



## **MONITORING REPORT**

USAID EMPOWER Private Sector Project  
Self-Employment (SE) Training Program

Help –Hilfe zur Selbsthilfe e.V.  
June 2020

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## Help - Hilfe zur Selbsthilfe in brief

Help - Hilfe zur Selbsthilfe e.V. is a German, Bonn-based organization, working in the fields of emergency assistance, transitional aid and helping people towards self-reliance. It was founded in 1981, which marked the beginning of efforts to deliver aid to people in distress. Over the years, our projects have expanded, and nowadays Help's activities are targeted at people in need in 23 countries.

Once being active after the war in 1999, Help has resumed its operations in the Republic of Kosovo in May 2015, providing socio-economic assistance for vulnerable individuals. The overall objective of the projects is to contribute to the sustainable development and the stability in targeted areas with the main focus on the economic empowerment.

Main projects implemented by Help in Kosovo focus on the following sectors:

- Socio-economic support programs and micro-enterprise development through income generation assistance, grants in equipment;
- Business and vocational training and consultancy for start-up businesses;
- Support to Sustainable Economic Development at the Municipal Level;
- Empower economically and socially vulnerable groups and enable social inclusion by cooperating with Kosovo Correctional Service in supporting to correctional centres in the rehabilitation and re-socialization of convicts as well provide trainings for personnel as well as convicts;
- Expanding job opportunities for youth in Kosovo is the focus of Self-Employment Training Program;

Help Kosovo cooperated with different donors such as Federal Foreign Office within the German Development Cooperation, USAID Empower Private Sector, Government of Grand Duchy of Luxembourg, Medicor Foundation, Danish Refugee Council through grant of Swedish International Development Cooperation Agency, Kosovo Government and local self-governments in Kosovo.

The program activities are designed to provide support to the following target groups:

- vulnerable groups
- start-up businesses
- existing small businesses in need for additional assistance
- convicts during serving a sentence and ex- convicts
- disabled persons
- unemployed women
- youth
- less employable categories

## Introduction

The United States Agency for International Development (USAID) has awarded a contract to Cardno Emerging Markets USA, Ltd. (Cardno) for the EMPOWER Private Sector project in Kosovo, which is partially funded by Swedish Agency for International Development (Sida)

The purpose of the EMPOWER Private Sector activity is to stimulate large-scale job creation by elevating the competitiveness of Kosovo firms. Its overarching objective is improving business performance, creating jobs, and increasing the employment of the Kosovo labor force. EMPOWER works with growth-ready sectors to help them identify and connect to market opportunities, increase productivity, upgrade management and workforce skills, and expand access to finance. Through its activities and interventions EMPOWER addresses problems of poverty and unemployment, over-dependence on imports, and an underdeveloped export sector.

The purpose of this Grant Agreement was to provide support for program activities specifically in the areas of Job Creation through Workforce Development & Opportunistic Sectors.

## About the program

The grant under the USAID EMPOWER Private Sector activity, financed by the US Agency for International Development and Swedish Agency for International Development and implemented by Cardno Emerging Markets USA, Ltd. awarded to Help – Hilfe zur Selbsthilfe e.V. Mission in Kosovo.

The objective of the Activity was to foster youth employability and entrepreneurship for vulnerable and marginalized youth through the Self-Employment (SE) Training Program in the municipalities of Kacanik, Hani i Elezit, Viti, and Gjilan.

The period of performance for this Grant Agreement was from 30 July 2018 to 31 December 2019.

The SE program consisted of two components: a relevant “business training” course, followed by the provision of self-employment grants to a selected number of high-potential youth participants.

Key partners in collaborating in implementation included local municipalities, the MLSW and other relevant local organizations. Business trainings were provided in each municipality for two groups of 25 participants. This adds to a total of 200 people.

In total 79 selected participants received a self-employment grant of up to EUR 3,650, amounting to a total of 79 youth grantees. Help, in coordination with relevant municipality representatives, reached, recruited, trained, and provided self-employment grants.

In total, 200 young people attended a five (5) day business training course and in each municipality, there were two (2) groups of 25 participants. The training covered:

- i. Generating and refining business idea, start-up basics, how to register a new business
- ii. Introduction to business plans, business plan building basics

- iii. Market research and strategic planning
- iv. Marketing for small business, small business promotion, and social media platforms
- v. Small business accounting and taxes.

Upon training completion, individual business ideas and proposals were solicited and evaluated and selected for self-employment grants through three (3) selection rounds. In the first, the proposals were assessed based on a social (living conditions, disposable family income, and other facts) and economic criteria (available skills, knowledge of the activity proposed, competition, legal requirements for doing a business, justification of the requested equipment, expected income, costs and profit, and other). Then, the beneficiaries that pass round one were invited to an interview with the Help Grant Officers and afterwards they were visited at their homes and/or potential business premises.

Finally, the selection committee decided on the winning proposals taking into consideration suggestions from project stakeholders and applying gender equality and equal opportunity principles.

As a result, 79 grantees received equipment and or material assistance in the value of up to EUR 3,650. EMPOWER played a quality-assurance and compliance-check role throughout this process.

*Even though the program ended in December 2019, Help decided to conduct monitoring for the selected clients jointly with Partner Municipalities' representatives. This activity is in-kind contribution.*

### Summary

Help conducted monitoring for all selected clients. The aim of this activity is to check the start and progress of the registration procedure, start-up and development of individual businesses as well as evaluate their progress towards achieving the planned objectives.

Through the follow-up Help continues the provision of additional assistance to the supported micro businesses. During May and June 2020 Help monitored 79 clients. Through 79 clients supported **90** workplaces have been generated.

Nr.	Name	Surname	Municipality	Education	Activity type	Budget
1	SOKOL	TAFILI	Gjilan	Advanced	Sawing of wood and woodwork	2,900.00 €
2	LINDITA	DURAKI	Gjilan	Secondary	Packaging activities (packing)	3,650.00 €

<b>3</b>	ERLIND	MUJA	Gjilan	University	Activities of body maintenance	3,280.00 €
<b>4</b>	FERDI	ISMAILI	Gjilan	University	Manufacture of doors and windows of metal	2,285.00 €
<b>5</b>	LEONIT	SHAQIRI	Gjilan	University	Specialized design activities	3,600.00 €
<b>6</b>	ILIR	NUREDINI	Gjilan	University	Web portals	3,650.00 €
<b>7</b>	DORUNTINE	MATOSHI	Gjilan	University	Hairdressing and other beauty treatments	2,400.00 €
<b>8</b>	BAJRAM	SHKODRA	Gjilan	University	Specialized design activities	2,400.00 €
<b>9</b>	VALENTINA	OSMANI	Gjilan	University	Bookkeeping, auditing activities; tax counselling	1,500.00 €
<b>10</b>	VALDETE	SADRIU	Gjilan	University	Other education activities	900.00 €
<b>11</b>	FIJONE	XHEMAJLI	Gjilan	Secondary	Final Processing Processes of Textile	1,700.00 €
<b>12</b>	NEXHMEDIN	KRYEZIU	Gjilan	Secondary	Information technology and computer service	1,900.00 €
<b>13</b>	KASTRIOT	MEHMETI	Gjilan	Secondary	Specialized design activities	3,368.00 €

<b>14</b>	ANTIGONA	AHMETI	Gjilan	Secondary	Finishing textiles	3,110.00 €
<b>15</b>	VLORA	VOKSHI	Gjilan	Secondary	Food processing	3,110.00 €
<b>16</b>	VLORE	ISMAJLI	Gjilan	Secondary	Finishing textiles	3,110.00 €
<b>17</b>	ALBULENA	MALOKU	Gjilan	University	Education activities	3,110.00 €
<b>18</b>	VALDRIN	RASHITI	Gjilan	Secondary	Mixed farming	3,110.00 €
<b>19</b>	LIRIDON	AJETI	Gjilan	Secondary	Mixed farming	3,110.00 €
<b>20</b>	Amir	Dernjani	Hani i Elezit	Secondary	Other cleaning activities	3,514.00 €
<b>21</b>	Suad	Kryeziu	Hani i Elezit	Secondary	Construction of residential facilities	3,500.00 €
<b>22</b>	Përparim	Rexhallari	Hani i Elezit	University	Mixed Farming	3,625.00 €
<b>23</b>	Nerxhivan	Berisha	Hani i Elezit	Secondary	Specialized design activities	3,500.00 €
<b>24</b>	Diana	Vila	Hani i Elezit	Secondary	Hairdressing salons and other beauty treatments	2,100.00 €
<b>25</b>	Salim	Curri	Hani i Elezit	Secondary	Mixed Farming	2,000.00 €



<b>26</b>	Blerim	Dernjani	Hani i Elezit	Secondary	Photography activities	3,490.00 €
<b>27</b>	Shendyze	Bela	Hani i Elezit	Advanced	Hairdressing salons and other beauty treatments	1,650.00 €
<b>28</b>	Besnik	Kalisi	Hani i Elezit	University	Veterinary activities	1,000.00 €
<b>29</b>	Lulzim	Vila	Hani i Elezit	Advanced	Repair of electrical equipment	3,320.00 €
<b>30</b>	Florije	Vila	Hani i Elezit	Advanced	Finishing of textiles	2,230.00 €
<b>31</b>	Mitat	Berisha	Hani i Elezit	Secondary	Hairdressing salons and other beauty treatments	1,255.00 €
<b>32</b>	Natyra	Kalisi	Hani i Elezit	University	Photography activities	3,650.00 €
<b>33</b>	Basri	Kalisi	Hani i Elezit	Secondary	Mechanic	3,110.00 €
<b>34</b>	Arlind	Thaçi	Hani i Elezit	Secondary	Accounting services	3,110.00 €
<b>35</b>	Sara	Berisha	Hani i Elezit	Secondary	Sport Center	3,110.00 €
<b>36</b>	Drilon	Thaçi	Hani i Elezit	Secondary	Mechanic	3,110.00 €
<b>37</b>	Rabin	Berisha	Hani i Elezit	Secondary	Mixed farming	3,110.00 €

<b>38</b>	Sahit	Laçi	Hani i Elezit	Secondary	Mixed farming	3,110.00 €
<b>39</b>	KADRIJE	KRASNIQI	Kaçanik	Secondary	Mixed farming	1,500.00 €
<b>40</b>	QËNDRIM	ÇALLAKI	Kaçanik	Secondary	Finishing of textiles	3,400.00 €
<b>41</b>	NEHAT	BAJRAMI	Kaçanik	Secondary	Sawing of wood and woodwork	2,500.00 €
<b>42</b>	ILIRJANA	ADEMI	Kaçanik	Advanced	Final Processing Processes of Textile	1,800.00 €
<b>43</b>	ARDIAN	KRASNIQI	Kaçanik	Secondary	Construction of residential facilities	2,527.00 €
<b>44</b>	JALLDYZE	TOPALLI	Kaçanik	Primary	Final Processing Processes of Textile	1,995.00 €
<b>45</b>	FATOS	ELEZI	Kaçanik	University	Other specialized construction activities pp.	2,500.00 €
<b>46</b>	LIRESA	KRASNIQI	Kaçanik	Secondary	Maintenance activities (environment)	1,900.00 €
<b>47</b>	ASTRIT	SHORRA	Kaçanik	Secondary	Aluminum products	1,695.00 €
<b>48</b>	FITORE	BERISHA	Kaçanik	Secondary	Hairdressing salons and other beauty treatments	1,340.00 €
<b>49</b>	JETON	BRUTI	Kaçanik	Secondary	Hairdressing salons and	1,770.00 €

					other beauty treatments	
50	SHKODRAN	BRRUTI	Kaçanik	Advanced	Electrical and electronic wires and cables	1,200.00 €
51	NIZAMEDIN	LUMA	Kaçanik	Secondary	Repair of electrical equipment	2,000.00 €
52	KUSHTRIM	BAJRAMI	Kaçanik	Secondary	Other cleaning activities	3,000.00 €
53	GENTRIT	KRASNIQI	Kaçanik	University	Other specialized construction activities pp.	2,115.00 €
54	ENIS	LUMA	Kaçanik	Secondary	Manufacture of bread; goods and cakes	3,110.00 €
55	SELAJDIN	REXHEPI	Kaçanik	Secondary	Carpentry	3,110.00 €
56	Agimi	Kindergarten	Kaçanik	Kindergarten	Preschool activities	3,110.00 €
57	SHEFQET	DASHI	Kaçanik	Secondary	Carpentry	3,110.00 €
58	HAMIDE	DALLOSHI	Kaçanik	Advanced	Finishing of textiles	3,110.00 €
59	RRUSTEM	ZENUNI	Kaçanik	Secondary	Mixed Farming	3,110.00 €
60	Mirlind	Hyseni	Viti	Advanced	Hydraulic works,	1,900.00 €

61	Kushtrim	Lubishtani	Viti	Secondary	Hydraulic works,	2,500.00 €
62	Sevdije	Hasani	Viti	Primary	Final Processing Processes of Textile	1,970.00 €
63	Xhevshet	Ademi	Viti	University	Repair of electrical equipment	1,769.00 €
64	Ardian	Nexhipi	Viti	Secondary	Maintenance and repair of vehicles	3,500.00 €
65	Mentor	Avdyli	Viti	Secondary	Maintenance and repair of vehicles	2,650.00 €
66	Kadrush	Elezi	Viti	Secondary	Maintenance and repair of vehicles	3,620.00 €
67	Ideal	Halabaku	Viti	Secondary	Maintenance activities (environment)	3,500.00 €
68	Fismire	Hasani	Viti	Secondary	Final Processing Processes of Textile	2,200.00 €
69	Majlinda	Tahiri	Viti	Secondary	Hairdressing salons and other beauty treatments	2,300.00 €
70	Bashkim	Sadiku	Viti	University	Mixed farms	1,600.00 €
71	Kushtrim	Zuka	Viti	University	Production of office paper	1,800.00 €
72	Basri	Xheladini	Viti	University	Other specialized construction activities pp.	3,340.00 €

<b>73</b>	Patriot	Osmani	Viti	University	Photography activities	2,100.00 €
<b>74</b>	Leonarda	Januzi	Viti	Secondary	Hairdressing salons and other beauty treatments	3,110.00 €
<b>75</b>	Ardit	Krasniqi	Viti	Secondary	Food processing	3,110.00 €
<b>76</b>	Gresa	Azemi	Viti	Secondary	Dentistry	3,110.00 €
<b>77</b>	Leoreta	Salihu	Viti	University	Other services	3,110.00 €
<b>78</b>	Granit	Emini	Viti	University	Food processing	3,110.00 €
<b>79</b>	Valmir	Dauti	Viti	University	Video production	3,110.00 €

### General Monitoring

Monitoring of the supported clients is one of the regular project activities in order to follow up the progress and the development of micro business.

The clients' files are being maintained and updated with all the relevant information necessary to evaluate their progress towards achieving the planned objectives. Help Training and Monitoring Officer performed **79** home visits to individual grant clients during the monitoring. The monitoring began after five months after the distribution of the donated equipment.

Monitoring results summarized below refer to the business performance and results of the supported business activities. The results of the monitoring are as follows:

- 79 clients were supported within the project
- 1 contract terminated; equipment delivered to kindergarten "AGIMI" in Kacanik Municipality
- Out of 78 clients, 86.00% (67 clients) is running the regular activities ongoing during the whole year, while 14.00% (11 clients) is engaged in seasonal type of businesses

- 37 clients or 46.00% of supported businesses are start-ups, and 42 clients or 54.00% expanded existing business
- The current state of activities shows that 70 clients out of the 78 visited ones are fully involved in their activities and are working regularly
- The remaining 6 clients still have not generated income from the activity but the reasons are justified. In most cases the income is expected at a later stage due to their seasonal activity
- 2 clients have temporarily stopped their activities
- 1 client Kinder garden "AGIMI" does not generate income, public institution
- Total number of employees is 90, officially registered 53 and not registered 37
- 83.00% or 65 out of 78 supported clients are operational and are generating monthly income average value of approximately 1,426.85 EUR
- (65 clients) of the 78 supported clients are generating an average monthly profit of 710.71 EUR
- One of the visited clients applied and received micro-loan in average amount of 11,250.00 EUR, after being supported by Help.

#### Municipality of Gjilan

Monitoring of the supported clients is one of the regular project activities in order to follow up the progress and the development of micro business. The clients' files are being maintained and updated with all the relevant information necessary to evaluate their progress towards achieving the planned objectives. Help Training and Monitoring Officer performed **19** home visits to **19** individual grant clients. The monitoring began few months after the distribution of the donated equipment.

Monitoring results summarized below refer to the business performance and results of the supported business activities in Gjilan Municipality. The results of the monitoring are as follows:

- 19 clients were supported within the project
- Out of 19 clients, 89.40% (17 clients) is running the regular activities ongoing during the whole year, while 10.60% (2 clients) is engaged in seasonal type of businesses
- 14 clients or 74.00% of supported businesses are start-ups, and 5 clients or 26.00% extended existing business
- The current state of activities shows that 18 clients out of the 19 visited ones are fully involved in their activities and are working regularly
- Total number of employees is 26, officially registered 14 and not registered 12
- 89.40% or 17 out of 19 supported clients are operational and are generating monthly income average value of approximately 1,282.35 EUR
- (17 clients) of the 19 supported clients are generating an average monthly profit of 770.00 EUR
- One of the visited clients applied and received micro-loan in amount of 45,000 EUR for purchasing of row material, after being supported by Help.

### Municipality of Viti

Monitoring of the supported clients is one of the regular project activities in order to follow up the progress and the development of micro business. The clients' files are being maintained and updated with all the relevant information necessary to evaluate their progress towards achieving the planned objectives. Help Training and Monitoring Officer performed **20** home visits to **20** individual grant clients. The monitoring began few months after the distribution of the donated equipment.

Monitoring results summarized below refer to the business performance and results of the supported business activities in Viti Municipality. The results of the monitoring are as follows:

- 20 clients were supported within the project
- Out of 20 clients, 85.00% (17 clients) is running the regular activities ongoing during the whole year, while 15.00% (3 clients) is engaged in seasonal type of businesses
- 9 clients or 45.00% of supported businesses are start-ups, and 11 clients or 55.00% extended existing business
- The current state of activities shows that 20 clients out of the 20 visited ones are fully involved in their activities and are working regularly
- Total number of employees is 25, officially registered 14 and not registered 11
- 100.00% or 20 out of 20 supported clients are operational and are generating monthly income average value of approximately 819.50 EUR
- (20 clients) of the 20 supported clients are generating an average monthly profit of 450.75 EUR
- None of the visited clients applied for micro-loan, after being supported by Help.

### Municipality of Hani i Elezit

Monitoring of the supported clients is one of the regular project activities in order to follow up the progress and the development of micro business. The clients' files are being maintained and updated with all the relevant information necessary to evaluate their progress towards achieving the planned objectives. Help Training and Monitoring Officer performed **19** home visits to **19** individual grant clients. The monitoring began few months after the distribution of the donated equipment.

Monitoring results summarized below refer to the business performance and results of the supported business activities in Hani i Elezit Municipality. The results of the monitoring are as follows:

- 19 clients were supported within the project
- Out of 19 clients, 79.00% (15 clients) is running the regular activities ongoing during the whole year, while 21.00% (4 clients) is engaged in seasonal type of businesses
- 6 clients or 32.00% of supported businesses are start-ups, and 13 clients or 68.00% extended existing business
- The current state of activities shows that 14 clients out of the 19 visited ones are fully involved in their activities and are working regularly

- Total number of employees is 15, officially registered 11 and not registered 4
- 58.00% or 11 out of 19 supported clients are operational and are generating monthly income average value of approximately 1,659.09 EUR
- (11 clients) of the 19 supported clients are generating an average monthly profit of 864.55 EUR
- None of the visited clients applied for micro-loan, after being supported by Help.

#### Municipality of Kacanik

Monitoring of the supported clients is one of the regular project activities in order to follow up the progress and the development of micro business. The clients' files are being maintained and updated with all the relevant information necessary to evaluate their progress towards achieving the planned objectives. Help Training and Monitoring Officer performed **21** home visits to **21** individual grant clients. The monitoring began few months after the distribution of the donated equipment.

Monitoring results summarized below refer to the business performance and results of the supported business activities in Kacanik Municipality. The results of the monitoring are as follows:

- 21 clients were supported within the project
- One contract terminated; equipment delivered to kindergarten "AGIMI" in Kacanik
- Out of 20 clients, 90.00% (18 clients) is running the regular activities ongoing during the whole year, while 10.00% (2 clients) is engaged in seasonal type of businesses
- 7 clients or 37.00% of supported businesses are start-ups, and 13 clients or 63.00% extended existing business
- The current state of activities shows that 18 clients out of the 20 visited ones are fully involved in their activities and are working regularly
- Total number of employees is 24, officially registered 14 and not registered 10
- 85.00% or 17 out of 20 supported clients are operational and are generating monthly income average value of approximately 1,946.74 EUR
- (17 clients) of the 20 supported clients are generating an average monthly profit of 757.06 EUR
- None of the visited clients applied for micro-loan, after being supported by Help.



## Gallery











