## **2025–2028 STRATEGY FOR THE DEVELOPMENT OF THE SOCIAL AND CHILD PROTECTION SYSTEM**

**WITH THE 2025 ACTION PLAN**

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| **STRATEGIC GOAL**: **Establish and develop an integrative and sustainable social and child protection system that enhances and improves the quality of life for its beneficiaries. [[1]](#footnote-1)**  |
| **Operational objective 1:**  |  **Enhancing benefits for a dignified and active life** |
| **Performance indicator 1:**Number of work-able cash allowance recipients with a revised Individualised Activation Plan | 20240Revised Individual Activation Plans | 2026Individualised Activation Plans revised for 1,000 work-able CA recipients(equal representation of women and men will be taken into account when revising individualised plans) | 2028Individualised Activation Plans revised for 1,200 work-able CA recipients(equal representation of women and men will be taken into account when revising individualised plans) |
| **Performance indicator 2:**Number of developed activation programmes and new joint work methods of Centres for Social Work and the National Employment Office | 0activation programmes and new joint methods | 2activation programmes and new joint methods(one activation programme aimed at women) | 4activation programmes and new joint methods(minimum of two activation programmes aimed at women) |
| **Performance indicator 3:**Introduction of a human-rights based and inclusive disability allowance  | There is no inclusive disability allowance  | The Law on Unified Expert Assessment adopted and the Institute for Disability Assessment established, thereby creating the prerequisites for the introduction of an inclusive allowance. | A minimum of 1,500 female and 1,500 male recipients of the inclusive allowance, who have been assessed as having a disability in accordance with the human rights model. |
| **Activities under OO1** | **Output indicator** | **Responsible institutions** | **Start and end deadlines for activity implementation** | **Funding**  | **Source of funding**  |
| 1.1 Set the basis for calculating the amount of Cash Allowance that would ensure the satisfaction of the basic needs of a family | The Draft Law on Social and Child Protection approved which sets forth the basis for calculating the amount of Cash Allowance | MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.2 Reassess the definition of a family for accessing cash allowance | The Draft Law on Social and Child Protection approved providing the definition of a family for the purpose of accessing cash allowance  | MSWD, ISCP, IA-SCPI, MH, MJ,MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.3 Prescribe the amount of benefits according to the number of family members – allocate a higher amount of assistance in an appropriate percentage to each additional family member | The Draft Law on Social and Child Protection approved and prescribing the amount of benefits according to the number of family members  | MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.4 Increase the cash allowance amount for households with no work-able members  | Approve the Draft Law on Social and Child Protection setting forth the increase of the cash allowance amount for households with no work-able members  | MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.5 Redefine some criteria for means testing when assessing eligibility for cash allowance (owning land, a car, etc.); | The Draft Law on Social and Child Protection approved with redefined criteria for means testing  | MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.6 Introduce gradual abolition of cash allowance entitlement for recipients who got a job through labour activation measures  | The Draft Law on Social and Child Protection approved envisaging gradual abolition of cash allowance entitlement for recipients who got a job through labour activation measures | MLESD, MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.7 Set deadlines for termination of cash allowance entitlement in case the recipient goes abroad  | The Draft Law on Social and Child Protection approved setting deadlines for termination of cash allowance entitlement in case the recipient goes abroad | MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.8 Stipulate that old age allowance and the benefits claimed under the Law on Temporary Child Support constitute income when assessing eligibility for cash allowance  | The Draft Law on Social and Child Protection approved stipulating that old age allowance and the benefits claimed under the Law on Temporary Child Support constitute income when assessing eligibility for cash allowance | MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.9 Alignment of the Law on Social and Child Protection with the Convention on the Rights of the Child and the Convention on the Rights of Persons with Disabilities  | Draft Law on Social and Child Protection approved incorporating commitments undertaken by ratifying the Convention on the Rights of the Child and the Convention on the Rights of Persons with Disabilities | MSWD MHMR, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.10 Harmonise the Law on Social and Child Protection with the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention) | Draft Law on Social and Child Protection approved incorporating commitments undertaken by ratifying the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention) | MSWD, MHMR, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.11 Analyse discrepancies in various legal provisions within the social and child protection system and employment, and propose adjustments for harmonisation | Analysis produced detailing legal provisions in the social and child protection system and employment together with proposed adjustments for harmonisation | MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
|  1.12 Improve the methodology for developing individual activation plans to incorporate a broader range of employment preparation measures tailored to individual needs. | The Draft Law on Social and Child Protection approved which will improve the methodology for developing individual activation plans and the Rulebook on Individual Activation Plans  | MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.13 Redefine criteria for assessing eligibility for cash allowance to facilitate re-entry into the scheme following labour activation  | The Draft Law on Social and Child Protection approved redefining criteria for assessing eligibility for cash allowance to facilitate re-entry into the scheme following labour activation | MSWD, MLESD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
|  1.14 Introduce a child allowance for children with disabilities who are recipients of the personal disability allowance and the care and assistance allowance, even if they are not in regular schooling Preispitati naknadu roditelju i staratelju korisnika lične invalidnine na način da naknada pripada samo u slučaju ukoliko vode neposrednu brigu o licu sa invaliditetom.* Preispitati mogućnost utvrđivanja prava na dodatak za njegu i pomoć na određeno vrijeme.
* Povećati naknadu na ime pogrebnih troškova.
* Izmjena Pravilnika o bližim uslovima za obrazovanje, sastav i način rada socijalno-ljekarske komisije
* Izmjena Pravilnika o medicinskim indikacijama za ostvarivanje prava na materijalno obezbjeđenje, dodatka za njegu i pomoć, ličnu invalidninu i naknadu zarade za rad s polovinom punog radnog vremena
* Izmjena Pravilnika o bližim uslovima za ostvarivanje osnovnih materijalnih davanja iz socijalne i dječje zaštite
* Izmjena Pravilnika o sadržini i obliku individualnog plana aktivacije i načinu sprovođenja mjera socijalne uključenosti radno sposobnih korisnika materijalnog obezbjeđenja
 | The Draft Law on Social and Child Protection approved stipulating the introduction of child allowance for children who are recipients of the personal disability allowance and the care and assistance allowance, even if they are not in regular schooling | MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.15 Review the allowance for parents and guardians of personal disability allowance recipients to ensure it is granted only if they are providing direct care for the person with a disability* Preispitati mogućnost utvrđivanja prava na dodatak za njegu i pomoć na određeno vrijeme.
* Povećati naknadu na ime pogrebnih troškova.
* Izmjena Pravilnika o bližim uslovima za obrazovanje, sastav i način rada socijalno-ljekarske komisije
* Izmjena Pravilnika o medicinskim indikacijama za ostvarivanje prava na materijalno obezbjeđenje, dodatka za njegu i pomoć, ličnu invalidninu i naknadu zarade za rad s polovinom punog radnog vremena
* Izmjena Pravilnika o bližim uslovima za ostvarivanje osnovnih materijalnih davanja iz socijalne i dječje zaštite
* Izmjena Pravilnika o sadržini i obliku individualnog plana aktivacije i načinu sprovođenja mjera socijalne uključenosti radno sposobnih korisnika materijalnog obezbjeđenja
 | The Draft Law on Social and Child Protection approved stipulating the allowance is only granted to beneficiaries providing direct care for the person with a disability | MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.16 Review the possibility of determining the right to the care and assistance allowance for a fixed period. | The Draft Law on Social and Child Protection approved determining the right to the care and assistance allowance for a fixed period | MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.17 Increase funeral expenses benefit amount | The Draft Law on Social and Child Protection approved increasing funeral expenses benefit amount | MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.18. Amend the Rulebook on Medical Indications for Exercising the Right to Cash Allowance, Care and Assistance Allowance, Personal Disability Allowance, and Wage Compensation for Part-Time Work | The Draft Law on Social and Child Protection approved putting in place the assumptions for amending the Rulebook on Medical Indications for Exercising the Right to Cash Allowance, Care and Assistance Allowance, Personal Disability Allowance, and Wage Compensation for Part-Time Work | MSWD, ISCP, IA-SCPI, MH, MJ, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 1.19 Revising and developing new motivational and activation workshops for vulnerable groups/cash allowance recipients within the Employment Action Plan; | Adoption of new motivational and activation workshops for vulnerable groups  | MSWD MLESD, EAM, Project Team | Q1 2025 | €7,000.00Project “Improved Evidence-Based Policy-Making, Implementation Practices, and Coordination in the ESP Sector and strengthened capacities to participate in ESF”  | EU + national budget |
| 1.20. Developing new joint working methods with work-able recipients of cash allowance | Manual for the implementation of new working methods developed.Agreement on cooperation between social work centres and the Employment Office of Montenegro revised.Protocol for cooperation between social work centres and the Employment Office of Montenegro developed. | MSWD MLESD, EAM, ISCP, CSW, Project Team | Q1 2025 | €7,000.00Project “Improved Evidence-Based Policy-Making, Implementation Practices, and Coordination in the ESP Sector and strengthened capacities to participate in ESF” | EU + national budget |
| 1.21. Development of a new service by social work centres for the activation of cash allowance recipients;  | Proposal for a social mentoring service developed | MSWD, ISCP, CSW, Project Team | Q1 2025 | €7,000.00Project “Improved Evidence-Based Policy-Making, Implementation Practices, and Coordination in the ESP Sector and strengthened capacities to participate in ESF” | EU + national budget |
| 1.22. Joint training sessions conducted for professionals from social work centres and the Employment Office of Montenegro on social activation and collaborative working methods | Three workshops conducted with at least 40 participants from social work centres and the Employment Office of Montenegro | MSWD, MLESD, EAM, ISCP, CSW, Project Team | Q1 – Q2 2025 | €18,000.00Project “Improved Evidence-Based Policy-Making, Implementation Practices, and Coordination in the ESP Sector and strengthened capacities to participate in ESF” | EU + national budget |

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| **Operational objective 2:**  | **Improving social and child protection services by increasing the number of beneficiaries who have access to these services** |
| **Performance indicator 1:** Normative definition of the financing method for services from both state and local levels. | There is no functional and sustainable service financing system | The Law on Social and Child Protection stipulates which services will be financed from the state and which from the local level | Established funding for services at the state and local levels |
| **Performance indicator 2:**Increasing the share of expenditures for social and child protection services from the state budget | 2024Current level of allocations for social and child protection services from the state budget€5,500,000.00 | 2026Increase in annual allocations for social and child protection services from the state budget by 20%(€6,600,000.00) | 2028Increase in annual allocations for social and child protection services from the state budget by 260% compared to the year 2024(€20,000,000.00) |
| **Performance indicator 3:**Increase in the number of licensed providers of social and child protection services (community living support, advisory-therapeutic and socio-educational services, family placement, foster care) who offer services continuously | 532licenced service providers | 564 licensed service providers | 600 licensed service providers |
| **Performance indicator 4:** Increase the number of shelters (victims of human trafficking, homeless, LGBTIQ)  | Current no. of shelters3 | By the end of 2026, a minimum of one new shelter will be established (Total: 4) | By the end of 2028, a minimum of one new shelter will be established (Total: 5) |
| **Performance indicator 5:** Establishment of services for women and children victims of sexual violence; | There are no services for women and children victims of sexual violence | At least one (1) service for women and children victims of sexual violence established | A minimum of three (3) services for women and children victims of sexual violence established |
| **Performance indicator 6:**Improving cooperation between the sectors of social and child protection, employment, education, health care, culture, transport and sport; | There are no integrated services between the sectors of social and child protection, employment, education, healthcare, culture, and sports. | The method of financing and functioning of integrated services prescribed in the Law on Social and Child Protection and laws from other sectors | Financing of integrated services established between the sectors of social and child protection, employment, education, health care, culture and sport  |
| **Activities under OO2** | **Output indicator** | **Responsible institutions** | **Start and end deadlines for activity implementation** | **Funding**  | **Source of funding**  |
| 2.1 Establishment of a financing method for social and child protection services at the national and local levels | The Draft Law on Social and Child Protection approved which establishes a financing method for social and child protection services at the national and local levels | MSWD, ISCP, IA-SCPI, MH, MP, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 2.2 Develop the Methodology for determining the cost of counselling services | Developed Methodology for determining the cost of counselling services  | MSWD UNDP, NGO | Q2 2025 – Q4 2026 | €10,000.00  | Regular budgetary allocation |
| 2.3 Develop Methodology for determining the cost of shelter services  | Developed Methodology for determining the cost of services in shelters for women and girls victims of gender-based violence and human trafficking Developed Methodology for determining the cost of services in shelters for the homeless | MSWD, UNDP, NGO | Q2 2025 – Q4 2026 | €20,000.00  | Regular budgetary allocation |
| 2 .4 Develop Methodology for determining the cost of placement in institutions and small group homes  | Developed Methodology for determining the cost of placement in institutions and small group homes | MSWD, UNDP, NGO | Q1 2025-Q4 2025 | €30,000.00  | Regular budgetary allocation |
| 2.5 Pricing of all social and child protection services | Pricing of all social and child protection services by adopting the SCP service pricing methodology for services funded by the central government | MSWD | Q2 2025 - Q4 2025 | No funding required | Regular budgetary allocation |
| 2.6 Analysis of needs, establishment methods, and financing of integrated services | Analysis of needs, establishment methods, and financing of integrated services developed | ISCP, MSWD IA-SCPI, PU, NGO, UNION OF MUNICIPALITIES | Q1 2025-Q2 2025 | €30,000 | Regular budgetary allocation+Donor funding |
| 2.7 Integrated services are defined in the Draft Law on Social and Child Protection | The Draft Law on Social and Child Protection approved containing the definition of integrated services for: children, adults and elderly, persons with disabilities, victims of gender-based violence and human trafficking  | MSWD, ISCP, IA-SCPI, MH, MP, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |
| 2.8 Development of a bylaw and Protocol for the establishment and functioning of a crisis centre for victims of sexual violence  | Bylaw and Protocol for the establishment and functioning of a crisis centre for victims of sexual violence developed | MSWD, ISCP, IA-SCPI, MH, MP, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q2 2025 - Q4 2025 |  No funding required | Regular budgetary allocation |
| 2.9 Prescribe the conditions and methods for monitoring and evaluating service providers | Enactment of the Law on Social and Child Protection which will prescribe the conditions and methods for monitoring and evaluating service providers  | MSWD, ISCP, IA-SCPI, MH, MP, MESI, MSPUSA, UNION OF MUNICIPALITIES, NGO, RED CROSS | Q1 2025 – Q2 2025 |  No funding required | Regular budgetary allocation |

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| **Operational objective 3:**  | **Improving the quality of management in the social and child protection system at all levels** |
| **Performance indicator 1:** Reducing the caseload burden for case managers in social work centres; | Current caseload: 100 cases per case manager | Reduction of the caseload to 60 cases per case manager | Reduction of the caseload to 40 cases per case manager |
| **Performance indicator 2:** Improved existing and developed new standards in the social and child protection system; | The current number of existing standards in the social and child protection system for which the Institute for Social and Child Protection has defined recommendations5 standards | By the end of 2026, the number of standards for which the Institute for Social and Child Protection has defined recommendations will be increased to:14 standards | By the end of 2028, the number of standards for which the Institute for Social and Child Protection has defined recommendations will be increased to:20 standards |
| **Performance indicator 3:** Increased number of professionals receiving supervisory support in the social and child protection system;  | 24 supervision groups | 29 supervision groups | 49 supervision groups |
| Number of supervisees152 | Number of supervisees187 | Number of supervisees290 |
| **Performance indicator 4:** Upgrade of the database for the register of licensed professionals, the record of accredited training programmes, and the record of completed training programmes  | Number of databases 1 | Number of databased 2 | Number of databases 3 |
| **Performance indicator 5:** Increase in the number of inspections in the field of social and child protection | 250 inspections annually | 275 inspections annually | 300 inspections annually |
| **Performance indicator 6:** Increase in the number of oversights over professional work | 15 oversights annually | 55 oversights annually | 75 oversights annually |
| **Activities under OO3** | **Output indicator** | **Responsible institutions** | **Start and end deadlines for activity implementation** | **Funding**  | **Source of funding**  |
| 3.1 Amendment of the Rulebook on Detailed Conditions for Issuance, Renewal, Suspension, and Revocation of Licences for Conducting Social and Child Protection Activities  | The Rulebook on Detailed Conditions for Issuance, Renewal, Suspension, and Revocation of Licences for Conducting Social and Child Protection Activities amended | MSWD, ISCP, UI – OISDZ, PU, NGO | Q2 2025 – Q3 2025 | No funding required | Regular budgetary allocation |
| 3.2 Amendment of the Rulebook on Supervision of the Professional Work of Institutions, Other Forms of Organisation, and Individuals Performing Social and Child Protection Activities | The Rulebook on Supervision of the Professional Work of Institutions, Other Forms of Organisation, and Individuals Performing Social and Child Protection Activities amended | MSWD, ISCP, UI – OISDZ, PU, NGO | Q2 2025 – Q3 2025 | No funding required | Regular budgetary allocation |
| 3.3 The Law on Disability Assessment developed | The Draft Law on Disability Assessment approved, envisaging the conditions for setting up a Disability Assessment Institute | MSWD, MH, MESI, MHMR, NGO | Q1 2025-Q1 2025 | €20,000.00  | EU funding |
| 3.4 Establishment of the Disability Assessment Institute | The Disability Assessment Institute established | GoM, MSWD | Q1 2025-Q1 2025 | €600,000.00 | EU funding |
| 3.5 Development and adoption of the Decree on the Unified Methodology for Disability Assessment | The Decree on the Unified Methodology for Disability Assessment developed | MSWD, MH, MESI,MLJM, NGO | Q1 2025-Q1 2025 | €50,000.00 | EU funding |
| 3.6 Development of a Functional Review of Centres for Social Work  | Functional Review of Centres for Social Work developed | ISCP, MSWD UI – OISDZ, PU, NGO | Q3 2025-Q1 2026 | €5,500.00 | Regular budgetary allocation |
| 3.7 Recruit new staff at the Division for Professional Supervision  | Two staff recruited | MSWD | Q1 2025-Q4 2025 | €23,000.00 | Regular budgetary allocation |
| 3.8 Recruitment of case workers for Centres for Social Work | 20 case workers recruited | CSW | Q1 2025-Q4 2025 | €600,000.00 | Regular budgetary allocation |
| 3.9 Increased number of Social and Child Protection Inspectors  | Two Social and Child Protection Inspectors recruited in terms with the Rulebook on Internal organisation and Job Systematisation  | AIA | Q1 2025 -Q4 2025 | €26,400.00 | Regular budgetary allocation |
| 3.10 Promotion of the work and results of Centres for Social Work in the community and public through campaigns, including continuing activities such as open door days and awareness-raising activities about rights in the field of social and child protection | Open door events and awareness-raising activities about rights in the field of social and child protection organised in 13 Centres for Social Work  | CSW | Q1 2025- Q4 2025 | €30,000.00 | Regular budgetary allocation |
| 3.11 Ensuring physical accessibility of the Centre for Social Work in Herceg Novi for persons with reduced mobility | Physical accessibility of the Centre for Social Work in Herceg Novi secured through the provision of access ramps and paths for persons with reduced mobility and tactile signage for people with impaired vision  | CSW | Q1 2025-Q2 2025 | €4,000.00 | Regular budgetary allocation |
| 3.12 Systematising the position of Roma mediator in the field of social protection in social work centres in the municipalities of Bar, Berane, Bijelo Polje, Cetinje, Herceg Novi, Nikšić, Pljevlja, Podgorica, Tivat, and Ulcinj; | The position of Roma mediator in the field of social protection envisaged as a job position in centres for social work in the municipalities of Bar, Berane, Bijelo Polje, Cetinje, Herceg Novi, Nikšić, Pljevlja, Podgorica, Tivat, and Ulcinj;Roma mediator in the field of social protection employed in centres for social work in the municipalities of Bar, Berane, Bijelo Polje, Cetinje, Herceg Novi, Nikšić, Pljevlja, Podgorica, Tivat, and Ulcinjj. | CSW | Q1 2025- Q4 2025Q1 2025 -Q4 2025 | Regular budgetary allocation€80,0000.00  | Regular budgetary allocation |
| 3.13 Recruit new analysis and research officers at ISCP; | Two analysis and research officers recruited | ISCP MSWD | Q1 2025 - Q4 2025 | €24,000.00 | ISCP budget |
| 3.14 Organise training for staff for enhancing their analysis and research skills  | 1 training delivered for minimum 15 staff | ISCP | Q3 2025 - Q4 2025 | €3,500.00 | ISCP budget |
| 3.15 Increase the number of reviews/reports; | 4 reviews/reports developed and delivered by the end of 2025 | ISCP | Q3 2024 - Q4 2025 | €16,000.00 | ISCP budget |
| 3.19Providing financial support for the implementation of a two-year education programme for 15 professionals who will be trained to provide supervision based on the developmental-integrative model in the field of social and child protection | Funding provided and the training delivery date agreed  | ISCP | Q1 2025 - Q4 2025 | €22,000.00 | ISCP budgetDonor funding |
| 3.17Prepare Review of Accredited Training Programmes  | Review conducted to determine the dynamics of the accreditation process for training programmes and to systematise accredited programmes by content; | ISCP | Q1 2025 – Q3 2025 | Regular budgetary allocation | ISCP budget |
| 3.18Develop indicators for differentiating accredited training programmes | Indicators for differentiating accredited training programmes developed | ISCP | Q2 2025 - Q4 2025  | Regular budgetary allocation | ISCP budget |
| 3.19 Enhance the database of licenced professionals through SWIS | The database enhanced by enabling the capture of all relevant data  | MSWDISCP | Q1 2025 - Q4 2025 | €3,000.00 | Government of Montenegro |
| **Operational objective 4:**  | **Expansion and enhancement of the functionalities and infrastructure of the Social Welfare Information System (SWIS)[[2]](#footnote-2)** |
| **Performance indicator 1:** Number of new social and child protection entitlements (functionalities) included in the information system | Currently, 21 social and child protection entitlements are included in the information system | A minimum of 24 social and child protection entitlements will be included in the information system | A minimum of 27 social and child protection entitlements will be included in the information system |
| **Performance indicator 2:** Number of e-services available to citizens | Currently, no e-services are available to citizens | Two developed and operational e-services available to citizens | Seven developed and operational e-services available to citizens |
| **Performance indicator 3:** Increasing the number of service providers who have access to the information system | Current number of service providers who have access to the information system: 8 | A minimum of 15 service providers who have access to the information system | A minimum of 27 service providers who have access to the information system |
| **Performance indicator 4:** Re-engineering of the Information System completed (transition to new technologies) | The existing SWIS is based on outdated technological solutions | By the end of 2028, SWIS based on new technologies established | Improved system efficiency (quicker response to user requests through process optimisation and the use of new technologies) and facilitated interoperability (data exchange) with other systems, including the collection and disaggregation of data by gender and sex. |
| **Activities under OO4 in 2024-2025** | **Output indicator** | **Responsible institutions** | **Start and end deadlines for activity implementation** | **Funding**  | **Source of funding**  |
| 4.1[[3]](#footnote-3) Creating the technical conditions for the implementation of new regulations in the information system | 3 new functionalities in the IS; | MSWD | Q3 2025 - Q4 2025 | €650,000.00 | Central Government Budget |
| 4.2. [[4]](#footnote-4) Preparation of tender specifications for the development and refactoring of the information system;; | The tender specifications have been developed taking into account the findings of the analysis of the work processes of social work centres and licensed service providers, relating to the realisation of social and child protection rights | MSWD | Q1 2025 | €9,000.00 | Central Government Budget |
| 4.3 Improvement of data processing and analysis, as well as access to data and information in the Information System; | 3 new and 4 updated existing report types within the Business Intelligence (BI) module | MSWD | Q4 2025  | Contained in item 4.1 | Central Government Budget |
| 4.4 Enable the access to social and child protection entitlements by electronic means | E-service portal developed | MSWD | Q1 2025 - Q4 2025 | Contained in item 4.1 | Central Government Budget |
| 4.5 Upgrade of the information system to track data on gender and sex of beneficiaries in the field of social and child protection[[5]](#footnote-5) | The entry of data on gender and sex of social and child protection beneficiaries enabled in the Information System  | MSWD | Q4 2025 | Contained in item 4.1 | Central Government Budget |
| 4.6 Continuous maintenance of the application solution for the Information System; | Smooth and optimised operation of the Information System | MSWD | Q1 2025 - Q4 2028 | [[6]](#footnote-6)€520,000.00 | Central Government Budget |
| 4.7 Continuous maintenance of computers, servers and network for the Information System | Smooth and optimised operation of hardware infrastructure for the Information System | MSWD | Q1 2025 - Q4 2028 | [[7]](#footnote-7)€200,000.00 | Central Government Budget |
| 4.12 Conducting training sessions to enhance the capacity of IS users for proper utilisation and administration of the Information System; | 30 trainings delivered | MSWD | Q1 2025 - Q4 2025 | Contained in item 4.1 | Central Government Budget |

1. During the implementation of the planned activities, careful attention will be paid to the impact each individual activity has on women and men. Emphasis is placed on ensuring the highest possible level of inclusion of gender equality principles across all aspects of social policies, including the planning and execution of activities, as well as the reporting process on achieved results and outcomes. [↑](#footnote-ref-1)
2. Most activities under Operational Objective 4 are planned to be completed by the end of 2027, in line with the agreement with UNDP and the budget allocated for the implementation of these activities. [↑](#footnote-ref-2)
3. The activity is contingent upon the adoption of the new Law on Social and Child Protection, and the amount includes all new functionalities outlined in the tender. [↑](#footnote-ref-3)
4. The implementation commenced in 2024. [↑](#footnote-ref-4)
5. In parallel, all application forms in Centres for Social Work need to be modified by adding the gender and sex data [↑](#footnote-ref-5)
6. The amount is allocated for four years of system maintenance (the tender is issued for a four-year period).) [↑](#footnote-ref-6)
7. The amount is allocated for four years of maintenance of computers, servers, and the network (the tender is issued for a four-year period). [↑](#footnote-ref-7)