

FACT SHEET

Project/Program Title	Promoting volunteerism and helping vulnerable citizens in North Mitrovica with the help of the first virtual assistant in Kosovo
Implementing subject (and partner if applicable)	Poslovno Savetodavni Centar Mitrovica Sever (PSCMS) (NGO)
NGOs/Unregistered Initiatives/Individuals contacts:	Name/Surname: Margareta Spasojevic Phone number: N/A Mobile phone: +381669083589 Email: pscms@ymail.com
Implementation period	Start date: April 2022 End date: July 2022 4 Months total, months not specified in project proposal
Budget supported by the program	EURC Grants for Volunteerism
Total project budget	4.030.00 EUR
Geographical coverage	North Mitrovica
Summary of the intervention	<p>The proposal of our intervention is the result of the negative impact of the Covid-19 pandemic on all citizens of Kosovo, especially on our fellow citizens in North Mitrovica. During 2020 and 2021, everyday life has changed greatly in many areas of life, as our organization through its work and activities during the most critical period 2020 and 2021 has identified the most vulnerable citizens. This group includes the elderly and the sick, minorities and people with special needs. The Business Advisory Center in North Mitrovica feels the civic responsibility and the need to intervene and continuously reduce the possibility of disease and the spread of the virus among the most vulnerable citizens. Specifically, during the four-month period, our team through the first virtual assistant in Kosovo will enable the provision of personal documents without the mandatory presence in the building of the municipality of North Mitrovica. Our volunteers will also enable citizens to distribute basic medicines and food during the most critical period of the year. Our estimate is that at least 200 citizens</p>

	<p>will be users of our services during the duration of the project.</p>
<p>Target Group and Implementation area</p>	<p>Target groups are volunteers from Mitrovica North together with elderly citizens and citizens in needs in Mitrovica North Municipality. (North Mitrovica, Zvecan, Leposavic and Zubin Potok) up to 30 years old. Project implementation in Municipality in Mitrovica North.</p>
<p>Main Activities</p>	<ol style="list-style-type: none"> 1. With a public call for applications, in the first month of implementation, we will hire ten volunteers, aged 16-30. The target group will be citizens of North Mitrovica (five women and five men). 2. Procurement of protective equipment for volunteers. During the first month of implementation, we will procure a protective equipment and disinfectants that volunteers will use during project implementation. 3. Media campaign. Starting in the second month of implementation, lasting three months, we will organize a media campaign on the local radio station and PSCMS website. The media campaign will provide detailed information on how to use the services of the Virtual Assistant. Learned from the experience of the previous project, this will significantly contribute to the number of requests we receive, and citizens will be better informed about our services. Organization of 3 months' media report for offering services. 4. Establishing a telephone line. During the first month of implementation, PSCMS will establish a telephone line and a number to which citizens will be able to send their request. 5. Providing services to the citizens of North Mitrovica. With the help of ten volunteers that we will hire, we will fulfil at least 200 individual requests of citizens for services of salter payments, issuance of municipal documents, and we will help in the procurement of food and supplies for pensioners and people with special needs. The provision of these services will take place daily (working days), in the period from 3 months.

	<p>6. Practical experience for engaged volunteers. By engaging in this process, the engaged volunteers will gain practical knowledge and experience in the work of the municipality, the process of issuing personal documents, as well as the promotion of volunteerism and the use of new technologies. The internship will take place over a period of 3 months and each volunteer will be paid € 50 per month. Taught by experience from the previous period, the volunteers were exposed high risk (some were infected with the virus during the implementation of the previous project), and activities are</p> <p>7. were very demanding, we believe that for their services they should be compensated with a symbolic 50 € per month.</p> <p>8. Establishing a database and maintaining the PSCMS website. Creating an internal database of users who have submitted requests so that we have records of the number of users and the types of services they request.</p>
Budget details	<ol style="list-style-type: none"> 1. Engaging of the volunteers 1500€ 2. Procurement of protective equipment for volunteers 500€ 3. Media campaign 1000€ 4. Opening of the telephone line 30€ 5. Maintenance and preparation of the database and PSCMS website 1000€ <p>Total: 4030€</p>