Ministry of the Interior-SVR Kumanovo.

Public kitchen – The public kitchen as a measure has been introduced in the Program for the Development of Social Protection of the Municipality of Kumanovo 2024, financed by the Municipality's budget..

JU Intermunicipal Center for Social Affairs Kumanovo – provides the service of professional assistance and support and advisory services in accordance with the Law on Social Protection.

The Center for Support for Students with Disabilities – provides professional education services to persons with disabilities as a support to social services for students with disabilities.

The resource center in Kumanovo works to provide information and advisory services to people with disabilities and their families in the territory of the municipality of Kumanovo. The Resource Center is managed by the Association for the Promotion and Development of an Inclusive Society "Inkluziva" from Kumanovo with the financial support of the Municipality of Kumanovo.

Personal assistance, the service is carried out by two licensed service providers in the municipality of Kumanovo, namely: the Association for the Promotion and Development of an Inclusive Society "Inkluziva", which provides this service for 10 people with disabilities, and 6 certified personal assistants have been hired for that purpose assistants and the Municipal Organization of the Red Cross Kumanovo, which provide the service for 7 people with disabilities, and 5 certified personal assistants have been hired for that purpose.

Assistance and care of the elderly persons in home conditions - in the municipality of Kumanovo, the service is implemented by the "Zafir Saito" Home for the Elderly in Kumanovo in partnership with the association Regional Center for People with Intellectual Disabilities "Poraka Nasha" Kumanovo. In 2023, the Municipality of Kumanovo granted financial support

to the Municipal Red Cross Organization of Kumanovo for the development of the assistance and support service for the elderly in home conditions, and in July 2023 they received a license to implement it from the Ministry of Labor and Social Policy.

Day center for people with intellectual disabilities for people up to 18 years of age, opened by the Inter-Municipal Center for Social Affairs Kumanovo. The day care center is intended for persons with moderate and severe intellectual disabilities. The number of registered users of the day care center is 22 users, and the day care center is regularly visited by 10 users. The center provides its users with an eight-hour stay, one meal, and individual and group work with people by the employed professional team.

In the Municipality of Kumanovo, there are two more associations that received a work license during 2023 for performing individual work with people with disabilities in relation to special education, speech therapy and physiotherapeutic treatments, namely "Detska Svetlina" and "Naumovi".

3. Objective of Social Mapping

A research question:

What is the level and form of vulnerability at the local level, according to the principle of "No one should be left out", of the most vulnerable categories, and especially for each subgroup of people with disabilities, and what are their perceptions of improving the situation and what are the opportunities what do the Municipality and other stakeholders have at the local level to improve the situation, with special reference to the services of the Center for Rehabilitation and Reintegration??

The general purpose of Social Mapping:

To gain knowledge about the level and form of vulnerability of persons with disabilities, men and women, boys and girls, and what are the possibilities for improving the situation at the local level, with special reference to the promotion of rehabilitation and reintegration services?

Specific objectives:

- to provide data on the selected group - persons with disabilities, men and women, boys and girls - that are not contained in the databases of the municipality, state institutions and NGOs;
- identifying their problems and needs;
- identifying their attitudes to overcome problems and improve the services they receive;
- structuring the needs of persons with disabilities, men and women, boys and girls in different areas (education, transport, housing, social care, employment, political participation, protection and rescue, etc.);
- data base of existing measures and services;
- developing recommendations for creating policies and measures;

The data can be further processed, depending on the needs of the Municipality and assessment of the needs of the future and potential users of the services of the Rehabilitation and Reintegration Center for the purpose of planning and implementing new services.

Results:

- collected data on the most vulnerable categories of citizens, persons with disabilities, men and women, boys and girls, relating to their condition and overcoming the problems;
- collected data on persons with disabilities, distributed based on LNOB principles and disability specifics;
- identifying the availability and accessibility of socio-economic resources in the community;
- received database on the measures and resources of the various actors at the municipal level;
- selected and analyzed the perceptions of persons with disabilities, men and women, boys and girls, to improve their position and the views of local stakeholders on ideas for creating new measures;
- prepared recommendations for improving the situation as a basis for future local documents and prepared specific draft texts for modification and addition of existing program documents or their inclusion in new documents.

The contribution to social policies:

The survey will generate data on the socio-economic status of different categories of persons with disabilities, men and women, boys and girls, and on the needs of social service providers. The results will help to obtain an assessment of the quality and effectiveness of current social services that will help the municipality, the Center for Social Work, the Employment Agency, the Health Fund, the Pension and Disability Insurance Fund and non-governmental organizations to undertake activities and offer services based on social mapping recommendations. Social mapping data will also contribute to improving local crisis management and protection and rescue plans.

The contribution to the integration of Agenda 2030 and LNOB principles in local social protection programs

The survey will help to strengthen the social program of the municipality as the data will be collected in the area of several Sustainable Development Goals (SDGs) from the 2030 Agenda and will be segregated based on the principles of LNOB. The following principles will be incorporated into the research on the issues covered by the SDGs: SDG 1. No poverty - geography, discrimination, socio-economic status and shocks; SDG 2. Zero Hunger - Geography and Socio-Economic Status; SDG 3. Sustainable cities - geography and management; SDG 4. Quality education - geography and discrimination, geography, socio-economic status; SDG 5 Gender equality - discrimination, geography, governance and socio-economic status. SDG 8. Decent Employment and Economic Growth - Discrimination, Socio-Economic Status and Shocks.

The research will be designed so that the principles of LNOB can be incorporated into the formulation of the questionnaires and the preparation of recommendations based on the results. The social protection program, which will be based on research data and recommendations, will indirectly incorporate the goals of the 2030 Agenda and the principles of LNOB.

4. Methodology

The field research was conducted with the help of a survey questionnaire, which was divided thematically according to the five LNOB risk factors and was translated into Albanian by an official translator from Kumanovo, so that the research could be carried out without any language difficulties and among the citizens who chose to answer in the Albanian language. Before the survey began, it was planned to interview a total of 130 respondents, which included adults with disabilities and parents/guardians of people with disabilities, but 122 respondents were interviewed because some of them were not at their homes or refused to answer. The research sample is targeted, because it is a target group that is being researched and the respondents are not approached randomly, but based on previously obtained data about them. Only a breakdown of respondents based on type of disability was done so that the sample could roughly reflect the percentage of different types of disability. Creation of the list of potential respondents was done through the collection of data by the Municipality of Kumanovo from the organizations of persons with disabilities and the Intermunicipal Center for Social Affairs. The data was composed of the respondent's first and last name, address and telephone number. For the protection of personal data, the answers of the respondents are processed, without the identity of the respondent appearing somewhere, or, alternatively, indirectly, by associating certain of their data. The field research was conducted by experienced interviewers, making sure that male and female interviewers were equally represented and that there was an Albanian interviewer, so that the survey could be conducted without language difficulties. The interviewers received training on the structure and content of the questionnaire, the purpose of the research, the characteristics of the sample, the way of selecting respondents, the way of approaching the respondents, the way of filling out the questionnaires and keeping a diary for the realization of the research. The field research was conducted on a face-to-face basis in the respondents' homes. The survey of the largest number of parents/guardians of persons with intellectual disabilities was carried out in the room of the Association of Citizens "Poraka Nasha". One of the interviewers also made a geomapping of the key facilities in the municipality, stating their accessibility. After the conducted field research, the Center for European Citizen Initiative made a random phone call to 34 respondents, to check if the interviewer had done the interview and some questions from the questionnaire were asked again, to determine if all were covered parts of the questionnaire and whether they are filled in correctly. Then a logical and technical control of the completed questionnaires was done. The questionnaires were first entered into an Excel table and then transferred to the SPSS program. Each line number in the Excel/SPSS programs corresponded to the numbering of the questionnaire and it was easy to determine a certain error in data entry and compare it with the data entered in the questionnaire. Data processing was done by determining the frequency of answers for each question, expressed in number of answers and percentages and by crossing two questions where independent variables are gender, type of disability, age and place of residence, depending on the validity of these independent variables in determining their influence on the matter covered by the question.

Sample structure

Table no. 1. The respondent is:

	Number	Percent
Person with a disability	68	55.7
Parent / guardian	50	41.0
Total	118	96.7
Missing	4	3.3
Total	122	100.0

Table no. 2. The person with disability is:

	Number	Percent
persons with intellectual disabilities	17	13.9
persons with visual impairments and blindness	18	14.8
person with impaired hearing, speech and deafness	4	3.3
persons with physical disabilities	53	43.4
persons with combined disabilities	28	23.0
persons with mental health problems	2	1.6
Total	122	100.0

Table no. 3. Place of residence of the respondent?

	Number	Percent
City	100	82.0
village over 1000 inhabitants	20	16.4
Total	120	98.4
System	2	1.6
Missing Total	122	100.0

Table no. 4. Gender

	Number	Percent
Male	76	62.3
Female	46	37.7
Total	122	100.0

Table no. 5. Age of respondents

	Number	Percent
From 18 to 30 years	16	13.1
From 31 to 40 years	15	12.3
From 41 to 50 years	27	22.1
From 51 to 60 years	38	31.1
Over 60 years	24	19.7
Total	120	98.4
Missing	2	1.6
Total	122	100.0

Table no. 6. Age for parents/guardians?

	Number	Percent
From 14 to 15	2	4.0
From 16 to 17	2	4.0
From 18 to 26	7	14.0
From 27 to 30	5	10.0
From 31 to 40	12	24.0
From 41 to 50	9	18.0
From 51 to 60	9	18.0
From 61 to 70	2	4.0
Over 70	2	4.0
Total	50	100.0

Focus groups

During the research, two focus groups were conducted, one with representatives of institutions, which are stakeholders at the local level - representatives of public institutions and non-governmental organizations, and another with adults with disabilities and parents/guardians of persons with disabilities. Both focus groups were held in a hall in the Municipality of Kumanovo with logistical support in the organization and implementation of the focus groups by the Municipality of Kumanovo and were moderated by the author of the report. The aim of the focus groups was to take a deeper look at the issues that are the focus of this research and to open new sub-questions, to detect problems and to give recommendations for overcoming them. The results of the discussions are listed in a separate section of this report, presented as short notes and key points.

5. Results of Social Mapping

The municipality implements measures for the protection and assistance of the socially endangered population, so that several years ago it subsidized the costs of communal services (drinking water and garbage removal). Housing assistance for materially and housing insecure persons who are beneficiaries of guaranteed minimum assistance, through subsidizing utility services and rent. One-time financial assistance or assistance in kind to a person or family who found themselves in a state of social risk. Provision of socio-educational services through the program. Municipal useful work (OKR) for the purpose of providing help and support to citizens who are in a position of social risk. In the academic year 2023/2024, the project "Inclusive Classroom 2" is implemented in the municipality of Kumanovo through the program (OKR), through which 13 educational assistants for 13 students with disabilities included in secondary inclusive education and two personal assistants for two students with disabilities in secondary school have been hired. education.

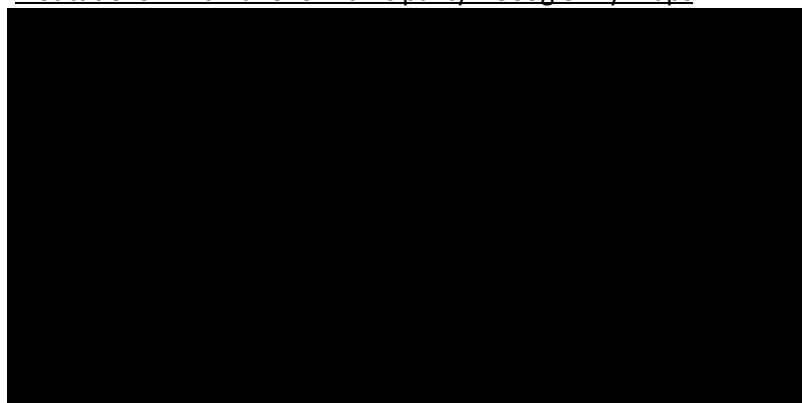
Based on information received from the municipality, the most vulnerable groups in the municipality are: 1. Persons/children with disabilities A) Beneficiaries of compensation due to disability - 489, visually impaired - 163, hearing impaired - 186, physically disabled - 136, intellectually disabled - 4, B) beneficiaries of a special allowance – 322, Old people, Poor people, Street children, Roma population The problems that these people face are: social exclusion, insufficient financial resources for treatment or payment for rehabilitation

treatments, work training, independence, etc. Priority is given to the target group of persons with disabilities, especially women/girls with disabilities from rural areas.

5.1. Analysis of geographic marking (geo-tagging) for available socio-economic resources

On the link you can see pictures about the accessibility of public institutions in the Municipality of Kumanovo

[Institutions in Kumanovo Municipality - Google My Maps](#)



Institutions in Kumanovo Municipality - Google My Maps

Institutions in Kumanovo Municipality

1. Kumanovo Museum; 2. Inter-Municipal Center for Social Work Kumanovo; 3. Employment Agency - Kumanovo Employment Center; 4. PE "Kumanovo Parking" Kumanovo; 5. Mail; 6. Municipal building of Kumanovo Municipality; 7. Kumanovo Basic Court; 8. Pension and disability insurance fund; 9. Red Cross Kumanovo; 10. Cadastre Kumanovo; 11. Central Registry and Administration for Public Revenues Kumanovo; 12. Culture Center "Trajko Prokopiev" Kumanovo; 13. OU "Krste Misirkov" 14. OU "Braka Miladinovci"; 15. "Goce Delchev" High School; 16. SVR Kumanovo, 17. Health Insurance Fund; 18. Kumanovo General Hospital; 19. Kumanovo Health Home; 20. City Library "Tane Geosrgievski"; 21. Youth kindergarten "Angel Shajche" Kumanovo; 22. Home for the elderly "Zafir Saito" Kumanovo; 23. Junior High School "Professor Mijalković" Kumanovo; 24. City pool Kumanovo; 25. OOU "October 11"; 26. OOU "Bajram Shabani"; 27. OOU "Naim Frasheri"; 28. OOU "Braka Miladinovci"; 29. OOU "Krste Misirkov"; 30. OOU "Vuk Karadzic"; 31. OOU "Kocho Racin"; 32. OOU "Toli Zordumis"; 33. OOU "Hristian Karposh"; 34. OOU "Magdalena Antova"; 35. OOU "Bitolski Congress"; 36. OOU "Karposh"; 37. OOU "Vera Kotorka"; 38. OOU "Jeronim De Rada"; 39. Cyril and Methodius Elementary School; 40. OOU "Brača Ribar"; 41. UOMO "Pance Peshev".

5.2. LNOB group – Persons with disabilities

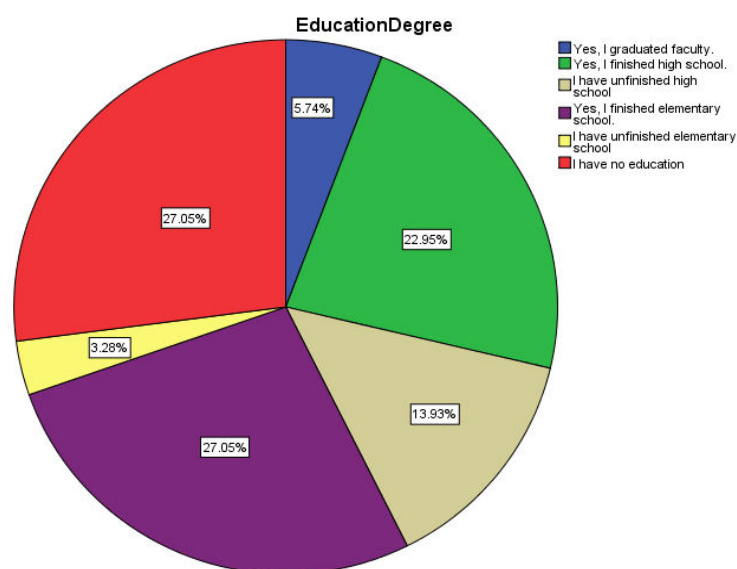
This chapter includes the results of the answers to all the questions asked to the respondents. The answers are grouped according to the structure of the questionnaire, which is divided

into sections, which correspond to the risk factors: socio-economic status, geography, discrimination, governance and shocks. It also covers issues related to assessing the needs of health services, social services at home and social services in the community. Some of the questions intersect with the questions contained in the demographics section, namely: type of disability, place of residence and gender, as independent variables in data interpretation.

Socio-economic status – risk factor

About 53.3% of adults with disabilities are not married or in a partnership, which poses a potential problem regarding the ability to receive economic and personal support. In terms of education, the highest percentage of people who do not have any education is 27%, if the percentage of 3.3% who have not completed primary education is added, this percentage increases to 30.3%. 27% of people with disabilities have completed primary education, see diagram number 1 education degree This educational structure is a risk factor in relation to finding a job or, in turn, in the amount of

Diagram number 1



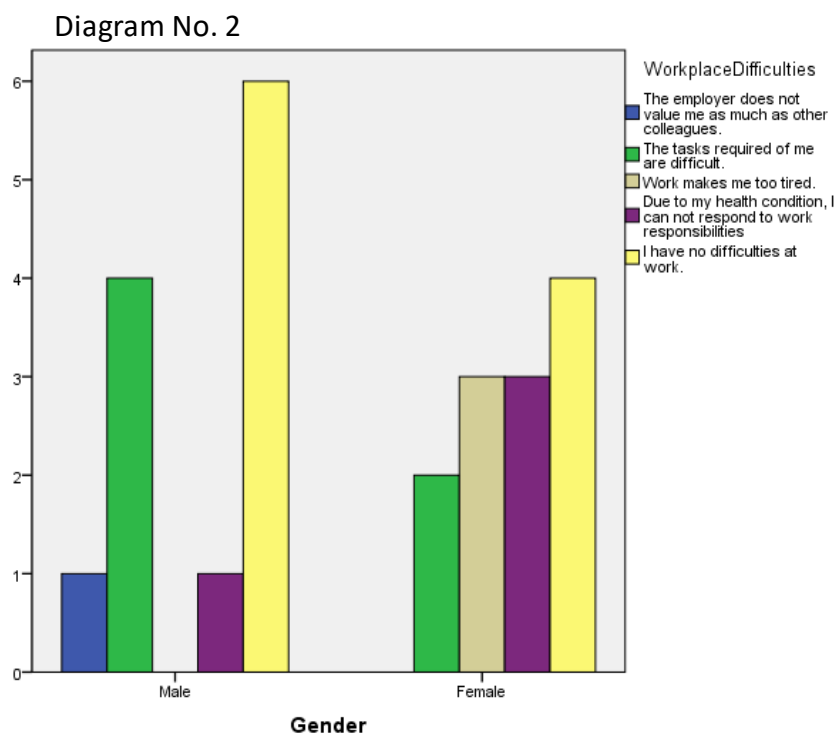
income. Thus, the largest percentage of the respondents are unemployed 63.1%, if we add the percentage of persons receiving social assistance 8%, we arrive at a high percentage of 71% of persons with disabilities who are economically dependent. About 30% are economically independent, of which about 19% are regularly employed. From table number 7, it can be concluded that the percentage of people employed in the public sector dominates, 9%, of which 3.3% are categorized as disabled. The survey showed that a small percentage of 12.8% of those who are unemployed are looking for work. When testing the correlation between "gender" and "job search" in terms of gender, with a small difference, men are more job seekers than women.

Table no. 7. What is your economic status?

	Број	Процент
Employed in the public sector	7	5.7
Employed in the public sector categorized as disabled	4	3.3
Employed in the private sector	2	1.6
Employed in the private sector as disabled	4	3.3

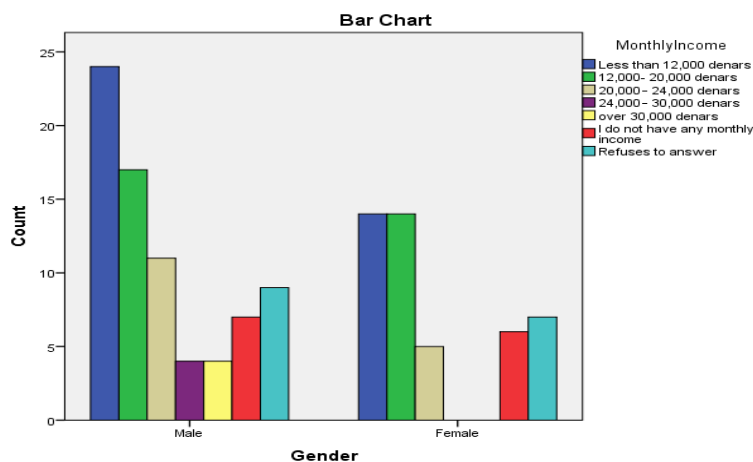
Employee in a protection company (company that has employed several disabled persons)	7	5.7
Retirement /--> income	9	7.4
Student income	3	2.5
Unemployed	77	63.1
Beneficiary of social assistance	1	.8
Other	6	4.9
Total	120	98.4
Missing	2	1.6
Total	122	100.0

Of the persons with disabilities, who are employed, about 58.4% declared that they have difficulties at the workplace, and most of them, 25%, answered that they have difficulties because of the difficulty of the work tasks. When testing the correlation of "gender" and "difficulties at work" in terms of gender, with a slight difference, women complain more about difficulties at work, compared to men, which is expressed by the diagram No. 2 below.



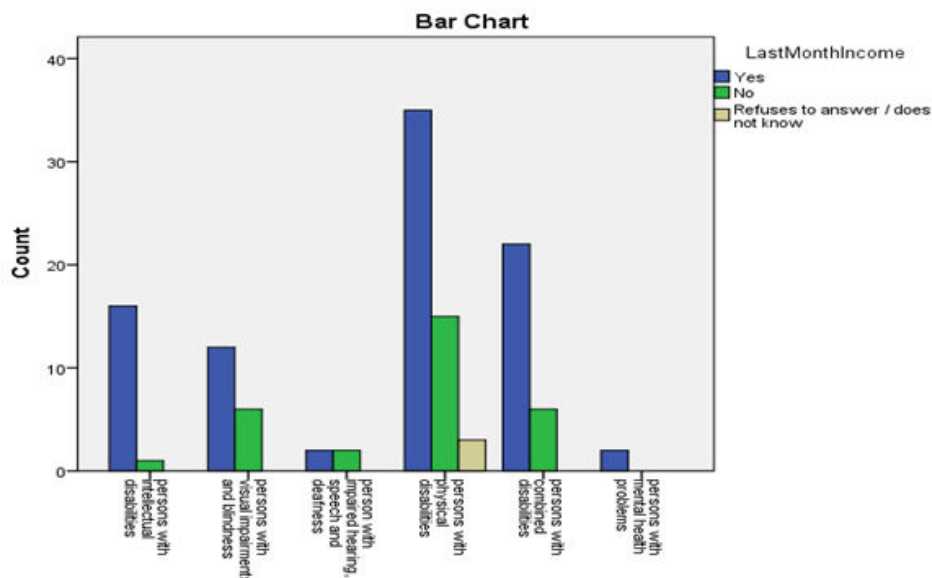
About 73% of persons with disabilities earned income last month. 23.6% earned the largest part of their income from salary, then from disability allowance 15.7%. A correlation test was done between "gender" and "earned monthly income", from which it was found that there are more men than women who earn monthly income. There is a need to create conditions and motivation for employment of women. About 31.1% of all respondents had an income of less than 12,000 denars, and this is a worrying indicator of the poor economic situation of people with disabilities. Most of them, ie 25.4%, have incomes from 12,000 to 20,000 denars. Also, from the testing of the correlation "gender" and "amount of realized monthly income", the result is that persons with disabilities of the male gender are more numerous, which is shown in the diagram No. 3.

Diagram No. 3.



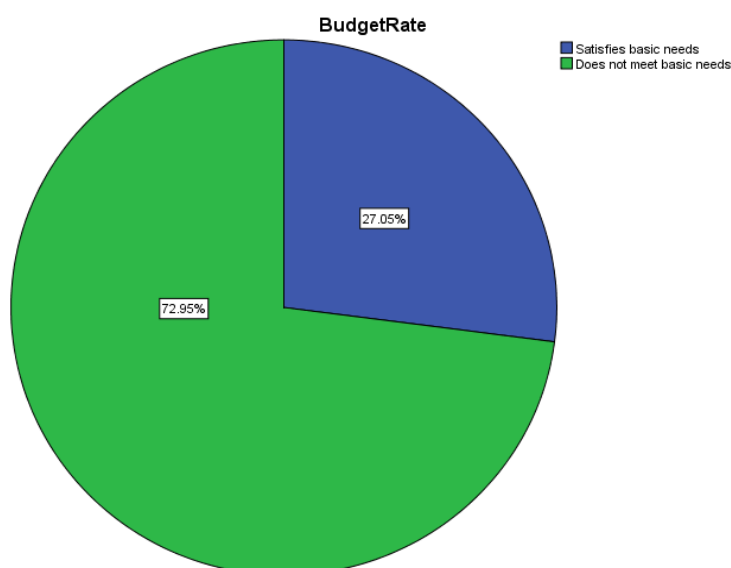
A test was made on the correlation between the "type of disability" and "realized monthly income according to the place of residence "city, village", and the result is that the number of people with disabilities who realize monthly income is greater in both environments. In addition, testing was done on the correlation between "type of disability" and "realized monthly income", whereby the number of people with disabilities who earn income is the highest, followed by those with combined and intellectual disabilities. It can be seen in the diagram No.4. This indicates the need to create opportunities and conditions for motivating employment for other categories of persons with disabilities who are capable of working for certain categories of jobs.

Diagram No.4.



Of the adults, 96.7% live with family members, a small percentage of them, 3.3%, live alone. This is a favorable aspect for people with disabilities, because they have a greater opportunity to receive care and economic support from the rest of the family members, but it is still related to the economic power of the family, if the family has insufficient income, it reflects badly on the quality of life of all members, especially persons with disabilities. The survey showed that 73% of respondents cannot meet basic needs and this is a worrying indicator of the existence of a high level of poverty, diagram No.5.

Diagram No.5.



Testing of the correlation "gender" and "monthly budget for basic needs" was done, while the number of representatives of the male gender who believe that the monthly budget cannot satisfy their basic life needs is greater. About 3.3% of respondents' households had periods when there was not enough drinking water in the last month. This indicator indicates poor living conditions for a certain number of people with disabilities, which points to a serious approach by the Municipality of Kumanovo to completely solve the problem of water supply, because this problem represents an additional effort for people with disabilities to look for alternative ways to supply water that reflects on their health. About 22% of respondents in the last month had situations when they could not afford a meal even once, several times or several times, table no. 8. Testing of the correlation "gender" and "daily meals" was done, while it was established that there is a balance between the two genders in terms of the lack of the required number of meals. This is a serious indicator of the existence of extreme poverty.

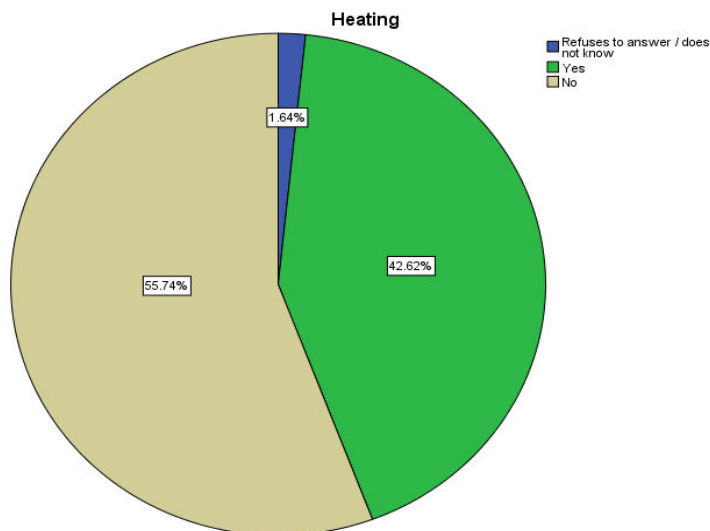
Table No. 8. Was there a period in the last month when you couldn't afford a meal?

	Number	Percentage
Never	95	77.9
Once	8	6.6
Several times (2-3 times)	13	10.7
Multiple times (4 or more times)	6	4.9
In total	122	100.0

Respondents also face the lack of a computer, so 60.7% do not have a computer, and about 76.2% have internet and about 83.6% are satisfied with the TV receiver and the channels they have. The high percentage of people with disabilities without a computer reflects the inability of people to be computer literate, consequently they do not have computer skills that can help them find employment, About 55.7% of respondents cannot afford heating to keep their home warm, diagram No.6.

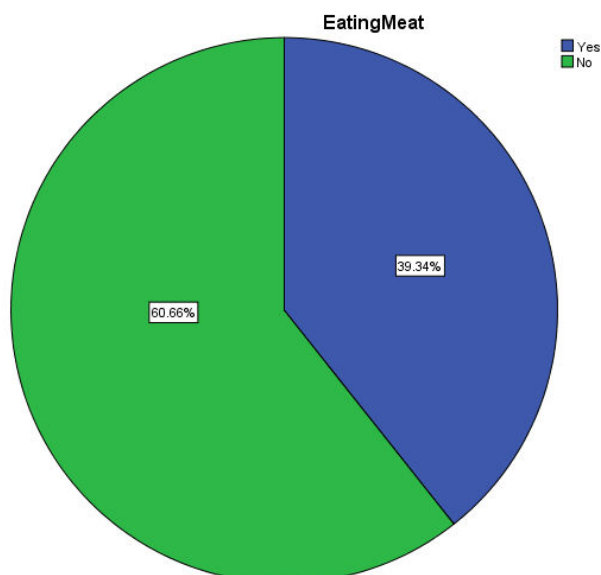
This is another indicator of poverty. When answering this question, it is assumed that the respondents had in mind whether it is possible to heat all the rooms in the home, bearing in mind that there is no central heating system in the Municipality and this represents an additional cost for the citizens. But regardless of the narrower or broader understanding, it is still a question of a lack of funds to provide one of the minimum necessary conditions for

Diagram No.6.



Life. About 11.5% can afford to pay for a week's holiday away from home, About 60.7% cannot afford to eat meat or its vegetarian substitute, Diagram No.7. This is another indicator of the existence of extreme poverty among persons with disabilities.

Diagram No.7



A very small percentage, 3.3%, can afford to pay a person who will be able to take care of the person with a disability, only 4.9% can pay unexpected expenses from 300 to 500 euros, 22.1% have problems buying medicine for themselves or for another family member and 35.2% cannot afford to pay utility bills in the home. All this indicates the high percentage of poverty of this category of citizens.

Conclusions:

- A large percentage, 53.3% of persons with disabilities are not married or partnered, which represents a potential problem regarding the possibility of obtaining economic and personal support;
- A large proportion of adults with disabilities do not have a primary education or have only a primary education and this is a major reason for their inability to be competitive in the labor market in order to be employed or to obtain better paid work;
- About 71% stated that they are unemployed and of them, only 12.8% are looking for a job, the number of people who are looking for a job is greater than the number of people from the male population;
- Last month, about 31.1% earned income below 12,000 denars, men are more numerous in earning income, and 73% cannot meet basic needs during the month, which is a serious indicator of poverty;
- Indicators of extreme poverty are 3.3% of respondents had problems with drinking water in the last month, 22% were hungry at least once a month, 55.7% had problems heating their home, 60.7% buying meat or its replacement and 22.1% to buy medicine and 35.2% cannot afford to pay utility bills in the home. All this indicates the high percentage of poverty of this category of citizens.

Recommendations:

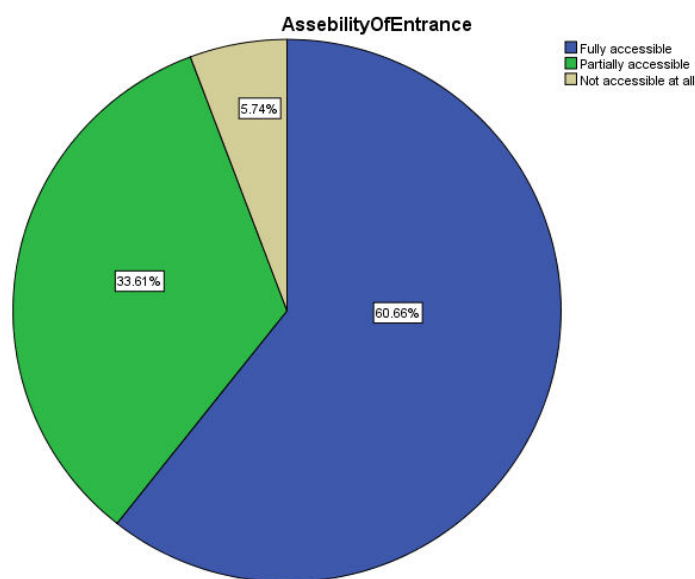
- The municipality, the Employment Center, the Center for Rehabilitation and Reintegration and other educational institutions should carry out activities for further education, qualification and further qualification of persons with disabilities to create skills that will enable them to find work more easily;
- The Center for Social Affairs and other organizations responsible for persons with disabilities to organize counseling and educational workshops for parents, family members and persons with disabilities that will encourage them to complete their education or acquire new skills that will enable them to be employed;
- To organize workshops from competent institutions, the Center for Social Affairs, etc. for informing, motivating, training about the meaning of economic independence that will encourage people with disabilities to look for work, especially women;
- JKP "Vodovod" to take measures to eliminate the problems with water supply to households where people with disabilities live, because the occasional lack of water creates additional risks for these families;
- The municipality should continue with the good practice of subsidizing the costs of communal services (drinking water and garbage collection) and popularize this measure among people with disabilities;
- The Center for Social Affairs should make a detailed record of persons with disabilities, who are at social risk, so that they can be helped with the services covered by the Law on Social Protection;
- The municipality, together with the Center for Social Affairs and local organizations of persons with disabilities, to create a complete database of persons with disabilities, with information on their social position, so that it can be used in the planning of measures and the preparation of potential projects for grants for support for this vulnerable category of citizens;
To organize campaigns for the provision of computers to persons with disabilities, computer use training and accessibility tools.

Geographical – risk factor

Danger and risk of isolation due to living condition

About 39.3% of people with disabilities live in completely or partially inaccessible homes. Specifically, 33.6% of the respondents answered that their homes are partially accessible and 5.7% that they are completely inaccessible, Diagram No.8. This is a major risk factor for the exclusion of persons with disabilities. Of those who answered that they have an inaccessible home, about 54% answered that they do not have accessible stairs, about 25% do not have inadequate door openings and about 12.6% do not have an elevator.

Diagram No.8



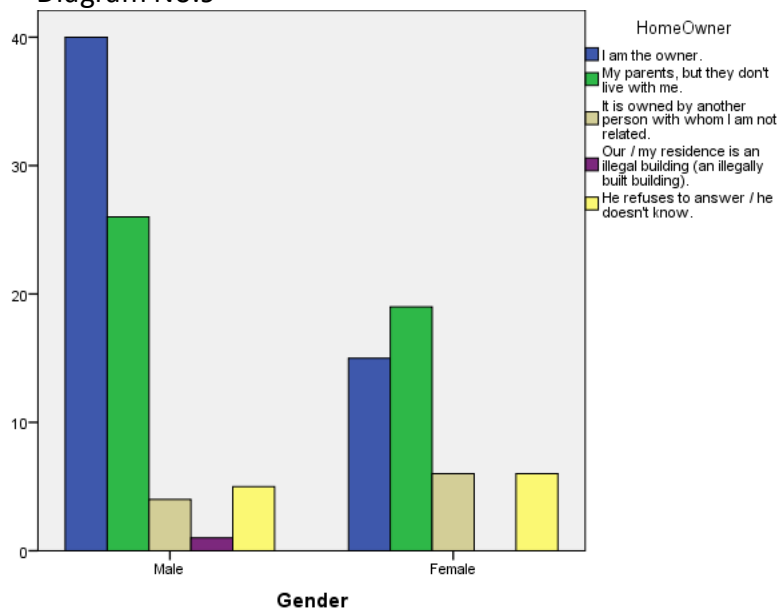
From table no. 9, it is visible that the homes of persons with disabilities do not have a problem with connection to the water, sewage and electricity network.

Table No. 9

	Number	Percentage
Landline or mobile phone	1	8
Bathroom	5	4.1
Sewer connection	2	1.6
Nothing is missing	100	82.0
Refuses to answer	14	11.5
Total	122	100.0

About 45.1% of adults with disabilities are home owners and this is an indication that people with disabilities are not excluded from the right to home ownership. However, there is a gender imbalance in relation to this right, that is, the research showed that only 15% of women with disabilities are home owners, Diagram No.9.

Diagram No.9



From the two tables below 10 and 11, it is evident that people with disabilities have a relatively low problem with the spatial conditions in the home. When assessing the spatial conditions, only bedrooms and living rooms are considered. The kitchen, bathroom and hallway are not treated as rooms. About 36.9% live in one or two rooms, and 13.1% live in a home with an area of up to 40 m².

Table no. 10. How many rooms are there in your accommodation?

	Number	Percentage
One	13	10.7
Two	32	26.2
Three	30	24.6
Four	22	18.0
Five	10	8.2
More than five	7	5.7
Refuses to answer/ Doesn't know	8	6.6
Total	122	100.0

Table no. 11. How many square meters is your home?

	Number	Percentage
Until 30	4	3.3
From 31 to 40	12	9.8
From 41 to 60	26	21.3
From 60 to 80	23	18.9
From 80 to 100	27	22.1
More than 100	15	12.3
Refuses to answer/ Doesn't know	15	12.3
Всупно	122	100.0

Conclusions:

- More than 50% of people with disabilities live in inadequately accessible homes, which include inaccessibility to the entrance, inaccessible entrance and inaccessible rooms inside the home;
 - Persons with disabilities do not have significant problems in relation to the spatial living conditions and the connection to the water supply, electricity and sewage network;
- A relatively high percentage of women with disabilities are not home owners.

Recommendations:

- The municipality should undertake activities to ensure accessibility to the entrances of the homes of persons with physical disabilities and provide subsidies for adapting the homes of persons with disabilities;
- The municipality, together with the organizations of persons with physical disabilities and organizations for the protection of women's rights, should undertake awareness-raising activities to increase the percentage of women with disabilities who are home owners.

Necessary social services for persons with special needs

Assessment of needs based on health status (health services)

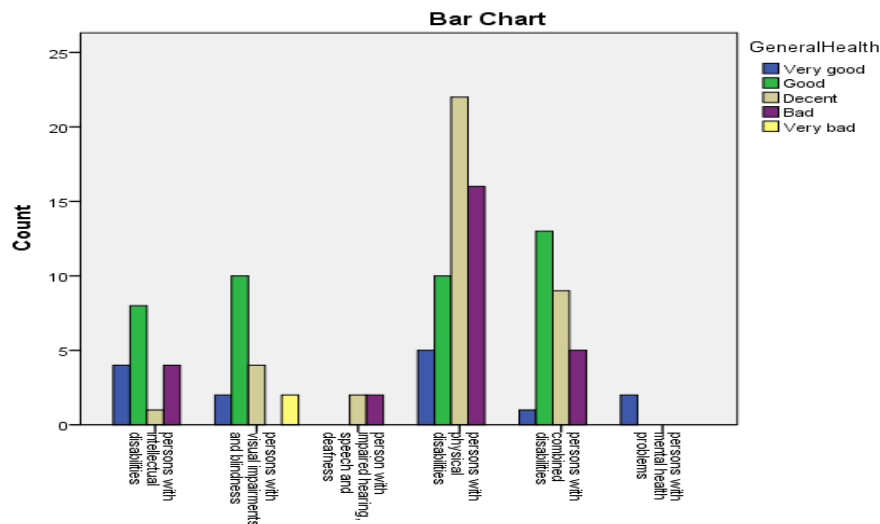
Below in table no. 12 is given a description of the health status of persons with disabilities. Respondents may choose more than one answer, because a person may have more than one problem. The answers show that about 9% of people with disabilities are completely immobile, 25.4% are partially immobile or can use a wheelchair, which represents a high percentage of people at risk.

Table No. 12

Current situation of persons with disabilities is:	
1.	The person is completely paralyzed, but can use a wheelchair.9%
2.	The person is partially paralyzed (uses an aid and moves). 25.4%
3.	Limited use of hands or fingers. 26.2%
4.	Limited use of legs or feet. 26.2%
5.	Difficulty picking up and using household items. 22.1%
6.	There are blackouts, seizures and loss of consciousness. 10.7%
7.	The person has partially impaired eyesight. 8.2%
8.	Person has autism spectrum 1.6%
9.	No sight (blindness). 18.1%
10.	He is completely hearing impaired 4.1%
11.	He is partially hearing impaired. 2.5%
12.	The person has speech problems. 34.4%
13.	The person has speech problems. 34.4%
14.	Intellectual disability (forms of retardation) 32%
15.	The person is completely paralyzed in the supine position. 3.3%
16.	He has a severe mental disorder (mental illness)
17.	Lack of upper limb (hand). 0.7%
18.	Lack of upper limbs (both hands). 0.7%
19.	Lack of a lower limb (leg). 0.1%
20.	Lack of lower limbs (both legs). 1.67%
21.	Lack of upper and lower limbs (arm and leg). 0.1%
22.	Disruption and deformation of the body 25.4%

23.7% of persons with disabilities assess their health condition as poor and 31.1% as decent. The percentage of people with a bad health condition is high, which points to the taking of actions to improve the health condition of people with disabilities. Correlation testing was done between "type of disability" and "health status assessment", and it was determined that the most numerous are people with physical disabilities, then people with intellectual disabilities who rate their health status as poor, which is shown in the Diagram No.10.

Diagram No.10



Correlation testing between "gender" and "health status assessment" was performed, and gender balance was determined in terms of assessing the health status as poor.

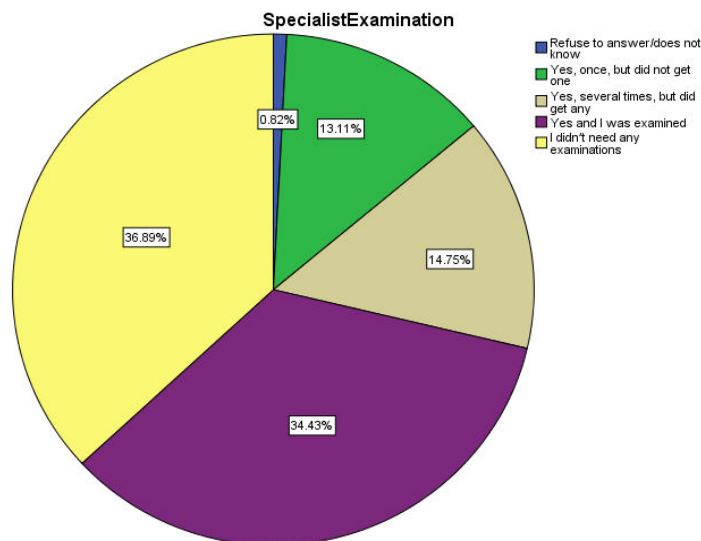
Regarding the question of the causes of disability, 42.6% of people with disabilities have the disability from birth, 22% acquired it as a result of an illness, and 18.9% as a result of an injury, a traffic accident or an injury in the home. Respondents were asked on a scale from 1 to 5, where 1 is the lowest and 5 the highest, how satisfied or how you feel about:

- Personal relationships with other people
- Do you feel safe?
- How satisfied you are with your life in general
- Do you feel forgotten by the community?
- Are you treated well when you receive health care and services

Of the respondents, with a score of 5 or 58, 2% rate their relations with other people as good, 5 or 54.1% that they feel safe, with 3 or 34.4% rate their satisfaction with their own life, with 5 or 36, 9% that they are forgotten by the community and with 5 or 51.63% that they treat them well when receiving health service and care. From these results, it will be concluded that the respondents have the biggest problem with the carelessness shown by the community towards them. A cross-sex correlation test was performed on the same questions, with a score of 5 for relations with other people as good balanced between genders, and both sexes giving an equal score of 5 for feeling safe. Regarding the question of how satisfied you are with your own life, more than twice as many male respondents as female respondents answered with a score of 3. Also, more than twice as many male respondents with a score of 5 reported that they feeling forgotten by the community. Male respondents are more numerous and in evaluating good behavior when receiving health services, the number of men compared to women who evaluate the services with 5 is higher. From these results, it will be concluded that out of the male and female respondents, men have a bigger problem

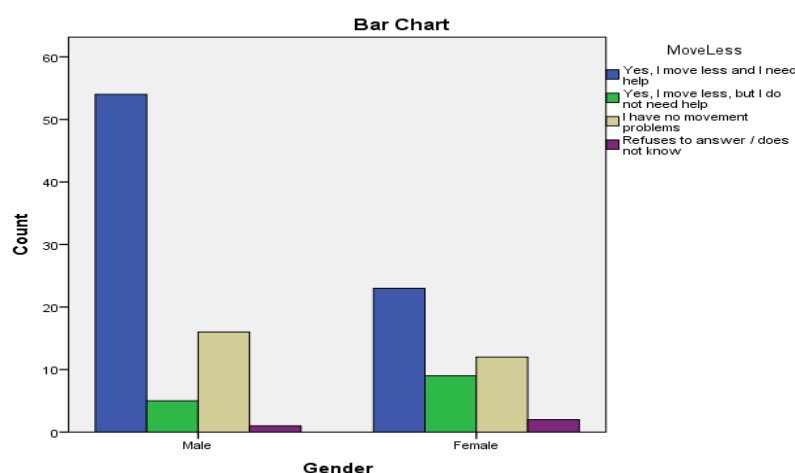
with the carelessness shown by the community towards them. Regarding receiving a medical examination in the last 12 months, 11.5% of persons with disabilities were in a situation where they did not receive a general health examination at the family doctor once or several times, and 13.1% did not receive a specialist examination once or more times, Diagram No.11.

Diagram No.11



The data show the relatively weak system of primary and secondary health care that people with disabilities have. About 63.1% have problems with movement and need help, and 11.5% have problems with movement, but do not need help. The correlation between "gender" and "movement problems" was tested, and it was determined that the number of male respondents who have movement problems with necessary assistance is greater, Diagram No.12

Diagram No.12



Testing was done on the correlation between "age" and "movement problems", and it was determined that the largest number of respondents aged 51-60 years, followed by people aged 41-50 who have movement problems with help needed. This is a serious indicator of the exclusion of adults with disabilities and their support needs. 32% of people with disabilities live up to 2 kilometers from the ambulance, but they have a problem getting there because they cannot move, that is, they have a problem with movement. The correlation between

"place of residence, "town, village" and "proximity to the clinic" was tested, and it was determined that of the people with disabilities who live in the city, 30% of them live near the clinic, but have problems reaching until there because they cannot move, and 60% of people with disabilities living in the village have the same problem. If it is taken into account that some of those who live further have a problem, it can be concluded that the accessibility of health services is a risk factor for a large part of adults with disabilities.

The problem with the distance to the ambulance increases, taking into account that 28.7% of adults with disabilities needed to visit a doctor once a month in the last 12 months, and 15.6% of people with disabilities needed to visit a doctor once weekly. Correlation testing was done between "gender" and "physician needs" and "gender" and "patronage service" and it was determined that there is a gender balance in relation to these two services. Regarding the patronage service, 22.1% of adults with disabilities need a patronage service from a medical person, more precisely, about 10.7% received it once or several times, 5.7% need it, but do not know about this service. 5.7% were refused to receive such a service. Below in table no. 13 are given the needs of people with disabilities from patronage service and it can be concluded that the percentage of people who do not know about this service or were refused is high.

Table no. 13. Have you received patronage service from medical personnel for you (the person)?

	Number	Percentage
Yes, I got it once	8	6.6
Yes, I have received many times	2	1.6
Yes, I get it regularly	3	2.5
I need such a service, but I didn't know it existed	7	5.7
I don't need that kind of service	92	75.4
I didn't get it, I tried to get it but I didn't succeed	7	5.7
Refuses to answer / doesn't know	3	2.5
Total	122	100.0

Regarding the issue of services, 4.9% of persons with disabilities did not receive the necessary health services. For persons with disabilities, who answered that they did not receive the necessary health services, they mostly lack the patronage service and transportation to the health facility, table no. 14.

Table no. 14. Which services do not deliver to you

	Number	Percentage
Patronage service	1	16.7
Transportation for persons with disabilities to a health facility	1	16.7
Other	2	33.3
Patronage service and others	1	16.7
Delivery of the necessary medicines and transportation for the disabled	1	16.7
Total	6	100.0

Respondents were offered multiple answers to the question "Which of the listed devices and aids do you think will make your life easier and should be provided?" The majority of adults with disabilities answered that they need a smart bracelet to measure blood pressure, a wheelchair with toilet adaptation and time orientation products.

Conclusions:

- About 34.4% of people with physical and combined disabilities are completely immobile or use a wheelchair, which represents a high percentage of people at risk. The percentage of people with poor health is high, there is a balance in terms of gender, and the most numerous are people with physical disabilities, followed by people with intellectual disabilities who rate their health as poor;
- Regarding receiving a medical examination in the last 12 months, 11.5% of persons with disabilities were in a situation where they did not receive a general health examination at the family doctor once or several times, and 27.9% did not receive a specialist examination once or more times;
- About 63.1% have problems with movement and need help, of which there are more persons with disabilities of the male sex who have problems in movement with the need for help. A significant part of people with disabilities have a problem getting to the ambulance, and especially people who live in the countryside have this problem. The problem is greater for those people who need a health service more often, and about 1/3 of the respondents stated that they need this type of service once a month;
- Some adults with disabilities have a problem getting a specialist examination, mostly because of the high price of the examination;
- About 22.1% of people with disabilities need a patronage medical service;
- Among persons with disabilities, who answered that they did not receive the necessary health services, the patronage service and transportation to the health facility are the most lacking;
- The respondents are most in need of a smart bracelet for measuring blood pressure, a wheelchair with toilet adaptation and products for time orientation.

Recommendations:

- The municipality should undertake activities to support persons with disabilities who are immobile or in wheelchairs and those who are in poor health. It is recommended that the Municipality, the Center for Social Affairs, the Red Cross, through projects and applications, provide funds for the implementation of various forms of assistance and support to this category of citizens;
- To provide continuous information to this category of citizens about the ways and possibilities of using the services in primary healthcare, specialist doctor, patronage service;
- The municipality should provide measures for transport support for the disabled persons with difficulty in mobility to the health facilities in the municipality;
- The municipality should increase the coverage of persons who will be able to receive one-time support in medical treatment;
- The municipality and the Center for Social Affairs should popularize the services available to persons with disabilities, which may represent financial support in treatment;

- To provide funds through donations and subsidies, so that people with disabilities receive the funds necessary for their functioning and improving the quality of life (wheelchairs, adapted toilets, pressure measuring devices, etc.).

Assessment of Home Service Needs

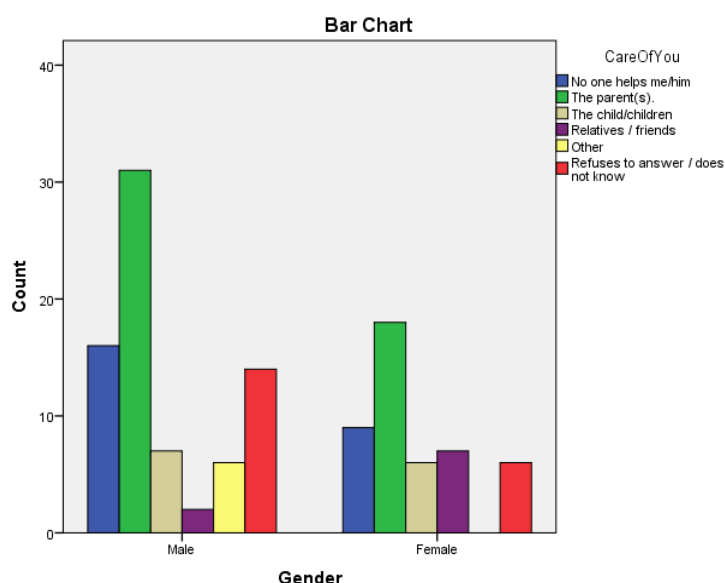
About 20.5% of adults with disabilities do not have help at home, and most of them, 40.2%, are helped by their parents, and the help of children to parents is 10.7%. The number of adults with disabilities who receive help in the home from people outside the family is very small, table no. 15.

Table no. 15. Who takes care of you/the person during the day?

	Number	Percentage
No one helps me/him	25	20.5
Parents	49	40.2
The child/children	13	10.7
Relatives / friends	9	7.4
Other	6	4.9
Refuses to answer / doesn't know	20	16.4
Total	122	100.0

The correlation between "gender" and "disability care" was tested and both genders are mostly helped by their parents, with the greater number of males receiving this help, Diagram No.13.

Diagram No.13.



Caring for people with disabilities contributes to the fact that a large number of parents do not establish or terminate the employment relationship, or their possibility of additional activity is reduced, table no. 16.

Table No. 16. For parents only. How does it affect your professional life?

	Number	Percentage
I / my husband / my wife to remain unemployed	9	18.0

I / my husband / wife to quit work	1	2.0
I work / work man / woman part-time	2	4.0
Cannot perform additional activities (field work, etc.)	14	28.0
It doesn't affect		
Не влијае	18	36.0
Refuses to answer / doesn't know	6	12.0
Total	50	100.0

On average, about 49.2% of people with disabilities need help daily, once a week or once a month, in the realization of certain activities. They mostly need help with grocery shopping and moving outside the home, once a week mostly for grocery shopping and washing clothes, and once a month, they mostly need help going to the doctor and to the bank. If the results are analyzed collectively, they most need to buy groceries and clean the home, table no. 17.

Table No. 17

Do you and how often do you need help for the following daily activities?		I need help every day / %	I need help at least once a week / %	I need help at least once a month / %	I don't need help / %	Refuses to answer / doesn't know / %
1.	Grocery shopping	21,3	27,9	/	49,2	1,6
2.	Cleaning in the home	17,2	27,9	4,9	50	/
3.	Buying medicines	15,6	13,9	16,4	54,1	/
4.	Going to the bank	15,6	11,5	27,0	45,1	8
5.	Washing clothes	13,9	15,6	4,1	66,4	/
6.	Going to the doctor	17,2	15,6	7,4	59,8	/
7.	Movement outside the home (walk)	18,9	17,2	/	63,9	/
8.	Making meetings with friends / relatives	15,6	6,6	8,2	69,7	/

Correlation testing was done between "needs" and "urban and rural". During the analysis of needs, for all needs in both environments, people with disabilities mostly need help weekly, followed by daily needs. Mostly they need cleaning once a week both in the city and in the countryside. People from the city need more help in grocery shopping for daily, weekly and monthly shopping. Also, respondents from the city have greater needs in terms of movement outside the home, shopping, washing clothes, going to the doctor and to the bank.

People with disabilities were asked: If your health condition seriously deteriorates or you have fragile health and you cannot leave your home to carry out daily activities such as shopping or supplying basic medicines and paying monthly bills, do you have anyone to turn to for help and support? From table no. 18, it can be concluded that most of the respondents will turn to family members with whom they live and children who do not live with them. The percentage of people with disabilities who would seek support from relatives, friends and stakeholders in the local community is very small. These answers correspond to the respondents' perception that a large part of them feel forgotten by the community.

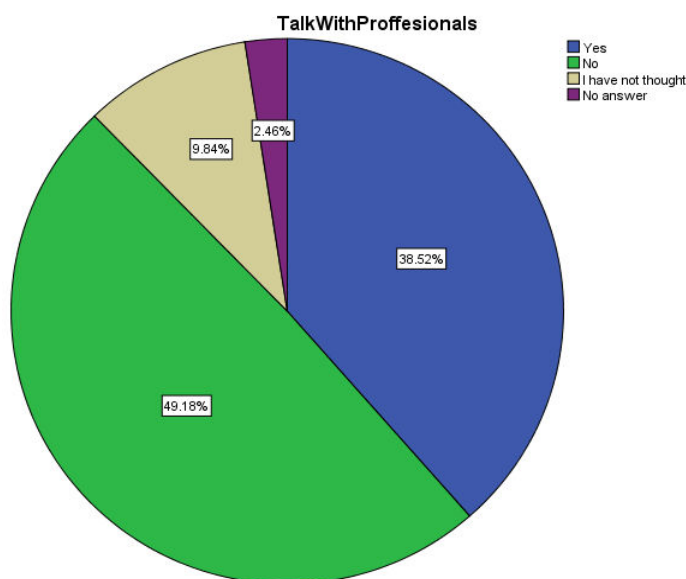
Table No. 18

	Number	Percentage
My family members who live with me	43	63.2

To my children, even though they don't live with me	6	8.8
To the relatives	4	5.9
There is no answer	15	22.1
Total	68	100.0

38% of people with disabilities need to talk to a professional about their problems, of which the number of people from the male gender is higher, Diagram No.14.

Diagram No.14

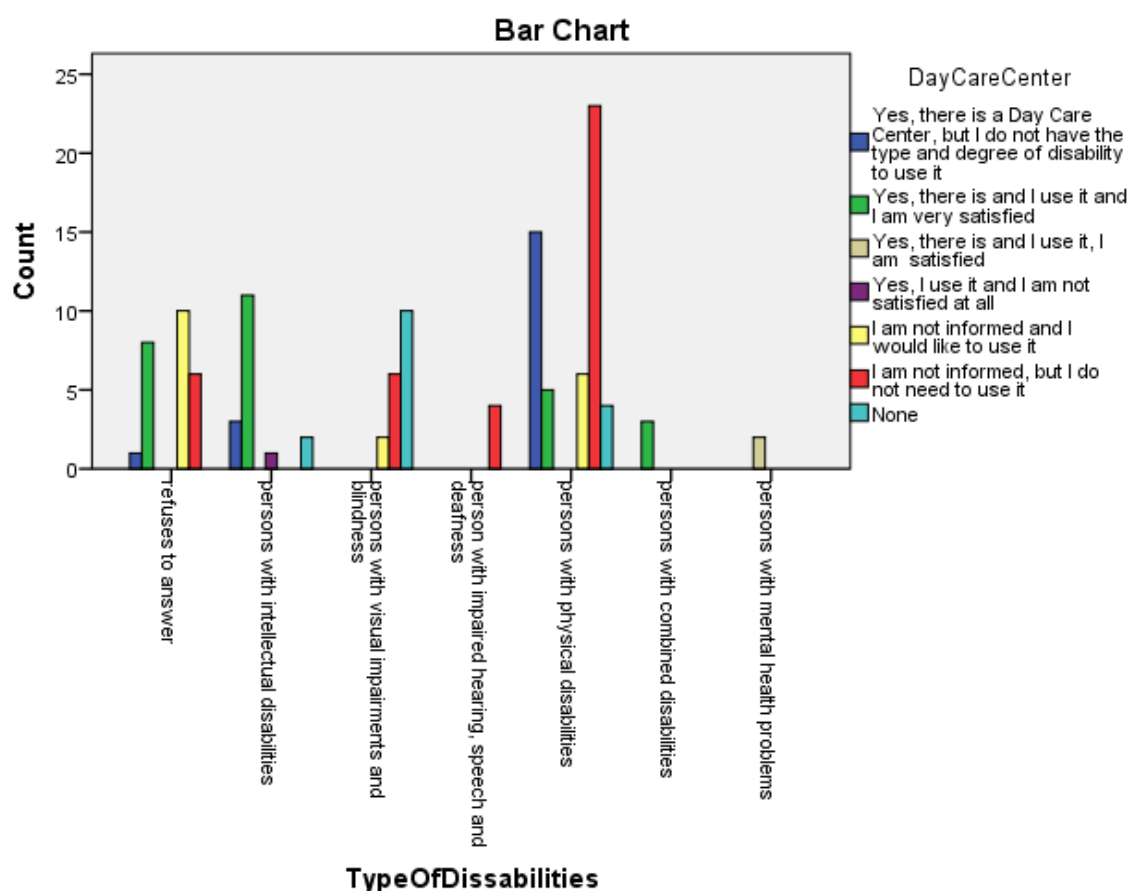


50% of people with disabilities do not need a safety "alarm" system to be able to call a health service if they feel unwell. They probably do not understand the meaning of the alarm, because 50% declared that they do not need it, and 50% have no opinion. About 8.2% of respondents answered that they used a personal assistant, and about 3.3% answered that they needed one, but were not informed. 70% of those who used this service are satisfied with it, and 31.5% declared that they would use this kind of help, if it were available to them.

Services needed in the local community

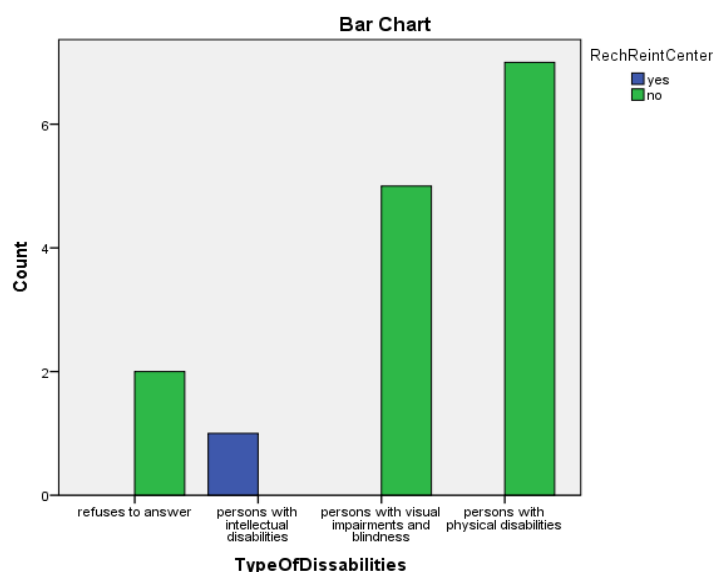
In the municipality of Kumanovo there are associations, clubs of people with disabilities (hearing, vision, physical disabilities, disabled). In addition, in the municipality of Kumanovo there is a Day Center for people with intellectual disabilities for people up to 18 years old and a Day Center for the rehabilitation and reintegration of adults with moderate and severe intellectual disabilities for people over 18 years old. Regarding the question of whether there is and whether you visit a day care center for people with disabilities, about 23.7% of respondents use it and are satisfied, and about 14.8% would use it, but do not know that this type of service exists. The results show that people with intellectual disabilities and people with physical disabilities mostly used the Day Center, Diagram No.15.

Diagram No.15



When asked if you know that a rehabilitation and reintegration center for people with intellectual disabilities will start operating in your municipality, only 12.3% answered that they were familiar with it. According to the type of disability, the most numerous are people with intellectual disabilities. According to the place of residence, city, village, there are more people from the city, who use the services of the Center. In terms of gender representation, there are more men than women, Diagram No.16.

Diagram No.16



Of the services of the Center for Rehabilitation and Reintegration, respondents most often need the service of motor development 17.2%. Then only 5.7% are interested in developing work skills, professional rehabilitation-orientation, table no. 19. This indicates the need to develop this service through forms of retraining and retraining, educational workshops, round tables, etc.

Table no. 19

	Број	Процент
Acquiring cultural and hygienic habits	1	.8
Motor development	21	17.2
Developing work skills, professional rehabilitation-orientation	7	5.7
Computer Integration - Computer Training and Work	1	.8
Refuses to answer/no	92	75.4
Total	122	100.0

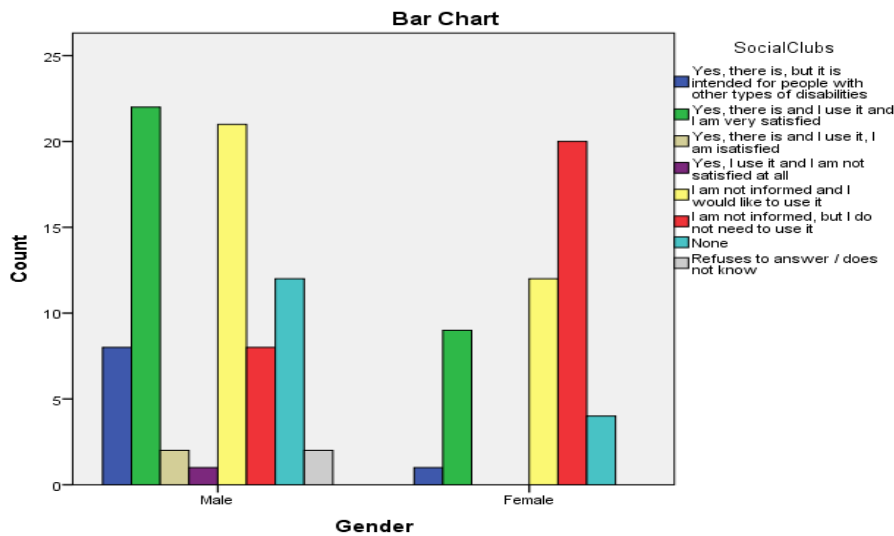
Regarding the gender perspective, the number of women who need the services of the rehabilitation and reintegration center is greater, table no. 20.

Table No. 20

	They refuse to answer	Acquiring cultural and hygienic habits	Motor development	Developing work skills, professional rehabilitation-orientation	Computer Integration - Computer Training and Work	
Gender men	61	0	11	3	1	76
women	31	1	10	4	0	46
Total	92	1	21	7	1	122

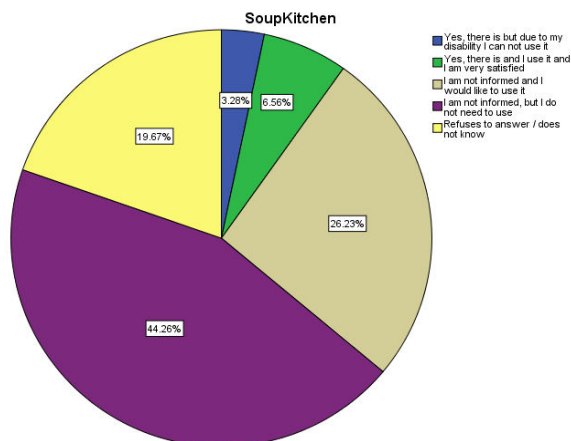
Regarding the use of social clubs/associations of persons with disabilities that enable socializing, entertainment and recreation, 27% declared that they use them and are satisfied with them, and 27% would use them, but do not know that this type of service exists. These data indicate that about half of the respondents need this type of service in the local community. A correlation test was made between "gender" and "use of social clubs", where these clubs are used more by men, also the number of men who would use them but do not know it exists is greater. A larger percentage of women are not interested in using these clubs. This points to the need to inform, motivate and encourage women to be more involved in social life, Diagram No.17

Diagram No.17



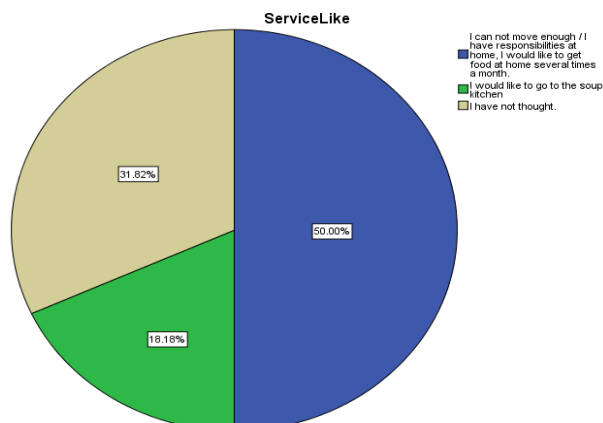
In the municipality of Kumanovo, there is a soup kitchen that is intended for people at social risk. The results showed that about 26.2% of people with disabilities are not informed that there is a soup kitchen, but they would like to use it. The percentage of people who are not informed, but do not want to use it, is also high, 44.3%. This indicates the need for greater awareness of citizens about this type of service, Diagram No.18.

Diagram No.18



Most of the respondents want to use the services of the public kitchen by bringing food home several times a month, Diagram No.19.

Diagram No.19



54% of people with disabilities need organized transportation to the most frequently visited places, table no. 21. Testing of the correlation between "city and village" and "organized transportation" was done, whereby people from cities have more need to use organized transportation, and in terms of gender, men have a greater need for organized transportation.

Table no. 21. Does you/the person need organized transportation to the most frequently visited locations?

	Number	Percentage
Yes	66	54.1
No	51	41.8
Refuses to answer / doesn't know	5	4.1
Total	122	100.0

The municipality of Kumanovo and the state are taking measures to reduce the social risk of certain vulnerable groups. Below in table no. 22 are presented the responses of persons with disabilities, which refer to certain types of services, which can be offered by the municipality and the central government. A small number of people with disabilities need accommodation in an institution or group home. Day care as a form of occasional day care was expressed as a need by 23.8% of respondents. People with disabilities need a greater relationship with the municipality and about half emphasize the need for a visit from a social worker in order to be able to inform the municipality about their problems. The need for retraining and retraining is not expressed in a large percentage (15.6%) among people with disabilities, which indicates the fact that they have insufficient or inadequate education to be more competitive. It is necessary to find ways to increase this percentage, through the introduction of measures and activities to motivate people for retraining and retraining. The greatest need of people with disabilities is food packages and financial assistance to buy medicines. This is another indicator of the existence of a high degree of poverty among persons with disabilities. 31.1% of the respondents have a need for access to information in a simple and understandable language, and 9% of the respondents have a need for information in sign language. 30.3% of respondents need psychosocial counseling, and a high percentage of more than half need legal assistance. This indicates an increase in the awareness of persons with disabilities about the possibilities and ways of information, and obtaining legal assistance to exercise their rights due to them in accordance with the Law. Need of self-help groups for parents have 10, 1%. 27% need help and care at home, and 33.6% need personal assistance. Also, 30.3% of people with disabilities need family care. One third of the respondents are in need of rehabilitation and reintegration. This indicates the orientation of the Municipality towards the provision of funds for people for care and care in the home and as personal assistants. Also, the existing day care centers should find ways and opportunities for quality provision of the rehabilitation and reintegration service. Respondents have no need for Halfway Centers for accommodation.

Table no. 22. Do you need the following services?

Type of service	Refuses to answer / doesn't know	Yes	No	I haven't thought
Placement in an institution that provides care for persons with disabilities	0,8%	8,2%	86,9%	4,1%

Group home (for sharing an apartment or house with several people with the same or similar disabilities as yours)	0,8%	4,9%	90,2%	4,1%
Day care center	0,8%	23,8%	72,1%	3,3%
A visit from a social worker to inform the municipality about your problems	/	51%	46,7%	1,6%
A retraining program so you can get a job or find a better job	/	15,6%	81,1%	3,3%
Laundry once a week	/	5,7%	92,6%	1,6%
Help with packing clothes	/	53,3%	46,7%	/
Financial assistance for medicines	/	58,2%	41,8%	/
Access to information - information in simple and understandable language	/	31,1%	68,9%	/
Access to information - informing with sign language	/	9,0%	89,3%	1,6%
Psycho-social counseling	/	30,3%	68,0%	1,6%
Legal assistance in counseling	1,6%	52,5%	42,6%	3,3%
Self-help groups for parents	/	10,7%	87,7%	1,6%
Help and care in the home	1,6%	27,0%	69,7%	1,6%
Personal assistance	/	24,6%	73,8%	1,6%
Rehabilitation and reintegration services	/	33,6%	66,4%	/
Family Care Respite Service	/	30,3%	68,0%	1,6%
Halfway homes	3,3%	8%	94,3%	1,6%

How accessible are the facilities in the municipality?

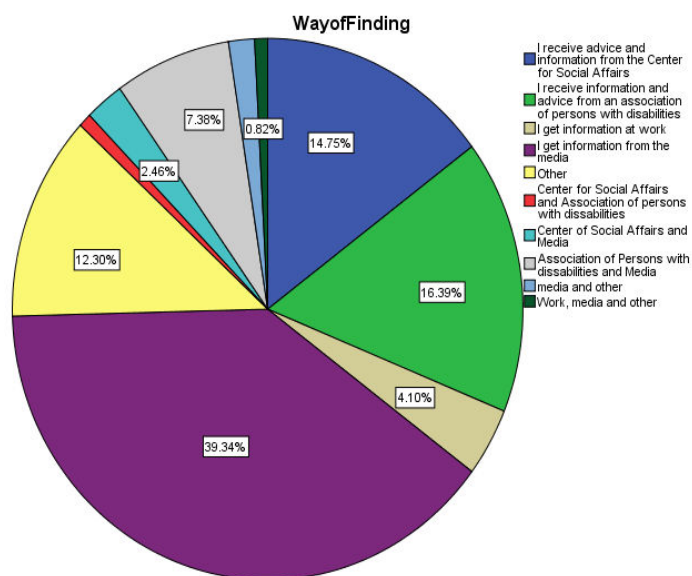
Below in table 23. are presented the responses of adults with disabilities and parents/children with disabilities regarding the level of accessibility of certain public facilities in the municipality. Considering that this is a question that was asked to everyone, and some people with disabilities (such as people with hearing and speech impairments and intellectual disabilities) do not have a problem with physical accessibility, the problem of accessibility is even greater in reality.

Table no. 23. How accessible are the following objects and locations to the person?

	Type of service	He/she doesn't know	Completely	Partially	No
1	The municipal building	0,8%	40,2%	17,2%	41,8%
2	General Hospital Facilities	0,8%	36,9%	17,2%	45,1%
3	Bus station	0,8%	36,9%	12,3%	50,0%
4	Mail	0,8%	41,8%	17,2%	40,2%
5	Facilities of ministries / administrative bodies	0,8%	40,2%	17,2%	41,8%
6	Park	0,8%	40,2%	10,7%	48,4%
7	Train station	0,8%	21,3%	13,9%	63,9%
8	Religious buildings (churches / mosques)	0,8%	45,1%	12,3%	41,8%
9	Library	0,8%	41,8%	15,6%	41,8%
10	Parking spaces	0,8%	36,1%	11,5%	51,6%
11	Schools / Kindergartens	0,8%	44,3%	16,4%	38,5%
12	Center for social work	0,8%	38,5%	15,6%	45,1%
13	Sports facilities (halls, swimming pools, courts)	2,5%	36,9%	17,2%	43,4%
14	Cultural facilities (theaters, cinemas)	0,8%	32,0%	13,9%	53,3%
15	Markets	8%	43,4%	15,6%	40,2%
16	Garbage containers	8%	46,7%	10,7%	41,8%
17	City transport (bus)	8%	45,1%	17,2%	36,9%

Regarding the issue of information about available services and the rights of persons with disabilities, the largest percentage, 39.3%, is informed by the media, followed by associations of persons with disabilities, 16.4%, and the Center for Social Affairs, 14.8%, Diagram No.20.

Diagram No.20



Regarding the question "How satisfied are you with the advisory and informational role of the Center for Social Affairs?", respondents answered on a scale from 1 to 5, with the highest percentage 49.2% evaluating it with the lowest score 1, and with a score of 5 only 8.2%. Also, the highest percentage, 38.5%, gave the lowest grade 1 for the advisory and informative role of the associations/unions of persons with disabilities. This indicates low trust in the relevant institutions responsible for persons with disabilities. This is also detected as a problem that needs to be considered from all aspects.

Conclusions:

- On average, about 49.2% of people with disabilities need help daily, once a week or once a month, in the realization of certain activities;
- People with disabilities feel forgotten by the community, of which the percentage of men is higher, 38%;
- Persons with disabilities need to talk to a professional about their problems, of which the number of persons of the male gender is greater;
- 1/3 of the respondents stated the need for a personal assistant;
- About 15% of respondents are not familiar with the existence of a Day Care Center, 27% with the existence of a social club for people with disabilities;
- About half of the respondents have a need to use a social club, the number of men who would use it but do not know it exists is higher;
- A large part of the respondents are not familiar with the existence of the soup kitchen and about 26.2% need to use this service;
- Most of the respondents want to use the services of the public kitchen by bringing food home several times a month;
- More than 50% of people with disabilities need organized transportation to the most frequently visited places, while people from cities have a greater need to use organized transportation, and in terms of gender, men have a greater need for organized transportation;

- A large number of respondents need food packages and funds to buy medicines;
- Day care as a form of occasional day care was expressed as a need by 23.8% of respondents;
- Some of the respondents need accommodation in an institution or group home;
- Half of the respondents emphasize the need for a visit from a social worker in order to be able to inform the municipality about their problems;
- The need for additional qualification and requalification is not expressed in a large percentage 15.6%;
- 31.1% of the respondents have a need for a simple and understandable language, and 9% of the respondents have a need for information in sign language;
- A high percentage of more than half need legal assistance, and 30.3% of respondents need psychosocial counseling;
- People who need personal assistance 33.6%, and 27% for help and care in the home;
- One third of people with disabilities need family care;
- One third of respondents need rehabilitation and reintegration;
- A large number of public buildings and surfaces are completely or partially inaccessible to persons with disabilities;
- A small percentage, 6.7%, is aware of the existence of the Center for Rehabilitation and Reintegration for Persons with Intellectual Disabilities. According to the place of residence, city, village, there are more people from the city, who use the services of the Center. In terms of gender representation, there are more men than women;
- Of the services of the Center for Rehabilitation and Reintegration, respondents most need the motor development service 17.2%. Then only 5.7% are interested in developing work skills, professional rehabilitation-orientation;
- Regarding the issue of information about available services and the rights of persons with disabilities, the largest percentage, 39.3%, is informed by the media, then by associations of persons with disabilities, 16.4%, and by the Center for Social Affairs, 14.8%;
- 9.2% evaluated the advisory and informative role of the Center for Social Affairs with the lowest score. The respondents gave the lowest score for the advisory and informative role of the associations/unions of persons with disabilities.

Recommendations:

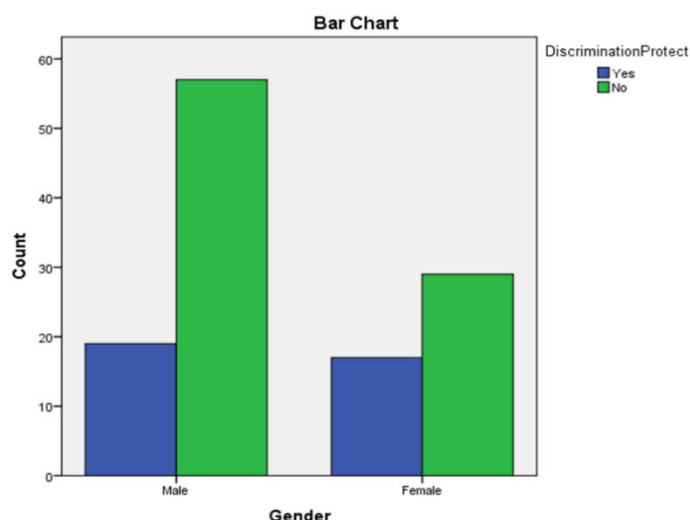
- The Center for Social Affairs and other non-governmental organizations responsible for persons with disabilities need to strengthen their advisory and informative role by strengthening the information systems from an organizational, personnel and technical aspect. Reference to the ways of using the existing forms of communication;
- One third of the respondents are in need of rehabilitation and reintegration. This indicates the orientation of the Municipality towards the provision of funds for people for care and care in the home and as personal assistants;
- The existing day care centers should find ways and opportunities for quality provision of the rehabilitation and reintegration service, through the implementation of projects, application activities, donors and other forms to provide funds for adapting, renovating, equipping the centers and staffing them;

- The need for developing work skills, forms of training for retraining and further training, educational workshops, round tables and other forms of further education, which will enable people with intellectual disabilities to live independently;
 - The need to organize educational and informative workshops, through the presentation of good examples for the parents of people with intellectual disabilities to understand the importance of the independence of their children, to help their children in the process of their rehabilitation and reintegration;
 - The municipality should take measures to popularize the work of the national kitchen among people with disabilities and increase the number of users so that the poorest people with disabilities can also be users;
 - The municipality and organizations for persons with disabilities to take measures to open social clubs;
 - A larger percentage of women are not interested in using social clubs. This points to the need to organize informative and motivational events to encourage women to be more involved in social life;
 - The municipality should take measures to organize the transportation of persons with the most severe form of physical disability, in order to be able to meet their needs (health services, education, social life, etc.);
 - The municipality should undertake activities to open a group home for persons with intellectual and physical disabilities;
 - The municipality, the Center for Social Affairs and organizations of persons with disabilities to prepare a complete record of persons with disabilities at social risk and to help them by distributing food packages;
 - The municipality should continue with measures to provide funds for the purchase of medicines and increase the coverage of persons with disabilities at social risk;
- The municipality should take measures for enhanced control of the accessibility of the facilities and public areas and to improve the accessibility of the institutions and infrastructure, which are under its authority.

Discrimination - risk factor

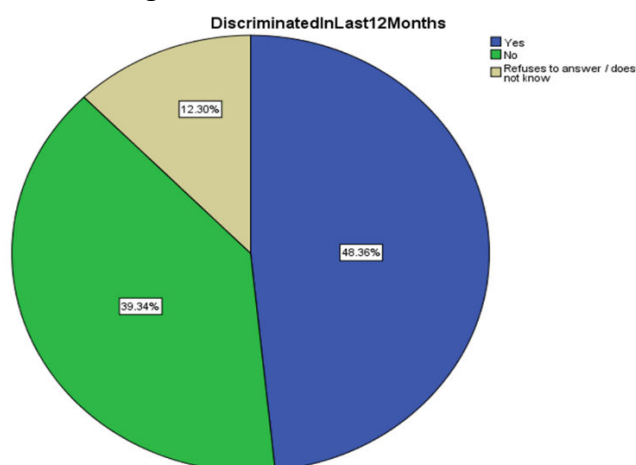
When asked if they are familiar with the Law on Prevention and Protection from Discrimination, about 70.5% of respondents answered that they are not familiar with the Law, and 84.4% believe that the state does not respect the rights of persons with disabilities. The correlation between "gender" and "state protection" was tested, with the majority of both genders in a balanced number finding that the state does not respect their rights, Diagram No.21. There are several mechanisms for protection against discrimination in the country: the Commission for Prevention and Protection against Discrimination, the Ombudsman and judicial protection, and there is a Law on Prevention and Protection against Discrimination, as well as several other laws and ratified international agreements, which provide protection against discrimination. Also, disability is one of the protected grounds of discrimination in the mentioned law and in other national and international legal acts and there is a legal and institutional mechanism for protection. A high percentage of respondents are either not familiar with this protection system, or those who know it exists, consider it ineffective. This data indicates the need to raise the level of awareness, through educational programs in day centers for people with intellectual disabilities and associations and alliances for people with disabilities who visit them.

Diagram No.21



48.4% of respondents answered that they felt discriminated in the last 12 months. Diagram No.22. Testing was done on the correlation between "discrimination" and "type of disability", where the most numerous are people with physical disabilities, followed by people with intellectual disabilities, visually impaired and blind people, and hearing impaired and deaf people. In the correlation between "discrimination" and "gender" in the last 12 months, the percentage of persons of the male gender who feel discriminated is higher. Persons with disabilities may be discriminated against on the basis of their disability, but there may be situations where a person may be a victim of multiple or intersectional discrimination, that is, be discriminated against because he is simultaneously, for example, a Roma and a person with a disability, or because is an adult and a person with a disability.

Diagram No.22



Below in table no. 24 are listed the areas in which discrimination occurs. The largest percentage of respondents stated that they are constantly discriminated against in public transport, then in banks and shops, then by employees in the municipal and state administration, ambulance - hospital, the area of labor relations.

Table No. 24

Have you ever felt discriminated against in the following everyday situations in your life:		Yes, all the time/ %	Sometimes / %	Never happened to me / %	Refuses to answer / doesn't know / %
1.	At work (or when you worked)	6,6	18,0	54,1	21,3
2.	When applying for a job	6,6	17,2	56,6	19,7
3.	In the ambulance / hospital	7,4	28,7	55,7	8,2
4.	In a store or bank	9,8	21,3	56,6	11,5
5.	In the center of culture	5,7	17,2	63,1	13,9
6.	At school/college	5,7	16,4	61,5	16,4
7.	In public transport	12,3	20,5	53,3	13,9
8.	By employees of the municipal or state administration	9,0	19,7	58,2	13,1

It is worrying that only 1.6% reported discrimination, and the rest did not want to report discrimination, due to distrust of the institutions 21.3% did not want to report cases of discrimination, 17.2% did not know about the possibility to report, table no. 25. This is a worrying attitude on the part of the respondents, it is necessary to approach campaigns that will strengthen trust in the institutions, through positive examples that exercised their rights through the institutions.

Table no. 25. Have you reported discrimination to:

	Number	percentage
The Court of First Instance	2	1.6
I didn't know that I could report it and that's why I didn't report it	16	13.1
I knew I could report, but I didn't report because I don't trust the institutions	26	21.3
I didn't want to report	21	17.2
There is no answer	57	46.7
Total	122	100.0

Conclusions:

- A high percentage of people with disabilities do not know the laws on protection against discrimination and are dissatisfied with the services provided by the state;
- Discrimination is represented in all spheres of social life;
- The largest percentage of respondents stated that they are constantly discriminated against in public transport, then in banks and stores, then by employees in the municipal and state administration, ambulance - hospital, the area of labor relations;
- The data that only 1.6% reported discrimination, and the rest did not want to report discrimination, due to mistrust of the institutions, 21.3% did not want to report, 17.2% did not want to report, and 13.1% did not know about the possibility to report is worrying.

Recommendations:

- Establishing cooperation with the Commission for the Prevention of Discrimination and carrying out these awareness-raising activities in coordination so that these persons would receive adequate information and mechanisms to address discrimination problems;
- The municipality, through the inspection authorities, should increase control over the application of the provisions of the legal documents that refer to protection against discrimination for persons with disabilities in all institutions that are under its jurisdiction;
- The municipality should organize campaigns, through various forms of education and raising the awareness of all citizens living in the municipality, for assistance and protection of persons with disabilities;
- Due to the low trust in institutions by persons with disabilities, the Municipality should approach campaigns that will strengthen trust in institutions, such as education about the legal possibilities for the level of protection and presentation of positive examples of persons with disabilities who have exercised their rights through the institutions.

Management - risk factor

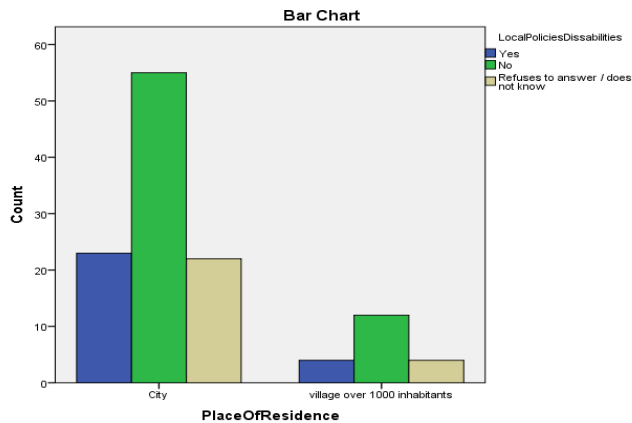
From table no. 26, it can be concluded that people with disabilities are relatively well versed in daily politics, so that 27% declared that they follow daily politics, and often, several times a week 18.9%, about 32.8% are not interested in politics in general.

Table no. 26. Do you follow the daily policy?

	Number	Percentage
Daily	33	27.0
Often (Several times a week)	23	18.9
Rarely (Several times a month)	24	19.7
Never	40	32.8
Refuses to answer / doesn't know	2	1.6
Total	122	100.0

The question was asked: Have policies been adopted at the local level in the last 3 years and are they interested in you as a person with a disability? More than 50% of respondents answered negatively. Such an answer can be interpreted as a result of insufficient awareness of the citizens and as dissatisfaction with the policies for improving the condition of persons with disabilities. In relation to the same question, a correlation test was done between "rural-urban" and "interest in policies by persons with disabilities", the result is that there is a balance between people from urban and rural areas in terms of lack of interest in policies, Diagram No.23

Diagram No.23



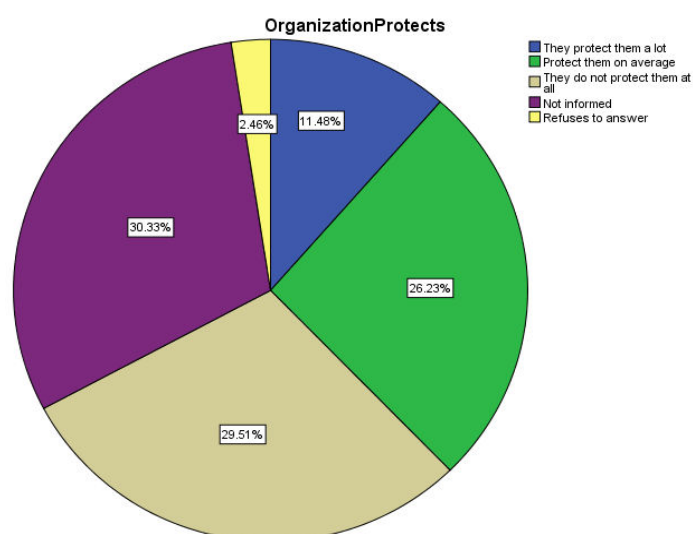
Regarding the question of what actions they took to protect their interests, it can be seen from table no. 27 that only 28.7 took some kind of action, of which 12.3% met with representatives of the Municipal Council, then had a meeting with member of parliament from their municipality, a meeting with the mayor, etc.

Table no. 27

	Number	Percentage %
I met with a member of parliament from my city.	11	9.0
I met with members of the municipal council	15	12.3
I met with the president of the municipal council of my municipality	4	3.3
I met with the mayor	3	2.5
I participated in a protest	2	1.6
I took no action	69	56.6
Refuses to answer / doesn't know	18	14.8
Total	122	100.0

Respondents have relatively trust in organizations for persons with disabilities and about 37.7% believe that they protect the rights of persons with disabilities. However, 29.5% believe that these organizations do not protect the rights of people with disabilities at all, Diagram No.23. Regarding the type of disability, people with physical disabilities have the highest confidence, followed by people with intellectual disabilities. In terms of gender representation, there are more men who have more confidence in institutions. If it is known that these are organizations, which have only one target group and the majority are alliances, which have a stable funding model, this percentage is an indicator of an insufficiently active civil sector in the municipality of Kumanovo, which will stand up for the protection of rights.

Diagram No.24



People with disabilities were asked which rights were violated, offering them a list of answers with several types of rights, which belong to basic, civil, political, economic-social and cultural rights, and most of them answered that their right to employment was violated, the right to education and the right to equal treatment.

People with disabilities were asked What should the Municipality do to improve the situation of people with disabilities? Respondents had the opportunity to make suggestions according to their own opinion. The respondents gave constructive suggestions that arise as recommendations from the previous analysis of the factors. If we sublimate the proposals, the need for financial resources in the form of: financial aid, increase in social service fees, introduction of drug subsidies, exemption from expenses for persons with disabilities is mostly repeated. Then there are suggestions about day care centers for people with disabilities. First of all, they propose to improve the conditions in the existing day care centers, expand them spatially, adapt and renovate them. Especially the need to introduce work in two shifts in the centers so that people with disabilities can stay in the afternoon. It is also proposed to open new ones, such as: a day care center for people with disabilities, a day care center for minors, the opening of a small group home for people with disabilities to stay when they are left alone after the death of their parents, and a day care center for physical therapy of people with disabilities with a team of mentor doctors. They emphasized as necessary the needs in education for persons with disabilities, to introduce improved conditions in educational institutions for the education of persons with disabilities, to introduce new measures and programs in schools to improve conditions in education for persons with disabilities. To organize psychological workshops for parents. The following are the needs regarding the provision of transportation for persons with disabilities, as well as the adaptation of public transportation for persons with disabilities. Then follows the proposal for adapting the accessibility of institutions for people with disabilities to ensure the accessibility of the city swimming pool for people with disabilities. To install an elevator in the Center for Social Affairs. Working on raising the awareness of citizens regarding persons with disabilities. To provide sports conditions so that people with disabilities have the opportunity to participate in a special Para Olympics for people with disabilities.

Of the social protection services, people with disabilities mostly used the service compensation for care and care of another person 37.7%, then the disability service 17.2%. In terms of gender, there is a higher percentage of male representatives who used the service

compensation for care and care of another person, and the disability service, the number of female representatives is higher.

Conclusions:

- More than half of the respondents are not interested in the policies and believe that in the last three years no policies have been created at the local level, in the case of persons with disabilities, the number of citizens from the city and the countryside who are not interested in the policies is the same;
- 29.5%, however, believe that these organizations do not protect the rights of people with disabilities at all. Regarding the type of disability, people with physical disabilities have the highest trust, followed by people with intellectual disabilities. In terms of gender representation, there are more men who have more trust in the institutions;
- Persons with disabilities highlighted the following needs as the most numerous in order: the need for financial resources, the needs for day care centers for persons with disabilities, the needs in education for persons with disabilities, transportation for persons with disabilities, accessibility in facilities, needs for rehabilitation and sports activities.

Recommendations:

- The municipality should prioritize the needs of people with disabilities and take more measures to improve their position, as well as more information about the activities it undertakes;
- In particular, the Municipality, the Center for Social Affairs and other relevant institutions should undertake activities to strengthen the trust in the institutions by the persons of the female gender, through educational workshops and other forms of information and education about the meaning, opportunities and benefits that they can receive;
- Organizations/unions of persons with disabilities to strengthen their capacities in the protection of the rights of persons with disabilities;
- The municipality, the Center for Social Affairs and the organizations for persons with disabilities to take measures for adequate and comprehensive information of persons with disabilities about the rights arising from the national and local system of social protection;
- The municipality should organize round tables with representatives of persons with disabilities to amend the regulations regarding financial assistance, increase of fees for social services, introduction of subsidies and exemption from expenses for persons with disabilities;
- The municipality in coordination with non-governmental organizations, unions and other institutions that care for people with disabilities to organize continuous meetings in the form of round tables, gatherings and other forms of awareness of the problems of people with disabilities to provide funds and find a solution for improvement of the conditions in the existing day care centers, to expand, adapt and renovate, the need to introduce work in two shifts in the centers so that people with disabilities can stay in the afternoon as well;
- The municipality and other institutions responsible for persons with disabilities, through donations, projects with domestic and international organizations and the private sector, to provide funds for the opening of new day care centers such as: day

care center for minors, opening of a small group home for people with disabilities, day care for people with disabilities when they are left alone after the death of their parents and a day center for physical therapy for people with disabilities with a team of mentor doctors;

- The municipality and the competent ministries for the needs in education for persons with disabilities, to improve the conditions in educational institutions for the education of persons with disabilities, to introduce new measures and programs in schools to improve the conditions in education for persons with disabilities. To organize psychological workshops for parents;
- To adapt the accessibility of the facilities of all public disability institutions for persons with disabilities (to ensure the accessibility of the city swimming pool for persons with disabilities, to install an elevator in the Center for Social Affairs, etc.) ;
- To work on raising the awareness of the citizens regarding the persons with disabilities by the Municipality and all other relevant and responsible institutions by organizing tribunes, round tables, educational workshops, seminars, etc;
- Day care centers for rehabilitation and reintegration in coordination with the Municipality to provide conditions for sports so that persons with disabilities have the opportunity to participate in a special Para Olympics for persons with disabilities;
- The municipality should organize consultative meetings with public and private institutions to improve conditions in public transportation for persons with disabilities and provide financial assistance and benefits for means of transportation for persons with disabilities who are unable to use public transportation.

Natural and technical disasters

Assessment of personal and domestic risks:

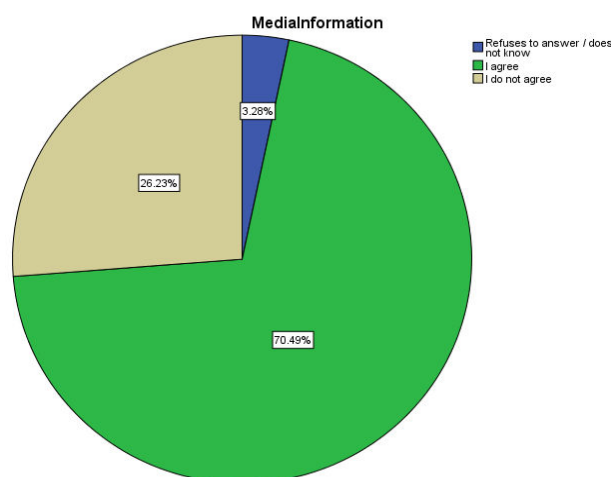
Persons with disabilities are the most exposed to the consequences of natural and technical disasters and their lives and health may be threatened. Fires, floods, earthquakes, landslides and landslides, ruins, epidemics, etc. may be risks and dangers to which persons with disabilities are most vulnerable. Deaf, blind, partially sighted and intellectually disabled people have a problem with timely and appropriate danger from certain risks and dangers so that they can react appropriately and avoid it. 23.0% of respondents responded negatively to the question of whether they can receive the warning in a timely, understandable and clear manner, which is shown in table no. 28. In relation to the same question, the correlation between the sexes was tested, where the number of persons of the male gender who answered negatively was greater.

Table No. 28 Warning about a certain danger of disasters (for example, flood, fire, landslides, etc.) I can/can't get it in a timely manner, understandable and clear

	Number	Percentage
Refuses to answer / doesn't know	3	2.5
I agree	91	74.6
I don't agree	28	23.0
Total	122	100.0

Regarding the question of whether the media (television, radio, newspaper or internet) have information that is adapted to the needs of persons with disabilities, 30.0% disagree with it, of which the number of persons of the female gender is higher, Diagram No.24.

Diagram No.24



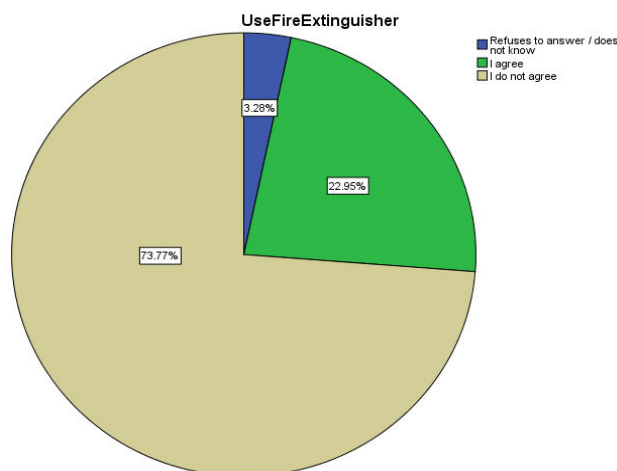
13.1% of respondents answered that they cannot hear a certain alarm for a certain danger, they cannot see or hear it, Table no. 29.

Table no. 29. If there is a certain alarm for a certain danger, I can see or hear it

	Number	Percentage
Refuses to answer / doesn't know	8	6.6
I agree	98	80.3
I don't agree	16	13.1
Total	122	100.0

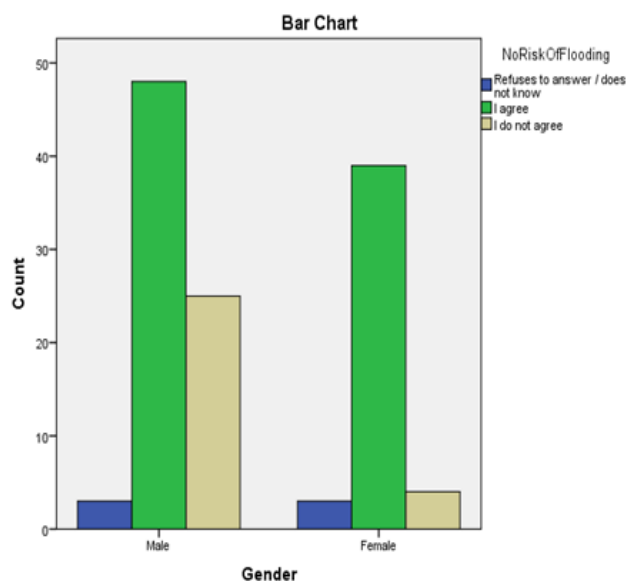
Regarding the question of the availability of firefighters and medical personnel in the home where the respondents live, 31.1% answered that they do not have access, and 63.9% answered positively. Regarding the safety of the home from moderate earthquakes, 57.4% answered positively, and only 3.3% answered negatively. 68% answered that they have a safe electrical installation against fires, and 5.7% answered negatively. Also, 78.7% do not forget and know how to use an electrical device, and 18.0% answered negatively, of which the percentage of men is higher. Fire extinguishers are not represented in the homes of the respondents in a large percentage 73.8, and 23% have fire extinguishers, Diagram No.25 The number of male respondents who do not have fire extinguishers is greater. Regarding the question of whether the respondents caused a fire, 14.8 answered positively, of which the number of women is greater. Citizens' awareness of securing these devices should be strengthened, as the first step in dealing with a fire. If we add the high percentage of inaccessibility in facilities for firefighters and medical personnel, it indicates the seriousness and need for education of people with disabilities to take measures and actions for fire prevention and safety.

Diagram No.25



Regarding the possibility of natural disasters that would be caused by a flood, is there a river near the respondents' homes and there is a danger of it overflowing or is the home in an area where water flows from different places and the ground floor can be flooded, 7, 4% answered that there is such a danger, and 92.6% answered negatively. People who live in the city are more exposed to this danger than in the countryside. 23.8% of respondents answered that there is a risk of flooding due to forgetting the faucets (shower) in the kitchen and bathroom. In terms of the gender perspective, the number of persons of the male sex who can cause this risk is greater, Diagram No.26.

Diagram No.26



Regarding the danger of fire due to external circumstances in the vicinity of the respondents' homes. Such as a forest or old buildings (buildings/houses) that can be subject to fire, 16.4% responded positively to the existence of such a possibility, and 83.6% responded negatively. Regarding the place of residence, people who live in a city are more exposed to this danger. When analyzing the support that people with disabilities receive in the event of risks and disasters, 94.3% answered that they can be helped by family members, and 98.4% can expect help from the neighborhood. Of the small percentage of people who answered that they cannot expect help from their family, all of them are female. Respondents were also asked

about the accessibility of firefighting and ambulance vehicles in the street, at the place of residence, with 23.8% answering negatively, table no. 30, which is a serious problem that refers to the activities of the Municipality to adapt the streets to enable such accessibility.

Table no. 30. The street I live on is accessible enough for fire or ambulance:

	Number	Percentage
Refuses to answer / doesn't know	5	4.1
I agree	88	72.1
I don't agree	29	23.8
Total	122	100.0

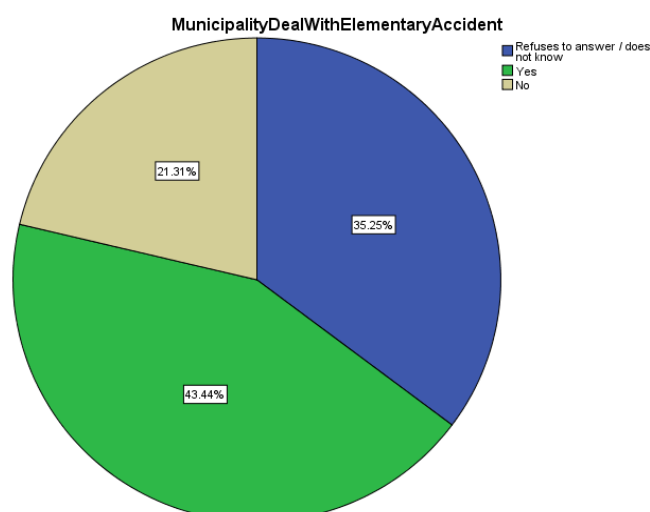
38.5 declared that they are not informed and do not know how to deal with a certain disaster, table no. 31. According to gender representation, the percentage of women who are not informed and do not know how to deal with a certain disaster is higher. This indicates a serious problem that should be considered and solved by the Municipality.

Table no. 31. I have information and know how to evacuate in a certain catastrophic situation:

	Number	Percentage
Refuses to answer / doesn't know	8	6.6
I agree	67	54.9
I don't agree	47	38.5
Total	122	100.0

Regarding the question of whether the Municipality can deal with risks and disasters 21, 3% answered negatively, 41.4% answered positively. Diagram No.27. This indicates a significant lack of trust in institutions by persons with disabilities. The municipality should undertake measures and activities to inform and educate the disabled and their family members on how to act in case of unforeseen risks and disasters.

Diagram No.27



21.3% of respondents believe that the Municipality does not have a plan for dealing with risks and disasters, the percentage that are not informed is also high, table no. 32. The question is whether in the Plan for Protection and Rescue of the Municipality of Kumanovo and the procedures for dealing with persons with disabilities during risks and disasters. From the

analysis of the documents and focus groups, it has been established that there is no plan and procedures for dealing with persons with disabilities in case of risks and disasters from all aspects. How the family members should act, how the persons with disabilities themselves should act and how the relevant institutions responsible for protection and rescue should act. This is a question that must be asked and solved.

Table no. 32. The municipality has a plan to help people with disabilities in situations of natural disasters

	Number	Percentage
Refuses to answer / doesn't know	54	44.3
I agree	42	34.4
I don't agree	26	21.3
Total	122	100.0

Conclusions:

- 23.0% of the respondents do not receive the information in a timely, understandable and clear manner from warnings about certain risks from natural disasters and disasters, of which the number of persons of the male gender is greater;
- One third of the respondents believe that the media (television, radio, newspaper or internet) are not adapted to the needs of persons with disabilities, of which the number of persons of the female gender is greater;
- Regarding the availability of firefighters and medical personnel in the home where people with disabilities live, 31.1% answered that they do not have access;
- 18.0% forget and do not know how to use an electrical device, of which the percentage of men is higher;
- Fire extinguishers are not represented in the respondents' homes in a large percentage 73.8%;
- 14.8 persons with disabilities caused a fire, of which the number of persons of the female gender is greater;
- 23.8% of respondents answered that there is a risk of flooding due to forgetting the faucets (shower) in the kitchen and bathroom. In terms of the gender perspective, the number of persons of the male gender that can cause this risk is greater;
- 16.4% of persons with disabilities live in places where there may be a fire hazard, of which the number of persons of the male gender is higher;
- The accessibility of fire protection and ambulance vehicles in the street, at the place of residence is a problem for 23.8% of respondents;
- 38.5% of people with disabilities are not informed and do not know how to deal with a certain disaster. According to gender representation, the percentage of women who are not informed and do not know how to deal with a certain disaster is higher; 21,3 % сметаат дека Општината не може да се справи во случаи на природни непогоди и катастрофи;
21.3% of respondents believe that the Municipality does not have a plan for dealing with risks and disasters, the percentage that are not informed is also high.

Recommendations:

- The municipality and all relevant institutions should regularly check and adapt all alarm systems for timely warning of all categories of persons with disabilities;

- The media and the Municipality should adapt their information technologies and ways of informing according to the type of disability of the citizens in order for everyone to receive the information in a timely manner in case of alarming situations and dangers from natural disasters and disasters;
- Relevant institutions for dealing with crises and protection and rescue in their plans to develop procedures for dealing with persons with disabilities in case of risks and disasters from all aspects. How the family members should act, how the persons with disabilities themselves should act and how the relevant institutions responsible for protection and rescue should act. This is a question that must be asked and solved;
- The municipality undertakes educational programs for training people in the use of electrical appliances in the household and in general how to behave in domestic conditions to protect themselves from all dangers of disaster in the home;
- The municipality and other relevant institutions should take measures to strengthen the trust in institutions by persons with disabilities by undertaking educational programs, information channels and other training activities to inform and educate persons with disabilities and family members, especially female persons as should act in case of unforeseen risks and disasters;
- The municipality should develop and strengthen information technologies adapted to persons with disabilities for timely informing them in case of risks and disasters;
- The municipality should take actions to adapt the streets for the accessibility of fire fighting vehicles and ambulance vehicles;
- Citizens' awareness of the provision of fire-fighting devices should be strengthened, as the first step in dealing with a fire. If we add the high percentage of inaccessibility in the facilities for firefighters and medical personnel, it indicates the seriousness and need of the Municipality and other relevant institutions for the education of persons with disabilities to take measures and actions for fire prevention and safety.

6. Focus group analysis

Within the scope of the research, two focus groups were conducted. One with representatives of local institutions that are represented in the Council for Social Protection and another focus group composed of representatives of civil society organizations and members of vulnerable groups. Both focus groups discussed in depth the problems and challenges of the mapped vulnerable groups

Focus group analysis with representatives of relevant institutions

The focus group was realized with representatives from the Municipality of Kumanovo from the Department of Social Protection, Health Center - Kumanovo, Center for Management of Social Affairs - Kumanovo, Red Cross - Kumanovo, Association for the Promotion and Development of an Inclusive Society "Inkluziva", JUMSCR-Kumanovo, AVRSM- Kumanovo, Directorate for Protection and Rescue, Crisis Management Center.

Education

In terms of education, mapping of socio-educational services has been carried out. It was established that there are a large number of children on the street who do not attend education. There is a problem in terms of education due to migration, asylum seekers do not have any education after returning home. The municipality has no record of the children who return, and they should continue their education. In this regard, the Municipality of

Kumanovo, in coordination with other non-governmental organizations, undertakes activities for the return of children to school. The municipality of Kumanovo realized a project of a school for adults, to improve its education. The "Inkluziva" association, through a European project, has been giving scholarships to children with disabilities in the first and second grades from families of single parents for three years. This support is provided through international projects, with the completion of the project the aid ends. It is necessary to continuously provide funds for children with disabilities, especially from socially disadvantaged families. The municipality of Kumanovo, through the association "Inkluziva", provides support for the creation of an inclusive educational environment in five schools, where it financially participated in the creation of three sensory rooms, one inclusive playground and one adapted toilet in the school. Also, this activity should continue in other schools to improve learning conditions for people with disabilities. Through the OKR Program, the municipality provides personal and educational assistance for students with disabilities in secondary education. The Center for Social Work, in accordance with the legal regulations, supports the education of children with educational allowance and child allowance in accordance with children's rights. The municipality implemented an open public call for educational forums for parents and students from secondary education, stop drugs and violence, sexual and reproductive health. After previously mapping all students from secondary education who have disabilities and who need educational and personal aspects, the Municipality provided socio-educational services to them by providing educational personal assistants. This need needs to be developed and maintained. The Municipality of Kumanovo will continue to undertake this role and implement personal and educational assistance in order to help students. "Inclusive" in coordination with the education sector from the Municipality formed an inclusive group of children with disabilities and children without disabilities in a school where they played sports together twice a week, and it was determined during the implementation of these activities that children without disabilities do not have prejudices against children with disabilities they play sports together and offer them full support. These positive examples should be expanded and strengthened among adults as well. The municipality has undertaken activities in the field of education, it is necessary to maintain and expand services for financial support of persons with disabilities, services for personal assistance. It is necessary to adapt schools to the needs of people with disabilities. To undertake educational activities to raise the awareness of parents, teachers and all citizens to have no prejudices towards these persons. The municipality has undertaken activities in the field of education, it is necessary to maintain and expand services for financial support of persons with disabilities, services for personal assistance. It is necessary to adapt schools to the needs of people with disabilities.

Healthcare

Primary health care services are free for socially vulnerable categories of citizens. Access for people with disabilities has not been resolved in health facilities, to be able to enter the facility safely. Irregular immunization is a problem, where health facilities implement activities to inform the parents of persons who are not in the educational process for regular systematic examination and regular immunization process. The most numerous are the persons of Roma nationality who are not in education. The municipality provides financial resources for tribunals, parent education, vaccination, reproductive health and other issues related to the prevention and protection of citizens' health. A big problem is the low response to vaccination of children, it is necessary to continue the vaccination campaigns. As a shortcoming in the domain of healthcare is the inertness of family doctors for people with the needs of people with disabilities. A representative for the protection of persons with disabilities will point out

that "registry doctors only serve to prescribe prescriptions and issue referrals to Skopje". The reason is the inaccessibility of health facilities for people with disabilities and the uneducated health staff for this category of citizens, to establish communication with people with disabilities. This is especially expressed in the communication with people who are deaf, due to the lack of knowledge of sign language on the part of the doctors, they cannot hear the diagnosis of the disease and what they need to do in order to be cured. The other problem is that for children with disabilities there is no developmental counseling center, no dental services, and no other health services at the local level, and they are forced to travel to other cities. Traveling to other cities for people with disabilities is tiring and difficult, and often parents refuse to take them for examination in other cities.

Employment

Regarding the employment of persons with disabilities, the number of employed persons with disabilities is very small, activities should be undertaken to motivate and encourage persons with disabilities to be employed. The non-governmental organization "Inkluziva" provides support to the Employment Agency for the employment of persons with disabilities. The employment agency should undertake more activities for the employment of persons with disabilities. The municipality of Kumanovo has employed a completely blind person in the legal sector, who has a master's degree in law. In the regional department for protection and rescue and in the Ministry of Defense, there are two persons each who are deaf and dumb, the majority of whom are Roma. There is a female disabled girl who has opened her own company, a speech therapist. The Employment Agency and other institutions do not employ persons with disabilities.

Social services

The municipality of Kumanovo plans to continue and develop the existing forms of services next year. The municipality plans to expand the assisted living service in the coming year, it is in communication with the center for social work, there is one person with a disability who is placed in a home for the elderly, they plan to use his house in the development of a new social service, assisted living support, and the financing of these services should be provided by the Ministry of Labor and Social Policy. The municipality plans to open a crisis center at the regional level, to cover the entire North-East planning region, all municipalities, to participate in the financing and maintenance of that Shelter Center. Of course, it should be supported by the competent Ministries to ensure its survival. The municipality provides financial support to associations in order for them to establish the necessary service or to improve it in order to license them. The municipality needs the construction of kindergartens. The municipality has a problem with the home for the elderly, which is 100 percent used. For the realization of all these social activities, the Municipality needs additional financial resources, which are very difficult to provide.

Communication and information

In terms of informing people with disabilities, the Association for the Promotion of an Inclusive Society "Inkluziva" cooperates with the Municipality of Kumanovo and has signed a Memorandum of Cooperation. They provide information services to persons with disabilities, they provide support to the Municipality to adapt the website for the rights they receive from the municipal administration. The municipality has no record of vulnerable categories of citizens and persons with disabilities, which is very important for all activities of the municipality related to this category of citizens. People with hearing impairment cannot receive the information from the Municipality, because the sessions of the Council are not interpreted in sign language nor are they subtitled. Mainly, the Municipality transmits the

information through the local media, which are private and could not introduce a way of informing people with disabilities without financial support from the Municipality. At the moment, there is no such possibility, so people with disabilities do not receive quality information either from the Municipality or from the media. The Department of Social Affairs in the Municipality informs, instructs and guides persons with disabilities on how to exercise their right. The insufficient cooperation between the competent institutions for the vulnerable categories of citizens and persons with disabilities at the local level was highlighted as a drawback. Cooperation with the Municipality is in several areas, education, social protection and other areas that they work, but they do not sit down together to discuss the problems of these categories of citizens and exchange data on activities that they have implemented or are currently implementing. Cooperation is limited to individual communication, answers to requests, questions, etc. with each institution separately. The association "Inkluziva" emphasized that when they organize meetings related to their activities, they invite all relevant institutions, but they do not come to their meetings. Internal and external communication between institutions should be strengthened so that problems can be solved more easily. The municipality needs a unified record system for the vulnerable categories that will be connected to the institutions for sharing information and data. The data for this category of citizens are obtained from the Center for Social Work, the Employment Agency, the cooperation with non-governmental organizations, which have membership in the Social Council of the Municipality. Financial resources are needed to develop a strategy for recording the vulnerable categories of citizens through a special program that will be technically supported.

Discrimination

Persons with disabilities who live in the territory of the Kumanovo municipality are discriminated against due to the inaccessibility of facilities, especially those that are of vital importance for their functioning and the establishment of their rights. Thus, the buildings where the Municipal Administration is located are inaccessible, the health facilities, the Center for Social Affairs and other institutions are inaccessible. It is necessary to take measures to solve these problems, to adapt the existing buildings, and especially when new buildings are built, to adapt them according to the needs of people with disabilities. A problem was also detected in the streets, the sidewalks are not lowered, when streets are made to lower the sidewalks, there is no sound signaling at pedestrian crossings and public transportation is not adapted to the needs of people with disabilities. Regarding the approach of citizens to people with disabilities, they should be educated on how to deal with them, if it is correct they are not afraid, they open up completely, regardless of whether it is a child from the youngest age or an adult to the oldest age, no neither parents nor persons with disabilities hide their disability. People with disabilities are well integrated and are not discriminated against in workplaces. They may feel discriminated in communication, they cannot communicate with their colleagues because they do not know their sign language. An Albanian organization for persons with disabilities was established on the territory of Kumanovo municipality. The representatives of the institutions emphasized that there is very little cooperation with this organization, there is no response and interest from its members.

Risks

In the Security Plans of the Center for Crisis Management and the Directorate for Protection and Rescue, etc., there are procedures for handling risks and disasters for persons with disabilities. The methodology of the plans does not address persons with disabilities.

The Center for Persons with Disabilities has developed a safety plan for how persons with disabilities should act. Mandatory procedures should be established on how persons with disabilities should act in case of crises and disasters. Procedures should also be established for the manner in which persons with disabilities should be handled by the responsible persons acting in dealing with risks and disasters.

Institutional needs

The association "Inkluziva" represents and protects the rights and interests of persons with disabilities, of all ages and of all types of disabilities, as an association it works and provides support and represents their rights at the national level. They are not sufficiently staffed, they are facing financial problems, they are facing difficult problems for their sustainability. They receive the greatest financial support through grants that are sufficient only for the needs of people with disabilities. The responsible person of the Association has been working for 10 years without any compensation, and now she is employed through international projects. There are not enough funds for the team working on these activities. For example, for the personal assistance service, they receive funds from the state for the people who are personal assistants, and for the coordinator and for the organization, no one provides funds, and that is the basis from which the services are provided. Which means the organization must be sustainable in order to be able to provide the services of its competence. They need spatial accommodation and staffing. They need financial support for full staffing and functional and efficient performance of the activity for which they were established. Also, JU Intermunicipal Center for Social Work Kumanovo does not have enough space to accommodate employees. Since 2019, there has been a significant increase in the number of employees, but there is no place to accommodate them for the normal functioning of the Center. New computers, technical equipment are needed. The humanitarian association "Majka" for the protection of the rights of victims of family violence has employed a psychologist and a social worker, as a basic condition for the survival of the NGO, but they need to hire a lawyer, a career counselor and a hygienist. Also, they need their own space, now they pay high rent which is an additional expense for the organization. They need financial resources to requalify the organization into a Regional Center for Victims of family violence. They have submitted requests to the competent ministries and other organizations for the provision of funds, but they have not received a response. It is necessary to find a permanent solution for the functioning of all institutions and formations for the protection of vulnerable categories of citizens and persons with disabilities.

Focus group with representatives of civil society organizations and members of vulnerable groups

The focus group was attended by representatives from the Association for the Blind from Kumanovo and blind people, the humanitarian association "Majka" for the protection of the rights of victims of family violence, the Center for Rehabilitation and Reintegration for Adults with Moderate and Severe Intellectual Disabilities "Poraka Nasha", the Municipal Organization of the Red Cross Kumanovo, DROM, and the National Roma Center.

Education

In the municipality of Kumanovo, schools have been adapted for the needs of people with special needs, elevators have been built, paths for blind people have been marked, special toilets adapted for people with special needs have been made. The main problem in schools is the toilets that are not divided into male and female, although they have been renovated

and adapted. Psychologists should be guided by the introduction of special adapted treatments for children victims of domestic violence, as an urgent and urgent need. For now, psychologists have the same approach to these children as to all others. It is necessary to introduce free school transportation for people with disabilities. For Roma children, there are several programs aimed at helping and supporting this category of children. There are scholarships for primary and secondary education for Roma children. There is a withdrawal of Roma students. It mostly happens in the higher grades of primary education and secondary education, they try to go abroad. In relation to children on the street, the project is implemented by the NGO DROM in coordination with the Municipality, they are facing a problem for their accommodation, because they are not licensed for that activity. An activity is underway to establish a Day Care Center for children at risk with individual treatment where these children will be temporarily accommodated. Licensing of a program for street children that includes work with street children and their parents is also underway, a social worker is planned to be involved. The biggest problem for the Roma population is that they cannot compete in the labor market. They do not have enough means of subsistence, they receive social assistance which is not enough. Because of such problems, they do not let their children go to school. The conditions of the Roma population are bad, they do not have their own houses, two families live in a room of 25 square meters with about 5 children. They do not have enough food and other means for basic existence, they do not have books, notebooks and other materials for school. From a health point of view, it is much better than before, children who receive social assistance automatically receive health services, they only find themselves in trouble when they have to pay a co-payment for the health service. A solution should also be found for children who drop out of school. Financial problems are not always the reason for dropping out of school. The parents of Roma children should be educated, they should be punished to change their awareness about their children that they should complete their education. The process of upbringing and education should start from preschool age. There are examples where work has been done with a group of Roma parents who have small children of pre-school age, for which there have been positive results, those children further fit into the system and continue their education.

Family violence

The psychologist of the Non-Governmental Organization for the Protection of Victims of Family Violence maintains gender statistics regarding children who are victims of family violence. There are women who are victims of family violence when they go from one environment to another and the children are with them who need to continue their education, there are problems when enrolling in new schools, there are cases when children come from a reception center where other children bully them.

This non-governmental organization has existed for 30 years and has opened a counseling center for victims of gender-based and family violence. There has been an increase in the number of women victims of family violence in the last 15 months, 53 women turned to the counseling center for help. About 27 women receive psychological support, career counseling and legal counseling. So far, they have given psychological support to only 4 children who were directly involved in the violence, because the other children mostly stay with the father. As a problem, the need for a crisis center, i.e. an acceptance center, where women victims of family violence can be accommodated for 24 hours, and then be given the opportunity to be transferred to a shelter center or other opportunities offered by the Municipality, is highlighted. Women of other nationalities, Albanians, Roma, etc., have this need. Also, the counseling center needs funds for immediate needs to initially meet the needs of women. For

example, when they run away from home, they go out with thin clothes, hungry, thirsty, barefoot, taxi transportation, to the Police Station, if necessary to the hospital, for such urgent needs these funds are needed. The career counselor points out that not every woman who is a victim of family violence is also a social problem. There have been cases of discrimination when a woman is a victim of family violence, and the employer finds out about it through the spouse's misconduct, and they are fired from their job. It should be possible to provide further training, education, qualification and retraining of women victims of family violence in order to acquire certain employment skills that are in demand on the labor market. Thus, they will be able to get a job and become independent and will not suffer family violence. This category of women mostly needs housing provision.

Representative of the Society for the Blind

There are 136 members of the Association for the Blind, the gender representation of men and women is equal. The association has all the information related to persons with disabilities and tries to convey it to them, but the response to visits to the associations is small. Blind people have a problem moving on foot, because there are vehicles everywhere on the sidewalks. Poor infrastructure in the city affects all persons with disabilities. There is a lack of sound signaling at traffic lights, the paths for people with disabilities are not marked. Sidewalks are inaccessible for people with disabilities, it is necessary to reconstruct them, to adapt them, to be lowered. Public transport should be adapted to people with disabilities, sound information should be introduced in the buses about the names of the stations. Sound signaling should be installed at the facilities, emphasizing the numbers of arriving buses. In terms of discrimination, blind people believe that people with disabilities discriminate among themselves. They are separated from the environment, they do not have mutual cooperation to perform together in the exercise of their rights. In particular, it is necessary to work with the family members of persons with disabilities, first of all, to accept them, not to be ashamed of them, and then through campaigns to raise the awareness of all citizens for acceptance and assistance to this category of citizens. The representatives of blind people emphasized that there is discrimination in their families, especially from people of Albanian nationality, their family members hide people with disabilities (are ashamed of them) from other people. It is necessary to raise the awareness of families through educational programs, campaigns and other forms of communication. It is also necessary to implement campaigns for the employment of this category of persons in the public and private sectors. It is especially necessary to work with this category of citizens to motivate them to get involved in the work processes. So far, it has employed a small number of people with disabilities, but that is not enough. Persons with disabilities should be given greater representation in the making of decisions and legal solutions, especially their mandatory representation in the adoption of legal norms relating to the realization of the rights of persons with disabilities. To make it possible for people with disabilities to vote, to make a template with Braille so that those people can also vote. Specifically in education, measures are being taken for full inclusion of schools. The Ministry of Labor and Social Policy, in coordination with the UNDP, gave an order to make speech synthesis, so that people with disabilities can use it in education. There are computers in the schools, but the staff is not trained to use those computers to be able to explain to the student. Textbooks must be printed in braille so that blind people can use them, and they can decide for themselves whether they will use them electronically or in braille.

Needs of elderly people

The Red Cross is licensed to work with elderly people. They are financed through the realization of projects, at the moment they care for 20 elderly people, they have caregivers,

volunteers who visit the elderly in their homes, and help them with shopping, medicines, food, groceries. That is not a sufficient number, it is necessary to have licensed providers of services for the elderly who will receive compensation for that service. The elderly are left to support themselves, most of the time their children have moved abroad or are not near them to provide them with the necessary supplies of food, medicine, taking them to the doctor, etc. It is especially difficult for the elderly who live in inaccessible environments, especially the vulnerable categories and people with disabilities. The elderly choose to sit at home, rather than in nursing homes. The old people's home is of a regional character and needs to be extended, renovated and expanded. The founder of the nursing home is the Municipality and it should provide funds for it. In the home for the elderly, there are people with disabilities and the elderly as a social category. Everyone has the right to care in their own home and not all elderly people can be placed in an institution. The services for the elderly need to be improved and supplemented, to provide quality living, especially to people with disabilities, sick people and those living in inaccessible areas.

Day center for rehabilitation and reintegration of adults with intellectual disabilities " Poraka Nasha"

The problems overlap for all marginalized groups of citizens, it is necessary to raise public awareness, to ensure continuous financial support, which depends on the sustainability of the institutions. The Center for Rehabilitation and Reintegration has partial support from the Municipality and the business community through donations. The premises where they are located are narrow, expansion is necessary in order to be able to function and survive according to the obtained license as a Center for Rehabilitation and Reintegration. They have a small tea kitchen which is partitioned off with another room where families work. Families of people with intellectual disabilities are a big problem in many ways. The problem arises around the business ability of the people who are in the center, a large number of them have business ability and are not in the Center, they can work to compete in the labor market, but their parents as their legal guardians do not allow it, no agree to sign that their children are already legally competent. The parents are only interested in small group homes, where these people can be accommodated after their death. Some of the members do not have parents, guardians take care of them. Users of "Poraka Nasha" are involved in social life and are accepted by the community. The new license received by the center leaves the emphasis on the reintegration program. The day center has 21 members. According to the gender perspective, there are more men than women. Topics on female reproductive health are being developed for female users. There are users who are aware of their individuality, they are aware of their families, there are users who want to talk about that topic, and there are users who don't want to talk about that topic. The Center organizes cooking and sewing workshops, which are more interested in women. It is necessary to organize educational programs and workshops for the parents/guardians of people with intellectual disabilities to let their children work so that they can become independent, and at the same time to give way to other users who have this need. This applies to both centers, because in the Day Center for people with intellectual disabilities up to 18 years of age, people over 30 years of age are members. This is especially reflected in the realization of the programs, adults cannot be according to a program for learning things that are the basis of education, colors, letters, etc. The focus of the Center is professional rehabilitation in the direction of providing services in the form of retraining, additional training, further education, so that everyone can develop their abilities according to their affinities and desires. In order to achieve that, it is necessary

to work with the motivation of people to get involved in the work processes to feel the beauty of independent living. The center needs staff, at the moment two people are employed - a special education teacher and a psychologist, and they need a nurse and a hygienist. Financial resources are the biggest problem for the realization of all planned programs.

On 23.04. 2024, a focus group was held only with parents/guardians of people with intellectual disabilities, who are beneficiaries of the Center for Rehabilitation and Reintegration "Poraka Nasha" from Kumanovo

The focus group was attended by 6 parents and one guardian of 9 persons with intellectual disabilities, of which 3 with severe intellectual disabilities, one person with Down syndrome, and five with moderate intellectual disabilities. Persons with intellectual disabilities are aged between 34 and 58 years, seven persons are male, and two persons are female. People with intellectual disabilities regularly visit the Center for Rehabilitation and Reintegration, some of them come to the Center alone or by transport, usually by taxi. The parents declared that they are very satisfied with the services provided by the Center for Rehabilitation and Reintegration. A large part of the users have been visiting the Center for more than ten years, and among them there is progress in behavior and independence in movement as a result of the care and commitment of the persons responsible in the Center for Rehabilitation and Reintegration. The social status of the families of people with intellectual disabilities is satisfactory, some of them use social allowance, someone else's care or social pension. Since the use of the Center so far, people with intellectual disabilities have shown an interest in some skills such as drawing, music, history, cooking. Part of the persons with moderate intellectual disability with training and improvement of certain skills can be involved in the work process in the presence of a mentor assistant in the work process or a mentor motivator. The parents all expressed the need to care for their children after their death, to place them in a group home where they will receive 24-hour support for a normal life. With regard to the possibility of acquiring work skills and the involvement in the work process in the labor market, parents behave too protectively, and expressed that they agree for their children to be involved in the labor market, but only in the presence of mentors. They believe that their children would not be able to cope independently in working environments and that this would pose a danger to them. The parents expressed interest in the need for psychotherapeutic treatments by specialized persons who will be constantly present at the Center. Parents believe that it is useful for their children to acquire new skills, and that the type of skill should be determined in coordination with the people from the Center and the affinities of the users in the Center. Parents of persons with disabilities expressed that they are not familiar with the rights of persons with disabilities and the opportunities and benefits that are due to them according to the laws.

General comments from the participants in the discussion:

- Everyone expressed a high degree of satisfaction with the functioning of the Center for Reintegration and Rehabilitation;
- The users are highly motivated and express satisfaction with the engagement and socializing at the Center;
- The parents expressed interest in the need for psychotherapeutic treatments by specialized persons who will be constantly present at the Center;
- The center helps in the development of certain work skills, such as sewing, cooking, product design and more;

- Almost all of them expressed the need for their children to develop work skills, and expressed fear about the inclusion in the labor market, seeking support from mentors in the work environment;
- Everyone shared the satisfaction of the acquired habits among the users for hygienic habits and increased communication;
- Everyone shared the concern about the care of their children after their death and asked to develop a suitable model of group homes in their municipality, but where there will be real care for them and they can be provided with the content of work engagement and reintegration.

7. Conclusions and Recommendations

Based on data and results obtained during the analysis of documents, a questionnaire and a focus group for the vulnerable categories of citizens in the territory of the municipality of Kumanovo, we can conclude that the most vulnerable category of citizens are persons with disabilities, of which persons with severe physical disabilities and intellectual disabilities;

A large number of people with disabilities do not have a primary education or only have a primary education, which is a major reason for the inability to get a job or get a better-paid job;

About 71% of people with disabilities are unemployed, and the interest in employment is very low, and it is especially significant to point out that women have very little interest in work;

The low interest in employment is also due to the fact that more than half are not in a marriage union, still live with their parents or guardians, receive social assistance and in some way feel sure that there is someone to take care of them;

The fact that a large percentage of people are unemployed reflects the quality of life of people with disabilities, that is, a large number of them live in poverty, have very low incomes that are insufficient to meet the basic conditions for life, food, water, heating, housing, etc.;

Females do not own homes in a greater percentage;

Regarding the type of disability, persons with severe physical disabilities and persons with intellectual disabilities have a poor health condition, of which a greater percentage are men;

Persons with disabilities, who did not receive the necessary health services, mostly lack the patronage service and transportation to the health facility;

People with disabilities have the following needs as the most pronounced: a smart bracelet for measuring blood pressure, a wheelchair with toilet adaptation and products for time orientation;

People with disabilities feel that they are forgotten by the community, they express their dissatisfaction with health services and overall care from the community, with the advisory and informative role of the Center for Social Affairs and with the advisory and informative role of associations/unions of persons with disabilities;

People with disabilities need a greater relationship with the municipality, the need for a visit from a social worker so that they can inform the municipality about their problems, the need for access to information in a simple and understandable language, the need for psychosocial counseling and more than half need first aid;

More than 50% of people with disabilities need organized transportation;

In terms of discrimination, people with physical disabilities feel the most discriminated against, followed by people with intellectual disabilities, visually impaired and blind and

hearing impaired and deaf people, the percentage of men who feel discriminated against is higher;

Regarding the safety of people with disabilities from natural disasters and other disasters, one third of them do not know how to deal with a certain disaster and think that the media (television, radio, newspaper or internet) are not adapted to the needs of people with disabilities. According to gender representation, the percentage of women who are not informed and do not know how to deal with a certain disaster is higher;

Day centers for people with disabilities are mostly used by people with intellectual disabilities and people with physical disabilities, and more people from the male gender and people living in the city.

From the services of the Center for Rehabilitation and Reintegration, respondents mostly need the motor development service, then for developing work skills, professional rehabilitation-orientation;

The focus of the Center is professional rehabilitation in the direction of providing services in the form of retraining, additional training, further education, so that everyone can develop their abilities according to their affinities and desires.

Based on the analysis of the subcategories of persons with disabilities, who are most exposed to the five risk factors, it can be concluded that among all the risk factors, the most exposed are:

- **Women and girls with disabilities, especially intellectual disabilities;**
- **Persons with severe physical disabilities and persons with intellectual disabilities.**

Recommendations for interventions to support the most vulnerable groups by strengthening the capacities of the Center for Rehabilitation and Reintegration

Introduction of new services, methods and techniques of working with people with disabilities including:

- Activation of the potentials of persons with disabilities;
- Portfolio of innovative individual and group services;
- Activation of the potentials of persons with disabilities;
- Portfolio of innovative individual and group services;
- Introduction to new methods and techniques for working with people with disabilities, such as: ABA (Applied Behavior Analysis), PECS (Picture Exchange Communication System), Montessori, assistive technologies, neurofeedback method, music therapy, art therapy, etc. - key aspects, goals, application to users.

Work training of persons with disabilities and inclusion in the labor market:

- Assessment of abilities for work occupation;
- Adequate work engagement according to the functionality of persons with disabilities;
- Types of occupational therapy and methods of implementation;
- Development of soft skills;
- Motivating persons with disabilities and their families for work engagement;
- Supported employment;
- Mentorship

Support for families of persons with disabilities:

- Assessment of support needs of families of persons with disabilities;
- Creation of a portfolio of services for the families;
The need to organize educational and informative workshops, through the presentation of good examples for the parents of people with intellectual disabilities to understand the importance of the independence of their children, to help their children in the process of their rehabilitation and reintegration;

Physiotherapy support of people with disabilities and inclusion through sports:

- Physical activity for people with disabilities without or with simple aids;
- New methods for physiotherapy - kinesitherapy, acupressure, sensorimotor stimulation with aids, devices and handles, Pilates, yoga;
- Adapted sports;
Inclusion through sport;

The role of centers in the creation of inclusive communities:

- Raising awareness for the inclusion of persons with disabilities;
- Integration of users into the community;
- Building partnerships and cooperation with all relevant stakeholders in the community (institutions, NGOs, business sector, etc.);
- Finding ways to improve the conditions in the existing day care centers, to expand, adapt and renovate them, the need to introduce work in two shifts so that people with disabilities can stay in the afternoon;
- Day centers for rehabilitation and reintegration in coordination with the Municipality to provide sports conditions so that people with disabilities have the opportunity to participate in a special Olympics for people with disabilities.
- To provide the necessary personnel in the Rehabilitation and Reintegration Center, a nurse and a hygienist;
To find opportunities to secure the necessary financial resources for the realization of the planned programs;

Information services

- It is necessary for the Center for Social Affairs and other non-governmental organizations responsible for persons with disabilities to strengthen their advisory and informative role, by strengthening the information systems from an organizational, personnel and technical aspect;
- To organize informative days and educational workshops on the ways and possibilities of using the services. Reference to the ways of using the existing forms of communication;
- To ensure a sufficient number of persons who will provide continuous advice to persons with disabilities and their parents about rights and services from social and health care;

Informing parents about the procedure for reporting violations of the rights of persons with disabilities;

Recommendations for interventions to support the most vulnerable groups, through municipal measures:

- By the Center for Social Affairs and other organizations responsible for persons with disabilities to organize advisory and educational workshops for parents, family members and persons with disabilities to understand the meaning of education, thus encouraging them to attend and complete schooling at all levels of education, especially women and girls;
- The municipality, together with organizations of persons with disabilities and organizations for the protection of women's rights, should undertake activities to raise awareness in order to increase the percentage of women with disabilities who own the home;
- To provide funds through donations and subsidies, so that persons with disabilities receive the funds necessary for their functioning and improving the quality of life (wheelchairs, adapted toilets, pressure measuring devices, etc.);
- The municipality should take measures to popularize the work of the national kitchen among people with disabilities and increase the number of users so that the poorest people with disabilities can also be users;
- Општината да преземе мерки за организирање на превоз на лицата со најтешка форма на телесна попреченост, за да може да пристигнат до најчесто посетуваните места;
- The municipality should undertake activities to open a group home for people with similar disabilities to live together;
- The municipality, the Center for Social Affairs and the organizations of persons with disabilities to prepare a complete record of persons with disabilities;
- Due to the low trust in institutions by persons with disabilities, the Municipality should approach campaigns that will strengthen trust in institutions, such as education about the legal possibilities for the level of protection and presentation of positive examples of persons with disabilities who have exercised their rights through the institutions;
- In particular, the Municipality, the Center for Social Affairs and other relevant institutions should undertake activities to strengthen the trust in the institutions by the persons of the female gender, through educational workshops and other forms of information and education about the meaning, opportunities and benefits that they can receive;
- Organizations/unions of persons with disabilities to strengthen their capacities in the protection of the rights of persons with disabilities;
- The municipality, the Center for Social Affairs and the organizations of persons with disabilities to take measures for adequate and comprehensive information of persons with disabilities about the rights arising from the national and local system of social protection;
- The municipality should organize round tables with representatives of persons with disabilities to amend the regulations regarding financial assistance, increase of fees for social services, introduction of subsidies and exemption from expenses for persons with disabilities;

- The municipality and other institutions that are responsible for people with disabilities, through donations, projects from domestic and international organizations, the private sector to provide funds for opening a group home for people with disabilities to stay when they are left alone after the death of their parents and a day care center for physical therapy of persons with disabilities with a team of mentor doctors;
- Integrating the issues of persons with disabilities into local crisis management plans;

Recommendations in line with the SDGs

Problem identification	SDG1	Effect (Medium; Low; High)	Specific target	Indicator	Key institution
	SDG1				
<p>About 1/3 last month had an income below 12,000 denars, and 73% could not meet basic needs during the month, which is a serious indicator of poverty.</p> <p>Indicators of extreme poverty are 22% of respondents were hungry at least once a month, 55% had problems to heat their home, 60.7% to buy meat or its substitute and 22% to buy medicine.</p> <p>About 26.2% need to use the services of the public kitchen.</p>	<p>Recommendation 1</p> <p>The municipality, together with the Center for Social Affairs and local organizations of persons with disabilities, to create a complete database of persons with disabilities, with information on their social position, so that it can be used in the planning of measures and the preparation of potential projects for grants for support for this vulnerable category of citizens</p> <p>Recommendation 2</p> <p>Municipality of Kumanovo, in cooperation with other relevant institutions for persons with disabilities, to open small group homes where persons with disabilities, especially intellectual disabilities, will be accommodated</p>	High	SDG1.4: By 2030, ensure that all men and women, especially the poor and vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, heritage, natural resources, natural resources, appropriate new technology and financial services, including microfinance	1.4.1 Proportion of the population living in households with access to basic services.	Municipality of Kumanovo

	<p>after they are left alone without parental care.</p> <p>Recommendation No. 3 The municipality, the Employment Center, the Center for Rehabilitation and Reintegration and other educational institutions should carry out activities for further education, qualification and further qualification of persons with disabilities to create skills that will enable them to find work more easily.</p> <p>Recommendation No. 4 By the Center for Social Affairs and other organizations responsible for persons with disabilities to organize advisory and educational workshops for parents, family members and persons with disabilities to understand the meaning of education, thus encouraging them to attend and complete schooling at all levels of education.</p>				
Approximately 40% of people with disabilities need help in carrying out	<p>Recommendation No. 5 The municipality should take measures to provide support in the</p>	High	SDG 1.4: By 2030, ensure that all men and women, especially the poor and vulnerable, have	1.4.1 Proportion of the population living in households	Municipality of Kumanovo

<p>personal and domestic activities. Most of them need help in maintaining hygiene in the home and grocery shopping.</p> <p>1/3 of the respondents stated the need for a personal assistant; About 15% of respondents are not familiar with the existence of a Day Care Center, 27% with the existence of a social club for people with disabilities.</p>	<p>home of adults and children with disabilities.</p> <p>Recommendation No. 6 The Center for Social Affairs and other non-governmental organizations responsible for persons with disabilities need to strengthen their advisory and informative role by strengthening the information systems from an organizational, personnel and technical aspect. To organize informative days and educational workshops on the ways and possibilities of using the services. Reference to the ways of using the existing forms of communication. To ensure a sufficient number of persons who will provide continuous advice to persons with disabilities and their parents.</p> <p>Recommendation No. 7 One third of the respondents are in need of rehabilitation and reintegration. This indicates the orientation of the Municipality towards the provision of funds for</p>		<p>equal rights to economic resources as well as access to basic services, ownership and control over land and other forms of property, heritage, natural resources, adequate new technology and financial services, including microfinance.</p>	<p>with access to basic services</p>	
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	<p>people for care and care in the home and as personal assistants.</p> <p>Recommendation no. 8 The existing day care centers should find ways and opportunities for quality provision of the rehabilitation and reintegration service, through the implementation of projects, application activities, donors and other forms to provide funds for adapting, renovating, equipping the centers and staffing them;</p>				
	<p>SDG 4: Quality Education: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all,</p>				
Primary and secondary schools are not sufficiently accessible for children with physical and sensory disabilities.	<p>Recommendation 1 The municipality should build accessible ramps at schools, improve existing ramps, build accessible areas around school entrances and make adjustments to toilets and school rooms, respecting the rules of universal design for people with disabilities.</p>	Average	4.a: Build and upgrade education facilities that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all.	4.a.1 Proportion of schools that offer basic services, by type of service.	Municipality of Kumanovo
The lack of full-day teaching and/or a day care	Recommendation No. 2	High		4.a.1 Proportion of schools that offer	Municipality of Kumanovo

center for children with disabilities, who are not users of the Day Center for Persons with Disabilities, results in a lack of opportunities to care for children after school, additional work with a special educator and reduced employment of parents /the guardians	Creation of a class for full-day teaching in one of the elementary schools, in which children with disabilities will be included and will work with a special educator and/or the establishment of a care center for children of school age in the period before or after visiting school.			basic services, by type of service.	
	SDG 11: Sustainable cities and communities: Make cities and human settlements				
63.1% have problems with movement and need help, of which there are more persons with disabilities than men who have problems with movement and need help. A significant part of people with disabilities have a problem getting to the ambulance, and especially people who live in the countryside have this problem.	<p>Recommendation No. 1 The municipality should undertake activities to support persons with disabilities who are immobile or in wheelchairs and those who are in poor health.</p> <p>Recommendation No. 2 It is recommended that the Municipality, the Center for Social Affairs, the Red Cross find ways, through projects and applications to the Ministry of Labor and Social Affairs, to provide funds for the realization of various forms of</p>	High	11.2: By 2030, ensure access to safe, affordable, accessible and sustainable transport systems for all, improve road safety, in particular by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children , people with special needs and elderly people.	11.2.1 Proportion of population that has convenient access to public transport, by gender, age and persons with disabilities.	Municipality of Kumanovo

	<p>assistance and support to this category of citizens.</p> <p>Recommendation no. 3 The municipality should provide measures for transportation support for the severely mobile disabled persons to the health facilities in the municipality.</p>				
<p>A large number of buildings under the jurisdiction of the municipality and public areas, including parks, sidewalks and parking lots are not sufficiently accessible for adults and children with physical disabilities and/or visually impaired people.</p>	<p>Recommendation 4 Adaptation of facilities, infrastructure and urban equipment in the municipality to make it accessible for people with disabilities.</p>	Average	<p>11.7: By 2030, ensure universal access to safe, inclusive and accessible green and public spaces, especially for women and children, the elderly and persons with disabilities.</p>	<p>11.7.1 Average share of the built-up area of cities that is open space for public use for all, by gender, age and persons with disabilities.</p>	<p>Municipality of Kumanovo</p>