

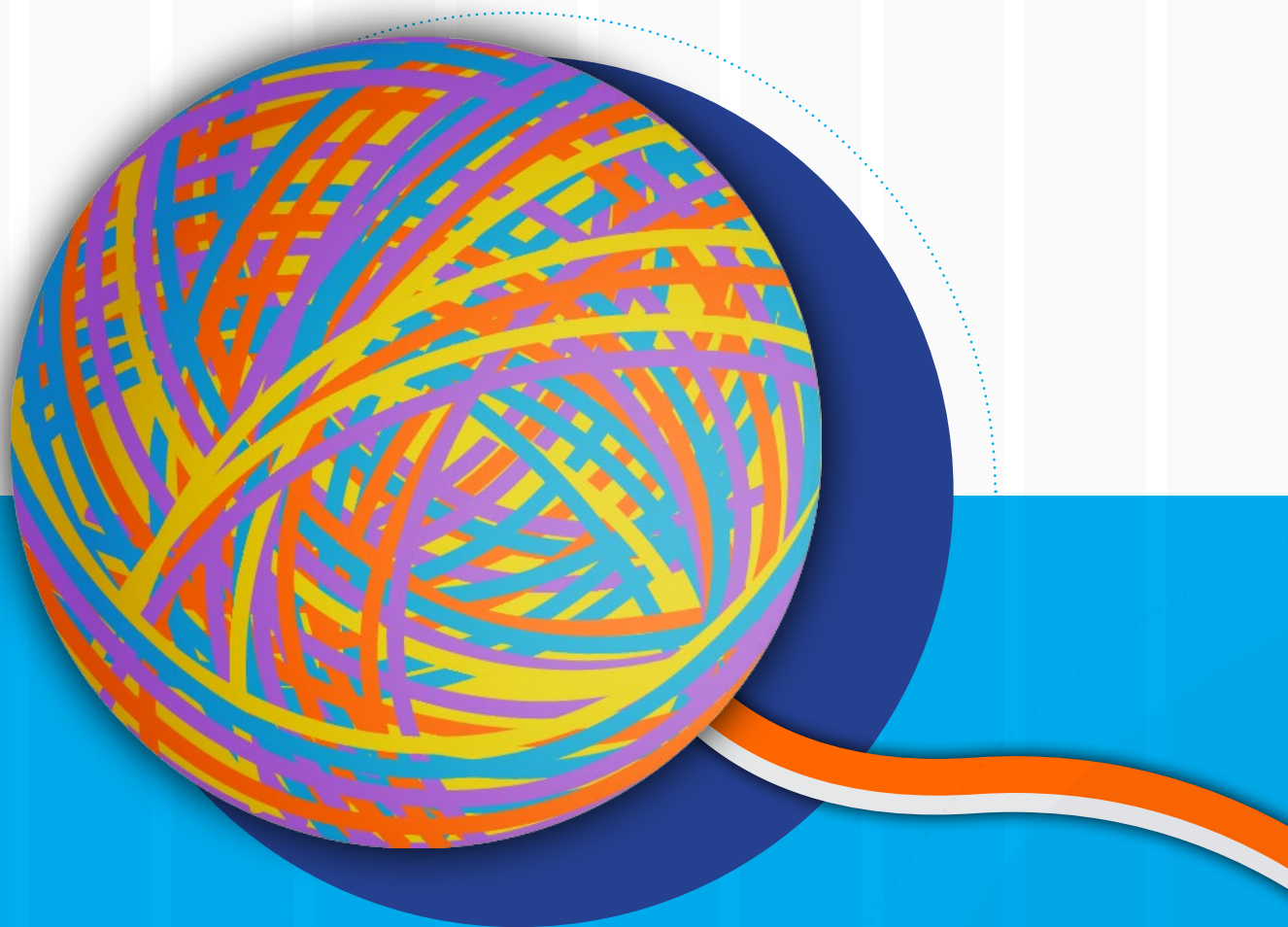


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REVIEW OF ADMINISTRATIVE DATA SYSTEMS

on Children with Disabilities and
Child Protection-Related Issues in Kosovo



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ACRONYMS

CFM	Child Functioning Module
CMIS	Case Management Information System
CRVS	Civil Registration and Vital Statistics
CSO	Civil Society Organization
CwDMIS	Children with Disabilities Management Information System
DVMIS	Domestic Violence Management Information System
EMIS	Education Management Information System
EU	European Union
DHSW	Directorate for Health and Social Welfare
HMIS	Health Management Information System
IPSS	Integrate Platform for Social Services
KAS	Kosovo Agency of Statistics
KPMIS	Kosovo Police Management Information System
MFLT	Ministry of Finance, Labour and Transfers
MIA	Ministry of Internal Affairs
MESTI	Ministry of Education, Science, Technology and Innovation
MoH	Ministry of Health
MoJ	Ministry of Justice
NGO	Non-governmental Organization
QAF	Quality Assurance Framework
SDG	Sustainable Development Goal
SQAF	Statistical Quality Assurance Framework
SSMIS	Social Services Management Information System
SWIS	Social Welfare Integrated System
TransMonEE	Transformative Monitoring and Enhanced Equity
UN	United Nations
UN NQAF	United Nations National Quality Assurance Framework
UNICEF	United Nations Children's Fund

EXECUTIVE SUMMARY

While there have been significant advances made in Kosovo with regard to the realization of children's rights, the overall situation has not been uniform. The 2030 Agenda for Sustainable Development calls for an investment in all children and young people with the aim of 'leaving no one behind'. Investing in all children and young people is central to Kosovo's commitment to making progress towards achieving Sustainable Development Goals (SDGs). One major challenge remains; the institutional capacity to generate reliable data that are internationally comparable and can be used to monitor progress toward SDGs and inform decision-making and policy formulation

The purpose of this work was to conduct a review of administrative data systems that collect data on children with disabilities and child protection-related issues. The main focus was on the administrative data systems of the Ministry of Finance, Labour and Transfers (MFLT), Ministry of Education, Science, Technology and Innovation (MESTI), Ministry of Health (MoH) and other relevant sectors, including data disseminated by the Kosovo Agency of Statistics (KAS). This review explored where opportunities exist to strengthen data collection, link and harmonize administrative data systems and strengthen reporting on children with disabilities and child protection-related indicators. Findings from this review led to evidence-based recommendations that aim to inform the next steps and follow-up interventions. This important analysis is part of a broader project that UNICEF Kosovo has with EU Kosovo to support children from marginalized communities.

Findings from this review indicate that administrative data on children with disabilities and child protection-related issues are fragmented across and within ministries and sectors. Data tends to exist in silos in part because data management systems have been established separately by MFLT, MESTI and other ministries/agencies. Data flow challenges are a reality in most ministries/agencies because of the dual data management systems and broken channels of data sharing across ministries and sectors. As a result, the ability of social and family services to provide integrated and coordinated services to children with disabilities and children in need of protection is considerably limited.

The effort to digitize data management systems is a slow and challenging process, as evidenced by attempts to develop the Social Welfare Integrated System (SWIS), Integrate Platform for Social Services (IPSS) and Case Management Information System (CMIS). This is complicated even further when those responsible for data input experience internet connectivity issues with the computerized data management systems. This was evident in schools that needed to input student data into the Education Management Information System but encountered issues with the internet connection.

Data compilation and validation are also challenging in ministries/agencies, in part, because staff lack data analysis skills and expertise in administrative data management systems. Despite this review, it was still unclear how and if administrative data are validated by ministries/agencies that collect such data. Ministries/agencies also lack the ability to monitor and evaluate their administrative data management systems, including assessing whether the data in such systems are relevant, accurate and timely.

With few skilled staff available to analyze data on children with disabilities and child protection-related issues, it is challenging to use this information in ways that are meaningful for policy and decision-making. Also unclear is how ministries or service providers use administration data to track patterns and trends on children with disabilities or child protection for planning or decision-making; policy formulation; development of programming and interventions; and/or budgeting and resource allocation.

Over the past decade, there has been significant investment by donors and Kosovo ministries to digitize and strengthen administrative data systems, however, the transition from paper-based record-keeping systems to digital data management systems is slow. There is great potential to improve administrative data on children with disabilities and child protection-related issues, and the recommendations outlined in this review will help to strengthen the commitment of Kosovo institutions to do so.

INTRODUCTION

Rationale and Background

While there have been significant advances made in Kosovo with regard to the realization of children's rights, the overall situation has not been uniform. The 2030 Agenda for Sustainable Development calls for an investment in all children and young people with the aim of 'leaving no one behind'. Investing in all children and young people is central to Kosovo's commitment to making progress towards achieving Sustainable Development Goals (SDGs). Implementation of the 2030 Agenda for Sustainable Development and documenting progress toward SDGs, however, is dependent, in large part, on the collection of high quality, reliable and internationally comparable data.

In Kosovo, institutional capacities to generate reliable data that are internationally comparable and can be used to monitor progress toward SDGs and inform decision-making and policy formulation remains a major challenge. It is crucial that Kosovo has the institutional capacities to generate reliable data that are regionally comparable and can be used to report on indicators that are part of the Transformative Monitoring and Enhanced Equity (TransMonEE) Database. TransMonEE captures a wide range of data for indicators related to social and economic issues relevant to the situation and well-being of children, young people and women.

This review of administrative data systems intends to address recommendations or guidance provided by the European Union (EU) Kosovo related to strengthening administrative data, specifically data related to children with disabilities and child protection. This work is part of a broader project that UNICEF Kosovo has with EU Kosovo to support children from marginalized communities.

Overall, the number of persons with disabilities in Kosovo is unknown. Alongside this lack of crucial data, data collection is made more difficult due to the absence of adequate protocols, integrated approaches and institutional coordination mechanisms to collect and harmonize administrative data and systems. As a result, these data gaps on the situation of children with disabilities and child protection-related issues create significant challenges for Kosovo institutions and development partners.

In line with the United Nations Children's Fund's (UNICEF's) Kosovo Programme for 2021–2025, UNICEF aims to support Kosovo institutions to strengthen the quality and reliability of data. Improving administrative data collection systems, including the ability to generate data-driven evidence that can be used to inform policy formulation and programming for children in Kosovo, is key. To achieve this priority, UNICEF is supporting Kosovo institutions to conduct an initial assessment of existing administrative data systems and identify opportunities to improve data collection, analysis and reporting mechanisms related to children with disabilities and child protection-related issues.

Understanding Administrative Data

The focus of this review is on administrative data. Over the past decade, many United Nations (UN) Member States have embarked on the important process of better assessing and strengthening service-related administrative data on children, including children with disabilities and child protection-related issues. However, in many countries, such data are not regularly or systematically collected, compiled and analysed. This is because there has been increased interest internationally, particularly among international development partners, to explore ways to better utilize existing administrative data to monitor and report on the situation of children with disabilities and child protection. Administrative data are an important source of information that can often (but not always) be readily accessed and used to complement large-scale surveys, such as household surveys and school-based surveys, that measure the prevalence of persons with disabilities, children's vulnerabilities and children in need of protection, as well as the causes and consequences of children's vulnerabilities. Administrative data can also be used to measure the number of children with dis-

abilities and children who access the child protection system and report on progress made toward child-related SDG targets and indicators.

In many, but not all countries, administrative data are regularly collected and compiled at national and subnational levels. A potential advantage of administrative data is that it can capture household and non-household data, and data and information related to hard-to-reach populations that may not be accessible via traditional survey methods (e.g., vulnerable families and children, and minority and displaced populations). This is true, however, only to the extent that children and families from these populations can access services.

Government institutions (e.g., education, health, social protection, child protection, police and judiciary), non-governmental service providers, and private education and health facilities have a wealth of information about children with disabilities, children in need of protection, and the available protection and support services. They also possess knowledge about the type of support and services these institutions and providers offer (e.g., medical care, psychosocial support/counselling, shelter, education, access to justice and more) (see Diagram 1).

The challenge, however, is that government institutions, non-governmental service providers and private entities often do not have integrated recordkeeping systems in place to regularly collect this data, particularly as it relates to children with disabilities and child protection. If recordkeeping systems do exist, they typically adhere to internal requirements or needs. Even when service-based administrative data are collected as it relates to children with disabilities and child protection, the data are rarely analysed or used for monitoring the effectiveness of services, programmes, and/or policies that are in place to support children with disabilities and/or children in need of protection or to improve access to essential services to reduce vulnerabilities. In addition, administrative data are rarely used to assess whether there have been improvements in child protection systems, including case management for children in need of protection and the protection of children with disabilities. In many countries, it is often also difficult to track child protection cases and referrals across the social welfare, child protection, education, health care, police and justice systems.

Diagram 1. Sectors with administrative data sources on children with disabilities and child protection



While ministries, institutions and service providers collect some of this data automatically, administrative data are not typically representative, since a large number of children with disabilities and children in need of protection go unidentified. In many cases, only the more severe cases of children with disabilities and children in need of protection are identified and registered. In addition, depending upon government regulations, if early childhood development monitoring is not in place, children with disabilities may not be officially categorized as having a disability, and the severity of the disability may not be assessed until adolescence. Thus, no extrapolation of administrative data will yield a full understanding of the prevalence of children with disabilities or children in need of protection.

Although administrative data do not reveal the actual prevalence of children with disabilities and children in need of protection, it can reveal the number of children with disabilities and children in need of protection identified and reported to authorities and service providers. Administrative data can also reveal important points of entry, interventions and access to protection and support services within a given period and across communities, regions and municipalities. Administrative data can also be used to explore historical patterns and trends related to the identification and reporting of children with disabilities and children in need of protection and responses to these children. At a practical level, administrative data can be used to inform general programme planning, service delivery and resource allocation since the data can demonstrate the utilization of services and systems (e.g., social protection, child protection, health, education, police and justice systems, and community-based services).

In most institutions, administrative data are collected and used for internal purposes but are not necessarily compiled, reported or monitored. If administrative data are used for monitoring and evaluation purposes or external purposes, it is important to remember that this kind of recordkeeping system comes from a non-representative sample, and the data cannot be easily generalized to the larger population. The relevance and usefulness of institutional records and administrative data depend on the quality of the registration and recordkeeping system and the degree to which the records and data can be used to answer questions, such as: How many children make use of the service-providing institutions and their services? What kind of help do children with disabilities and/or children in need of protection require? What kind of help do institutions offer to children with disabilities and/or children in need of protection? Administrative data can also be useful when the quality of services is being evaluated and improved, and the costs of services are being estimated.

Despite the advantages of administrative data, this data has certain limitations and challenges. One challenge is that there are often inconsistencies in data collection methods (i.e., inconsistencies in how administrative data are recorded at the municipality, regional and national levels, and inconsistencies in the accuracy, completeness and coverage of administrative data). In many countries, there can be high levels of missing or incomplete data, inconsistent or limited data quality assurance processes, and inconsistencies in how data are collated and reported from the municipality, regional and national levels. This is because data collection is not the primary responsibility of ministries and service-providing institutions; thus, the quality of data is often weak and inconsistent.

In countries with well-developed and functional administrative data management systems, administrative records can be a good source of data. This is often the case in some, but not all upper-middle and high-income countries. By working more systematically with administrative data, the limitations that are specific to each country can be identified and addressed. This information can then be used to inform efforts to strengthen administrative data and systems, including practices of administrative data collection, collation and analysis, and to inform efforts to develop programmes, referral mechanisms and case management systems to improve the accessibility and quality of services provided to children with disabilities and children in need of protection.

METHODOLOGY

Purpose and Scope

The purpose of this work was to conduct a review of administrative data systems that collect data on children with disabilities and child protection-related issues. The main focus was on administrative data systems of the Ministry of Finance, Labour and Transfers (MFLT), Ministry of Education, Science, Technology and Innovation (MESTI), Ministry of Health (MoH), and other relevant sectors, including data disseminated by the Kosovo Agency for Statistics (KAS). The review explored where opportunities exist to strengthen data collection, link and harmonize administrative data systems and strengthen reporting on children with disabilities and child protection-related indicators. Findings from this review led to evidence-based recommendations that aim to inform next steps and follow-up interventions.

Objectives

The main objectives of the review were to:

- Conduct a desk review of available data and information on children with disabilities and child protection in Kosovo, with a focus on administrative data systems.
- Design a methodology to identify and assess existing administrative data and data systems on children with disabilities and child protection, with a focus on administrative data systems managed by the MFLT, MoH and MESTI, and other relevant sectors, including data reported and disseminated by KAS.
- Identify data gaps and opportunities to strengthen administrative data and data systems to improve data collection and reporting on children with disabilities and child protection-related indicators.
- Meet with stakeholders from relevant ministries and institutions responsible for collecting relevant administrative data and managing existing administrative data systems. Learn more about data collection, compilation and analysis of administrative data on children with disabilities and child protections, as well as how such administrative data are used.
- Generate a narrative report that highlights findings from the review and develop evidence-based recommendations for short-, medium- and long-term interventions. Improve administrative data collection, analysis and reporting on children with disabilities and child protection, in line with regional and international standards and methodologies.

Review Approach

To ensure the review was as thorough as possible, different data collection methods and analytical processes were employed: a desk review; the use of review tools and questionnaires; and interviews with relevant stakeholders. Each of these data collection methods are described in more detail below.

Desk Review

A desk review of relevant documents was conducted to assess the current state of administrative data on children with disabilities and child protection in Kosovo. The desk review focused on Kosovo's policy documents and national reports that were relevant to national, regional and global indicators related to children with disabilities and child protection. Findings from previous reports, assessments and evaluations of data and statistics on children in Kosovo, coupled with other relevant materials provided by UNICEF and available from Kosovo institutions, were also incorporated.

The desk review included an analysis and synthesis of:

- National policy documents related to statistics coordination and regulations governing the production of statistics on children with disabilities and child protection.
- The functioning of the national statistical system.
- Existing national strategies for the development of statistics on children.
- National development plans and reports related to international commitments, such as the Convention on the Rights of the Child and the Convention on the Rights of Persons with Disabilities.

This desk review also focused on other sources that provided statistical data on children in Kosovo, including the TransMonEE data on children with disabilities and child protection in Kosovo.

The main challenge with a desk review of administrative data is that pertinent background and contextual information about administrative data and data management systems are lacking. Most desk review materials do not address administrative data sources or the strengths and limitations of such systems; in most cases, this information can only be captured through consultations and interviews.

Indicator Reporting Tool

An **Indicator Reporting Tool** was developed in Excel and used to track the availability of, or lack of data for each of the relevant national, regional and global indicators related to children with disabilities and child protection-related issues (see Annex A). This included 71 child-related indicators:

- 2 indicators on children without parental care
- 2 indicators on children in alternative care
- 10 indicators on children in residential care
- 22 indicators on children in family-based care
- 4 indicators on adoption of children
- 8 indicators on violence against children and the exploitation of children (child protection-related issues)
- 2 indicators on access to justice (child protection-related issues)
- 7 indicators on children with disabilities and social protection
- 11 indicators on children with disabilities
- 3 indicators on children with disabilities and education

Steps were taken to determine the primary data source, data disaggregation (e.g., sex, age) and whether each indicator has been reported regularly. UNICEF also attempted to define the numerator and denominator for each of the indicators, set a proposal for calculating each of the indicators and identify the institutions responsible for calculating each of the indicators. The last census conducted in Kosovo was in 2011, thus, the current data presented major limitations. Where possible, the indicators calculated for TransMonEE reporting have been included in the list of indicators (see Annex A).

Annex A reveals that only five indicators from among the 71 abovementioned indicators are regularly reported by Kosovo institutions. This includes one indicator on children without parental care, one indicator on children in alternative care, one on the adoption of children, one indicator on children with disabilities and social protection and one indicator on children with disabilities and education. The UNICEF national consultant who had been working with Kosovo institutions to strengthen reporting on child-related indicators at the time of this assessment stated that indicators were not regularly reported on because 1) the base data required to calculate indicators either did/does not exist or exists only in part and 2) there are no calculations provided as a proportion of the total population, particularly of children aged 0–17 years. Finally, indicators are not regularly reported even though Kosovo has national indicator frameworks on children protection,¹ justice for children,² education³ and health.⁴

1 Kosovo Child Protection Indicator Framework, 2020.

2 Kosovo Justice for Children Indicators Framework, 2013.

3 Kosovo Education Indicator Framework, 2017.

4 Kosovo Health Indicator Framework, 2018.

Tool for the Review of Administrative Data

Tool for the Review of Administrative Data on Children with Disabilities and Child Protection-Related Issues was developed specifically to meet the needs of this review. The ***Tool*** was modelled after other administrative data system toolkits developed by the author for UNICEF to assess administrative data systems related to child protection and violence against children.⁵ The ***Tool*** allowed for the assessment of national, regional and global indicators related to children with disabilities and child protection-related issues, and national administrative data systems that exist across sectors (i.e., education, health, social welfare, child protection, police and justice sectors) and relevant ministries/institutions.

The ***Tool*** captured information related to national legal and policy frameworks for the collection of data on children with disabilities and child protection and other relevant indicators. The ***Tool*** also captured information related to indicators; mandated recording/registration; national guidelines/protocols and standard forms; data management systems; data sharing; and data analysis, dissemination and use.

The ***Tool*** was used during consultations with key stakeholders from each of the ministries/institutions that are responsible for identifying and registering children with disabilities and children in need of protection, as well as institutions that provide essential services to these children. The ***Tool*** also allowed for the systematic collection of information and data from a cross section of respondents from relevant ministries/institutions and sectors.

Interviews with Relevant Stakeholders

Consultations were conducted with key stakeholders from Kosovo institutions responsible for the collection of administrative data on children with disabilities and child protection (see Box 1). Given that no one single administrative data source adequately reflects the situation of children with disabilities and children in need of protection in Kosovo, the multisectoral interviews allowed for a multifaceted view of the different sources of administrative data on children with disabilities and child protection in Kosovo.

Interviews were conducted with a targeted, non-random sample of key stakeholders who possess knowledge and information about their institutions'/organizations' administrative data system, including records and guidelines used by relevant ministries; data flows and feedback (i.e., how data is collected at the municipal level and collated at the national level); quality assurance practices (i.e., how administrative data are verified); and data use and dissemination (i.e., how administrative data are used at each of the administrative levels and disseminated to make informed policy and resource allocation decisions). Efforts were also made to understand case management modules that are under development in the MFLT.

The ***Tool*** also guided the interviews with key stakeholders from each of the ministries. The majority of interviews were conducted with key stakeholders in Kosovo's national institutions, but some interviews were conducted with key stakeholders at the municipal level to learn more about data management systems at that level of data input. An interview was also conducted with the director of a non-governmental organization (NGO) operating a domestic violence shelter in Kosovo.

On average, interviews took about one hour to complete. Most of the interviews were conducted as small group interviews with two to six persons; however, some interviews were one-on-one. Detailed interview notes were typed directly into Word during each interview; interviews were not audio recorded.

⁵ Haarr, R.N. (2020). *Diagnostic and Scoring Toolkit on VAC Administrative Data – Version 2*. UNICEF Kazakhstan; Haarr, R.N. (2020). *Administrative Data on Violence against Women and Children in the Development Context*; Haarr, R.N. (2019). *Strategic Document for Engagement on Administrative Data on Violence against Children*. UNICEF; Haarr, R.N. (2018). *Association of South East Asian Nations (ASEAN) Regional Guidelines for Violence against Women and Girls Data Collection and Uses*. Australian Aid & UN Women Regional Office for Asia and the Pacific; Haarr, R.N. (2018). *A Practical Guide for Strengthening Administrative Data Sources on Violence Against Children*. UNICEF; Haarr, R.N. (2018) *Multi-Sectoral VAC Administrative Data System Assessment and Scoring Tool*; Haarr, R.N. (2017). *Review and Assessment of Sources of Administrative Data on Violence Against Children*. UNICEF.

Box 1. Sample of national and municipal authorities and sectors

National Level

- ↘ **Ministry of Finance, Labour and Transfers** (Head of Department for Social and Family Policy (DPSF), Statistical Officer for DPSF, Head of Information Technology, Consultants from World Bank)
- ↘ **Ministry of Education, Science, Technology and Innovation** (Head of Division for Inclusive Education, Head of Department for Children with Disabilities, Head of Child Rights Monitoring, Head of Education Management Information System)
- ↘ **Ministry of Health** (Head for Health Management Information System)
- ↘ **Ministry of Justice** (Head of Department for European Integration, Head of Probation, Head of Corrections, Domestic Violence Management Information System)
- ↘ **Office for Good Governance** (Head of Child Rights Monitoring)
- ↘ **Kosovo Police** (Data Coordinator, Head of Department of Juvenile Delinquency, Director for the Investigation of Trafficking in Persons)
- ↘ **Kosovo Agency of Statistics** (Head of Department for Social Statistics)
- ↘ **Judiciary Council** (Head of Statistics)
- ↘ **Prosecutorial Council** (Head of Statistics)

Municipal Level

- ↘ **Directorate of Education** (Head of Finance)
- ↘ **Directorate of Health and Social Welfare**
- ↘ **Director of the Center for Social Work**
- ↘ **Head of Social Services**
- ↘ **Social Worker from the Center for Social Work School** (Principal, Psychologist and Speech Therapist)
- ↘ **Special School for Children with Disabilities** (Head)
- ↘ **Domestic Violence Shelter** (Director)

KOSOVO AGENCY OF STATISTICS (KAS)

Administrative Data

In keeping with Law No. 04/1.-036 'On Official Statistics', it is established that the Kosovo Statistical Agency is a professional, independent, bearer and disseminator institution and the coordinator of the statistical system of Kosovo, acting within the framework for the Prime Minister's Office (Article 6). Similar to other national statistical agencies, KAS is dependent upon ministries for administrative data on children with disabilities and child protection, however, ministries are often unwilling or hesitant to share such administrative data. This may be, in part, because ministries lack such data or there are administrative data system weaknesses related to children with disabilities and child protection that make sharing accurate and reliable data a challenge. KAS has also faced challenges in obtaining data from the civil registration and vital statistics (CRVS) system, including birth registrations. While CRVS argues that this is a privacy issue, KAS argues it is not an issue because they have data privacy protocols.

It was also noted that when KAS requests data from ministries, ministries often provide nothing more than aggregated data, which makes it impossible for KAS to assess the quality of data or conduct further analysis to generate needed statistics. Another challenge identified is that when KAS requests administrative data from ministries (particularly data relevant to children with disabilities, child protection and justice for children) to report on TransMonEE indicators, KAS does not always request the disaggregated data needed to report on specific indicators. This has resulted in ministries incorrectly generating statistics related to some child-related indicators. Without access to the administrative data of the relevant ministries, KAS is unable to conduct its analysis and generate the comprehensive statistical reports and indicators needed to inform national policies and international reporting.

Population and Housing Census Data

It is important to note that KAS is responsible for conducting the population and housing census; however, they have faced numerous challenges when it comes to conducting an updated census. The first and last census was conducted in Kosovo in 2011. As a result, KAS has relied upon 2011 census data to create population projections and has used these population projections to calculate indicators.

Population data are critical to inform planning processes, target policy development and report on certain indicators, including child-related indicators (see Box 2). However, the absence of an updated population and housing census has created challenges for KAS and the government including the inability to cross-check updated census data against CRVS data. Such cross-referencing would enable a more accurate understanding of Kosovo's population, demographics, social and economic characteristics and housing conditions.

Overall, KAS has a key role to play in generating statistical information which can serve as the basis for constructing planning forecasts and informing targeted interventions and accountability.

Box 2. Five main objectives of population and housing census data

- Enumeration of the population and households in the country.
- Acquisition of demographic information used for calculating population estimates and national, regional and global indicators.
- Data collection and the production of information for government institutions and local authorities for planning and budgeting purposes.
- Collection of socio-economic information on a large sample of people in the population, which makes it possible to acquire data and information on small, unique population groups.
- Production of information that serves government institutions, organizations and other public and private entities in the fields of education, health, social and child protection, economy, business, research and more.

MINISTRY OF FINANCE, LABOUR AND TRANSFERS (MFLT)

Legal Framework

In keeping with Law No. 02/L-17 'On Social and Family Services', in circumstances where there is no family support or where it is insufficient to ensure the welfare of an individual, Kosovo has the duty to provide to those people who would not otherwise be helped. Social and family services include the provision of direct social care, counselling, and in exceptional circumstances, material support for the benefit of people in need.

In keeping with Law No. 04/L-081 'On Amending and Supplementing', Law No. 02/L-17 'On Social and Family Services', defines direct social care as providing assistance to persons in social need, regarding housework, personal care, mobility, communication and supervision. Care can be provided in the person's own home, in the home of another family, in a specialized center for daily stay, or in a residential institution. Material support is defined as providing money, temporary shelter, food, medical fees, clothing or any other essential emergency material for individuals or families who have no other source available. MFLT - MoJ has overall responsibility for the organization of the provision of social and family services in Kosovo.

Under the aegis of the Center for Social Work (CSW), which operates at the municipal level and constitutes the guardianship authority, social and family services are provided on behalf of the MFLT - MoJ. Under Article 8 of Law No. 02/L-17, legal entities not in the government sector, including enterprises, voluntary organizations and associations, faith-based organizations, self-help groups and other local, national and international organizations are also encouraged to provide social and family services, either on their initiative or, under contract, on behalf of the municipal directorate (for local services), or the department (for Kosovo-wide services). Also, MFLT - MoJ is permitted to enter into contracts with NGOs for the provision of social and family services across Kosovo. As it relates to children, such services include services to children and families (Article 9), child protection (Article 10) and alternative forms of child care (Article 11).

Law No. 03/L-22 'On Material Support for Families of Children with Permanent Disability' regulates the right to material support for families that protect and care for children with a permanent disability and the realization of this material support. Permanently disabled children are defined as those aged birth to 18 years with permanent residence in Kosovo and are completely disabled from carrying out daily activities without another person's help. Permanent disabilities include physical, mental and sensory forms; blind children; and children who, because of the nature of any illness or permanent illnesses, are not able to independently move in the home/apartment or in places they need to; are unable to use corresponding helping tools; are unable to feed themselves or wear and take off clothes; and are unable to carry out physiological needs and keep up with necessary personal hygiene (Article 6). Material support is defined as a financial benefit, including a monthly amount or other form of payment with money, that is administered by MFLT to families of children with a permanent disability. In keeping with Article 3, MFLT ensures material support for families of children with permanent disabilities, in accordance with Kosovo budget capacities, through its Department of Social Welfare (as of 2023 Department of Social Schemes). Material support for children with a permanent disability is paid on behalf of the parent or foster parent (guardian) of the child through bank wire transfers.

Administrative Data

To monitor the provision of direct social care (including social and family services) and to ensure the proper transfer of funds for the provision of material support (including material support for families in need and families that protect and care for children with disabilities), MFLT has utilized three different administrative data systems.

- **Social Services Database (SSD)** registers all individuals who receive social services or assistance, records the services offered to them through the CSW and contains 60 categories of historical data. MFLT - MoJ has requested the development of a case management platform specifically for children.
- **Children with Disabilities Management Information System (CwDMIS)** collects data on children (aged 0–18 years) with permanent disabilities and whose disabilities are certified by the Medical Commission, a group of medical experts appointed by the ministry. It also serves to identify children who need services beyond the payments received through the disabilities social scheme.
- **Foster Care Database** is a module that collects data needed to process payments for children in the foster care and kinship care systems.

These three systems operate as standalone data management systems, are not integrated and are not related. To populate administrative data, each CSW is required to input information into Excel templates that they send to MFLT - MoJ. CSW and other service providers typically rely upon their paper-based case files to complete the Excel templates. However, very few case file data are shared with MFLT - MoJ, and data are shared in aggregate form which limits the ability of MFLT - MoJ to analyse the administrative data. MFLT - MoJ staff then transfer data from the Excel templates into the appropriate administrative data system. CSW and other service providers typically provide data to MFLT – MoJ on a weekly, monthly, biannual and annual basis.

Children with severe disabilities (e.g., paraplegic and blind) who are not handled by the CSW are required to register with the Office of Administrative Pensions of Kosovo, which is a different payment scheme.

Both the CwDMIS and Foster Care Database enable MFLT – MoJ to process monthly transfers for children registered in these systems. These two data management systems can be used to report on the total number of beneficiaries (disaggregated by sex) and the total amount of funds paid out. However, these two data systems cannot be used to generate or extract data to report on other crucial indicators (e.g., number of children disaggregated by sex and age, number of new cases registered within the year and disaggregated by sex and age). In addition, the CwDMIS does not generate data related to type of disability.

MFLT's – MoJ's administrative data management systems can generate basic frequencies or total numbers with disaggregation by sex, predefined age groups, ethnicity and municipality. Generating proportions and percentages and calculating indicators is currently conducted manually which is very inefficient and can lead to a high margin of error. These systems have contributed to incomplete, inaccurate and outdated data. As a result, this administrative system cannot be used to generate the accurate or real-time statistics needed to report on national, regional and global indicators, including those related to children with disabilities, child protection and the provision of social and family services and material support under relevant schemes. This lack of accurate and real-time data on children with disabilities and child protection has been a significant challenge for MFLT - MoJ.

In general, MFLT can track financial or material support provided to families and children in need and families that protect and care for children with disabilities. However, MFLT - MoJ has a more difficult time tracking the provision of social and family services, including the various types and quality of

services provided to children and their families. MFLT - MoJ is also unable to systematically track services provided by NGOs such as social and family services and alternative care for children (e.g., day care, residential care and foster care services). This is because data are not collected on the number of children who enter and exit these services throughout the year, nor on the types of services provided in these alternative care systems. In Kosovo, CSW determines whether a child enters kinship care, whereas CSW plus an expert panel determines whether a child enters foster or residential care. MFLT - MoJ needs this data to generate statistics; report on relevant indicators; inform planning and policymaking; ensure a balanced annual budget for public administration; and create multi-annual budgets and long-term public investments to provide social and family services and material support for children with disabilities and families in need.

With support from the World Bank and other donors, MFLT has been in the process of developing two new data management systems for the management of services and payments for material support (there are more than 25 different schemes for material support for which MFLT is responsible). These two new systems – **Social Welfare Integrated System** in MFLT and **Integrated Platform for Social Services** in MJ– are projected to take at least three years to develop and will integrate social schemes, social services and the case management platform for children with disabilities, replacing the above-mentioned **Social Services Database, CwDMIS and Foster Care Database** management systems.

- **Social Welfare Integrated System** (SWIS) is an integrated platform that processes payments for material support, according to the 25 different social schemes for which MFLT is responsible, and transfers cash for services provided. The SWIS should help to eliminate double payments which have been problematic in the past. Notably, SWIS does not capture data related to cash transfers for services provided to children aged 0–17 years, adults 18 years of age and older, and services provided to children with disabilities or specific categories of children in need of protection (e.g., child victims of violence, abuse and exploitation). Disaggregating SWIS data by the age of a child in years (rather than birth date and year) will ensure that financial expenditures related to services and material support (e.g., payment schemes for children with disabilities and cash transfers for other types of material support) to children aged 0–17 years can be analysed. This can lead to a review of social sector expenditures on children, with a specific focus on children with disabilities and children in need of protection.
- **Integrated Platform for Social Services** (IPSS) has been envisioned as a case management system. However, at the time of this review, it is not clear if IPSS will function as a true case management system that can be used by social workers at CSW and other service providers to automate their entire workflow (e.g., registering clients, accessing and recording their needs, planning services and monitoring and evaluating services delivered). Because the MFLT - MoJ has taken a piecemeal approach to developing separate modules for child labour, adoption, fostering, guardianship, residential shelters and licensing of social workers, it is not clear how data in each of the modules will be integrated or linked. The development and continuation of which depends on the MoJ decision.

It will still be some time before the SWIS and IPSS are launched. At that point, MFLT - MoJ will need time to monitor and assess the functionality, efficiency and effectiveness of these two new data management systems.

MINISTRY OF EDUCATION, SCIENCE, TECHNOLOGY AND INNOVATION (MESTI)

Administrative Data

Education Management Information System (EMIS)

Globally, countries have introduced national **Education Management Information Systems (EMIS)** to collect, integrate, process, maintain and disseminate data and information to support decision-making, policy analysis and formulation, planning, monitoring and management at all levels of the education system. The adoption of SDG 4, to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all, requires more complex data demands. Moreover, the emphasis on equity and inclusion, lifelong learning and the need to measure learning outcomes have expanded the range of data that needs to be collected and managed.

In Kosovo, MESTI manages EMIS which captures data and information on children who are enrolled in the public school system (e.g., preschools, primary schools, and lower and upper secondary schools). Data such as names, identification numbers and information from schools in Serbian communities are not collected in EMIS. Student/individual-level data are collected via paper-based class registries using a unique student number, which is separate from the EMIS. Each head teacher is responsible for completing class registries and submitting them to the school director. In the EMIS, basic data (without names or identification numbers) are collected for each student including sex, age, ethnicity, parents, residence, distance from home to school and disabilities. Overall data on the number of children repeating grades are also recorded each year in the EMIS. Despite the EMIS' many advantages, it has several key limitations, including the inability to identify students and monitor academic performance over time. This means EMIS cannot be used as an early warning system for students who are at risk of repeating a grade or dropping out of school. It is also unable to monitor sudden declines in academic performance, which can be an early warning sign for children in crisis, such as children who are victims of violence, abuse, neglect and/or exploitation. Schools typically do not report data or information in the modules that record dropout and school violence, creating additional challenges for MESTI.

With support from UNICEF, a separate Early Warning System add-on module was developed in the EMIS to identify children at risk of dropping out of school. When the module was developed, head teachers in schools were trained to identify students as early as possible to prevent them from dropping out of school. Over time, however, the Early Warning System module has not functioned as originally intended, and schools in only 10 of the 30 municipalities in Kosovo regularly report data on children at risk of dropping out of school. While most schools have information about children at risk of dropping out, they lack the technical capacity to share the information in the system. During consultations, stakeholders in the education sector described the Early Warning System as capturing data on children who drop out of school and leave Kosovo to live abroad. However, the Early Warning System does not function as an early warning system for reducing the risk of dropout.

UNICEF also supported MESTI to develop a separate module in EMIS on school violence (e.g., type of violence, sex, age and class of the victims and perpetrators, and names of victims and perpetrators). The School Violence module is also an add-on module. Schools, however, rarely input data related to school violence into the EMIS module; often the cases are reported to the police but not in the system. The Early Warning System and School Violence modules were built into the EMIS, but do not otherwise link with each other or other data in the EMIS.

According to Administrative Instruction 25/2013, schools input data on students into the EMIS at key points throughout the academic school year:

- In September, at the beginning of the school year
- In October, when data are updated
- In January, when data are updated and achievements are recorded
- In June, at the end of the school year when grades and information about students' missing classes are recorded
- In August, dropout rates are recorded in the EMIS for the entire school year

These data, however, cannot be linked to individual students because no names or identification numbers are recorded in the EMIS. This means that there is a high margin of error with EMIS data. Thus, final grades are reported in the aggregate with disaggregation by sex.

The data input approach varies significantly across schools. A visit to a school in one municipality revealed that the school uses a paper-based system or a table in Microsoft Word to collect information from teachers on students in their classrooms, using basic categories that are aligned with EMIS. Teachers then send these tables to the school director; the school director or a trusted school staff person inputs the data into the EMIS. In other schools, student data may be input into the EMIS by classroom teachers. Regardless of the method for data input, it is nearly impossible for schools and teachers to keep track of students in the EMIS because there are no names or identification numbers, and students in classes often share similar characteristics or demographics.

It is also notable that the EMIS fails to accurately capture accurate data on children with disabilities. There is a column in the EMIS that allows schools to record information about the type of disability that a child may have; however, there are no definitions or guidance provided on how to determine or categorize the disability. Moreover, only one disability category can be selected. If a child has more than one disability it is recorded as multiple disabilities with no disaggregation about the type or number of disabilities. In addition, no fields exist to input information about the certification/validation of a disability by official authorities. It was also reported that some teachers identified students who wore glasses as having vision disabilities, reflecting a lack of understanding about the official definitions and categorizations of disabilities.

There are ways that schools try to overcome these limitations. One municipal school, for example, uses an internal school-based data management system developed in Excel to track individual students by grade and academic performance. The school also has a paper-based binder for each student with disabilities which contains all the required documents verifying the child's disability, including personal data and information on the child and their family, and special accommodations provided by the school. These Excel and paper-based systems collect more accurate and reliable data and information on children, including those with disabilities. The only data not recorded by schools are data on children in need of protection, such as children who are victims of violence, child abuse and/or neglect in the home and family, or children who are exploited for labour, or other vulnerabilities.

Technical challenges are prevalent. Some schools, particularly outside of Pristina, face issues with internet connectivity, making data input challenging. For example, if EMIS disconnects from the internet while staff are inputting data, they have to re-enter the data. Moreover, the server or network for the EMIS can become overloaded when too many schools attempt to use the EMIS at the same time to input data. Schools also report issues with saving and storing data and notes in the EMIS. For example, schools input data and notes but then it does not appear in the system so the data needs to be re-entered. Schools also report a limited amount of space for inputting notes. Finally, the reliance on manual data collection, reporting and aggregation at the class level can result in human errors when entering data into the system.

MESTI reported that a training manual was developed for EMIS when the EMIS was initially developed. However, the manual has not been updated since then, making it obsolete. It was reported that there is a video tutorial on how to use EMIS, and the video was reportedly updated the last time

the EMIS was updated, but it is unclear whether schools face challenges accessing and/or viewing the video tutorial given internet connectivity issues, particular in schools outside of Pristina. For more than three years, the World Bank has tried to support MESTI to strengthen the EMIS, however, this work was not achieved.

EMIS is used internally by MESTI to produce bi-annual statistics on children in schools with disaggregation by sex, age, grade, disability, region and more, for monitoring purposes. On an annual basis, annual statistics are published in annual yearbooks on education statistics. These publications include the Education Statistics in Kosovo and the Annual Statistical Report with Educational Indicators. All publications include a disclaimer that data on children with disabilities are not reliable. At least once a year, MESTI, in cooperation with KAS, publishes an annual statistics yearbook on education.

MESTI reported that education statistics are used by the ministry to make policy decisions and to aware schools. In recent years, they reported also rewarding schools on early prevention of dropout and those without school violence. MESTI reported that municipalities can also access the EMIS to generate reports.

Schools, however, are unable to use EMIS to generate statistics for their schools.

Special Schools and Resource Centers for Children with Disabilities

The Administrative Instruction for Resource Centers (MESTI) 23/2013 is the main legal document for deinstitutionalizing children with disabilities. It achieves this by establishing five resource centers as instructive educational institutions for children with special educational needs, including children with severe and multiple disabilities. Resource centers are also expected to provide professional services and counselling for all regular schools and the community. Despite the introduction of this regulation, not all children with disabilities have been deinstitutionalized and some children with disabilities continue to reside in special schools for children with disabilities.

Although some children with disabilities are integrated into regular schools and classrooms, and some regular schools have resource rooms designated for children with disabilities (e.g., attached or resource classrooms), other children with disabilities are cared for in special schools and resource centers (e.g., day centers) for children with disabilities. Children with severe disabilities or impairments are more likely to reside in a special school or attend a resource center, which are essentially alternative care facilities for children with disabilities.

For this assessment, only one director of one special school for children with disabilities was interviewed. Thus, this section focuses on administrative data management systems in special schools for children with disabilities.

Special schools and resource centers for children with disabilities are required to input data on children into the EMIS. In addition, special schools have a paper-based system for registering children in these institutions and the so-called Protocol Books. Protocol Books are used in grades 1–5, 6–9 and 10–12 and another Protocol Book is used to issue certificates and highlight the achievements of each child (i.e., certification for high school in the areas of agriculture). It is important to understand that the Protocol Books used in special schools today are the same as those used back in the 1960s. Protocol Books include information such as the child's name, surname, name of parents, place of birth and place of residence. However, there is no information or record about a child's disability. Special schools only record data in the Protocol Books and EMIS that is required by MESTI, which is the same information collected on children in the regular school. As a result, special schools for children with disabilities find that the data in Protocol Books and the EMIS are limited and not relevant to the special schools. Notable data gaps include inaccurate data on the number of children in special schools and resource centers for children with disabilities due to children entering the facilities throughout the school year. These recordkeeping systems do not record data or information as to when or for what reason a child leaves a special school or resource center, where the child goes/is placed, or if the child has died.

For two years, directors of special schools for children with disabilities have had discussions with MESTI about the problems associated with data and information recorded in the Protocol Books

and EMIS. Special schools have also engaged resource centers for children with disabilities in discussions to improve relevant data collection. More specifically, they have made requests to MESTI to revise and update the Protocol Books and EMIS to collect data and information that is relevant to children with disabilities (i.e., data and information that will more accurately document children's disabilities and diagnoses, their academic performance and progress, and special accommodations and services provided to children). One special school reported organizing working groups of school staff and teachers to discuss how best to revise and update the Protocol Books and EMIS to capture the needed data and information on children with disabilities.

Another challenge faced by special schools and resource centers for children with disabilities is that they have minimal interaction with social service agencies, such as the CSW. There is little if any multisectoral and inter-agency cooperation to support children with disabilities and their families. There are also data and information sharing gaps: special schools and resource centers need to be able to exchange data and information with social service agencies, including CSW, to conduct case management for children with disabilities and ensure integrated and coordinated service delivery for the children and their families. Inter-agency case management systems are needed but it is still not clear if this will be through the IPSS.

To overcome these limitations, discussions with one special school revealed that the school uses an internal school-based system that was developed in Excel to track individual students by grade and academic performance. The school also developed a handwritten paper-based form that they use to record data on a child, including each child's name and surname; name and surname of parents; place of birth; date of birth; municipality; identification number in the Protocol Books; life situation of the child and family; type of disabilities and/or impairments; when a child was registered by the evaluation commission for admission to the school; diagnosis by the evaluation commission and/or psychologist; treatment plan and treatments provided. These data and information are recorded only for internal purposes.

UNICEF-Supported Survey on Child Functioning

Although it was not part of this review of administrative data systems, as part of UNICEF's global initiative to strengthen statistics on children with disabilities, UNICEF partnered with the Washington Group to develop a standardized instrument – the UNICEF/Washington Group Child Functioning Module (CFM). The UNICEF/Washington Group CMF was developed exclusively for children aged 2–17 years. The CFM measures eight functional domains for children aged 2–4 years (i.e., seeing, hearing, walking, fine motor skills, communicating, learning, playing and controlling behaviours) and 13 domains for children aged 5–17 years (i.e., seeing, hearing, walking, communicating, learning, self-care, remembering, concentrating, accepting changes, controlling behaviour, making friends and signs of anxiety and depression). UNICEF/Washington Group Inclusive Education Module (IEM) was also developed to include specific questions about school participation and the factors that facilitate and impede participation in school.

At the time of this review, UNICEF and MESTI were in the process of conducting a survey that would test if and under what conditions the CFM can be used to generate reliable disability data; this is being done under the context of EMIS. Survey results will inform the next critical steps in the process and further evaluate whether, and under what conditions, teachers can provide reliable reports on student's functional difficulties. This includes measuring inter-rater reliability between different teachers for the same child and between teachers and the child's caregivers. Survey findings should be considered the core part of EMIS to address disabilities and should be constructed in a standard way that guarantees good quality data and the creation of comparable indicators. This project will also generate relevant information to identify the core components of a standardized approach to disability measurement in the EMIS.

MINISTRY OF HEALTH (MoH)

Administrative Data

Globally, countries have introduced national health management information systems to collect, store, analyse and evaluate health-related data from health facilities at district, regional and national administrative levels. These information systems can produce analytical reports and visualizations that facilitate decision-making at all these levels. Much of the information is derived from patient-provider interactions in health facilities, including hospitals, health centers and community outreach services that provide health care (e.g., preventive, medical, surgical and rehabilitative) interventions. These management systems also record information on health events, check the quality of services at different levels of the health care system and serve as an instrument to improve patient satisfaction.

In 2018, with support from the World Bank, the Ministry of Health began the process of developing a **Health Management Information System (HMIS)** for Kosovo; four years later the MoH is still working to develop and roll out the HMIS. However, Kosovo's HMIS is not being developed to function like a typical HMIS; it has been developed to align with the Internal Classification of Diseases-9 (ICD-9) and ICD-10, which are medical classification lists developed by the World Health Organization. These lists include codes for diseases and infections; mental and behavioural disorders; certain conditions; congenital malformations, deformations and abnormalities; symptoms and signs; injuries and other consequences of external causes; and more. The ICD-9 and ICD-10 also include codes for disabilities, including learning disabilities, developmental disorders of scholastic skills (e.g., reading, spelling math, scholastics), motor functions, and limitations of activities due to disability. However, on 1 January 2022, the eleventh revision of the ICD was introduced (ICD-11), making the HMIS outdated. It is unknown whether the MoH has plans to revise the HMIS to align with the ICD-11, particularly since the HMIS is still under development.

One of the most notable findings is that the HMIS reportedly includes no patient names or identification numbers; thus, the HMIS cannot be used by patients or health care providers to manage and monitor a patient's healthcare. In addition, the HMIS does not capture health care providers' notes on patients meaning it cannot be used by health care providers to manage their patient's care and treatment. It was not completely clear as to the purpose of the HMIS, particularly since it has not been designed to function like a typical HMIS. The HMIS has been rolled out to primary health facilities in 29 of the 31 municipalities, but not primary hospitals. Still, the majority of health care providers, including in primary health facilities, are not using the system and rely primarily on paper-based health records. The HMIS has yet to be rolled out to secondary or tertiary health facilities or to obstetrician-gynecologists (OB-GYNs). MoH reported that some health care facilities do not have a networking system to support HMIS, but these systems are not the responsibility of MoH. It was also reported that the HMIS is interlinked with the CRVS, or will be, which will help to identify whether or not a newborn's birth is registered in the CRVS and vice versa. Currently, this would only work in primary health care facilities that are connected to the HMIS. This does not include primary hospitals, OB-GYNs or secondary and tertiary health care facilities where women may give birth or receive postnatal care and newborn follow-up health checks. In 2022, MoH reported that they are using HMIS but it is not fully digitalized or used in all health care facilities or by all health care providers. MoH recognized that HMIS needs to be adapted to work in all primary health care facilities, including hospitals, and even more adaptations need to be made for a successful rollout in secondary and tertiary health care facilities. Private health care facilities do not yet use the HMIS.

In terms of data collected on children's health and well-being, HMIS does not adequately capture data on children or disaggregate data in a way that allows for the monitoring of children's health and well-being. In addition, ICD measures of violence against children are limited, and it is not clear if these measures and codes are included in the HMIS.

The MoH also mentioned developing a module on home visits, but it has yet to be implemented or fully integrated into the HMIS. It was also reported that the MoH has not yet used the HMIS to generate reports.

KOSOVO POLICE

Administrative Data

The Kosovo Police has a data information system, referred to here as the **Kosovo Police Management Information System (KPMIS)**, which was left behind by the United Nations Peacekeeping Mission in Kosovo and last updated in 2014. Calls made to the 192 number are stored in a second database, and police radio communications are stored in a third database.

Initially, reports to the police are recorded on a paper-based system with incident reports logged into a paper registry at police stations. After an incident (case) is registered at the police station, it can be transferred to operations and distributed for data input into the KPMIS. It is then transferred to a police officer for follow-up and/or investigation. In such situations, the case is sent to the computer database as an incident or police case.

Not all police officers are able to input data into the KPMIS. For instance, the police can have four case reports, but only one officer has access to the KPMIS to input case data and information. In most situations, the officer initiates the case from the paper registry where the case is assigned a number. This is the general process, but the process can vary across police stations and by nature of the case or crime.

When a juvenile is an offender, the case will be handled by the Investigative Unit and Investigative Officers. Other types of cases, including child abuse and suspected minors under the age of criminal responsibility are also handled by this unit. If the child or minor is under 14 years of age, only their initials are recorded in the KPMIS, because minors under the age of 14 years are below the age of criminal responsibility and cannot be prosecuted under the law. Cases involving suspected children under the age of criminal responsibility are referred to CSW.

In cases where a minor of the age of criminal responsibility is suspected of a criminal offense related to narcotic substances, the case is investigated by the Specialized Directorate Against Narcotics. In cases where a child is exploited, such as for begging, then the case is investigated by the Specialized Directorate Against Human Trafficking. In general, cases involving minors in conflict with the law and children who have experienced abuse are handled or investigated by other units or directorates, depending on the suspected offense.

Queries in KPMIS can be run by case number, crime classification and criminal codes (related to crimes against children). It was not clear if queries could be disaggregated by the sex and age of child victims who are under 18 years of age. In addition, data on child witnesses and perpetrators cannot be easily extracted by type of crimes and/or disaggregated sex and age groupings. To extract such data and information, case files would need to be reviewed and data would need to be extracted by hand to determine if the victim and/or witnesses were children or minors under 18 years of age.

Other challenges also exist. KPMIS does not have a specific folder to separate data on children and adults, so when searching for cases that involve children or minors, an age needs to be entered. In addition, a child's age is recorded by date of birth at the time of the incident. However, the age of the child increases in the system year by year; if a query is run in 2021 when the child is 17 years, a query run in 2022 reports the same child as being 18 years of age. Thus **the age of the child at the time of the incident becomes lost** in the KPMIS over the years. Finally, if the status of a case changes, such as an arrest being made, it is difficult to analyse or extract that information from the system. Linkages amongst and within law enforcement offices continue to be inconsistent. For example, the Kosovo Police has a system that is linked to the Prosecutor's Office to send cases for prosecution. This process used to be done by hard copy but is now digitized with PDFs that are scanned and uploaded onto the system and notifications confirming receipt. The Specialized Directorate Against Human Trafficking however has a separate data system that is not attached to the internet and is not integrated with the KPMIS or any other police data platform.

KOSOVO PROSECUTORIAL AND JUDICIAL COUNCILS

Administrative Data

Since 2014, Kosovo Prosecutorial and Justice Councils have been working to develop the **Case Management Information System (CMIS)** with nearly €10 million in funding from the Norwegian Ministry of Foreign Affairs. The CMIS aims to improve efficiency in the judiciary system, ensure data are available on court cases, and improve the judiciary's ability to manage case flows by abandoning the slow and inaccurate manual procedures that have traditionally been used.

After nearly 10 years of development, CMIS is still not fully functional. Specifically, it is not functioning in the Prosecutorial Council, which has faced numerous system development challenges with the developer. As a result, the Prosecutorial Council still relies on paper-based registries in the Prosecutor's Offices for case information. The Prosecutorial Council is working to build a module for statistics and anticipates it will be at least another two years before the CMIS is functional. However, it is uncertain if they will be able to use the CMIS to generate reports. The final CMIS was due 15 September 2022, but as of the writing of this report it was still in process.

Ensuring accurate, quality data has been a major challenge for the Prosecutorial Council. This is in part because information is recorded for each specific case using a paper-based registry. The case management office appoints an official for each respective registry who is responsible for extracting information from the registry to the standard form. Each Prosecutor's Office has a registry and a separate standard form with information extracted from the registries, depending upon the type of reports that need to be generated. Information is then manually transferred from the paper-based registry to the standard paper-based form and shared with the Prosecutorial Council where it is input into an Excel spreadsheet. An Excel spreadsheet is then created for Kosovo and each of the 10 Prosecutor's Offices.

Challenges include the introduction of errors when information is transferred to Excel. When the data are eventually transferred to CMIS, there are still no guarantees that the data will be accurate.

Collecting data on domestic violence is another role of the Prosecutorial Council, whose special prosecutors handle domestic violence cases. However, the data they collect on victims are limited and often incomplete (e.g., sex, age and how the case was resolved) and the data on perpetrators is also lacking. Despite these limitations, the Prosecutorial Council reported that they produced special reports on domestic violence. In addition, data on cases involving minors or juveniles, typically as offenders, are published on a quarterly and annual basis. Once the CMIS is functional, it is uncertain whether data related to children, minors and/or juveniles (as victims, witnesses or offenders) will be utilized. The Prosecutorial Council envisions that the CMIS will have an impact on their ability to access case data and information more quickly and to efficiently generate statistics and reports related to prosecutions and court cases.

The Judicial Council has a similar system but covers 30 courts. Traditionally, the courts have used paper-based ledgers to manually document court cases but this has been a huge burden as there were often more than 300,000 court cases. About three years ago, the Judicial Council began to transition from paper-based ledgers to CMIS but the courts resisted using CMIS and continued to use paper-based ledgers. Eventually, the Judicial Council decided to discontinue the ledgers, forcing the courts to use the CMIS. The courts continued to resist using CMIS so the Judicial Council made use of the CMIS as part of the evaluation process for judges which provided the incentive to switch over.

The courts continue to face significant challenges inputting data into the CMIS because they lack the documents or information about each court case, including information on victims and perpetrators (e.g., sex, age and nationality). The information contained in the files for court cases involving juveniles is even more limited.

Given these data challenges, the Judicial Council is in the process of conducting an audit of court data for certain articles. Findings so far indicate how difficult it is to find a person in court documents. For example, when one person is charged with five different offenses, each offense, along with the verdict in the case, may appear on different forms in court records. In practice, case information for a single court case can be distributed across many forms, which makes it appear as multiple cases. Older case files also tend to lack pertinent information, and criminal codes have changed over time, resulting in old and new criminal codes that do not align with the administrative data system.

Both the Prosecutorial and Judicial Councils recognize the many challenges and deficiencies regarding the accuracy of data and face a multitude of challenges in generating regular reports. These problems exist in part from the limited data within the paper-based registries and ledgers. It is also because prosecutors and court officials do not systematically record case information or regularly input and update data in the data management systems, whether paper-based or digital, as the case proceeds through the courts.

In the future, CMIS will allow citizens to fully track the progress of their cases. (The test model that has been developed illustrates how a person can select a court case, identify the presiding judge and see how the case was resolved.)

MINISTRY OF JUSTICE (MoJ)

Administrative Data

The Ministry of Justice does not have a unified database, although there is interest in creating a unified database that would include Kosovo Police, Prosecutorial and Judicial Councils, and Corrections and Probation Services. To achieve this goal, a law is being drafted to ensure there is a unified database of offenders and prisoners. At the time of this review, MoJ had separate **corrections and probation databases**, each of which had numerous limitations.

In Kosovo, the corrections system includes 11 penal institutions that each store data separately. Data management systems vary from institution to institution. Some institutions have data and information in Excel, while correctional institutions tend to rely upon paper-based systems. This lack of consistency creates significant challenges for MoJ, which lacks up-to-date data or information on offenders in correctional institutions, including their names and criminal histories (e.g., arrests and convictions). To compile this data, MoJ has to call each of the 11 correctional institutions and request data on persons, along with their criminal histories and sentences, to the degree that it is available. Despite these limitations and barriers, MoJ has been trying to build a database of offenders who have previously and are currently in correction institutions across Kosovo, by type of penal institution. This database is neither complete nor accurate. Building a corrections database has proved challenging because the MoJ does not have access to arrest or conviction information. In many cases, the MoJ has to request such information from the Kosovo Police and courts.

In recent years, MoJ has relied on some NGOs to compile and analyse data on criminal offenders in correctional institutions to populate its own database. MoJ has also relied upon statistics (e.g., percentages) published in NGO reports because the MoJ lacks data on prisoners and recidivism. In addition, the MoJ does not have a database on juvenile offenders and typically has to request data and information from social workers who search their paper-based case files. In most cases, MoJ and social workers simply have to ask juveniles about their criminal histories and previous contact with the police and justice system to collect this information. For children under the age of 14 years – the age of criminal responsibility – there is no information available. Moreover, data on crimes against children and child victims are not collected by MoJ.

Probation Services have a separate database from Correction Services. The Probation Database includes data on juvenile and adult offenders on probation, such as their name and surname, birth certificate and identification number. Again, the MoJ has to ask juveniles about their previous contacts with the police and the justice system to populate the probation database.

In 2019, MoJ and the National Coordinator for Protection from Domestic Violence began managing the **Domestic Violence Management Information System (DVMIS)**. This was developed with funding from the EU and support from the UN Women Regional Programme to end violence against women in the Western Balkans and Turkey.

The DVMIS is specifically for domestic violence cases and based upon a memorandum of understanding among government institutions that deal with violence against women and girls including the Kosovo Police, Kosovo Prosecutorial Council, Kosovo Judicial Council, CSW, Victim Advocates in the Prosecutor's Office and domestic violence shelters. The DVMIS collects administrative data on domestic violence cases which allows the MoJ to monitor and improve the handling and prosecution of domestic violence cases. It also ensures the accountability of relevant institutions to properly manage domestic violence cases and populate the database with necessary information from central and local levels.

Data captured in the DVMIS includes but is not limited to the type of domestic violence; where the incident occurred; general data on the victim(s) and perpetrator(s) including their relationship; referrals made among institutions; registration of services and criminal offenses; and court decisions. Data on child victims of domestic violence or child abuse are typically disaggregated by age group and there is a filter for persons with disabilities. Data are also available on domestic violence victims who go to shelters, however, these data are entered as a number without any names.

Recently, a law was drafted that would require domestic violence cases to be registered by the police within 48 hours, which would help to ensure that the DVMIS provides real-time data on domestic violence. At the time of this review, it was uncertain how well the DVMIS was functioning and the degree to which it was being used by each of the relevant government institutions, including the participating domestic violence shelters.

NGO-OPERATED DOMESTIC VIOLENCE SHELTERS

Administrative Data

In 2018, more than 400 women with children sought shelter in one of the seven operational shelters for victims of domestic violence in Kosovo. Over 1,100 cases of domestic violence were reported by Kosovo Police between January and September 2018, including seven that resulted in fatalities – an increase of more than 13 per cent from the previous year.

A consultation with one NGO-run domestic violence shelter revealed that domestic violence shelters are not permitted to admit children without parental care, although they occasionally admit girls aged 15–17 years for a short period of time, based upon placement by the Prosecutor's Office until they are moved to another shelter. Typically, girls between ages 15–17 who were placed in domestic violence shelters by the Prosecutor's Office were there because they were potential trafficking victims or victims of sexual and/or domestic violence. In Kosovo, there are separate shelters and institutions for children without parental care. However, these are not necessarily appropriate for trafficking victims or victims of sexual and/or domestic violence who often have specialized protection, trauma care and social service needs.

In Kosovo, domestic violence shelters are not prepared to shelter women or children with disabilities, although they have accommodated women and children who are deaf or mute. Domestic violence shelters have been instructed not to register children with disabilities in the DVMIS, but to refer them to institutions and/or organizations that specialize in working with children with disabilities, and document this in the DVMIS. If a shelter were to provide services to children with disabilities, transportation to resource centers for children with disabilities is acceptable.

Domestic violence victims and their children who come to shelters are often referred by the Kosovo Police. Once a domestic violence shelter opens a case on a person, they are registered in the shelter's internal registration system and the DVMIS. Trafficking victims are never registered as trafficking victims, but only as potential trafficking victims or suspected victims of sexual violence.

Several years ago, there was no data being captured on the number of children or services being provided to children in domestic violence shelters and the DVMIS did not have an option to register children of victims of domestic violence. Despite this, shelters were open to children of victims of domestic violence and provided them with a package of essential services (e.g., shelter, food and clothing, access to education and day care services, homework and learning support). In 2019, after receiving a request from domestic violence shelters, the DVMIS was updated to collect and provide information about children in the shelter with their mothers.

For children who come to domestic violence shelters with their mothers, there is typically no age limit for girls, but boys cannot be older than 12 years of age, as per international good practice. Several caveats exist in registering children: 1) Once a mother and her children arrive at a shelter, they are registered (i.e., if a mother arrives with three children, the shelter registers them as four persons). 2) Domestic violence shelters were instructed not to register children as victims of domestic violence because authorities did not want to increase the number of domestic violence victims. 3) Only services accessed by victims of domestic violence are registered in the DVMIS; services provided to children in the shelters are not registered in the DVMIS.

Domestic violence shelters also report on the number of women and children in their shelters to the Ministry of Finance, Labour and Transfers. This is because shelters are financially supported by MFLT to care for domestic violence survivors and their children, including when a shelter responds to calls from an NGO to provide support and services to victims of domestic violence.

Because the DVMIS is relatively new, institutions are still transitioning to the DVMIS. One of the

challenges with the DVMIS is that shelters do not have access to information about the type of support and services domestic violence survivors are receiving from the Prosecutor's Offices or the Victim Advocates in the Prosecutor's Offices. This can be challenging for the shelters that are responsible for case management and ensuring domestic violence survivors have legal and other types of support. More often, domestic violence shelters are informed about the domestic violence cases of those residing in their shelters. To be successful in providing services, shelters require the most up-to-date information possible on each victim's case.

In addition to registering domestic violence survivors and their children in the DVMIS, domestic violence shelters often have their own internal data management systems where they record information about the women and children entering their shelters. These internal data management systems include case files with more detailed information than the DVMIS has available (e.g., types of violence and abuse experienced, violence-related injuries, health care and services provided, restraining and protection orders, and more). One shelter reported needing to complete ten different files for each domestic violence survivor and their children (e.g., the admissions file which includes the name of the agency or person who referred and/or brought the survivors to the shelter, and all the services the survivor will need and/or has received).

Domestic violence shelters typically assign domestic violence victims a case number which is used in all reporting processes to ensure women's confidentiality and protection. New arrivals are always differentiated from women who have already been in the shelter. On a monthly, quarterly and annual basis, domestic violence shelters report to the MFLT the total number of women and children in their care. These data are then recorded on an Excel template (e.g., number of women and children, city of origin and who brought them) that is provided by the MFLT. In the future, domestic violence shelters should be able to input this information directly into the IPSS.

One major challenge faced by domestic violence shelters is that they still need to report separately across different ministries (e.g., MoJ and MFLT). Currently, there is no coordination or linkage between these data management systems, even among the MFLT data management systems. In addition, domestic violence shelters cannot use the DVMIS to generate reports about their own shelter. Domestic violence shelters also reported situations in which children arrive and their births have not been registered. In these cases, the shelter requires additional support services to ensure the child's birth is properly registered and they are given a national identification number.

To improve the DVMIS, data needs to be available at the regional and national levels so service providers in each of the regions have access to more accurate data. This includes the number of domestic violence survivors and their children who are accessing protection and support services, and the types of services they need and are able to access. Service providers can learn a great deal from DVMIS, including identifying who is doing what with domestic violence survivors and their children at the regional level. Case managers can also monitor cases and identify when service providers are failing to properly manage domestic violence victims, particularly at the regional level.

Improvements in DVMIS could make a significant difference for the domestic violence shelters and the lives of those who access them. Consultations with one domestic violence shelter revealed that efforts to improve data collection need to include strengthened human capacity and adequate resources to manage the DVMIS and support domestic violence survivors and their children. This requires proper training for frontline service providers and social service agencies to accurately input data and information into the DVMIS. It also requires human resources with skills to monitor DVMIS data to ensure its accuracy, relevance and timeliness.

CONCLUSIONS

Findings from this review of administrative data and children with disabilities and child protection-related issues revealed that data are fragmented across and within Kosovo's ministries and sectors. Data tend to be siloed in part because government institutions developed management systems independently from each other. However, the channels for data sharing were found to be inoperative across ministries and sectors, limiting the ability of education, social and family services to provide integrated and coordinated services required by children with disabilities and in need of protection. The ability to monitor cases and crimes against and involving children with disabilities and children in need of protection is also limited.

A number of factors impact the relevance, accuracy and timeliness of Kosovo's administrative data related to children with disabilities and child protection-related issues. Data flow is a challenge in most ministries/agencies because they tend to have dual data management systems that include paper-based record-keeping systems (e.g., registries, ledgers and case files) and computer-based data management systems that collect limited and aggregated information. Transferring data from paper-based to computer-based data management systems is time-consuming and tedious, and often done manually, which contributes to high margins of error and significant data gaps. Strengthening data management systems and capturing better data related to children with disabilities and child protection-related issues has often result in new modules or add-ons to existing data management systems. However, this has caused further fragmentation to data management systems. Mitigating this would require more comprehensive data management systems that fully integrate additional data measures and fields.

The EMIS, for example, is one of the main data sources on children with disabilities yet it fails to accurately collect relevant data in educational settings, including regular schools, special schools and resource centers. Issues that impact fully integrated data include:

- Limited understanding by the educators who are responsible for inputting data into the EMIS regarding the definitions and categorizations of disabilities for children. This leads to inaccurate reporting on children with disabilities and types of disabilities.
- Problems in the EMIS related to how disabilities are reported and discrepancies between 'one type of disability' or 'multiple disabilities' with no clear understanding of the multiple disabilities.
- Absence of a field to validate whether or not a disability has been verified/certified by evaluation teams or the proper authorities.
- Absence of a field to report on the type of special accommodations and services provided to children with disabilities in educational settings.
- Special schools and resource centers for children with disabilities that are using 'Protocol Books' and the same EMIS system as regular schools, both of which fail to capture relevant data on children with disabilities.

In general, data are only as good as the collection, input and validation methodologies that are employed.

Efforts to digitize data management systems have been slow and challenging, as evidenced by efforts to develop the SWIS, IPSS and CMIS. Data management is complicated further when those responsible to input information into computerized data management systems experience issues with internet connectivity. This issue was particularly apparent in schools that have to input student data into the EMIS. In addition, the lack of guidance, training and manuals available for staff to properly input data and information into data management systems across ministries/agencies and sectors leads to increased risks of data errors and gaps.

Data compilation and validation are challenging in ministries/agencies, in part, because they lack staff with expertise in administrative data management systems. It was unclear from this review how and if administrative data are validated by ministries/agencies that collect such data. In addition, with few staff with data analysis skills, ministries/agencies are not capable of monitoring and evaluating their own administrative data management systems, including assessing whether the data in such systems are relevant, accurate and timely (see Box 3). It is also difficult to analyse data in ways that are meaningful for policy and decision-making that could positively impact children with disabilities and child protection-related issues.

Too often data analysis is limited to raw numbers, totals and percentages (in some cases calculated by hand) with disaggregation limited to sex, age, ethnicity and region and/or municipality. However, there is limited analysis and understanding of the relationship between variables (e.g., sex and age of child, type of disability, and access to education and services).

It was not clear how ministries or service providers use administration data to track patterns and trends on children with disabilities or child protection-related issues. Nor was it clear how administrative data are used at the national and municipality levels for planning or decision-making, policy formulation, development of programming and interventions, and budgeting and resource allocation. Over the past decade, donors and Kosovo ministries have made significant investments to digitize and strengthen administrative data systems. However, the transition from paper-based record-keeping systems to digital data management systems has been slow. While there is great potential to strengthen administrative data on children with disabilities and child protection-related issues, Kosovo's institutions must do everything they can to meet these pressing challenges and commit to these much needed changes.

Box 3. Monitoring and evaluation of administrative data system

To ensure quality data on children with disabilities and child protection-related issues are readily available, systems need to be accurate, reliable and timely.

Developing a plan to regularly monitor and evaluate the use and function of administrative data systems is a critical task of the Inter-Agency Technical Working Group.

Key questions that need to be answered include but are not limited to:

- ↘ What will be monitored and evaluated?
- ↘ How will monitoring and evaluation be conducted?
- ↘ How often?
- ↘ Who will implement the monitoring and evaluation?
- ↘ How will evaluation results be disseminated?
- ↘ How will evaluation results and recommendations be acted upon and addressed?

RECOMMENDATIONS

The following recommendations are based upon the findings and conclusions presented in this report and discussions with UNICEF Kosovo Office and the Reference Group. The recommendations are also based on good practices identified in the reviews and assessments of administrative data systems from other countries, and practical and strategic guidance documents meant to strengthen administrative data on children.⁶ General recommendations that crosscut ministries/agencies and sectors, and specific recommendations relevant to specific ministries/agencies and sectors have been specifically highlighted.

Key stakeholders in Kosovo should jointly review and prioritize the recommendations and discuss how these relate to their ministries/agencies. Key stakeholders should also plan on ways to invest in strengthening administrative data systems, including their ability to capture relevant, accurate and timely data on children with disabilities and child protection-related issues. One immediate step is the development of ministry/agency-specific **multi-year action plans that strengthen administrative data systems**, including but not limited to data collection; data analysis; visualization, dissemination and use of data; and data sharing.

Coordination to Strengthen Administrative Data Systems

- 1. Establish and convene the Technical Working Group on data for children, inline with the Law on Child Protection, to coordinate work around children's data, with a particular focus on children with disabilities and child protection-related issues.** This will require an inter-institutional approach and response aimed at strengthening coordination and understanding of national and regional indicators related to children and aligning with national goals and priorities on children's rights. Reviewing guidance provided by the United Nations Economic Commission for Europe can help improve the availability, quality and comparability of statistics on children, as advanced by the Conference on European Statisticians. Published in 2022, *Statistics on Children: Spotlight on children exposed to violence, in alternative care, and with disabilities*⁷ addresses data sources, data gaps and the challenges related to data on violence against children, children in alternative care and children with disabilities. This document provides relevant guidance and recommendations to national statistical offices and suggests further work that could be undertaken at the international and national levels to improve statistics on children and youth.⁸ The technical working group would benefit from additional capacity-building trainings related to statistics and children. In addition, specific responsibilities and tasks have been given to the Inter-ministerial Committee on the Rights of the Child and the Council for the Rights of the Child to develop a national policy framework, ensure there is interministerial and cross-sectoral coordination for the administrative data on children, and provide guidance for the collection, sharing, analysis, dissemination and use of data. (Immediate)
- 2. Facilitate working groups or consultations with the directors of resource centers and special schools for children with disabilities.** Identify meaningful and relevant recommendations that MESTI and MFLT can use to strengthen administrative data management systems on children with disabilities in resource centers, special schools and regular schools. Increase the capacity of MESTI, MFLT and resource centers, special schools and regular schools to collect meaningful and relevant administrative data on children with disabilities across settings, including in schools and resource centers (i.e., data needed to report on national, regional and global indicators). (Immediate)

⁶ Haarr, R.N. (2018). A Practical Guide for Strengthening Administrative Data on Violence Against Children. UNICEF;

⁷ United Nations Economic Commission for Europe (2022). Statistics on Children: Spotlight on children exposed to violence, in alternative care, and with disabilities. UNECE: Geneva, Switzerland.

⁸ Ibid, 2022.

- 3. Support the Ministry of Health to develop a specific module in the HMIS for health workers to monitor early childhood development, document developmental delays and disabilities of children, and make referrals to specialists for testing, diagnosis, treatment and early intervention.** This would ensure access to user-friendly tools to monitor, track and document progress for every child. Such a module can also support the early identification of child abuse and neglect and track referrals to child protection services, including social and family services. (Long-term)

Develop Standard/Guidelines on Administrative Data

- 4. Review and strengthen sector-specific national standards/guidelines for administrative data collection on children with disabilities and children in need of protection.** This would aim to enhance national standards/guidelines and ensure that data on children with disabilities, children in need of protection and children on the move are collected, recorded, compiled, analysed and disseminated by relevant institutions. National standards/guidelines should be aligned with international standards/guidelines to generate high quality, reliable and internationally comparable data. These guidelines can also be used to monitor progress toward SDGs and inform decision-making and policy formulation. This includes regional standard/guidelines set forth by UNICEF to report on indicators that are part of the Transformative Monitoring and Enhanced Equity (TransMonEE) Database, related to social and economic issues and relevant to the situation and well-being of children, young people and women. A review of recommendations or guidance provided by EU Kosovo related to strengthening administrative data, specifically data related to children with disabilities and child protection should also be completed. This work is part of a broader project that UNICEF Kosovo has with EU Kosovo to support children from marginalized communities. (Immediate)
- 5. Support relevant Kosovo institutions to develop standards/guidelines for analysing and using administrative data on children with disabilities and child protection, including financial expenditure data, to monitor patterns and trends and make evidence-based decisions.** The expected result is that relevant Kosovo institutions are better able to use administrative data on children with disabilities and child protection, including financial expenditure data (i.e., expenditures related to disability schemes, material support and the provision of social services) to monitor patterns and trends and make evidence-based decisions to improve child protection. (Midterm)

Capacity Building to Strengthen Data Collection and Analysis

- 6. Conduct capacity building for all frontline service providers from relevant institutions to strengthen administrative data collection on children, particularly children with disabilities and child protection.** Strengthening the role of the Kosovo Agency of Statistics with regards to coordinating and reporting on child-related indicators is also key. As a result, frontline service providers in Kosovo institutions will have increased capacities to coordinate and understand the requirements for national indicators related to children with disabilities and child protection. For instance, all social workers and service providers responsible for inputting data into the SWIS and IPSS will know how to properly input data into these systems and use the IPSS for case management. They will also understand the importance of administrative data on children, particularly children with disabilities and child protection, to report on national, regional and global indicators. (Immediate)
- 7. Conduct capacity building for the Kosovo Agency of Statistics on efficient and automated approaches, and consolidate the relevant institutions' data and analysis of relevant child-related indicators.** This will focus heavily on the indicators relevant to children with disabilities, child protection and justice for children, along with good practices for reporting data,

including data visualization, interpretation and publication. This will increase KAS' capacity to conduct data analysis; generate statistics for indicators; have knowledge of data visualization, interpretation and publications on children with disabilities, child protection, justice for children; and understand good practices for reporting on administrative data. (Immediate)

Capacity Building to Strengthen Data Utilization

- 8. Strengthen the capacity building of administrative data users, including decision makers and policymakers, to ensure that users understand how to accurately interpret and use administrative data on children with disabilities and child protection.** The expected result is that users of administrative data have improved knowledge and skills to make evidence-based decisions for programmes, policies and resource allocation. (Midterm)

Develop Minimum Data Sets and Disaggregation

- 9. Ensure that SWIS data are disaggregated by the age of a child in years (not based upon birth date and year only) and that financial expenditures related to material support and social services provided to children aged 0–17 years can be easily extracted and analysed.** The expected result is that MFLT is able to use SWIS data to conduct a proper review and analysis of social sector expenditures related to material support (e.g., payment schemes for children with disabilities and cash transfers for other types of material support provided). This would also allow for previous types of social services to children aged 0–17 years and social sector expenditures on children to be analysed and reviewed, with a specific focus on expenditures for children with disabilities and children in need of protection. (Immediate)
- 10. Review and improve DVMIS administrative data collection on child victims and/or witnesses of domestic violence.** Understand who receives protection and support services, including shelter, to ensure data are disaggregated in keeping with the minimum data set (see Box 4). This would help improve data disaggregation related to children who are victims and/or witnesses of domestic violence, and ensure that they receive protection and support services, including shelter. It could also significantly improve data analysis and reporting on crimes against children and child victims of domestic violence. Ensuring that data are disaggregated in ways that are meaningful and relevant to key stakeholders and data users and that data can be easily extracted and analysed from the DVMIS are additional outcomes. (Immediate)

Box 4. Minimum data set on domestic violence against children

- | | |
|---|---|
| ➤ Type of violence | ➤ Victim-perpetrator relationship |
| ➤ Violence-related injuries | ➤ Registration (e.g., date the violence was registered, registering entity/person and their sector) |
| ➤ Type of weapons involved | ➤ Geographic reference (e.g., where the violence occurred) |
| ➤ Date the reported violence occurred | ➤ Location of event (e.g., home, school, work, public space) |
| ➤ Information about the child victim (e.g., sex, age, residence) | ➤ Services provided to the child |
| ➤ Information about the perpetrator (e.g., sex and age group as reported by the child; if the police or shelter have contact with the perpetrator; actual age and sex of the perpetrator) | |

- 11. Review and strengthen the CMIS to ensure that a minimum data set on crimes against children exists and develop a module in the CMIS to collect data on child victims of violence/crimes who receive legal advocacy and/or psychological support in court proceedings.** This would result in readily available data on child victims and crimes against children that can be extracted and analysed from the CMIS (see Box 5). It would also provide courts with a module to document and collect data on child victims of violence/crimes who receive support in criminal, civil and administrative legal/court proceedings by sex, age and type of victimization. (Long-term)

Box 5. Minimum data set on crimes against children

- Classifications of crimes against children
- Violence-related injuries
- Type of weapons involved
- Date the reported violence occurred
- Information about the child victim (e.g., sex, age, residence)
- Information about the perpetrator (e.g., sex and age group as reported by the child; if the police have contact with the perpetrator; actual age and sex of the perpetrator).
- Victim-perpetrator relationship
- Registration (e.g., date the violence was registered, registering entity/person and their sector)
- Geographic reference (e.g., where the violence occurred)
- Location of event (e.g., home, school, work, public space)

Develop Standard Operating Procedures on Data Sharing

- 12. The Inter-Institutional Technical Working Group on Data on Children should develop standard operating procedures that clearly outline steps for data requests and data sharing (between KAS and relevant institutions), and time frames for reporting and disseminating data on children with disabilities and child protection.** Relevant Kosovo institutions will also have clear SOPs on data sharing with KAS to ensure that KAS is able to utilize data to report on child-related indicators. (Immediate)

Strengthen Data Relevance, Accuracy and Timeliness

- 13. Develop processes for monitoring, assessing and improving the relevance, accuracy and timeliness of administrative data on children with disabilities and child protection in relevant Kosovo institutions.** Efforts to produce quality statistics related to children with disabilities and child protection-related issues require commitment, engagement and active support from international organizations, global financial partners, national statistical agencies, Kosovo ministries/agencies and CSO service providers, among others.⁹ This can adhere to best practices for producing quality statistics, including the European Statistics Code of Practice, first adopted by the European Statistical System Committee in 2005. The 2017 revision of this Code of Practice consists of 16 key principles which guide the production and dissemination of official European statistics and provides a standard institutional environment within which national and European statistical authorities operate.¹⁰ The 16 principles include five principles related to statistical outputs – relevance, accuracy and reliability; timeliness and punctuality; coherence and comparability; and accessibility and clarity.¹¹

⁹ The Quality Factor: Strengthening National Data to Monitor Sustainable Development Goal 4 (2017). UNESCO Institute for Statistics: Montreal, Quebec, Canada, p. 25.

¹⁰ European Statistics Code of Practice: For the National Statistical Authorities and Eurostat (EU statistical authority). Adopted by the European Statistical System Committee, 18 November 2017. EUROSTAT. Retrieved on 4 December 2022 from: [The European Statistics Code of Practice | Insee](#)

¹¹ European Statistics Code of Practice: For the National Statistical Authorities and Eurostat (EU statistical authority). Adopted by the European Statistical System Committee, 18 November 2017. European Statistical System. Retrieved on 4 December 2022 from: [The European Statistics Code of Practice | Insee](#)

In 2019, the European Statistical System also introduced an enhanced and revised version of the Quality Assurance Framework (QAF), which provides complementary guidance for how to implement the European Statistics Code of Practice.¹² The QAF represents a collection of methods, tools and good practices that are suggested for use by statistical authorities to improve the implementation of indicators by examining the institutional environment, statistical processes and outputs.¹³ Both the European Statistics Code of Practice and the QAF serve as models for organizations to develop their own tools, including assessment frameworks, and to set standards for improving statistical systems and statistical production.

In 2019, the United Nations Statistical Commission adopted the United Nations National Quality Assurance Frameworks (UN NQAF) Manual for Official Statistics and its recommendations. The manual builds on and replaces the more general UN NQAF template and guidelines that were adopted in 2012. More specifically, the manual provides recommendations and guidance regarding quality assurance in the global context¹⁴ for use by countries, and the Statistics Quality Assurance Frameworks (UN SQAF) for use by United Nations agencies producing statistics.¹⁵

The expected result is that relevant Kosovo institutions take steps to ensure that data on children with disabilities and children in need of protection, including those using social and family services, are relevant, accurate and timely (see Box 6), as well as coherent, comparable and accessible. (Mid-term)

Box 6. Data relevance, accuracy and timeliness	
Data relevance	↘ Relevance of data content and items
	↘ Relevance of data disaggregation
	↘ Data analysis presented in relevant/meaningful way
	↘ Ability to use collected data for decision-making and resource allocation
	↘ Ability to use collected data for programme and policy development
Data accuracy	↘ Percentage of missing values for each data field
	↘ Percentage of data errors due to keying or coding errors
	↘ Data fields most often misinterpreted or with coding errors
	↘ Known issues with undercounts or overcounts
	↘ Steps taken to minimize data input/processing errors
Data timeliness	↘ Time period for available data
	↘ Elapsed time between incident occurrence and data availability
	↘ Means of data transfer
	↘ How often data are collected and available for analysis
	↘ How often analysed data are made available for review and decision-making

12 Quality Assurance Framework of the European Statistical System (Version 2.0). European Statistics System, 2019. Retrieved on 4 December 2022 from: [ESS-QAF-V2.0-final.pdf \(europa.eu\)](https://ec.europa.eu/eurostat/qaf/qaf-v2.0-final.pdf)

13 Ibid, 2019.

14 United Nations National Quality Assurance Frameworks Manual for Official Statistics: Including recommendations, the framework and implementation guidance. UN Department of Economic and Social Affairs, Statistics Division, 2019. Retrieved on 4 December 2022 from: [1902216-UNNQAFManual-WEB.pdf](https://www.un.org/development/desa/pubs/1902216-UNNQAFManual-WEB.pdf)

15 UNESCO Institute for Statistics, 2017, p. 25.

ANNEX A: CHILDREN WITH DISABILITIES AND CHILD PROTECTION INDICATORS

Type	Number	Indicator	Reported by Kosovo institutions on a regular basis	Primary data source	Existing disaggregation	Numerator	Denominator	Proposal to calculate the indicator	Institution responsible to calculate this indicator
	1	Children without parental care							
N	1.1	Number of children (aged 0–17) without parental care	Yes	Administrative data collected by MFLT, reported by KAS in 'Social Welfare Statistics, June 2022'	Sex Municipality				MFLT
N	1.2	Percentage of children with guardians	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT: Number of children in guardianship during the year	Data provider MFLT: Number of children without parental care who were taken into formal care during the year	Using the numerator and denominator administrative data, KAS can calculate the indicator	MFLT
	2	Children in alternative care							
N	2.1	Number of children (aged 0–17) without parental care in alternative care	Yes	Administrative data collected by MFLT, reported by KAS in 'Social Welfare Statistics, June 2022'	Sex Municipality				MFLT
T	2.2	Rate of children (aged 0–17) in formal alternative care at the end of the year (per 100,000)	No	For the Numerator: Administrative data from the central database in the relevant department in the MFLT For the denominator: Population data based on annual population estimates by the Kosovo Agency of Statistics		Administrative data from the central database in the relevant department in the MFLT: Number of children without parental care during formal care during a year	Population data based on annual population estimates by the KAS: Total population under 18 years in the respective year	Using the numerator and denominator administrative data, KAS can calculate the indicator	MFLT
	3	Children in residential care							
N	3.1	Percentage of children in residential care	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT: Number of children living in residential care during the year	Data provider MFLT: Number of children without parental care who were taken into formal care during the year	Using the numerator and denominator administrative data, KAS can calculate the indicator	MFLT

Type	Number	Indicator	Reported by Kosovo institutions on a regular basis	Primary data source	Existing disaggregation	Numerator	Denominator	Proposal to calculate the indicator	Institution responsible to calculate this indicator
T	3.2	Rate of children (aged 0–17) in formal residential care at the end of the year (per 1,000)	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT: Number of children living in residential care during the year	Population data based on annual population estimates by the KAS. Total population under 18 years in the respective year, per 1,000	Using the numerator and denominator administrative data, KAS can calculate the indicator	MFLT
T	3.3	Proportion of children (aged 0–17) with disabilities in formal residential care at the end of the year	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT: Number of children living in residential care during the year (disaggregated by disability)	Data provider MFLT: Number of children living in residential care during the year	Work with RO Trans-MonEE team on calculation of indicators	MFLT
T	3.4	Number of young people (aged 10–24) in formal care at the end of the year	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT: Number of children without parental care receiving formal care during the year (disaggregated by age)		Using the administrative data, MFLT can calculate and report the indicator	
T	3.5	Rate of children (aged 0–17) who entered formal residential care during the year (per 100,000)	No					MFLT to report the data on an annual basis	MFLT
T	3.6	Proportion of children (aged 0–17) with disabilities who entered formal residential care during the year	No					MFLT to report the data on an annual basis	MFLT
T	3.7	Number of children (aged 0–17) who left formal residential care during the year	No					MFLT to report the data on an annual basis	MFLT
T	3.8	Proportion of children (aged 0–17) with disabilities who left formal residential care during the year	No					MFLT to report the data on an annual basis	MFLT
T	3.9	Proportion of children (aged 0–17) in formal residential care of the total number of children in formal alternative care at the end of the year	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT: Number of children without parental care receiving formal care during the year	Data provider MFLT: Number of children without parental care receiving formal care during the year	Using the numerator and denominator administrative data, MFLT can calculate and report the indicator	MFLT

Type	Number	Indicator	Reported by Kosovo institutions on a regular basis	Primary data source	Existing disaggregation	Numerator	Denominator	Proposal to calculate the indicator	Institution responsible to calculate this indicator
	4	Children in family-based care							
N	4.1	Percentage of children (aged 0–17) placed in foster care in a family with kinship ties	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT: Number of children in foster care during the year	Data provider MFLT: Number of children without parental care formal care during the year	Using the numerator and denominator administrative data, MFLT can calculate and report the indicator	MFLT
N	4.2	Percentage of children (aged 0–17) in foster care outside the biological family	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT: Number of children in foster care outside the biological family during the year	Data provider MFLT: Number of children without parental care who were taken into formal care during the year	Using the numerator and denominator administrative data, MFLT can calculate and report the indicator	MFLT
T	4.3	Rate of children (aged 0–17) in formal family-based care at the end of the year (per 100,000)	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT: SUM of children in foster care outside the biological family during the year and number of children in foster care with kinship ties during the year	Population data based on annual population estimates by the KAS; Total population under 18 years in the respective year, per 100,000	Using the numerator and denominator administrative data, KAS can calculate the indicator	MFLT
T	4.4	Proportion of children (aged 0–17) in formal family-based care at the end of the year (per 100,00)	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT: SUM of children in foster care outside the biological family during a year and number of children in foster care with kinship ties during the year	Population data based on annual population estimates by KAS; Total population under 18 years in the respective year, per 100,000	Using the numerator and denominator administrative data, MFLT can calculate and report the indicator	MFLT
T	4.5	Proportion of children (aged 0–17) in formal kinship care, of the total number of children in formal family-based care at the end of the year	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT for: Number of children in foster care with kinship ties during the year	Data provider MFLT: SUM of children in foster care outside the biological family during the year and number of children in foster care with kinship ties during the year	Using the numerator and denominator administrative data, MFLT can calculate and report the indicator	MFLT

Type	Number	Indicator	Reported by Kosovo institutions on a regular basis	Primary data source	Existing disaggregation	Numerator	Denominator	Proposal to calculate the indicator	Institution responsible to calculate this indicator
T	4.6	Proportion of children (aged 0–17) in other forms of formal family-based care to the total number of children in formal family-based care at the end of the year	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT: SUM of: Number of children in foster care outside the biological family during the year	Data provider MFLT: SUM of: Number of children in foster care outside the biological family during the year and number of children in foster care with kinship ties during the year	Using the numerator and denominator administrative data, MFLT can calculate and report the indicator	n/a
T	4.7	Proportion of children (aged 0–17) with disabilities in formal family-based care at the end of the year	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT: SUM of: Number of children in foster care outside the biological family during the year (disaggregated by disability) and number of children in foster care with kinship ties during the year (disaggregated by disability)	Data provider MFLT: SUM of: Number of children in foster care outside the biological family during the year and number of children in foster care with kinship ties during the year	Using the numerator and denominator administrative data, MFLT can calculate and report the indicator	MFLT
T	4.8	Number of young people (aged 10–24) in formal family-based care at the end of the year	No	Administrative data from the central database in the relevant department in the MFLT		Data provider MFLT: SUM of: Number of children in foster care outside the biological family during the year (disaggregated by age group) and number of children in foster care with kinship ties during the year (disaggregated by age group)		Using the administrative data, MFLT can calculate and report the indicator	MFLT
T	4.9	Rate of children (aged 0–17) who entered formal family-based care during the year (per 100,000)	No	Administrative data from the central database in the relevant department in the MFLT				MFLT to report the data on an annual basis	MFLT
T	4.10	Proportion of children (aged 0–17) who entered formal foster care during the year	No					MFLT to report the data on an annual basis	MFLT

Type	Number	Indicator	Reported by Kosovo institutions on a regular basis	Primary data source	Existing disaggregation	Numerator	Denominator	Proposal to calculate the indicator	Institution responsible to calculate this indicator
T	4.11	Number of children (aged 0-17) who entered formal foster care during the year	No					MFLT to report the data on an annual basis	MFLT
T	4.12	Number of children (aged 0-17) who entered formal kinship care during the year	No					MFLT to report the data on an annual basis	MFLT
T	4.13	Number of children (aged 0-17) who entered other forms of formal family-based care during the year	No					MFLT to report the data on an annual basis	MFLT
T	4.14	Number of children (aged 0-17) who left formal family-based care during the year, by destination upon leaving care/death of a child	No					MFLT to report the data on an annual basis	MFLT
T	4.15	Proportion of children (aged 0-17) with disabilities who left formal family-based care during the year	No					MFLT to report the data on an annual basis	MFLT
T	4.16	Number of young people (aged 10-24) who left formal family-based care during the year	No					MFLT to report the data on an annual basis	MFLT
T	4.17	Number of children (aged 0-17) who left formal foster care during the year, by destination upon leaving care/death of child	No					MFLT to report the data on an annual basis	MFLT
T	4.18	Number of children (aged 0-17) who left other forms of formal family-based care during the year by destination upon leaving care/death of a child	No					MFLT to report the data on an annual basis	MFLT
T	4.19	Proportion of children (aged 0-17) in formal family-based care of the total number of children in formal alternative care at the end of the year	No						MFLT
N	4.20	Number of foster families	No	Administrative data from the central database in the relevant department in the MFLT		Number of foster families identified by CSW during a year		Using the administrative data, MFLT can calculate and report the indicator	MFLT

Type	Number	Indicator	Reported by Kosovo institutions on a regular basis	Primary data source	Existing disaggregation	Numerator	Denominator	Proposal to calculate the indicator	Institution responsible to calculate this indicator
	5	Adoption of Children							
N	5.1	Gross child adoption rate during a year	No	For the numerator: Administrative data from the central database in the Department of Social Welfare, MFLT For the denominator: Population data based on annual population estimates produced by the Kosovo Agency of Statistics		Administrative data from the central database in the Department of Social Welfare, MFLT; Number of adoptions (during the year)	Population data based on annual population estimates produced by KAS; Number of population under the age of 18 (0–17) in the respective year	Using the numerator and denominator administrative data, KAS can calculate the indicator	KAS
N	5.2	Number of children (aged 0–17) adopted per year	Yes	Administrative data collected by MFLT, reported by KAS in 'Social Welfare Statistics, June 2022'	Municipality				MFLT
T	5.3	Adoption rate of children (aged 0–17) during the year, by type of formal adoption (per 100,000)	No	Administrative data collected by MFLT; Number of children adopted during a year		Administrative data from the central database in the Department of Social Welfare, MFLT; Number of adoptions (during the year) (disaggregated by type of adoption)	Population data based on annual population estimates produced by KAS; Number of population under the age of 18 (0–17) in the respective year, per 100,000	Using the numerator and denominator administrative data, KAS can calculate the indicator	MFLT
T	5.4	Proportion of children (aged 0–17) with disabilities who were formally adopted during the year	No	Administrative data collected by MFLT; Number of children adopted during a year (disaggregated by disability)		Administrative data from the central database in the Department of Social Welfare, MFLT; Number of adoptions (during the year) (disaggregated by disability)	Administrative data from the central database in the Department of Social Welfare, MFLT; Number of adoptions (during the year)	Using the numerator and denominator administrative data, MFLT can calculate and report the indicator	MFLT

Type	Number	Indicator	Reported by Kosovo institutions on a regular basis	Primary data source	Existing disaggregation	Numerator	Denominator	Proposal to calculate the indicator	Institution responsible to calculate this indicator	
	6	Violence and Exploitation of Children								
N	6.1	Number of cases of children who experienced violence and have been reported	No	Kosovo Police: all reported cases and referred cases Ministry of Labour and Social Welfare: reported cases Ministry of Health: cases handled and reported at the level of health services Ministry of Education, Science and Technology: cases handled and closed at school level				Using the administrative data, KAS can calculate the indicator	Kosovo Police, MoJ	
T	6.2	Number of child victims of violence registered by child/social welfare authorities during the year	No						MFLT	
T	6.3	Number of child victims of violence registered by health care during the year	No						MoH	
T	6.4	Number of child victims of violence registered by the education authorities during the year	No						MESTI	
N	6.5	Percentage of children (aged 1–17) who experienced any form of physical and/or psychological violence by caregivers in the past month	No	Household surveys, such as MICS and DHSK, with a special module on disciplining children		Number of children aged 1–17 who have experienced any form of physical punishment or psychological violence (aggression) in the past month	Number of children (population) aged 1–17 years interviewed	Using the existing data, KAS can calculate the indicator	Kosovo Police, MoJ	
N	6.6	Number of children (aged 5–17) identified as involved in heavy and hazardous work	No						Kosovo Police, MIA	

Type	Number	Indicator	Reported by Kosovo institutions on a regular basis	Primary data source	Existing disaggregation	Numerator	Denominator	Proposal to calculate the indicator	Institution responsible to calculate this indicator
N	6.7	Number of trafficked children registered by the competent authorities	No	Kosovo Police/Human Trafficking Department: all reported and referred cases State Prosecutor's Office/Victims' Advocacy and Assistance Office: cases handled Ministry of Labour and Social Welfare/ Shelters (state shelter and licensed NGOs): cases of persons sheltered Ministry of Health: cases handled and reported at the level of health services					Kosovo Police, MIA
N	6.8	Number of victims under the age of 18 murdered per 100,000 inhabitants	No	Judicial Council		Data source Judicial Council: Total number of victims under the age of 18 murdered, pursuant to Article 173 of the Criminal Code, registered in a given year	Data source KAS: Total number of resident population for that year, per 100,000	Using the administrative data for the numerator and denominator, KAS can calculate the indicator	Kosovo Police
7 Access to Justice									
T	7.1	Rate of child victims of crimes registered by police during the year (per 100,000)	No						Kosovo Police
T	7.2	Rate of child witnesses of crimes registered by the police during the year (per 100,000)	No						Kosovo Police

Type	Number	Indicator	Reported by Kosovo institutions on a regular basis	Primary data source	Existing disaggregation	Numerator	Denominator	Proposal to calculate the indicator	Institution responsible to calculate this indicator	
	8	Children with Disabilities and Social Protection								
N	8.1	Number of children with disabilities who are beneficiaries of disability schemes	Yes	Administrative data collected by MFLT, reported by KAS in 'Social Welfare Statistics, June 2022'	Sex Municipality				MFLT	
T	8.2	Number of children (aged 0–17) receiving disability cash benefits at the end of the year	No						MFLT	
T	8.3	Number of children (aged 0–4) receiving disability cash benefits at the end of the year	No						MFLT	
T	8.4	Number of children (aged 5–9) receiving disability case benefits at the end of the year	No						MFLT	
T	8.5	Number of children (aged 10–15) receiving disability case benefits at the end of the year	No						MFLT	
T	8.6	Number of children (aged 16–17) receiving disability cash benefits at the end of the year	No						MFLT	
T	8.7	Expenditures on case benefits provided directly to children with disabilities (million in local currency)	No						MFLT	
	9	Children with Disabilities								
T	9.1	Proportion of newly registered children with disabilities during the year	No						Civil Registration Agency, MFLT	
T	9.2	Number of registered children aged 0–17 with disabilities at the end of the year	No						Civil Registration Agency, MFLT	
T	9.3	Number of registered children aged 0–4 with disabilities at the end of the year	No						Civil Registration Agency, MFLT	
T	9.4	Number of registered children aged 5–9 with disabilities at the end of the year	No						Civil Registration Agency, MFLT	

Type	Number	Indicator	Reported by Kosovo institutions on a regular basis	Primary data source	Existing disaggregation	Numerator	Denominator	Proposal to calculate the indicator	Institution responsible to calculate this indicator
T	9.5	Number of registered children aged 10–15 with disabilities at the end of the year	No						Civil Registration Agency, MFLT
T	9.6	Number of registered children aged 16–17 with disabilities at the end of the year	No						Civil Registration Agency, MFLT
T	9.7	Number of newly registered children aged 0–17 with disabilities during the year	No						Civil Registration Agency, MFLT
T	9.8	Number of newly registered children aged 0–4 with disabilities during the year	No						Civil Registration Agency, MFLT
T	9.9	Number of newly registered children aged 5–9 with disabilities during the year	No						Civil Registration Agency, MFLT
T	9.10	Number of newly registered children aged 10–15 with disabilities during the year	No						Civil Registration Agency, MFLT
T	9.11	Number of newly registered children aged 16–17 with disabilities during the year	No						Civil Registration Agency, MFLT
	10	Children with disabilities and education							
N	10.1	Proportion of children with disabilities in education	No						MESTI
T	10.2	Number of children with disabilities in education, by sex and type of school	Yes	Administrative data collected and generated by MESTI and KAS 'Education Statistics in Kosovo, 2021/2022'	Sex Municipality Type of disability Ethnicity Grade			Using administrative data, MESTI can calculate and report the indicator	MESTI
T	10.3	Number of children with disabilities in education by the International Standard Classification of Education (ISCED) level	No	Administrative data collected and generated by MESTI and KAS 'Education Statistics in Kosovo, 2021/2022'				Using administrative data, MESTI can calculate and report the indicator	MESTI

N = National indicator

T = TransMonEE indicator

n/a = Not applicable

ANNEX B: TOOL FOR THE REVIEW OF ADMINISTRATIVE DATA ON CHILDREN WITH DISABILITIES AND CHILD PROTECTION¹⁶

National Legal and Policy Framework on Data Collection for Child Protection

1. Is there a national action plan on child protection and/or child rights? According to the national action plan, which ministries/institutions are responsible for the prevention and response to child protection issues?
2. Is there a national legal/policy framework that mandates the collection of administrative data on child protection by/across ministries/institutions?
3. Does the national legal or policy framework define standards/protocols for data management, quality assurance and data sharing on child protection issues and children in need of protection?
4. Have national indicators related to child protection been developed?
5. At the national level, is there an institution/technical working group responsible for monitoring the quality of child protection-related administrative data?
6. At the national level, is there a dedicated budget for monitoring and evaluating child protection-related administrative data?
7. Are there national standards/protocols for the collection of child protection-related administrative data across sectors? What ministries/institutions are mandated to collect administrative data on child protection issues?
8. Are there inter-institutional agreements/protocols to facilitate the exchange of administrative data on child protection across sectors and ministries/institutions?
9. At the national level, do institutions responsible for data management have adequate human, technical and financial resources and capacities to compile and analyse administrative data on child protection from across sectors and ministries/institutions?
10. Is there capacity at the national level to publish annual reports on child protection, including violence, abuse and exploitation of children, based upon administrative data from across sectors and ministries/institutions?
11. Are annual national reports on child protection published using administrative data from across sectors and ministries/institutions?

National Legal and Policy Framework for Data Collection on Children with Disabilities

12. Is there a law/regulation that clearly defines what is a person with disabilities and establishes requirements for the identification and categorization of disabilities for purposes of eligibility for disability service provisions?
13. Is there a law/regulation that requires inclusion of persons with disabilities?
14. Is there a law/regulation that ensures that persons with disabilities, including children with disabilities, are provided with entitlements, including cash transfers?
15. Is there a national action plan on the rights of persons with disabilities that includes children with disabilities? According to the national action plan, which ministries/institutions are responsible for the provision of services to children with disabilities?

¹⁶ ©Toolkit for the Review of Administrative Data on Children with Disabilities and Child Protection was developed by Dr. Robin Haarr, PhD, UNICEF Senior Consultant. Do not duplicate or use of this Toolkit, in whole or in part, without proper citation. Recommended citation: Haarr, R.N. (2022). Toolkit for the Review of Administrative Data on Children with Disabilities and Child Protection. UNICEF: Pristina, Kosovo.

16. Is there a national legal/policy framework that mandates the collection of administrative data on children with disabilities by relevant ministries/institutions?
17. Does the national legal/policy framework define standards/protocols for data management, quality assurance and data sharing on persons with disabilities, including children with disabilities?
18. Have national indicators related to children with disabilities been developed?
19. At the national level, is there an institution/technical working group that is responsible for monitoring the quality of administrative data on children with disabilities or persons with disabilities, including children?
20. At the national level, is there a dedicated budget for monitoring and evaluating administrative data on children with disabilities or persons with disabilities, including children?
21. Is there capacity at the national level to publish annual reports on children with disabilities?

Education Sector

Child Protection in Education

22. Are schools mandated/legally required to register suspected/identified children protection-related issues, including violence, abuse and neglect of children in the home/family and school violence or bullying?
23. Does MESTI have standard forms that all schools are required to use to register incidents of child protection identified by the school?
24. What type of data/information (with disaggregation) are collected as part of registration, and required by guidelines/protocols or school?
25. What is the primary form in which schools and ministries record information/data on children protection-related issues?
26. How often do schools aggregate administrative data on child protection-related issues and share it with regional and national levels of the MESTI?
27. Does MESTI have the capacity and resources to manage and analyse administrative data on children protection-related issues in schools? What are the gaps?
28. How often does MESTI disseminate administrative data on child protection-related issues in schools?
29. To what ministries/institutions does MESTI disseminate administrative data on child protection-related issues in schools?
30. In what ways does MESTI use administrative data on child protection-related issues in schools for any of the following purposes?

Children with Disabilities in Schools

31. Are schools mandated/legally required to register the number of children with disabilities enrolled in preschool, primary school and lower and upper secondary school?
32. Are schools mandated/legally required to register/record the different types of disabilities of children who are enrolled in preschool, primary school and lower and upper secondary school?
33. What types of data/information (with disaggregation) are collected on the different types of disabilities? What are the categorizations of disability in the data management system?
34. Does MESTI have national guidelines/protocols that all schools are required to follow to identify and register information/data on children enrolled with disabilities?
35. Does MESTI have standard forms that schools are required to follow to register information/data on children enrolled with disabilities? What types of data/information (with disaggregation) are collected?

36. Does MESTI have national guidelines/protocols that all schools are required to follow to register information/data on the types of special educational services provided to children enrolled with disabilities?
37. What is the primary form in which schools and MESTI record information/data on children with disabilities?
38. How often do schools aggregate administrative data on children with disabilities and share it with municipal and national levels of MESTI?
39. Does MESTI have adequate capacities and resources to manage and analyse administrative data on children with disabilities? What are the gaps?
40. How often does MESTI disseminate administrative data on children with disabilities, including the types of special educational services provided?
41. How does MESTI use administrative data on children with disabilities, including the types of special educational services provided?

Health Sector

Child Protection in the Health Sector

42. Are health workers mandated/legally required to register incidents of violence, abuse and/or assault of children, aged 0–17? Sexual assault/rape/incest of a child, aged 0–17? Number of child victims who receive post-rape/sexual assault care?
43. Does MoH have national guidelines/protocols that all hospitals/health facilities are required to follow to register incidents of violence, abuse and assault of children, aged 0–17? Sexual assault/rape/incest of a child, aged 0–17? Number of child victims who receive post-rape/sexual assault care?
44. Does MoH have standard forms that hospitals/health facilities are required to follow to register information/data on incidents of violence, abuse and assault of children, aged 0–17? Sexual assault/rape/incest of a child, aged 0–17? Number of child victims who receive post-rape/sexual assault care?
45. What type of data/information (with disaggregation) are collected as part of registration?
46. What is the primary form in which health facilities record/store information/data on incidents of violence, abuse and assault of children? Incidents of sexual assault/rape/incest of children? Child victims who receive post-rape/sexual assault care?
47. What is the primary form in which the Directorate for Health and Social Welfare at the municipal level records/stores information/data on violence, abuse and assault of children? Sexual assault/rape/incest of children? Child victims who received post-rape/sexual assault care?
48. What is the primary form in which MoH at the national level records/stores information/data on violence, abuse and assault of children? Sexual assault/rape/incest of children? Child victims who received post-rape/sexual assault care?
49. How often do health facilities aggregate administrative data on violence, abuse and/or assault of children and share it with municipal and national levels of the MoH? Sexual assault/rape/incest of children and share it with municipal and national levels of the MoH? Number of child victims, under 18 years, who receive post-rape/sexual assault care and share it with municipal and national levels of the MoH?
50. Does MoH have adequate capacities and resources to manage and analyse administrative data on violence, abuse and sexual assault/rape of children? What are the gaps?
51. How often does MoH disseminate administrative data on violence, abuse and sexual assault/rape of children?
52. Does MoH use administrative data on violence, abuse and sexual assault/rape of children for any of the following purposes?

Children with Disabilities

53. Are health workers mandated/legally required to register children with developmental delays? With disabilities? Who becomes disabled due to disease?
54. Does MoH have national guidelines/protocols that all hospitals/health facilities are required to follow to register children identified/diagnosed/classified as having developmental delays? With disabilities? Who becomes disabled due to disease?
55. Does MoH have standard forms that hospitals/health facilities are required to use to register/record information/data on children identified/diagnosed/classified as having developmental delays? With disabilities? Who becomes disabled due to disease?
56. What type of data/information (with disaggregation) are collected as part of registration?
57. What is the primary form in which health facilities record/store information/data on children with disabilities?
58. What is the primary form in which the health departments at the municipal level records/stores information/data on children with disabilities?
59. What is the primary form in which MoH at the national level records/stores information/data on children with disabilities?
60. How often do hospitals/health facilities aggregate administrative data on children with disabilities and share it with municipal and national levels of the MoH?
61. Does MoH have adequate capacity and resources to manage and analyse administrative data on children with disabilities? What are the gaps?
62. How often does MoH disseminate administrative data on children with disabilities?
63. Does MoH use administrative data on children with disabilities for any of the following purposes?

Social Welfare and Child Protection Sector

64. Are social workers mandated/legally required to register information/data on:
 - Incidents of violence/abuse of children?
 - Types of services that vulnerable, abused and neglected children are provided or access?
 - Children living in formal alternative care?
 - Children found working in the worst forms of child labour? Trafficked children?
 - Children living in households receiving grants and/or cash transfers?
 - Children with disabilities who are beneficiaries of disability schemes?
65. Does MFLT have national guidelines/protocols that all social workers are required to use to register:
 - Incidents of violence/abuse of children?
 - Types of services that vulnerable, abused and neglected children are provided or access?
 - Children living in formal alternative care?
 - Children found working in the worst forms of child labour? Trafficked children?
 - Children living in households receiving grants and/or cash transfers?
 - Children with disabilities who are beneficiaries of disability schemes?
66. What type of data/information (with disaggregation) are collected as part of registration/recording and are required by guidelines/protocols as it relates to:
 - Incidents of violence/abuse of children?
 - Types of services that vulnerable, abused and neglected children are provided or access?
 - Children living in formal alternative care?
 - Children found working in the worst forms of child labour? Trafficked children?
 - Children living in households receiving grants and/or cash transfers?
 - Children with disabilities who are beneficiaries of disability schemes?

67. Does MFLT have standard forms that social workers are required to follow to register/record information/data on:
- Incidents of violence/abuse of children?
 - Types of services that vulnerable, abused and neglected children are provided or access?
 - Children living in formal alternative care?
 - Children found working in the worst forms of child labour? Trafficked children?
 - Children living in households receiving grants and/or cash transfers?
 - Children with disabilities who are beneficiaries of disability schemes?
68. What is the purpose of the newly developed case management system?
69. What children will be covered by or included in the case management system?
70. How does the newly developed case management system function?
71. Who are contributors/input data into the case management system?
72. Who are the users of the case management system?
73. How will the case management system improve data collection and management?
74. What type of data and reports will be regularly generated from the case management system?
75. How often does the MFLT aggregate administrative data on:
- Incidents of violence/abuse of children?
 - Types of services that vulnerable, abused and neglected children are provided or access?
 - Children living in formal alternative care?
 - Children found working in the worst forms of child labour? Trafficked children?
 - Children living in households receiving grants and/or cash transfers?
 - Children with disabilities who are beneficiaries of disability schemes?
76. Does MFLT have adequate capacities and resources to manage and analyse administrative data on child protection, in all of the forms we have discussed? What are the gaps?
77. How often does MFLT disseminate administrative data on child protection?
78. Does MFLT use administrative data on child protection issues for any of the following purposes?

Police Sector

79. Are the Kosovo Police mandated/legally required to register data on:
- Child victims of crimes?
 - Child witnesses of crimes? Crimes against children?
 - Child victims of homicides, including intentional and unintentional homicides?
 - Child labour and/or children involved in hazardous work?
 - Types of protection/services provided to child crime victims? Children in labour and/or hazardous work?
80. Does the Kosovo Police have national guidelines/protocols that police officers are required to follow to register information on:
- Child victims of crimes?
 - Child witnesses of crimes? Crimes against children?
 - Child victims of homicides, including intentional and unintentional homicides?
 - Child labour and/or children involved in hazardous work?
 - Types of protection/services provided to child crime victims? Children in labour and/or hazardous work?

81. Does the Kosovo Police have standard forms that police officers are required to use to register/record information on:
- Child victims of crimes?
 - Child witnesses of crimes? Crimes against children?
 - Child victims of homicides, including intentional and unintentional homicides?
 - Child labour and/or children involved in hazardous work?
 - Types of protection/services provided to child crime victims? Children in labour and/or hazardous work?
82. What type of data/information (with disaggregation) are collected as part of registration/recording and is required by guidelines/protocols?
83. What is the primary form in which the Kosovo Police record/store data on:
- Child victims of crimes?
 - Child witnesses of crimes? Crimes against children?
 - Child victims of homicides, including intentional and unintentional homicides?
 - Child labour and/or children involved in hazardous work?
 - Types of protection/services provided to child crime victims? Children in labour and/or hazardous work?
84. How often does the Kosovo Police aggregate administrative data on:
- Child victims of crimes?
 - Child witnesses of crimes? Crimes against children?
 - Child victims of homicides, including intentional and unintentional homicides?
 - Child labour and/or children involved in hazardous work?
 - Types of protection/services provided to child crime victims? Children in labour and/or hazardous work?
85. Does the Kosovo Police have adequate capacities and resources to manage and analyse administrative data on child victims and witnesses of crimes? Crimes against children and child homicides? Children in labour and hazardous work?
86. What are the gaps?
87. How often does the Kosovo Police disseminate administrative data on child victims and witnesses of crimes? Crimes against children and child homicides? Children in labour and hazardous work?
88. Does MIA use administrative data on child victims and witnesses of crimes? Crimes against children and child homicides? Children in labour and hazardous work? For what purposes?

Justice Sector

89. Are prosecutors mandated/legally required to register:
- Number of cases of crimes against children that are investigated by the Prosecutor's Office?
 - Number of cases of crimes against children brought to trial by the Prosecutor's Office?
 - Perpetrators convicted of crimes against children or in which a child was the victim?
 - Number of child victims who received legal advocacy/aid and support in court proceedings?
 - Number of children suspected or accused in criminal proceedings provided with legal aid and representation?
90. Does MoJ have national guidelines/protocols that prosecutors are required to follow to register/record cases of:
- Crimes against children that are investigated by the Prosecutor's Office?
 - Crimes against children brought to trial by the Prosecutor's Office?

- Perpetrators convicted of crimes against children or in which a child was the victim?
 - Child victims who received legal advocacy/aid and support in court proceedings?
 - Children suspected or accused in criminal proceedings provided with legal aid and representation?
91. Does MoJ have standard forms that prosecutors are required to use to register data/information on:
- Crimes against children that are investigated by the Prosecutor's Office?
 - Crimes against children brought to trial by the Prosecutor's Office?
 - Perpetrators convicted of crimes against children or in which a child was the victim?
 - Child victims who received legal advocacy/aid and support in court proceedings?
 - Children suspected or accused in criminal proceedings provided with legal aid and representation?
92. What type of data/information (with disaggregation) are collected as part of registration and is required by guidelines/protocols?
93. What is the primary form in which the Prosecutorial and/or Judicial Council record data on cases involving:
- Crimes against children that are investigated by the Prosecutor's Office?
 - Crimes against children brought to trial by the Prosecutor's Office?
 - Perpetrators convicted of crimes against children or in which a child was the victim?
 - Child victims who received legal advocacy/aid and support in court proceedings?
 - Children suspected or accused in criminal proceedings provided with legal aid and representation?
94. How often does the Prosecutorial and/or Judicial Council aggregate administrative data on:
- Crimes against children that are investigated by the Prosecutor's Office?
 - Crimes against children brought to trial by the Prosecutor's Office?
 - Perpetrators convicted of crimes against children or in which a child was the victim?
 - Child victims who received legal advocacy/aid and support in court proceedings?
 - Children suspected or accused in criminal proceedings provided with legal aid and representation?
95. Does MoJ have adequate capacity and resources to manage and analyse administrative data on cases involving crimes against children, including data/information on child victims and witnesses, and perpetrators of crimes against children? What are the gaps?
96. How often does MoJ disseminate administrative data on:
- Crimes against children that are investigated by the Prosecutor's Office?
 - Crimes against children brought to trial by the Prosecutor's Office?
 - Perpetrators convicted of crimes against children or in which a child was the victim?
 - Child victims who received legal advocacy/aid and support in court proceedings?
 - Children suspected or accused in criminal proceedings provided with legal aid and representation?
97. Does MoJ use administrative data on cases involving crimes against children, including data/information on child victims and witnesses, and perpetrators of crimes against children? For what purposes?

NGO/CSO Service Providers

98. Are CSO/NGO service providers who work with children mandated/legally required to register children's information about the type of services provided?
99. Are CSO/NGO service providers who work with children with disabilities mandated/legally required to record/register the type of services provided?
100. Does Kosovo have national guidelines/protocols that require CSO/NGO service providers to collect a minimum set of data on children and the type of services/protection they provide?
101. What type of data/information (with disaggregation) are collected as part of registration and is required by guidelines/protocols?
102. What is the primary form in which CSO/NGO staff record/store data on children and the services they provide to children?
103. Are CSO/NGO service providers required to share data on the numbers and types of children served and the types of services provided on an annual basis with municipal authorities? If yes, who do they share data with?
104. How often does the CSO/NGO service provider aggregate administrative data on children and services provided to children? To what ministries/agencies?
105. Do CSOs/NGOs have adequate capacity and resources to manage and analyse administrative data on children and the types of services provided? What are the gaps?
106. How often does the CSO/NGO service provider disseminate aggregated administrative data on the numbers and types of children they serve and the types of services provided?
107. Does the CSO/NGO use administrative data on the numbers and types of children they serve and the types of services provided for any of the following purposes?



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