



NLOB Social Mapping Report

Municipality of Delchevo

Author

Date



Report on LNOB Social mapping in the Municipality of Delčevo

Social Mapping Results Report: LNOB social mapping and evidence-based policy making in the municipality of Delcevo

**Municipality of Delchevo/ Center for European Citizen Initiative
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Executive summary

This report has been prepared based on a methodology that focuses on the "Leave no one left behind" risk factors: socio-economic status, geography, discrimination, management and disaster shocks. The target group is people with disabilities and with a special focus on the users of the Center for Rehabilitation and Reintegration. The report was prepared using the analysis of secondary data, conducted field research among 70 respondents - persons with disabilities or their parents/guardians, through the face-to-face method and conducted two focus groups. The activities were realized in October and November 2023.

The main research findings are as follows:

Risk factor: socio-economic status

More than 2/3 of the respondents are not in a partnership or married and this increases the risk of social isolation due to the reduced possibility of greater family support, 2/3 of the respondents do not have a secondary education, 1/3 are employed and of the unemployed only half are active job seekers. Persons with physical disabilities are twice as often employed as persons with other types of disabilities; 1/3 of the respondents have a problem at the workplace because the employer treats them unequally with employees who do not have a disability; Women have three times more problems at the workplace than men; Approximately 20% of all respondents had no income. About 1/3 of the respondents earned income based on salary. About 1/3 of the respondents had incomes less than 12,000 denars and only 8.6% of the respondents have more than the minimum wage, Over 80% of the respondents answered that their family budget does not meet their basic needs, The results show extreme poverty in about 1/3 of the respondents because about 20% of them did not have the opportunity to afford a meal up to three times, and over 10% four or more times during the month. About 20% had a problem with access to drinking water and about 1/4 have a problem with providing heating in the home and buying medicine, and 60% with buying meat; About 3/4 of the respondents have an intellectual disability, 1/4 have a speech problem, and about 1/3 have problems with the lower and upper limbs; Half of the respondents consider that they have a bad or very bad state of health, Approximately 1/3 of the respondents evaluate personal safety and life satisfaction with a score of 1 or 2; About 40% of the respondents had problems getting healthcare services from a specialist, and the most common reasons were because the service is expensive, the healthcare service is not available in the hospital where the respondent lives, and the distance to the healthcare facility;

About half of the respondents have problems with movement and about 1/4 need help with movement. Most of them need organized transportation to the health facility. The largest percentage of them need a device that will help them memorize their obligations/tasks; Half of the respondents expressed the need for almost all types of

support in the home; Half of the respondents need to talk to professionals, 3% of the respondents use personal assistance and 1/3 find it necessary and would use it if it were available to them. Approximately 40% of the respondents used the Day Care Center, about 1/3 are satisfied with its services and 20% are not informed about its existence; About 15% of the respondents use the services of a social club, and about half of the respondents would like to use such a service, but are not informed about its existence. Twice as many men as women think that social clubs are intended for people with another type of disability, different from their own. Only about 1/3 of respondents do not express the need to use a soup kitchen, and 42% of respondents need food delivered to their home, 78% need organized transportation to the most frequently visited locations; About 2/3 of the respondents need food packages and financial assistance in buying medicines, and about half of the respondents need the use of the rehabilitation and reintegration service, a day care center while their loved ones are at work, and access to information in an understandable language. For the respondents, the bus station, public transport, parking lots and the library are the most inaccessible. About 10% of respondents are informed about their rights by the Center for Social Affairs and ¾ evaluate the advisory role of this body with 1 or 2, when evaluating, where 1 is the lowest and 5 the highest score; Half of the respondents were informed that the Center for Rehabilitation and Reintegration will start with activities and most of them need the Center to offer development of working skills, professional rehabilitation and orientation. Persons, that is, parents/guardians of male persons with disabilities, are three times more interested in this type of services, which should be provided by the Center, than women.

Risk factor- Geography

13% do not have either a bathroom or a toilet or a sewer connection; For about 1/3 of the respondents, the homes are not accessible enough for them, and the biggest reasons for this are high or built-in stairs in the building and narrow door openings; About 1/3 of the respondents are the owners of the home they live in, and two and a half times more, the owners are men as opposed to women; About 10% of respondents have one room and about 1/3 live in a home with an area of up to 40m². Nearly 40% of them have a computer or laptop, which represents a good potential for some of them to have easier access to information and to join the labor market from home. This is followed by the data that about half of the respondents have internet for personal use. But about ¼ cannot afford internet for personal use, which is also a factor for potential communication exclusion of people with disabilities.

Risk factor: Discrimination

Not a single woman and 90% of men are familiar with the Law on Prevention and Protection against Discrimination; 90% believe that the rights of persons with disabilities are not respected; 2/3 of the respondents believe that they were discriminated against when applying for a job and when receiving health services; Half of the respondents were discriminated against in the last 12 months. People with combined disabilities were discriminated twice as much as compared to others and women compared to men.

Risk factor: Governance

Only 7% of respondents follow a daily policy several times a week. Not a single respondent considers that the municipality implemented policies in the interest of persons with disabilities in the last three years; About 1/3 of the respondents took action to solve a problem and the largest number of them did it through a meeting with the mayor or the president of the Council, 2/3 of the respondents believe that the organizations of persons with disabilities do not protect their interests; 13% did not have any right violated, and mostly the rights in the field of labor relations and social protection were violated; The most used rights from social protection are the one-time financial assistance, the guaranteed minimum cash assistance and disability allowance, and the most used service is rehabilitation and reintegration.

Risk factor: Vulnerability to shocks

Persons with disabilities live in homes with a high risk of fire or flood due to inadequate electrical installation and the possibility of forgetting to turn on an electrical device or tap; For a large part of people with disabilities, early warning would be incomprehensible and inappropriate for them; About 70% lack believe in the appropriate handling of natural disasters by the municipality and the protection of persons with disabilities in such situations.

1. Target group(s) of Social Mapping

In the focus of social mapping, are;

- Adults with disabilities with a special focus on the users and potential users of the Center for Rehabilitation and Reintegration;
- Old and frail people living alone

These target groups have been selected based on consultations with representatives of the municipality, who are located as persons at the highest risk, based on previous research and data.

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

According to the representatives of the municipality, there are several categories of vulnerable groups in the municipality, but the most excluded are people with disabilities and the old and infirm. However, the target group of the social mapping is persons with disabilities, men and women, with a special focus on future and potential users of the Center for Rehabilitation and Reintegration.

General problems faced by persons with disabilities, men and women

Access to public facilities and spaces within facilities

- People with physical disabilities (people who use mobility aids and people who use wheelchairs) have a problem with access to some of the facilities (outpatient clinics, hospitals, shops, markets, cultural institutions, departments of ministries and other administrative 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 problems with accessibility due to insufficiently visible marked stair ends and physical barriers. The space around the buildings and inside are not sufficiently lit.

Accessibility to the street and public areas

Some of the streets have narrow sidewalks; some parking places do not have a parking place for people with disabilities; 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.

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. Women experience multiple and intersectional discrimination.

Children in schools are often discriminated against; there is no individual approach during their education; 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 children with disabilities are discriminated against in kindergartens.

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 civic life: The council of the municipality does not have a member with a disability; There is no member with a disability in the local governing bodies of any political party; the rule "nothing for us without us" is not respected and policies are often created without consulting people with disabilities; 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.

Specific problems of persons with disabilities, men and women in the Municipality of Delčevo

Majority of the people with disabilities are dependent on family members, that is, they cannot move alone, perform daily activities and needs. They are mostly abused by employers (they only need their documents that they are disabled). Recently, there have been many reports of misuse of their personal data for taking quick loans. There is no support from the institutions for their rehabilitation and reintegration after their 18 years of age. The only institution in the municipality that takes care of people with disabilities is the Daycare Center for people with disabilities. But not all the services that people with disabilities need are provided in that day care center, and people up to 18 years of age are taken care of there. Inaccessible institutions and inaccessible roadways and roads are also a problem for people with disabilities that makes their mobility difficult.

Specific problems of old and infirm persons, men and women, in the municipality of Delcevo

Based on several researches and analyzes carried out by the Municipality Delcevo with the help of NGOs and health facilities in the area of the municipality, the following situation is ascertained:

- Most of the elderly have a pension (personal, family and agricultural), which provides them with conditions for a modest life;
- Most live alone (widower/widow), their children are abroad or in Skopje,
- Almost everyone has health problems (90+/-% rheumatic diseases, 85% cardiovascular diseases, 38% diabetes and other diseases);
- Maintaining personal hygiene and hygiene in the home, purchasing and preparing food is a difficulty for them;
- For a visit to the doctor and the purchase of medicines, they mostly depend on one another;
- Almost everyone is dominated by the feeling of loneliness, needlessness, rejection and fear of diseases.
- The problems with the elderly lie in institutional carelessness and migrations (the mass emigration of young people contributed to the elderly being left at the mercy of their neighbors and if someone takes a larger pension to pay for people who will take

care of him. But there is also a problem here because no rarely the elderly are robbed and abused by self-initiated persons because no contract has been concluded with them, there is no one to complain to).

Reasons for prioritizing people with disabilities, men and women

- - this group is the most numerous compared to other target groups;
- - 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, as well as a large number who are not registered in the database of associations of persons with disabilities;
- - this group has the biggest problems and are mostly excluded from education, the labor market, access to goods and services and 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;
- - the municipality needs to get adequate data, which is based on records, in order to be able to create appropriate policies for this target group.

Justification that the target group is at risk of being left out

Geography - People with disabilities have a problem with inaccessible infrastructure due to the existence of physical barriers on streets and sidewalks and insufficient lighting. Even public areas and institutions are not sufficiently accessible. City-to-country buses are not "low-floor" and there is no place for a wheelchair. There are not enough vehicles that can transport people in wheelchairs to hospitals and other institutions. There are not enough parking spaces for people with disabilities.

Socio-economic status - high unemployment rate of persons with disabilities; a high percentage of employees have a minimum income; 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 from 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. Access to the labor market, the workplace, access to institutions and transport, access to goods and services, education, health and housing are just some of the areas in which there are many cases of unequal treatment of persons with disabilities. Women and girls experience multiple and intersectional discrimination.

Governance - Persons with disabilities are often not taken into account in the creation of local policies in various areas under the jurisdiction of local government units. They

are often discriminated against by the public administration. People with intellectual 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 regional 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 polling stations.

Vulnerability to 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. It can be risks and dangers to which people 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 respond 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.

1.2. Summary of consultations with municipal officials and other stakeholders

On March 20, 2023, the Bravura Cooperative Citizens' Association received a license for a Center for Rehabilitation and Reintegration. The service will start with the issuance of the solution by CSR Delchevo to the customers. The requests have been entered and it will start from September 1 as the deadline. 12 people with disabilities are part of the program, of which there are 6 people with light disabilities, 6 with moderate and combined, one blind person and one deaf person. During the mapping, data on their gender structure will be provided. The following areas will be implemented in the rehabilitation program:

- Acquisition of cultural and hygienic habits
- Development of communication skills and voice culture
- Motor development
- Development of perceptions
- Emotional development
- Social development - Psycho-social support
- Development of working skills, professional rehabilitation-orientation,
- Independent living and life skills
- Computer integration - Computer training and work

- Sexual education
- Creative workshops
- Psychomotor re-education
- Sports and recreational activities
- Socialization and integration, development of cultural values, structuring of free time

The social mapping was carried out with a special focus on the Day Center for Rehabilitation and Reintegration, which functions as an activity of the Bravura Cooperative association.

Bravura Cooperative has a license for home care and assistance. A service they plan to develop is personal assistance. The choice for this service, according to the representatives of the association, is due to:

- The process of school inclusion caused a large number of children with all kinds of disabilities to find themselves in the school community. Parents, most of whom are also members of Bravura Cooperative, face a problem, because their children finish school around 11 or 12 o'clock, which forces them to choose the part-time option in order to be able to take care of them and they pick up children from school.
- Within the school community, educational assistants in most of them do not provide additional support to children for toilets or changing clothes as well as for other similar needs, explaining that this is not part of their work tasks.
- Regarding persons with disabilities who are over 18 years of age, they are partially left to themselves and their families without additional support and interaction.

Regarding the support they expect from the municipality, the state and donors, the association replied that the Municipality of Delčevo is a responsible municipality with few funds that it can deploy in the social sphere. Therefore, the best support from the municipality is the allocation of spatial capacities - facilities that can be used for the development of social services. In relation to the state, support is needed in financing services, and in relation to foreign donations, it is best to help in sharing good practices and support in alternative forms of services or projects for the inclusion of persons with disabilities in all spheres of social life.

The representatives of the association are of the opinion that there should be a Day Center with a new vision and mission: a central base for the delivery of services at the local level, namely: early treatment (0-5 years), rehabilitation and reintegration (3-18), a place for support of children involved in the educational system; professional rehabilitation (Professional orientation and work training (17-26)).

1.3. Summary of Secondary Data Analysis

Persons with disabilities

According to the data from JU MCSR, the civil sector, the Center for Daycare for Persons with Disabilities and the Publication for Social Protection of Children, Youth and Adults (Source Statistics Office from 21.04.2021) there are a total of 139 persons with physical disabilities in the municipality (82 men and 57 women), of which 17 are children (9 men and 8 women), with impaired vision 62 people (28 men and 34 women), of which 9 are children (6 men and 3 women), with impaired hearing 52 persons (21 men and 31 women) of which 1 is a child (female), with disabilities in mental development there are 94 persons (48 men and 46 women), with combined disabilities 36 persons (12 men and 24 women) of which 23 are children (13 males and 10 females), 10 children with disabilities in verbal communication (7 males and 3 females), 6 children with autism (4 males and 2 females) and 28 children with other disabilities (10 males and 18 females).

The most significant reasons for the problems are the carelessness of the institutions for these categories of citizens and the non-existence of a sufficient number of social providers who will undertake the services for these citizens. The municipal schools informed that the lack of certified personal assistants for children with disabilities and a licensed NGO as a personal assistance service provider is a problem that must be solved by the beginning of the next school year.

Old and infirm persons living alone

The number of pensioners in the territory of the Municipality of Delchevo is a total of 3493 people. Of them, 1743 are women and 1750 are men. In Delchevo there is no Home for the care of old and infirm persons, and the closest such home is in Berovo, but it has limited capacity. From the conversation with the representatives of the Pensioners' Association, a large part of the pensioners face daily problems such as loneliness, isolation, difficulties in performing daily activities at home. According to the latest records of the Association of Pensioners, most of the elderly in Delchevo have low and average pension incomes. 63 elderly people are without family care and 12 of them are without any income. The numbers are the result of the mass exodus of young people from the municipality, after which many families are left with only old, sick and frail people, who cannot provide for themselves basic social and health care or cannot take care of basic needs by themselves. This situation especially affects the decline in the quality of life of this vulnerable group, and the elderly in rural areas are especially vulnerable. During the preparation of the Program for 2023, the municipality did not fail to find official data on how many elderly people from Delchevo are housed in nursing homes throughout the country, but from the unofficial data available to the Association, that number is around 22. According to the data from JU MCSR In 2022, Delchevo has a total of 340 beneficiaries of the Cash Benefit for assistance and care from another person, of which 192 are men and 148 are women, and it is assumed that the largest number of them are elderly people.

Future activities to be undertaken in the municipality

As an investment in the well-being of the citizens, the development of new social services is planned for the next period. Considering the financial situation and the size of the municipality, the new services are planned to be provided in cooperation with donors and MTSP.

According to the data received from YUMCSR, NGOs and schools in the city, it has been established that in the Municipality of Delchevo there is a lack and need for the service of personal and personal assistance. This service will contribute to the independent and independent living of persons with disabilities and their active and equal participation in the community and society as a whole. The development of this service will be based on the regulations, etc. by-laws that follow the Law on Social Protection.

Central authorities should first ensure:

- Early intervention and early treatment of children from 1 to 5 years of age, in home conditions and within the Day Center for children with disabilities in cooperation with the Gotse Delchev Delchevo Health Center and an additional function with the Health Center's patronage services.
- Support of children with special needs within the school community, for its integration and strengthening of their capacities through rehabilitation and educational treatment within the School and in the Support Center, according to needs.
- Facilitation of treatment within the Center for support for children with disabilities based on hourly articulation with entry and exit to the institution without day care.
- Provision of day care for people who have real needs, taking into account the interests and needs of parents.
- Other vulnerable categories of citizens
- Victims of domestic violence often do not report cases. This is also a vulnerable group, but projects and activities are undertaken in the municipality to overcome the problems.
- Roma, as in all other municipalities, are one of the most vulnerable groups in the municipality. But what is specific about the Roma here - they have a so-called fluctuating identity - sometimes they declare themselves as Turks and sometimes as Roma. The main problems they face are inadequate living conditions and an inadequate communal network, the reduction of the number of children in primary and secondary education, some of the people are not part of the records of the birth register, discrimination in the various areas of public life and the entry in the marriage of persons who have not reached the age of 18.

New services to be delivered in the municipality

1. Information and referral services

In addition to the existing work of the CSW, this service can also be provided through authorized service providers, NGOs, municipal information and referral center, etc. forms. For example, it is necessary to develop a special set of information on the inclusion in the labor market of men and women who are long-term unemployed or difficult to employ and persons with disabilities, men and women, who are on the records of the ESA. It is also necessary to provide additional help and support with information and referral services for the use of rights from social and health protection to vulnerable categories of citizens, men and women, as well as support with advisory work when looking for a job.

2. Professional assistance and support services

The long-awaited introduction of professional help and support services will be made possible only through licensed service providers who, in cooperation with the professional services in the CSAR, will provide professional help and support to overcome individual and family problems.

The service for psycho-social assistance and free legal assistance is also made possible through the NGO "KHAM" from Delchevo, which in this part of the services, in addition to a psychologist and a lawyer, has hired a mediator for the employment of Roma.

In the area of support services, PHI Zdravstven dom "Goce Delchev" employed 2 health mediators, and one of the primary schools employed an educational mediator.

3. Consulting services

The municipality together with MTSP is ready to support the work of professional civil society organizations that would offer counseling work for different categories of citizens at social risk, beyond what is provided by the CSW. Within its framework, the counseling center would provide counseling work for children and youth in various social risks (children in conflict with the law, disturbed family relations, victims of peer violence, family violence, drug and alcohol users).

With the introduction of the social service - a counseling center for young people at social risk and risk of addictions and their families, preventive actions will be taken to improve the knowledge of young people about the harmful impact of psychotropic substances both from a health and legislative point of view, to raise public awareness among educators and also among parents, to promote activities that would lead to a reduction in the percentage of risk for resorting to psychotropic substances, and at the same time to give support to those young people who are already addicted to visit appropriate institutions for their condition and to encourage parents who have addicted children to seek help from appropriate institutions. In cooperation with the Ministry of the Interior - department for prevention, disseminators from the Red Cross - OO Delčevo in the field of peer violence and cyber violence, education on addiction to drugs and other psychotropic substances, psychiatrists and social workers, teams will be formed that will hold numerous lectures and workshops with students, their parents and school employees in Delčevo.

4. Services for outside - family protection

Supported living

- Provision of small group homes for persons with disabilities and children without parents or parental care over the age of 14, and at the latest until the completion of secondary education, for the purpose of training for an independent life and integration in society,
- Provision of residential units for supported living, where up to five people can be accommodated, i.e. seven children without parents or parental care
- Shelter center for victims of domestic violence

- *Fostering in a family (foster families)*
- *Although this service is managed by MTSP, the municipality can make a significant contribution in support of the campaign to provide as many foster families as possible. Also, in 2023, the Municipality of Delchevo will provide financial assistance in the amount of 10,000 denars for each foster family.*

2. Brief information about the Municipality of Delchevo and the policies at the local level

According to the 2021 census, the total number of inhabitants in the municipality of Delčevo is 13,585, of which 11,949 live in the city. 6,806 men and 6,779 women live in the municipality. In 2023, the Municipal Council adopted the Social Protection Plan for the period 2023-2025 and in December adopted the annual Program for Social, Child and Health Protection. (more information about the municipality and the documents can be found on the website of the municipality www.delcevo.gov.mk).

In relation to persons with disabilities, in the past period, the Municipality of Delchevo has paid great attention to creating conditions for providing social services by implementing projects with the support of various donors in which various activities that have the potential to grow into social services have been piloted. Most activities have been realized through participation in the Program for Municipal Useful Work (OKR), implemented in cooperation and financial support with UNDP, AVERM and MTSP. The response of the existing citizens' associations for the licensing of authorized providers of social services was very small, but the municipality hopes that in the future the benefit for the citizens from the establishment of quality social services in the municipality will be recognized. The implemented activities of this program were primarily for the support of old and infirm persons, persons with disabilities and educational assistants who help students with disabilities in the educational process. Licenses for authorized providers of social services were provided by ZG "Bravura Kooperativa" and OO of the Red Cross, who will work primarily on services in the home and services in the community. Until now, the information and referral services were provided only by the Delchevo MCSR and some NGOs, but only as a project activity, not as an established service.

In relation to the elderly and infirm, the Municipality of Delchevo undertakes measures and activities to provide assistance and care to the elderly and infirm at home, through teams of unemployed persons who have a certificate for providing assistance and care in the home. Most of the activities have been realized through the participation of unemployed persons in the Program for municipal useful work-care for the elderly and infirm. 14 unemployed persons are engaged, of which 8 are women and 6 are men, of which 6 are Roma and 8 are Macedonians.

The central authority in the municipality is present through the Intermunicipal Center for Social Affairs and the only institution in the municipality that cares for people with disabilities, the Day Care Center for people with disabilities. The Day Center is

managed by MTSP through YUMCSR Delchevo. 6 children with disabilities who are up to 18 years of age are currently cared for in that day care center. In relation to the problems faced by the old and infirm, the central government has not yet intervened. the last three years and what are their effects;

The non-governmental sector in the city, through their project activities, work in the field of introducing social services in the home for old and frail people, people with disabilities and chronically ill people. So far, two NGOs have been licensed for these services. In 2022, through the measure 7.2 - Training and employment of people to provide care services in the community, the care service in the home will be implemented by the OO of CRVEN KRST Delchevo, as authorized service providers, and will provide services to 20 people with Alzheimer's disease and dementia. Humanitarian association for help and support of persons with disabilities BRAVURA COOPERATIVE Delchevo will also hire unemployed people for care in the home, namely 3 people for palliative care for sick and infirm people and 6 people for assistants/caregivers to deliver family care respite service . In 2023, the II phase of the implementation of the project for community services entitled "Integra" Social Inclusion Club will begin. The Club for Social Inclusion project "Integra" is a program for the inclusion of 12 persons with disabilities from the Municipality of Delchevo, in an organized form of service for rehabilitation, professional orientation and socialization, within the daycare center for persons with disabilities in Delchevo. The reasons for the need for the Club for Social Inclusion project "Integra" is the absence of institutional and other alternative forms of services for adults with disabilities in the Municipality of Delchevo. The project is based on the priorities of the Action Plan for Social Protection of the Municipality of Delchevo in the section for marginalized groups.

Since 2023, ZG "Bravura Kooperativa" has acquired a license for the rehabilitation and reintegration service of persons with disabilities.

3. Objectives of Social Mapping

Research question:

What is the level and form of vulnerability of men and women, boys and girls with disabilities, what are their perceptions of improving the situation and what resources are available at the local level to improve their access to rehabilitation and reintegration services.

The general aim of social mapping is to create a database of the problems and needs of vulnerable people, especially men and women, boys and girls with disabilities in order to prepare evidence-based policies and measures.

Specific objectives:

- to provide data on the selected group - persons with disabilities, men and women and boys and girls - that are not contained in the databases of the municipality, state institutions and NGOs;
- identifying their problems and needs of men and women and boys and girls with disabilities;

- identifying their views on overcoming problems and improving the services they receive;
- structuring the needs of the target group in different areas (education, transport, housing, social care, employment, political participation, protection and rescue, etc.);
- database of existing measures and services
- develops 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 future and potential users of the services of the Center for Rehabilitation and Reintegration for the purpose of planning and implementing new services.

The research will generate data on the socio-economic status of different categories of persons with disabilities and the needs of social service providers. 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 social mapping recommendations. Social mapping data will also contribute to improving local crisis management and protection and rescue plans.

Contribution to the integration of Agenda 2030 and the principles of LNOB in the local social protection program

The research will help to strengthen the social program of the municipality as the data will be collected in the area of several SDGs from Agenda 2030 and will be segregated based on the principles of LNOB. The following principles will be incorporated in the research on the issues covered by the SDGs: Education-geography and discrimination; No poverty-geography, discrimination, socio-economic status and shocks; Zero hunger - geography and socio-economic status; Inclusive cities - geography and governance; Education -; geography, socio-economic status and discrimination; Decent work - discrimination, socio-economic status - shocks; Justice and participation - discrimination, governance and socio-economic status and Equality - discrimination, geography, governance and socio-economic status.

The research will be designed so that LNOB principles can be incorporated in the formulation of the questionnaires and in 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 "Leaving No One Left Behind" (LNOB).

4. Methodology

The field research was conducted in October 2023 with the help of a survey questionnaire, which is divided thematically, according to the five NLOB risk factors.

The survey was conducted among 70 respondents, persons with disabilities or parents/guardians of persons with disabilities. 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 Delčevo 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 anywhere, or indirectly, by associating certain of their data.

The field research was conducted by experienced interviewers, making sure that men and women were equally represented. The interviewers received training on the structure and content of the questionnaire, the purpose of the research, the characteristics of the sample, the method of selecting respondents, the method of approaching the respondents, the method of filling out the questionnaires and keeping a diary for the implementation of the research. The field research was conducted on a face-to-face basis in the respondents' homes.

After the field survey, the Center for European Citizens' Initiative made a random phone call to 22 respondents, to check if the interviewer had done the interview, and some questions from the questionnaire were asked again, to determine if they were all 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 SRS 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 during 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

Property of the respondents

(table 1)

	Number	Percent
Person with a disability	57	81,4
Parent / guardian	13	18,6

Total	70	100,0
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Type of disability>
(table 2)

	Number	Percent
person with intellectual disabilities	28	40,0
person with the visual impairments and blindness	3	4,3
person with impaired hearing, speech and deafness	2	2,9
persons with physical disabilities	11	15,7
persons with combined disabilities	24	34,3
persons with mental health problems	2	2,9
Total	70	100,0

Place of residence of the respondent
(table 3)

	Number	Percent
City	51	72,9
village up to 50 inhabitants	1	1,4
a village of 50 to 300 inhabitants	12	17,1
a village of up to 300 inhabitants	2	2,9

a village of 300 to 1000 inhabitants	4	5,7
Total	70	100,0

(table 4)

Gender		
	Number	Percent
Male	47	67,1
Female	23	32,9
Total	70	100,0

Age

(table 5)

	Number	Percent
From 18 to 30 years	21	30,0
From 31 to 40 years	28	40,0
From 41 to 50 years	17	24,3
From 51 to 60 years	2	2,9
Over 60 years	2	2,9
Total	70	100,0

Age of the persons, on whose behalf their parents/guardians responded:

(table 6)

	Number	Percent
From 18 to 26	1	7,7
From 31 to 40	5	38,5
From 41 to 50	3	23,1
From 51 to 60	1	7,7
From 61 to 70	2	15,4
Refuses to answer	1	7,7
Total	13	100,0

Focus groups

Three focus groups were held in the municipality of Delchevo. The first with members of the municipal Council for Social Protection, the second with representatives of civil society organizations, persons with disabilities and the elderly and the third with parents/guardians of beneficiaries of the Center for Rehabilitation and Reintegration, which aimed to verify the research findings. The aim of the first focus group was to get a broader picture of the conditions of the different categories of people, which can be identified as LNOB categories from the point of view of the representatives of the institutions, the second one aimed to get a more in-depth picture of the conditions of the target groups and the third to control and in-depth analysis of the results of the survey. The results of the discussions are listed in a separate section of this report, presented as short notes and key points.

Integrating the gender perspective in the implementation of social mapping

Родовата перспектива е интегрирана во сите фази на социјалното мапирање преку следните чекори:

- ✓ | The researcher, author of the report, spent 6 hours of training on integrating the gender perspective in social mapping;
- ✓ | The social mapping questionnaire was prepared by a gender-balanced team of experts, collaborators, responsible persons from the municipalities and experts - service providers;
- ✓ | Equal participation of men and women in the team of interviewers is ensured;
- ✓ | Equal participation of men and women in the research sample is ensured;
- ✓ | The schedule of interviewers and interviewees for conducting the field research was made taking into account the gender structure of the sample;

- ✓ | The field research was conducted in a time and place that corresponds to the needs of persons with disabilities, men and women, boys and girls;
- ✓ | In the questionnaire, data on the gender of the respondents must be collected;
- ✓ | Data are collected, processed and analyzed based on gender as a characteristic;
- ✓ | When preparing the recommendations, the different needs of persons with disabilities, men and women, boys and girls, are taken into account.

5. Results of social mapping

The results of social mapping are presented through data interpretation and visual representation with tables and graphs. The results are presented according to the thematic parts of the survey questionnaire, which correspond to the risk factors. At the end of each subchapter, which corresponds to the risk factor, conclusions are prepared and recommendations are given. Since the focus is on the gender balance, apart from the frequency of the answers, the correlations of the answers with the gender of the respondents were also interpreted. For certain questions, testing was also done on the correlation between the answers to the questions and the type of disability, the place of residence and the age of the respondents.

This section also contains the key findings from the focus groups. One focus group was conducted among representatives of local stakeholders, and the second among persons who belong to specific categories of citizens, who are supposed to be isolated in the community.

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

Presentation of the accessibility of facilities for persons with disabilities in the municipality of Delčevo (open the link).

https://www.google.com/maps/d/edit?mid=19nJXVphDjuDojVpNbytt_I9zuPBPKvA&usp=sharing

5.2. LNOB group – persons with disabilities

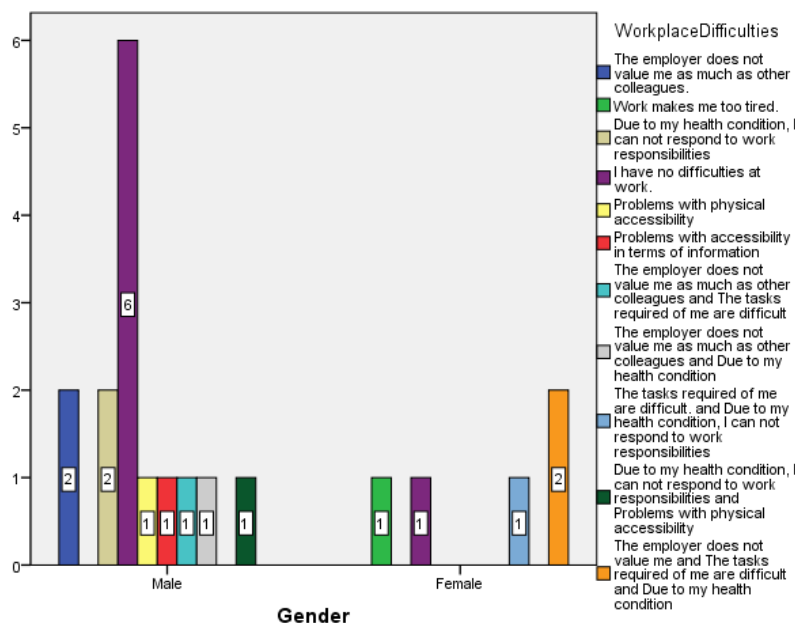
Risk factor: socio-economic status

The research showed that more than 2/3 of the respondents are not in a partnership or married, and this is one of the reasons for greater potential isolation of people with disabilities.

/Analyzing the demographic structure of the respondents, it can be concluded that insufficient qualification is a risk factor for exclusion, which is one of the reasons for being able to join the active labor market. Namely, about 2/3 of the respondents do not have secondary education, and about 1/4 of them do not even have primary education. Taking into account that the largest number of jobs on the labor market are conditional on a minimum secondary education, this is an indicator of one of the reasons for the economic exclusion of persons with disabilities in the municipality of Delčevo. But at the same time, it is also an indicator of the lack of an adequate and inclusive system of secondary education. This is also confirmed by the answers to the question regarding the economic status, from which it can be seen that only about 30% of the respondents are in a certain employment relationship. But at the same time, it is evident from the table below, that there are no employed persons with

disabilities in the public sector. It can be concluded that the state authorities do not have an adequate policy for employment of persons with disabilities in the public sector. The connection between the type of disability and the gender of persons with disabilities with their economic status was tested and it was shown that among persons with physical disabilities the number of employed persons is higher, more precisely over 50%, in relation to other types of disabilities. The analysis of the results showed a gender balance in relation to the employment of persons with disabilities. Half of the unemployed are active job seekers, which is an additional problem related to their economic exclusion. And in connection with this issue, the relationship between gender and whether they are looking for a job was tested and gender balance was determined. About 1/3 of the employees stated that they have no problems at their jobs, and the same percentage answered that the employer does not value them equally with those workers who do not have disabilities. The analysis of the data showed that women have three times more problems in their jobs than men.

(graph 1)



The results of the survey showed that about 20% of the respondents had no income. About 1/3 of the respondents earned income based on salary.

About 1/3 of the respondents had incomes less than 12,000 denars, and only 8.6% of the respondents have more than the minimum wage.

How much is your personal monthly income?

(table 7)

	No	Percent
L		
12.000 – 20.000 denars		

20.000 – 24.000 denars		
24.000 – 30.000 denars		
Refuse to answer/no answer		
Total		

A good indicator of a reduced risk of social isolation of persons with disabilities is the fact that less than 5% of respondents live alone. This shows the possibility of family support for persons with disabilities, as one of the prerequisites for better social security. But at the same time, this is also an indicator of the lack of social services, which will enable greater independence of people with disabilities.

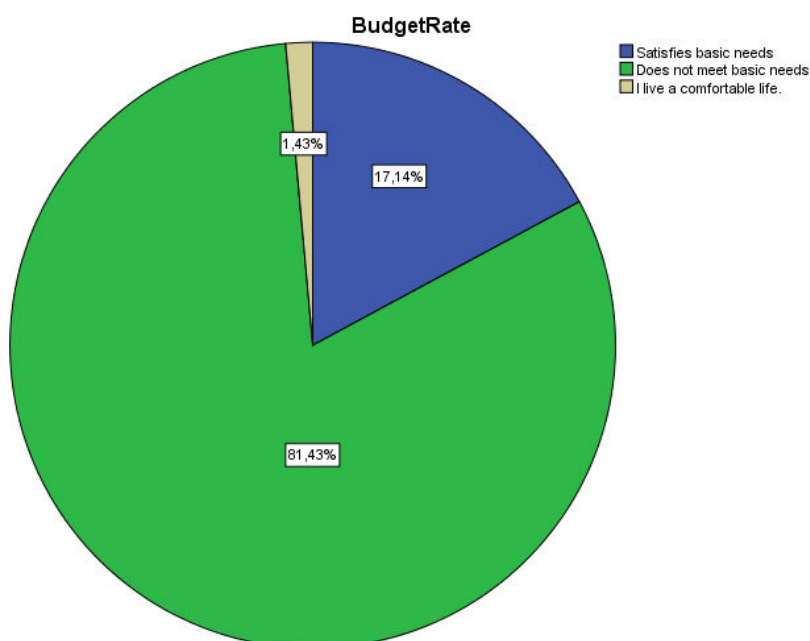
What is the number of members in your household?

(table 8)

	No	Percent
Single		
Two		
three		
four		
Five		
More than five		
Total		

Over 80% of respondents answered that their family budget does not meet their basic needs. This personal perception of income versus needs is an indicator of the high percentage of social exclusion of persons with disabilities.

(graph 2)



One of the indicators of exclusion and extreme poverty is not having enough drinking water. From the table below, it can be concluded that 20% of respondents have problems with regular access to drinking water. The reasons were not investigated, i.e. whether it was a matter of reduced pressure, improper installation or lack of connection to the water supply network. But if it is taken into account that the question refers to the last month, and the survey was conducted in autumn, when there are no major droughts, then the conclusion is that the respondents have a problem with inadequate installation or low-quality water supply throughout the year.

In the last month, were there periods when the household did not have sufficient amounts of drinking water when it was needed?

(table 9)

	No	percent
Yes		
No		
Refuse to answer/no answer		
Total		

Another important indicator of extreme poverty is hunger among the population. Respondents were asked if they could not afford a meal in the last month. About 20% of them did not have the opportunity to afford a meal up to three times and over 10% four or more times during the month. These results show that hunger is present in more than 1/3 of the respondents and is the strongest indicator of social exclusion, but also of the urgent need for social support of this category of citizens. In relation to this issue, hunger was tested between men and women and no gender imbalance was shown.

In recent years, information technology has been widely available among citizens, including persons with disabilities. Nearly 40% of them have a computer or laptop, which represents a good potential for some of them to have easier access to information and to join the labor market from home. This is followed by the data that about half of the respondents have internet for personal use. But about 1/4 cannot afford internet for personal use, which is also a factor for potential communication exclusion of people with disabilities.

Do you have internet access for personal use?

(table 10)

	Number	Percent
I have	36	51,4
I would like to have, but now I can not afford it	18	25,7
I do not want / I do not need at the moment	16	22,9
Total	70	100,0

The survey showed that all the respondents have a TV and more than 70% of them have access to a large number of channels. This is a good indicator of non-exclusion of persons with disabilities from access to information and the benefits of mass media.

From the table below it is evident that ¼ of the respondents cannot afford a warm home, as one of the important indicators of the existence of extreme poverty. The same percentage of respondents are not able to buy the necessary medicines, and this is another indicator of extreme poverty. An additional indicator of the existence of a high percentage of poverty is the fact that about 60% of respondents cannot afford meat or its vegetarian equivalent. It is obvious that among the respondents there is a tradition to first pay the costs for the utility services and then dispose of the income during the month to the detriment of one's own health. This is shown by the data that 80% of them pay their utility services. The data show that for 95% of respondents, saving 300 to 500 euros and hiring a person who will take care of them are unattainable, and only 10% have achieved a one-week vacation. If the results are summarized, it will be concluded that people with disabilities are at a high social risk.

Can you afford?

(table 11)

	Can you afford?(multiple answers)	Yes	No	Refuses to answer / does not know
1	Heating for the home to be warm enough.	75,7%	24,3%	/
2	Vacation for a week away from home	10,0%	90,0%	/
3	Eating meat or its vegetarian equivalent	38,6%	58,6%	2,9%
4	Hiring a person who will take care of you	2,9%	97,1%	/
5	Payment of unexpected or necessary expenses in the amount of 300 to 500 euros.	5,7%	94,3%	/
6	Buy medicines that are prescribed or needed by another family member.	74,3%	25,7%	/
7	Payment of mortgage or rent, utility bills, rent installments	80,0%	20,0%	/

Health services

One of the aspects of socio-economic status as a risk factor for exclusion is the quality of health services. In order to assess the scope and type of health services, which should be received by persons with disabilities, in the research, an assessment of the state of health was made, according to the type and degree of disability. This assessment is based on the layman's individual perception of the interviewed persons with disabilities or the parents or guardians of the persons with disabilities or on the basis of the answers based on a diagnosis. Respondents had the opportunity to choose more than one answer. From the answers shown in the table below, it can be seen that about ¾ of the respondents have an intellectual disability, and ¼ have a

speech problem, and about 1/3 have problems with the lower and upper limbs. Taking into account that the respondents were able to answer "yes" to more than one of the questions, it can be concluded that some of the people with intellectual disabilities also have a combined disability, that is, they have problems with both speech and limbs. In the structure of the respondents, 10% are those who have a vision problem and the same percentage and those who have a hearing problem.

Your current condition / condition of the person is:

(table 12)

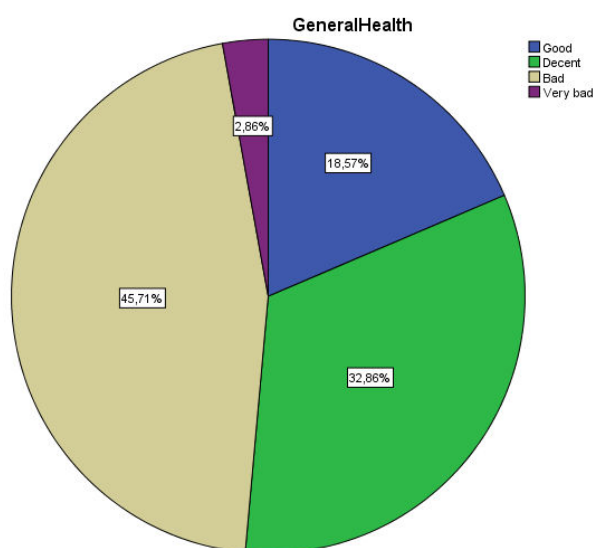
		Yes	No	Refuses to answer / does not know
1	The person is completely paralyzed, but can use a wheelchair.	1,4%	98,6%	/
2	The person is partially paralyzed (uses an aid and moves).	5,7%	94,3%	/
3	Limited use of hands or fingers.	34,3%	65,7%	/
4	Limited use of the feet or legs.	14,3%	85,7%	/
5	Difficulty of using household items.	20,0%	80,0%	/
6	There are blackouts, seizures and loss of consciousness.	7,1%	92,9%	/
7	The person has partially impaired vision.	10,0%	90,0%	/
8	The person has an autistic spectrum.	2,9%	97,1%	/
9	The person is blind.	2,9%	97,1%	/
10	He/she has completely impaired hearing.	2,9%	95,7%	1,4%
11	He/she has partially impaired hearing	10,0%	90,0%	/
12	The person has speech problems.	28,6%	71,4%	/
13	He feels chronic pain and has difficulty moving even with an aid.	4,3%	95,7%	/
14	Intellectual disability (forms of retardation)	74,3%	25,7%	/
15	The person is completely paralyzed.	/	100,0%	/
16	He/she has a mental disorder (mental illness).	/	100,0%	/
17	Lack of arm	1,4%	98,6%	/

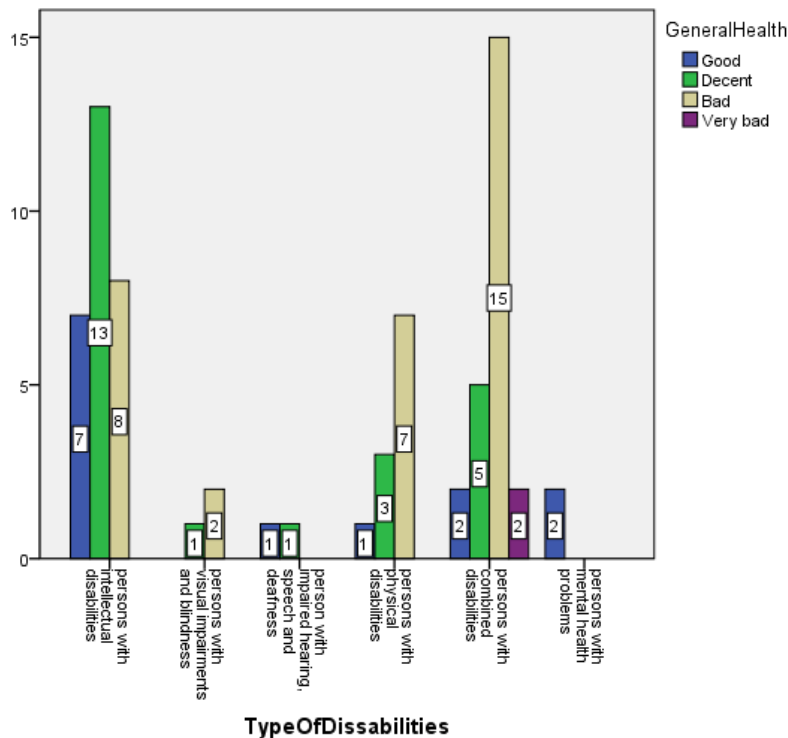
18	Lack of arms	1,4%	98,6%	/
19	Lack of l leg	/	100,0%	/
20	Lack of l legs	/	100,0%	/
21	Lack of leg and arm	/	100,0%	/
22	Disorder and deformation of the body	14,3%	85,7%	/

About half of the respondents believe that their health condition, that is, the health condition of the persons they are guardians/parents is bad or very bad. This is a personal perception of the surveyed persons, but it is a good indicator to make an assessment of the health condition of persons with disabilities.

f An analysis was made of the connection between the general state of health and the type of disability, and it can be concluded that for people with combined disabilities, this percentage is half higher than for other disabilities, that is, 75% of them have a bad or very bad state of health. It is assumed that this is understandable, because each type of disability threatens the health condition and if there are more types of disabilities in a person, the risks increase.

(graph 3)





(graph 4)

The perception of general health status was tested with the gender of the respondent and it was concluded that there is a gender balance regarding this issue.

The results show that 2/3 of the respondents have had the disability since birth, which is an indication that it is a chronic condition that can get worse, and it is unlikely that the problems from the disability can be reduced. Based on this, it is necessary to create the types of social support for these persons (see more in the table below).

What are the reasons for your disability / by disability?

(table 13)

	Number	Percent
From birth	46	65,7
Injury	6	8,6
Illness	14	20,0
Other	2	2,9
Refuses to answer / doesn't know.	2	2,9
Total	70	100,0

From the results of the table below, the self-perception in a social context is visible, on which the degree of exclusion of persons also depends. Namely, personal relationships are the best rated, and the lowest rated is the attitude towards them in the process of receiving health services. About 1/3 of respondents with a score of 1 and 2 evaluate personal safety and life satisfaction. Only about 10% of the respondents rate highly the feeling of being forgotten by the community, which is a good indicator of the advantage of the small local community in providing support to people with disabilities. The relationship between the gender of the respondents and the answers to the questions listed in the table was tested and the results showed that there is a gender balance.

**On a scale from 1 to 5, where 1 is the lowest and 5 the highest, how satisfied you are or how you feel about:
(table 14)**

		1	2	3	4	5	Refuses to answer/does not know
1	Personal relationships with other people?	/	10,0%	64,3%	24,3%	1,4%	/
2	Do you feel safe?	2,9%	27,1%	31,4%	30,0%	8,6%	/
3	How satisfied are you with your life?	8,6%	27,1%	37,2%	24,3%	2,0%	/
4	Do you feel forgotten by the community?	25,7%	45,7%	18,6%	7,1%	2,9%	/
5	Are they treating you well when you receive health care and services?	5,7%	37,1%	40,0%	14,3%	2,9%	/

From the table below, it can be concluded that people with disabilities do not have a problem with getting a health service from their family doctor, because about 80% got it without a problem, in contrast to an examination with a specialist, for which they had no problem getting it twice as often in relation to the family doctor, that is, about 40%. This is an indicator of a high percentage of difficulties in obtaining health services from a specialist doctor.

In the last 12 months, did you need any of the listed health examinations /services?

(table 15)

		Yes, once, but did not get one	Yes, several times, but did get any	Yes and I was examined	I didn't need any examinations	Refuses to answer / does not know
1	General medical examination (blood test, urine test...)	/	1,4%	82,9%	15,7%	/
2	Specialist examination (eg ophthalmologist, neurologist, orthopedist)	1,4%	31,4%	41,4%	25,7%	/

From the table below, it can be concluded that the most common reasons why they did not receive a health service are the answers that the service is expensive, the health service is not available in the hospital where the respondent lives, and the distance to the health facility.

What are the main reasons you did not get (did not get the person) a health service when you needed it?

(table 16)

	Number	Percent
I could not afford it (the service is too expensive)	12	17,1
Health facilities are far from where I live.	5	7,1
There is no such doctor in my clinic / hospital.	10	14,3
He refuses to answer / doesn't know.	15	21,4
I couldn't afford it and Physical barriers in the facility	1	1,4
I couldn't afford it and There is no such doctor in my clinic	7	10,0
I could not go to the doctor and There is no such doctor in my clinic	1	1,4

Health facilities are far and There is no such doctor in my clinic	9	12,9
I couldn't afford it and I could not go to the doctor and There is no such doctor in my clinic	1	1,4
I couldn't afford it and Health facilities are far and There is no such doctor in my clinic	6	8,6
I couldn't afford it and I could not go to the doctor and Health facilities are far and No such doctor in my clinic	2	2,9
I could not go to the doctor and Health facilities are far and Physical barriers and No such doctor in my clinic	1	1,4
Total	70	100,0

About half of the respondents have problems with movement and about ¼ need help with movement. About 2/3 of the respondents have a health facility 2 km away from their place of residence, but 1/3 of the respondents either find the facility far or have a problem getting to it. Approximately 1/3 of the respondents need to see a doctor once a month and 6% once a week. Over 80% of respondents answered that they do not need a patronage service. This is an indication that either people with disabilities have family support or are not used to receiving it.

All respondents answered that they do not receive all health services. They were also asked to answer which types of services they lack, having the option to choose multiple answers. From the table below, it can be concluded that the most common is the need for transportation to the health facility.

What services are you missing?

(table 17)

	Number	Percent
Transportation for persons with disabilities to a health institution	44	62,9
Other	10	14,3
Patronage service. and Transportation for persons with disabilities to a health institution	12	17,1
Delivery of necessary medicines and Transportation for persons with disabilities to a health institution	2	2,9
Transportation for persons with disabilities to a health institution and Other	2	2,9
Total	70	100,0

Explaining the structure of the respondents, we saw that the largest percentage of them are people with intellectual and combined disabilities. With this in mind, the type of necessary devices and aids to facilitate life most often chosen by the respondents correspond to the dominant type of disability. Respondents could choose more than one answer and the most common is the need for devices to memorize obligations/tasks and 12% needed a personal system for emergency calls to health services.

Which of the following devices and aids do you think will make your life easier and should be provided to you?

(table 18)

	Number	Percent
Devices for memorizing obligations / tasks.	15	21,4
Smart bracelet for monitoring blood pressure, heart rate, medication alarm.	4	5,7
Products for time orientation.	2	2,9
Transfer frames (bases) for moving from one level to another with a wheelchair.	1	1,4
Personal emergency call system for health services.	9	12,9
Magnifier for reading.	1	1,4
Assistive technology	3	4,3
Other	25	35,7
Smart bracelet and Products for time orientation	1	1,4
Products for time orientation and Emergency call system	1	1,4
Devices for memorizing obligations and Assistive technology	1	1,4
Devices for memorizing obligations and other	1	1,4
Devices for memorizing obligations and Smart bracelet and Products for time orientation	1	1,4
Smart bracelet for monitoring blood pressure, heart rate, medication alarm and Magnifier for reading	1	1,4

Transfer frames and A chair with or without wheels and Wheelchair with adaptation for WC	1	1,4
Wheelchair for WC and Portable toilet bowl and Waterproof chair	1	1,4
Assistive technology and Other	1	1,4
Devices for memorizing and Wheelchair for WC and Portable toilet bowl and Waterproof chair and Emergency call system	1	1,4
Total	70	100,0

Services in the home

The socio-economic risk factor is closely related to the support that can be given to the person with a disability by the closest family members or the people from his closest environment. The results showed that ¼ of the respondents are not cared for by anyone, and even more than half are cared for by their parents/guardians. On the one hand, this can be interpreted as the existence of care for them by loved ones, but on the other hand, this also shows an insufficiently developed social support system in the community. But this is also an indicator of economic-social isolation of parents and putting people with disabilities at risk in the medium or long term, after parents will not be able to provide the necessary care for their children. The correlation of this question with the respondent's gender was checked and a gender balance was ascertained in the answers.

Who takes care of you / the person during the day?

(table 19)

	Number	Percent
No one helps me/him	19	27,1
The parent(s).	38	54,3
The child/children	5	7,1
Relatives / friends	5	7,1
A person from a humanitarian/non-governmental organization	1	1,4
Other	2	2,9
Total	70	100,0

Building on the above question, parents/guardians were asked how caring for people with disabilities affected their professional life. Approximately 2/3 of the respondents did not get a job at all or terminated the employment relationship and these results show a high degree of social risk for the parents of persons with disabilities and the need for social services, which will contribute to the release of parents/guardians from the responsibilities of caring for persons with disabilities.

How does that affect your professional life?

(table 20)

	Number	Percent
me / my husband / my wife to remain unemployed	5	38,5
me / my husband / wife to quit job	3	23,1
I work / work husband / wife part-time	1	7,7
can not do additional activities (field work, etc.)	3	23,1
Refuses to answer / does not know	1	7,7
Total	13	100,0

From the table below, it can be seen that half of the respondents expressed a need for almost all types of support in the home. For daily help, the largest percentage need it in meeting their relatives/friends, they need help once a week, they have the most need for cleaning the home and for washing clothes, and once a month for going to the bank and to the doctor. Such data are an indicator of a high percentage of need in the home of persons with disabilities, that is, of parents/guardians of persons with disabilities.

People with disabilities were asked the question If your health condition seriously worsens 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 someone to turn to? for help and support? To this question, about 80% answered that they would turn to the family members they live with and their parents/guardians.

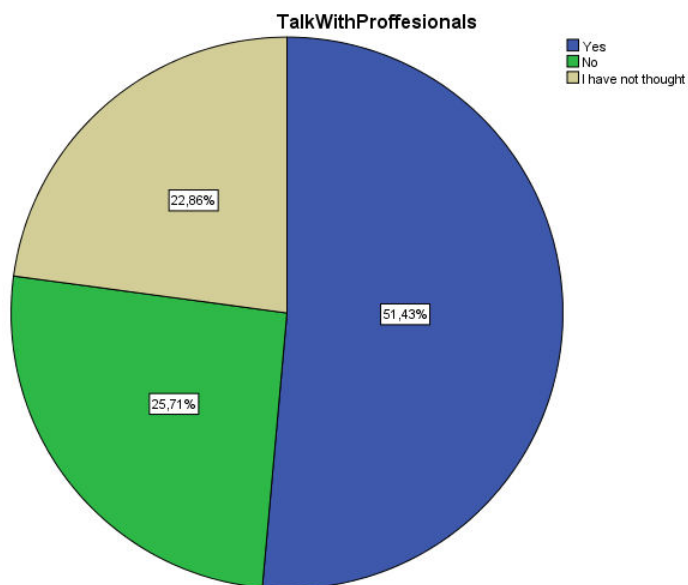
Do you need help with the following daily activities and how many times?

(table 21)

		I need help every day	I need help at least once a week	I need help at least once a month	I do not need help	Refuses to answer / does not know
1	Shopping in supermarket	11,4%	20,0%	22,9%	45,7%	/
2	Home cleaning	18,6%	31,4%	8,6%	41,4%	/
3	Buying drugs	2,9%	18,6%	24,3%	54,3%	/
4	Going to the bank	2,9%	11,4%	31,4%	54,3%	/
5	Washing clothes	15,7%	27,1%	2,9%	54,3%	/
6	Going to the doctor	4,3%	7,1%	35,7%	52,9%	/
7	Going out of the house (walk)	25,7%	10,0%	4,3%	60,0%	/
8	Meetings with friends / relatives	24,3%	8,6%	1,4%	45%	1,4%

Half of the respondents need to talk to professionals about their problems, that is, about the problems of persons with disabilities of whom they are parents/guardians. This data is an indicator of the need to strengthen psycho-social and legal support in the municipality.

(graph 5)



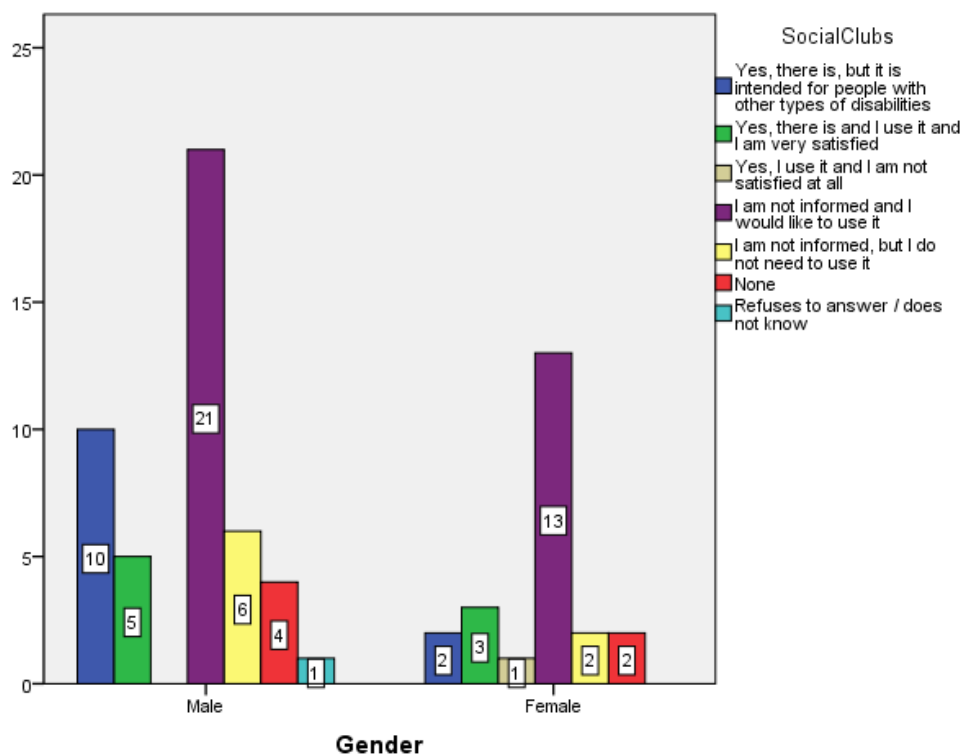
Only 3% of respondents receive the personal assistance service and 11.4% are not informed about this service. Such an extremely low percentage of use of this service indicates the need to increase awareness of the possibilities provided by this service. About 1/3 of the respondents answered that personal assistance is necessary for them and they would use it if it were available to them.

Services in the community

Approximately 40% of respondents used the Day Care Center and about 1/3 are satisfied with its services. About 20% of the respondents are not informed about the existence of the Day Care Center, and 11.4% of the respondents, although they are not informed, would like to use it.

About 15% of the respondents use the services of a social club, and about half of the respondents would like to use such a service, but are not informed about its existence. The research showed that twice as many men compared to women believe that social clubs are intended for people with a different type of disability than their own.

(graph 6)



From the table below, it can be concluded that only about 1/3 of the respondents do not express the need to use a soup kitchen. Most of the respondents either used it or wanted to use it, but did not have the opportunity. The data show that 11.4% of respondents are unable to use the services due to their disability and the same percentage are not informed. The general conclusion from the results is that the percentage of respondents who need this type of service is high, and it can be concluded once again that a large percentage of people with disabilities are at high social risk. Also, the conclusion is that it is necessary to strengthen public awareness and adapt the service to the needs of people with disabilities. The data shows that 42% of respondents need food delivered to their home.

Is there a soup kitchen in the municipality where food is served and brought to vulnerable categories of citizens or people with disabilities?

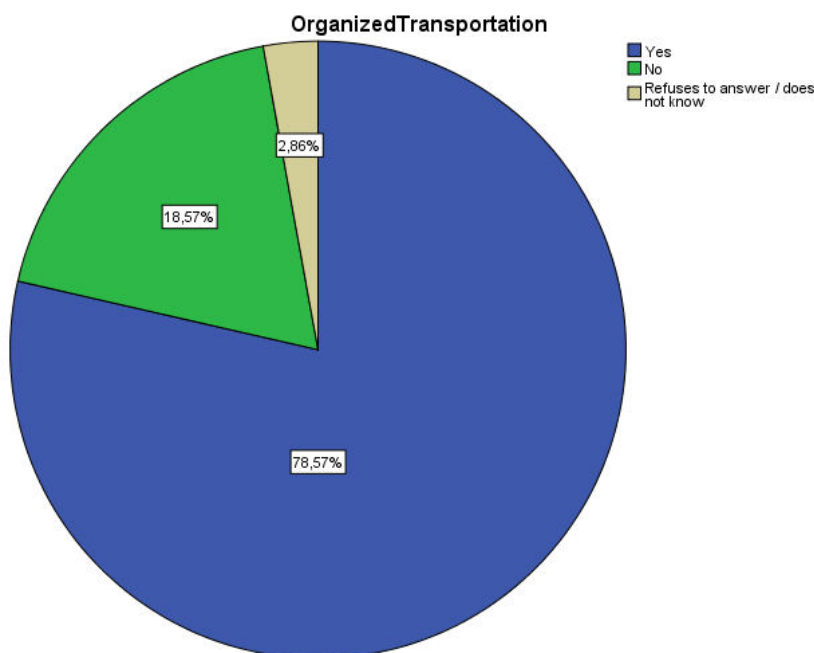
(table 22)

	Frequency	Percent
Yes, there is but due to my disability I can not use it	8	11,4
Yes, there is and I use it and I am very satisfied	3	4,3
Yes, there is, but not allowed me to use	6	8,6

Yes, there is and I use it, I am satisfied	18	25,7
Yes, I use it and I am not at all satisfied	4	5,7
I am not informed and I would like to use it	8	11,4
I am not informed, but I do not need to use	19	27,1
Refuses to answer / does not know	4	5,7
Total	70	100,0

To the question Do you/do you/the person need organized transportation to the most frequently visited locations? 78.6% of respondents answered positively to this question.

(graph 7)



The results of the research showed once again that the biggest problem of people with disabilities is economic-social isolation and poverty. About 2/3 of the respondents need food packages and financial assistance in purchasing medicines. At the next level of priorities, with the need of about half of the respondents, are the use of the rehabilitation and reintegration service, a day care center while the loved ones are at work, and access to information in an understandable way. The least is the need for a halfway house, group home, institutional placement and need for sign language services. These data show that the respondents do not want their children to be separated from the family environment and there is still no willingness to support a model for separate and independent living with support. The other services, as the table shows, are needed by about 25% to 35% of respondents, which represents a notable level of need and is the basis for creating additional services.

Do you have need from the following services?

(table 23)

	Do you have need from the following services?	Yes	No	I have not thought	4,00	33,00	Refuse to answer / does not know
1	Accommodation in an institution that provides care for people with disabilities	5,7%	77,1%	17,1%	/	/	/
2	Group home (to share an apartment or house with several people with the same or similar disability as yours)	8,6%	84,3%	7,1%	/	/	/
3	Center for day care	47,1%	51,4%	1,4%	/	/	/
4	Visit from a social worker so that you can inform the municipality about your problems	32,9%	57,1%	8,6%	/	/	1,4%
5	Retraining program so you can get a job or find a better job	38,6%	55,7%	/	2,9%	1,4%	1,4%
6	Wash clothes once a week	15,7%	72,9%	7,1%	2,9%	/	1,4%
7	Help with food packages	68,6%	30,0%	/	/	/	1,4%
8	Financial assistance for medicines	62,9%	34,3%	2,9%	/	/	/

9	Access to information - information in easy and understandable language	41,4%	55,7%	1,4%	/	/	1,4%
10	Access to information - informing with sign language	4,3%	84,3%	10,0	/	/	1,4%
11	Psycho-social counseling	34,3%	60,0%	5,7%	/	/	/
12	Legal assistance and counseling	35,7%	55,7%	8,6%	/	/	/
13	Self-help groups for parents	15,7%	74,3%	8,6	/	/	1,4%
14	Help and care in the home	24,3%	65,7%	10,0%	/	/	/
15	Personal assistance	42,9%	48,6%	8,6%	/	/	/
16	Rehabilitation and reintegration services	50,0%	44,3%	5,7%	/	/	/
17	Family care respite service*	21,4%	70,0%	8,6%	/	/	/
18	A halfway house	2,9%	87,1%	8,6%	/	/	1,4%

One of the main obligations of the municipality and the state is to create accessible facilities and infrastructure, depending on their competence. The survey data, presented in the table below, show that the bus station, public transport, parking lots and the library are the most inaccessible.

How accessible are the following facilities and locations for the person?

(table 24)

	How accessible are the following facilities and locations for the person?	Completely	Partially	No	He/she does not know
1	The municipal building	38,6%	32,9%	27,1%	1,4%
2	Facility/s of the general hospita	45,7%	37,1%	15,7%	1,4%
3	Bus station	31,4%	7,1%	50,0%	11,4%
4	Postal office	78,6%	20,0%	/	1,4%
5	Bank	80,0%	17,1%	/	2,9%
6	Facilities of ministries / administrative bodies	45,7%	14,3%	31,4%	8,6%
7	Park	88,6%	8,6%	1,4%	1,4%
8	Parking place	18,6%	5,7%	67,1%	8,6%
9	Religious building (church / mosque)	87,1%	5,7%	1,4%	5,7%
10	Library	30,0%	7,1%	55,7%	7,1%
11	Market	78,6%	12,9%	2,9%	5,7%
12	School / kindergarten	74,3%	12,9%	7,1%	5,7%
13	Center for Social Work	65,7%	20,0%	11,4	2,9%
14	Sports facilities (hall, field and pool)	62,9%	5,7%	24,3%	7,1%
15	Cultural facilities (cinema, theater)	57,1%	4,3%	32,9%	5,7%
16	Market	84,3%	7,1%	4,3%	4,3%
17	Garbage (containers)	4,3%	71,4%	11,4%	12,9%

18	City transport (bus)	28,6%	4,3%	57,1%	10,0%
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In order for a greater number of persons with disabilities to use the rights and services available to them, it is necessary to be professionally and promptly informed. The table shows that one of the reasons for the inefficient use of rights and services is inadequate information. Respondents had the opportunity to choose several answers and it is evident from the results that the media is highly dominant as a source of information, and the Center for Social Work does not effectively accomplish this task because only 11.4% of the respondents get information there. These data impose the need for professional and timely information by the Center for Social Work, as well as the strengthening of this service among the associations of persons with disabilities.

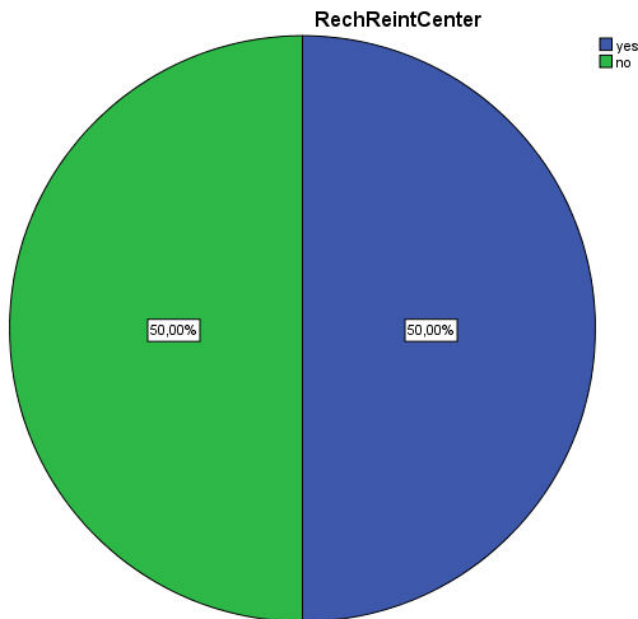
**How do you find out about the rights and services available to people with
(table 25)**

	Number	Percent
I receive advice and information from the Center for Social Affairs	7	10,0
I get information at work	3	4,3
I get information from the media	50	71,4
Other	5	7,1
I receive advice and information from the Center for Social Affairs and I get information from the media	1	1,4
I receive information and advice from an association of persons with disabilities and I get information from the media	1	1,4
I get information from the media and other	3	4,3
Total	70	100,0

The advisory role of the Center for Social Affairs was rated very low, that is, 61.4% rated it with a rating of 1 and 14.3% rated it with a rating of 2. These data are an indication that it is necessary to strengthen the capacity of the Center for Social Affairs, but also of the existing organizations of persons with disabilities in the municipality of Delčevo and to expand their activity and provide information and counseling services.

Half of the respondents are familiar with the start of work of the Rehabilitation Center and реинтеграција.

(graph 8)



Respondents had the opportunity to choose more than one service they need, and below the table lists the number of responses for individual services. From the table below, it can be concluded that the needs of work skills development, professional rehabilitation-orientation and socialization, cultural skills development, time structuring and socialization, cultural skills development, time structuring dominate.

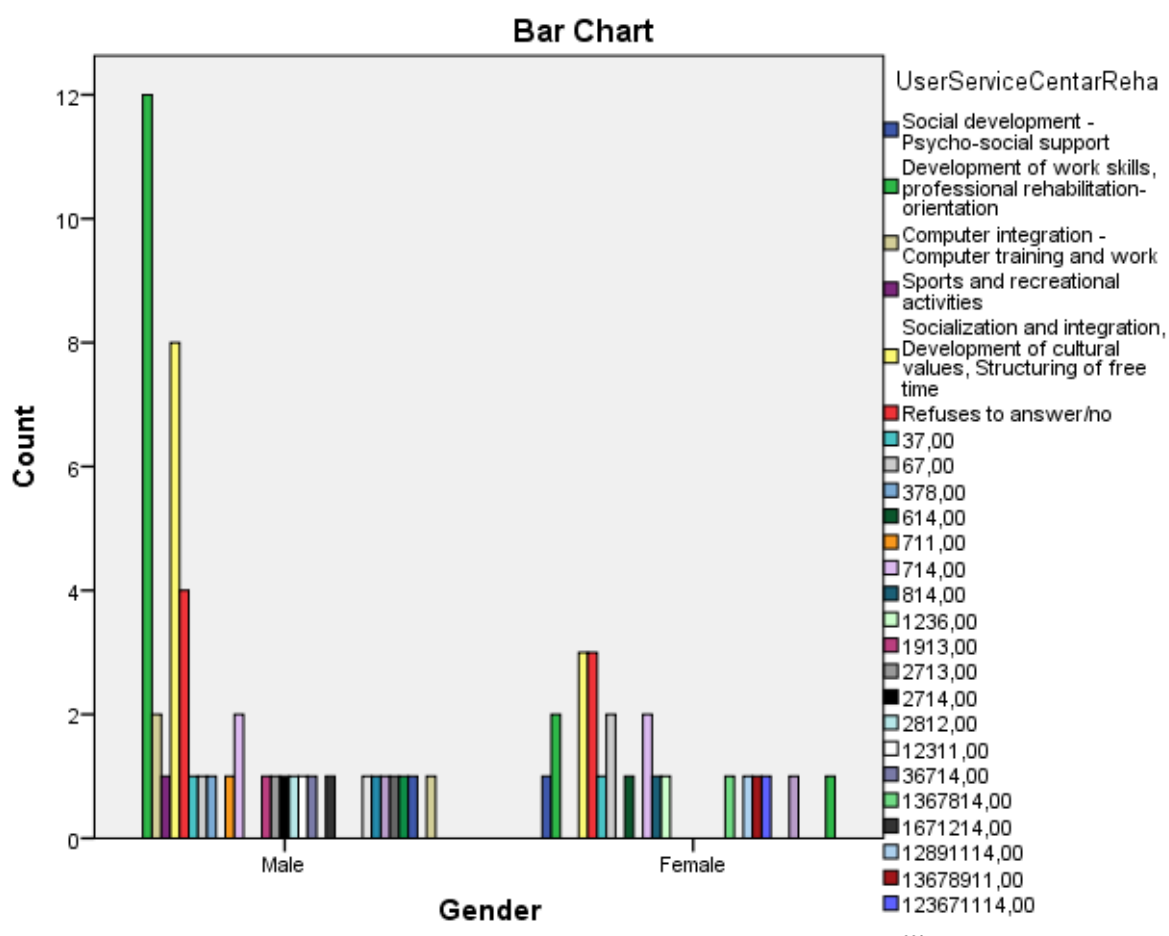
(table 28)

	Number of answers
1. Acquisition of cultural and hygienic habits	17
2. Development of communication skills and speech culture	14
3. Motor development	13
4. Perceptual development	2
5. Emotional development	2
6. Social development- psiho-social support	16
7. Development of working skills, professional rehabilitation-orientation,	37
8. Independent living	13

9. Computer integration - Computer training and work	11
10. Sexual education	0
11. Creative workshops	13
12. Psycho-motor rehabilitation	4
13. Sports and recreational activities	11
14. Socialization, development of cultural skills, structuring time	30
15. Refuses to answer	6

The respondents' answers were correlated with their gender and it was concluded that there is a gender imbalance in the answer development of work skills, professional rehabilitation-orientation, that is, the choice of this answer is three times greater among men than among women.

(graph 9)



Conclusions:

- More than 2/3 of the respondents are not in a partnership or married and this increases the risk of social isolation due to the reduced possibility of greater family support;
- 2/3 of the respondents do not have secondary education, 1/3 are employed and only half of the unemployed are active job seekers. Persons with physical disabilities are twice as employed as persons with other types of disabilities;
- 1/3 of respondents have a problem at the workplace because the employer treats them unequally with employees who do not have a disability;
- Women have three times more problems at work compared to men;
- Approximately 20% of respondents had no income. About 1/3 of the respondents earned income based on salary. About 1/3 of the respondents had incomes less than 12,000 denars, and only 8.6% of the respondents have more than the minimum wage;
- Over 80% of respondents answered that their family budget does not meet their basic needs;
- The results show extreme poverty in about 1/3 of the respondents because about 20% of them could not afford a meal up to three times and over 10% four or more times during the month. About 20% had a problem with access to drinking water and about 1/4 have a problem providing heating in the home and buying medicines and 60% buying meat;

Health services

- About 3/4 of the respondents have an intellectual disability, 1/4 have a speech problem and about 1/3 have problems with the lower and upper limbs; Half of the respondents consider that they have a bad or very bad health condition.
- Approximately 1/3 of respondents evaluate personal safety and life satisfaction with a score of 1 or 2, where 1 is the lowest and 5 the highest score;
- About 40% of the respondents had problems getting health services from a specialist, and the most common reasons were because the service is expensive, the health service is not available in the hospital where the respondent lives, and the distance to the health facility;

Services in the home

- About half of the respondents have problems with movement and about 1/4 need help with movement. Most of them need organized transportation to the health facility. The largest percentage of them need a device that will help them memorize their obligations/tasks;
- Half of the respondents expressed the need for almost all types of support in the home;
- Half of the respondents need to talk to professionals, 3% of the respondents use personal assistance, and 1/3 find it necessary and would use it if it were available to them

Community Services

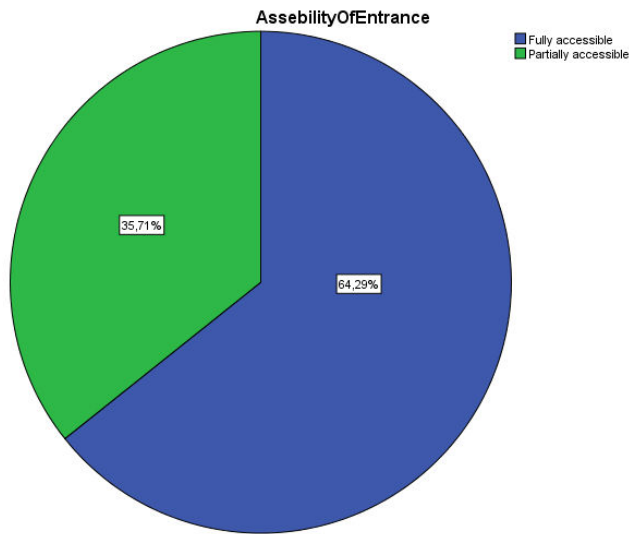
- Approximately 40% of respondents used the Day Care Center, about 1/3 are satisfied with its services and 20% are not informed about its existence;
- About 15% of the respondents use the services of a social club, and about half of the respondents would like to use such a service, but are not informed about its existence. Twice as many men as women think that social clubs are intended for people with another type of disability, different from their own.
- Only about 1/3 of respondents do not express the need to use a public kitchen, and 42% of respondents need food delivered to their home.
- 78% need organized transportation to the most frequently visited locations;
- About 2/3 of the respondents need food packages and financial assistance in buying medicines, and about half of them need the use of the rehabilitation and reintegration service, a day care center while their loved ones are at work, and access to information on understandable way;
- For the respondents, the bus station, public transport, parking lots and the library are the most inaccessible
- About 10% of respondents are informed about their rights by the Center for Social Affairs and ¾ evaluate the advisory role of this body with 1 or 2;
- Half of the respondents were informed that the Center for Rehabilitation and Reintegration will start with activities and most of them need the Center to offer the development of working skills, professional rehabilitation-orientation. Men, that is, parents/guardians of male persons with disabilities, are three times more interested in this type of content, which should be provided by the Center, than women;
- 38.5% of the parents/guardians of persons with disabilities were forced to remain unemployed and 23% to leave their jobs, due to the care of persons with disabilities and

Risk factor: Geographu

Under geography, in the sense of this research, it is understood the positioning of the home in a certain space and its characteristics as a basis for the person to be excluded in economic-social life and in receiving certain services. From this comes its transport connection and the access to a large number of social, health and educational services, as well as the accessibility to communication technology, which was analyzed in the section of the socio-economic factor.

The results showed that in 35.7% of the respondents, the entrances and rooms are partially accessible, depending on the type of their disability. Although we are talking about an assessment of the accessibility of a home, which belongs to the private sphere, this data points to the need, in certain cases, for support from either the municipality or the state in overcoming the problem. Otherwise, the most common reasons for the inaccessibility are high or built-in stairs in the building and narrow door openings.

(graph 10)



The data shown in the table below indicate a significant percentage of exclusion of persons with disabilities due to the lack of facilities for meeting basic needs, that is, 13% do not have either a bathroom or a toilet or a connection to the sewage system. Taking into account that some people with disabilities are more socially isolated and have a greater need for support from another person, the fact that 10% do not have a landline or mobile phone indicates the existence of additional isolation.

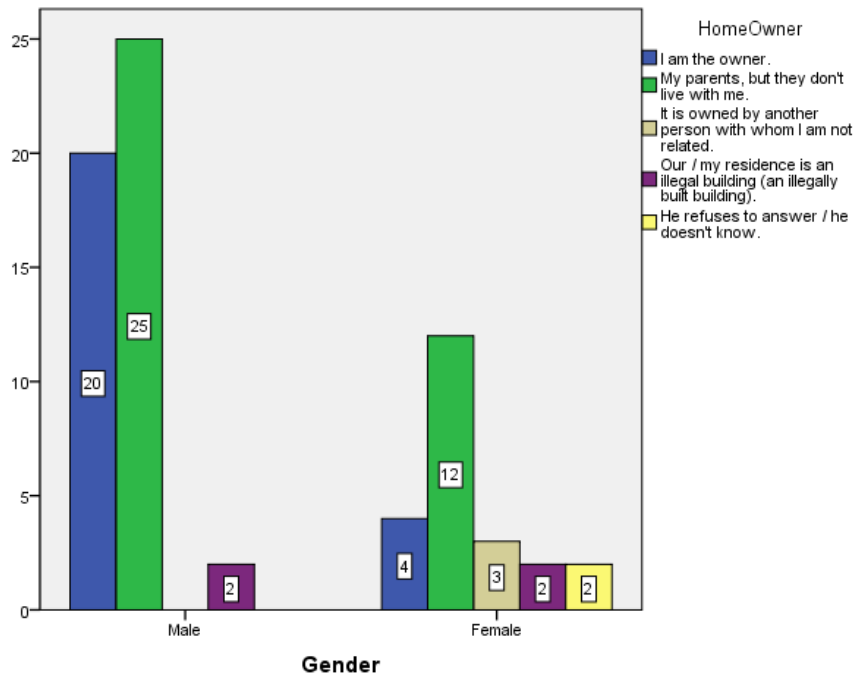
Is any of the following missing in your home?
(table 27)

	Number	Percent
Toilet	2	2,9
Fixed or mobile phone	7	10,0
Bathroom	3	4,3
Sewerage connection	4	5,7
Nothing is missing	51	72,9
Refuses to answer	2	2,9
Toilet and Bathroom	1	1,4
Total	70	100,0

Home ownership is an indicator of a certain social security and reducing the risk of homelessness in the future, as one of the conditions for a normal life. The data show that about 10% of the respondents live in an illegal construction or in a home that they or their parents do not own. About 1/3 of the respondents are the owners of the home,

and about 50% are their parents, but who do not live with them. With a high degree of assumption, a large percentage of them will inherit the home from their parents and there is no high degree of risk of lack of residence among the majority of respondents. But the fact that two and a half times more, as owners, men than women are worrying. This is most likely the result of the cultural factor that the property is inherited by the son or grandson and the tradition, when acquiring new property, only the man appears as the owner. This is also an indicator of greater insecurity in terms of housing for women compared to men.

(graph 11)



About 10% of the respondents have one room and about 1/3 live in a home with an area of up to 40 m², that is, only 5% of the respondents live in a home up to 30 m². If it is taken into account that about 40% live in a home with an area of more than 60 m², it can be concluded that in terms of spatial conditions for living, the percentage of people with disabilities who are at risk is small.

How many square meters does your home have?

(table 28)

	Number	Percent
Up to 30	4	5,7
From 31 to 40	22	31,4
From 41 to 60	15	21,4

From 60 to 80	19	27,1
From 80 to 100	10	14,3
Total	70	100,0

Conclusions:

- 13% do not have either a bathroom or a toilet or a sewer connection;
- For about 1/3 of the respondents, the homes are not sufficiently accessible for them, and the biggest reasons for this are the high or built-in stairs in the building and narrow door openings;
- About 1/3 of the respondents are the owners of the home they live in, and two and a half times more, men are the owners as opposed to women;
- About 10% of respondents have one room and about 1/3 live in a home with an area of up to 40m².

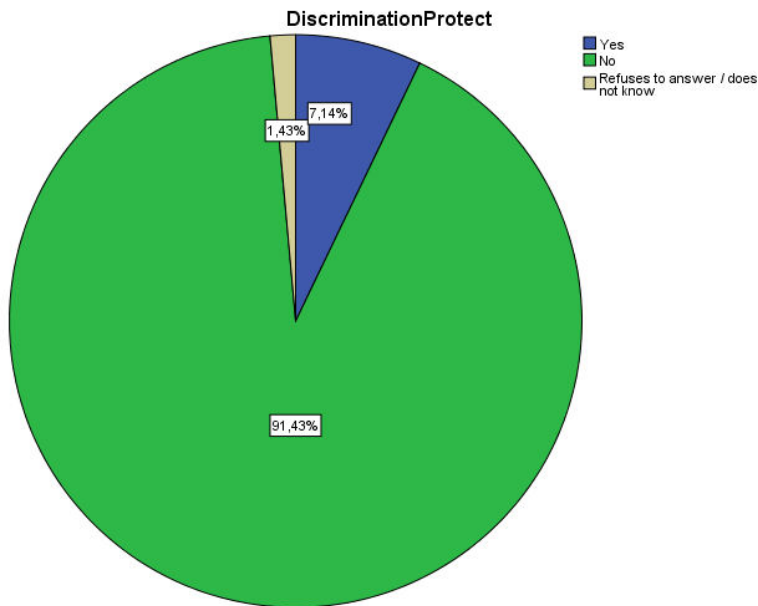
Risk factor: Discrimination

Discrimination is a pattern of violating human rights by placing someone or some in an unequal or disadvantageous position in relation to someone else, that is, to some group in the same or similar situation due to some characteristic, which constitutes founded discrimination. Experiences in a number of countries show that persons with disabilities are exposed to a much higher risk of discrimination, in contrast to other persons who do not have disabilities. Unequal treatment of them, based on disability, results in restrictions on the labor market, reduced political participation, inadequate and lower education, and restrictions on access to goods and services.

Recognizing discrimination and reporting cases of discrimination depends on many factors, but mostly on the degree of familiarity with the regulation, which refers to the prevention and protection from discrimination.

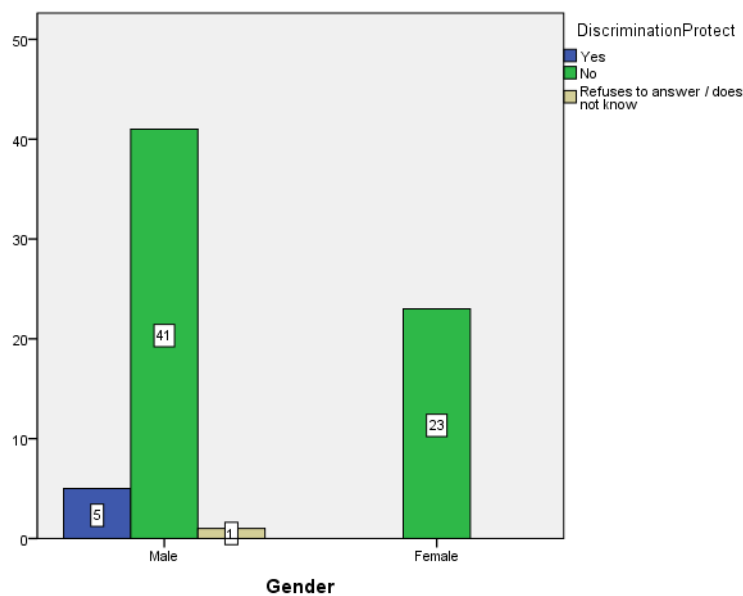
A very large number of respondents, ie 91.4%, both persons with disabilities and parents/guardians of persons with disabilities are not familiar with the Law on Prevention and Protection from Discrimination.

(graph 12)



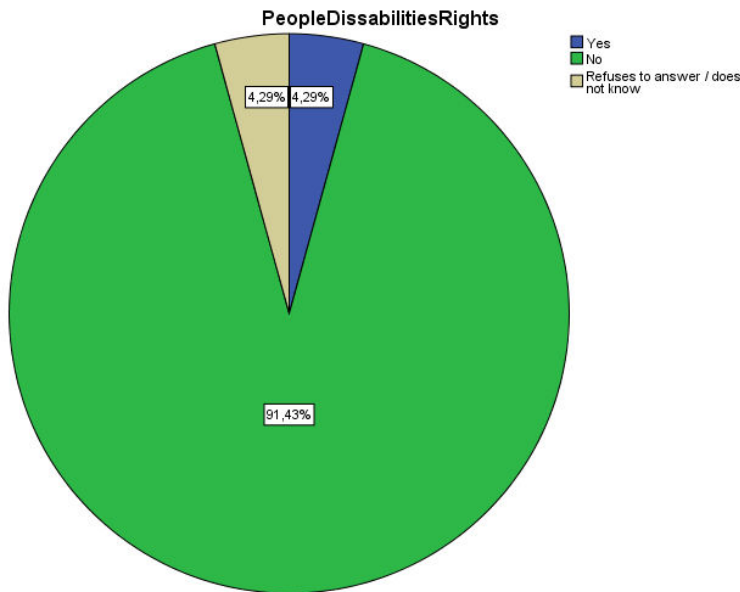
Testing was done on the relationship between the respondent's gender and familiarity with the Law and it was concluded that there is a high gender imbalance, that is, that no woman is familiar with this Law.

(graph 13)



The same percentage, i.e. 91.4% of respondents believe that the rights of persons with disabilities are not respected.

(graph 14)



From the table below, it can be concluded that the respondents were most discriminated in the field of labor relations, when applying for a job, 21.4% were constantly discriminated against and sometimes 41.4%, which shows that approximately 2/3 of the respondents were discriminated against employment and more than 1/3 are discriminated against in the workplace. Approximately 2/3 of the respondents are discriminated against when receiving health services. In a store or bank, 41.4% of the respondents were discriminated against, and when receiving other services, listed below, about 1/3 of the respondents were sometimes discriminated against.

These data show a high level of perception of exposure to permanent or occasional discrimination in various areas and represents a high-risk factor for exclusion and reduction of quality in access to goods and services.

Have you ever felt discriminated against in your life for the following everyday situations:

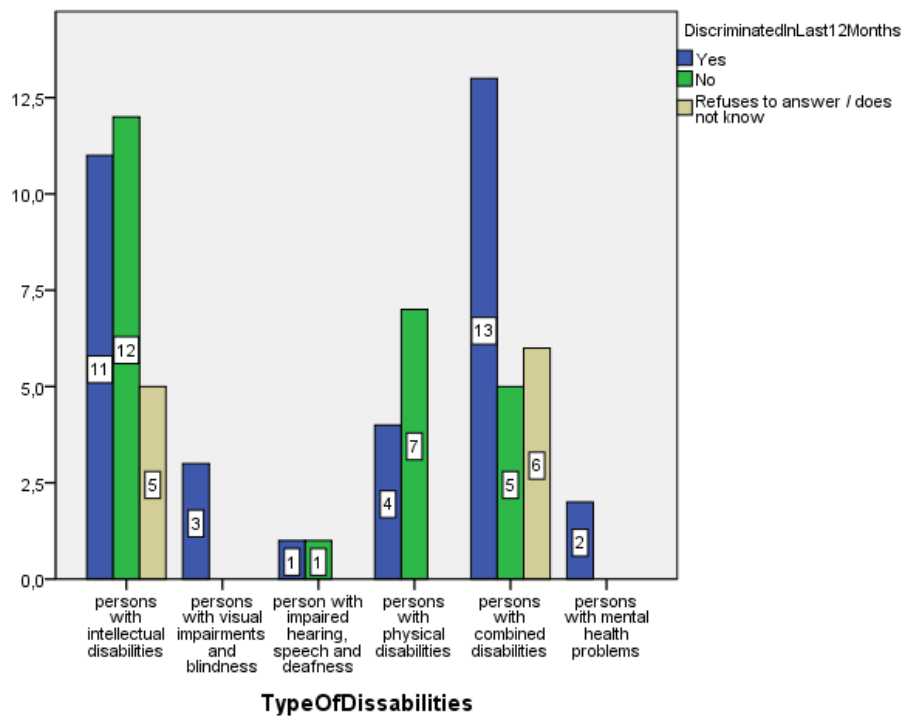
(table 29)

	Refuses to answer / does not know	Yes, constantly	Sometimes	It never happened to me
At work	17,1%	7,1%	35,7%	40,0%
When applying for a job	11,4%	21,4%	41,4%	25,7%

In the ambulance/hospital	4,3%	12,9%	48,6%	34,3%
In a store a bank	4,3%	4,3%	41,4%	50,0%
In the center of culture	10,0%	2,9%	32,9%	54,3%
At school/faculty	10,0%	2,9%	31,4%	55,7%
In public transport	10,0%	8,6%	30,0%	51,4%
By employees in the municipal or state administration	10,0%	8,6%	37,1%	44,3%

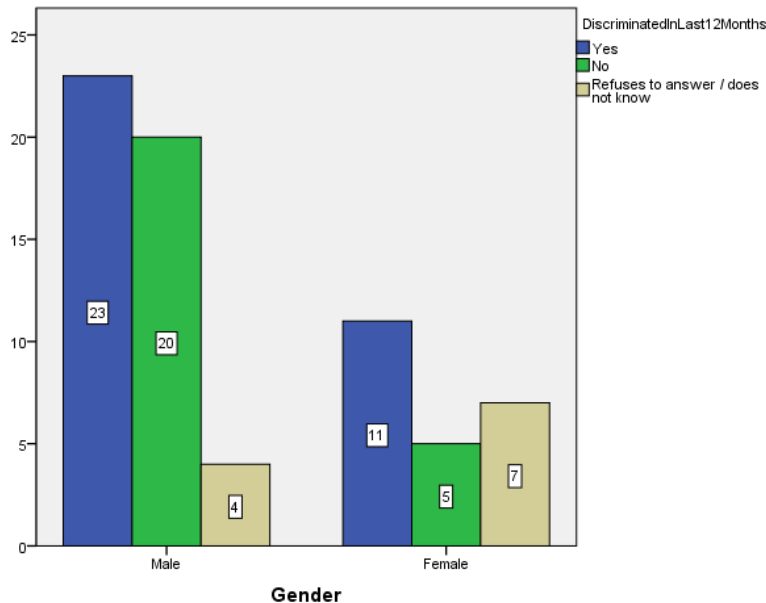
About half of the respondents answered that they had been discriminated against in the last year. The correlation between the type of disability and whether they were discriminated against in the last year was tested and it was shown that the independent variable "type of disability" has twice as much influence among people with a combined disability, that is, here the discrimination in the last year is twice as high, in contrast to people with another type of disability.

(graph 16)



A correlation was made between the respondent's gender and his discrimination in the last 12 months and it was concluded that twice as many women were discriminated against as men and twice as many women refused to answer this question. This shows a high gender imbalance, which indicates the existence of intersectional discrimination, that is, a woman is discriminated against because she is a woman, but also because she is also a person with a disability. Also, the higher frequency of answers I don't know/refuse to answer indicates a gender predilection to not share information about a particular situation of discrimination.

(graph 17)



Conclusions:

- No women and 90% of men are familiar with the Law on Prevention and Protection from Discrimination;
- 90% believe that the rights of persons with disabilities are not respected;
- 2/3 of the respondents believe that they were discriminated against when applying for a job and when receiving health services;
- Half of the respondents were discriminated against in the last 12 months. People with combined disabilities were discriminated twice as much as compared to others and women compared to men.

Risk factor: Governance

In the context of this research, management or governance represents an assessment of the degree of civil participation of persons with disabilities in the process of making decisions of local importance, the awareness of decisions that concern the local community, as well as the degree and type of communication that persons have with disabilities to address their problems and needs to policy makers.

Involvement in the decision-making process in the interest of the local community or the state can be through giving certain initiatives and proposals, voting, exposing a problem to the state or local authorities, voting, but also the opportunity to hold a certain public office. at the local or state level. Also, participatory political culture is evaluated through the support of certain civic initiatives, membership in a political party and monitoring of political developments. If citizens are more active in the political sphere, it is expected that the specific interests of a specific category of citizens will be fulfilled in a more efficient way.

Many studies show a low level of political participation of people with disabilities in many countries of the world. The process of emancipation of a category of citizens in public life is evaluated mostly through the involvement in different stages in the creation of local and national policies. Management as a risk factor is considered due to the exclusion from the making of political decisions and the possibility to use the mechanism of petitions and proposals to the makers of public policies at the local and national level. Exclusion from political life results in the marginalization of their problems and the absence of a mechanism for their efficient solution.

The results showed that respondents are largely uninterested in daily political events, as half of them do not follow daily politics at all, and only 7.1% follow them several times a week.

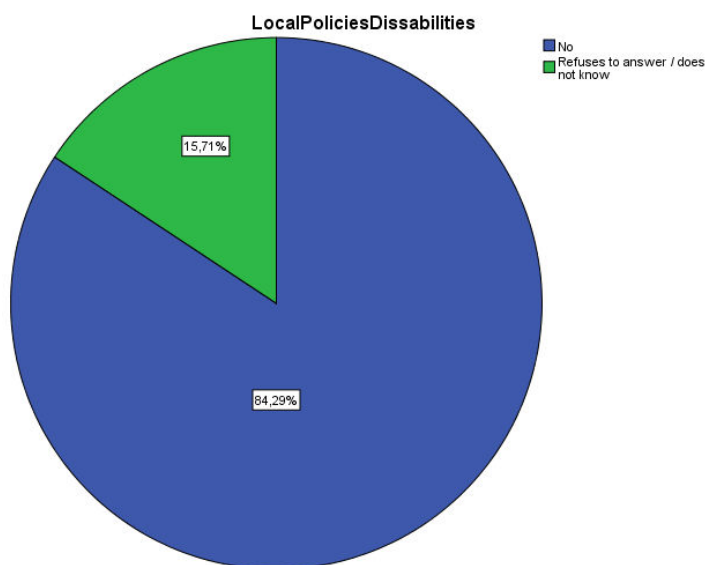
Do you follow the daily policy?

(table 30)

	Број	Процент
Често (неколку пати седмично)	5	7,1
Ретко (неколку пати месечно)	31	44,3
Никогаш	34	48,6
Вкупно	70	100,0

From the graphic display below, it is evident that not a single respondent answered positively to the question Have policies been adopted at the local level in the last 3 years that are of interest to you/him/her as a person with a disability? Taking into account the activities you have undertaken the municipality, shown in this report above and connecting the answers from the previous question, that the respondents rarely follow policy, we can come to several conclusions: first, the respondents are not sufficiently familiar with the activities of the municipality; secondly, they were not beneficiaries of the policies that were undertaken or they do not know that they are part of the municipal measures and thirdly, this is a response by inertia of a large percentage of respondents, wanting to express their revolt about their exclusion from the focus of the creators of the local policies.

(graph 18)



Respondents had the opportunity to choose several offered answers for activities, which they undertook in order to protect their interest, that is, the interest of the person of whom they are the parent/guardian. The results show that only about 1/3 of the respondents took some kind of activity and that about 20% met with the mayor and 10% with the president of the municipal council. The remaining responses are negligibly small and have no statistical value. These data show that the citizens recognize the local officials as persons who can solve the problems, and at the same time the forms of petition or letter to the municipality are used.

What actions have you taken to advocate your interests?

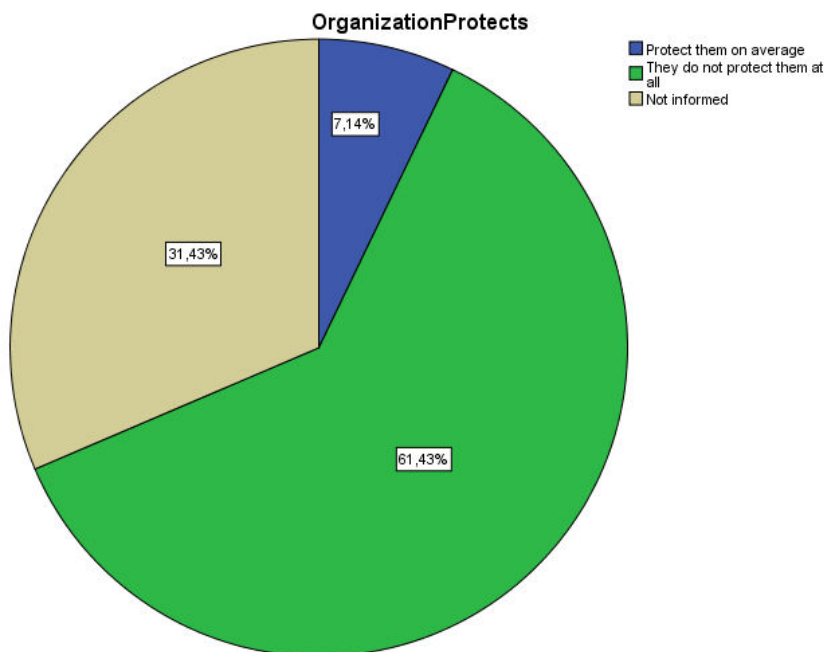
(table 31)

	Number	Percent
I met with the Member of Parliament from my city	3	4,3
I met with the members of the municipal council	2	2,9
I met with the president of the Council of the municipality	5	7,1
I met with the mayor	11	15,7
I wrote a letter to the municipality	2	2,9
I signed a petition.	1	1,4

I took no action.	36	51,4
Refuses to answer / does not know.	8	11,4
I met with the member of Parliament who comes from my city and I met the mayor	1	1,4
I met with the president of the Municipality Council and I met the mayor and I wrote a letter to the municipality	1	1,4
Total	70	100,0

Organizations for persons with disabilities, according to the respondents, protect their interests a little, that is, the interests of the persons of whom they are parents/guardians. Specifically, only 7% answered that they protect them on average, 2/3 that they do not protect them at all and 1/3 that they are not informed.

Do and to what extent the organizations of persons with disabilities (unions of disabled organizations) protect the interests of persons with disabilities in your municipality
(graph19)



- Respondents were offered a long list of rights that they believe have been violated and had the opportunity to choose more than one right that was violated. Results were obtained from 24 combinations of answers and it can be

concluded that only 12.9% of the respondents declared that no rights were violated. Otherwise, about 1/3 of the respondents answered that their right to employment was violated, for about 15% the right to retraining and retraining, the right to social protection, the right to health care and equal treatment, and the rest of the rights violations have no statistical value. But it is important to emphasize that half of the responses are a combination of rights violations.

- Respondents were asked to answer which social security rights and services they use, having the possibility to choose multiple answers. 45 respondents used the one-time financial assistance, 30 respondents the guaranteed minimum financial assistance and disability allowance, 18 respondents used the special allowance for persons up to 26 years of age, 13 respondents used the allowance for care and assistance from another person, 9 respondents the rehabilitation service and reintegration and other answers have no statistical validity. There is a gender balance in the responses.

Conclusions:

- Only 7% of the respondents follow a daily policy several times a week. Not a single respondent considers that the municipality implemented policies in the interest of persons with disabilities in the last three years;
- About 1/3 of the respondents took actions to solve a problem and the largest number of them did it through a meeting with the mayor or the president of the Council;
- 2/3 of respondents believe that organizations of persons with disabilities do not protect their interests;
- 13% did not have any right violated, and the rights in the area of labor relations and social protection were mostly violated;
- The most used rights from social protection are the one-time financial aid, the guaranteed minimum financial aid and disability allowance, and the most used service is rehabilitation and reintegration.

Risk factor: shocks caused by crises and disasters

Under this risk factor are meant all types of risks and dangers that exist in the territory of the municipality of Delčevo and which can cause natural and technical-technological disasters, but under this risk factor are also included the disasters that have occurred and the protection and rescue in such conditions as the risks and dangers of fires and floods in the home. The vulnerability of persons with disabilities to this risk factor is far greater than persons without disabilities. We recognize vulnerability in all phases of disaster management, that is, in the inability to get a complete picture of which parts of the municipality people with disabilities live in and what is the type of disability, information, preventive activities, early warning, protection and rehabilitation from disasters. This risk factor increases if it is combined with the geography risk factor, i.e. the inability to access the home during evacuation and the socio-economic risk factor, i.e. if the person is alone or there is no one to help him immediately or the person's ability to ask for help.

An assessment was made of respondents' perceptions of personal and home safety from disasters and home fires and floods. Half of people with disabilities have trouble understanding disaster early warning, have homes that are inaccessible to fire crews and ambulance crews, and have had a chance to start a fire in their home. About 2/3 answered that homes are not safe from a moderate earthquake intensity, they have an old electrical installation and the person with a disability can forget the electrical devices turned on and even 77% forget the tap. From these answers, it can be concluded that there is a high risk of fires and floods in the home of people with disabilities and a high risk of not being able to warn in time.

Assessment of personal and home risks:

(table 32)

	I agree	I do not agree	Refuses to answer / does not know
The warning that there may be a certain danger of a disaster (for example, flood, fire, landslides, etc.) I can/can receive it in a timely, understandable and clear manner.	42,9%	50,0%	7,1%
The media (television, radio, newspaper or internet) has information that is adapted to my/his/her needs.	40,0%	51,4%	8,6%
If there is an alarm about a certain danger, I can hear or see it.	65,7%	34,3%	/
I The home I live in is easily accessible for	48,6%	51,4%	/

firefighters and emergency medical personee.			
I The house I live in is safe from moderate Earthquakes.	22,9%	64,3%	12,9%
In my home, the electrical installation is safe and there is no danger of fires.	20,0%	72,9%	7,1%
My/his condition does not include forgetting or not knowing how to use an electrical device.	30,0%	67,1%	2,9
So far I/he has never caused a fire in the Home.	52,9%	47,1%	/
I have a fire extinguisher at home and I can use it.	5,7%	92,9%	1,4%
There is no risk of flooding the home from forgetting about the faucet in the bathroom or kitchen.	15,7%	77,1%	7,1%

The results showed that about 1/3 of the respondents live in homes, which are at risk of flooding from a river or overflow of water and at risk of fire due to the proximity of a forest or an easily flammable object.

From the data below, which refers to the assessment of protection and rescue of persons with disabilities, it can be concluded that in a disaster situation, almost all persons can be helped by family members or neighbors. With these data, it has been shown once again that people do not feel isolated in their home and in the immediate neighborhood. But 70% are not familiar with the ways to evacuate and do not believe that the municipality will effectively deal with a natural disaster and help them, and half of them live on inaccessible streets in an evacuation situation.

Assessment of support.:

(table 33

	Yes	No	Refuses to answer / does not know
If an accident happens, for example a fire or a flood, a family member can help me/him.	94,3%	5,7%	/
If a certain accident happens, for example a fire or a flood, a neighbor can help me/him.	95,7%	4,3%	/
I have information and I know how to evacuate in a certain disaster situation.	27,1%	70,0%	2,9%
The street I live in is accessible enough for a fire engine or an ambulance.	42,9%	57,1%	/
If an elementary accident occurs, the municipality can deal with it quickly and appropriately.	17,1%	72,9%	10,0%

The municipality has a plan on how to help people with disabilities in situations of natural disasters.	11,4%	74,3%	14,3%
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Conclusions

- Persons with disabilities live in homes with a high risk of fire or flood due to inadequate electrical installation and the possibility of forgetting to turn on an electrical device or tap;
- For a large part of people with disabilities, the early warning would be incomprehensible and inappropriate for them;
- About 70% lack confidence in the appropriate handling of natural disasters by the municipality and the protection of persons with disabilities in such situations.

6. Analysis of focus groups

Focus group with representatives of local institutions

The purpose of this focus group discussion is to get a general picture of several categories that may be at risk of exclusion, such as people with disabilities, the elderly, Roma and people living in passive parts of the municipality. The main goal was to exchange views and receive recommendations from the members of the Municipal Council for Social Protection. The following participated in the discussion:

1. Representative of the Administration for Internal Affairs, police station in Delčevo
2. Representative of the Islamic religious community in Delchevo
3. Representative of an association of citizens
4. Galina Kaneva – Bravura Cooperative
5. Representative of the Intermunicipal Center for Social Affairs in Delčevo
6. Representative of the municipality of Delchevo
7. Representative of the Employment Center in Delchevo
8. Representative of OOU "Vancho Prke" Delchevo
9. Representative of the Regional Crisis Management Center in Delchevo
10. Representative of OOU "St. Clement of Ohrid"
11. Representative of the Health Center in Delchevo
12. Red Cross representative in Delchevo

Education

The biggest problem that teachers in schools have is that the parents themselves do not recognize that their children have special needs and refuse to have them assessed, as well as the fact that they need an educational assistant who will guide and guide them through the entire education process. . But on the other hand, there are also children whose parents are disabled and cannot pay enough attention to the children. On the other hand, teachers think that there should be trainings for teachers that they participate in at least a few days a year, in order to have at least some knowledge of how to treat these children so that they can more easily adapt the material for them. Schools are not accessible enough. Entrance doors, classrooms and toilets are not fully accessible for students with physical disabilities.

The majority of parents are aware of the need for a personal assistant and they ask the Center for Social Work to assign as many assistants as possible to schools.

There are two elementary schools in Delčevo, but they discuss their own needs with each other, help each other and exchange educational assistants as needed.

As the biggest problem, according to the representatives of the schools, which they would single out in this area is transportation. Children can't walk to school, they take taxis, but taxis are too expensive. On the other hand, they believe that there should be special social grants for children with disabilities, in order to exempt them from certain types of payments.

Regarding the position of Roma children in schools, the teachers claim that unlike other cities where there is really great educational neglect, this is not the case in Delčevo. According to the interlocutors, the Roma are neither underestimated nor rejected, nor do the teachers treat them with any special and less favorable treatment.

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Risk and disaster management

In the Municipality of Delčevo, there are no local plans for crisis management and protection and rescue, which have elaborated operational procedures for early warning, prevention, protection and rescue of persons with disabilities and the elderly and infirm. The regional center for crisis management in Delčevo has an assessment of risks and dangers and has data on the number of people with disabilities and the type of disability, but they do not have data on their place of residence and what their specific needs are, if there is a natural or technical situation a disaster.





Focus group with representatives of the elderly and people with disabilities

The purpose of this focus group was to develop a discussion with representatives of the civil sector and with representatives of the elderly and people with disabilities, as the most excluded categories in the municipality of Delchevo.

Children with moderate disabilities go to school and classes take place normally. In the schools they have educational assistants, the teachers communicate well and treat them well. Most of the parents of these people need a center where they can leave their children after school so that they can socialize. For children with physical disabilities, the biggest problem is the lack of adequate and organized transportation to schools and the inaccessibility of facilities and infrastructure. Most of the time these children go to school with their parents or older brothers/sisters. Since there are some of them who come from the villages in Delčevo, the problem with the lack of transportation for them is much more pronounced. The parents pointed out that they would agree to the children having a personal assistant to whom they would occasionally leave the child to look after, in order for them to complete the necessary tasks during the day.

The following stood out as common problems:

- Transportation, thanks to which, if they had it, it would make their lives easier so that they could go to the necessary places safely and securely
- Clubs, they believe that clubs should be made or opened, in which the older category of citizens could spend time together
- Centers in which parents, while they are at work or need to complete their duties, will leave their children, or, on the other hand, it can be full-day centers where they will leave their children

Need for social support of the elderly

In terms of this type of support, pensioners have the greatest need, primarily because the majority of them have physical disabilities, they also have additional illnesses and cannot move much, which increases the number of illnesses among them. On the other hand, they have their own clubs that they use as a recreational corner, where they have fun, have various parties, play chess and spend most of their time. In the municipality of Delchevo, according to the interlocutors, women also visit the retirement club, although the number of retired men is greater.

Employment

When it comes to employment, according to the interlocutors, all able-bodied people are employed, if they have the desire to work. So far, there are no cases where there is a person from the municipality who is looking for a job, and he is not provided with it. Only those who have refused the offered job are not employed.

Retraining and retraining of persons with disabilities

There is a need for retraining and retraining of these people in order to be more successful, but the experiences they have faced throughout childhood, and later these same people who can prosper a lot in their life, do not dare to take this step.

Social support of persons with disabilities

The main challenge for them is the problem of transportation when getting health services to other cities and transportation in the municipality, especially for people from the villages around the city of Delčevo. They have a problem with the insufficient opportunity to receive help in the home. The problem is that people over the age of 65 cannot receive the right to a disability allowance, and young people can only receive an allowance up to the age of 26. The problem with them is that their parents/guardians usually dispose of those funds.





Focus group with parents/guardians of persons with disabilities, users of the Center for Rehabilitation and Reintegration, which functions within the citizens' association "Bravura Cooperative"

- The purpose of this focus group was for parents/guardians to share their experiences with the use of this new service in the municipality of Delčevo and to give their suggestions for new contents, which should be offered by the Center for Rehabilitation and Reintegration.
- A parent of an adult user with muscular dystrophy of the lower limbs, who has a progressive disease and the upper limbs are gradually affected by this disease. This girl does not visit the Center, but performs the activities at home, which refer to the final production of the products and decoration. He cannot visit the Center because he lives in a house on the second floor and the stairs and the area around the house are not accessible. He goes out only when necessary and it is a big effort for the parents and the child to visit the Center every day or several times a week. The parent is unemployed and has another child with Down syndrome. She emphasized that the user of the Center does not have a personal assistant, but she would like to have one and needs a respite in the home, so that she can establish a working relationship. He asked for support in adapting the accessibility of the home and the municipality to have a special vehicle.
- The parent of a girl with a moderate intellectual disability, who is a user of the Center and the interlocutor expresses satisfaction with the contribution made by the Center in the development of additional skills in the girl. She is motivated and loves to visit the Center where she socializes and learns skills in sewing, cooking and paper work. According to the interlocutor, the girl could be trained and enter the labor market, but with the help of a mentor during the work. He expressed doubt in the willingness of employers to tolerate the mistakes that people with intellectual disabilities would make and if they are not tolerant, they are oversensitive and this can discourage them. According to the interlocutor, it is necessary to increase the number of hours for people to stay at the Center. She has two other

children with disabilities, is not employed and takes care of the children. For the girl, who visits the Center, her disability allowance was revoked, according to the assessment of the ICF commission, and she was referred to the Mental Health Institute for re-evaluation. The interlocutor has been waiting for an appointment for several months.

- A parent of a girl with Down's syndrome, who manifests intellectual disability and underdevelopment in speech. The girl has only primary education. The parent explained that she has an affinity for music and likes to cook. He evaluates the engagement in Cenar as very positive and notes great progress in the girl. She believes that cooking skills can be developed and would like the girl to get a job, but she also stressed the fear of resistance from company owners. The parent is unemployed and would like to have the opportunity for the child to stay for more than four hours at the Center and for the person to have assistance and for her to have respite at home to take care of the child, because there is a risk that the girl will remain alone.
- A parent of a boy with a severe intellectual disability, positively evaluated the work of the Center and emphasized that the stay helps him in the development of discipline and the creation of habits in the child, such as in socialization. And she expressed her skepticism regarding the employment of people with intellectual disabilities due to the risk of not being accepted in a certain work environment and that this does not have a negative effect on the emotional state of the child. The parent is unemployed, lives in a rural settlement and would like to establish a working relationship, if there is a possibility of support for the care of the child.
- Parent of a 36-year-old user of the Center with moderate intellectual disability and reduced function on one side of the limbs. According to the parent, the person is not able to establish a working relationship, but he goes to the Center regularly and is satisfied and motivated. The biggest challenge for this parent is the insecurity of caring for his son after his death and the inability to have other activities because he is fully engaged in caring for the child.
- Guardian of a 50-year-old user of the Center, who is his sister and the person has a congenital mental illness. According to the interlocutor, he has a strong motivation for working at the Center and wants to visit it, but this is not the case at home, where he does not want to perform any activities. She needs her brother to be cared for in the Center all day long and to find a model for more permanent institutional care. She is a farmer and cannot earn a living because she is occupied with taking care of her children.

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 and emphasized that it was necessary to establish it a long time ago in the municipality of Delčevo;
- The users are highly motivated and express satisfaction with the engagement and socializing at the Center.
- The center helps in the development of certain work skills, such as working with clay, wax, sewing, cooking, printing and computer work.
- They sell the products they produce at certain humanitarian events and the users have a greater motivation to work, when their products are bought by someone.
- Almost everyone expressed the need for a greater connection of the center with the business sector, in order to have a sustainable model of selling the products.

- Almost all of them expressed the need for their children to develop work skills and to be able to enter the labor market, but with support in the work environment.
- - Almost everyone shared the view that there are few opportunities to employ people with disabilities in the municipality of Delčevo, due to the small number of business entities.
- The interlocutors expressed the need to support the Center for the procurement of consumables and new equipment for the production of products.
Everyone shared the satisfaction of the acquired habits among the users for preparing and serving coffee and food and increased communication.
- The need to increase the number of hours for users' stay was emphasized, because it is beneficial for them because they want it, but on the other hand, it allows parents/guardians to have a greater opportunity to organize their private time and establishing an employment relationship.
- Everyone emphasized the need to hire personal assistants for people with intellectual disabilities and provide support/respite at home in caring for their children.
- Everyone expressed the reluctance of a large number of parents/guardians, persons with disabilities to become beneficiaries of the Center for Rehabilitation and Reintegration, due to the suspicion that the persons will not be able to fit into the operation of the Center.
- Everyone shared the concern about the care of their children after their death and asked to develop an appropriate 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.
- Creation of opportunities for the formation of a social club to enable them to socialize.

7. Conclusions and recommendations

The most vulnerable categories of persons with disabilities in the municipality of Delčevo, according to the results of the conducted social mapping and the methodology of assessing exposure to the five risk factors

- Persons who live alone and persons who have family support, but, due to the age of the parents/guardians, there is a higher risk of remaining alone and they have a moderate, severe or profound intellectual disability, a severe physical disability or a combined disability of these two disabilities;
- Persons who do not have an education and are not able to complete secondary education and cannot be part of the labor market for this reason;
- Persons living in extreme poverty, which is manifested by the inability to provide enough and adequate meals, the inability to provide a warm home and have the necessary medicines;
- Women or girls with disabilities, due to their isolation by their parents/guardians, should not be included in programs for reintegration and rehabilitation;
- Parents/guardians of persons with disabilities, who are not in employment for the purpose of caring for a person with disabilities;
- People who are difficult to move and need a special vehicle for people with disabilities;
- Persons who are unable, due to economic reasons or due to difficult mobility, to visit a specialist doctor in another municipality;
- Women with disabilities who are victims of discrimination;

- Persons with physical or combined disabilities, who live in insufficiently accessible homes;
- Women with disabilities, who are not home owners;
- Persons who have an intellectual disability and are not able to inform themselves adequately and in a timely manner about possible risks and natural disasters and are in danger of causing a fire or flood in their home;
- Persons with physical and combined disabilities, who live in inaccessible streets and homes for fire service vehicles.

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, especially persons with combined disabilities - physical and intellectual disabilities.**

Recommendations

Risk factor: socio-economic status

- To undertake campaigns to raise public awareness among persons with disabilities and parents/guardians of persons with disabilities for the establishment of secondary education;
- Legal entities, which have the opportunity to carry out activities for lifelong learning, to realize trainings for further qualification of persons with disabilities;
- Business entities should more intensively use the opportunity to subsidize training in working environments for persons with disabilities;
- The employment center in the municipality of Delchevo should undertake more intensive activities to inform persons with disabilities about the employment programs that are available to them for retraining and retraining and about the possibilities of how to exercise their employment rights;
- The State Labor Inspectorate should undertake more intensive controls for violations of the labor rights of persons with disabilities, especially women with disabilities;
- Citizens' associations, together with the central and local authorities, should carry out trainings for employers in the area of the rights of persons with disabilities in the sphere of employment and the sphere of labor relations;
- Trade unions to undertake activities to protect the labor rights of persons with disabilities;
- The municipality should support activities of non-governmental organizations, which will be aimed at informing people with disabilities about their rights;
- The municipality should plan in the next Social Protection Plan, measures that will be aimed at reducing the social risk of persons with disabilities, and in the

Annual Program for Social, Health and Child Protection, provide funds for financial assistance for heating and the purchase of medicines for the most vulnerable persons with disabilities;

- The public enterprise, which is responsible for the distribution of drinking water, should give priority to families in which persons with disabilities live during the quality controls of drinking water transmission and remediation of problems;
- The municipality should provide compensation for transportation costs for specialist examinations in another city, for the most vulnerable persons with disabilities;
- The Health Center in the municipality of Delchevo, the municipality and the non-governmental organizations to organize a round table and consider the most appropriate possibilities for overcoming the problems arising from the lack of specialists in the municipality;
- The municipality should make efforts to provide, from its own funds or through a donation from the business community or foreign grants, a specialized vehicle for the transport of persons with physical or combined disabilities and to manage its use;
- The municipality should continue the activities within the program "Socially useful work" and increase the volume and type of services in the home for people with disabilities and make efforts to find new models of support for services in the home;
- The municipality should organize a workshop with representatives of the donor programs in the country, which support social services, so that it can help the civil sector to develop new services. It is recommended that the municipality follow the measures foreseen in the Strategy for the Rights of Persons with Disabilities, in the parts that refer to local self-government and social protection;
- In the annual programs, the municipality should set aside funds to support non-governmental organizations, which will provide psycho-social support and counseling and legal counseling;
- Non-governmental organizations should make efforts to obtain a license to provide services for psycho-social support and counseling to persons with disabilities;
- The municipality and non-governmental organizations should take measures to inform about the rights of persons with disabilities by preparing an easy-to-understand brochure and organizing workshops for them or their parents/guardians;
- The municipality should make efforts to spatially and materially support social clubs for persons with disabilities, which will aim at their recreation and socialization;
- Non-governmental organizations should make efforts to establish social clubs for recreation and socialization and strengthen awareness among women with disabilities or parents/guardians of girls with disabilities to visit such clubs;
- The municipality should make efforts and develop a service to expand the number of soup kitchen users, as well as provide opportunities for delivering

meals to the homes of people with disabilities, who do not have mobility problems;

- The inter-municipal center for social affairs to strengthen the capacity for information and counseling;
- It is necessary for the Center for Rehabilitation and Reintegration, through workshops and informational materials, to popularize its activities among potential users:
- It is necessary that the Rehabilitation and Reintegration Center offers development of work skills, professional rehabilitation-orientation. It is necessary to strengthen awareness among parents/guardians to promote these activities among parents/guardians who work or have certain ongoing or occasional responsibilities.
- When selecting users of social services, preference should also be given to those whose parents/guardians are unemployed, in order to stimulate their employment.

Risk factor- Geography

- The municipality, through housing programs, should make efforts to support persons with disabilities who are at the greatest risk, through extension or renovation of premises, which will provide basic hygiene and sanitary conditions and remove barriers to provide a more accessible home;
- The municipality should organize a round table with representatives of the business community, the civil sector and the administration bodies, so that the possibilities of support in the reconstruction of the homes of the most vulnerable persons with disabilities can be considered.

Risk factor: discrimination

- The Commission for Equal Opportunities at the municipality and the Coordinator for Equal Opportunities, to take measures to inform persons with disabilities about the content of the Law on Prevention and Protection from Discrimination;
- Non-governmental organizations to strengthen their role as defenders of the rights of persons with disabilities and to help them in the preparation of petitions to the Commission for Prevention and Protection from Discrimination and to the Ombudsman;
The municipality and non-governmental organizations should develop a campaign to raise public awareness among women and girls about recognizing and reporting cases of discrimination.

Risk factor: Management

- The municipality should strengthen communication with the public so that they are adequately informed about the activities undertaken for persons with disabilities;

- The municipality should develop a consultative process with persons with disabilities and organize meetings once a month with representatives of organizations of persons with disabilities and citizens with disabilities, in order to inform them in a timely manner about their problems and to exchange opinions on overcoming them;
- Once again, the recommendation to the municipality and the civil sector for support in enabling the service to inform persons with disabilities about the rights and services in the field of social protection is repeated;

Risk factor: Vulnerability to shocks

- The Center for Crisis Management - Delchevo Department, to integrate persons with disabilities in the assessment and plans for dealing with crises, recording them by location and according to their type of disability;
- The Directorate for Protection and Rescue - Delchevo Department to develop protocols for early warning and evacuation of persons with disabilities;
- Municipal and central authorities to provide a mechanism for reporting and alarming, which is adapted to the specific needs of persons with disabilities;
- The municipality and local media should develop appropriate tools for informing persons with disabilities about possible natural disasters;
- The municipality should conduct an audit of the accessibility of the streets where people with disabilities live in terms of fire truck accessibility and make a plan for dealing with fire in those places.

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

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

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

Support for families of persons with disabilities

- o Assessment of the support needs of the families of persons with disabilities
- o Creating a portfolio of services for families
- o Individual and group counseling work with beneficiaries and families

The role of centers in creating inclusive communities

- o Raising awareness of the inclusion of persons with disabilities
- o Integration of users into the community

- o Building partnerships and cooperation with all relevant stakeholders in the community (institutions, NGOs, business sector, etc.)

Information services

- o Informing parents about rights and services from social and health care;
- o Informing parents about the procedure for reporting violations of the rights of persons with disabilities;

A plan for communicating the conclusions and recommendations of social mapping

The data from social mapping is the basis for preparing recommendations, which will be presented to local stakeholders. Based on the discussion, which will refer to the research findings, the proposal-recommendations can be modified and new recommendations will be given to the municipal and state policy makers as well as to the representatives of the business community and non-governmental organizations.

Key findings and harmonized recommendations will be presented in abbreviated form to key local stakeholders. Within special discussion groups, for example, parents/guardians of persons with disabilities, service providers, persons with disabilities etc. The findings will be discussed. In this form, they will be distributed to the local and regional media, so that people with disabilities can get to know each other. The integral version of the report in Macedonian and English will be posted on the web pages of the municipality of Delčevo and the Center for European Citizen Initiative, so that the professional and general public at the local, national and international level can get to know the situation in more detail.

Recommendations in line with the SDGs

Identifying a problem	SDG ¹	Effect (Medium; Low; High)	Specific goal	Indicator	Key institutions
	GOAL 1: No Poverty: End poverty in all its forms everywhere				
<p>There is extreme poverty in about 1/3 of the respondents because about 20% of them could not afford a meal up to three times and over 10% four or more times during the month. About 20% had a problem with access to drinking water and about 1/4 have a problem providing heating in the home and buying medicine and 60% buying meat;</p>	<p>Recommendation 1 To create service conditions for the expansion of the number of users of the national kitchen, as well as to provide opportunities for delivering meals to the homes of people with disabilities, who do not have mobility problems;</p>	medium	<p>1.4: 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, appropriate new technology and financial services, including microfinance</p> <p>1.4: By 2030, ensure that all men and women, especially the poor and</p>	1.4.1 Percentage of population living in households with access to basic services	Municipality of Delcevo

			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, appropriate new technology and financial services, including microfinance		
Half of the respondents expressed the need for almost all types of support in the home	Recommendation 2... To continue the activities within the program "Community useful work" and to increase the volume and type of services in the home for persons with disabilities and to make efforts to find new models of support of services in the home;	medium	1.4: 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, appropriate new technology and financial services, including microfinance	1.4.1 Percentage of population living in households with access to basic services	Municipality of Delcevo

	SDG 11: Sustainable cities and communities: Create humane cities and settlements				
	<p>Recommendation 1</p> <p>The municipality should make efforts to provide, from its own funds or through a donation from the business community or foreign grants, a specialized vehicle for the transportation of persons with physical or combined disabilities and to manage its use;</p>	Висок	<p>11.2: By 2030, ensure access to safe, affordable and sustainable transport systems for all, improve road safety, especially by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with special needs and elderly people</p> <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>	11.2.1 Proportion of population that has convenient access to public transport, by gender, age and persons with disabilities	Municipality of Delcevo
For the respondents, a large number of facilities are	<p>Recommendation 2...</p> <p>The municipality, in the annual program in the field</p>	high	11.7: By 2030, ensure universal access to safe,	11.7.1 Просечен удел на изградената an	Општина Делчево

<p>inaccessible, and the most inaccessible are the bus station, public transport, parking lots and the library.</p>	<p>of urban planning and construction, should foresee measures and means for adjusting the facilities and infrastructure and make them more accessible to the citizens.</p>		<p>inclusive and accessible green and public spaces, especially for women and children, the elderly and persons with disabilities τ</p>	<p>area of cities that is open space for public use by all, regardless of gender, age and persons with disabilities</p>	
	<p>GOAL 4: Quality Education: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p>				
<p>Училиштата не се доволно пристапни. Entrance doors, classrooms and toilets are not fully accessible for students with physical disabilities.</p>	<p>Recommendation 1 Adapting the space around schools, parking lots, entrances, classrooms and toilets to be accessible for students with disabilities</p>	<p>Висок</p>	<p>4.a: Build and upgrade educational facilities that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all</p>	<p>4.a.1 Proportion of schools that offer basic services, by type of service</p>	<p>Municipality of Delcevo</p>
<p>Teachers do not have enough knowledge and skills to work with children with disabilities. The role of the educational assistant is not enough.</p>	<p>Recommendation 2... Realization of trainings for teachers on sensitization to work with children with disabilities..</p>	<p>high</p>	<p>4.a: Build and upgrade educational facilities that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all</p>	<p>4.a.1 Proportion of schools that offer basic services, by type of service</p>	<p>Општина Делчево</p>