



ANNUAL REPORT



BRNO

Vranovská 846/45
614 00
Brno



AMARO RECORDS

Milady
Horákové 22
602 00
Brno



BŘECLAV

Tř. 1. máje 39
691 41
Břeclav



SAVORE DŽENE

Bratislavská 62
602 00
Brno



VYŠKOV

Nám. Československé
armády 1/2A
682 01
Vyškov



CAREER CENTRE

Milady Horákové 38
602 00
Brno



DEBT-COUNCELING CENTRE

Nám. T. G.
Masaryka 2957/9A
690 02
Břeclav



PLAYGROUND

Husovická 2
614 00
Brno



@iq.roma.servis



@iqromaservis



IQ Roma servis, z.s.



@IQ_Roma_servis



Visit our webpages:

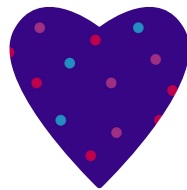
www.iqrs.cz

www.akademie-diversitas.cz

www.amarorecords.cz

www.gendalos.cz

Kamibnaha meñinas a suetas



VISION AND MISSION OF IQ ROMA SERVIS

Vision of IQ Roma servis is society of lively and friendly relations between Roma and other people. World where Roma people have their dignified roles and respect as both individuals and a nation.

Mission of IQ Roma servis is to be a mediator which supports possibilities, opportunities and resolution of Roma in their development, social fulfilment and protects their rights and dignity within society.

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DIRECTOR'S WORD



Dear readers,

It does not come as a surprise that the year 2020 has been a big challenge full of uncertainties for our clients, as it was for the whole society.

The coronavirus pandemic halted some activities and services, reduced their numbers and capabilities, and also brought new topics to our attention. The vulnerability of people at risk of social exclusion has been apparent from a material point of view (difficult access to masks, difficulties with complying to hygiene measures), as well as in connection to serious restrictions in the school system. Children have not always been able to cope with the demands of distance education. This long-term situation has forced us to look for new ways of support and cooperation not only with our clients, but also with each other and with other organizations and offices.

Training and meetings have sometimes been abruptly moved to the online space from day to day. All of us had to adapt to email, telephone and online consultations and meetings. However, this also helped us to move forward to a more digitized way of work. We've started using many interactive tools, connecting in virtual rooms from different places and working at the same time on the same documents.

During the spring wave when the masks were still unavailable, we managed to activate the community and established a sewing workshop together with our volunteers. Field work has focused more on capturing the risks associated with the pandemic and the issues it has brought. Despite the difficult conditions, we continued to realize the projects that are racing to their end in the middle of the year 2021 (long-term project focused on community work, work with families in Brno and Břeclav).

The biggest task that we must challenge in the year 2021 as an organization is a creation of a new Strategic plan. The current one is ending this year. We are preparing a new strategic plan for the time of 2022 - 2026 and including employees, as well as the representatives of the collaboration organizations, into the process its creation.

At the same time, we are not forgetting the human stories of our clients and colleagues, which motivate us in our work. I wish you too can feel the motivation to change from the forthcoming pages.

Petr Máčal
Director of the organization

YEAR 2020 IN NUMBERS



1063 clients that used
our services



28 839 hours spent
supporting our clients



people worked in the
IQRS in December 2020 **100**



volunteers
were helping us **81**



We were managing
35 146 385, 50 Kč



Number of
realized projects **31**

ABOUT US

We are IQ Roma servis!

We've been helping Roma families, youngsters and adults with improving their social situation and their relationships since 1977.

IQ Roma servis was established as a civic association in cooperation with Roma center DROM. The founding members were Brno's Roma people. They carried out smaller projects and activities through this association.

The employees were based in the office located in Brno's Cejl, where they were focused on the most urgent problems, e.g. **usury or poor living conditions**. In the following years, the IQ Roma service disconnected from the DROM and went its own way.

In 2004 IQ Roma service became completely independent as the statutes transformed and **Katarina Klamková** became the director of the association.

Petr Máčal has been leading the organization since 2018. **Veronika Kandelová** currently holds the position of Deputy Director for Client Programs and **Zuzana Siváková** holds the position of Deputy Director for Projects and Finance.

Every year, our employees **help more than 1,000 people in need in Brno, Břeclav, Vyškov as well as in other municipalities in the South Moravian Region**. In addition to professional social services, we also develop community work and thus create space for connecting active Roma people and organizing their own public social, beneficial and cultural projects.

IN ANTICIPATION OF THE YEAR 2021

Despite the government regulations and the shock caused by the pandemic, we were still able to continue helping those in need in 2020. Planning has become difficult, and some activities, such as Roma Culture Week, have not been able to be realized. However, we still **found space and time for the preparation of activities that await us in 2021**.

In the area of employment and increasing competencies for better employment of people in the labor market, we will continue carrying out our activities through the follow-up project 'Work is still a chance'. Therefore, you can still visit the Career Center in Brno if necessary. Furthermore, we want to focus on even greater support of children and youngsters who often find themselves outside the education system. Distance learning can often mean the absence of education for them. We want our services to be able to respond to the current situation and offer the support that our clients who are in need.

Thanks to the support of the Government Council for Roma Minority Affairs, we are once again starting to support community work in Brno and Břeclav. We have also shown that we are not afraid of challenges by **addressing the topic of domestic violence in community work this year**.

It is also worth mentioning the launch of a large international project **ROMAS, which together with partners from Slovakia and Hungary targets Roma youth and encourages on their way to creativity and participation**.

1997

2003

2004

2018

2020

2021

The biggest challenge for the year for us remains the preparation of a new Strategic plan for the coming period. Together with all employees, we will focus on the analysis of the needs, gathering inputs from the community and then setting priorities on which to focus in the upcoming years.

We are looking forward to the outcome of negotiations focused on priorities and funding in the European Union. However, we continue to provide our services free of charge and to the extent that our existing funding allows us.

MEMBERS OF THE ASSOCIATION AS OF 1 JANUARY 2020

The highest body of the association is the Board Meeting, which has a total of 10 full members and meets at least once a year. It decides about the fundamental issues and the direction of the association as a whole. The Control Commission is a control body that has three members and oversees the management with property and management of funds.

Board members:



Petr Máčal

statutory representative and director of IQRS, chairman and member of the association



Petr Raus

Member of the association



Veronika Kandelová

Deputy Director of IQRS, member of the association and Control Commission with a mandate until May 29, 2024



Martina Horváthová

Team leader of field social work and TP services in IQ Roma service, member of the association



Jana Kubačková Buzinisová

Member of the association and Control Commission with a mandate until May 29, 2024



Tereza Šimiková

Member of the association



Ondřej Merta

Member of the association and Control Commission with a mandate until May 29, 2024



Ondřej Liška

Member of the association



Wail Khazal

Member of the association



Helena Křištofová

Member of the association

Honorary members:



Katarína Klamková

director of Care CZ



Jana Balážová

social worker



Libor Musil

social worker



Božena Horváthová

pedagogue



Karolína Pincosy

artist and activist

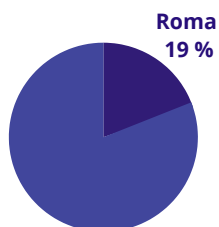
STAFF AND VOLUNTEERS



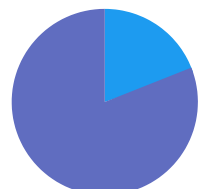
AS OF 31.12 2020 WE HAD
100 EMPLOYEES
(62,475 FULL-TIME)



THE SUM OF THE THREE HIGHEST WAGES IN THE
ORGANIZATION IN 2020 WAS CZK 1,443,545 (GROSS
WAGES, FULL-TIME EQUIVALENTS)

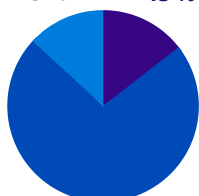


Majority
81 %



Women 81 %

over 50 y.o. up to 26 y.o.
13 % 15 %



27 - 49 y.o.
72 %

BOARD MEETING



DIRECTOR - STATUTORY
REPRESENTATIVE



81
VOLUNTEERS



880,25
HOURS SPENT
VOLUNTEERING

DEPUTY DIRECTOR FOR CLIENT PROGRAMS		DEPUTY DIRECTOR FOR PROJECTS AND FINANCE		DEPUTY DIRECTOR FOR THE BŘECLAV REGION	
	ÚVAZEK		ÚVAZEK		ÚVAZEK
→ FIELD SOCIAL WORK TEAM	4,85	→ PROJECT TEAM	3	→ BŘECLAV TEAM	5,7
→ TEAM FOR FAMILIES WITH CHILDREN BRNO	9,8	→ PR AND FUNDRAISING TEAM	1	→ DEBT COUNSELING TEAM	2
→ THE SOUTH MORAVIAN REGION SERVICE TEAM	5,5	→ FINANCIAL TEAM	4		
→ CLUB AND PLAYGROUND TEAM	5,75	→ OPERATING TEAM	3,250		
→ GENDALOS EDUCATI- ONAL PROGRAM TEAM	4	→ FOCUS ON THE FAMILY II. TEAM	2,125		
→ CAREER CENTRE TEAM	2,75	→ VOLUNTEER COORDINATOR AND HEAD OF AMARO RECORDS	1		
→ COMMUNITY CENTRE SAVORE DŽENE TEAM	3				
→ QUALITY, EVALUATION AND COLLABORATION TEAM	1,75				



FOR ADULTS

The FOR ADULTS program focuses primarily on supporting adults in increasing their knowledge, skills and confidence so that they can solve their problems in an informed and self-sufficient way or prevent them in time and live a happy and dignified life in the wider society. Part of the FOR ADULTS program is also provision of field social services as well as the community work activities.



536

**CLIENTS OF THE FIELD SOCIAL
SERVICES PROGRAM**

WHAT WE ARE OFFERING:

- Cooperation in clients' households
- Escorting to the offices
- Cooperation with other institutions and organizations
- Support for the enforcement of rights
- Follow-up to other necessary services

THE ADULT PROGRAM ALSO INCLUDES:



**CAREER
CENTRE**



**DEBT-
COUNCELING
IN BŘECLAV**

THREE TEAMS:



Field Social Work Team:
Vranovská 846/45, Brno



The South Moravian region service team
Nám. Československé armády 1/2A, Vyškov



Břeclav team
Třída 1.máje, Břeclav



Even though some service have been carried out in a limited operating mode, or in some cases forced to be shut down completely, our staff in the field work has been dedicated to their clients without limitations in Brno, Vyškov, Bučovice, Zastávka and Břeclav. From the beginning, our activities have been complicated by the ubiquitous uncertainty and fear, but we quickly orientated ourselves and threw ourselves to work.

- ensuring the social security for our clients,
- distribution of protective equipment,
- transmission of COVID information, established measures and the provision of food aid and hygiene products.

This year the focus of the field work program has once again been put on **stabilizing client's situation** – most often it was the topic of **indebtedness, finding housing and employment, pension insurance and state social support benefits and material need.**

We've also put our main focus on informing our clients regarding COVID-19 restrictions. We helped our clients with the provision of protective masks and disinfection, as well as during the communication with the authorities, which moved to the online sphere. Many of our clients have lost their income due to the pandemic and had to deal with a deteriorating financial situation.

We've been providing our clients a long term help with solving their debts. In 2020, we **opened a counseling center in Vyškov** focused directly on debt issues, where clients can turn to a debt counselor every Thursday from 9 am to 2 pm.

CAREER CENTRE



27



realized internships

11



training jobs

202



clients of the Career Center

Despite the state of emergency, we successfully continued to implement activities within the project 'Work is a chance' and thus provided support to 50% more clients than previous year.

This project has been running since 2018 and is focused on increasing the employment and employability of the socially disadvantaged people, especially Roma in the city of Brno. Project provides a number of tools that create comprehensive support for the target group and enable them to enter or return to the labor market.

CAREER COUNSELING TOPICS THAT CLIENTS APPRECIATED:

- consultations regarding the creation or editing of a CV,
- consultations focused on fostering self-confidence when applying for a job position,
- consultations focused on training techniques that enable clients a success in a job interview.

We have been supporting our clients during the cases of discriminatory behavior by employers at the workplace. We are ready to continue tackling these unfounded prejudices against the Roma by society. In these cases, as well as in the case of solving problems regarding the field of labor relations, our clients can use our services of legal advice. As part of our legal advice, we also offer clients advice on indebtedness, executions and assistance in entering the insolvency.

The demand for debt settlement in connection with their effort to find a (better) job on the labor market has increased significantly in 2020. **Cooperation with our lawyer enabled us to help 12 clients join the debt relief.**

EDUCATIONAL ACTIVITIES

In 2020 educational activities were partially transferred to the online space. This mainly concerned courses which were technically transmittable to the online sphere. We are pleased that in cooperation with the Gendalos team we managed to train a total of **11 Roma students in financial literacy.**

Students have acquired new and important knowledge during the course. The lecturer managed to address and engage younger generation with such a challenging topic. Three of our clients also had the opportunity to attend other online courses focused on exam interviews. Students especially appreciated the feedback from the lecturer and they evaluated course as a significant experience that they can use further in their professional life.

Thanks to friendly relations we have with other organizations, specifically **DROM** and **Institute of Social Innovation**, we managed to mediate a retraining course to several of our clients.

Clients showed the greatest interest for a nanny and social worker retraining courses. Last year we also focused our attention on increasing the number of people placed in supported job places by actively reaching new employers. Thanks to this activity, we managed to establish mutual cooperation with several interesting employers in the field of gastronomy, construction, services, cleaning, librarianship, education and warehousing.

FIELD PROGRAME IN BŘECLAV



71

CLIENTS OF FIELD
PROGRAM

4

CLIENTS

HOUSING AND PREVENTION OF HOUSING DEBTS

In 2020, we cooperated with only 1 client who was actively looking for **commercial housing**. The cooperation with this client still continues. The problem of achieving the goal for this individual is a deposit that is too high. Many clients do not even try to change their housing situation, mainly due to lack of funds. We also cooperated with **1 client who had a debt in a city apartment. The debt was repaid and the loss of housing was prevented**. Housing fees were a topic we tried to solve with 2 clients, **whose debts were reduced** as a result of our cooperation.

5

CLIENTS

EMPLOYMENT

In 2020 we cooperated with **5 clients who were searching for employment**. Employment counseling has become a marginal activity with low client demand due to low unemployment. Part of the employment counseling was a search for job vacancies, rehearsed phone calls with employers, rehearsed interviews, completion of a CV, explanation of contracts principles, etc.

16

CLIENTS

INDEBTEDNESS

In 2020, we registered **a total of 16 clients who dealt with commercial or non-commercial indebtedness**. For some clients it was only a matter of a reminder, while for other clients it was already a foreclosure on wages or property. For all clients, where it was possible to agree on a repayment schedule, the outcome has been successful. For 3 clients, we know that the proper repayment led to a larger decline in debt. During the year, we supported 8 clients who were in a state of insolvency. We made sure they properly met the conditions for debt relief. During the year, we recorded 1 successfully completed debt relief.



DEBT COUNSELING



110
CLIENTS



20
PAYMENT CALENDERS

Year 2020 is the already the second year in which IQ Roma servis is providing debt counseling in Břeclav. The aim of the Debt Counseling Center is reducing the high level of indebtedness among the inhabitants of the city of Břeclav, which is one of the basic manifestations and factors of social exclusion.

Last year, the services of the Debt Counseling Center have been considerably limited due to the declaration of a state of emergency and the long-term illness of the counseling lawyer. We've been searching for other ways to communicate with our clients, but providing advice in person is irreplaceable when it comes to communication and cooperation.

In 2020, we worked with **110 clients**. A total of 8 people used the field services. The cooperation mainly included support in determining the extent and amount of indebtedness, as well as escorting clients to court hearings and, last but not least, dealings with authorities, insurance companies and banks.



FOR YOUNGSTERS

We support socially disadvantaged Roma youth aged 6-26 in Brno in their educational process and professional careers. We provide them with active and meaningful leisure time activities and support them in their efforts to fully participate in society.



201
CLIENTS

TARGET GROUP:

Club can be used by children and young people from 6 to 26 years of age, especially Roma youngsters who are at risk or experiencing an unfavorable social situation.

WHAT WE ARE OFFERING:

- consulting, preventive activities, self-development activities, educational and leisure activities
- terrain and ambulatory form of help
- individual and group work

TWO TEAMS:



Club and Playground team

Vranovská 846/45, Brno
Husovická 2, Brno



Educational program Gendalos team

Vranovská 846/45, Brno

As part of operating during the pandemic and after the introduction of distance learning, in Club we mainly focused on supporting their clients in fulfilling their obligations to school. This included providing **additional lessons to our clients, helping them in fulfilling their tasks, practicing with them and motivating them to fulfill their homework. We also made it possible to work on a PC with electronic materials directly from schools.**

CLUB EVENTS

3 week actions - Spring break at the Club, Club Week, Christmas at the Club.

These are weekly thematic workshops focused on education, preventive activities and sports.



1 St. Nicholas event



1 community event (Mulačák)



1 dance course (Flamenco)

EDUCATIONAL ACTIVITIES IN CLUB

Long-term group and individual **tutoring continued during 2020, which we implemented both in person and mostly online.** We were mainly focused on tutoring Czech and English language as well as on tutoring mathematics.

SUMMER CAMP

The summer camp took place on July 27 - 31 in Sloup in the Moravian Karst. Children were able to participate in sports, self-development and handicraft activities. **The topic of the summer camp was time traveling.** Children participated every day in activities located in different historical epochs. Activities culminated in a collective repair of a magic time machine thanks to which we were able to go back to our reality.





PLAYGROUND

Despite the situation caused by the pandemic, we implemented several leisure, sport and community events in the Playground. All events which took place in accordance with hygiene measures.

During this events we aimed at connecting the majority with Roma minority and building friendly relations between them. We also aimed at developing a positive approach to sport and a healthy lifestyle among our target group.

ACTIVITIES WE CARRIED OUT:



**1 football
tournament**



**2 courses
(art - handicraft,
sport - roller
skates)**



**2 preventive
workshops**



**2 community
events**



**1 cleaning action
(Let's clean Czechia -
let's clean Playground)**

EDUCATIONAL PROGRAM GENDALOS

G

Gendalos helps students prepare for their entrance exams, provides them with free tutoring and enables them to apply for a scholarship that allows them to purchase school supplies and other necessities. We cooperate with mentors and volunteers in order to motivate young people to develop their interests and skills. An essential part of the program are group activities, where students can support and motivate each other, meet interesting guests from the Roma community and learn new things. Students can also deepen their general outlook thanks to excursions that take place around the Czech Republic, as well as to cultural and educational events they can join. We also help students connect with their future employers, take internships and participate as volunteer on projects abroad.



70 students

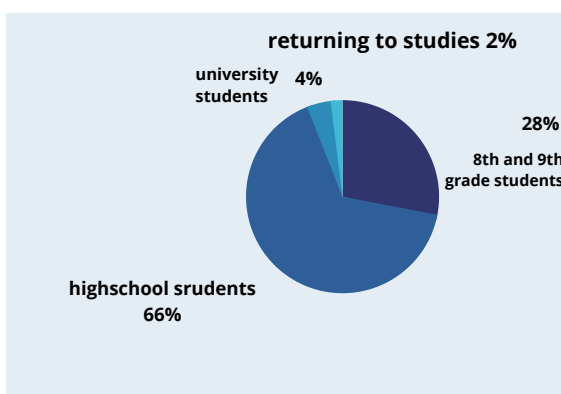


4 university students

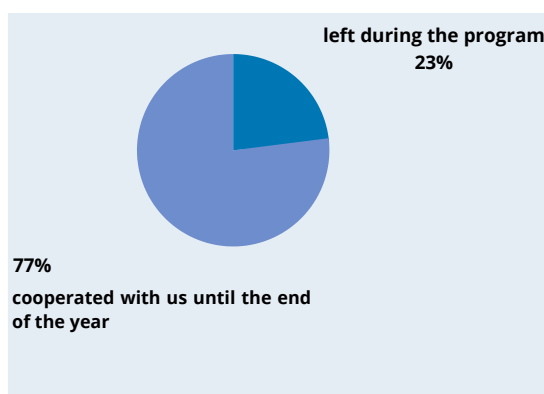


**7 students out of 8
successfully graduated**

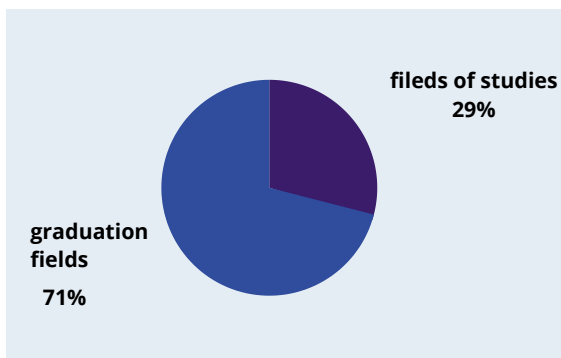
GENDALOS STUDENTS



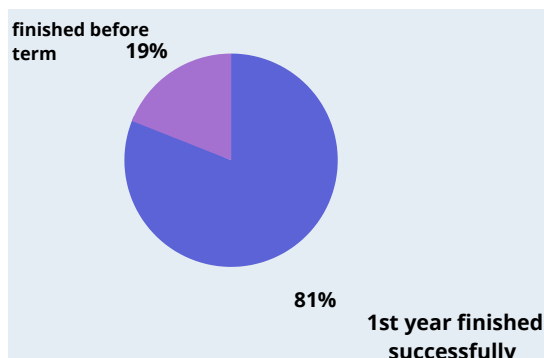
NUMBER OF PEOPLE THAT WERE WITH US UNTIL SUMMER BREAK



HIGHSCHOOL OR VOCATIONAL SCHOOL



MANAGED THE 1ST YEAR AT HIGH SCHOOL



These are data for the school year 2019/2020

TUTORING

From January to December 2020, we provided a total of **466 hours of individual tutoring to 23 students**. During the year, we had to respond to the challenge of distance learning and closed schools. We moved tutoring to the online space, especially in the periods of crisis from March to May and from October to December. Thanks to that, we managed to maintain tutoring throughout the whole year.

In 2020 we again focused on fostering the quality of tutoring and supported our tutors in their further education mainly through individual reflection and participation in supervisions. We have cooperated with tutors who meet our requirements – they have long-term experience with teaching, they prepare lessons adjusted to student the work with, they master the secondary school curriculum and they are university students or have a university degree in the relevant field.

STUDENT MEETINGS

During the year, we tried to offer students a diverse range of activities. Thanks to that, they had an opportunity to develop their skills or experience something interesting. We organized a total of 5 student meetings.

We held our first meeting in February, in cooperation with the Jiří Mahen Library. Students participated in a library tour and they found out more about what the work of a librarian entails. They were also informed about the possibilities of studying at the Department of Information Studies and Librarianship.



23 students



466 hours of individual learning



5 student meetings





GENDALOS SCHOLARSHIP FUND



**79 aid in the
total amount of
106 376 Kč**



**Average donation
1346 Kč**



**34 supported
students**

Students receive their scholarship support in exchange of volunteering hours through which they develop their skills. Some of them prepare promotional posters for Gendalos events, others help out at events held by Club, or they take part in information blocks at primary schools where they pass on information to pupils about the possibilities of support in Gendalos. For four years in a row, students prepared a Christmas benefit concert the proceeds of which went to the scholarship fund. These were all very successful music events attended by up to a hundred visitors. This year we had to give up holding a benefit event. Students had the opportunity to participate in the online campaign called 'We have courage - give us the opportunity' instead.

FOR FAMILIES

Our mission is supporting mostly Roma families with children who find themselves in a socially unfavorable situation or are at risk. Our staff focuses on increasing the awareness, skills and self-confidence of individual family members so as to ensure the healthy development of the child in the family.



136

CLIENTS



7

COOPERATING SOCIAL
SERVICES OFFICES

TARGET GROUP:

families with children, mostly of Roma origin, who are endangered by a socially unfavorable situation they cannot solve on their own.

WHAT WE ARE OFFERING:

- Consulting, training, coordinated cooperation, joint trips, workshops, etc.
- Field and ambulatory form of work
- Center for parents with children
- Accompanying and supporting foster parents

THREE TEAMS:



Center for parents with children team

Vranovská 846/45, Brno



South Moravian Region team

Nám. Československé armády 1/2A, Vyškov



Břeclav team

Třída 1.máje, Břeclav

PROGRAM FOR FAMILIES DURING PANDEMIC

2020 was a year full of challenges for us. Government restrictions concerning pandemic affected everyone's lives - their needs had to be addressed.

We've supported clients in following areas:

Distance learning support

In cooperation with our donors, we handed over tablets and notebooks to families with the lack of technical equipment in order for their children could join online lessons. We printed out children's assignments, tutored them and supported their parents in communication with the school.

Compliance with protective measures

Our staff participated in mask sewing workshops that took place in community center. Then we distributed masks to clients. We supported clients according to the government regulations, provided them with up-to-date information on how to contact various institutions. We also tackled the dispersion of hoaxes regarding the pandemic.

COMPLEX COOPERATION

Key social worker – case manager used the possibility of involving a family assistant and a therapist or a lawyer in solving cases. Therefore we offered **comprehensive social, legal and psychological support**. The family assistant focused mainly on identifying the needs of children. There was great interest in legal services. The lawyer often dealt with family adjustments and nourishing obligations. The therapist participated in case meetings within families. She herself provided expert advice to the case manager and reflected upon the cooperation.

COORDINATED COOPERATION

We carried out 51 coordinated meetings with different social services offices and 16 meetings with other subjects (schools, NGOs, charities and shelters). The meetings mainly concerned the existing cooperation, agreements on establishing new cooperation and tasks concerning all involved subjects. Special focus has been put on care of children and managing their free time activities and school attendance.



WHAT WE MANAGED TO ACCOMPLISH IN 2020

- We received **awards** from cooperating **social services offices** (Brno - Židenice, střed, Maloměřice-Obřany a Černovice).
- We lifted number of professional facilitators and organizers of case/interactive case conferences in our team.
- Communication with primary schools has been improved, especially in times of emergency and distance learning.
- Min. **four clients found adequate housing** where they feel good.
- **During this year min. 8 children returned to their families from different residential institutions and facilities. :-)**



CENTER FOR FAMILIES WITH CHILDREN



4 children successfully admitted to primary school



6 children enrolled in kindergarten



54 educational videos

We did not lag behind in the Center for Families in 2020 either. We managed to support parents who were enrolling their children to kindergartens and primary schools. Concretely, we managed to enroll **4 children to primary school** and **6 children to kindergarten**. A great success has been that we managed to support one child with a confirmed autism spectrum disorder in being admitted to a classic kindergarten.

During the state of emergency, we renewed our Preschool Club Facebook account. Together we filmed **54 educational, creative and musical videos**. In addition to the videos, we supplemented the Facebook page with photos, current information on pandemic and everything else that families needed.

We were able to realize various summer trips with our children. We visited the observatory, the Akátky lookout tower, Mariánské valley and walked through the town of Boskovice and Kroměříž. We also visited Pernštejn Castle, Brno dam, took a trip to the Ranch near Rezava wells and stopped in the library where we read and got to know different fairy tales.



We also succeeded in our cooperation with parents. We carried out several workshops for parents with children and made carnival masks, organized a children's party, planted flowers, prepared to elementary school, informed families about the system of social benefits and on how to spend quality leisure time with their children.

ACTIVITIES FOR FAMILIES OF SOUTH MORAVIAN TEAM

We offered social activation service for families with children in Vyškov, Bučovice and Zastávka beside Brno. We often worked with families under the supervision of social services offices and helped parents in increasing their parental competencies and **focused on helping them with school education of their children.** We assess family situation comprehensively and work on stabilizing it.

GROUP ACTIVITIES FOR FAMILIES WITH CHILDREN

Thanks to the support of the Ministry of Labor and Social Affairs, we organize workshops for parents that are focused on preventive activities in the field of education and health. The workshops supported by the 'Family in the Focus' project were attended by **45 adults and 40 children.**



TUTORING

In total we tutored **26 children from 17 families** of which one was a high school student, other was a student in a secondary vocational school, 9 were at 2nd level of primary school and 16 attended 1st level of primary school. Two of them unfortunately have to repeat the 1st grade, but all other children successfully managed to finish the year. In addition to individual tutoring in families or at facilities of IQ Roma servis, online tutoring took place online in times of emergency. Group tutoring took place during summer holidays - **12 families and 21 children were included**. During the whole school year 2019/2020 we cooperated with **18 external workers** - 5 trainees from the Faculty of Education, 4 volunteers and 9 external workers.

INDIVIDUAL TUTORING



26 children



17 families

GROUP TUTORING



21 children



12 families

PROGRAM FOR FOSTER FAMILIES

In the city of Brno, we accompany foster families where we focus mainly on foster care. In year 2020 we cooperated with 12 foster parents and 11 children in foster care or guardianship. Cooperation with a lawyer who represented foster parents worked well. Lawyer represented them in court proceedings and provided our staff with legal advice while managing individual cases. Good cooperation was also established with and NGO called DROM and their foster care program.

APART FROM THAT, WE ARE ALSO HAPPY THAT WE:

- managed to successfully entrust 2 children to foster care and guardianship,
- managed to initiate insolvency proceedings for two foster parents and one guardian with the help of the Career Center, DROM's Debt-Counseling Center and the Celzus' Debt Counseling Center,
- we managed to attend the public rehearsal of the opera Ferda Mravenec with foster families,
- managed to connect the foster parents, with whom the agreement on the performance of foster care DVPP has expired, to DROM.

COMMUNITY WORK

We are creating space where Roma men and women participate, improve their position in society and disseminate their skills and culture. We are developing opportunities that enable Roma and non-Roma people to meet.



10
**COMMUNITY
LEADERS IN BRNO**

WHAT WE ARE OFFERING:

- Involvement in community activities
- Support of community leaders and their visions
- Support of community life in Roma populated neighborhoods
- Community cleaning
- International Roma Day celebrations
- Workshops, meetings, events

FIVE TEAMS:



Community center Savore Džene team

Bratislavská 193/7, Brno



South Moravian Team

Nám. Československé armády 1/2A, Vyškov



Center for Families with Children team

Vranovská 846/45, Brno



Field Work Team

Vranovská 846/45, Brno



Břeclav Team

Třída 1.máje, Břeclav

COMMUNITY WORK IN BRNO - SAVORE DŽENE

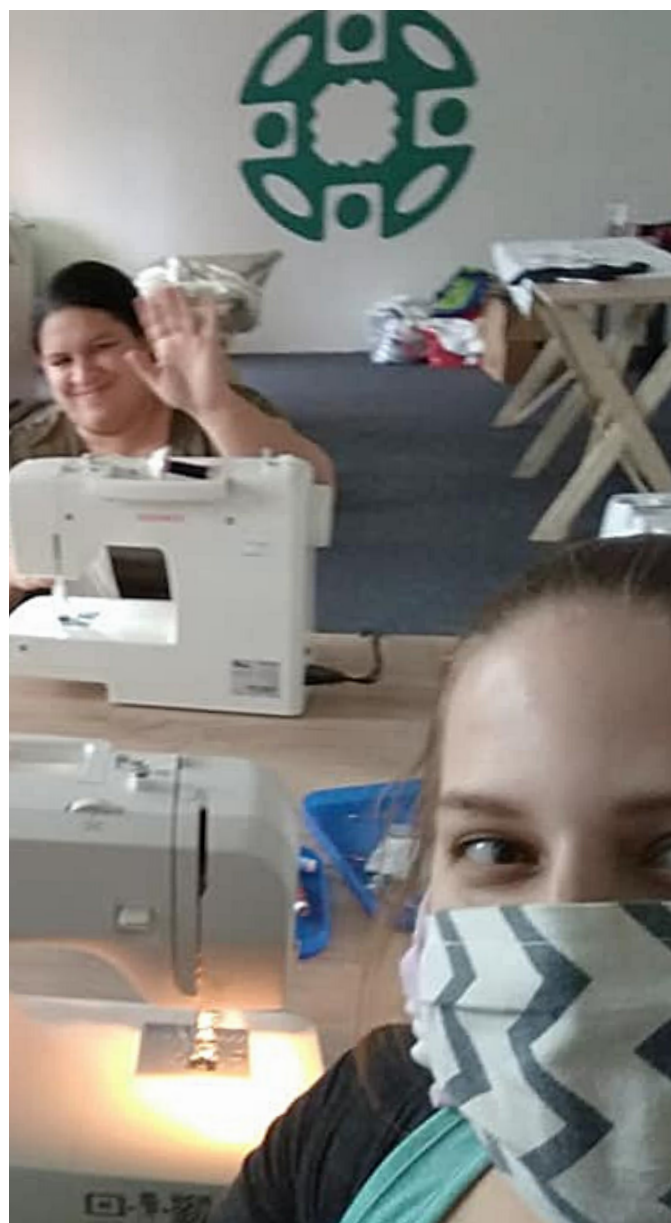


Year 2020 brought a lot of new topics to community center's interest. Alongside with that, several new leaders and participants have joined. New challenges on how to function in emergency times have also emerged.

SEWING WORKSHOP

Many of our **workers are involved in various charitable activities in their free time**. The declaration of a state of emergency made no things different. Our colleagues joined the long line of people who helped in those difficult times.

The workshop was open on weekdays and some weekends and operated approximately **3 weeks**. During these times we sewed over **2 000 masks**. We distributed part of it to our clients and sent part of it to the common stock of the initiative 'We're sewing masks in Brno'. This initiative succeeded to equip more than 100 institutions from the whole South Moravian region with masks in a very short period of time. Among these institutions, there were hospitals, retirement homes, police stations, sanitary facilities and more. This is how we contributed to collective efforts of better coping with the spring pandemic wave.





OTHER ACTIVITIES IN COMMUNITY CENTER

Apart from mentioned changes, there were also new groups focused on cooking that got formed in the center. One of them was formed in order to **provide soups for people with no roof over their head**. The other one was formed in order for young people to hand over receipts to one another. At the same time, this group of young people was involved in distributing soups to homeless people. The third group called **Romani cooks** represents a group of Romani women who discussed themes connected to family life over cooking activities. Dance groups have also grown bigger. In addition to **Gypsy Čercheň**, the group **Black and White** and **Romano Jilo** started training in our facilities. Therefore, we have two more community leaders.

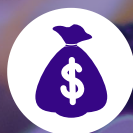
COMMUNITY WORK IN BŘECLAV

Last year, we focused our community work mainly on **making community more active, improving our mutual relations and facilitating events aimed at preventing the spread of Covid-19** in the community and outside of it. Like many others, we also sewed masks, informed the community members about the preventive measures, distributed masks and disinfection. Masks were provided to us the city of Břeclav and their Technical Services.



FOR THE SOCIETY

We are constantly developing the quality of our social services and other activities related to them.



16

CULTURAL EVENTS



2

CAMPAINS

HOW DO WE WORK:

- Monitoring the impact and quality of organizations' work
- Roma Culture Week
- Networking and platform collaborations
- Project Focus on the family II.
- Amaro Records
- Akademie Diversitas
- Public relations and donors
- Inspections and certifications



EMPLOYEES' GROWTH

Putting emphasis on education and development is one of the basic values of our organization as well it's part of its culture. We support education beyond the mandatory scope. At the same time we offer training to employees from non-client work.

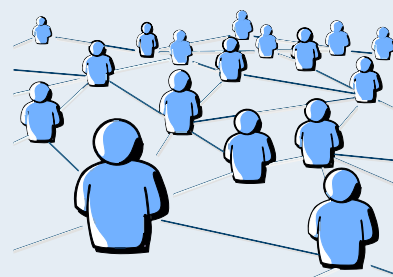
This year employees chose various online or offline trainings according to their needs and development topics. In the spring we held an internal educational conference in compliance with epidemiological measures. This is a recurring event that takes place every years in our organization. It allows employees to prepare shorter blocks of training for their colleagues and therefore use the know-how they earned in various areas of their work.

EVALUATION AND MEASUREMENT OF THE IMPACT

Our donors have shifted their way of thinking and **began perceiving evaluation activities as important**. Thanks to their support we had the opportunity to carry out internal evaluation in **7 of our projects**. Continuous evaluation as one of the basic activities of implemented projects is not a novelty for us. However, the functioning of the internal evaluator in the implementation team is both an opportunity and a challenge for us. Ongoing evaluation reports are a new source of incentives on how to improve our practice. They also enable us to draw attention to problems and risks that might occur in a timely manner.

WE ARE MEMBERS OF FOLLOWING NETWORKS AND PLATFORMS:

- Association of Publicly Beneficial Organizations
- Platform for social housing
- Commission for Social Inclusion
- Community planning in Brno, Vyškov and Břeclav
- European Anti Poverty Network
- RomanoNet



'FOCUSED ON THE FAMILY II.' PROJECT

Since October 2019, we have been implementing the project 'Focus on Family II', which supports workers who work with children at risk. The project is focused on innovative methods of working with the family - case, interactive and family conferences.

In January 2020, a meeting of the 'Local Platform of Experts' took place on the topic 'Motivation of clients to use CC, ICC, FC'. The topic of the meeting was initiated by the experts involved in the project. In September, we also managed to hold a meeting for Social Services Office staff on the topic "The role of Social Services Office before the conference".

During the first emergency state we've created videos aimed at introducing individual innovative methods to the general public. An educational video presenting case, interactive and family conferences has been created as well.

This year we managed to train new facilitators and organizers of case and interactive conferences. Our team has, therefore, expanded and we have **7 new organizers and 8 new facilitators**.



AKADEMIE DIVERSITAS

Situation considering coronavirus pandemic affected the activities of the Akademie Diversitas, as affected many other areas of life in our country. Nevertheless, we continued to look for ways to train and share our know - how. We gained **accreditation for 2 new courses**: Interactive case conferences in practice and Insolvency and debt relief. We also held several runs of the popular course 'System of Non-Insurance Social Benefits or What are Clients entitled to?' During the spring restrictions, we have prepared several for our supporters few **crisis management webinars** both on a personal level and in families. Furthermore, we have established a very successful cooperation with **association 4 UŠI**. Out of the planned **3 training courses on non-violent communication** (The art of self-expression, the art of empathy and the art of connecting differences) we unfortunately carried out one run in the autumn.

In 2020 the facilitators and organizers of the Akademie Diversitas continued organizing case, interactive and family conferences. One of the big changes has been the organization of online case conferences, which required great technical preparation. However, this form helped us in preventing the limitation and delay in supporting our clients during the pandemics. We are eager to continue in the same way next year.

PUBLIC RELATIONS AND DONORS

As an organization that supports the Roma, we often encounter hatred, especially on social networks. That's why we decided to run a campaign called **Freedom until the consequences**, which pointed out that everyone is responsible for the statements that they make, both in real life and on social networks.

The very beginnings of the campaign **have been made by the win of the Czech Television Award for the video in 2019**, when they our idea for the campaign and the proposed video that goes with it has been recognized.

We planned to implement the campaign in the spring of 2020, but due to the sudden measures associated with Covid-19, we had to move the campaign to the beginning of autumn and adjust its program so that all campaign activities could be implemented online. That largely affected the overall organization of the campaign.

We also struggled with the controversy of the topic and especially the video, which was the main bearer of the idea of the whole campaign. We worked with a production company **GNOMON and an actress Petra Schovánková. We would like to thank all those who participated in the video production.**

The raw concept of the spot, in which hate speech openly appeared, was unacceptable to Czech Television. The video therefore had to undergo great censorship and was not broadcast until the evening. Despite these difficulties, the spot had over **2 500 000 views. We also had an opportunity to present our campaign in a program 'Home alone'.**



2 500 000 viewers saw our video in Czech Television



6 podcasts for the campaign



95 articles was written about us



PUBLIC RELATIONS DURING THE YEAR

In addition to the campaign, we also kept our community informed about the safety measures associated with the prevention of Covid-19 transmission, as well as about the symptoms and what to do when you are infected. **The year 2020 was also plentiful for us in terms of the media side. We managed to open the topic of both hate speech and the topic of distance education of students from socially excluded localities in the media.**

DONORS



130 donors



Over 560 000 Kč



130 devices

In 2020, **130 individual donors** supported the organization with a financial donation. We received over donations **560 000 Kč**. These funds were used mainly to fulfill the Gendalos Scholarship Fund, which supports young Roma students on their way to education. In addition to Gendalos, other organisations' activities were also supported (a trip abroad for our Břeclav clients, aids for compulsory clients at school or support for the implementation of community events).

We were also significantly supported by donors who made material donations. **We thank ČSOB for their donation of 105 tablets worth over CZK 100,000.** These devices have been passed over to for children from socially excluded localities in order for them to overcome barriers to distance learning. We also thank **platform Good in the times of corona and other organizations (AT&T, ZŠ Sirotkova, Mgr. Jaroslav Suchý, Faculty of Economics and Administration MU, Václav Pecl).** In total, we provided our clients with over 130 devices.



INTERNSHIPS



**11 students in
the teams**



920 internship hours

Last year, we made it possible to practice in total **11 students in South Moravian teams**, Program FOR FAMILIES, in a Club, Gendalosa and Career centre. In total, our students carried out **920 hours of internships**. We have a long-term cooperation with VOŠ Caritas, Evangelical Academy, VOŠ social law, Masaryk University and other high schools and universities.

Last year, we also provided internships to other organizations in the Gendalos program and the Brno field service for about 40 hours with a focus on the education of Roma secondary school youth and the Rapid Re-housing project.

INSPECTIONS

In 2020 three inspections from municipal authorities took place in our organization. All inspections were carried out without any significant shortages.



WE THANK ALL OUR SUPPORTERS AND DONORS IN YEAR 2020



Evropská unie
Evropský sociální fond
Operační program Zaměstnanost



EVROPSKÁ UNIE
Evropské strukturální a investiční fondy
Operační program Výzkum, vývoj a vzdělávání



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KULTURY



MINISTERSTVO PRÁCE
A SOCIÁLNÍCH VĚCÍ



MINISTERSTVO ŠKOLSTVÍ,
MLÁDEŽE A TĚLOVÝCHOVY

jiho**moravský** kraj

B | R | N | O |



Město
Břeclav

Vyškov

Nadace OSF



NADACE JST

NROS

Nadace rozvoje občanské společnosti



MONETA | MONEY BANK



MAS
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kuos
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Thank you for your support!

