



Urban Research Institute

Set up an Information Centre for Social Services (ICSS)

Context

During the development of the Elbasan Social Service Improvement Action Plan under the Performance Management Project (see above Performance Management of Municipal Services), it emerged that one of the key concerns of city staff was the lack of consistent and comprehensive information on available social services. As a result, the working group led by the Urban Research Institute developed a plan to establish an information center—which became a reality within a few months.

Main activities

- Adoption and rehabilitation of space provided by the city hall of Elbasan for the information center (this particular activity was funded by Mercy Corp – USAID);
- A study tour to Bulgaria for the staff of the center and municipal officials to looking for best practices in the same areas of interest, initiated, organized and led by URI; activity funded by The World Learning – USAID)
- Provide equipment and establishment of an internal network connection of the system (this activities and the following ones, equipment and materials were sponsored by SOROS);
- Training of the center staff with methods and provision of comprehensive materials of the field of interest;



- Technical Assistance to the staff of the center to carry out activities;
- Assist the center to develop and create a network of NGOs present in the city and that operate in the social service areas;
- Assist the city to develop sustainable relationships with other state

institutions which compound the information sources for the qualification of those in need that benefit.

We are happy to notice that the center for social services set up in Elbasan Municipality with the support of URI is successfully and continuously functioning, bringing an important help to the sector and to the citizen in need.

It was the successful implementation of this project which made the City Hall to extend the information center for social services covering all other municipal services.

MAIN FACTS

PARTNERS:

- ✓ SORROS (Open Society for Albania) and Mercy Corp

DURATION:

January 2002 – September 2004

CONTACT:

Zana Vokopola
Executive Director

Urban Research Institute

Rr. Asim Vokshi, Nd.14
Hyrja 11, Ap. 56
Tirana, Albania
Tel: +355 4 2256840
E-mail: uri@uri.org.al
Web: www.uri.org.al

About URI

Since 1999 the Urban Research Institute (URI) has been delivering big results for development projects and programmers carried out throughout Albania. Our core business focuses on community development, local government strengthening, environmental protection, decentralization, and public services. We conduct studies, lobby the government, train local government units, increase public access to information, and connect development partners. URI has worked with donors such as USAID, Swiss Cooperation, the Netherlands Embassy, UNDP, World Bank, EU, SIDA, Open Society/Soros Foundation, etc.

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