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# ORGANIZATION STRATEGY

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2017 - 2021





Perkal savore jile





## BRNO

Vranovská 45  
614 00  
Brno



## BŘECLAV

Tř. 1. máje 39  
691 41  
Břeclav



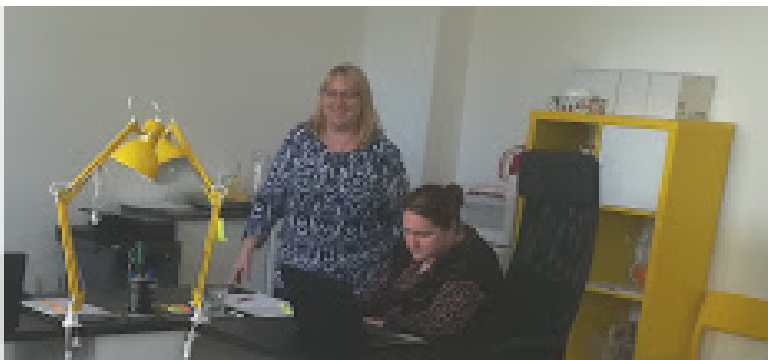
## VYŠKOV

nám. Československé armády 1/2A  
682 01  
Vyškov



## DEBT - COUSELING CENTER

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





## AMARO RECORDS

Milady Horákové 22  
602 00  
Brno



## SAVORE DŽENE

Bratislavská 7  
602 00  
Brno



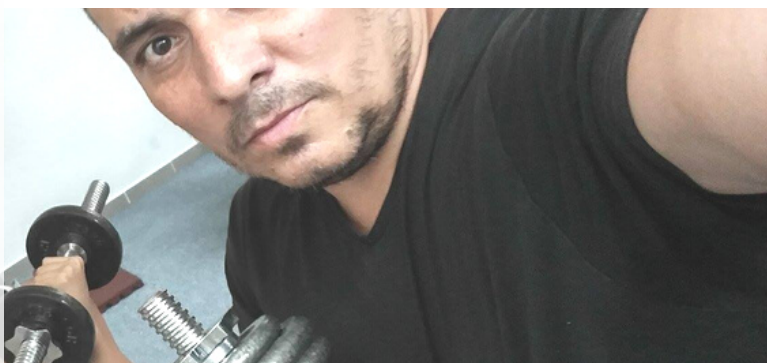
## CAREER CENTER

Milady Horáková 38  
602 00  
Brno



## ROMA GYM

Bratislavská 62  
602 00  
Brno



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**05**   CONTENT

Vision, Mission and strategy.....6

Interview.....7

Comunity work.....9

Education.....11

Employment.....13

Fieldwork.....15

Social Activation Service for Families with Children.....17

Low-Threshold Club.....19

The Organization.....21

Support Us.....25

## VISION, MISSION AND STRATEGY 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.*

*The strategic plan of IQ Roma servis for 2017 - 2021 stands on 5 distinct columns - strategic goals reflected in 5 priority areas on which the organization focuses its work. These are Development of Community Work, Educational Support, Employment and Employability Improvement, Delivery of High Quality Social Work and Social Care, and Advancement of Organizational Excellence and Public Image.*





## INTERVIEW WITH PETR MAČAL - THE DIRECTOR OF IQ ROMA SERVIS

### YOU'VE BEEN WITH IQRS FOR TEN YEARS NOW, DO YOU STILL ENJOY WORKING HERE?

Actually, I do. Sometimes I am dealing with a more serious issue or there are several at once, which can be quite demotivating, because one doesn't know which issue to address first. But overall, working here is pleasant. For that I can only thank those who are part of our team, because it would not be the same without them.

### WHAT MOTIVATED YOU TO APPLY FOR THE DIRECTORIAL POSITION?

My faith in the IQRS's vision and mission and then my desire to maintain them. It's important to me that IQRS doesn't become an organization similar to one of the municipal and regional organizations. IQRS was established as a civic association, which means that a group of people recognized the need to do something, out of their own initiative, based on their own values. And to me that seemed important to maintain, I was quite concerned that someone else might lead the organization in a different direction.

### WHAT WAS MOST CHALLENGING FOR YOU ONCE YOU HAD BECOME THE DIRECTOR?

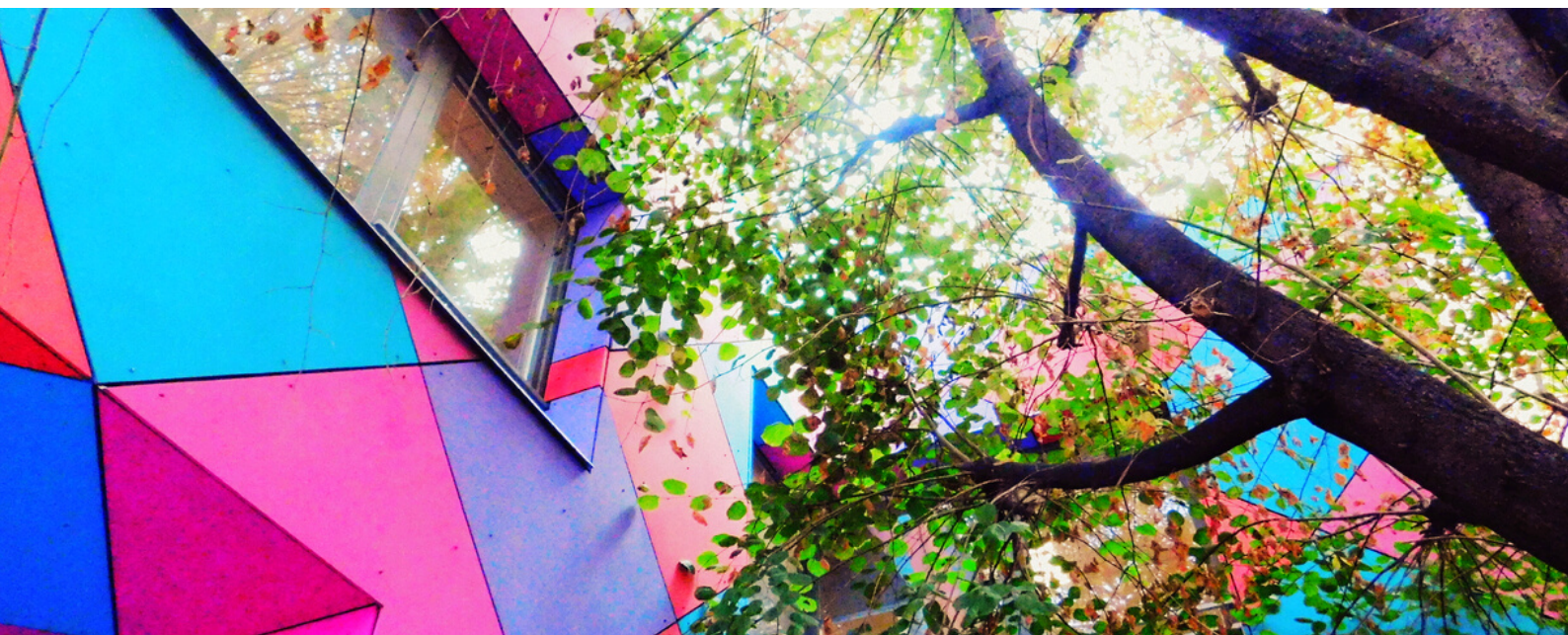
To change my style of work. After all, I had worked here as a financial manager, which meant that I mostly dealt with creating and checking excel tables, not so much with people. As a director, I have to

consider the needs and suggestions of all my teams and employees, take into account the needs of the organization as a whole, think about what might be happening in a year or five, not just tomorrow. That's what stimulated the change, because now my work is more about contemplating and decision-making.

### WHAT WAS IQRS LIKE WHEN YOU STARTED HERE AS COMPARED TO NOW?

When I started here, IQRS seemed like a collective of eager people concerned about social exclusion. IQRS has made quite a leap in its professionalism and expertise, in its responsibility towards its clients and the society as a whole, in its ability to negotiate at municipal, regional, and national level. We truly made an advance in this area. Unfortunately, with that also goes the loss of spontaneity and grass-root activism.

*"When I started here, IQRS seemed like a collective of eager people concerned about social exclusion."*





**ONE OF OUR GOALS IS TO AMELIORATE THE RELATIONSHIP BETWEEN THE ROMA AND THE MAJORITY POPULATION. ARE WE SUCCESSFUL IN THAT REGARD? ARE THE ROMA SEEN IN A BETTER LIGHT THAN 5 YEARS AGO?**

I think so. Radical opinions about the Roma still exist and will continue to exist. But I can also see many people, most of them young, who do not judge one another on the basis of their ethnicity, but on how one behaves and acts. There are more and more Romani men and women who occupy a dignified space in our society, there are many more university-educated Roma, etc.

**WITH EVERY YEAR, THE NUMBER OF OUR CLIENTS DECREASES. ON THE OTHER HAND, THE TIME THAT SOCIAL WORKERS SPEND WITH AN INDIVIDUAL CLIENT INCREASES. WHAT DOES THAT MEAN? IS IT GOOD?**

There are two things that can account for that. One is that there are truly fewer people in need of our services, which is good. That gives us the space to spend more time with individual clients and assist them with more than just their existential issues – such as developmental activities for the individual client or their family. The second factor is the growing complexity of the bureaucratic system. Instead of the one form from a few years ago, now we have three. That takes a toll on the overall time we can dedicate to social work.

*"We will continue in our efforts to maintain our services in the greatest scope available, so that they are accessible to as many people as possible."*

**WHAT ARE OUR FUTURE PROSPECTS?**

In general, we can't say that our future prospects are positive or negative. We are talking here about a continuous, unceasing endeavor to improve the circumstances of people in danger of social exclusion or those already excluded. I'd say that the eradication of social exclusion is not and for a long time will not be the priority of most politicians, but neither of the Czech public. For that very reason it is necessary to constantly remind them of the issue, constantly work on its particularities, constantly demonstrate that people and primarily the Roma do not become marginalized voluntarily. We will continue in our efforts to maintain our services in the greatest scope available, so that they are accessible to as many people as possible. It is a great challenge of ours to be capable of presenting results of social work in a way that is comprehensible not only to the expert but also to the lay community.





WE CREATE A SPACE FOR THE ROMA TO ACTIVELY ENGAGE IN IMPROVING THEIR CIRCUMSTANCES, SHARING THEIR SKILLS AND CULTURE. WE PROVIDE AN OPPORTUNITY FOR THE ROMA AND NON-ROMA COMMUNITIES TO CONNECT.

As a part of community work and community organizing at IQ Roma servis, we pride ourselves on **INFORMAL COMMUNICATION, RELATIONSHIP AND NETWORK BUILDING AMONG ACTIVE ROMA** and **CREATING SPACE IN WHICH THEY PUT THEIR SKILLS AND EXPERIENCE TO USE**. Community organizing permeates all programs and centers located in Brno, Vyškov and Břeclav. Active engagement of the Roma is an indispensable part of community organizing, as is their commitment, activity, initiative, motivation, energy, and the confidence that together we can bring about a positive change.

The most significant community event is the annual Week of the Romani Culture that takes place around the International Romani Day. Each year it attracts more than 1000 people from over the South Moravian Region.

Our organization has been for years now successfully promoting community work in Břeclav with the aim to empower the Roma to take initiative in matters of housing, neighborhood relations, community spirit building, and developing positive relations with the non-Roma population in regional municipalities. The local community takes regularly part in activities concerning the maintenance of their surrounding environment. These include communal clean-ups, during which the re-

sidents of an apartment building take care of the common spaces, as well as the biannual event Let's Clean Up Czechia, during which the town inhabitants come together to clean their surrounding forests off garbage.

Those living in smaller municipalities of region rarely know or celebrate the International Romani Day. Hence we prepared a thematic bulletin board to be placed in the town hall lobby for the duration of April. We were able to spread information about the Romani flag and anthem, about prominent Roma in our society, and about why we no longer use the word "gypsy".

#### ABOUT THE SAVORE DŽENE COMMUNITY CENTER:

The Savore Džene Community Center (Savore Džene meaning "all people") was established in October 2018 on Bratislavská 7. It serves as a meeting place for the community to partake in hobbies, leisure activities and cultural events. Some meet up on the regular, f.e. the dance group Gypsy Čerchaňa or Romane kucharky that cook dishes traditionally found in a Romani kitchen to share them among themselves and with the public.







2021

We will increase the number of socially engaged Roma, focusing specifically on the involvement of Romani women



We support the Romani football team



On an average year, Amaro Records helps to produce 35 music recordings



We support cultural and socially beneficial projects realized by the Romani community in Brno, Břeclav, Vyškov and other regional municipalities



We support regular meet-ups of at least 5 action groups



In 2017, we opened a community gym on Bratislavská street in Brno



We established the Aven Ameca Fund to support community organizing. It serves to implement various community-led ideas for one-off community events and long-term activities.

We support and raise the profile of independent Roma music as well as collaboration between Romani and non-Romani musicians and artists through Amaro Records.

We organize the Week of Romani Culture and the International Romani Day festivities in Brno and Břeclav.

We established the Savore Džene community center.

We support the coming-together of independent groups, self-organized by proactive Roma.

We will share stories of successful Roma (on social media and as a published collection) to raise awareness of the power of joint action



In 2018, the Aven Ameca Fund supported 1 community project with the sum of 7 500 CZK



In 2017, 21 music videos were created in Amaro Records



Since 2006, we have been traditionally organizing the International Romani Day festivities and since 2013 we have also been celebrating the Week of Romani Culture



We support young Romani women and men to become invested in their status, future and public life, creating space for the growth of young community leaders



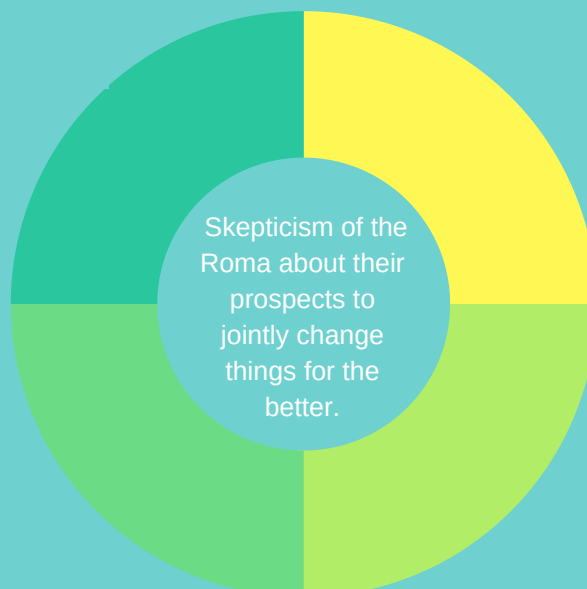
The Romane kucharky group meets up in the Savore Džene community center on the regular to cook and share Romani dishes



The Roma do not feel to be an essential part of the society



Low awareness of the power of joint action, lack of positive role models and experience of success



Low numbers of self-motivated active Roma



The system does not support collective solutions

# WE FACILITATE THE DEVELOPMENT OF THE ROMA MIDDLE CLASS, EDUCATION AND ROMA ROLE MODELS

### ABOUT GENDALOS:

In Gendalos (translated 'mirror'), the educational programme, **WE SUPPORT YOUNG ROMA GENERATION ON THEIR WAY TO EDUCATIONAL AND PROFESSIONAL SUCCESS.** We focus on supporting young motivated students who, in addition to financial difficulties, often have to deal with a complicated family background and unsatisfactory study conditions. The students are, during their studies, offered comprehensive support consisting mainly of individual counselling, tutoring for entrance exams or school subjects, and regular motivational meetings with their studying peers. **TOGETHER WE ARE TRYING TO FIND A WAY OF HELPING THESE STUDENTS TO OVERCOME THE DIFFICULTIES THAT STUDIES BRING ALONG, AND TO DEVELOP THEIR POTENTIAL.**

### *In the words of a community member*

*"I, although being a Roma woman myself, have never felt I fit in with the Roma. But when I started engaging with IQ Roma Servis, in 2015, under the supervision of Hanka Kolářová, nice things started happening. What nice things? Outings, understanding, support – not only financial but also emotional when I could not cope with my personal life. The workers were always there for me."*

**Markéta**

### CASE STUDY:

Klára first joined the organisation due to the community service, which she was ordered to do as an alternative punishment for committing a crime. At first, she was not very communicative or engaging but she always did everything I asked her to do. After the third meeting, she began to open up so I tried to talk to her more. Thanks to our conversations, I found out that Klára had applied for a place in secondary school but unfortunately, wasn't accepted. Klára did not do anything about that. The fact that she was turned down discouraged her, she did not feel like doing much regarding resolving the situation and was refusing to talk to me about it. However, that did not put me off and I was persistently trying to raise the subject. At the end of the summer holidays, although I thought she was done with her studies and even thinking about it, I introduced her to our Gendalos programme. Then, Klára showed interest in entering the school and wanting to solve her situation. On her own initiative, she approached me and asked whether I would help her apply for a place in secondary school again, and was seeking more information regarding the Gendalos education programme. I arranged for Klára to meet with one of my colleagues from Gendalos. Following the meeting, Klára began engaging with Gendalos. Today, Klára is a student of a secondary school, where she feels very happy.



Specific measures: Roma parents will actively support their children in their studies



In the next years, we will increase the number of Romani youth with completed high school education

2021

With regular attendance at the Preschool Club, even children from less supportive backgrounds can develop preschool skills common for children of their age

We run a public campaign on the importance of inclusion.

We aim to support marginalized children in continuing their education for as long as possible, experiencing educational success, and gaining healthy self-esteem, thereby seeing a significant increase in their chances for a dignified and happy life, and social inclusion

In 2017, we supported 15 students in their selection of secondary schools and 100 % of them were accepted and joined the chosen secondary school

We provide quality career guidance, including help with the choice of appropriate secondary school or college.

The average success rate of students entering the second year and continuing on to the next semester of secondary schools is about 90 %

In 2017, we secured involvement of 19 teachers from 13 different schools with the student

We work with nurseries, schools and other organisations.

The minimum of peer meetings was 4 per annum

We support non-formal education as an important part of learning in all stages of life

We offer individual and group tutoring.

We provide regular individual and group tutoring for at least 10 hours a week

As usual, we organise a fundraiser, "Benefice", facilitated by students of Gendalos. In 2018, we managed to raise 49,219 CZK

We develop our own scholarship fund and engage the public in it

We implement a comprehensive, education support programme, Glendalos, which offers individually customised support.

About 70 Roma students avail of the programme Glendalos every year

In 2017, we provided 40 students with a financial help of 170,000 CZK in total, coming out of our scholarship fund

Every year, we advise Roma parents with preschool and school enrollments

We run a year-round preschool club that efficiently prepares children of the age of 3 to 5 years for entry into standard pre-school education.

In 2017, we managed to enroll 12 children (30 %) in non-segregated nurseries and 3 children (25 %) in non-segregated schools



Low competence of preschoolers who do not attend compulsory pre-school education



Schools attended by Roma students can not take adequately into account the students' disadvantages in learning



Existence of segregated schools and their poor quality



Roma students suffer from a non-stimulating environment that does not provide sufficient support in education



Missing family or peer models in the community





# WE CREATE SELF-DEVELOPMENT AND EMPLOYMENT OPPORTUNITIES FOR THE ROMA. WE ARE ALSO EXPANDING OUR OWN SOCIAL BUSINESS.

### ABOUT THE CAREER CENTER:

In 2018 we opened a Career Center in Brno to assist people in their career progression. As part of consulting services we map out ambition, strengths and aptitude of a client that themselves is unsure what direction to take. Furthermore, we offer our clients to take part in a paid internship or a training positions so they can try working in an area that attracts them. Apart from that, we also offer self-development lectures and workshops. In case of debt issues, we can provide our clients with legal counseling.

### CASE STUDY:

**Monika** was accompanied to the meeting at the center by a case worker who had set up the appointment for her. She did not say much about her current situation: she had secondary education, some work experience from an assembly line and custodial jobs, and she had a heart condition. She wanted to continue working at a similar position despite the assigned “third degree” disability pension and her inability to move around for longer periods of time. She had been unable to find a suitable job for 18 months, hence she wanted us to help her find job, one where she would feel content and wanted to stay for longer. Because Monika had not worked for quite some time, she wished to do a trial-run in a safe environment first.

The 3 month part-time training job usually offered to our clients was unavailable at the moment. The other option that fit best to Monika was working in custodial services. We assisted her in editing the CV, searching through custodial job openings and other jobs designated to people with disabilities. After an interview, Monika realized that custodial work might be too physically challenging, because she needed a job that would allow her to sit down while on her shift.

Monika decided to look for work in a social enterprise – a company that offers disability compensation. She reached out to several and even did a trial shift at one. One of the Career Center advisers accompanied Monika to her following interview. He had offered her to try a mock one with a colleague that herself was a recruiter, but Monika decided to turn down their offer. In the end, she passed her interview, but she did not get hired immediately – she failed the first trial in a workshop assembling varied little products. Nevertheless, she succeeded in another workshop. Because Monika lived in Bystrc and the workshop was located at the other end of Brno, we contributed a small sum from the project finances towards her monthly public transit pass.





# 2021

Increase the number of Roma who find a legal long-term employment on the labor market, thus acquiring debt relief and decent living conditions

We lead classes on communication and presentation skills, as well as Understanding Czech Properly and Understanding Money courses

We organize regular workshops on topics such as improving job competencies, mock interviews, excursions to various workplaces, etc.

Clients have an opportunity to do a mock interview

We are creating a network of co-operating non-discriminatory employers that offer attractive job opportunities

We co-operate with regional employers and promote the Ethnic Friendly Employer brand.

In 2017, we rewarded several other employers for fair and non-discriminatory practices on the labor market

We support and develop our clients' competences, strengths, general and legal awareness

In 2018 we opened a free debt-counseling center in Břeclav.

We focus on eliminating debt and increasing financial literacy of our clients as well as removing other obstacles that bar them from entering the labor market

We create training positions directly in our organization  
In 2017, 10 people took on an IQRS training position

We established a separate Career Center that offers our clients comprehensive counseling and care, thus contributing to their success on the labor market.

Every year we work with at least 100 clients who are looking for a job; the average success rate of our completed assignments is around 20 %

Targeted and subconscious discrimination on the labor market that results in low self-esteem and self-awareness

Low or irrelevant qualifications of the Roma

Unsatisfactory economic situation of Romani families who as a result fall deeper into the debt trap

Lack of work experience or documented praxis

Absence of visible positive role-models that might also motivate others

Even today, the Roma are not presented with the same conditions on the labor market as the majority society.

# WE HELP TO IMPROVE THE SOCIAL SITUATION AND RELATIONSHIPS OF PEOPLE AT RISK OF DISCRIMINATION AND SOCIAL EXCLUSION

The mission of fieldwork is to help people, especially Roma, who live in an unfavourable social situation. In their natural environment, **WE SUPPORT THE COMMUNITY MEMBERS' KNOWLEDGE, SKILLS AND CONFIDENCE GROWTH, AS WELL AS THEIR COLLECTIVE INTERESTS AND RIGHTS.** We want them to be able, on their own initiative, to exercise their legitimate interests, meet their needs, prevent problems, and live happy and dignified lives in a wider society. We promote systemic solutions to unfavourable social situations.

**The fieldwork supports community members in achieving their legitimate interests and rights, focusing particularly on:**

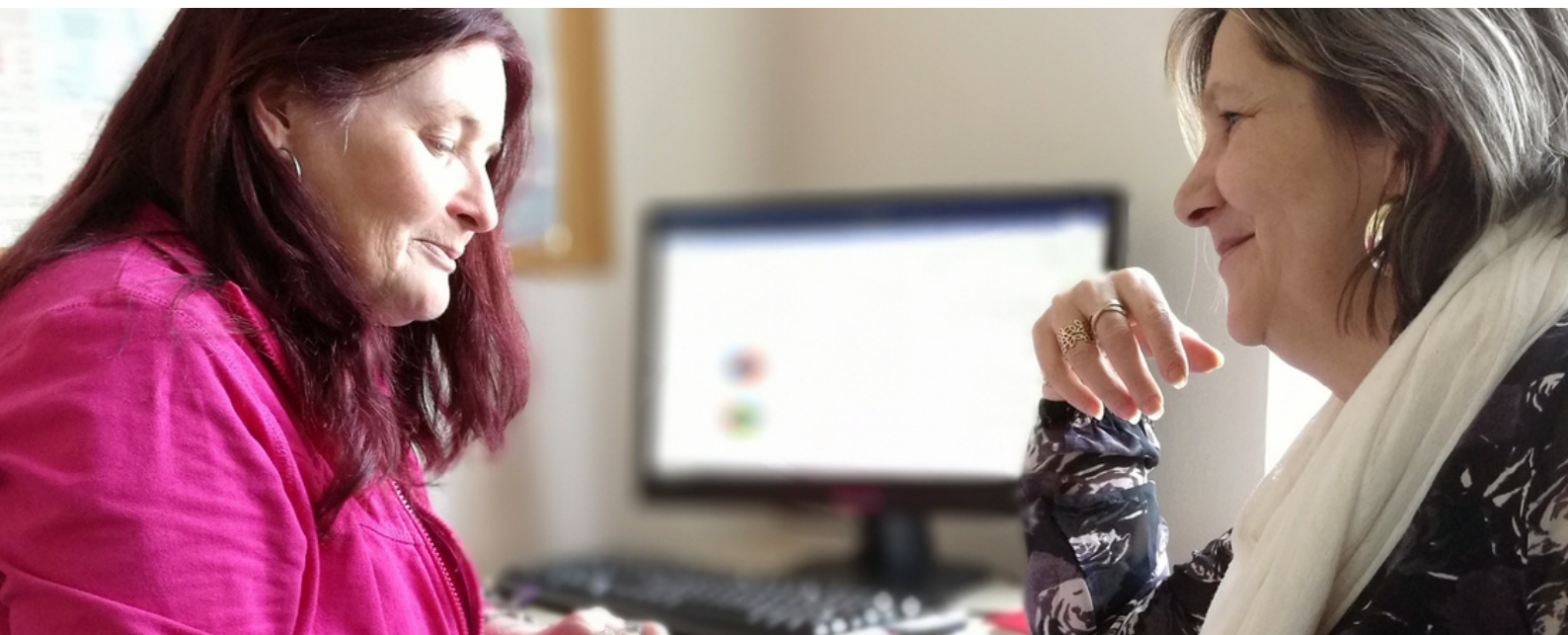
- strengthening the awareness of self-worth,
- securing and maintaining decent housing,
- securing and maintaining a decent job leading to pride in independence,
- preventing and mitigating the effects of debt and over-indebtedness of community members,
- efficient household economy,

- ensuring quality education, qualifications and personal development
- strengthening awareness of the value of one's own health and health in general
- prevention of addictions and support in coping with them,
- strengthening healthy relationships within family or neighborhood and promoting a sense of community.

### CASE STUDY:

Mrs. Kamila was living on the street, sometimes using dormitory and crisis center services, for several years. Her family was either not in a position or interested in helping her in her situation, and Mrs. Kamila was thus dependent on the help of the social services. Living on the street for a prolonged period of time negatively affected her mental health, especially her faith in a possible change. Connecting Mrs. Kamila to our services and getting one of our employees involved helped to restore this faith. So, after several years, she moved into a homeless shelter, where her situation is more stable, and still engages with our services in an effort to find a standard apartment. Thanks to our help, Mrs. Kamila also visited a psychiatrist for the first time, who will provide her with further support.

*Illustration foto*







## 2021

From 2021 on, we will focus on greater influence on other services and officials,  
monitoring impact of each area

Supporting community members within the commercial market resulted in obtaining standard apartments for five of them

We cooperate with communities and partners at local level

Close cooperation with the employment bureau helped 20 clients to stabilise their situation

We organized 11 internships and workshops on housing first

We execute networking and educational projects aiming to disseminate and professionalise social work

We execute regular lessons on Feuerstein's method of instrumental enrichment

84 % of community members will retain housing for two years after moving in

We promote social innovations and coordinated cooperation

Thanks to a socio-innovative project Rapid Re-Housing, full custody of 6 children was awarded back to their parents

In 2017, there were 15 applications for debt relief orders submitted, 8 (54 %) of which were approved

About 300 community members avail of the fieldwork services annually

17 members of the families motivated by retaining their house found work



The 2017 report on the situation of the Roma minority states that: there are 20,700 Roma living in the South Moravian Region, up to 40 % of which live in conditions of social exclusion



High insolvency and over-indebtedness



Persistence of high unemployment among Roma



Missing concept of social housing



Direct and indirect discrimination

Persistence of high number of Roma living in socially excluded areas or in socially exclusive conditions.

### WE PROVIDE QUALITY, PROFESSIONAL SOCIAL SERVICES REGISTERED UNDER THE SOCIAL SERVICES ACT

#### ABOUT SERVICE FOR FAMILIES:

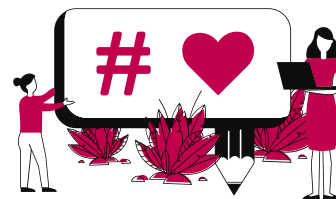
Our mission is to support families with children, mainly of Roma origin, who find themselves in a socially unfavorable situation or are at risk of it. The IQ Roma servis staff focuses on increasing awareness, skills and self-confidence of individual members of the family so that the healthy development of the child in the family can be ensured. We provide our services in Brno, Břeclav, Vyškov, Zastávka u Brna and Bučovice.

#### THE AIM OF THE SERVICE IS TO:

- develop parental competences in raising their children, strengthen healthy family and neighborhood relationships,
- promote inclusive education for all children and youth,
- promote a sense of community,
- support the accomplishment of legitimate interests and rights.

#### CASE STUDY:

Mrs. Jitka was caring for two of her granddaughters. Their mother is intellectually disabled and unable to take care of the children. Mrs. Jitka is in receipt of invalidity pension and can't work because of her health problems. When she took the children into care, none of the social workers advised her to apply for foster care. It was only when she started engaging with IQ Roma servis that she learned it was possible to apply for foster care. So she did and her application was approved. As a result, she can now meet the basic needs of her granddaughters and avail of the services of a child psychologist or pay for the children's after-school activities, which was not possible in the past. Mrs. Jitka also started attending compulsory education for foster parents, that will enable her to develop her competences in the area of child raising.





2021

In the future we want to further develop innovative methods of work with children and families, and focus on regular evaluation of the levels of danger for children

The workshops focus on the topics of child care and upbringing, leisure time spent together, or healthy eating

We work on strengthening parental competence by running workshops, organising weekends away and thematic trips

Workshops focused on the development of parental competences are run every month

The most common issues that we deal with are in the areas of childcare, school attendance, health care, financial counselling and obtaining as well as retaining accommodation

We provide comprehensive counselling to vulnerable families

Last year we created a financial plan with 5 families. 86 % of families remain in long term accommodation. 84 % of families have increased their health literacy

We make sure that children can safely comment on matters that concern them

We involve children in solving the situation

We involve children through interactive case conferences; between 2018 and 2019 we executed 14 of them. We created new materials for the purpose of fulfilling the children's needs

At work, we use our multidisciplinary team including a family therapist and family assistant. In this way, we can provide comprehensive counselling

We promote coordinated cooperation and social innovation

In 2018, over 80 families were involved and the workers participated in more than 70 coordinated meetings with community members and OSPOD; we cooperate with over 40 other experts



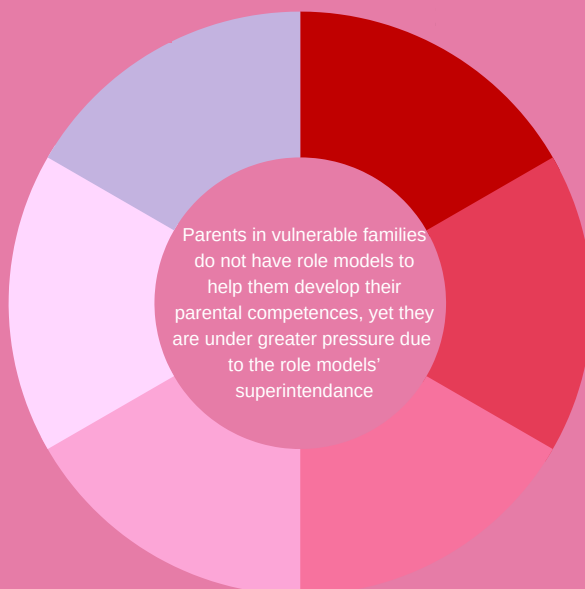
Poor position of socially excluded families – they have no access to services and are discriminated



Children have no space to express their opinion



Parents don't have competencies to support their children's development; they don't have role models and education



The common family life is threatened by poverty



The common family life is threatened by poverty



Parents lack important information and don't trust that the education of their child will be useful



## WE HELP CHILDREN AND YOUTH AT RISK TO FIND THEIR OWN PATH FROM SOCIAL EXCLUSION

### THE "LOW-THRESHOLD FACILITY FOR CHILDREN AND YOUTH"

aims to support socially disadvantaged, particularly Romani youth aged 6- 26 years residing in Brno on their educational and professional career paths, in active and meaningful use of their free time, and in their efforts to function well in the larger society. The Low-Threshold Club offers general and prevention counseling, self-development, educational and free-time activities. These services operate on two levels: in-house and in-the-field. Both types of services are provided for and in Brno's socially marginalized areas. In-house programs take place in the club located at the main floor of the IQRS headquarters. In-the-field services are seasonal and take place directly in the area, on an embankment of the river Svitava, the border between the city districts of Husovice and Zábřehovice. This space has been conceptualized as a community playground, simply named „Plácek“ (meaning the Square). On top of a fence-protected multifunctional sports area, Plácek is equipped with climbing frames, small utility area for the staff, and plenty of space for children and their families to use at their leisure.

### A STORY FROM THE CLUB

Jiří came to us in February 2018, when he was 13 years old and attended elementary school. When Jiří started visiting the Club, he was frequently absent from school and often the one to pick a fight. Jiří told us that his teachers talked of him as unwilling to learn, unengaged and often aggressive. His grades were quite bad. Jiří had had already a few felonies on his record. Due to one of these felonies, he had been long-term banned from another low-threshold club where his friends would go and that made him feel sorry. He had already been at court where he was placed under the supervision of a probation officer, ordered to do community work and to attend tutoring. He started visiting the Club to perform his assigned community work, but gradually he joined other activities as well. He respected the rules and was able to avoid fights or any aggressive behavior. A staff-member offered Jiří to contact his social worker at the Authority for Social and Legal Protection of Children (abbreviated in Czech as "OSPOD"). Thanks to establishing a connection between the Low-Threshold Club and the OSPOD, Jiří was granted a lower sentence in his following court proceedings. Later on, the OSPOD employee reflected on how pleased she was to have received the information that Jiří had had no problems with aggression at the Club, had not picked any fights and followed the rules. This piece of information was important for Jiří's future life.





2021

In the coming years, we want to continue motivating, educating and supporting children and youth aged 6 to 26 years in their personal development. We want to primarily focus on addiction and crime prevention

Over the course of 3 years, we assigned 160 tutoring jobs. In 2019, the success rate of our clients was 63 %

Motivation and support for better education.

We offer group education and other educational activities to support our clients in preparing for classes and to motivate them in continual learning for as long as possible

In 2017 and 2018, we organized 36 personal development workshops. In total, they were attended by 191 clients. About 250 clients visit our Club throughout the year

Personal development activities.

Activities and individual coaching offered to our clients focus on developing their personality in areas that promote self-awareness, thus substituting the lack of stimuli in their immediate environment

In 2018, we organized 6 preventive activities with a total number 72 youth participants

With our preventive activities, we pass onto our clients information and encourage them to refrain from risky behaviors. We support their return to a lifestyle free from socially pathological phenomena.

Throughout the year, we organize preventive activities, workshops, discussions and lectures, as well as individual coaching

In 2019, we organized 4 week-long events, 13 workshops (handicrafts, personal development, prevention, etc.) and 6 extracurricular activities

The "Ikvečko" club provides a safe space for meaningfully spent leisure time.

Our diverse leisure activities create space for social work or are a tool



Lack of leisure-time opportunities



Living in a socially marginalized area with accumulation of pathological phenomena



Absence of positive patterns



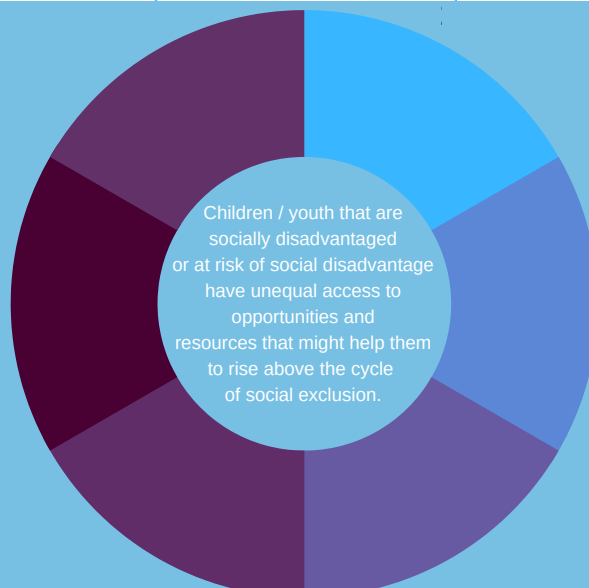
Segregated education results in low educational attainment



Low motivation for a "better life"



Unequal access to opportunities





# WE IMPROVE THE QUALITY OF PROVIDED SOCIAL SERVICES AND OTHER RELATED ACTIVITIES

### WHO ARE WE?

Brno, 1997. A group of civically engaged Roma striving for greater emancipation and dignity of the Roma founded the organization as an independent citizens' association, with a clear vision of a world in which the Roma assume a dignified role with respect for their ethnicity and culture.

2003. This was the period of modernization and professionalization in the organization, including a significant revision of its statutes and management practices. We ran our very first national and European projects, created professional teams and developed methodologies based upon our institutional strategic goals. In December 2013, we became an "association" under the Czech law and on 17th December 2015 the members' board approved the new name we hold to this day – IQ Roma servis, z.s.

We pride ourselves on being one of the most prominent non-profit organizations in the Czech Republic and a leading expert on social inclusion, as evidenced by several national and international awards, recognitions, and accreditations which we receive regularly.

We not only put a lot of emphasis on expertise, professionalism, and high quality services, we also direct our energies towards processes of functional innovation and evaluation, efficient operation, and economizing of our activities.

We regularly evaluate specific impacts and results of our work that is planned and organized strategically within long-term time frames. Since 2015, we have maintained the brand of Reliable Socially Beneficial Organization, awarded to those that handle their funds and donations in a transparent and economical manner. We are a sought-after partner on both national and international level.

### AMONG OTHER THINGS, WE ALSO ORGANIZE INTERNAL EDUCATION

*'Pnuti' was a great event where colleagues among themselves prepared lectures and workshops for others based on their own experience, expertise, and interests. I liked the combination of professional approach with a friendly atmosphere, the variety of workshops offered, the opportunity to discuss and share across teams. Everyone enjoys some good refreshments at an event and 'Pnuti' certainly wasn't lacking in that respect. The certificate of participation for everyone who attended was a nice bonus. I am looking forward to the one next year!"*

**Monika M. (employee of IQRS)**



By 2021 we will see an increase in the number of people who have completed an Akademie Diversitas unaccredited course



IQ Roma servis is viewed by the public as a transparent, economical, and meritorious organization

2021

The public views the Roma as a valued element of the Czech culture and society

In 2021 we will see an increase in donations made towards IQ Roma servis' operations

Long-term appeal for changes in the area of debt creation and debt collection

We regularly publish Activity Reports, press releases and opinion columns.

In 2016, we joined the RomanoNet national network of organizations for and by the Roma

In 2018, we successfully passed 6 different inspections and a financial audit

We pass inspections and quality controls without sanctions.

We have a clearly formulated strategic plan which we evaluate on a regular basis

Since 2016 we have been organizing an internal educational conference called Pnutí (meaning "Tension"), subtitled Colleagues to Colleagues

We implement projects aimed at improving the quality of work in the organization.

In 2018, we successfully completed the innovative Impact Academy transformation program: Show Change

We currently offer 4 accredited and 6 non-accredited courses through Akademie Diversitas

We spread our know-how by the way of practice placements, internships and courses run by Akademie Diversitas.

Every year about 20 trainees receive an internship placement or intern with us

Tens of enterprises use the services of Amaro Records every year

We develop our own social business.

We run a social enterprise - the Amaro Records recording studio and an associated social enterprise Diversitas, s.r.o.

In 2018, we voluntarily underwent a mock audit of our social services to improve their quality

We maintain our certification as a Reliable Socially Beneficial Organization.

In 2016, we received the SozialMarie award in the Civic Society / Social Enterprise category



There is a lack of positive news coverage in Czech media and a lack of good practice stories from the non-profit sector



Declining popularity of organizations in the civic sector as a result of public ignorance and abuse by politicians



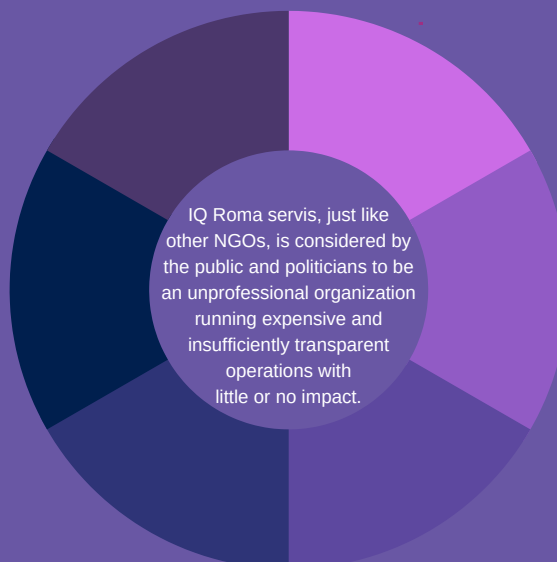
Cases of public funds misused by non-profit organizations cast a bad light on the whole sector



Difficult measurability of impact in social work



We are unable to attract new supporters to the issues addressed by the organization



## IQ ROMA SERVIS FROM 2004 TO 2019

### 1997 - THE ESTABLISHING YEAR .....





In 1997, IQ Roma servis was established in cooperation with DROM – Center for the Roma, as a civic association. Its founding members were Brno-residing Roma who used the association to organize smaller projects and activities. In 2001 – 2003 they ran a project under the RraJE program (Roma rights and access to justice in Europe) which brought together active volunteers from both Romani and non-Romani backgrounds. Out of their initiative emerged the first IQRS field-work team, that was in 2003. In March of the same year, we opened our first office in Brno, located on Cejl 49, which marked the beginning of IQRS' departure from DROM. In 2004, IQ Roma servis became an independent organization with its statutes rewritten and Katarína Klamková established as its director.

After an interim director Šárka Pólová, a long-term colleague **Petr Máčal** takes the seat in May after having been elected as **the new director**

Establishing a separate **Career Center in Brno**

**Starting a new social enterprise**  
**Amaro Records** – recording studio and training café

Introducing a new format of didactic activities – **Neziscaffé**

Under a thorough inspection, we confirmed to be a Responsible Socially Beneficial Organization

Establishing a Debt Advisory Center in **Břeclav**

Organized the very first Pnutí – an internal education conference

Initiating the **Rapid Re-Housing project**

New location for the Vyškov office

The very beginnings of **Amaro Records**

Opening the Vyškov office

2012 2013 2014 2015 2016 2017 2018 2019

**Creating a new strategic plan for 2017 – 2021**

Opening the Community Center **Savore Džene**

Relocating the community gym to Bratislavská 62

Starting the tradition of Folk Bashavels

**Departure of our longtime director Katarína Klamková**

**Celebrating the 10 year anniversary of the Břeclav office**

The 1st runner up for the Non-Profit of the Year award

Premiere of an original musical **Džas dureder**

Finishing up the reconstruction at **Vranovská 45, moving in**

Received the Responsible Socially Beneficial Organization award

The Roma Spirit Award

Campaign: **Ara Diskriminacija – Against Discrimination**

**Opening the Roma Gym**



## HOW CAN YOU HELP US?



### WHY TO SUPPORT US?

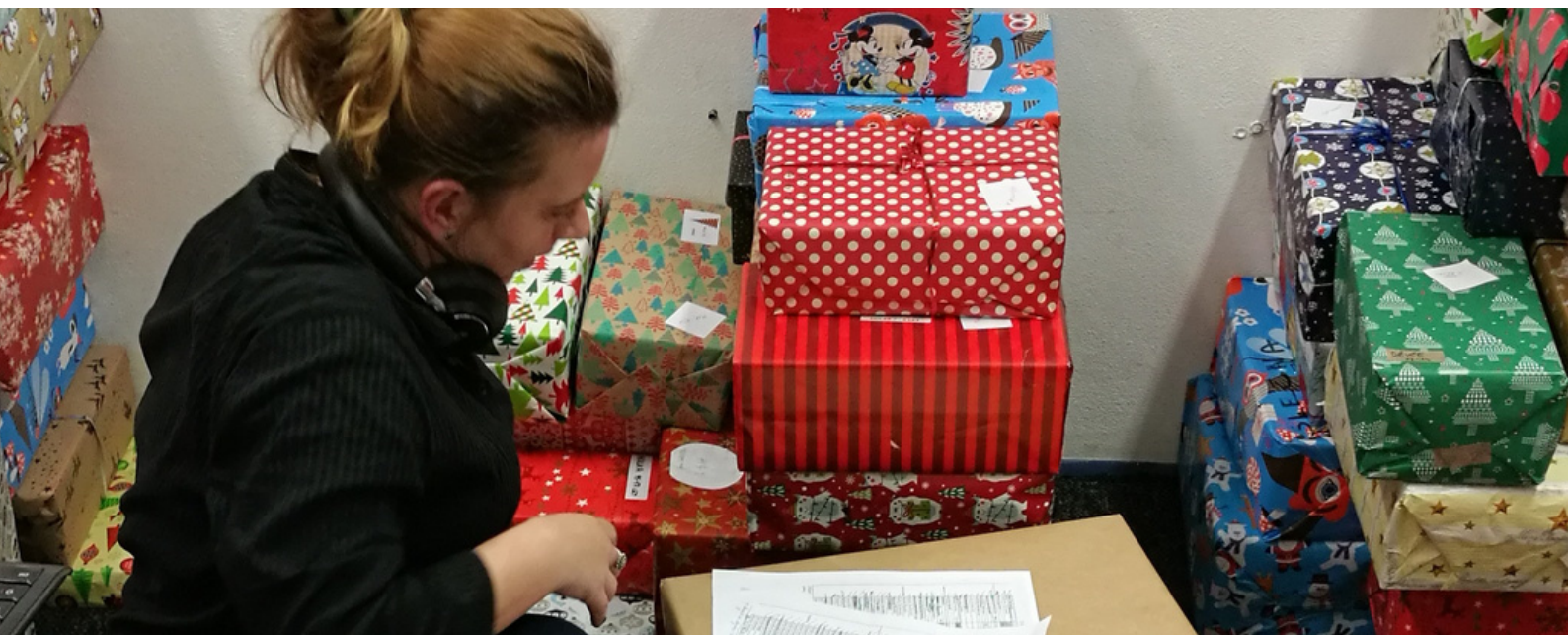
Just as the needs of the society change, so changes and grows IQ Roma servis. We enjoy our work, because as time progresses, we can see its impact and significance.

Today, the whole organization encompasses around 70 people. In a single year we put on more than 120 cultural and didactic events and assist 32 students on their path to educational success. We assist our adult clients to find housing and help families to care for their little ones. Last but not least, we bring together different groups from all over the society and support friendly encounters between the Roma and the majority.

Join us and help us to advance our services. If our work appeals to you, there are a variety of ways for you to join those that are not indifferent to the world around them.

We thank all our current sponsors and supporters. Your trust in our work encourages us on our path to assisting those that have found themselves in a challenging situation.

*"Each year we assist over 1,000 people who have found themselves in a challenging life situation."*





### SUPPORT US WITH A FINANCIAL GIFT



With your donation we can cover the operation costs of IQ Roma servis - employee salaries, tutors, school supplies or specific assistance to clients, who have found themselves in a difficult situation.

You can send us your donation either via **www.darujme.cz**, where you can find us as IQ Roma servis, z.s., or as a bank transfer to the following

**account number:** 230824558/0300 **IBAN:** CZ77 0300 0000 0002 3082 4558

**SWIFT:** CEKOCZPP.

You will find more information about gift-related tax deduction on our website [www.iqrs.cz](http://www.iqrs.cz).

You can also support our **Education program Gendalos** directly via **www.darujme.cz**, as IQ Roma servis, z.s.

### SUPPORT US WITH A MATERIAL GIFT



Is your home overflowing with well-preserved things that you no longer use, such as books, toys, clothes, or electronics? No need to throw them away! We will make sure they help and bring joy to someone else.

You can bring your donations to any of our offices - in Brno (Vranovská 45), Břeclav (Tř. 1. máje 39), or Vyškov (nám. Československé armády 1/2A).

### BECOME A VOLUNTEER



As a volunteer, you can assist a specific person, a chosen project, or the organization as a whole.

**We are looking for volunteers interested in:**

- Tutoring children and adults
- Direct operational assistance and event production
- Administrative support
- Information database development





## **BRNO 2020**

This material has been created by IQ Roma servis, z.s. in an English and Czech translation for presentation purposes.

We thank everyone who contributed to its creation.

## **TRANSLATION**

Jiřina Hošková

Linda Keršnerová

Lujza Demuthová

## **AUTHORS**

Adam Fialík, Hana Vávrová, Silvie Elsnerová, Ivona Shafaq, Denisa Fialíková, Kristýna Studená, Martina Horváthová, Michal Jašek, Zuzana Siváková

## **GRAPHIC TYPESETTING**

Veronika Štiglerová

## **PROOFREADING**

Silvie Elsnerová

Zuzana Siváková









cooperation  
professionalism  
**creativity** **results**

PERSEVERANCE commitment  
**integrity** **determination**  
targeting optimism quality  
empowerment **RESPECT**  
**development**  
warmth

**EVEN WHEN INVISIBLE, THEY ARE WHAT MAKES OUR WORK  
DISTINCTIVE. LET'S SHINE A LIGHT ON VALUES!**