

CONCORDIA Social Projects Impact Report 2022/23

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CONCORDIA Social Projects

is an international, independent aid organisation focused on supporting children, young people and families in need. Founded in 1991, CONCORDIA is active in Romania, Bulgaria, the Republic of Moldova, Kosovo and Austria.

The core vision and mission is to guide children and young people and lead them out of the vicious cycle of poverty in order to give each a real chance of a self-determined life without exclusion.

As an aid organisation working in Ukraine's neighbouring countries, CONCORDIA has been providing emergency aid to Ukrainian refugees since the outbreak of the war.

www.concordia-socialprojects.org

Dear friends

"Find the sweetness in your own heart, then you may find the sweetness in every heart."

This exquisite wisdom by the Persian scholar Rumi has been an inspiration to the board members, staff and volunteers of CONCORDIA. In the face of multiple crises, it was necessary for our entire team and those of the broader CONCORDIA community to pay attention to the energy and love in our hearts to be able to help others compassionately and effectively.

The Russian attack on Ukraine has had a domino effect on the CONCORDIA countries. The Republic of Moldova has been hardest hit and the political and humanitarian crises required swift intervention throughout 2022. In Moldova, Romania, Bulgaria, and Austria, we opened our doors to Ukranian refugees and offered new programmes to support them. In 2022, we were able to support a total of 13,018 people with our regular programme, and 16,415 refugees with our Ukraine emergency aid.

Since its inception in 1991, CONCORDIA has focused on children, young people, and their families. The psychosocial effects of traumatising experiences of poverty and violence require a high degree of attentiveness, understanding and confidence-building interventions. One of our priorities in 2022 was to therefore strengthen child protection services and develop skills of our staff to manage trauma in children and adolescents.

In our core programmes, we intensified our family-strengthening support activities in the CONCORDIA day centres. Our day centres are safe hubs for children from the poorest communities in Romania, Moldova, Bulgaria and Kosovo. Parents are supported to improve their living conditions and gain access to social services, vocational training and job coaching. Often the underlying problem is not a lack of parental care, but the daily struggle for survival in which entire families are stuck for generations.

Our commitment to vulnerable and disadvantaged children and our peace-making work in Moldova, (where thousands of Ukrainian families seek refuge), was honoured with the Pax Christi Peace Award in 2022. This honour is bestowed on all the staff, the many volunteers, supporters, and friends who make our work possible.

Our commitment is based on the conviction that every child has the potential and the right to spread their wings and realise their dreams. Together, we remain steadfast in the face of adversity and are committed to breaking down barriers and opening doors so children and young people can live self-determined lives without exclusion.

As the CONCORDIA Board of Directors, we would like to thank you once again for your active help and your trust!

Please continue to accompany us on this path of the heart to bring healing and love to those most in need. With gratitude,



Thomas Bibel

Thomas Birtel Chairman of the board



Usurad Illa

Ulla Konrad Member of the board



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Pater Markus Inama SJ Member of the board



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Bernhard Drumel Member of the board



A YEAR IN PICTURES





15 February – Collaboration and cooperation

Signing the partnership agreement between Mirela Lavric (Country Director CONCORDIA Kosovo) and the Mayor of Prizren Municipality, Mr Shaqir Totaj. This was an important day for CONCORDIA and we celebrate good cooperation.

02 March – Day 6 of the Ukraine war

Thousands of people cross the Moldovan border near Palanca after hours of waiting. CONCORDIA is there to offer emergency aid.

Award winner for social work in Bucharest/Romania: CONCORDIA social worker Adelina Tihan was awarded the prize for "Municipal Social Welfare" acknowledging her commitment to children and families affected by poverty. We know what this work is like and congratulate her for her commitment and care!



Every day I have the opportunity to give people what I have learned myself. That is the greatest satisfaction for me, and is the reward for my work as a social worker.

Adelina Tihan, CONCORDIA Romania

4 Ukraine help at the LenZ Learning and Family Centre: Since March, CONCORDIA has been supporting Ukrainian refugees in Vienna at the German Café with learning German and bureaucratic matters, as well as with our childcare services.

5 09 June – Opening of the CONCORDIA primary school in Ploiești/Romania

Although classes in the inclusive primary school started in September 2020-2021, the official opening of the school was postponed by almost two years due to the Covid pandemic. On 9 June, the time had finally come and the CONCORDIA primary school in Ploiești/Romania was officially inaugurated in the presence of children, parents, supporters, authorities and staff.



📒 June 2022 in Sofia/Bulgaria:

The inaugural CONCORDIA CHARITY football tournament took place in Sofia. A total of 8 teams took part, including 7 professional clubs and FC CONCORDIA. Its members were younger than those of the other teams, but they played just as passionately and did well, all in support of disadvantaged children and young people.

Relocation of the CONCORDIA Crisis Centre in Sofia: Since June 2022, up to a maximum of 12 children have been cared for in the newly opened Nadezhda Crisis Centre within the framework of crisis intervention and supported according to their individual needs. A new feature is the adjoining day centre, which offers learning and leisure activities for the children.

July 2022 – School charity run. More than 90 pupils from VS Leopold, VS Wallenmahd and VS Mittelfeld. primary schools in Vorarlberg defied the bad weather to complete the course in aid of needy children in Eastern Europe. A total of about €15,000 was collected during the fundraising run of which shows the success of the school fundraising campaign (one of many) for which we are very grateful. August – The Red Noses visited the CONCORDIA Day Centre Tudora, a Moldovan village on the border to Ukraine. Around 40 children enjoyed the clowns funny interludes over five days, including refugee children from Ukraine. Together they learned tricks, played games, made music and went on excursions. A great experience for the children and our colleagues on site.

30 September – "We will allow ourselves to dream "BIG" together" The team of the LenZ Learning and Family Centre invited people to a creative exchange on the topic of flight. The many visitors created display boards about their dreams and explored the question "What do I wish for a better life together in Austria?"

10 October – Drums, trumpets, dance and song: The CONCORDIA children's concert with children and young people from Romania and Kosovo thrilled the audience at the Raiffeisenhaus Vienna.



2022 was an exceptional year of crisis due to the impact of the Ukraine war in our project countries and especially so for Moldova. Every single member of our team deserves this great recognition for their hands-on effective interventions and empathy, which was especially visible and tangible during the emergency refugee relief at the Moldovan border in Palanca.

Markus Inama, SJ, CONCORDIA Board Member

Winter Emergency Aid:

The winter months are always particularly challenging for people in social need in Moldova. By providing winter aid packages, we help Moldovan as well as Ukrainian families in need through the winter. Read more about our emergency aid on page 24f.

13 November 2022 – CONCORDIA press trip to the Republic of Moldova During the three-day press trip we invited Austrian journalists to experience first-hand our work and the situation on the ground.

14 15 November Celebrating our women in Pristina/ **Kosovo:** The Kosovar President Vjosa Osmani invited our colleagues and women who participate in the women-specific CONCORDIA programmes to an exchange meeting with her. All received great recognition for their intercultural work to empower women and girls from the Roma, Ashkali and Egyptian communities in the municipality of Prizren. CONCORDIA Kosovo received the Intercultural achievement award 2022 from the Austrian Federal Ministry for European and International Affairs for their continued efforts to empower women.

15 06 December – Award ceremony in Rome:

CONCORDIA receives the international Pax Christi Peace Award.

16 Romania – **Casa Austria renovated and in new splender:** After two years of reconstruction and renovation work, Casa Austria now takes over the role of our new day centre for children between the ages of 6 and 15 years. It replaces the old Casa Cristina and we can now offer 48 children a place with us.

17 Austria – **18 December:** Over 280 attended the CONCORDIA Christmas Matinée that was finally able to take place at Palais Ferstel in Vienna after the two years of pandemic. Under the artistic direction of Martin Gellner, we saw performances from Monika Helfer, the soloists Maria Radutu and Rusanda Panfili, and the Big Island Orchestra: This year, Federal President Alexander Van der Bellen was once again the patron of the event.



WE DO OUR BEST TO ENSURE THE PROTECTION OF CHILDREN.

As an organisation that cares for children and young people, we have a responsibility and obligation to ensure that children's rights are implemented in our facilities and, above all, that they are not violated. In our programmes we work with children and young people with special protection needs. In order to ensure their safety, we rely on various measures within and without CONCORDIA. These include protection from physical, psychological and sexual violence, from neglect and also from witnessing domestic or partner violence.

Children who have to witness violence can be hindered in their social, emotional and societal development. Domestic violence and child abuse unfortunately often remain invisible and are still taboo subjects. Mostly, children cannot tell anyone that they have experienced violence. They are ashamed, confused or afraid that their family will break up. Children depend on adults for support.

That is why we continuously carry out prevention measures by offering low threshold help and creating awareness around violence prevention and child protection.

EDUCATION AND AWARENESS RAISING ON CHILD PROTECTION MUST TAKE PLACE AT ALL LEVELS

Our general violence prevention measures are aimed at preventing violence from the outset and identifying problems in the children's immediate environment as early as possible. By offering a wide range of counselling and support services, we try to deal with problematic family constellations. In parenting and family counselling, we strengthen parents or other primary caregivers in their care and parenting skills.

A powerful prevention tool is the CONCORDIA child protection concept, which was developed in a participatory manner. For implementation in everyday life, there are mandatory child protection briefings and an implementation manual in all languages as well as continuous monitoring. The child protection guidelines guarantee quality control in the work with children and young people at an organisational level. All CONCORDIA staff members are sensitised to recognise signs of a possible risk to the child's well-being from the child's environment and to take the next steps. On the one hand, our professionals regularly exchange ideas in supervision sessions and attend cross-organisational further training on child protection issues. On the other hand, CONCORDIA deals with possible endangerment situations within the organisation.

When we learn of violence that has already taken place or is ongoing, we act quickly and with targeted violence prevention. The complaint's management system is accessible to all age groups and enables cases to be reported anonymously. Every suspected case is investigated 100%. If a suspected case is substantiated, the case management and the internal process plans in the case of child welfare endangerment take effect, taking into account the legal requirements in the respective country.

PARTICIPATION IS A PREREQUISITE FOR EFFECTIVE CHILD PROTECTION

Children are often not aware that they are a victim of violence or how they can get help. This is why it is crucial that children are sensitised to the topic in a child-friendly setting. To enable this we offer appropriate workshops for children in our facilities. Topics include the body and how to deal with boundary violations. We help children to name their body parts correctly and we strengthen the children to say "no" and to fend off unpleasant and inappropriate contact.

We are aware that it is hardly possible to erase child abuse from the face of the earth, but violence can be prevented. Every case of abuse prevented protects another child from being traumatised and hindered in



their emotional and social development.

Martina Raytchinova, CONCORDIA Programme Director and Child Protection Officer

> Videointerview about CONCORDIA Child protection:



Participation is a priority in all of our programmes. Children have rights and to ensure their independence must be informed, asked, or involved in all decisions that affect them. In CONCORDIA, we have a children's parliament in every country that offers children a safe framework where they can meet and exchange ideas on a regular basis, actively participate in decision-making and also learn that their decisions have consequences.



#16DAYS against violence against women and girls

25 November – 10 December

2022 As part of the "16 Days Against Violence Against Women" campaign, last year we raised awareness of the various forms of violence against women and the consequences for children. It cannot be said often enough: Even if the violence is not directly directed at the child, but he or she is a witness to the act of violence, such an experience has a massive impact on a child.

"I have always prayed for my mother to leave my father and for all of us to escape his constant abuse." - This is unfortunately what our psychologists in the crisis centres often hear. When it is time to talk about it, the children and young people concerned have been through the worst. But it is well known what long-term damage such an experience can have and how much children remain scarred by such events throughout their lives. There is a great need for safe places where children who have experienced violence can feel safe and well cared for. CONCORDIA runs several crisis centres for children and mothers.



Moldova: How to help traumatised children who have experienced flight and war?

Ukrainian children who arrive in Moldova after fleeing are usually traumatised. They have experienced unimaginable suffering and urgently need help. To enable our staff to react more professionally to the traumas, they are trained by experts from Austria and other countries.

OUR VISUAL STORYTELLING GUIDELINE

Storytelling has become increasingly important for communicating our work in recent years. This is one of the reasons we developed a guideline on how to present these stories. This is vital for all our staff and external interested parties like journalists. These guidelines provide a responsible framework about the use of pictures and case histories of the children, young people and families in our care.

More about this here:



More about this here:



PARTNERS IN ADVOCACY FOR CHILDREN'S RIGHTS:

Terre des Hommes / Eurochild / die Möwe / Vorarlberger Kinderdorf / Hintalovon / Österreichische Liga für Kinder- und Jugendgesundheit / Netzwerk Kinderrechte Österreich / Hemayat – Betreuungszentrum für Folter- und Kriegsüberlebende

















LIFE OUT OF MARGINALISATION

What has to change in order for children and young people to break the vicious circle of poverty and lead an empowered, self-determined life?

To answer this central question of our work, we have developed the CONCORDIA impact model. All our programmes in the Republic of Moldova, Romania, Bulgaria, Kosovo and Austria are based on this model. **13.018** people we reached with our programme in 2022.

With our work in the field of child and youth welfare and poverty reduction, we contribute to achieving the following Sustainable Development Goals:



CHILD CARE



CONCORDIA STANDS BY CHILDREN WHO HAVE TO GROW UP WITHOUT THEIR PARENTS

When children have to leave their families due to an acute situation, they find refuge in our crisis centres. There we offer children and young people who have experienced psychological, physical or sexual violence a safe space and look for ways to strengthen families. If the situation stabilises, some children can return to their families of origin. If this is not possible, CONCORDIA has family-like living groups and other accommodation options available depending on the needs of the child. In a family-like residential group, children live in a family environment with a maximum of eight children and are cared for by a team of social workers, psychologists and educators. The team assists the children with everything from organising their daily lives to providing psychological support.



ARTE visited CONCORDIA Moldova and made a report about children in Moldova who have to grow up without their parents.



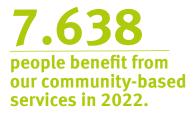
349 children and young people live in CONCORDIA familytype home and crisis centres in 2022.



Letitia Badeu is one of our carers in a familylike residential group in Romania. For 28 years she has been caring for the children entrusted to us with a lot of heart and empathy, giving them stability, security and a sense of belonging.

> **35.000** children in Moldova grow up without parents.

42.000 children in Romania grow up ininstitutional care.





COMMUNITY BASED INTERVENTION

Children and young people need a protected environment and a vibrant community to grow up with-



in. This strengthens their sense of belonging and encourages them to actively participate in the social life around them. In our community-based interventions, we combine the work of mobile, multidisciplinary teams who visit families at home and provide support with activities in our day centres.

In Moldova, our centres are also open to older people. Here, young and old learn from each other across generations. Most of the time, they are the only places in Moldovan villages where people can warm up in winter. Non-mobile elderly people are visited and cared for at home by our social workers.

OUR DAY CENTRES: SOCIAL LIGHTHOUSES

Children who come to the CONCORDIA day centres live under extremely precarious conditions. Many of them share a room with their parents, siblings and often their grandparents too. Often there is no plumbing or running water and rarely a place to do school work. Poverty means that these children often do not have clean clothes, are underweight and fall behind in school. They experience exclusion and this gives no room for manoeuvre. CONCORDIA is fighting against this marginalisation in the day centres and the children are given everything they need so that they no longer have the feeling of being 'different'. Their parents are supported in improving their living conditions and parenting skills. Underlying our commitment is the belief that every child and young person has the potential and the right to realise their dreams and to have a say in decisions that affect their lives.



CONCORDIA Day centres



In **17 day centres in Bulgaria** (2), **Kosovo** (1), **Moldova** (10), **Romania** (3) and **Austria** (1), we currently support more than 5,000 children, and parents through education and family social work. In each of these centres, we focus on four levels of impact, so that children can discover and develop their potential.

We work in close partnership with local authorities and in cooperation with the local schools.



Read here our impact study on CONCORDIA Day Centres in Romania:



1. SOCIAL:

In the day centres, children receive a hot meal every day, food parcels for their families and accommodation - to cover the need for shelter and basic care.

2. VOCATIONAL TRAINING:

Vocational training and support access to basic education for parents and other adults in the community contribute to increasing the economic security of families.

OUR PROGRAMME 15

CONCORDIA STORY Ionatan: Agent of change



Ionatan* was still small when the CON-CORDIA day centre Casa Cristina opened in Ploiesti/Romania. He heard the stories from his brothers and sisters and was eager to go to school so he could join his siblings at the centre. Today he is 14 years old. a volunteer at Casa Cristina and a role model for the younger children. He decid-

ed to do this because he wants to pass on all the help he has received at Casa Cristina. "The years I spent here were the best years of my life so far," he tells us in the spacious and bright Casa Austria. "I learned a lot here, made friends, went on beautiful excursions. I don't know how the eight years have passed. I've been going to high school since last year." When we met him at the centre, he was passionately explaining to a child that it is important to learn to read and write very well, because otherwise they will not be able to pass school. Ionatan comes from a family of 10 children. His younger siblings also use the services at the day centre.



Bulgaria

Malki Iskăr

Odobesti

Sofia

3 out of 4 children in families where parents have only primary education are at risk of remaining poor themselves. With our day centres, we break the vicious circle of poverty and give children what they need to flourish for a better future.

Bernhard Drumel, CONCORDIA Executive Director

Kosovo Prizren

Prizren: in 2022, 97.3 % of the children we look after in the day centre go to school regularly. School dropout rate = lower than ever before.

*In accordance with our child protection policy, all names have been changed in this report.

3. EDUCATION:

With early education and educational programmes we support children in their school performance and achievements. After-school programmes and recreational activities create a conducive environment for leisure activities. Our multidisciplinary teams help children acquire life skills that will enable them to successfully integrate into society on their way to a self determined life.

4. FAMILY:

In combination with mobile teams, we strengthen the parenting skills to cope with the abandonment of children and the separation of families. We concentrate on the burning issues of domestic violence and child labour. It is an integrated approach, based on the needs identified and the and daily presence in the community.



GIVING CHILDREN WINGS

Extreme poverty, neglect and marginalisation mean that children in need are at risk of being excluded from education. However, education gives affected children and young people a perspective and helps to measurably combat the intergenerational cycle of poverty. CONCORDIA employees work every day to ensure that all children can go to school and receive all the required learning materials, clothing and a warm meal. CONCORDIA provides tailor-made educational pathways for those who have missed out on several years of formal education and, in the spirit of a holistic approach, starts not only with the children themselves, but also with the parents or broader family environment.

We offer low-threshold and quality education and early childhood education in our kindergartens. Learning support is part of the work in the day centres. There is also an inclusive primary school, a vocational school and scholarships for educationally disadvantaged young people. The earlier children receive this kind of support, the greater the chance they have to develop their full potential.

> **3.026** children and young people participate in our education programme in 2022.

LIGHTHOUGE PROTECT CONCORDIA Edu-Campus: Innovative impetus for the Romanian education system

Vocational School 2022

65 PUPILS

- **3** PARTNERSHIPS WITH TECHNICAL SCHOOLS
- **10** SCHOOL CLASSES IN PARTNERSHIP
- **148** PUPILS IN PARTNERSHIPS
 - **40** ACCOMMODATION PLACES

95% of the young people, who attend our vocational school have grown up in institutional care. They come from all over Romania through various governmental and non-governmental organisations to complete the training with us.

22 out of 28 students who graduated in June 2022 found jobs and are on their way to independence.

Inclusive primary school 2022

- 67 PUPILS IN 3 CLASSES
- **15** TEACHERS
- **32** PAYING CHILDREN
- **35** NON-PAYING CHILDREN



THE CONCORDIA ACADEMIA EDUCATION PROGRAMME FOR QUALIFIED PROFESSIONALS

The education and training of qualified professionals is enormously important to ensure quality of care and social services. With its innovative training programme in the social sector (social services, education and social-medical field), currently conducted in Romania and Moldova, CONCORDIA Academia builds a bridge between theory and practice and thus benefits numerous organisations, families and children. It conducts a systemic intervention and by emphasising professionalisation and increased capacity at both individual and organisational levelds, it shifts the collective perspective about the social work and social responsibility as well. It makes an important and necessary civil society contribution to the professionalisation of the social sector in Romania and Moldova.

Founded in 2015, Academia can now look back on a wealth of experience in adult education and builds on a proven network of experts in the social sector, in supervision and coaching.

Facts and figures Academia 2022

170+ people from 124 social

organisations complete one of the seven certified long-term training programmes with a focus on social management, leadership and supervision.

380+ participants in 4 international Academia conferences

1500+ webinar participants - focusing on trauma, self-care, supervision and mental health



EMPLOYMENT AND SOCIAL BUSINESS

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POSITIVE WORK EXPERIENCES AND SELF-EFFICACY

In the last ten years, CONCORDIA has set up several social businesses in Romania and Bulgaria. These social businesses offer a protected framework for young people who have grown up in institutional care or are otherwise disadvantaged. With us, they can gain their first work experience and practice their profession in an encouraging environment. They are supported in gaining self-confidence and improving their skills for independent living. At the same time, they learn the full range of soft skills required for employment and can move on average confidently into the regular labour market in under two years.

We use a circular model which enables the profit generated to be re-invested to support the education of other young people from disadvantaged backgrounds.

This is my second time here and I can't find a single aspect that I don't like.

Really nice and comfortable! Lots of toilets and showers and the staff were so friendly and helpful.

Financial education, job coaching, and personal development were something new for me when I came to CONCORDIA Vocational School. I have never done anything like this before. This will help me a lot with my future plans.

> Alexandra (20 years old, trained as a baker in our vocational school in 2022 and currently works in the CONCORDIA bakery)

CONCORDIA Bakery in Ploiești/Romania

employs **7** young bakers sells to over **100** different companies in 2022 **113,374** products

Hostel Bread & Breakfast in Bucharest/Romania



employs **3** young adults **2797** guests in 2022 Rating on Booking.com: **9.2**

CONCORDIA candle and pottery atelierin Sofia/Bulgaria

Employment for **13** young adults with disabilities **4700+** candles produced

CONCORDIA hairdresser salon in Sofia/Bulgaria

Job for **2** young adults **1500+** haircuts



PARTICIPATION AND EMPOWERMENT OF MARGINALISED GROUPS

Our empowerment programme is especially aimed at children, young people and women. We encourage each individual to discover their own strengths and to achieve a higher degree of autonomy and self-determination. We want to empower all to realise their dreams and to actively participate as members of society and become agents of change.

Women are often our contact points and are sole providers for their children. For those whose existence is threatened, the question of personal rights is not an option, instead it is sheer survival and providing their children with the bare necessities that matters. Any situation of exclusion is exacerbated when it involves a woman. This begins in childhood and we see girls not going to school and at risk of being forcibly married. In the regions and contexts where CONCORDIA works, girls and women often have no access to education, employment or state support. These factors hone our focus on strengthening the agency of girls and women and creating awareness of their rights. Only when a society enables women to achieve full economic, physical and political autonomy does it ensure that their rights are exercised equally, thereby also guaranteeing that children and young people can develop their full potential.

SUPPORT ON THE WAY TO ADULT LIFE

We are also particularly committed to working with young people who face special challenges in their transition to adult life. The care of our young people who grew up with us as children therefore does not end with their coming of age. Should they wish to continue with us and receive assistance in various forms, they can until they find their independence. We offer support and a sympathetic ear not only to our "alumni", the so-called ,care leavers', but also to all those who find it difficult to gain a foothold in life, who are plagued by fears of failure and existence because they come from difficult circumstances. We give them a jump-start so that they can successfully complete their education and find a job in the long term, independently mastering their everyday life in their own home and place in the adult world.

I want to be either a veterinarian or an architect.

Amany (18), was one of the first children to benefit from the learning support programme at the CONCORDIA Day Centre LenZ in Vienna. Now she has the last school exams ahead of her.





SELF-CONFIDENCE THROUGH SPORT

By incorporating different sports such as climbing, football, chess and dancing, we encourage the development of different skills. These include teamwork, perseverance, spatial orientation, quick decision making, building strategies, knowing one's own body, using one's strengths and weaknesses, etc. All are essential for the successful integration of children from vulnerable communities into the broader society.

Our CONCORDIA football club in Sofia has been in the spotlight for many years as a successful model for social inclusion and empowerment for children from marginalised groups. Our years of experience prove that the opportunity for children to play sport professionally is a great motivator for them to achieve success in other areas of their lives. This drives the success and number of players at the CONCORDIA football club. They play with enthusiasm and passion and are supported by professional coaches, psychologists and social workers. Every child who plays for us (at no cost to them) does so based on a their individual agreement to do their best and complete each school year. And they do!

Facts and figures about FC CONCORDIA

242 CHILDREN IN THE CLUB
240 ORGANISED TRAINING SESSIONS
60 OFFICIAL FOOTBALL MATCHES
46 PLAYERS OFFICIALLY REGISTERED IN THE BULGARIAN FOOTBALL ASSOCIATION



EMERGENCY RESPONSE

UKRAINE EMERGENCY AID IN THE CONCORDIA COUNTRIES

War and a state of emergency have been raging in Ukraine for over a year. As an organisation that has been active in Ukraine's neighbouring countries for a long time, CONCORDIA has been able to provide support and protection for Ukrainian refugees from the very beginning.

As the largest aid organisation in the Republic of Moldova, we had a special role to play there. Long before help arrived from specialised international humanitarian organisations, CONCORDIA Team Moldova and its network of volunteers were deployed at the Palanca border crossing between Moldova and Ukraine to provide relief supplies to the thousands who crossed the border every day in the first days of the war and had to endure the cold for hours.

One year after the start of the war, the situation in our project countries is mostly stable. Many people have moved on, some have gone back, others are waiting near the border for the war to end. Those who have stayed have received support in the integration process, in job searches and education. They are further assisted with language acquisition through community activities.

Since then, we have been able to support

16,415

people through our emergency aid programme with at least one of the following services in Moldova, Romania, Bulgaria and Austria.

- ✓ Refugees received at the Moldovan border
- ✓ Shelter organised for children and their mothers
- ✓ Distributed countless food parcels
- ✓ Provided psychological support
- Organised activities for children, from helping them learn to playing games with children from our centres and summer camps.

- ✓ Assisted with medical and bureaucratic matters
- Assisted the host families with firewood, food and cash.
- Networked with other aid organisations and started new cooperations.

In Austria, since March 2022, we have been offering Ukrainian refugees

- ✓ Language courses for adults (including childcare)
- ✓ Care for Ukrainian children and help with learning
- ✓ Support with medical and bureaucratic matters

CONCORDIA STORY Xenia und Liuba

"Two years ago, my husband died of a stroke. At that time, a world came to an end for me, I thought it couldn't get any worse. And then the war started," says Xenia, who worked as a tram driver in Odessa for over 20 years. Together with her son, daughter and grandchildren, she fled to Tudora, a small Moldovan village on the border with Ukraine. There, Xenia was taken in by Liuba, a strong woman. Today, the two are good friends, and Liuba's house is now Xenia's home. But our CONCORDIA day centre has also become part of her family. After breakfast, Xenia goes there with her son Maxim to play and eat. Maxim is 34 years old, but mentally he is severely impaired. At the centre, he has made friends with the children of the refugee families. Together they build towers out of building blocks. "Not all the children understand Maxim, but they show consideration and have adapted," says Veronica Mocan, the centre's director.

Maxim is like a little child, his mother cannot go to work here, she cannot leave her son alone. Nevertheless, she wants to help. On her way home, she delivers food from the centre to elderly people who live nearby. Delivering food has helped make Xenia friends. Many refugees feel like a burden when all they get is support. But when they help out themselves, they feel useful and needed.

No one knows how long this war will last, but Xenia is grateful and happy to have found a home and our



Thousands of refugees also came through our village. They were all referred to our Empathy Centre, where we also provided them with food, psychological support, clothing and in some cases shelter. Today, our centre continues its work as a coordination centre for refugees. Some of them leave us and move on, others decide to stay with us in the village. But we welcome them all with open arms.

Veronica Mocan, CONCORDIA Day centre manager in Tudora

day centre to support her with the necessities until she can return to Odessa. Liuba is also a grateful host: "It's great that CONCORDIA is also there for us, the host families. For me, it's important not to feel alone when helping others in this situation."

On our website, you will find more information and stories of hope.

We are really grateful that we, as Kindernothilfe Austria, can effectively support the people who have fled from the war in Ukraine to Moldova through



an experienced and competent partner in the region like CONCORDIA Social Projects.

> Gottfried Mernyi, CEO Kindernothilfe Österreich

OUR PARTNER:





EMERGENCY AID MOLDOVA

The people in the small, poor ex-Soviet country live with enormously high inflation (as of March 2023: 25.9%) and the fear of conflict with Russia. At the same time, the Moldovan population has always shown great solidarity with their Ukrainian neighbours. This is probably one reason why, despite the lack of infrastructure, many Ukrainians have remained in Moldova or even returned from other, safer countries to be there. According to UNHCR, 106,485 Ukrainian refugees are currently living in Moldova (as of April 2023). A large number for the small crisis-ridden country. A total of 800,067 have left Ukraine via Moldova.

It is difficult for both Ukrainian and Moldovan families to get through the winter in Moldova. During the winter months, CONCORDIA distributes aid packages with food and hygiene products to particularly vulnerable families. We also support Moldovan families who have taken in refugees.

As long as there is no end to the misery and war, people will continue to cross the border and receive protection and support from us. We are watching the developments in the Republic of Moldova with concern. One thing is clear however, CONCORDIA will remain and continue to work for the poorest people in the country, no matter what happens.

Tatiana Balta, CONCORDIA National Director Moldova



We helped **14,094**

refugees just in Moldova alone as part of our emergency aid.

We were able to support **471** "host families" who

"host families" who took in Ukrainian families in 2022.

VOLUNTEERING AT CONCORDIA

As a non-profit organisation, committed volunteers, in each of our project countries, are indispensable to us. Our relationships thrive as a result of our projects and the energy of mutual give and take.

Volunteering at CONCORDIA is diverse and varied. It ranges from handing out donations in kind and delivering food, helping with sports and qualification programmes and events, in day centres with learning support and leisure activities, through to supporting our carers who live in family-like residential groups.

What do our 584 full-time staff and our many volunteers have in common? They are eager to make a difference in what they do and bring a high level of commitment. We are always happy to welcome new faces who contributes their time and ideas in the vision for a better world.

My job was to provide tutoring for those who had lost their way at school. Through this activity, I was able to get to know strong sides and characteristics of each child. My wish is that this kind of appreciative and supportive education will be made possible for all children in Romania through profound systemic changes.

The Austrian Anna Dür (20) from Hittisau, district of Bregenz, decided to do a voluntary service abroad with CONCORDIA Romania and worked with great dedication with the children in our day centres.



INTEREST IN VOLUNTEERING AT CONCORDIA?

For more information on how you can get involved with us at:



CONCORDIA is part of the WeltWegWeiser network, the service point of Jugend Eine Welt for international assignments. Last year, **258** local volunteers

and **17** international volunteers

put in **23,380** hours of heartfelt service for CONCORDIA's vision.



CONCORDIA EMPLOYEE STORY

I am Krenar, 23 years old, and I belong to the Ashkali community in Prizren/ Kosovo. I attended only primary school as a child and then worked in the warehouse of a furniture company. It was a very physically demanding job, but I did not see any other option for myself. Thanks to a lucky coincidence, I met a man a few years ago, through whom I in turn came to the CONCORDIA day centre. I was immediate-



dren and young people of the surrounding community. For myself, I mustered the courage to express my wish, which I was able to fulfil thanks to CONCORDIA's support: I caught up on my high school education and successfully completed it. The educational qualification enabled me to apply for the job as a project assistant in the day centre. And here I am: part of the team!

CONCORDIA gives all children and young people the opportunity to make something of themselves, by giving more importance to the education of Roma, Ashkali and Egyptian minority children. Now my community is developing by looking at the world from a different perspective, for example by attending a regular primary school. My colleagues at Tranzit Learning Support were recently able to enrol five students from the communities in high school. One of them is now studying at the University of Pristina, where he is very successful. Krenar Mustafa, Project assistant CONCORDIA Kosovo

PROGRAMMES, LOCATIONS AND NUMBER OF PARTICIPANTS 2022

The wide range of support services offered by CONCORDIA Social Projects is made up of different components that complement each other.

Many people usually make use of more than one of them. In 2022, CONCORDIA reached a total of 13,018 people with at least one support solution. In Romania we reached 3155, in the Republic of Moldova 7274, in Bulgaria 1538, in Austria 609 and 442 in Kosovo. In addition, we were able to help a total of 16,415 refugees from Ukraine in 2022 with our emergency aid and further support measures.

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PLOYMENT AND SOCIA

EMERGENCY RESPONSE

PROJECT NAME	LOCATION	SINCE						
Crisis centre for children with experience of violence	Sofia	2019	24					
Day centre for children and families Nadezhda	Sofia	2022		3	9			
Centre for social services for young adults Zdravei	Sofia	2008		61		50	134	
Transitional housing Ropotamo	Sofia	2014	9					
Family-type house CONCORDIA	Bozhurishte	2015	9					
Supervised housing Timok	Sofia	2009					5	
Day centre for children and families Posoka	Sofia	2009		39	30			
CONCORDIA football club	Sofia	2015		50	55		137	
Outreach work	Sofia	2015		736	48			
Centre for children and families Zaharna fabrika	Sofia	2017		84	16			
CONCORDIA candle and pottery atelier	Sofia	2010				13		
CONCORDIA hairdresser salon	Sofia	2012				2		
Day centre for children and families Malki Iskar	Malki Iskar	2021		52	73			
Humanitarian aid for ukrainian refugees	Sofia	2022						94
			42	1.025	231	65	276	94
TOTAL NUMBER 1 630								

TOTAL NUMBER1.639HEADS1.538

FACTS AND FIGURES 29

EMPLOYMENT AND SOCIAL BUSINESS

EMERGENCY RESPONSE

ROMANIA			CHILD CARE	COMMUNITY INTERVENTION	
PROJECT NAME	LOCATION	SINCE			
Family-type house Casa Eva	Ploiești	2005	21		
Family-type house Casa Caroline	Ariceștii Rahtivani	2018	8		
Family-type house Casa Elisabeth	Ariceștii Rahtivani	2019	8		
Family-type house Casa Ursula	Ariceștii Rahtivani	2017	6		
Day centre for children and families <i>Casa</i> <i>Alexandra</i>	Ploiești	2015		54	
Day centre for children and families Casa Cristina	Ploiești	2013		49	
Day centre for children and families CONCORDIA Odobești	Odobesti	2021		45	
Outreach work	Ploiești	2013		839	
Outreach work	Odobesti	2020		481	
Kindergarten Mimiu	Ploiești	2015			
CONCORDIA Primary school	Ploiești	2020			
CONCORDIA Vocational school	Ploiești	2010			
CONCORDIA Academia	Bucuresti	2015			

ROMANIA			CHILD CARI
PROJECT NAME	LOCATION	SINCE	
Family-type house Casa Eva	Ploiești	2005	21
Family-type house Casa Caroline	Ariceștii Rahtivani	2018	8
Family-type house Casa Elisabeth	Ariceștii Rahtivani	2019	8
Family-type house Casa Ursula	Ariceștii Rahtivani	2017	6
Day centre for children and families <i>Casa</i> Alexandra	Ploiești	2015	

TOTAL NUMBER4.244HEADS3.155								
			43	1.468	2.096	9	628	2.037
Humanitarian aid for ukrainian refugees	București/ Ploiești	2022						2.037
Job coaching	București/ Ploiești	2013					412	
CONCORDIA Youth Transit Centre	Ploiești	2021					44	
Supervised housing Casa Sf. Paul	București	1999					70	
Supervised housing Casa Iuda	București	2009					31	
Supervised housing Casa Hannes	București	2015					6	
Supervised housing Casa Abraham	Ploiești	2009					65	
CONCORDIA Hostel Bread & Breakfast	București	2017				3		
CONCORDIA Bakery	Ploiești	2010				6		
coaching and supervision					86			
short-term webinars/workshops					1.500			
long-term training					170			
CONCORDIA Academia	București	2015						
CONCORDIA Vocational school	Ploiești	2010			222			
CONCORDIA Primary school	Ploiești	2020			72			
Kindergarten <i>Mimiu</i>	Ploiești	2015			46			
Outreach work	Odobesti	2020		481				
Outreach work	Ploiești	2013		839				
Day centre for children and families CONCORDIA <i>Odobești</i>	Odobesti	2021		45				
Day centre for children and families Casa Cristina	Ploiești	2013		49				
Day centre for children and families <i>Casa</i> Alexandra	Ploiești	2015		54				
Family-type house <i>Casa Ursula</i>	Ariceștii Rahtivani	2017	6					
Family-type house Casa Elisabeth	Ariceștii Rahtivani	2019	8					
Family-type house Casa Caroline	Ariceștii Rahtivani	2018	8					
rainity-type house casa Eva	Plolești	2005	21					

MOLDOVA

OMMUNITY INTERVE

EDUCATION AND PROFESSIONAL TRAINING EMPLOYMENT AND SOCIAL BUSINESS **EMERGENCY RESPONSE**

PROJECT NAME	LOCATION	SINCE					
Social centre Zâmbete Creative	Antonești	2018		62	22		
Family-like house Casa Norocului	Basara- beasca	2015	7	1			
Family-like house Casa Bunătății	Cahul	2016	5	2			
Soup canteen Casa Așteptărilor	Carahasani	2018		55			
Crisis centre Casa Concordia	Chișinău	2004	19	17			
Family-type house Casa Ataşamentului	Căușeni	2016	8	2			
Social centre Binecuvântarea	Cazangic	2008		76	20		
Social centre <i>încredere</i>	Chetrosu	2019		66	17		
Family-type house Casa Viitorului	Chișinău	2015	7	2			
Temporary placement centre Casa Înțelepciunii	Cimișlia	2019	7	2			
Family-type house Casa Înțelegerii	Cimișlia	2015	14				
Social centre <i>Renaștere</i>	Ciuciuleni	2008		63	24		
Family-type house Casa Încrederii	Cojușna	2015	9	2			
Day centre for children and families Solidaritate	Congaz	2010		168	291		
Day centre for children and families Baștina	Cosăuți	2016	19	72	280		
Soup canteen Alinare	Coșernița	2010		48	12		
Family-type house Casa Curajului	Criuleni	2015	8	2			
Family-type house Casa Creativității	Criuleni	2015	13	2			
Family-type house Casa Comunitara	Doroțcaia	2015	11				
Social centre Călăuza	Doroțcaia	2007		51	28		
Family-type house Casa Speranței	Drochia	2015	9	2			
Family-type house Casa Empatiei	Drochia	2018	7	2			
Family-type house Casa Egalității	Drochia	2018	6	2			
Day centre for children and families <i>Eternitate</i>	Dubăsarii Vechi	2008		254	265		
Family-type house Casa Daruirii	Durlesti	2015	14	2			
Social centre Căldura sufletească	Ghetlova	2008		96	25		
Temporary placement centre Casa Susținerii	Holercani	2019	20				
Supervised housing Casa Ignatius	Chișinău	2016	23				

FACTS AND FIGURES 31

MOLDOVA

HILD CARE OMMUNITY INTE EDUCATION AND PROFESSIONAL TRAINING EMPLOYMENT AND SOCIAL BUSINESS EMPOWERMENT EMERGENCY RESPONSE

PROJECT NAME	LOCATION	SINCE					
Day centre for children and families Demnitate	Lăpușna	2010		165	139		
Soup canteen Nadejda	Mărculești	2010		64			
Soup canteen <i>Înțelegerii</i>	Maximeni	2010		62			
Soup canteen Acord	Mîndrești	2008		36			
Social centre Familia	Mingir	2008		51	31		
Day centre for children and families ProDezvoltare	Nisporeni	2016	13	57	192		
Social canteen Casa Nadejda	Pîrîta	2007		34	13		
Day centre for children and families Alternativa	Pleșeni	2009		151	205		
Temporary placement centre Casa Libertatii	Ruseștii Noi	2019	11				
Day centre for children and families Casa Părintească	Sănătăuca	2010		200	171		
Social canteen Mângâiere	Satul Nou	2010		40			
Family-type house Casa Siguranței	Şoldănești	2015	8	2			
Social flats <i>Stăuceni</i>	Stăuceni	2015				16	
Day centre for children and families Armonie	Taraclia	2010		178	125		
Day centre for children and families Casa Rebeca	Tîrnova	2015	26	90	171		
Day centre for children and families Empatie	Tudora	2008		436	146		
Day centre for children and families Izvorul vieții	Văleni	2008		84	37		
Youth club	Chișinău	2017				212	
CONCORDIA Academia		2015		373			
Outreach team (inclusive winter emergency)		2015		1.630			
Support for refugee host families		2022					471
Humanitarian aid for ukrainian refugees		2022					14.094
			264	4.331	2.587	228	14.565
TOTAL NUMBER 7.410							
HEADS 7.274							

JST	

LOCATION SINCE **PROJECT NAME** Educational support for children Vienna 2016 54 25 Parental counselling and education Vienna 2016 137 Vienna 480 Language café 2017 Vienna 2018 Supervised housing LenZ Urban 9 "Women 4 Women" network Vienna 2019 32 IT basic classes "Women go digital" Vienna 30 2019 Competence and empowerment course Vienna 2020 22 for mothers, including childcare Vienna German Café for women 2022 165 512 198 190 **TOTAL NUMBER** 764 **HEADS** 609

EMERGENCY RESPONSE

KOSOVO			CHILD CARE	COMMUNITY INTERVENTIONS	EDUCATION AND PROFESSIONAL TRAINING	EMPLOYMENT AND SOCIAL BUSINESS	EMPOWERMENT	EMERGENCY RESPONSE
PROJECT NAME	LOCATION	SINCE						

		Location	0						
CONCORDIA Tranzit Day Centre		Prizren	2021		204	97			
Outreach work		Prizren	2022		79				
Vocational Counselling		Prizren	2022			10	5		
Women's Support Group		Prizren	2022					10	
Parent's school		Prizren	2022					10	
Music classes		Prizren	2021			50			
Early childhood education		Prizren	2021		19	30			
				0	302	187	5	20	0
TOTAL NUMBER	514								
HEADS	442								

FINANCIAL REPORT 2022

TRANSPARENCY AND TRUST

CONCORDIA Social Projects not only takes responsibility for children, young people and families in need, but also for the donations entrusted to it.

AUSTRIAN SEAL OF APPROVAL FOR DONATIONS

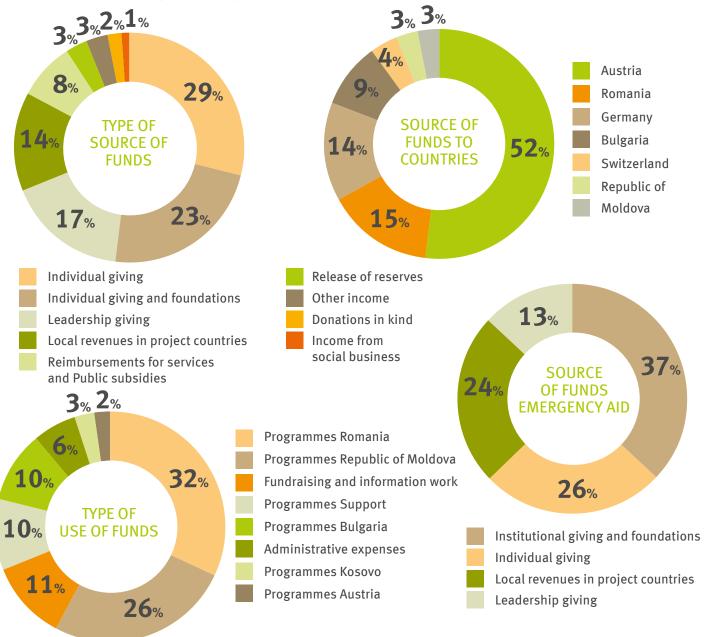
Since 4 December 2014, CONCORDIA Sozialprojekte Gemeinnützige Privatstiftung has been awarded the Austrian Seal of Approval for Donations by the Chamber of Public Accountants and Tax Advisors.

DONATIONS ARE TAX DEDUCTIBLE

Since 2009, donations to CONCORDIA Sozialprojekte Gemeinnützige Privatstiftung are tax-deductible according to §4a Z3 and 4EStG (registration number SO 1295).

SOURCE AND APPLICATION OF FUNDS

The following diagrams show the source and application of funds for the current programmes and emergency aid (total volume EUR 16.61 million, of which EUR 4.1 million in emergency aid funds) of the CONCORDIA social projects in all country organisations (Bulgaria, Germany, Kosovo, Austria, Republic of Moldova, Romania, Switzerland) for the year 2022 in an internally consolidated form. With the help of part of our reserves, we are also securing our programmes in the long term by recruiting new supporters to achieve the greatest possible impact in the future.



OUR PARTNERS AND COMPANIONS

The CONCORDIA social projects are beacons of humanity. (...) As a donation-based organisation, the CONCORDIA social projects are only possible with the help of the many donors from Austria. My thanks therefore go to all those who, despite noticeably increased prices in their own country, do not shy away from helping people in need, no matter where.

> Alexander Van der Bellen, Federal President of Austria

PARTNER AND COMPANIONS 35

What made you decide to support the work of CONCORDIA Social Projects?



From the beginning, we at CONCORDIA have been fascinated by the fact that help and support is provided at the scene of suffering, hunger, lack of education, malnutrition, no possibility of heating, etc., etc., in order to allow people living in misery to feel and experience a little human warmth and compassion.

Gertrude & Erich Pokorny, have been supporting CONCORDIA for many years with their donations

Sometimes in countries I have met very committed helpers and donors. But for many of them it was only about themselves.

At CONCORDIA, the opposite is true. We put the needs of the people first, address their worries and see ourselves as personal assistants to those in need.

Antonia Rados, journalist – CONCORDIA Board of Trustees member





Global poverty is on the rise again as a result of the pandemic. The poorest of the poor are children, 45 million in the OECD area alone live in families with only half the average income. Figures that make me sad - and yet grateful. Grateful for the people with hearts who put their lives at the service of help. CONCORDIA Social Projects is an outstanding example of this. I particularly admire the commitment of the CONCORDIA staff to the children in Moldova where poverty has already been at its greatest in Europe. It is also where Ukrainian mothers and children have fled the war making the socio-economic challenges even greater. CONCORDIA is a provider of emergency aid, a helper of life, an encourager and a giver of hope in the entire region around Moldova. I am happy to contribute to this commitment. For a better future for these children.

Heidi Glück, PR Consultant – CONCORDIA Advisory Board Member

I am proud to be part of the advisory board of CONCORDIA. I do this because CONCORDIA lives its vision of giving wings to those children who live in misery and abject poverty and to bring light into this misery. What impresses me deeply is how the people of CONCORDIA fulfil this task, namely always with their hearts. Everything is inspired by humanity and compassion so that these children feel cared for, and their development is always accompanied by love. This makes CONCORDIA something very special. It lights a light for children.



Figen Webhofer, Managing Director Wanu -CONCORDIA Advisory Board Member

WE SAY THANK YOU!

DANKE! MULŢUMIM! БЛАГОДАРИМ! FALEMINDERIT! Thank you!

Monetary donations secure our projects and staff. We also rely on a large number of donations in kind and in services that support us in keeping our operational costs low. Thank you very much for your important contribution!

WE WOULD LIKE TO THANK EACH AND EVERY DONOR, FUNDER AND COMPANY FOR THEIR SUPPORT:

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Föderation der Nichtregierungsorganisationen für soziale Dienste (FONSS) Fundraising Verband Austria GLOBALE VERANTWORTUNG – Arbeitsgemeinschaft für Entwicklung und Humanitäre Hilfe Initiative Philanthropie Koalition für Bildung Rumänien Kompetenzzentrum für Nonprofit-Organisationen und Social Entrepreneurship Nationales Netzwerk für Kinder Bulgarien Nationale Allianz für soziale Verantwortung Bulgarien NPO-Institut (Verein) Netzwerk Kinderrechte Österreich Österreichische Liga für Kinder- und Jugendgesundheit Rumänisches Netzwerk für die Eingliederung sozialer Unternehmen durch wirtschaftliche Tätigkeit (RISE) SDG Watch Austria Staatliche Agentur für Kinderschutz Bulgarien Verband für gemeinnütziges Stiften Eurochild WeltWegWeiser – Servicestelle für internationale Freiwilligeneinsätze

SOCIAL COMMITMENT IN COMPANIES

In order to maintain and expand our aid programmes in the poorest countries of Europe, CONCORDIA always seeks dialogue with strong partners from the business world. For entrepreneurs, success no longer means exclusively financial gain. Businesses are aware of their social responsibility and increasingly want to contribute to a fairer world.

CONCORDIA offers numerous opportunities for companies to get involved in our programme. There are the traditional routes of project financing, donations and sponsoring and we can tailor make other options such as customer promotions, company events, staff meetings and free advertisements. Talk to us and let's find a solution that works for your organisation.

For more information, please contact Elke Gelbmann at +43 1 2128149-37 or elke.gelbmann@concordia.or.at

WE THANK OUR SUPPORTERS:



ESPECIALLY TO OUR LONG-STANDING COMPANIONS:







38 CONTACT/IMPRINT

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