

# Outreach Work for Vulnerable Groups

## Short Background

Members of vulnerable groups in the Western Balkans often do not have sufficient access to social services, education, healthcare and housing. Their living conditions are often disastrous. Many members of the Roma population in the Western Balkans live under the national poverty threshold, and are not able to secure livelihood for themselves. They depend on assistance from their families or from the state. However, the competent institutions are often not able to support these people sufficiently.

Employees in local organizations lack technical and methodological know-how, especially in the area of outreach social work. In addition, employees in state institutions seldom see local NGOs as partners in the provision of social services and therefore do not use the capacities available in the NGOs.

not been able to support these people sufficiently. Key local and national actors are not able to create adequate conditions for guaranteeing equal access to social rights and to social services to all vulnerable groups.



## Project Specific Approaches

The GIZ SoRi project support local multistakeholder outreach teams that map and provide services to the most vulnerable members of their local communities. The teams are comprised of professionals from various local institutions, such as Centers for Social Works, NGOs, municipal centers or departments for social services, health workers, etc.

The aim of the work of the outreach teams is to improve the delivery of social services to the members of the most vulnerable groups on a local level and to improve the level of cooperation among the various local institutions and the NGO sector.

## Achieved Results

- Increased and improved identification of vulnerable individuals within the local communities;
- Delivery of various social services to more than a thousand vulnerable individuals per month in the five project countries;
- Improved identification of priority issues for the local institutions when developing local strategies and action plans;
- Increased awareness about social rights and social services of the members of the most vulnerable groups in the local communities.