



NGO "KINDNESS"
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TFN: 4057015527818

Foreign currency account:
02-701-0031821.8

MK Bank account:
300000003810681
Komercijalna banka

IBAN: K07300701003182149
SWIFT: KOBSMK2X
Komercijalna banka

Civic association for assistance and support of homeless, socially disadvantaged families and individuals Kindness – Skopje

Our association is a non-profit and non-governmental organization that works in the field of social protection. We started as an informal group in the year 2013, we continued our work as a part of an association, which was engaged in several different fields of work, and finally on January 9th, 2015 we established an independent legal entity with the title „Kindness”, exclusively for the assistance of people who are members of socially vulnerable groups. We operate on a national level and we visit families in several cities and rural areas on the entire territory of our country, with the focus of our activities being in Skopje. Our association began with its work mostly on a voluntary basis, but now we have full-time regular employees, part-time engaged on an honorary basis, and volunteers. During its organizational development Kindness has been going through dynamic development and in only a few years, it is becoming an important stakeholder in the field of social protection, with the focus of our work gradually shifting from dealing with humanitarian aid to tackling homelessness, employment and providing other social services.

Our vision is to live in a society without poverty, where there are acceptance, inclusion and equal opportunities for homeless and socially disadvantaged citizens.

In our vision, we take as examples the societies of the welfare states of Western Europe, where there is a system of social protection that almost precludes homelessness and poverty in the sense in which they exist in North Macedonia. With our work, we will strive to mirror this situation in our country, both by actions in the field aimed at the homeless and socially disadvantaged persons and by their representation and lobbying to the government and other policymakers for such a system of social protection to be introduced in our country as well. This is also consistent with the expected process of accession of North Macedonia to the European Union.

The mission of Kindness is continuous education, assistance and support for the homeless and socially disadvantaged people in the process of their resocialization and reintegration.



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Our strategic objectives are:

1. To reduce poverty. We will achieve this objective by conducting visits directly to the places where the homeless reside and to homes of the socially disadvantaged families and individuals, we will identify their problems, and inform and encourage civil activism to collect donations for these citizens.
2. To reduce unemployment. We will achieve this objective by identifying the homeless and socially disadvantaged persons who are fit for work and who want to get a job, and by supporting them to increase their competitiveness in the labor market. In addition, our association will directly employ some of them in our program activities.
3. To reduce homelessness. We will contribute to solving the issue of homelessness with housing programs, by providing economical living spaces for homeless families and individuals. We will connect individuals and businesses with these people to help them renovate their homes or build new ones.
4. To improve the situation of homeless and socially disadvantaged persons. In order to achieve this goal, Kindness will work on redirection, counseling and connection of homeless and socially disadvantaged persons and will provide them with psychosocial support.
5. Organizational development of Kindness. By achieving this goal, it will be possible to increase the number of users that we serve, increase the volume of services we provide and of the humanitarian aid that we give them, and also to diversify our work, that is, we will be able to provide new related services that we do not currently offer to our users. The growth and development of our organization will contribute to the achievement of our vision, our mission, and other strategic goals of Kindness.

Our end-users are the homeless and socially disadvantaged persons who live in very hard living conditions and in extreme poverty.

Kindness continuously or periodically conducts the following activities:

- Preparation and distribution of free meals to the homeless every Saturday in front of the Mother Teresa memorial in the center of Skopje
- Continuous provision of humanitarian aid in food, medicines, hygiene products, clothes, shoes, bedding and furniture and their delivery to the homes of socially disadvantaged families
- During the floods in Skopje in 2016, Kindness established a humanitarian point for the collection of donations of food, clothes, hygiene products, medicines, etc.
- Participation in conferences, seminars and meetings for policy making in the area of social protection
- Seasonal collection points during autumn for donations of food, clothes, shoes and bedding on four locations within big shopping malls in Skopje
- Providing support in food, clothes, heating, renovation of homes, etc. to single mothers in need
- Collection and donation of New year's packages to the children of socially disadvantaged families



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- Christmas' and New Year's feast for the homeless
- Providing care to the homeless during the winter
- Communication and cooperation with the public institutions on the central and local level
- Psychosocial support provided by our social workers
- Support with employment, which includes writing resumes and cover letters for our end-users
- Construction and renovation of houses and apartments
- Supported housing of the homeless in rented apartments
- Mediation for employment of socially disadvantaged persons and communication with potential employers
- In our work, we rely to a significant extent on volunteers who are an important pillar in the implementation of the activities of our association. In return, we build positive relations with our volunteers as our constituents and we provide them with various support in acquiring working habits that will benefit them in the future. Since the establishment of our organization, we have had over 200 different volunteers.

Partnerships and cooperation:

- Partnership with Sunilens, a company for recycling waste oil, which has been carried out through the eco-humanitarian activity "Recycle and donate"
- Cooperation with the initiatives "Retweet a meal", "Move a finger", "Everybody fed" and "Food for all"
- Cooperation with the Volunteer Corps of the US Embassy through the presence of volunteers and marines in food sharing activities and participation of the Volunteer Corps in the preparation of meals
- Partnership with Let's do it Macedonia – participation in the working group with three ministers of the government, for the draft law about the donation of surplus food
- Cooperation with the Association of students of social work in joint field teams and assisting socially disadvantaged families in solving legal issues
- Joint activities with the municipality of Gazi Baba
- Cooperation with the municipality of Strumica, which includes finding solutions for the people at social risk in that area and the start of cooperation in the collection of waste oil from households
- Partnership with the City of Skopje regarding our operative activities throughout the year, also during the lockdown and curfew caused by the COVID-19 pandemic in our country, we were placed at the service of the City of Skopje to carry out mobile tours and provide additional support for the homeless
- Sharing experiences and good practices at the international level with the non-governmental organization HVO Querido and five other partners from five different European countries
- Cooperation with the company CMX solutions about food donations for people at risk of poverty



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- Cooperation with the company "Power view" for donations of food, and medicines, housing the homeless, and paying administrative taxes for documents
- In cooperation with the initiative Ways2help, we mediate for the payment of overdue electricity and water bills for families at risk of poverty
- The accomplishment of the commitment to develop a Registry of homeless and socially disadvantaged families and individuals
- Participation in the consultative mechanism as part of the previous cycle of the preparation of a strategy for the development of the concept of one society and interculturalism

Past and present donor projects:

1. Mobilization of citizens and local communities to support and assist the homeless and socially disadvantaged during the winter period of 2017/2018
2. Collecting funds for assistance and support to the homeless and the poor. This project was funded by the IPA program of the EU, through a re-granting scheme managed by the association KONEKT
3. Restoring the dreams to tackle loneliness. This international project was part of the ERASMUS+ program and it was implemented together with partners from six other European countries on topics related to loneliness in homeless and socially disadvantaged persons
4. Social economy without borders was an international project financed by the Visegrad fund which was implemented in partnership with the Barka foundation from Poland and eight more partners from North Macedonia, Czechia and Hungary
5. Institutional support by the Civica Mobilitas program during the period 2019 – 2022, for capacity building of our organization
6. Mobilization of the community in the fight against hunger. This project was implemented in partnership with the Journalists for human right and was financed by the IPA program of the EU, with the mediation of the WSS effect network
7. Mobilization of the citizens and the local communities in the Skopje region for support and assistance of the homeless and socially disadvantaged in 2018
8. Mobilization of the citizens and the local communities in the Skopje region for support and assistance of the homeless and socially disadvantaged in 2019
9. Mobilization of the citizens and the local communities in the Skopje region for support and assistance of the homeless and socially disadvantaged in 2020
10. Mobilization of the citizens and the local communities in the Skopje region for support and assistance of the homeless and socially disadvantaged in 2021
11. Mobilization of the citizens and the local communities in the Skopje region for support and assistance of the homeless and socially disadvantaged in 2022
12. Action for assistance and support of the homeless and socially disadvantaged citizens in conditions of a crisis with the pandemic of COVID-19



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13. „Take care” is a project financed by the government of Austria that Kindness is implementing in partnership with Macedonian Caritas and ADDR Sonce from Tetovo. This project is about the empowerment of the most vulnerable categories of citizens through their housing, psychosocial support, providing them with legal and medical aid, and organizing training and workshops for them to acquire basic life skills.
14. Building international bridges – social entrepreneurship as a tool for local economic empowerment is a project financed by the Visegrad fund, with 14 civic organizations and municipalities from five countries participating in this project

Our organization at its disposal has an office in the center of Skopje, a car and a van, which are used for the distribution of humanitarian aid. It owns technical equipment such as computers, printers, projector and LCD screens. We also use a rented warehouse outside the city for storage of donations, other goods and equipment.

According to the statute, our association has a management board consisting of seven members, led by the president of the association, and a supervisory board with five members. The term of the members of the management board and supervisory board lasts for four years. The members of the supervisory board perform monitoring on the work of the management board, the president and the operative team. The job of the management board is to make planning, reporting, and strategic decisions and appointment of the members of the operative team. The operative team of Kindness is a body, which carries out activities in the field, communication and administrative tasks. The structure of the operative team and the number of its members vary over time, between six and twelve, it includes volunteers, occasionally some members of the management board, and it is led by the president of Kindness.

We have a versatile operative team with many years of experience in charity work, social protection and civil associations. Many members of our team regularly attend courses, training and workshops to improve their knowledge and abilities in the areas of their expertise. At the moment when this report is written, we have six full-time regular employees and approximately thirty volunteers who are engaged in our association from time to time.

The yearly turnover – total revenues of Kindness during 2021 were in an amount of 4 566 012 MKD or 74 244 €.



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Organizational data

PIC number:	914613971
Europe AID number	MK-2019-EKB-1408551366
Full legal name (National Language):	Здружение на граѓани за помош на бездомници, социјално загрозени семејства и поединци Љубезност - Скопје
Full legal name (English language):	Civic association for assistance of homeless, socially marginalized families and individuals Kindness - Skopje
Acronym:	CA Kindness
Type of Organization:	Non-governmental organization – Civic association
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