

ANNUAL REPORT

2018.



UDRUŽENJE DJECA PRVA
ASSOCIATION CHILDREN FIRST

Ulica Hrvatskog proljeća 34/II,
10040 ZAGREB
Hrvatska / Croatia



➤ *Activities are in accordance with the strategic guidelines*

Association "Children First", as a civil society organization active in the area of child welfare, youth and their families, continued to pursue its program and project activities in 2018 in line with the strategic guidelines for the period 2017-2020, relating to the **protection and meeting of the needs of children and young people for adequate growth and development and the provision of family support.**

The 13 projects and programs included the following activity groups:

- ◆ Direct support and assistance to children and young people (without parents or without adequate parental care; placed in foster or adoptive families; after leaving alternative care; behavioral problems) and their biological, adoptive or foster families through involvement in an extra-institutional counseling service and helping
- ◆ Inclusion of children from socially deprived families in a shorter preschool program and support groups for their parents / carers
- ◆ Encouraging prosocial behavior for primary school children through a preventive-socialization program and educational workshops for their parents / carers and teachers
- ◆ Improving the capacity of professionals in the welfare system through education and supervision
- ◆ Improvement of personal and professional competencies of experts and assistants in the educational system
- ◆ Networking professionals and providers in the local community to implement an integrated approach to protecting the rights and well-being of children, young people and families
- ◆ Support in the social inclusion and development of personal responsibility and key competences for lifelong learning and employment of vulnerable and marginalized groups in socially disadvantaged groups
- ◆ Collecting and providing humanitarian assistance to families with experience of poverty

We empower children, young people and families and care for the socially excluded, connecting the entire community for quality and sustainable development of society. We want a responsible society that ensures the conditions for the safe and complete development of children and promotes the values of social sensitivity and fairness, tolerance, non-discrimination, respect for the diversity and equal rights of all citizens who are in accordance with democratic, human and children's rights.

To School through playing

The **To School through playing** program is aimed at empowering the process of socialization in children and strengthening the parental function in securing the conditions and encouraging early development of the child. It has been verified as a short-term pre-school program by the Ministry of Science, Education and Sports and the Agency for Education, which has been integrated into state pre-school programs.

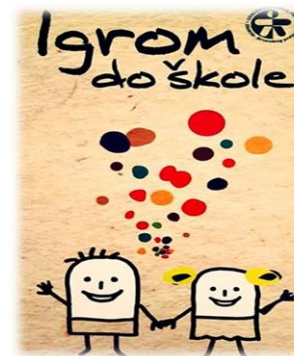
To School through playing – ZG program has been implemented for a number of years in Zagreb, Kinder garden Zrno and is funded by the City of Zagreb.

In 2018, 68 users enrolled in the program, including 42 children and 26 mothers. 71 group meetings were held with them, or 213 hours of direct work. 10 supervisory meetings were organized for activity managers to ensure continuous and quality monitoring of the program and co-expert support in working with the beneficiaries, and a new evaluation system was introduced, ie the mothers and children assessment and self-assessment indicators were revised and improved. Within the framework of the program, we also conducted an action research on the exercise of the right to a financial measure Parent-Educator, and in May we organized a round table entitled "The right to pre-school education and children at risk of social exclusion and poverty", which discussed this topics and importance of early and pre-school education.

In April 2018, we presented the program as an example of good practice at the conference "Early Childhood Intervention: Our Challenges and Our Solutions" organized by the HURID Association and at the Preschool Days in Čakovec, at a professional and scientific conference "Together we grow - redefining practice and theories of early and preschool education".

To School through playing – VG program is implemented in the Velika Gorica Kinder garden and the area facility in Vukovina and the Lojtrica KG in Velika Mlaka. For 3 groups with a total of 87 users, of which 56 are children and 31 mothers, we have secured 119 meetings or 357 hours of direct work. Also, 10 supervisory meetings were held for activity leaders, and on the occasion of International Family Day, we held a round table at the Center for Children, Youth and Family on the topic "Social exclusion and the right to pre-school education".

The program is implemented in partnership with the Centre for Social Welfare of Velika Gorica in 2018 and is funded by the City of Velika Gorica, Zagreb County, Ministry of social policy and the private international foundation Stiftung zur Förderung Sozialer Zwecke.



Prevention of Unacceptable Behaviour of Children

The program **Prevention of Unacceptable Behaviour of Children** is aimed at preventing unacceptable behaviour and strengthening the prosocial behaviour of primary school children.

Program activities also include working with parents to strengthen parenting competencies, as well as fostering a school environment focused on the needs of children through working with teachers.



In 2018, we implemented the program in partnership with Zagreb elementary schools: Markuševac Primary School, Vladimir Nazor Primary School and August Harambašić Primary School.

In total, we included 221 users, of whom 72 were children through 18 workshops, 53 parents through 3 workshops, and 96 teachers, teachers and professional associates through 3 workshops. During the program, 22 hours of individual counselling and 2 supervision meetings for the contractors were also held. 300 copies of the program brochure were printed.

In April 2018, we presented the program as an example of good practice at a professional conference entitled "Preventive Strategies in Educational Institutions", organized by the Agency for Education. The program has been financially supported by the City of Zagreb for many years.

Together for children

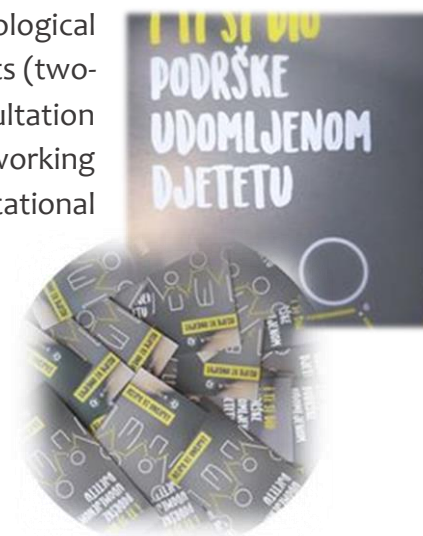
The **Together for Kids program** is aimed at developing foster care in the best interests of the child. It is implemented in the Koprivnica-Križevci County, in partnership with the Centre for Social Welfare Križevci, from the end of 2016 to October 2019, and is funded by the Ministry of Demography, Family, Youth and Social Policy.

In addition to counselling and psychosocial support services for foster carers, children in foster care, their parents, and members of foster and biological families, the program is focused on developing a coherent and networked approach to the social care system, the educational system and the entire community, to support foster parents and foster children.

One of the program activities is supervision of counselling / therapy work (4 meetings) intended for the performers of counselling and psychosocial support activities, employees of the Association, led by a certified counsellor of counselling / therapy work.

In 2018, 18 foster parents, 10 children and young people in foster care, 2 foster family members and 2 biological parents (through individual, family and group counseling) then 15 Centre for Social Welfare Križevci experts (two-day training on multidisciplinary and integrated approach in the provision of social services and 5 consultation meetings) participated in the program activities. and 7 expert associates in educational institutions (working group for the development of the Protocol on cooperation between social welfare institutions and educational institutions and one-day education on the development of structured assistance to children in foster care).

As part of Children's Week, we held an annual final public event that included 52 participants - foster parents, foster children, program partners, representatives of local authorities, the media and the local community.



Protection of the rights of children and young people in the welfare system

The program **Protecting the Rights of Children and Youth in the Social Welfare System** contributes to the development of non-institutional services for the protection of children and young people at risk of losing parental care for the purpose of preventing the institutionalization of children and preventing social exclusion of children, young people and families at risk.

In the financial cycle 2017-2020, the program is implemented in partnership with Centre for Social Welfare Care Zagreb - subsidiaries Maksimir, Dubrava and Sesvete and Centre for Social Welfare Križevci. It is aimed at providing counseling and psychosocial support services to children and young people without adequate parental care, to young people with behavioral problems and to parents / guardians under family protection measures, and an additional component is to empower partner organizations for integrated and multidisciplinary access to social services.

The results in 2018 are as follows::

216 beneficiaries received counseling and psychosocial support services, of which 53 were children and young people and 163 parents and guardians; 950 hours of counseling and psychosocial support services received; 140 users completed the service, of which 31 children and young people and 109 parents and guardians; held 24 group meetings of parents and guardians within the psychosocial support service, each lasting 2 hours; play activities provided for parents of children in group work – 48 hours total, 11 children included, supported by 7

volunteers; 5 consultation meetings were held with the heads of measures of professional assistance and intensive supervision in the Centre for Social Welfare Križevci; psychosocial work supervision was held - a total of 19 supervision meetings or 57 hours of direct work for 22 CFSW Zagreb experts of the Maksimir, Dubrava and Sesvete branches; Supervision of counseling / therapy work - held 5 supervision meetings in total or 10 hours of direct work for 6 experts of the Association (providers of counseling and assistance services and psychosocial support).



In addition to the Ministry of Demography, Family, Youth and Social Policy, the program is co-financed by the City of Zagreb.

We base our programs and projects on the needs of children and young people, and besides them, we actively involve parents and professionals in the educational system, social welfare system and civil society organizations.

The number of direct beneficiaries in 2018 is 1,352, of which 370 are included in the humanitarian program.

A multidisciplinary approach to violence prevention

The project "**Multidisciplinary Approach to Prevention of Violence**" was implemented from October 2017 to October 2018 in the City of Zagreb and Križevci with the aim of preventing and reducing all forms of violence against children and among children and young people by applying a multidisciplinary approach.

Counseling and psychosocial support for 536 hours of direct work was received by 20 children and young people and 59 parents and guardians. Group counseling and education for parents and guardians took place over 12 two-hour meetings.

In order to apply the multidisciplinary approach, we conducted a three-day training for 12 experts, partner center staff - CFSW Zagreb (Dubrava Branch) and CFSW Križevci, as well as 6 consultation meetings for 10 heads of professional assistance and / or intensive supervision measures.

The project was funded by the Ministry of Demography, Family, Youth and Social Policy.

My family

The project **"My Family"** started in November 2017 and lasted until the end of October 2018 and was implemented in partnership with the Center for Social Welfare Zagreb - the Dubrava and Sesvete branches. The goals of the project were aimed at improving the psychosocial and / or emotional adjustment of children and young people from single-parent families and improving the competencies of professionals in the social welfare system for working with single-parent families.



The results of the project are as follows: 55 beneficiaries (including 38 parents and 17 children) participated in counseling and psychosocial support through 556 hours of direct work. The parents also went through 24 meetings of two-hour group counseling and education, during which the children participated in play activities in the Association's space with the support of 4 volunteers.

13 experts from the Center for Social Welfare Zagreb underwent a two-day training on comprehensive family assessment with a focus on the needs of single-parent families and participated in 4 consultation meetings

We created a leaflet on the needs and characteristics of single-parent families and printed it in 200 copies.

The project was funded by the Ministry of Demography, Family, Youth and Social Policy.

Together we are stronger - supporting young parents

The **Together We Are Stronger** project provided targeted social support services for young parents at risk of social exclusion, in order to strengthen their parenting and life skills and foster their social integration. We included 10 users through 64 hours of direct individual counseling work and 3 two-hour group psychosocial work meetings.

The project was funded by the City of Zagreb.

In providing counseling services, we start from the human rights paradigm and individualized approach in accordance with the expected and measurable results, and ensure the quality of professional work with our customers through systematic supervision for our experts.

We provide services in accordance with the Social Services Quality Standards.

Prevention of socially unacceptable behavior of children in the context of kindergarten

With the project "**Prevention of socially unacceptable behavior of children in the context of kindergarten**" we contributed to the personal and professional empowerment of experts in kindergarten in order to prevent socially unacceptable behavior of children.

We achieved the defined goal through the implementation of training (6 interactive workshops) that included thematic units focused on the development of communication skills and cooperation with demanding parents of children at risk of the appearance and development of socially unacceptable behaviors.

The workshops were conducted in *Lojtrica* and *Žirek*, two kindergartens from the Velika Gorica area, with 39 preschool teachers and 3 associates in pre-school education. The project was funded by the City of Velika Gorica.

Support for teaching assistants

The project "**Support to teaching assistants**" aims to improve the quality of life of children with disabilities in the regular education system in the City of Velika Gorica.

It gathered 30 teaching assistants from 8 elementary schools in the City of Velika Gorica who are participating in a specially designed two-day training (23 of them through 2 cycles) and 2 plenary lectures (28 of them), strengthened their personal and professional competences.

The training covered the following topics: stress and strong emotion management and communication skills, and lectures were delivered on topics such as Attention Deficit and Hyperactive Disorder / ADHD and Working with Children with Intellectual Disabilities.

The project was funded by the City of Velika Gorica.



From 25.05.2018. when the General Data Protection Regulation (GDPR), which protects an individual with regard to the collection, processing and use of his or her personal data, came into effect, Children First fully harmonize their work with the requirements of the European Union.

➤ *We are recognized as reliable, responsible and professional partners*

Zagreb Youth Center

The project "**Youth Center of the City of Zagreb**" is a partnership project of 31 associations from the City of Zagreb, which is sponsored by the ZAMISLI Association.

Its purpose is to establish and secure the activities of the Youth Center and to work jointly programmatically for the benefit of young people, and in a special space, in a comfortable and friendly environment, to enable the free use of the very rich content of the Center completely free of charge. The project encourages the involvement and cooperation of all interested young people aged 15 to 29 who wish to participate in any of the activities.

Children First became involved in the project through the design and implementation of a set of workshops for young parents. The project started in May 2018 and will last for 24 months and is funded by the European Social Fund.



City of Zagreb Youth Network - for social inclusion

The aim of the "Zagreb Youth Network - for Social Inclusion" project is to improve the perspective of social inclusion and employment for young people with behavioral problems emerging from alternative care (homes and housing communities) and at risk of leaving education with the support of the Youth Network City of Zagreb.



MREŽA
ZA MLADE
GRADA ZAGREBA —
ZA SOCIJALNO UKLJUČIVANJE

Project leader is City of Zagreb, and with "Children First" partners are "Ambidexster Club", "Brave Phone" and "Play Association".

The activities we carry out in the project are individual counseling and support and group psychosocial activities for raising employability.

The project started in May 2018 and will last for 18 months and is funded by the European Social Fund.

Humanitarian aid program

The Association Children First is a permanent fundraiser and humanitarian aid provider.

In 2018, we distributed 1,486 single-purchase food receipts-vouchers (in the amount of HRK 500.00 each) to 370 families, procured and distributed a total of 118 m³ of firewood for 50 families, repeatedly covered the costs of medicines and medical supplies to 21 people, and purchased and distributed 120 packets of sweets to children from socially deprived families on Christmas holidays.

Throughout the year, food, clothing, footwear, toys, hygiene products, household supplies, and furniture to distribute to poor families are continuously collected.

In 2018, the program is supported by a range of private individuals, civil society organizations and the business sector, such as:

British Business Chamber Croatia - Burns Night Supper 2018, Media Val Ltd., International Women's Club Zagreb, Lions Club Grič Zagreb and Mastercard in collaboration with Konzum (as part of the World Food Program humanitarian campaign from 01 to December 24, 2018).

For the most part, the humanitarian program is funded by the private international foundation "Stiftung Zur Forderung Sozialer Zwecke Im In - Und Ausland".



In 2018, 370 families from the City of Zagreb and Zagreb County received humanitarian assistance on a continuous basis.



Volunteers

Association Children First is a volunteer organizer and promotes work for the common good in various ways. Volunteers are involved in the work of the Association in cooperation with the Faculty of Education and Rehabilitation (College Volunteering), the Faculty of Law - Study Center for Social Work, through the Volunteer Center Zagreb and periodically, through the Association's website and Facebook.

The Association has a defined Rulebook on work with volunteers, according to which all volunteers have an organized orientation meeting, sign a volunteering contract and are provided with regular supervision and support. In the case of long-term volunteering, volunteers are issued a certificate of competences acquired through volunteering.

In 2018, volunteers participated in the promotion of the Association, in implementing activities of a short preschool program, providing play activities for children, and looking after and caring for children whose parents simultaneously participated in group work.

Throughout the year, we continued our collaboration with the Play Association in their project Standards and Practices - Volunteer Management in Organizations and Institutions of Social Welfare and Health (8/2017 - 01/2019), in which we enhance knowledge from all stages of the volunteer management cycle. Through the interactive workshops we had the opportunity to exchange our experiences in working with volunteers with representatives of other associations as well as social welfare institutions.

In May, "Children First" joined for the second time a manifestation of the Office for NGOs called the Open Doors Association, offering interested citizens to get acquainted with the work of the organization and the possibilities of volunteering and participate in a workshop **"Veni, vidi, volunteer!"**



In 2018, 20 volunteers actively participated in various activities of the Association, working 606 volunteer hours.

➤ *We are an organization that learns and develops*

Governing Bodies

The governing bodies are the Assembly, the Management Board, the President and the Executive Director.

In March 2018, the regular assembly of the Association was held, where the former Executive Director was elected for another term of three years and the new term of the Governing Board was confirmed, in which 3 new members were elected.

During 2018, the Governing Board and the Assembly met twice. At the end of 2018, the Assembly has 33 members.

Unfortunately, at the end of 2018, the founder and honorary president, Blanka Segovic El Khalifa, passed away, a rare and unique person who made a distinctive contribution to the development of civil society in the Republic of Croatia, especially with regard to childcare. Her strength, will and dedication have been and will continue to be an inspiration to us all in our future work.

Employees

At the end of 2018, the Association employs 9 staff members, of which 8 are full-time and 1 part-time, in the following positions: Executive Director, Program Development Manager, Secretary / Head of Finance, Program Coordinator, Expert Advisor, 2 Senior Associates, Professional associate and associate for financial and program planning and monitoring.

As part of the program and project activities, 14 external experts were hired during the year.

Persons in direct work with beneficiaries are assisting professions: social pedagogues, psychologists, social workers and educators.



Organizational development

We base our work on quality development settings in all areas of activity - through customer orientation and adaptation to their needs and context in which they live; through strategic collaborative relationships with the aim of increasing the impact on positive social change and through planned organizational development which involves improving all aspects of the organization's work with the aim of achieving efficiency, transparency and accountability in its work.



Throughout 2018, employees continually work to strengthen their competencies, so that professionals working in counseling activities participate in 10 supervisory meetings of counseling / therapy work, or 20 hours of direct work, led by a certified supervisor of counseling / therapy work, in order to maintain and improve quality working with users, ensuring the application of professional and relevant knowledge and skills specific to a particular profession and co-expert support in finding adequate approaches for users.

Also, in 2018, the Executive Director completed her training as a Supervisor of Clinical Gestalt Psychotherapy (Gestalt Center Homa, Zagreb), and a senior associate with a four-year education in Gestalt Psychotherapy (Institut für Integrative Gestalttherapie, Würzburg) successfully acquired Gestalt Psychotherapist status and passed the professional exam for a social pedagogue.

During the year, the organizational and professional capacities were strengthened through a series of trainings, seminars, meetings:

- ◆ Professional and educational meeting "Prevention and intervention - protection of personal data of children"; Personal Data Protection Agency, Office of the Ombudsperson for Children, Police Directorate Prevention Service
- ◆ Lecture "Promotion of the Association - Ensure Your Organization Visibility"; INA stapler HUB
- ◆ Presentation of the results of the survey "New Risky Behaviors in the Virtual World: Children's Experiences" conducted by the National EU Kids Online Team; National EU Kids Online Team, Clinic for the Protection of Children and Youth of the City of Zagreb
- ◆ Round Table on Media Literacy in the Perspective of the New Curriculum: Opportunities and Threats; Society for Communication and Media Culture, Media Children, National EU Kids Online Team
- ◆ IV. Annual conference on school mediation "School as a strong community - the contribution of mediation in building a happy school"; Education Freedom Forum, I. Grammar School
- ◆ Eventology Lecture (Event Organization); INA Connector Hub

- ◆ Presentation of the results of the research “Assessment of the readiness of the Center for Social Welfare Zagreb and the Association for Building Long-term Collaborative Relations in the Area of Protection of Children, Youth and Families at Risk”; Child Protection Hub for Southeast Europe, National Representative - Brave Phone
- ◆ Children and Media public panel; Association of Juvenile Judges, Family Judges and Experts for Children and Youth, Croatian Journalists' Association
- ◆ International Expert Conference "Intervention Support Programs for Children, Youth and Families"; Breza Youth Association
- ◆ Education / Workshop "Children in Divorce"; Brave phone
- ◆ Conference "Early Childhood Intervention: Our Challenges and Our Solutions"; Croatian Association for Early Childhood Intervention
- ◆ Professional and Scientific Meeting: Preschool Days - Čakovec 2018, “Growing Together” - redefining the practice and theory of early and pre-school education; Kindergarten Cvrčak, Faculty of Teacher Education, University of Zagreb - Department in Čakovec
- ◆ Conference "General Data Protection Regulation-GDPR: Challenge and Opportunity"; Personal Data Protection Agency
- ◆ Round table “Can we assess the developmental status of pre-school children in Croatia?”; Rehabilitation Center, Faculty of Education and Rehabilitation Sciences, University of Zagreb
- ◆ Expert Meeting "Preventive Strategies in Educational Institutions"; Education Agency
- ◆ Education "New Binding EU Data Protection Regulations - GDPR"; TIM4PIN d.o.o. for counseling
- ◆ Round table "Challenges to the Development of Social Entrepreneurship in the City of Zagreb"; City of Zagreb Office for Social Welfare and Disabled Persons
- ◆ Conference "Kindergarten for every child"; UNICEF
- ◆ Round table on "Protecting the well-being of children in situations of separated and conflicting parenting"; Ministry of Demography, Family, Youth and Social Policy
- ◆ Training "Strengthening the Competencies of Professionals Working with Youth in Conflict with the Law"; Brave phone
- ◆ IX. conference of social workers with international participation "Social work between policies and practice"; Croatian Association of Social Workers
- ◆ Round table “One parent is a parent - support for single parent families”; Brave phone
- ◆ Expert Meeting “Alternative Child and Youth Care: International Perspectives”; Faculty of Education and Rehabilitation in Zagreb
- ◆ Symposium “What and how we learn from each other - experiences of conducting field practice undergraduate study of social work”; Faculty of Law in Zagreb, Social Work Study Center
- ◆ Seminar "Current affairs and preparations for non-profit organizations"; TEB Business Consulting d.o.o.



- *We advocate an integrated multidisciplinary approach for professionals from different sectors towards the lasting well-being of children, young people and families*
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Association Children First provides non-institutional counseling and psychosocial support services in the local community. In doing so, the active role of the beneficiaries, which together with the experts of the Association, defines the goal that the provision of services should strive for. Assessment of quality and performance of services is based on the evaluation of users and experts. The changes achieved in the specific area of the user's life are evaluated by the joint user and the expert, while the process aspect of providing the service is evaluated only by the user. In working with users, the basic principles of action are a holistic / holistic perspective, an individualized and family-friendly approach, empowering users to play a responsible and active role in solving the difficulties they face, and their right to choose and self-determination.

At the end of 2018, the Ministry of Demography, Family, Youth and Social Policy issued us a Decision on meeting the minimum requirements for the provision of social services, after which we requested entry in the Register of legal entities or craftsmen providing social services.

Networking and collaboration

Networking and cooperation is an activity that is integrated into the implementation of all programs and projects of the Association. For the past ten years, we have been active in advocating for and developing an integrated approach to the delivery of social services, and have also been recognized in public institutions, relevant government bodies, ministries, regional and regional self-government units, academia and the civil sector.

◆ Public institutions

In 2018, we continue to cooperate with the Center for Social Welfare Zagreb, its subsidiaries Dubrava, Sesvete, Maksimir and Center for Social Welfare Križevci, long-standing partners of the Association. Through the implementation of partnership projects in the field of promotion and protection of children's rights in the local community, we also cooperate with the Center for Social Welfare Velika Gorica and the Center for Children, Youth and Family Velika Gorica, the only such institution in the territory of Croatia, founded by the local government.



In the programs of pre-school education and primary school education and the improvement of competences of experts in the educational system, we cooperated with the 'Zrno' Kindergarten in Zagreb, the Kindergartens "Velika Gorica", "Lojtrica" and "Žirek" in Velika Gorica and the elementary schools in Zagreb – 'Markusevec' ', 'Vladimir Nazor' and 'August Harambasic'.

◆ State and local government and self-government bodies

As of April 2018, the Executive Director is continuing her second term in membership of the Government of the Republic of Croatia's Children's Council, which is responsible for the continuous monitoring of the achievement of the goals of the National Strategy for the Rights of the Child in the Republic of Croatia for the period 2014-2020 and for coordinating and coordinating the work of national and other bodies in the implementation of the planned measures and activities.

In February 2018, we were invited to the Working Group of the Ministry of Demography, Family, Youth and Social Policy to draft the Social Welfare Act. So far, we have put forward a proposal for new social services for the protection of children and young people at risk of poverty and social exclusion

By the decision of the Ministry of Regional Development and EU Funds on the establishment of the Working Group on Demography and Social Policy for the preparation of the National Development Strategy by 2030 in May 2018, we were given the opportunity to advocate for a better position of children and family support services in the Republic of Croatia as a member of the Working Group.

Through membership in the Social Welfare Council of the City of Zagreb, we monitored the implementation of the City of Zagreb Social Plan 2014-2020, participated in the drafting of the Annual Action Plan and advocated the implementation of measures related to structural changes in the financing of programs of services provided by associations (social contracting).

Through the Coordinating Committee of the Action “City of Velika Gorica - Friend of Children”, we are continuously working for children in the City of Velika Gorica and are involved in designing and coordinating the activities of Children's Week, a manifestation traditionally celebrated each year in early October.



◆ Academic community

During 2018, we continued our cooperation with the Faculty of Education and Rehabilitation and the Study Center for Social Work, Faculty of Law in Zagreb. For both higher education institutions, the Association provides **field practice for students** within the courses *Counseling for Children and Families at Risk* (Study Center for Social Work) and the course *Group Approach in Social and Pedagogical Interventions* (Faculty of Education and Rehabilitation). On a yearly basis, 15 students complete fieldwork as part of group and individual work with users. The experts of the Association also periodically participate in teaching at both faculties as guest lecturers, thus providing students with examples of good practice in working with children and families at risk.

◆ Civil society organizations

In 2018, in collaboration with the Association 'Brave Telephone', as part of the Regional Child Protection Center (RRC) project - Child Protection HUB for South East Europe (ChildHub), which aims to develop a strong regional community of practices and innovations in Southeast Europe, an action research was conducted entitled "Assessment of the readiness of the Center for Social Welfare Zagreb and the Association for Building Long-Term Collaborative Relations in the field of Protection of Children at Risk of Poverty and Social Exclusion". The purpose of the research is to gain greater insight into the ability of NGOs and the Center for Social Welfare Zagreb to establish long-term and sustainable collaborative relationships and to develop recommendations for achieving the conditions for sustainable cooperation of social welfare centers and associations in providing social services aimed at helping and supporting children at risk of poverty and social exclusion. The results of the survey were presented in March 2018 to representatives of associations, the Center for Social Welfare Zagreb, the City of Zagreb and the Ministry of Demography, Family, Youth and Social Policy, and at IX. Conference of Social Workers with International Participation "Social Work Between Politics and Practice" (October 2018).



The Association participated in the drafting of the Human Rights Report in Croatia: A Review of the Situation for 2017, produced by the Human Rights House Zagreb. The document provides insight into the most important violations and systemic problems, challenges and obstacles related to the protection, respect and promotion of human rights in the last year. It emerged from year-round monitoring and conducted 60 interviews with individuals from 46 civil society organizations and academics.

In international cooperation, the Association participated in the drafting of the 2017 *Eurochild* Report on the European Semester.

The document provides an analysis of the implementation of the EU Recommendations on Investments in Children 2013 at EU level, an assessment of the impact of the European Semester on making positive changes in the situation of children in the EU, and identifies the changes needed to improve the impact of the semester process. *Eurochild* uses the document in its advocacy work within the European Commission and towards MEPs.



Head of Program Development, in March 2018, participated in the meeting of the *Eurochild National Network of Partners* in Brussels and at the conference "Maintain, Strengthen, Expand - Supporting the transition to family and community-based care in the next MFF".



Within the Coordination of Children's Associations (KUD), an informal network of associations working with / for children in Croatia, we participated in the preparation of the document Croatia - List of submitted questions prepared by the Coordination of Children's Associations. This document was created using the new methodology of the UN Committee on the Rights of the Child to submit an Alternative Report to the National Government's Periodic Report on the Status of Children's Rights (Simplified reporting procedure).

The document contains a concise alternative report of 15 associations, with an emphasis on the challenges in the implementation of children's rights in the Republic of Croatia. The contents of this document formed the basis for drafting a list of challenges in the form of questions referred to the Government by the UN Committee on the Rights of the Child, with the intention of directing the Government to respond to the list of challenges in the implementation of children's rights in the preparation of its report.

In May 2018, the coordinator of the humanitarian assistance program participated in a one-day event called "EMIN2 Bus in Croatia" organized by the Croatian Poverty Network, during which she presented the work of the "Children First" Association, as a very active provider of social services in the local community. EMIN2 Bus (<http://eminbus.eu>) is part of a European tour of the EMIN2 project of the European Poverty Network, aimed at raising public awareness of building effective social measures and ensuring a minimum income for all citizens of the EU Member States.



We are a member of the Croatian Anti-Poverty Network and the Coordination of Children's Associations through which we indirectly operate in the EuroChild Network, the European Association of Organizations working to improve the quality of life of children and young people in the European Union, and participate in advocating, creating and monitoring the implementation of relevant public policies in the field of child protection and families and civil society development.

- *With our own income activity we contribute to the financial sustainability of the organization*
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Economic activity

Pursuant to Article 9 of the Law on Associations, the activities of the association are based on the principle of non-profit, which means that the association is not founded for the purpose of earning profit, but may perform economic activities in accordance with the law and statute, without the intention of earning profit for its members or third parties/persons. The Children of First economic activity, or our self-financing program, includes publishing and selling publications, and providing counseling and education services.



The Children First Library contains 11 manuals and brochures, which, along with theoretical basics of working with children, provide numerous examples of creative activities and workshops, recommendations on access to work with children and the promotion of children's rights. In 2018, 24 publications were sold.

We design and conduct thematic seminars / trainings / workshops / lectures in the fields of psychosocial work, organizational development and human resource management. Forms of work are tailored to the needs of participants, and content is created specifically for the target group, in collaboration with the client.

In 2018, we were hired twice by the Birch Youth Association for the workshop Therapeutic Elements in Working with Beneficiaries - Children, Youth and Parents for social work professionals and by the Jesuit Refugee Service "For training entitled" Training on developing a set of skills with the aim of nonviolent communication and self-protection "for professionals and volunteers working with asylum seekers.

Revenue from the sale of publications and the provision of counseling and education services in 2018 is 0.65% of total revenues and is almost 7 times higher than in 2017.

➤ *We have a variety of funding sources*

Annual Financial result

Total revenue of the Association in 2018	2.199.724 kn
<i>Of which:</i>	
a) State Budget	819.521 kn
b) Local and regional self-government units	369.850 kn
c) Local and regional self-government units for EU projects	4.034 kn
d) Foreign Governments and International Organizations	950.450 kn
e) Companies and other legal entities	21.740 kn
f) Selling goods and providing services	14.222 kn
g) Citizens and households	520 kn
h) According to special regulations, financial assets, refunds and other	19.387 kn
Total expenses of the Association in 2018	2.231.422 kn