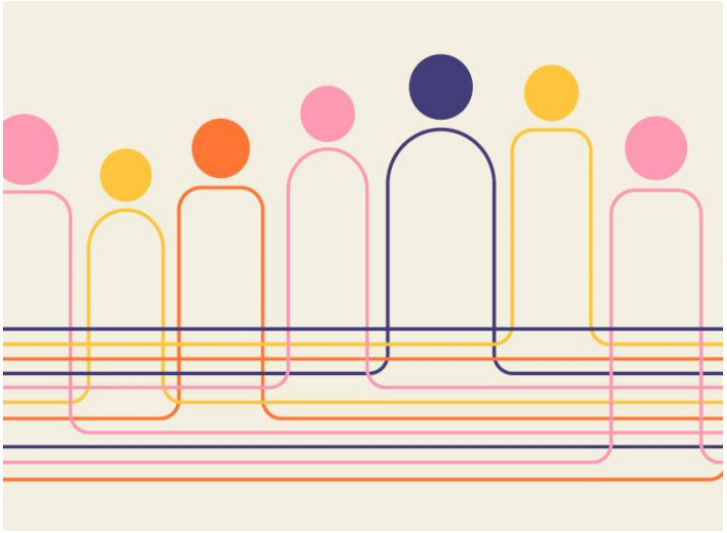
PROJECT FACTSHEET

Funded by the European Union

Support of Quality Assurance System for Social Services



Duration: 29.11.2024 - 29.05.2027

Countries:
North Macedonia

EU contribution: € 1 384 500

Total budget: € 1 384 500

Implementer:
WYG SAVJETOVANJE, CGM Consorzio Nazionale della Cooperazione Sociale Gino Mattarelli

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linkedin.com/company/107359982/admin/page-posts/published/, facebook.com/profile.php?id=61575916217652, instagram.com/p/DUiUQV3CXjy/

Project description:

The 'Support of Quality Assurance System for Social Services' project supports improving the quality, effectiveness, and accessibility of social services in North Macedonia through a comprehensive approach focused on monitoring, capacity building, and quality assurance. It is structured around three key components: strengthening the monitoring and evaluation (M&E) system, building the capacities of Social Work Centres (SWCs) and service providers, and enhancing the supervision and inspection roles of national institutions.

The project will review and upgrade the existing M&E system to ensure alignment with national legislation and the European Quality Framework Principles, including the development of quality standards and performance indicators. It will also deliver targeted training programmes for SWCs, local authorities, and service providers to improve data collection, reporting, and service delivery practices. In parallel, the project will strengthen quality assurance mechanisms by improving licensing procedures and inspection systems, ensuring compliance with standards and better oversight of social services.

Through these actions, the project contributes to a more efficient, accountable, and inclusive social protection system.

Expected results:

• Strengthened functional framework for the implementation of quality assurance standards, including an upgraded M&E system and performance framework at national, regional, and local levels.
• Enhanced capacities of relevant stakeholders to apply M&E methodologies and tools, resulting in improved service delivery, reporting, and planning.
• Improved supervision and inspection capacities of responsible institutions, ensuring better compliance with quality standards and more effective oversight of social services.
• Increased efficiency, accountability, and quality in the delivery of social services across the country.