

AMICA EDUCA



2019

ANNUAL REPORT

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1

SUMMARY

In total 1848 participation was recorded within the various services and activities realized by Amica Educa in the period January - December 2019. The implemented services and activities influenced the increase of personal, social and professional functionality of persons (beneficiaries of services and activities) and contributed to realization of their educational, health and socio-economic rights.

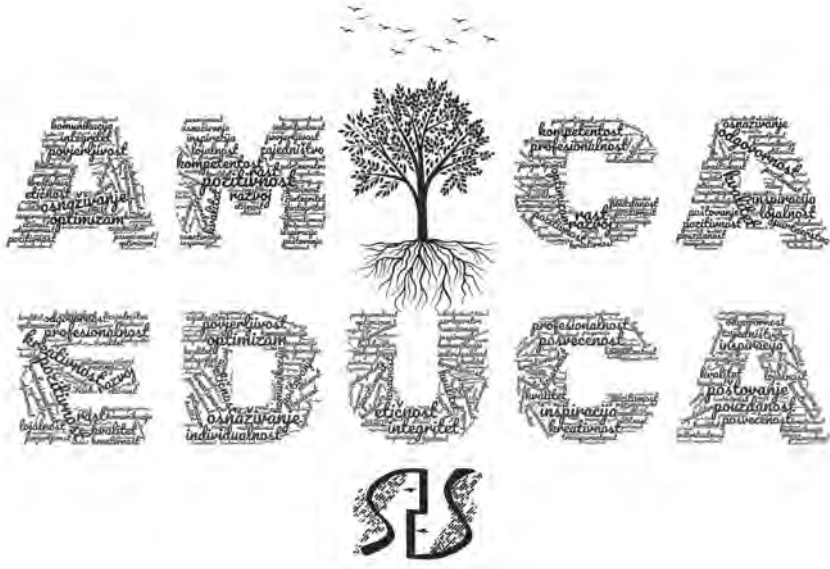
By gaining the experienced knowledge and improving skills related to their social interactions, family functioning, parenting, gender equality, labor market and business, Amica Educa's beneficiaries have been learning the ways for improving the mental and social health, their professional performances as well as their employability. They became more confident, self-aware, with more understanding about problems/challenges they are experiencing and having more motivation for actions in their family and surrounding.

Awareness rising regarding mental health and psychological empowerment, gender equality in different fields has been done through public actions such as announcements at

webpage, Facebook page, Instagram profile, web portals, TV appearances, radio reporting, videos at Amica Educa YouTube channel. All these media appearance, along with various types of cooperation and networking with education, health and social services institutions enabled Amica Educa's visibility and projects' effects spreading throughout Tuzla Town and Tuzla Canton.

Organizational development has been in a focus throughout the year and included developing new documents and updating some of the existing ones contributing to professionalism and positioning of Amica Educa. Staff has been educated in area of advocacy and promotion aiming to improve visibility in community. Amica Educa has been recognized as quality partner by other organizations and institutions which lead to initiatives for cooperation on different projects and activities.

In 2019, Amica Educa applied to international and local donors with 16 project proposals, of which 11 were approved and 5 were rejected.



2

PSYCHOEDUCATIVE PROGRAM

2.1. Psychoeducative workshops for individuals and families in a state of social need, people interested in personal growth and development and professionals in supportive professions

As part of providing psychoeducational support services during 2019, Amica Educa conducted the following psychoeducational workshops:

- Creative Expressive Painting – 6 days of basic education;
- Family Dynamics - 6 days of basic education;

- Nonviolent Communication as a model of work with young people in conflict with the law - 9 days of basic education;
- Adolescent mental health – 9 days of basic education;
- Applying the Family Group Conference model - educating experts for 10 days;
- Positive Discipline - basic education 9 days;
- Universal Peace Dances - 1 day advanced education;
- Dances of universal Peace of religious culture teachers (Universal Peace Dances for Teachers) - advanced education 4 days;
- Music Therapy with Drum – 6 days of basic education;
- Personal and Business Skills - 9 days training;
- Art therapy – 3 days of advanced education;
- Art History - thematic one-day workshop.





A total of 73 days of psychoeducative workshops were realized and in total 301 participation were recorded (269 women and 32 men). Out of this number, 269 participants are persons with a psychosocial need, persons who want to improve their own mental and social health and persons interested in personal growth and development, while the other 108 participants are professionals in supportive professions (teachers, health care professionals, social workers, psychologists, pedagogues, social pedagogues, rehabilitation educators, etc.).

People who attended the workshops for personal empowerment report improving their daily functioning, improving family relationships, reducing conflict situations,

finding solutions for establishing and maintaining healthy social relationships and overcoming various life difficulties.

All participants, regardless of their motivation and the need with which they came to the workshop, report a general improvement in quality of life, stress reduction and increase in the positive actions they take in their lives.

Participants in psychoeducational workshops who are professional in supportive professions report multiplier effects in their workplace. The application of acquired knowledge, skills and techniques have the effect of improving the quality of their social / pedagogical / health care services, improving client/beneficiaries/student





relationships, improved work efficiency and relationships with work colleagues. Having in mind that most supportive care professionals do not have supervisory support, experiential learning and self-help while participating in psychoeducational workshops help them to prevent and reduce burn-out symptoms (which most of them have) and dealing with crises situation in their everyday work.

2.2. Workshops for psychosocial and socioeconomic empowerment of unemployed women from Živinice

Within the project "Strengthening Women's Actions in Community" implemented in Živinice, work was carried out with a total of 133 unemployed women and a total of 52 days of workshops were implemented in the following areas:

- Context and family - 9 days;
- Communication and social change - 9 days;
- The power, power and rights of women - 4 days;
- Business skills (for 2 groups of women) - 15 days;
- Production of handicraft products - 6 days;
- Workshops within the "My Strength" support group - 6 days;
- Workshops within the My Change support group - 2 days.

Based on evaluation questionnaires, women's statements and leader's assessment result that has been achieved with women participating in psychoeducative empowerment is general improvement in their mental health, which is further reflected in their increased self-satisfaction, self-esteem and self-respect. This change further affects their clearer self-advocacy, leading to an improvement in their relationships



within the family, with other people within their local community, and in specific business situations. Women who participated in business skills workshop report on acquired competences related to proactive participation in the labor market, competencies in the field of self-employment or related to the initiation or improvement of the production and sale of products or services.

The skills that women have acquired in Handcraft workshop are related to the production of products that have a relatively low cost of production (the focus is on the use of recycled materials) and products that can be sold to a wide range of customers, with the highest focus on the diaspora. Considering all the women involved in the project, in direct contact with them or through follow-up activities it is recorded that 45 women started earning or increased their income through the products sale, employment or temporary engagement.



3

FAMILY / PSYCHOLOGICAL COUNSELING CENTER

Activities within the Family / Psychological Counselling Centre are intended to address psychological problems, improve mental health and develop long-term emotional satisfaction of Tuzla and Tuzla Canton citizens who are in need of this kind of support. In 2019, the total number of clients and beneficiaries (adults and children) of the Family / Psychological Counseling Center was 326 (242 women and 84 men) who were involved in one or more of a total 767 sessions and/or workshops.

3.1. Emergency support and information through SOS phone

In 2019, total number of citizens that was provided with support through SOS phone is 90 (75 women, 14 men, 1 transgender person). Out of this number, 69 people received emergency support (after which most of them started with

psychotherapy and counseling) related to the following issues: depression, alcoholism, murder/suicide in wider family, lack of self-esteem, social phobias, disturbed relationships with family members, post-traumatic stress disorder, marital crisis, stress caused by long term unemployment and illness, mourning for deceased family members, emotional shut down, identity crisis, after-divorce period. 21 callers of SOS phone needed different information or other support mostly legal, material and / or financial. 22 people were provided with material support such as: one-time small financial support; donation of medication supplies and distribution of New Year's packages to children and youth.

3.2. Psychotherapy and counseling

During 2019, total of 321 psychotherapy sessions were held (258 individuals, 18 couple/family and 45 group) for total 96





clients / persons who experienced acute or chronic psychological problems.

The results and changes achieved are mostly related to personal growth, discontinuation of medical therapy (tranquilizers and antidepressants), restoring functionality after the loss of family member, strengthening personal boundaries, increased awareness of one's own value system in terms of relations with other people, parenting skills, strategies to get through panic attacks, recourse awareness, decreased frequency of obsessive thoughts, improved mood and concentration, acceptance of post-divorce changes.

Some of the clients were directed from Centre for Mental Health Tuzla and Živinice, Psychiatric Clinic, Institute for Education and Training of Persons with Disabilities in Mental and Physical Development Tuzla and Social Work Centre.

3.3. Family Group Conferences

Implementation of the Family Group Conferences (FGC) was realized in partnership with 7 schools and Social Work Centre (SWC). In 2019, total of 12 family conferences was organized for 12 family groups – 38 clients (22 children/young people and 16 parents), 39 family members and members of their wider social network and 40 professionals from various institutions and NGOs.

Realized FGCs have been supporting families experiencing different issues such as behavioral issues of children in school, concentration and learning difficulties, irregular attendance, drug abuse, parental loss, irresponsible parenting (physical abuse of a child), problems with children that have arisen after being abandoned by one parent, arrangement of contacts between parents and children after the divorce and financial difficulties in most of these cases.

With all families, a plan is set up with precise steps to take to address the difficulties they are experiencing. Subsequent evaluation of the implementation of the established plan showed that 68% of the plans were fully implemented and in 32% of cases partially implemented.

3.4. Psychoeducative and creative support for children

In 2019 12 primary school children (6 boys and 6 girls) were supported through 33 workshops. We observed following results: increased self-confidence and self-awareness, improved verbal and nonverbal expression, development of empathy and cooperation with others, increase of creativity and concentration, successful overcoming of unrealistic fears and adopting basic life messages related to love and respect for oneself and others.





As part of International Children's Week, Amica Educa contributed to promotion of children rights by organizing children workshop on topic Children's Rights within Open Door Day of Family/Psychological Centre.

3.5. Other supporting activities

Within the Psychological Counseling, 4 other activities have been regularly implemented: Psychosocial support for women - Dances and Reiki; Physical recreation for women; Psychosocial support for women in Snagovo (Republic of Srpska) and Self-help group Family Dynamics.

These activities included work with a total of 96 beneficiaries that are physically and psychologically empowered to establish more balance and power in own life. In total 256 sessions and group meeting were held for these activities.

In 2019 additional activity was offered aiming to support young mothers in improving their mental health through creative work and organizing workshop Creating Waldorf Dolls.



4

GENDER EQUALITY PROGRAM

4.1. Rights and Respect Regardless of Gender

The aim of the project was prevention of gender-based violence (GBV) through awareness raising and training about social values that support equal rights and respect for all members of the community, irrespective of their gender. Amica Educa established over 60 contacts in 13 city/municipalities who took part in the identification of ways to incorporate prevention of GBV into their programs and took part in distribution of remain informational pamphlets and posters.

In addition, 27 teachers and support staff of secondary schools in Živinice was educated in the field of preventive of GBV and provided with tools to apply the acquired knowledge in their work with students.

4.2. Breaking the Silence on Gender Based Violence

From January to July 2019 project was realized in Elementary school Miladije and their regional school Solana. (continuation of project that started in 2018). The project in total included 516 school children. Activities realized during this period are workshops for children, art exhibit and competition and final survey of children on changes in attitudes related to gender equality. Changing children's attitudes is evident in rethinking traditional gender roles, overcoming them as causes of gender-based violence and a new understanding and expectation of equality in family and social contexts.

From July to December 2019 project was realized with elementary school Solina with which agreement on





Cooperation was signed and approval for implementation of activities was received from Ministry of Education and Science Tuzla Canton. Project will continue in 2020 but until the end of 2019 following activities related to prevention of gender based violence have been realized: 20 days training for 13 volunteers on leading workshops for children; Two one-day workshops for 23 teachers and professional staff; 1 puppet play and 2 forum plays were prepared and performed for 319 school children; Creation and publication of promotional video on the use of forum plays as a tool for prevention of GBV; 7 workshops were held for children from 1st to 5th grade for 152 school children; completed beginning of the project survey with over 300 school children.

4.3. Empowered – Active in the Labor Market

In 2019, 24 women (divided in two groups) were included in project activities such as: Personal skills workshops (2x12 days); Business Skills workshops (2x12 days) and Digital Literacy trainings (2x12 days). 18 women completed education and report on achieved results such as increase in knowledge related to areas they were educated; improved self-confidence, improved communication skills, better self-respect and better understanding of gender relations and their rights as women. The changes these women initiated are reflected in the following: finding employment; starting





own small business or offering services; writing project proposals for starting small business; returning to school for higher education degree; started learning English language; started offering German conversation classes; started doing humanitarian and volunteer work etc.

Within the same project round table on the topic Information + Networking = Activation was implemented. Approximately 50 women took part in the round table. The conclusions of the round table were mainly related to the introduction of a comprehensive approach to women's employment strategies and measures, which would simultaneously work to improve women's professional, social and personal competences and to the need to raise the

awareness of unemployed women about the importance of adult education and lifelong learning.

4.4. Public performance Scream for those without a voice

Amica Educa organized a public performance entitled "Scream for those without a voice" with residents of Tuzla, NGOs and educational institutions as part of the campaign 16 Days of Activism against Violence on Women. In order to raise public awareness of the presence of violence against women in our society, more than two hundred women have demonstrated their solidarity with victims of violence. The participants of the





performance stood side by side and held numbers up to number 178 to show the number of cases of violence reported in last 6 months in Tuzla Canton. Others held question marks to show the unknown number of women who are not able to report violence (research shows that only one out of four women decides to report violence).

4.5. Gender Mainstreaming Education

In 2019, 17 representatives of various institutions from Živinice (Center for Social work; Center for Mental Health; elementary and high schools; local Gender Commission; Public TV service etc) participated in workshop Gender Mainstreaming Education that is organised in cooperation with Živinice town government. Based on their statements, representatives report various levels of improvement in their gender equality knowledge and possible actions that they may initiate or implement within their institutions (e.g. holding gender equality workshops for management of organizations that they come from, submitting initiatives for engagement of more women in decision making processes, using the information they acquired to advise their clients about their rights and using the acquired knowledge on discrimination which now allows them to recognize discrimination etc.



5

COOPERATION WITH GOVERNMENTAL INSTITUTIONS AND NONGOVERNMENTAL ORGANISATIONS

In 2019 Amica Educa established and/or continued cooperation with 23 governmental institutions or NGO:

- SOS Kinderdorf BiH - Cooperation agreement signed on the project Youth Empowerment for Enabling Perspective (YEEP) with the aim of improving the employability of young people in the labor market (focus on young people leaving the social welfare system). Through the project, cooperation was established with Ministry of Labor, Social Policy and Return of TK, Center for Social Work, Home for Children without Parental Care, 2 NGOs in Sarajevo and Banja Luka and with the YES Center.
- City of Tuzla - participation in a public discussion on the Draft Tuzla City Budget for 2020. Request for inclusion of Family / Psychological Counseling in the budget of the Tuzla City submitted to the City Government.
- Zivinice: City Government, Mental Health Center and Employment Service - Collaboration within the project „Strengthening Women's Actions in Community - Živinice"
- Center for Social Work Tuzla - signing of a new Cooperation Agreement which defines the services





provided by Amica Educa to citizens in the state of social need / users of the Center.

- Mental Health Center Tuzla - Extension of the existing Cooperation Agreement in the field of protection and promotion of mental health of TK citizens.
- Primary schools in Tuzla - new and continued existing collaborations with 9 primary schools in Tuzla regarding the implementation of Family Group Conference projects and project Breaking the Silence on Gender-Based Violence.
- Medical School Tuzla - cooperation on the project Prevention of Addiction Diseases through the Improvement of Students' Personal Competencies.
- Faculty of Education and Rehabilitation, Tuzla University - presentations for 3 groups of students in the field of innovative approaches in work with marginalized people and people in psycho-social need.
- Nonviolent Communication Network in BiH - strategic network development and support in the process of registration of the Association of Nonviolent Communication in BiH.
- Coalition Against Hatred Tuzla - participation in work meetings and suggest activities.
- Tuzla Open Center - meetings related to the presentation of the Special Report on LGBTI Human Rights by the Ombudsman's office BiH and implementation of the



project "Advancing the Rights of LGBTI Persons in Tuzla Canton".

- Islamic Community in BiH - reception at the Majlis of the Islamic Community Tuzla for NGO representatives with the aim of exchanging experiences and discussing opportunities for cooperation in providing social services and support to marginalized and vulnerable people.
- Big Ben Center - 60 packages of school material for children at risk donated to Amica Educa beneficiaries.
- Ministry of Labor, Social Policy and Return of TK and Village of peace Turija - donated New Year packages for 50 children at risk and in social need, Amica Educa beneficiaries.
- Heinrich-Böll-Stiftung - meetings aimed at identifying the establishment of a strong, visible and sustainable women's movement in BiH society.



6

ORGANISATIONAL DEVELOPMENT AND INCREASING THE VISIBILITY

Amica Educa continuously working on organizational development and increasing visibility, which was reflected in the following activities in 2019:

- **Human resources development**
 - o employment of a Public Relations Assistant (1 year);
 - o hiring of intern from the Czech Republic (3 months);
 - o Amica Educa staff education in the area of organizational development (public relations; creating communication and advocacy strategies; communication with the media) as well as on topics related to the organization's expertise (Gestalt psychotherapy and Systemic family therapy, Gender equality, Nonviolent Communication, Dances of Universal Peace etc.).
- **Engaging Amica Educa's professional staff by institutions and organizations**
 - o Faculty of Education and Rehabilitation - 3 presentations for students on innovative approaches in working with marginalized persons and persons in psychosocial need;
 - o Gymnasium Zivinice - training for teachers in the field of prevention of gender-based violence;
 - o In Fondacija – training of independent coordinators - representatives of elementary schools from Banja Luka, Bijeljina, Dobož and Tuzla for implementation of Family Group Conferences;
 - o Tuzla Open Center – moderation of the round table "Feminism for every LGBTI letter";
 - o Center for Nonviolent Communication Slovenia - Assistance in the International Intensive Training of Nonviolent Communication;
 - o Community Service Center - workshops for professional staff and sessions for young people located in Orasje Correctional Facility.
- **Publiciranje**
 - o Written and published handbook Application of Nonviolent Communication in Youth Work in Conflict with the Law
 - o Participation in the preparation of the Alternative Report on the Implementation of the Istanbul Convention in BiH
- **Development of new and improvement of existing documentation, procedures, etc.**
 - o Developed Association Strategic Plan for the period 2019 - 2021
 - o Created new Statute of the Association and registration with the Federal Ministry of Justice implemented
- o Advocacy and communication strategy developed
- o Created a Promotion Plan for the period 2019 - 2020, which was preceded by a survey of Association's beneficiaries
- o Improved Amica Educa portfolio
- o Improved staff recruitment and engagement procedures
- o Procedures for using an Association's car developed
- **Advocacy activities for entry into the regular budget of the TK Government**
 - o Meeting and contacts with the Ministry of Labor, Social Policy and Return of TK
 - o Meeting and contacts with the Swiss Embassy and the Swiss Agency for Development and Cooperation
 - o Collection of Recommendation letters from institutions for Amica Educa's entry into the Government Budget
- **Annual Assembly of the Association**
 - o Prepared and published annual narrative report and financial report for 2018 as well as the Association's work plan and budget for 2019. (reports adopted by the Assembly)
 - o Meetings with the Association's Board
- **Increasing the visibility of the organization in the community**
 - o Updating the Association's website and facebook page (with over 3000 followers)
 - o Posting 9 new videos on youtube and opening the Association's instagram profile
 - o Distribution of info materials and contacts with citizens at the info-booth at Bingo City Center Mall
 - o One project video was recorded and broadcast
 - o 53 media releases: 12 TV appearances at the federal and local level; 1 radio announcement and 40 announcements on web portals
- **Improving of Association's infrastructure**
 - o Procurement of a car;
 - o Replacement of windows in ground floor rooms;
 - o Procurement of smartboard for realization of workshops, presentations etc.
- **Fundraising**
 - o Applied with 16 project proposals of which 11 were approved and 5 were rejected.

7

DONORS

Amica Educa's activities have been financially supported by following donors / foundations / organisations etc.

Amica Schweiz



Cfd - Christlicher Friedensdienst



Ministry of Labor, Social Policy and Return of Tuzla Canton



Federal Ministry of Education and Science



In Fondacija – Foundation for improvement of social inclusion of children and youth in B&H



Canadian Found for Local Initiatives



Care International Balkan



Czech Development Agency



Smartpeace



Ndl Network of Dances of Universal Peace



Frauen fuer Frieden



8

STATISTICAL
DATA 2019

PSYCHOEDUCATIVE PROGRAM									
TOPIC	STATUS					TOTAL	GENDER		Number of workshops
	Employed	Unemployed	Student	Pensioners	Houswives		Men	Women	
Context and Family	1	15	0	0	0	16	0	16	9
Communication and Social Change	0	16	0	0	0	16	0	16	9
Streight, Power and Rights of Women	0	13	0	0	0	13	0	13	4
Business skills 1	0	33	0	0	0	33	0	33	16
Peer group Psychoeducation	0	15	0	0	0	15	0	15	6
Peer group Business	0	21	0	0	0	21	0	21	2
Handcraft	0	19	0	0	0	19	0	19	6
Therapy with Music - Drums	9	5	2	1	0	17	2	15	6
Universal Peace Dances	5	4	0	0	0	9	1	8	1
Dances of universal peace for religion culture teachers	19	6	0	9	0	34	4	30	4
Positive Discipline in Raising the Children	10	2	2	0	0	14	2	12	9
Xpert Personal and Business Skills	0	12	0	0	0	12	0	12	9
Creative Expresive Painting	8	0	1	4	0	13	1	12	6
Family Dynamik	1	8	3	2	0	14	1	13	6
Nonviolent Communication as approach in working with youth in conflict with law	12	0	5	0	0	18	8	10	9
Mental health of adolescents	1	0	17	0	0	18	1	17	9
Training Application of the Family Group Conference Model	129	0	0	0	0	129	8	121	10
Art therapy	7	1	0	0	0	8	1	7	3
Art history	11	3	0	1	0	15	3	12	1
TOTAL	213	173	30	17	0	434	32	402	125
%	49	40	7	4	0	100	7	93	

FAMILY / PSYCHOLOGICAL COUNSELING CENTER										
ACTIVITY/SERVICE	STATUS						TOTAL	GENDER		Number of session/workshop
	Employed	Unemployed	Student	Pensioners	Houswives	Children		Men	Women	
SOS phone	33	30	9	7	10	1	90	15	75	90
Individual psychotherapy and counseling	20	11	10	6	0	1	48	11	37	258
Individual psychotherapy and counseling in Živinice	0	7	0	0	0	0	7	0	7	52
Family and couple psychotherapy and counseling	7	2	1	0	0	0	10	4	6	18
Group psychotherapy and counseling	5	4	2	0	0	0	11	5	6	45
Family group conferences	6	8	0	1	1	0	38	6	10	12
	0	0	0	0	0	22		16	6	
Psychoeducative and creative workshops for children	0	0	0	0	0	12	12	6	6	33
Psychosocial support for women - Dances and Reiki	12	2	0	14	2	0	30	2	28	39
Physical recreation exercises for women	13	0	0	23	0	0	36	0	36	177
Selfhelp group - Family Dynamics	7	1	0	4	1	0	13	0	13	6
Psychosocial support for women in Snagovo	0	0	0	0	5	0	5	0	5	1
Validation of Competences	4	2	2	0	1	0	9	2	7	36
Psychological support for youth in Correctional Facility Orasje (NVC Approach)	0	0	0	0	0	17	17	17	0	10
TOTAL	107	67	24	55	20	53	326	84	242	777
%	32.8	20.6	7.4	16.9	6.1	16.3	100	25.8	74.2	



GENDER EQUALITY PROGRAM 2019								
PROJECT / ACTIVITY	STATUS				TOTAL	GENDER		Number of activity
	Employed	Unemployed	Students / school	Pensioners / Houswives		Men	Women	
Oснаžena (Empowered Women)								
IT literacy workshops for unemployed women	0	24	0	0	24	0	24	72
Psihoeducational workshop for unemployed women	0		0	0		0		
Business Education for unemployed women	0		0	0		0		
Round table (Osnažena)	0	50	0	0	50	0	50	1
Breaking the Silence on Gender Based Violence (GBV)								
Workshops for children Prevention of GBV	0	0	550	0	550	288	262	26
Volunteer training	0	0	13	0	13	2	11	20
Workshop for teachers Prevention of GBV	23	0	0	0	23	3	20	2
Forum and puppet shows	0	0	319	0	319	175	144	3
Sports day	0	0	0	0	0	0	0	0
Strengthening Women's Actions in Community								
Gender Mainstreaming Education for representatives of institutions	17	0	0	0	17	0	17	3
Right and Respect Regardless of Gender								
Workshop Gender equality for teachers (Zivinice)	24	0	0	0	24	9	15	1
TOTAL	64	74	882	0	1020	477	543	128
%	6.27	7.25	86.5	0	100	46.8	53.2	



OTHER ACITIVITES / SERVICES		
Activity / service	Number of persons	No of activity / service
Workshop for mothers - Waldorf dolls	9	2
Facultative trip in Visoko for beneficiaries of Amica Educa	26	1
Facultative trip in Konjuh mountain for beneficiaries of Amica Educa	33	1
Lecture Mental Health of Adolescent for Medical High school students	80	1
Distribution of school supplies and New Year's packages for Amica Educa beneficiaries (in cooperation with Ministry of Labor TK and other NGOs)	95	-
Small financial support and assistance in the distribution of medicines for Amica Educa beneficiaries	22	-
TOTAL	265	5

TOTAL NUMBER OF PARTICIPANTS/PARTICIPATIONS AND ACTIVITIES/SERVICES 2019		
	Total number of participants/clients	Total number of workshop/session days
Psychoeducative Program	434	125
Family /Psychological Counseling	326	777
Gender Equality Program	1020	128
Other activites	265	5
TOTAL	2045	1035

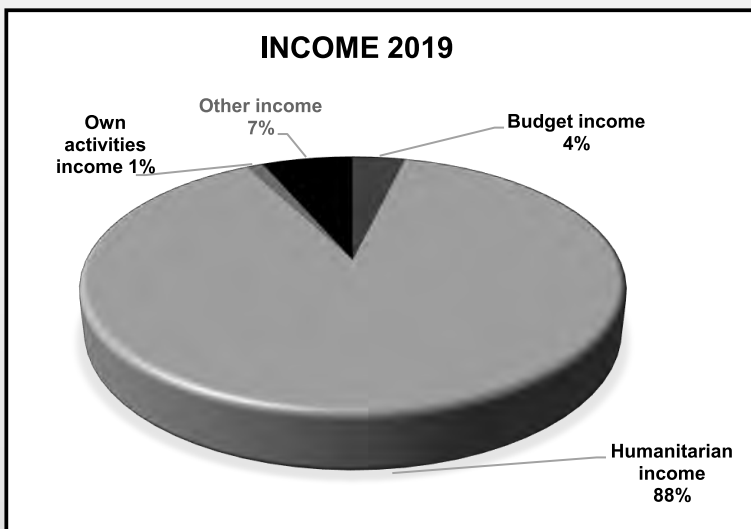
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FINANCIAL REPORT

9.1. Income

Total generated income in 2019 accounting period iz 368.091 KM which in comperison to income in last year is increase of 40.515 KM or 12.37%

OVERVIEW OF INCOME 2019			
DESCRIPTION	Amount KM		%
	Year 2018	Year 2019	Year 2019
Budget income	5.750	13.890	3.77%
Humanitarian income	304.667	325.723	88.49%
Own activities income	9.140	4.531	1.23%
Other income	8.019	23.947	6.51%
TOTAL INCOME	327.576	368.091	100%



9.2. Expenses

Total expenses in 2019 accounting period are 368.846 KM which in comparison with expenses in last year is increase of 40.521 KM or 12.38%

OVERVIEW OF EXPENSES IN 2019			
DESCRIPTION	Amount KM		%
	Year 2018	Year 2019	Year 2019
Material and energy	14.088	14.748	4.01%
Services	32.859	55.151	14.99%
Salaries and other employee benefits	188.902	213.795	58.12%
Amortisation	20.190	22.062	6.00%
Financial expenses	584	2.166	1%
Travel costs	1.944	1.991	0.54%
Other expenses	68.758	57.933	15.75%
TOTAL EXPENSES	327.325	367.846	100
Excess income over expenses	251	245	

