



LNOB Social Mapping Report

Municipality of Bitola

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The research was conducted by Indago in cooperation with representatives of municipality of Bitola Simona Joveska, Jasminka Kochankovska and Violeta Nalevska and GIZ technical advisor Natalija Spasovska.

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Background and Objectives

Human development in any community, region or country is grounded in “*enlarging people’s choices*”. Ensuring inclusive, equal and equitable access to the policies, services, resources and freedoms that allow for individual, community and national development is fundamental to Human Development of all individuals. Social exclusion has been defined as the marginalization of certain individuals or groups in terms of their access to and participation in social, economic, political and cultural life because of where they live, their workforce engagement, their ethnicity, faith, orientation, educational attainment, marital status, age and gender. Structural inequalities facing these individuals/groups often mean that even if an individual manages to overcome the negative shock/condition, the majority (i.e. the social group to which it belongs) will still be largely harmed by the shock or condition. Leaving no one behind is at the heart of the SDGs - specifically, addressing social exclusion as a means of overcoming the bottlenecks to an individual’s and a society’s full realisation of growth and potential.

The country has been undergoing a process of decentralising key competences to the local level since 2004 with the adoption of the Law on Local Self-Government. Municipality of Bitola adopted its Social Plan 2021-2024 with aim to realize the needs for social protection of vulnerable categories of citizens and their greater involvement in society and meeting their demands. The social plan of the municipality of Bitola was prepared by the Sector for economic development, public activities and information technology of the municipality of Bitola and reviewed by a commission for public activities and adopted by the council of the municipality of Bitola. For the needs of this Social Plan, a social mapping was done and representatives were consulted and involved of key institutions, organizations and associations of citizens working on the territory of the municipality of Bitola.

The sector for economic development and municipal project team working on social services for vulnerable groups requested a mapping of LNOB groups identified in the Social Plan.

The main aim of the study is to provide sufficient data of social vulnerabilities and exclusion of targeted groups in the municipality of Bitola, identify those which are characteristic for specific target. The data from the study will feed into gap assessment of policies and practices at local level, and will enable actors (local and central government, CSOs, etc.) to design further actions to address social vulnerabilities and exclusion.

The study findings are to be used to assist the municipality to revise and re-align the local social protection programme in line with 2030 Agenda’s SDGs and will help the municipality to better tailor services provided to vulnerable groups.

Indago held the kick-off meeting with representatives of the municipality of Bitola to ensure a common understanding of the social mapping and its objectives. Following kick off meeting, Indago team with the help of the municipal representatives identified and analysed the existing materials and reports in order to gather more data on LNOB groups in Bitola. This includes Social Plan Bitola 2021-2024; Social Protection Programme 2021 of Municipality of Bitola; Who we are and what we need – report by Association of Single-Parent Families; Mapping of needs of children and persons with disabilities – report by Resource Centre for Parents with CwD and Polio Plus.

1.1 LNOB Context

According to the data obtained from the Statistical Office according to population estimates in Bitola the number of citizens is 90895 inhabitants, of which 44630 men and 46265 women. Regarding ethnic structure of the population, majority of citizens in Bitola are Macedonians with relatively small percentage of other ethnicities like Albanians, Roma and Vlachs.

Table 1: Number of citizens in municipality of Bitola by gender and age

	0-14	15-29	30-44	45-59	60-74	75+	Total
Total	13095	15259	21011	18587	17279	5664	90895
Men	6805	7766	10568	9009	8299	2183	44630
Women	6290	7493	10443	9578	8980	3481	46265

Table 2: The ethnic structure of the population in the municipality of Bitola is as follows:

		%
Macedonians	80633	88.71
Albanians	3972	4.37
Turks	1536	1.69
Roma	2491	2.74
Vlachs	1209	1.33
Serbs	518	0.57
Other	545	0.60

Approximately 24% of the households in municipality of Bitola have experienced income poverty¹. In the Social Plan 2021-2024 for municipality of Bitola, the following vulnerable groups are identified: people living in poverty, elderly persons, persons with disabilities, persons victims of violence, drug addicts, children without parental support and homeless persons.

According to data available from relevant authorities the number of the above vulnerable groups is provided in the table below.

Table 3: Number of beneficiaries

Recipients of Social Financial Assistance (SFA)	964
Recipients of Guaranteed Minimum Income (GMI)	1454
Financial compensation for caregiving	4537
Child allowance	959
Social security for elderly persons	238

¹ Mapping of social vulnerabilities and exclusion at the local level using a gender lens – a report, 2018

1.1.1 Persons with disabilities

Based on the desk review and consultations with municipal representatives, it was decided that the focus of the social mapping will be on persons with disabilities since for other LNOB groups there are recent available studies that provide information about these groups.

According to the data from the Centre for Social Work in Bitola, as of 30.06.2021 there are 2343 persons with disabilities in the municipality receiving allowances. Majority of financial assistance (67%) are 60+ years old beneficiaries.

Table 4: Number of beneficiaries by age

	Total	26-29 y.o.	30-39 y.o.	40-49 y.o.	50-59 y.o.	60+ y.o.
Disability allowance	458	9	44	53	74	278
Special child allowance	329					
Permanent financial assistance	1885	27	123	177	261	1297
Total	2343	36	167	230	335	1575

Table 5: Number of beneficiaries by ethnicity

	Total	Macedonian	Albanian	Roma	Turkish	Other
Disability allowance	458	409	14	24	4	7
Special child allowance	329	244	21	51	13	
Permanent financial assistance	1885	1702	62	90	24	7
Total	2343	2355	97	165	41	14

Methodology

The survey design phase included preparatory activities and timeline for the implementation and completion of the assignment like sample design, the review of draft survey instrument, its finalization and translation into Macedonian.

1.2 Sampling Design

Since there could be different needs of subgroups of persons with disabilities it was decided that the sample will include persons with physical disabilities, persons with intellectual impairment, persons with pervasive developmental disorders and persons with sensory impairment. These subgroups were further disaggregated to include sufficient number of children and adults. In each subgroup it was proposed to conduct a relevant number of interviews that will help us in estimating the current condition for each group. Therefore the sampling method used was quota sample with quotas set on the type of disabilities and age of the persons with disabilities (i.e. child vs. adult).

Table 6: Proposed sample profile and extent

	Children (up to age 26 years old)	Adults	TOTAL
Physical disability	30	30	60
Intellectual impairment	40	40	80
Pervasive developmental disorders	30	30	60
Sensory impairment	30	30	60
TOTAL	130	130	260

In developing of the sampling frames for persons with disabilities available records from Centre for Social Work Bitola were used. In addition, records from non governmental organizations working with these specific vulnerable group were also included. The contacts were provided by the following associations: Harmonicen Svet, Association of deaf and people with hearing problems, Poraka Bitola, Anastija Center, Nov Vidik, Resursen Centar, Retki i Razlicni, Resursen Centar na Roditeli na Deca so Posebni Potrebi.

Limitations issues with sample

There were limited number of contacts provided for certain subgroups i.e. adult persons with pervasive disorders and children with sensory impairments. The below table presents the achieved sample profile and extent

Table 7: Achieved sample profile and extent

	Children (up to age 26 years old)	Adults	TOTAL
Physical disability	30	36	66
Intellectual impairment	56	34	80
Pervasive developmental disorders	32	/	32
Sensory impairment	8	66	74
TOTAL	126	136	262

1.3 Survey instrument

The survey instrument was developed by Indago in consultation with municipal officials working on social protection programme.

The survey instrument includes a common set of questions to assess the household structure and composition including number of family members (of which minors, pensioners, employees ...), habitat, property, conditions, education, employment, health, childcare, and school costs and living standards. The instrument is organized to assess through five risk factors lens of geography, socio-economic status (including living conditions, demography, education and employment and income), specific needs of persons with disabilities, discrimination, governance assessed through civic participation, and vulnerability to shocks (including natural hazards and covid-19). The module was complemented with other factors which are related to social deprivation, such as affording leisure, celebrations, books, contacts with friends/family, holidays.

1.4 Questionnaire programming

Once the questionnaire was finalized and translated into Macedonian, Indago programed the questionnaire for Computer Assisted Personal Interviewing (CAPI) usage. The software used for programming the questionnaire is SurveyToGo, which also enables collecting geolocations.

1.5 Training of interviewers

For the purposes of data collection, a team of 5 interviewers was recruited from the existing network of interviewers in Bitola. They are all experienced in CAPI data collection techniques and have at least 2-3 years' experience in data collection and household surveys. An online training was organized before the main phase. The training session lasted 3 hours. The training was about the questionnaire and the procedure itself. At the same time, the interviewers got familiarized with the objective of this assignment and during the training all the nuances of each question and potential points of misunderstanding were explained, so that they can be avoided during the interviews.

1.6 Data collection

The methodology that was used for administering the questionnaire were face-to-face interviews, by CAPI (Computer Assisted Personal Interview) technique of data collection. The data were collected in the period June- July 2021.

Revisits and non-responses

The usual respondent within the household was head of household. Multiple efforts were made to complete the survey at every randomly selected eligible household. In case the interviewers were not able to survey the participants after at least two visit attempts, the household was replaced with another eligible household. Replacements were randomly chosen during the sampling phase.

Table 8: Response rate

	N	Percent
Completed interview	262	71.4
Refusal	37	10.0
No answer after 3 attempts	15	4.1
Respondent is absent for a long period of time	22	6.0
Contact not eligible	31	8.5
TOTAL	367	100.0

1.7 Data processing and analysis

All the collected data were transferred into SPSS database, and the logical control of data was carried out. This control is based on the analysis of logical connection between respondent's answers. This type of control applies to the whole sample. Once entered in SPSS, all different and requested statistical data analyses were carried out, including various disaggregation and cross-tabulations. In addition, Indago developed fully database in MS Excel with collected data/information. Indago provided crosstabulations in excel with different variables of interest including frequencies and crosstabulations by type of disabilities, place of living (urban/rural), educational and employment status of the head of the household.

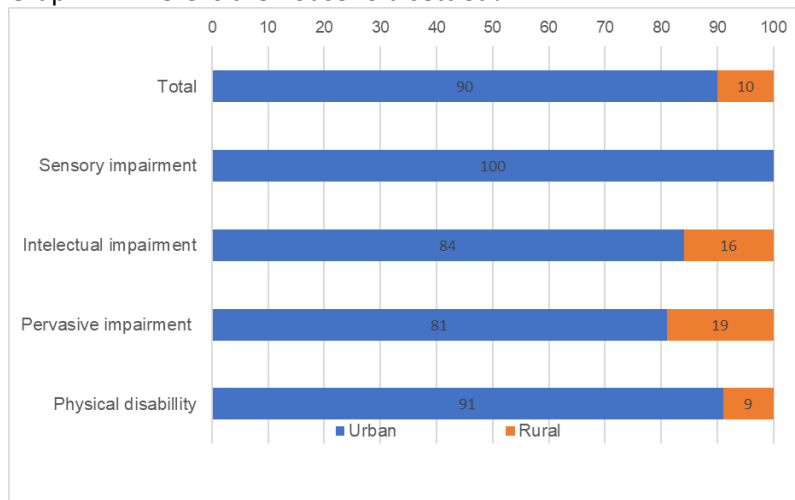
LNOB results

1.8 Geography

This section provides the overall findings regarding different aspects pertaining to geography of persons with disabilities in Bitola.

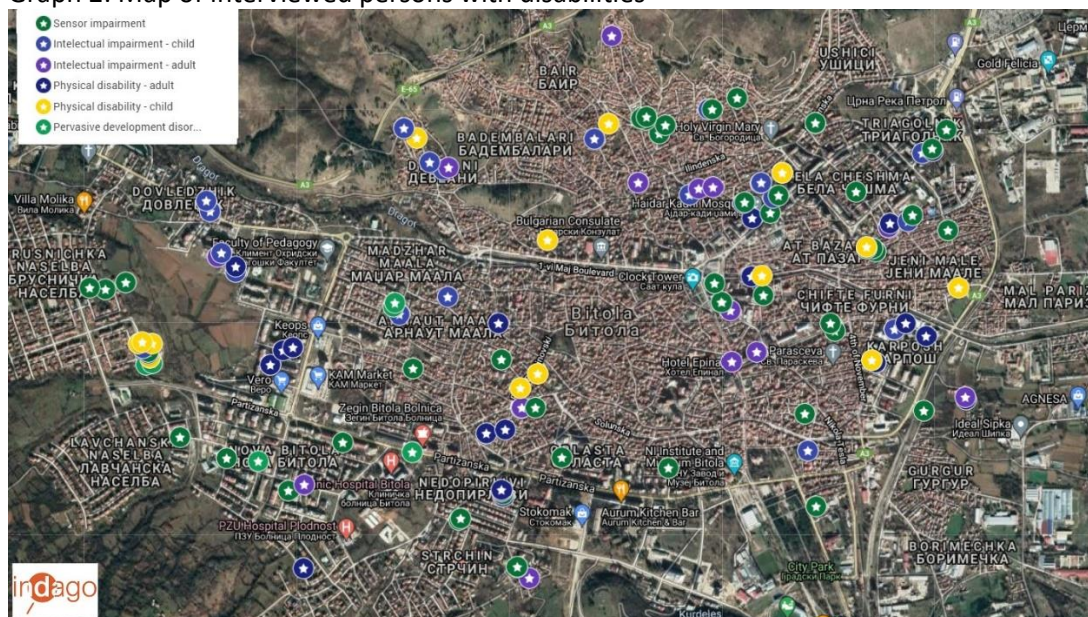
Based on the locations of their households, 90% of all interviewed persons with disabilities live in urban area, while only 10% live in rural area. All interviewed persons with sensory impairment live in urban area, whereas there is significantly higher percentages of persons with pervasive development disorder (19%) and intellectual impairment (16%) who live in rural areas.

Graph 1: Where is the household settled?



The coverage of the social mapping of persons with disabilities included the whole territory of the municipality of Bitola and the geocoordinates of the households where interviewed took place are presented in the map below.

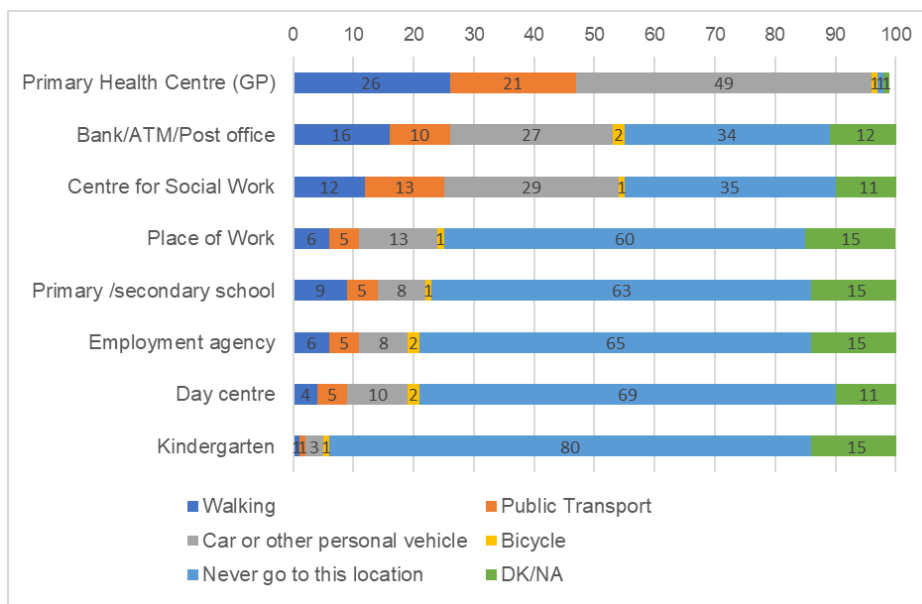
Graph 2: Map of interviewed persons with disabilities





Transportation is an extremely important policy issue for those with disabilities. People with disabilities have consistently described how transportation barriers affect their lives in important ways. Regarding the distances to different institutions/places, nearly half of respondents (49%) stated that they go to primary health centre by car and 26% of respondents usually go by walking. The Bank and post office are usually visited by car (24%) or by walking (16%) and centre for social work is usually visited either by car (29%), public transport (13%) or by walking (12%). Other places are significantly less visited by interviewed respondents.

Graph 3: Transportation used to institutions/places



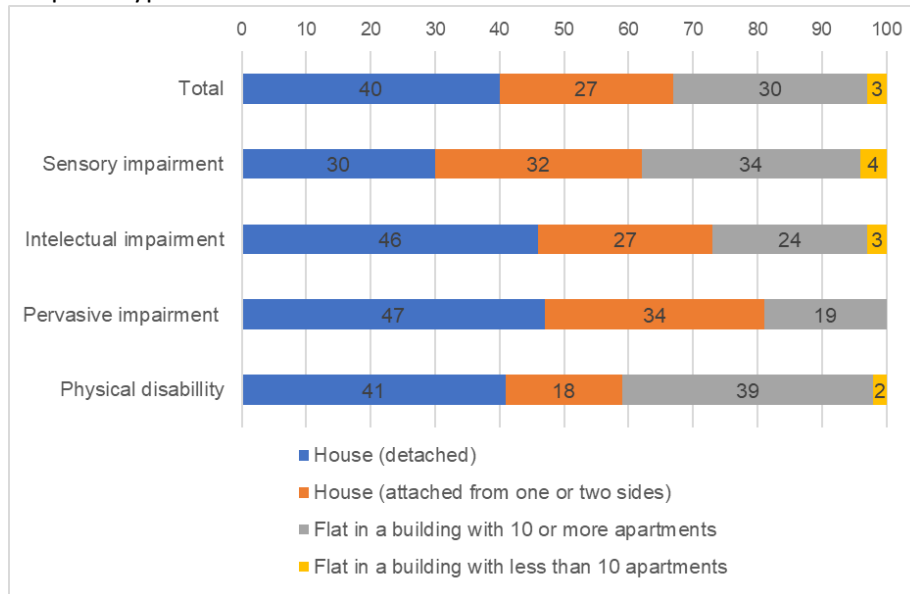
1.9 Socio-economic status

1.9.1 Housing

This section explores the housing conditions of the interviewed persons with disabilities. Different factors influence the quality of housing, and some households face a multiple of shortcomings in their dwelling.

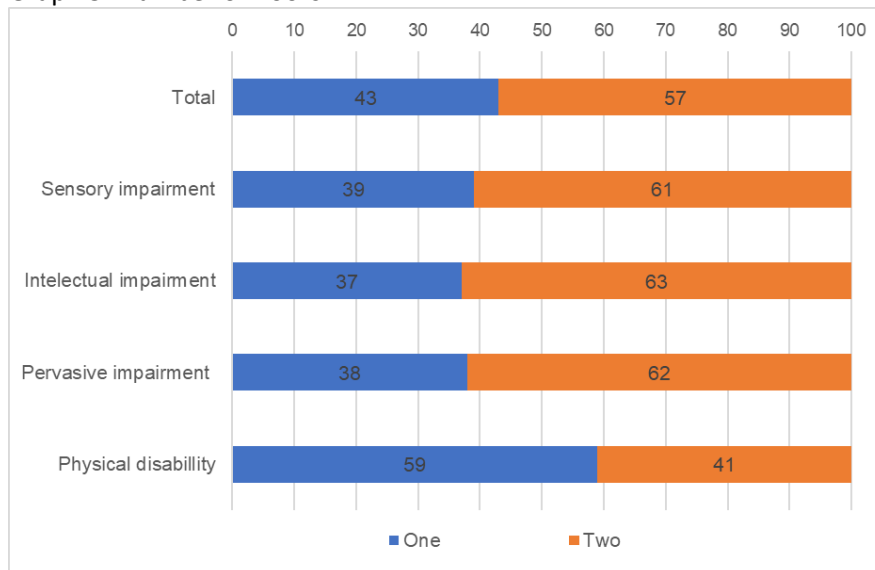
The most commonly found living place is detached house - 40% of the respondents live in separate house, while one third (30%) lives in a flat in a building with 10 or more apartments. Less than one third (27%) live in house that is attached.

Graph 4: Type of residence



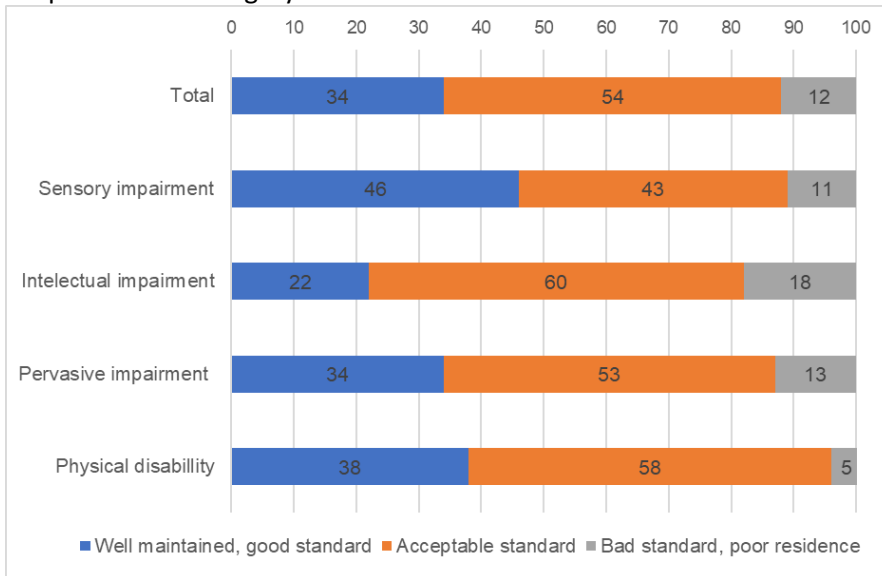
More than half of those who live in houses (57%) live in a house with two floors, while 43% live in house with one floor.

Graph 5: Number of floors



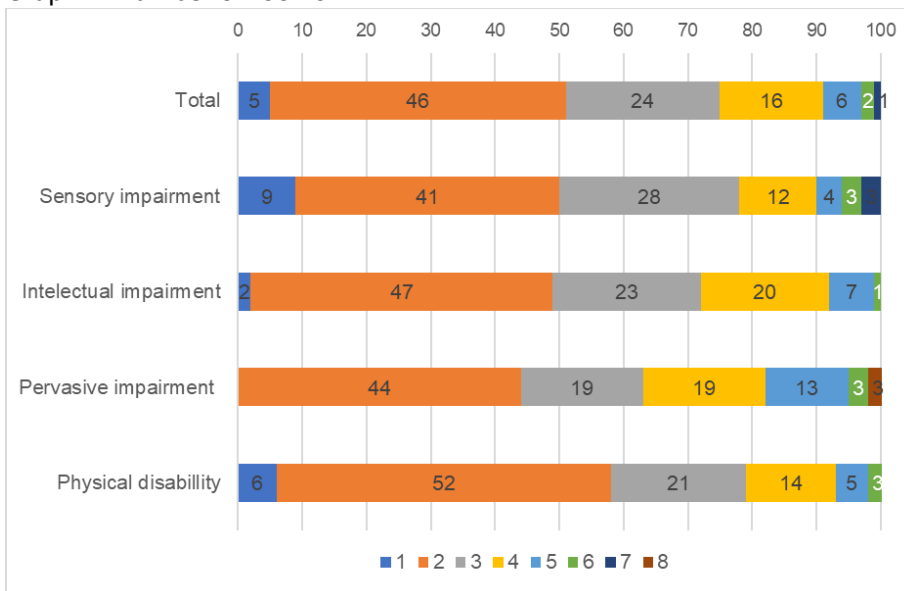
Based on the enumerators judgement on the housing conditions, around half of the households (54%) are classified as homes with acceptable standard while 12% live in poor residences. The percentage of persons with intellectual impairment living in poor residence is higher (18%) than the average percentage of persons with disabilities living in bad conditions.

Graph 6: Home category



Majority of persons with disabilities live in dwelling with 2 rooms (46%), while 5% live in dwelling with one room, a percentage almost doubled among persons with sensory impairment (9%).

Graph 7: Number of rooms

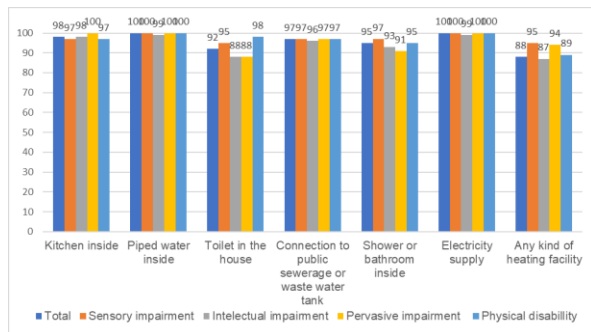




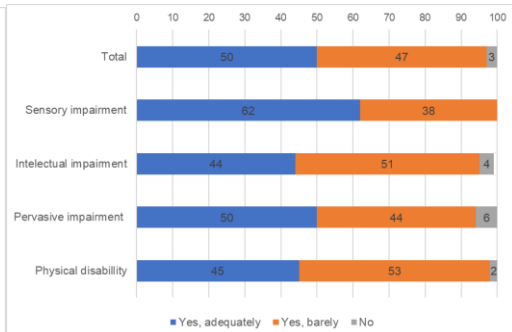
In terms of facilities almost all households kitchen, toilet and shower or bathroom inside their houses/flats. The electricity supply, piped water and connection to public sewery is at nearly 100% coverage. However, it should be noted that there is a proportion of households which do not have toilet and shower inside their houses and that 12% of household do not have any kind of heating facility.

Furthermore, although nearly 9 out of 10 households have heating facility, only half of respondents stated that they could afford to adequately heat their home and the other half could barely do so (47%) or not at all (3%).

Graph 8: Possession of items

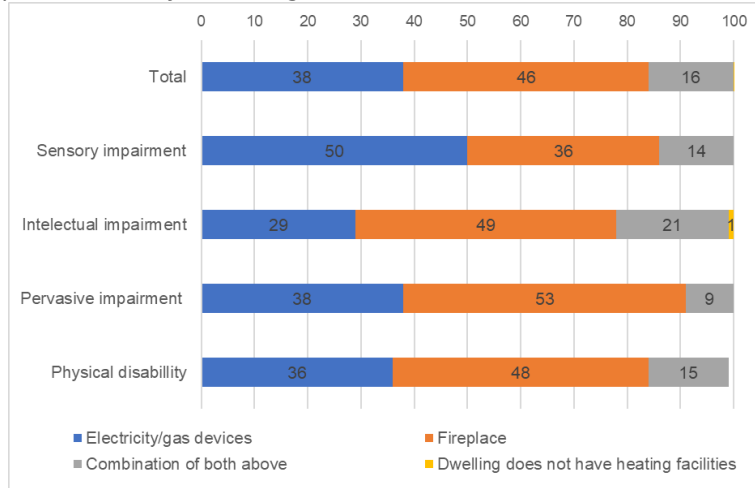


Graph 9: Household heating



For nearly half of the interviewed respondents (46%), the main source for heating for their households is fireplace and for 38% is electricity or gas devices. The latter source for heating is significantly higher used in the households where persons with sensory impairment live.

Graph 10: Source for heating



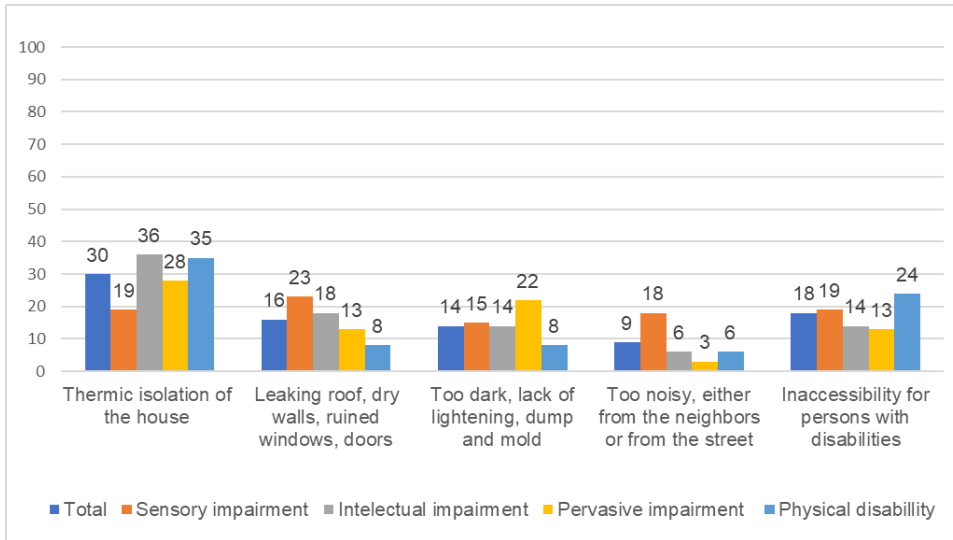
Regarding the living conditions, one third of the respondents (30%) face challenges with thermic isolation of the house, while around fifth of the respondents (18%) stated that they face inaccessibility for persons with disabilities and 9% of the respondents stated that neighborhood is too noisy.

Although there is no universally agreed definition of housing deprivation, several indicators are used to capture it. Those indicators include a leaking roof, damp walls or rot in window frames, too dark dwelling or dwelling without bath, shower or indoor flushing toilet.



There is significant proportion of respondents who mentioned that their houses have leaking roof (16%) and too dark (14%).

Graph 11: Housing challenges

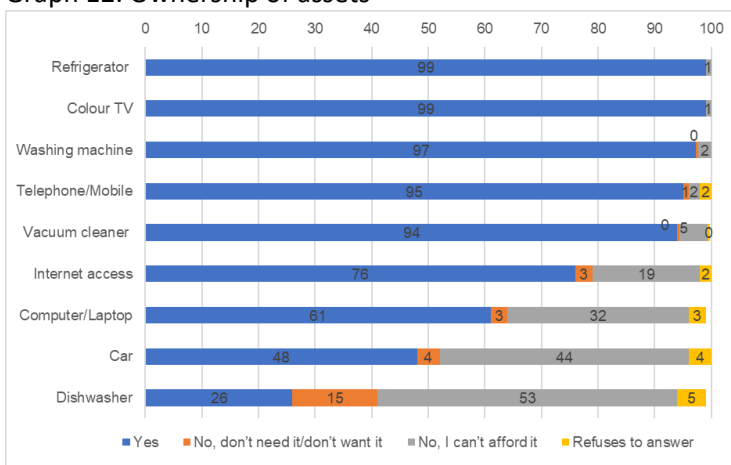


Ownership of durables: 99% of the households have refrigerator and TV, and 97% have washing machine. The possession of telephone and vacuum cleaners is also relatively high with 95% and 94% of all households having these two items, respectively.

On the other hand, nearly one third of the households (32%) cannot afford computer and one out of five households cannot afford access to internet (19%). This could be especially important in the light of pandemic and access to education as the classes have been held online in the past school year (for students in 4th grade and above) and possible negative impact on the education outcome for school aged children in the households without access to internet.

Nearly one half of the households (48%) own car and almost the same percentage cannot afford to have car (44%). At the bottom of the item possessions is the dishwasher with only 1 out of 4 household (26%) possessing this item, and more than half of households do not possess it because they cannot afford it (53%).

Graph 12: Ownership of assets



Material deprivation (MD) is defined as purchasing a colour TV, personal computer, washing machine, dishwasher, vacuum cleaner, or car; purchasing and maintaining a telephone; and access to the Internet. Individuals/households who cannot afford at least three of these items are said to be “materially deprived” (MD), whereas those that cannot afford four or more items are considered “severely materially deprived”. According to the results, 34% of the households are materially deprived since they could not afford at least three of the items, and 22% are severely materially deprived missing 4 or more items in their households.

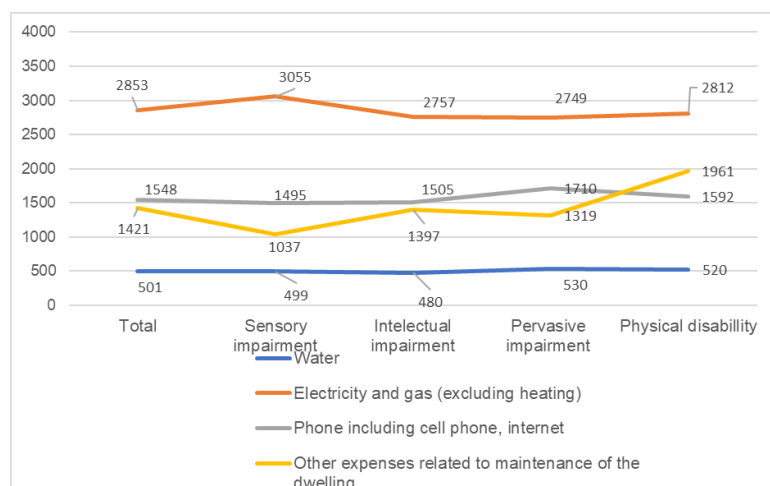
Table 9: Number of durables owned

Number of items	Total (%)	Sensory impairment	Intellectual impairment	Pervasive impairment	Physical impairment
0	0.4	0.0	0.0	0.0	1.5
1	0.0	0.0	0.0	0.0	0.0
2	0.4	0.0	0.0	3.1	0.0
3	1.9	0.0	2.2	3.1	3.0
4	4.2	2.7	3.3	6.3	6.1
5	15.3	13.5	20.0	12.5	12.1
6	11.8	10.8	14.4	0.0	15.2
7	20.6	25.7	20.0	6.3	22.7
8	26.7	28.4	25.6	34.4	22.7
9	18.7	18.9	14.4	34.4	16.7

1.9.2 Utility costs

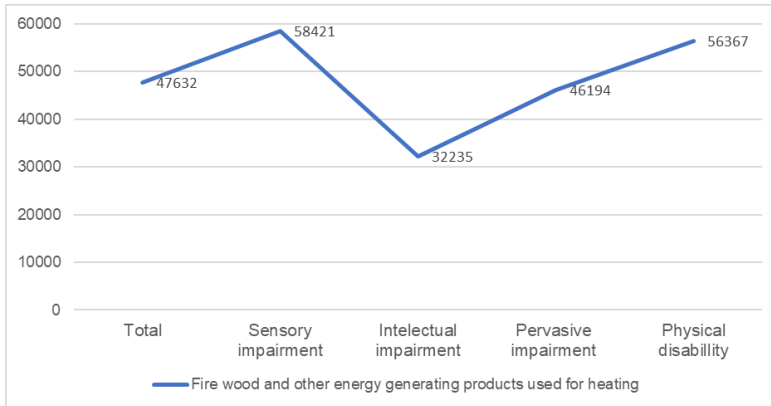
The average monthly utility costs amount to 6,323 denars and include costs for water (501mkd), electricity and gas (2.853mkd), telephone and internet (1.548mkd) and other expenses related to maintenance of the dwelling (1.421mkd).

Graph 13: Housing expenses



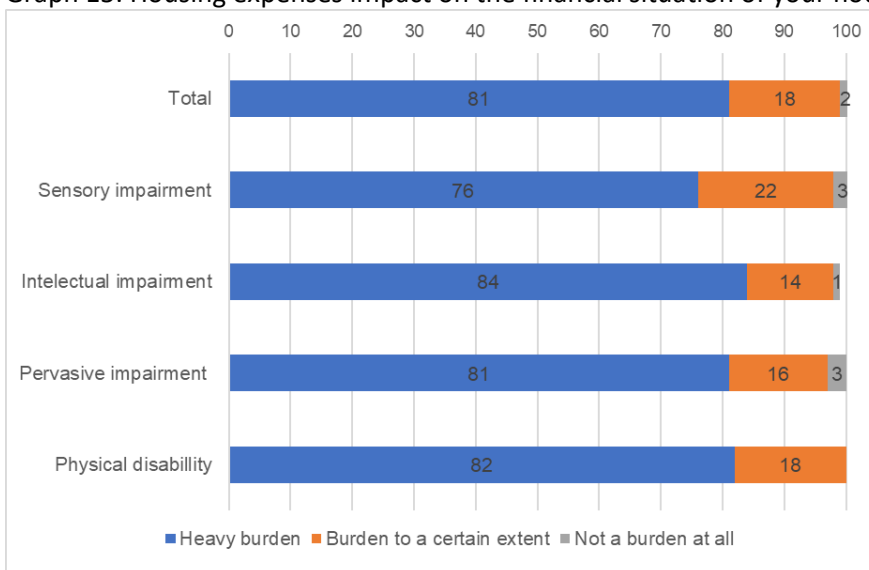
As analyzed previously, most households use fireplaces for heating and the self-reported average annual costs for the heating amount to 47.632mkd

Graph 14: Average annual costs for heating (fire wood or other energy generating products)



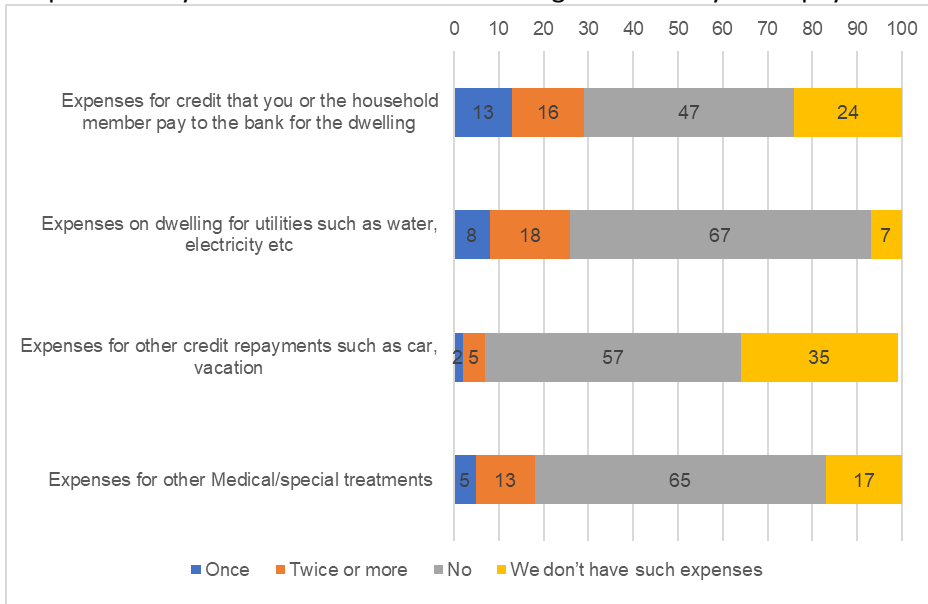
When taking into consideration the costs related to dwelling, according to the respondents these costs represent high burden to this vulnerable group - majority of respondents (81%) stated that the expenses on dwellings influence the financial situation of their household. Furthermore, 8% of respondents had challenges once and 18% had challenges twice or more to pay the expenses of dwelling such as water, electricity etc.

Graph 15: Housing expenses impact on the financial situation of your household



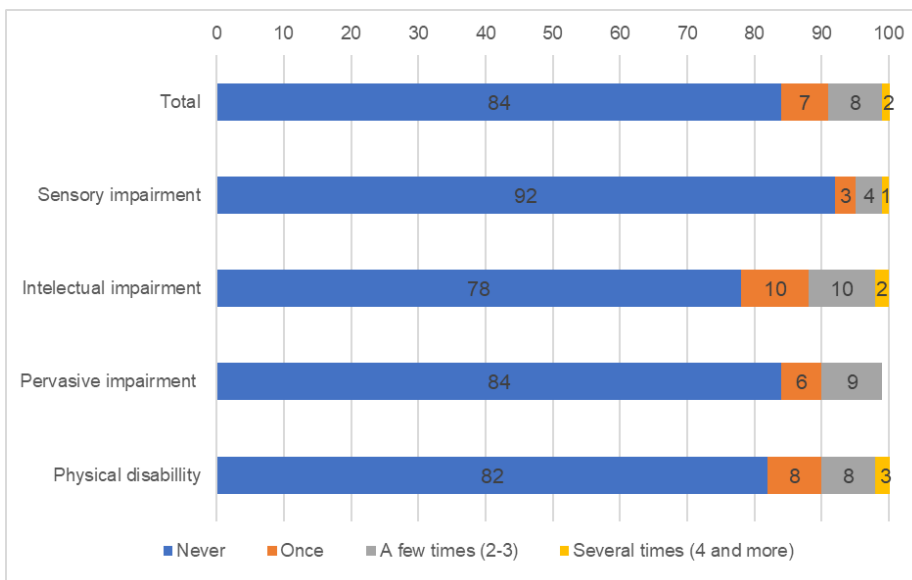


Graph 16: Has your household faced a challenge in the last year to pay...



Majority of the respondents (84%) stated that never in the past month went to bed hungry because the family couldn't afford it. However, a significant percentage of respondents (16%) stated that it happened at least once in the past month that they or someone in their household went to bed hungry because there was not enough food.

Graph 17: In the past month did you or anyone in your household ever go to bed hungry because you couldn't afford enough food for them?



1.9.3 Household income

The estimated household income per month which include income from salary and/or pension plus social benefits income is 24.982 mkd. The lowest average household income is among households which have persons with intellectual impairment (21.071 mkd) and the highest average household income is among households with persons with sensory impairment (27.760 mkd).

Table 10: Household income

Type of disability	MKD
Sensory impairment	27.760
Intellectual impairment – child	23.914
Intellectual impairment – adult	21.071
Pervasive impairment	24.548
Physical disabilities – child	24.706
Physical disabilities – adult	25.244
TOTAL	24.982

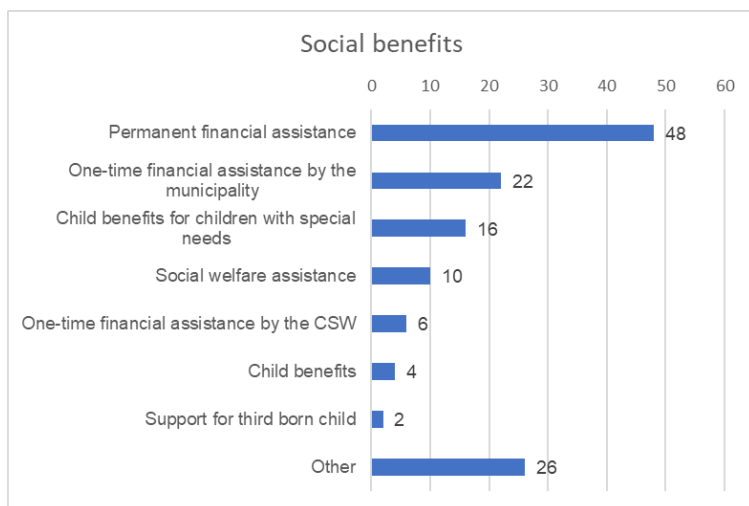
The analysis of the income by household size i.e. estimate of average income per member shows that the larger the household size the less income per household member is available. Especially, critical income per member is among households that have 5+ members.

Table 11: Income per household member

Household	MKD
1 HH member	11.582
2 HH members	12.170
3 HH members	8.959
4 HH members	8.137
5 HH members	5.648
6 HH members	5.079
7 HH members	2.343
9 HH members	1.656

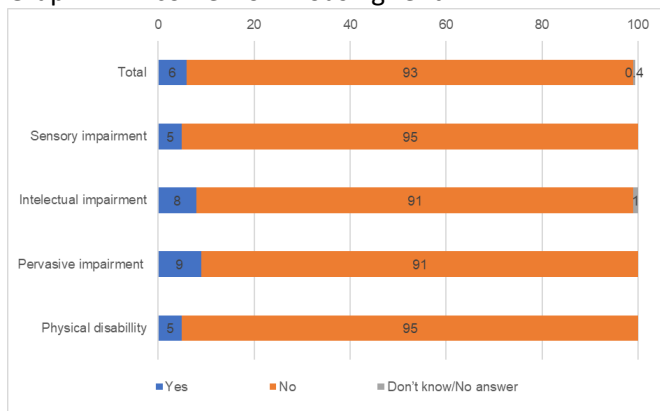
Around half of the respondents (48%) stated that they are receiving permanent financial assistance and 16% of households are receiving special child allowance for the children with disabilities. 22% of respondents stated that they have received a one-time financial assistance by the municipality.

Graph 23: Social benefits



Regarding the other income generated by renting a room, flat or a house only 6% of the respondents mentioned that they have income from such resources.

Graph 24: Income from housing rent



1.9.4 Household demographic profile

Table 12 presents the distribution of the surveyed households by the number of household members. The distribution of the households by the number of their members is scattered around 2 and 4 members and as compared to normal distribution where four-members households take the largest share, in the sample of households with persons with disabilities there is significant proportion of two- and three-members households.

Table 12: Frequency of households by number of HH members

Number of household members	Number of households	Percent of households
1	14	5.3
2	70	26.7
3	68	26.0
4	68	26.0
5	30	11.4
6	8	3.1
7	3	1.1
9	1	0.4

The total number of household members is 858 and the average household size is 3.24 members. The table 13 shows the age distribution of household members - 20% of all household members are children below 18 years old. The same proportion of all household members belongs to the oldest age group (60+ years old).

Table 13: Age distribution of household members

Age groups	Number of HH members	Percent of HH members
0-17 years old	168	19.6
18-29 years old	158	18.4
30-39 years old	98	11.4
40-49 years old	122	14.2
50-59 years old	137	16.0
60+ years old	175	20.4
TOTAL	858	100.0

1.9.5 Education

More than third (36.5%) of all household members have completed secondary school, whereas 38% of household members have incomplete or complete elementary school.

Table 13: Education attainment

	Number of HH members	Percent of HH members
Without education	79	9.2
Incomplete elementary	154	18.0
Complete elementary	173	20.2
Incomplete secondary	60	7.0
Complete secondary	313	36.5
University or higher	73	8.5
Other	6	0.7
Total	858	100.0

1.9.6 Employment

This section observed the labour market behaviour of surveyed households. For this analysis we consider only working-age persons i.e. those between 15 and 64 years old, which in our sample amounts to 617 household members. The table 14 presents the distribution of the household by the number of working age individuals within the household. Majority of households (37.8%) have two working-age members, followed by three such members (18.7%), four members (17.9%) and one (16.8%).

Table 14: Number of household members in working age

	Number of households	Percent of households
None	15	5.7
1 HH member	44	16.8
2 HH members	99	37.8
3 HH members	49	18.7
4 HH members	47	17.9
5 HH members	8	3.1
Total	262	100.0

According to the results, the unemployment rate within the observed households is 24% and in addition to this percentage 12% of working age members are unemployed but not seeking for job. The employment status of working age household members is presented in table 15.

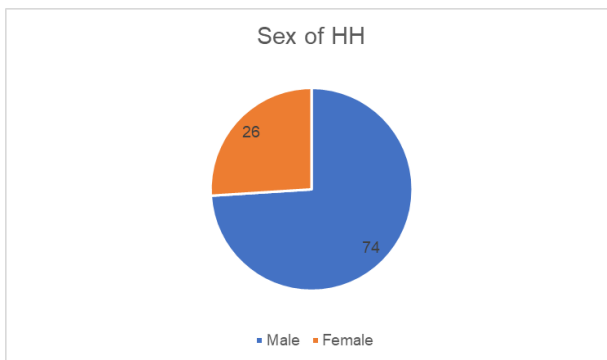
Table 15: Employment status of working age household members

	Total (%)	Sensory impairment	Intellectual impairment	Pervasive impairment	Physical impairment
In paid employed – full time	29.7	37.5	27.8	31.2	24.5
In paid employed – part time	2.6	2.9	3.3	3.2	0.7
Self-employed	1.3	0.7	2.5	1.1	0.0
Work disabled person	0.5	1.5	0.0	0.0	0.7
Unemployed seeking for job	24.2	22.1	21.6	26.9	28.6
Unemployed not seeking for job	11.7	5.9	17.0	6.5	11.6
Housewife (unpaid domestic work)	2.4	1.5	5.0	1.1	0.0
Retired	10.5	16.9	6.2	2.2	17.0
Student	8.4	2.9	7.5	18.3	8.8
Another inactive person	8.8	8.1	9.1	9.7	8.2
Total	100.0	100.0	100.0	100.0	100.0

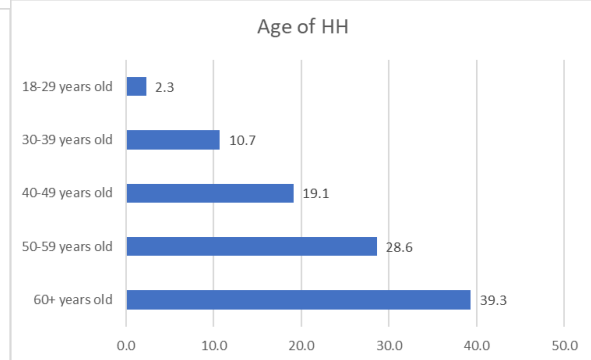
1.9.7 Demographic profile of head of household

We turn out now to discuss demographic characteristics of the household head. Three quarter of the head of households are male and one quarter are female and age distribution is skewed toward older age groups with nearly one out of four head of household aged 60+ years old,

Graph 18: Sex of the head of household

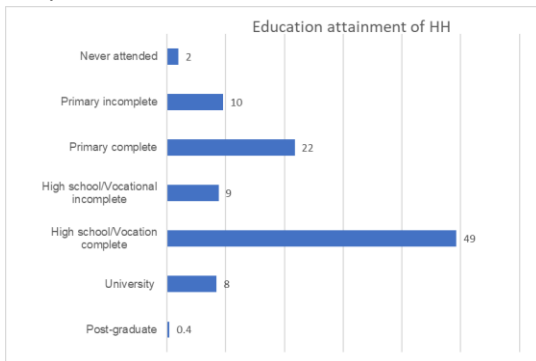


Graph 19: Age of the head of household

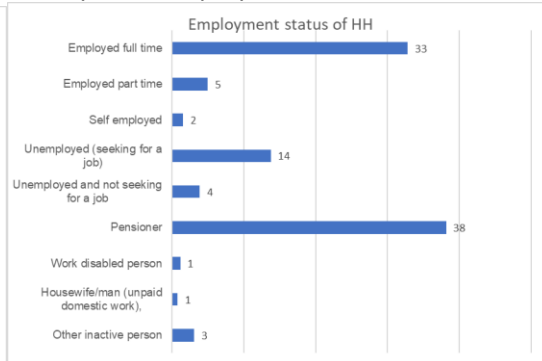


Regarding the educational attainment of the head of households, around half of the respondents (49%) have completed high school/vocation completed education. One third of head of households (34%) have completed primary education or less. One third of the heads of households (38%) are retired and virtually the same proportion (38%) are employed (full time or part time). 14% of head of households are unemployed.

Graph 20: Education of the head of household

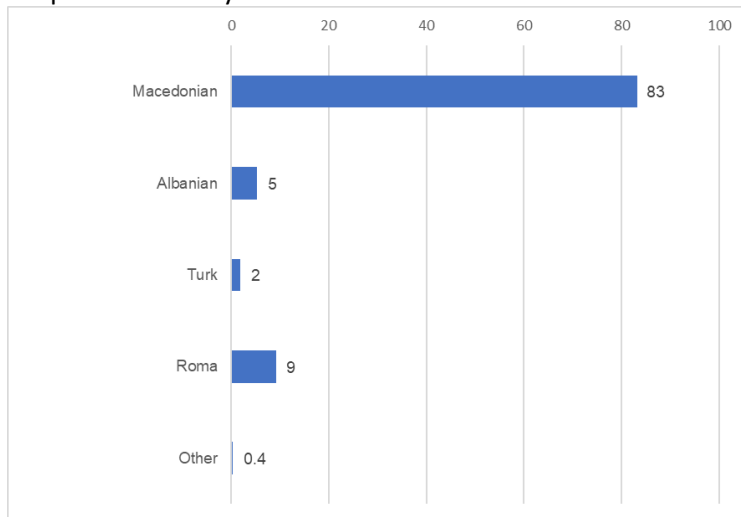


Graph 21: Employment status of the HH



Regarding the ethnic structure of the head of households, most respondents are Macedonians (83%), whereas 5% are Albanians and 9% are Roma, an incident triple higher that the incidence of Roma population in total population of municipality of Bitola.

Graph 22: Ethnicity of the head of household

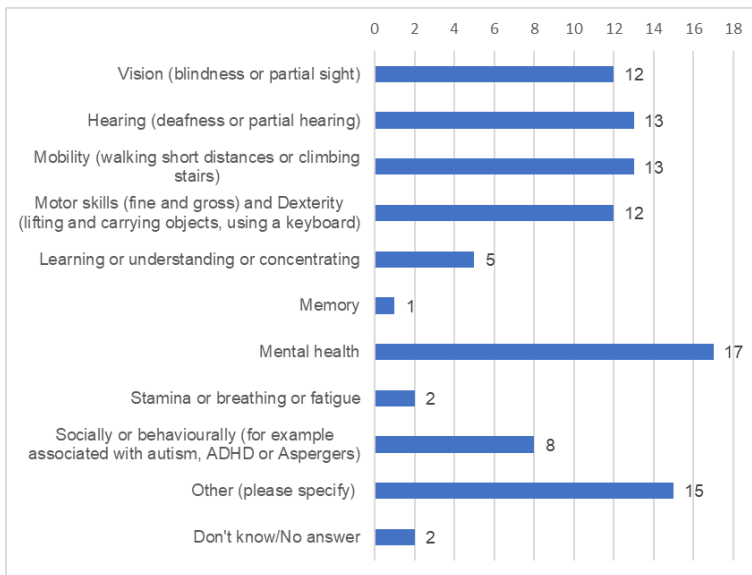


1.10 Needs

This section analyses the needs of the persons with disabilities as expressed by the interviewed head of household.

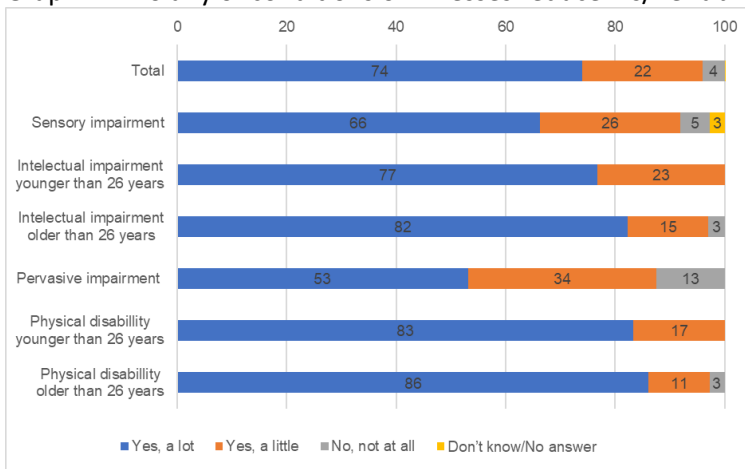
First, we asked the respondents to provide more detailed information about the condition of the person with disability in the household. 17% of respondents stated that person with disability has a mental health condition and 25% answered that the person has condition related to vision or hearing. The same percentage of respondents (25%) stated that the person with disability has issue with mobility and motor skills.

Graph 23: What is the nature of the certain illness or disability?



Three quarter of the respondents (74%) stated that the condition or illness reduces a lot the ability of the person with disability to carry out day to day activities. The highest percentage of respondents who stated that the condition of the person with disability reduces his/her ability to carry out day to day activities can be found among households with persons with physical disabilities (both children and adults) and adult persons with intellectual impairment, whereas the lowest percentage can be found among persons with pervasive developmental disorders.

Graph 24: Do any of conditions or illnesses reduce his/her ability to carry-out day-to-day activities?

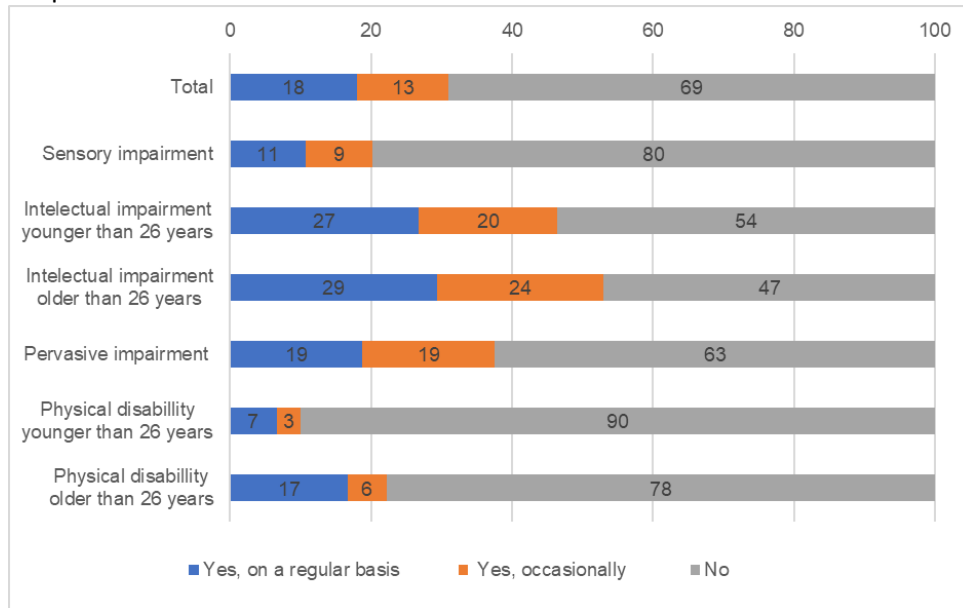




Through a network of government, community, private, and nonprofit organizations, the social services provide a large variety of support to those in need. Assistance includes counseling and care for children in neglectful or abusive situations; food and housing subsidies; healthcare and prescription plans; job training; and adoption and foster care services.

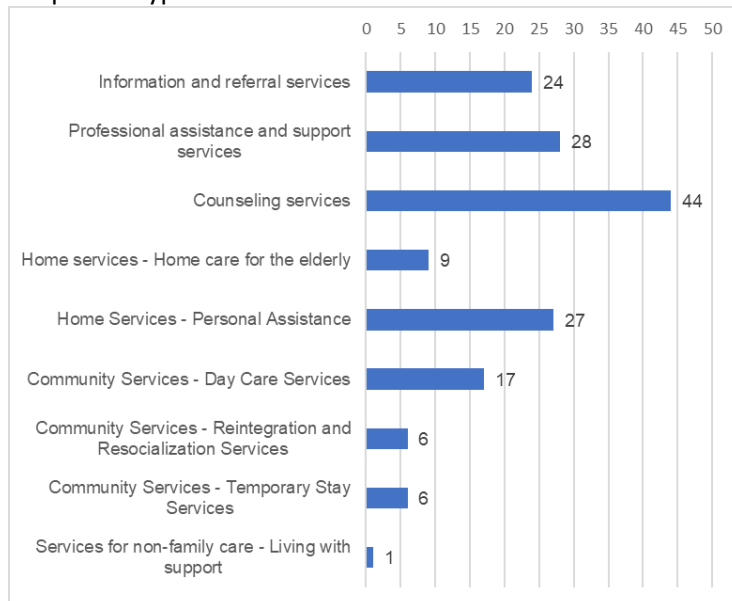
More than two third of all interviewed respondents (69%) stated that they don't use any social services, whereas 18% mentioned that they use social services on regular basis and 13% use social services occasionally.

Graph 25: Use of social services?



Out of those who use some social services, 44% stated that they use counselling services and 28% use professional assistance and support services. 27% use home services – personal assistance and 24% use information and referral services.

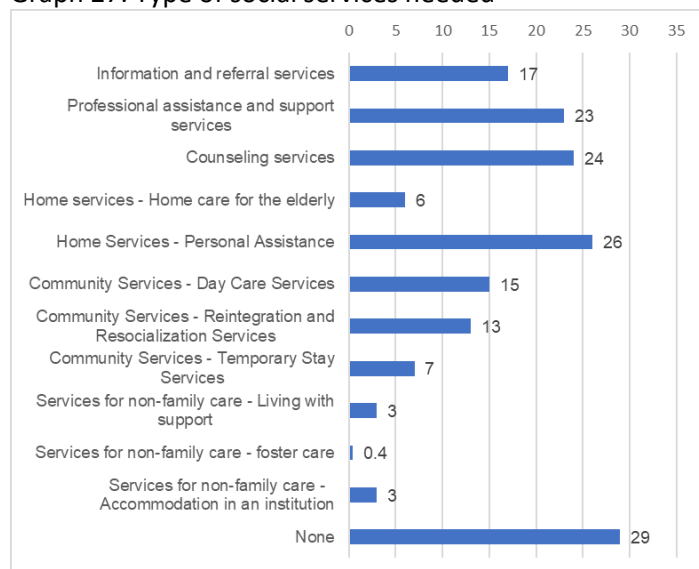
Graph 26: Type of social services used





The most needed social services, according to respondents, are home services -personal assistance mentioned by one quarter of the respondents (26%), followed by counselling services and professional assistance and support services, which are preferred by 24% and 23% of respondents, respectively.

Graph 27: Type of social services needed



Analyzing the needs across the different subgroups, persons with intellectual impairment (both adult and child) in greater extent than other groups need counselling services, whereas persons with pervasive developmental disorders mentioned professional assistance and support services and reintegration and resocialization services. Persons with physical disabilities in greater extent mentioned that they need home services (care for the elderly and personal assistance) and day care services. Home services (care for elderly) are also in greater extent mentioned by respondents in households with adult persons with intellectual impairment, who also need in greater extent information and referral services compared to other subgroups.

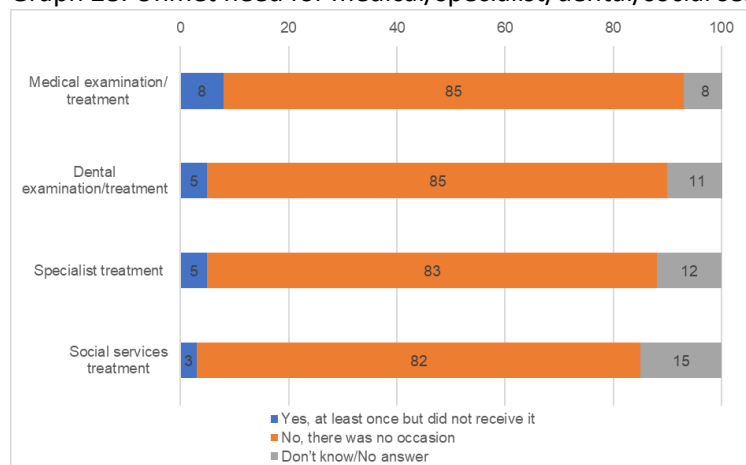
Table 16: Needs for services by type of disability

Services	Total	Sensory impairment	Intellectual impairment - adult	Intellectual impairment - child	Pervasive disorder	Physical disability - child	Physical disability - adult
Information and referral services	17	18	23	18	3	20	17
Professional assistance and support services	23	20	20	29	38	17	17
Counseling services	24	19	39	38	22	17	8
Home services - Home care for the elderly	6	5	29	6	3	0	19
Home Services - Personal Assistance	26	28	18	24	9	27	33
Community Services - Day Care Services	15	8	16	9	19	10	33
Reintegration and Resocialization Services	13	4	18	6	38	13	11
None	29	32	27	35	19	37	19



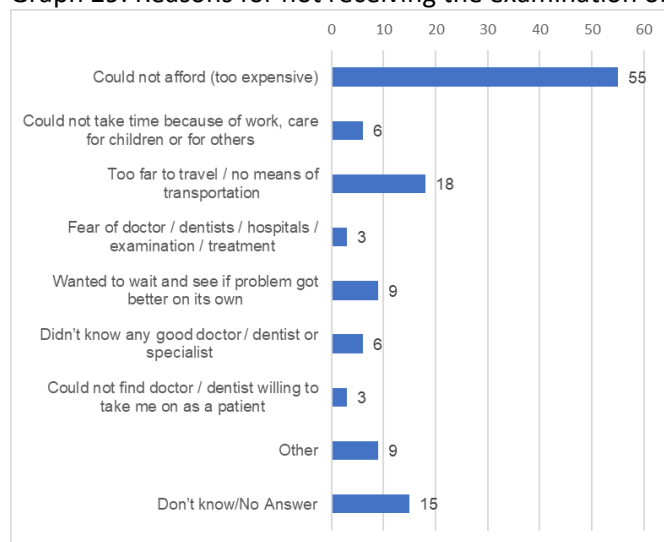
When asked whether there was a time when the person with disability needed a service from professional but have not received it, 8% of the respondents answered that the persons with disabilities needed medical examination/treatment but did not receive it. This percentage is highest among households with adult person with disabilities (12%) and lowest in households with children with physical disability. When analyzing the unmet need for specialist treatment it can be noticed that 5% of respondents stated that this has happened to them, a percentage which is highest (9%) for households with children with intellectual impairment, and lowest (3%) among households where persons with physical disabilities live (both children and adult).

Graph 28: Unmet need for medical/specialist/dental/social services



When asked those respondents who reported an unmet need for professional services, most of them mentioned that it happened because they could not afford the services (55%). Also, significant percentage (18%) mentioned that the required services were too far to travel to obtain them.

Graph 29: Reasons for not receiving the examination or treatment

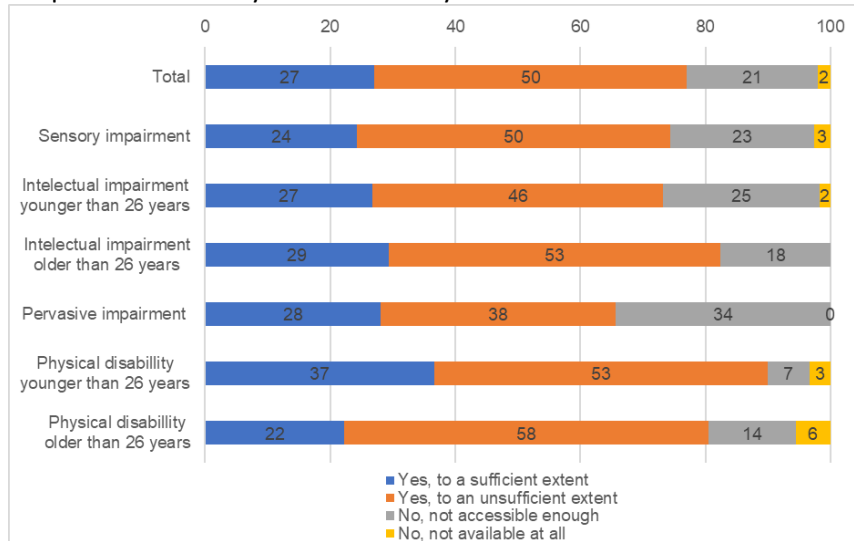


Access to services. Overall, majority of respondents stated that health and social services are either not accessible enough or to an insufficient extent. Only 27% of respondents answered that health



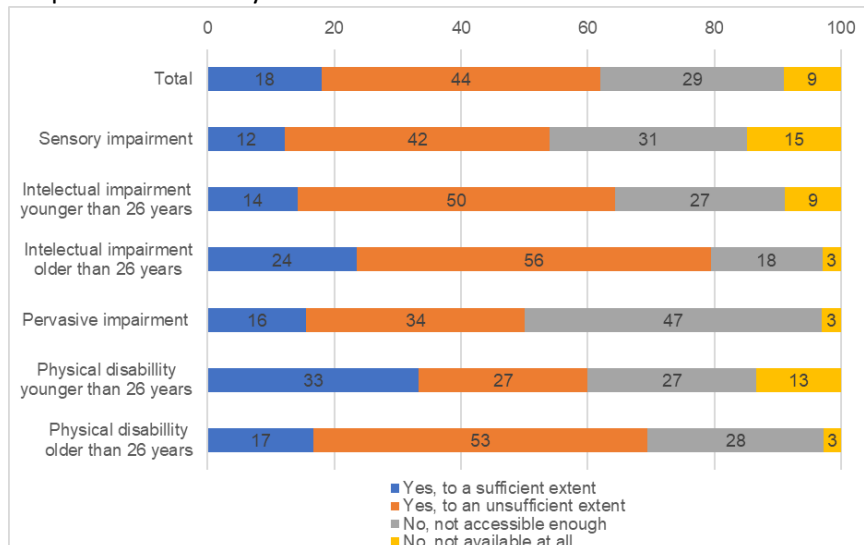
services are available to a sufficient level, and even less percentage (18%) stated the same about the social services.

Graph 30: Availability of the health system services



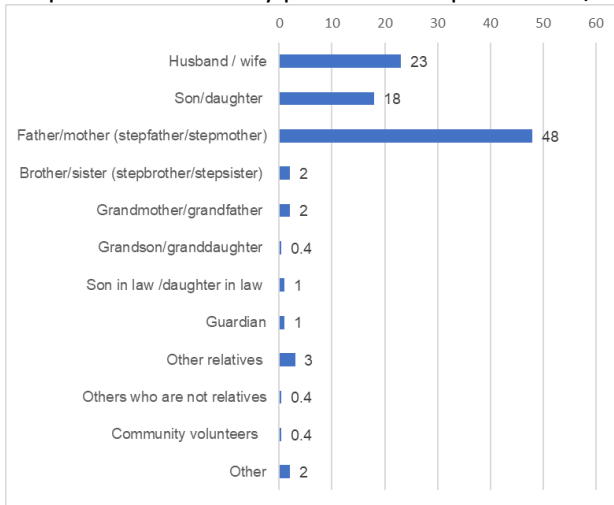
Analyzing the access to social services by different subgroups, it can be noticed that even less proportion of persons with sensory impairment (12%), children with intellectual impairment (14%), pervasive developmental disorder (16%) and adult persons with physical disability (17%) are satisfied with the level of access to these services.

Graph 31: Availability of the social services



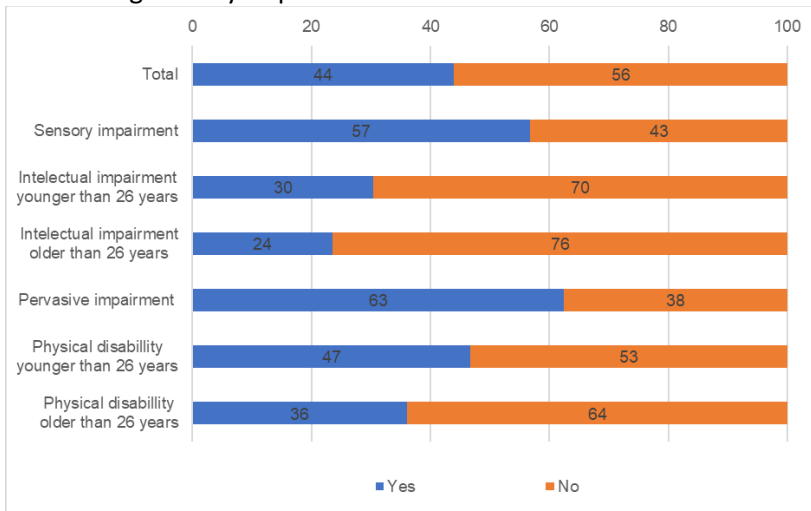
Care for the person with disability is usually placed with the parent of that person – mother or father - 48% of the respondents answered that this person is responsible for providing the care for the person with disability in the household. For nearly one quarter (23%) the care of the person with disability is provided by her/his spouse, and in 18% of cases the care for the person with disabilities is provided by their son or daughter.

Graph 32: Who usually provides the special care / support for the person in need?



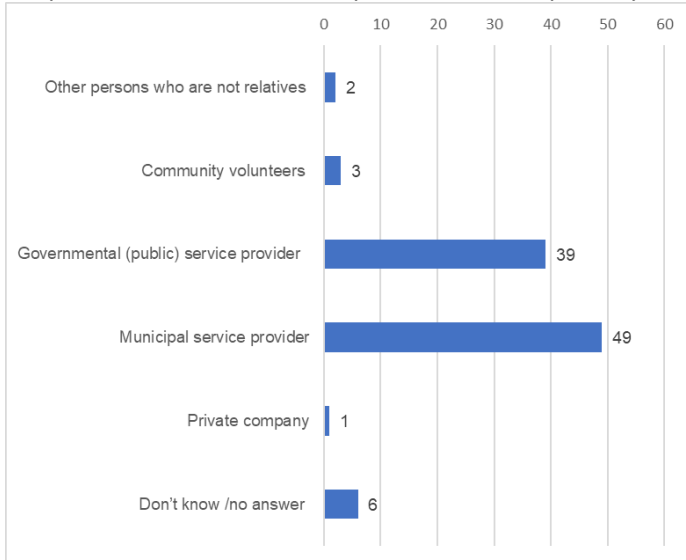
Taking care of the person with disability is a time-consuming obligation as more than half of respondents (56%) stated that the given persons who give support to a family member in need do not have time during the day to perform work activities that would increase the income in the family. This is especially case in households with persons with intellectual impairment - both child and adult where this percentage increases to 70% and 76%, respectively.

Graph 33: Does the care and attention that the given persons give to a family member in need leave time during the day to perform work activities?



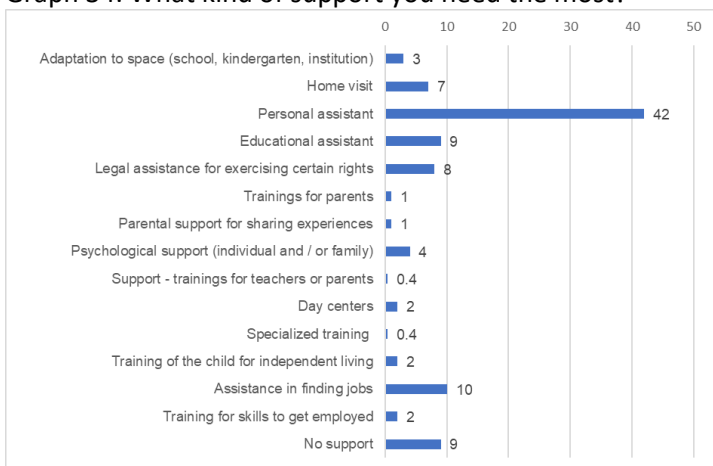
We asked the respondents who they think should take responsibilities for the primary care of people in need. Nearly, half of the respondents (49%) think that this should be a municipal service provider 39% believe that such responsibility should be placed to governmental service provider.

Graph 33: Who should be responsible for the primary care of people in need of care?



Asked about more general support they need, majority of respondents (42%) again mentioned the need for personal assistant. One in ten respondents would like to get support in finding a job and 9% of respondents mentioned that they would benefit from having an educational assistant, a percentage that is significantly higher (25%) among families with pervasive cognitive development disorder persons.

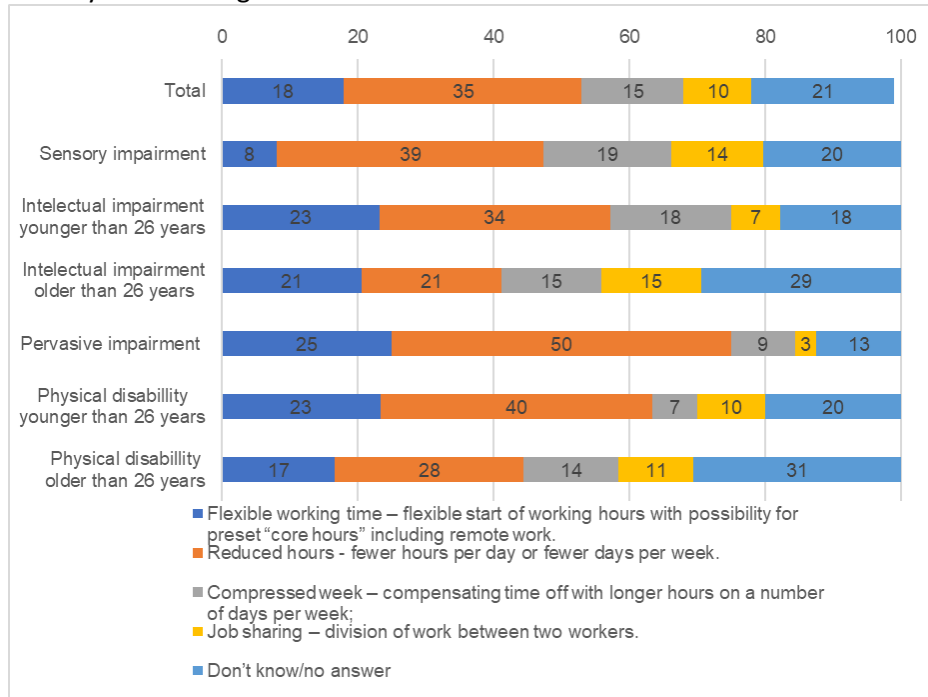
Graph 34: What kind of support you need the most?





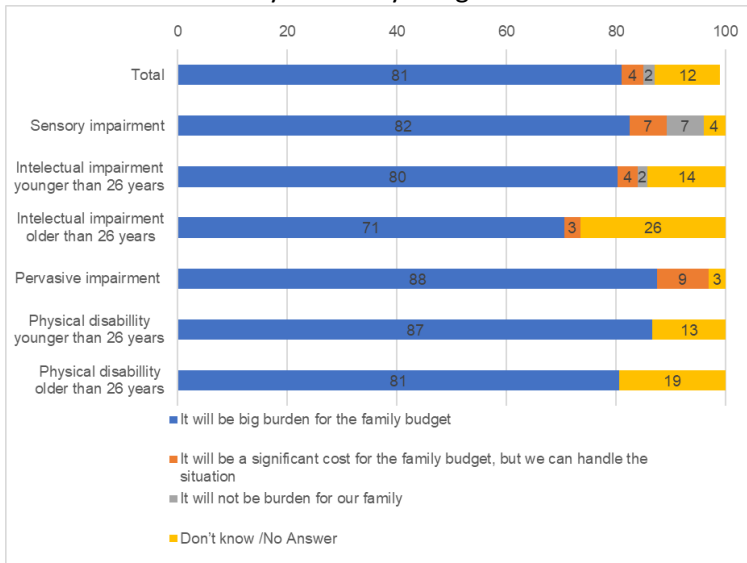
If the person in the household who takes care of the person in need is employed, he or she would benefit most if they have reduced hours for work, either by fewer working hours per day or reduced number of working days in a week – this was mentioned by 35% of respondents. 18% of respondents would prefer to have flexible working time including remote work, and 15% would prefer a compressed working week by compensating the days they are off work with longer working hours when they go to work.

Graph 35: Which of the following will suit best the person caring for other person regarding family-friendly work arrangements?



The possibilities to obtain care services for persons with disabilities by private company it seems very limited for the families given their financial situation. High majority (81%) stated that buying caring services will be a big burden for family budget. Relatively higher percentage of respondents who said that obtaining such care services is somewhat affordable could be found in families with persons with sensory impairment and pervasive cognitive disorder.

Graph 36: If there is opportunity to buy such care services from a company or private company, how will these costs affect your family budget?



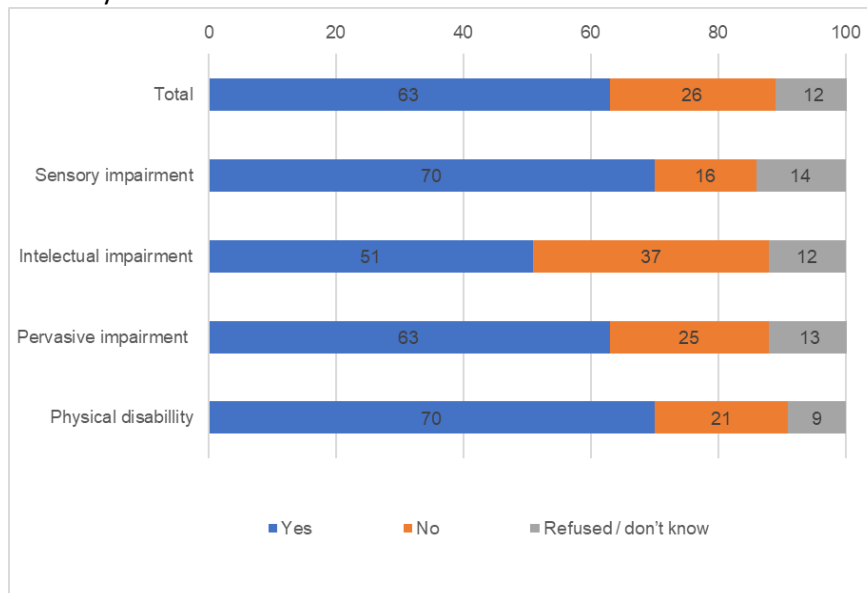


1.11 Discrimination

The United Nations approach to “leaving no one behind” not only entails reaching the poorest of the poor, but also seeks to combat discrimination and rising inequalities within and amongst countries, and their root causes. This is grounded in the UN’s normative standards, including the principles of equality and non-discrimination that are foundational principles of the Charter of the United Nations, international human rights law and national legal systems across the world

Around two thirds (63%) of the respondents are familiar that there is a law in the country that forbids discrimination against disability, for instance when applying for a job, school or accessing services. Looking at the subgroups, it can be noticed that respondents of households with persons with intellectual impairment in significantly lesser percentage are familiar with law against discrimination – only 51% of those respondents mentioned it that they are aware of such law, whereas more than one third (37%) are not familiar.

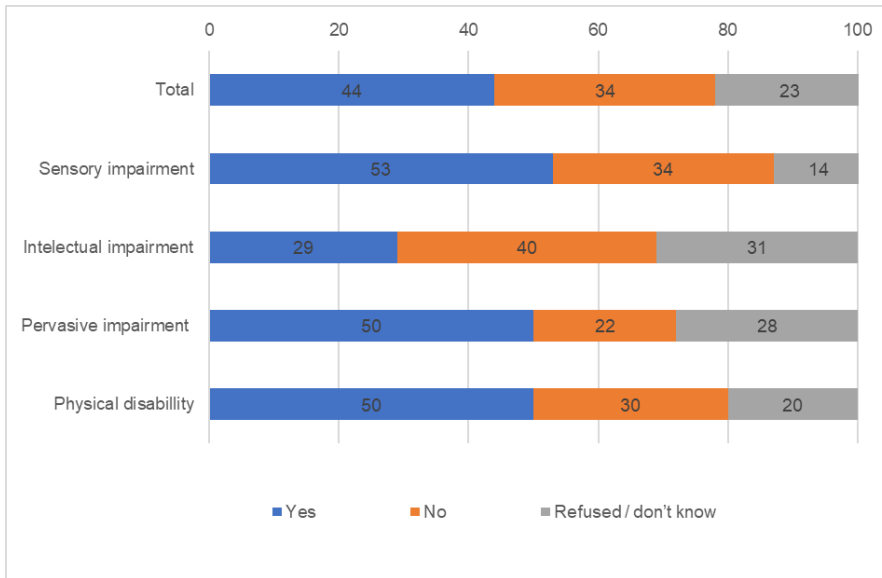
Graph 37: What do you think, is there a law in your country that forbids discrimination against disability?





The awareness about the existence of the Commission for Prevention and Protection against Discrimination is relatively low – only 44% of respondents know that there is such Commission in the country. Again, persons with intellectual impairment (29%) are least familiar with existence of the Commission for Prevention and Protection against Discrimination.

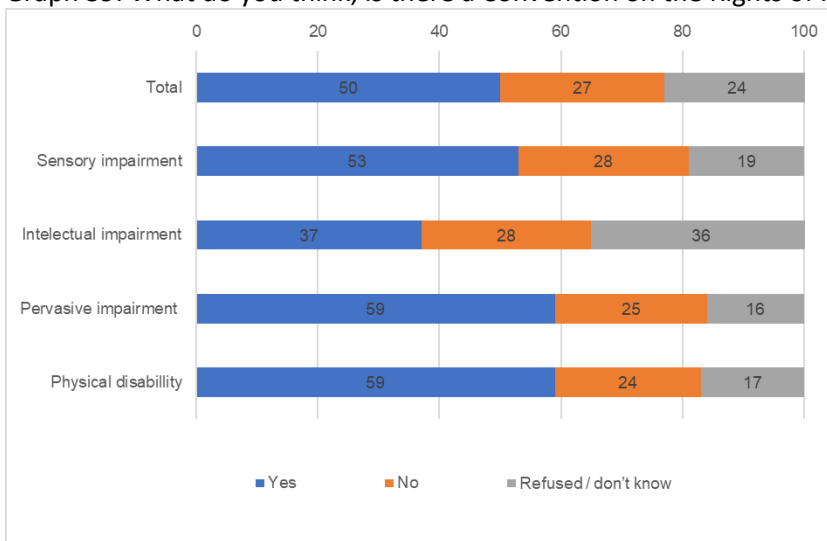
Graph 38: Do you know that there is a Commission for Prevention and Protection against Discrimination?



The government of North Macedonia since 1994 ratified several treaties and conventions including the UN Convention on the Rights of the Child and the Convention on Elimination of all forms of Discrimination against Women. In 2011 it ratified the UN Convention on the Rights of Persons with Disabilities and the corresponding Optional Protocol.

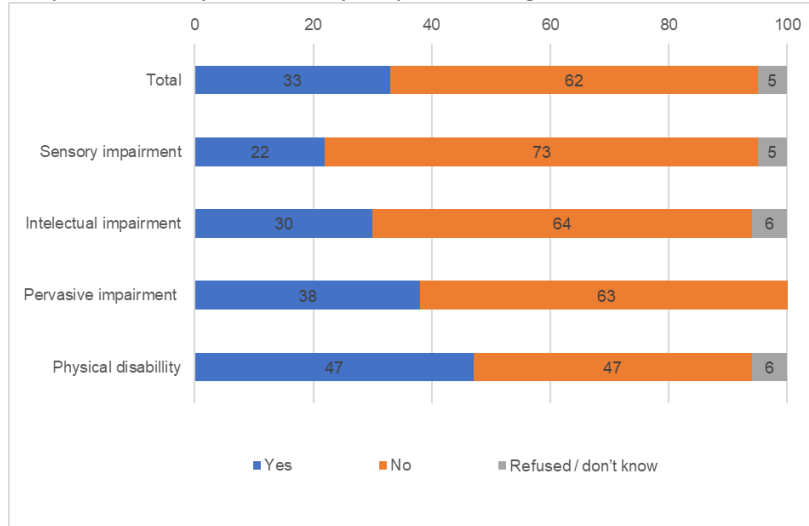
Only half of the respondents (50%) are familiar that there is a Convention on the Rights of Persons with Disabilities signed by the country.

Graph 39: What do you think, is there a Convention on the Rights of Persons with Disabilities?



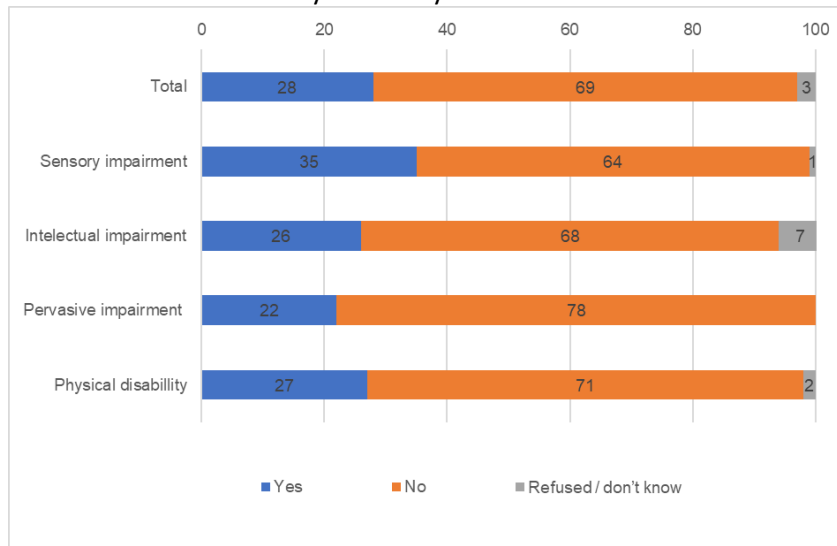
Even less proportion (33%) believe that the country respects the rights of persons with disabilities. This percentage is significantly higher among persons with physical disabilities (47%) compared to persons with sensor impairment (22%).

Graph 40: Does your country respect the Rights of Persons with Disabilities?



Nearly every third respondent (28 %) stated that they personally felt discriminated against based on their condition or condition of their family member, a percentage that is even higher among persons with sensor impairment (35%).

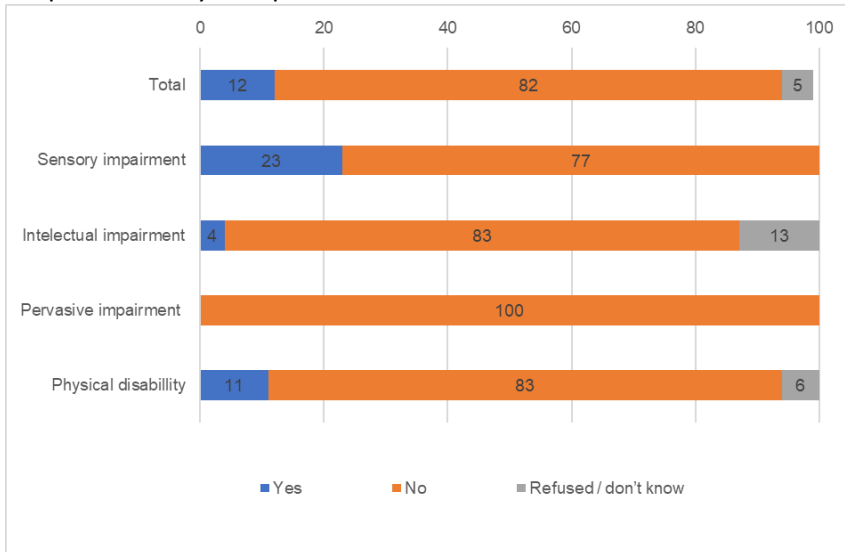
Graph 41: In the past 12 months have you personally felt discriminated against based on your condition or condition of your family member?



However, only one in ten of those respondents who felt discriminated have reported the act of discrimination to authorities. Again, the persons with sensory impairment are more active in reporting acts of discrimination toward them or member of their family – 23% of these respondents reported

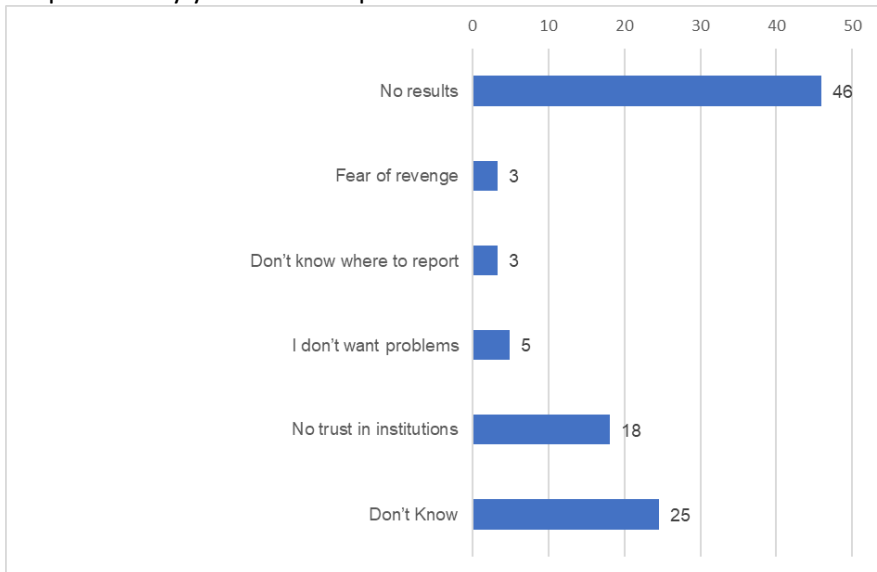
the act of discrimination. On the other side, none of the persons with pervasive developmental disorders who have experienced act of discrimination reported it to the authorities.

Graph 42: Have you reported the discrimination to authorities?



Main reason for not reporting the act of discrimination is the belief that such action will not bring any result – 46% of those who experienced act of discrimination and not reported it mentioned this as a reason for not taking such action.

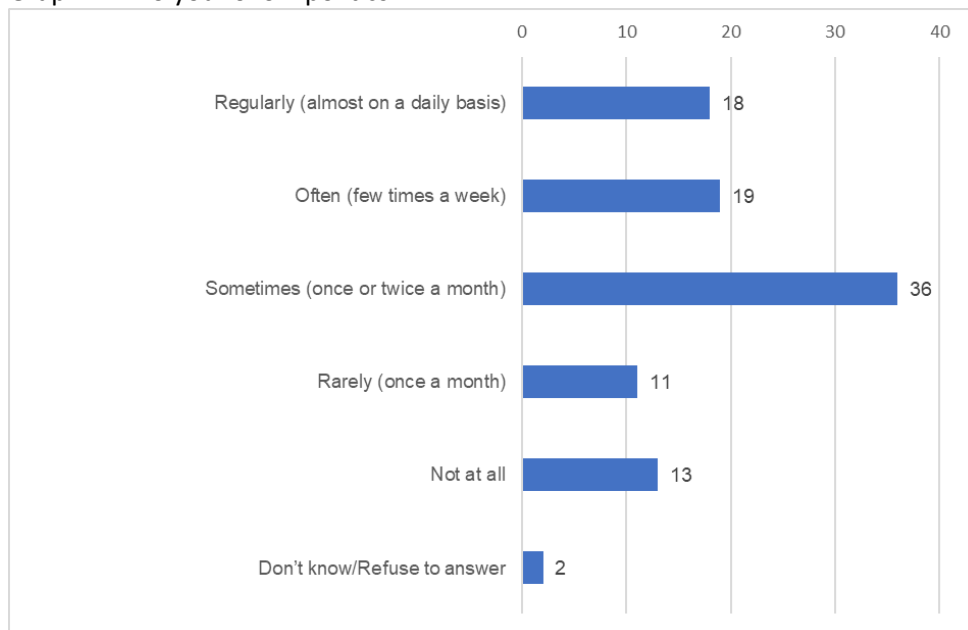
Graph 43: Why you did not report the act of discrimination?



1.12 Governance

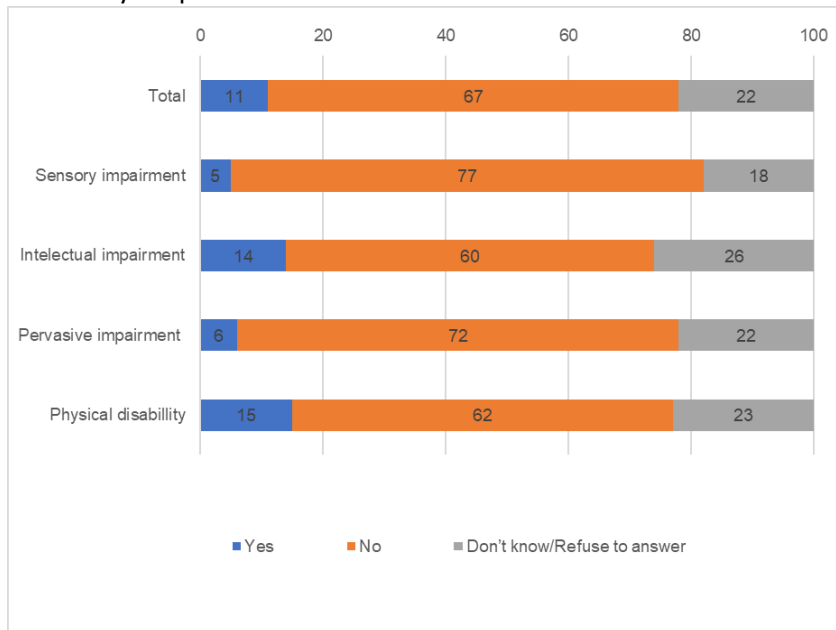
The governance section was mainly assessed through participation of persons with disabilities in the municipality of Bitola to decisions that affect their situation on a local level and in the state. One in five respondents (18%) stated that they follow politics regularly, while most of the respondents (36%) follow politics sometimes i.e. once or twice a month. One out of four (24%) rarely or never follow politics.

Graph 44: Do you follow politics...

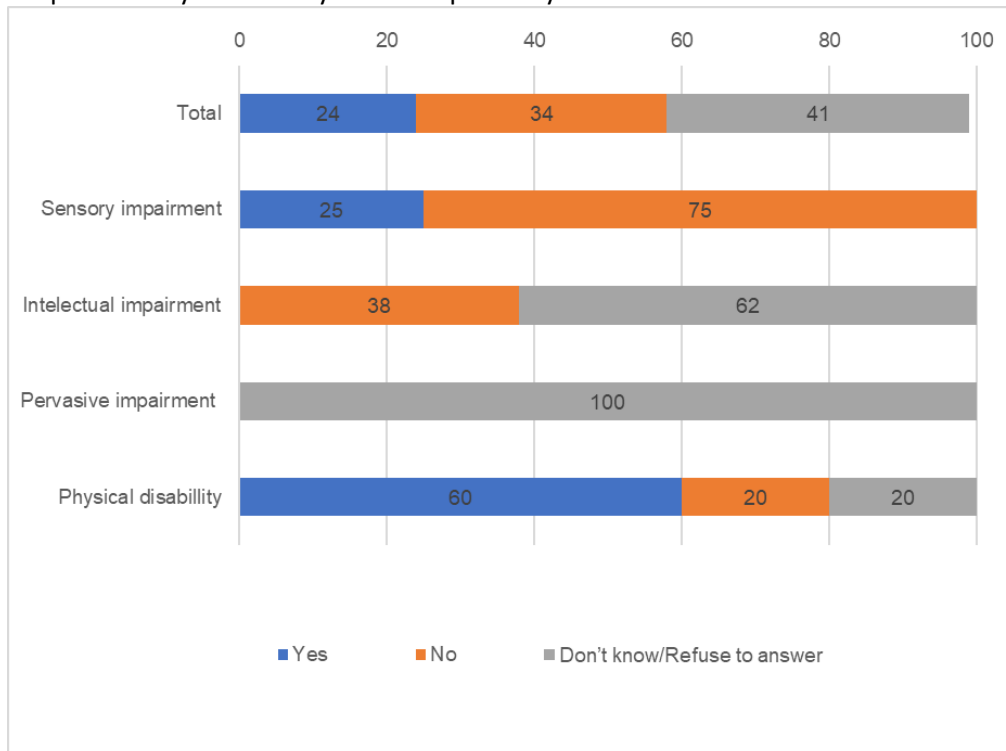


One in every ten respondent (11%) stated that some decisions on a central or local level being made threatened their personal interests over the course of 2020 and only ten per cent of those who stated this, had taken some action to protect their interest. Although the base of respondents who had taken some action is relatively small there is a significantly higher percentage of those who had taken some action among persons with physical disabilities, mainly by writing a letter or calling the governmental or municipal institution. Other forms of action include meeting with the representative from governmental institution or municipal official (43%), writing a letter to media (29%) or signing a petition (29%)

Graph 45: Over the course of 2020, has the decisions on a central or local level being made that threaten your personal interests?

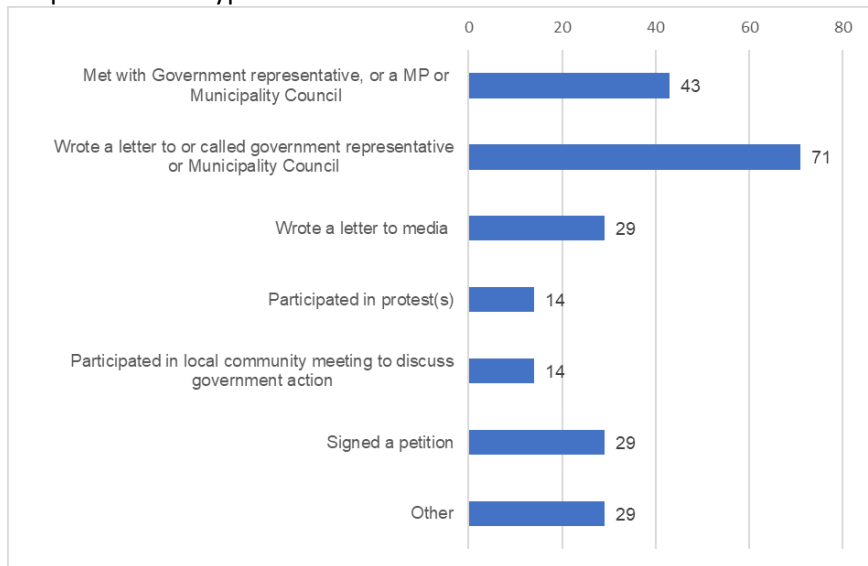


Graph 46: Did you take any action to protect your interest?





Graph 47: What type of action

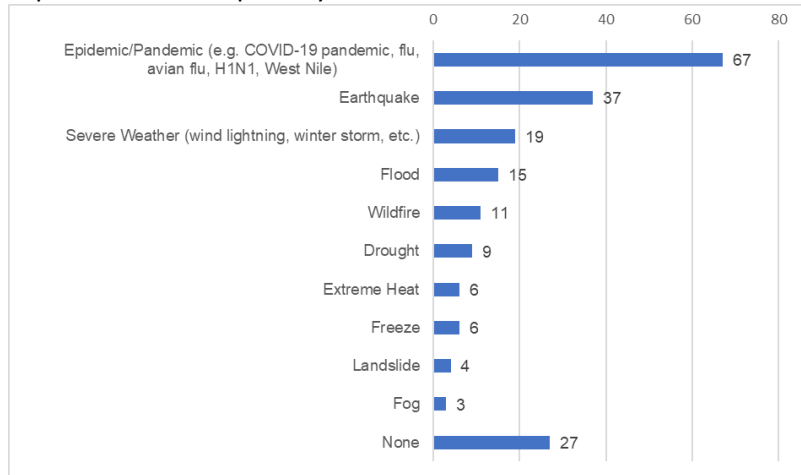


1.13 Vulnerability to shocks

This section assesses the vulnerability that considers the occurrence of a shock caused by natural hazard and man-made hazard.

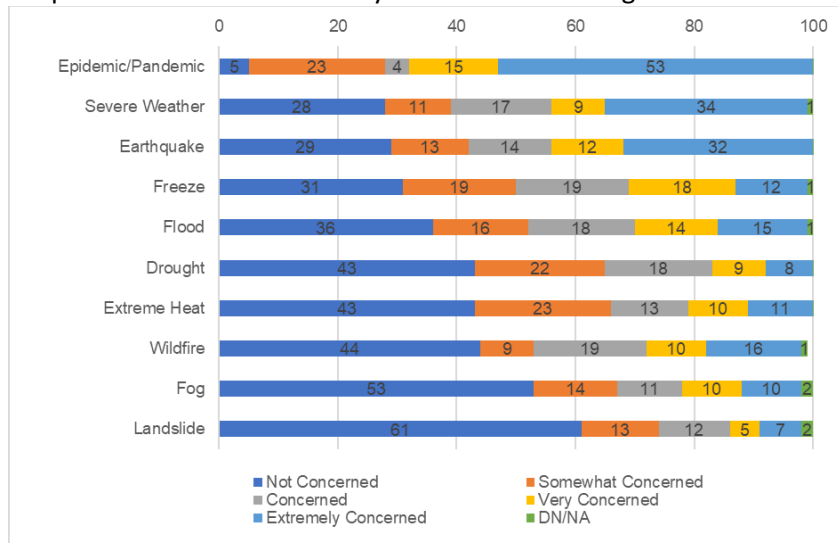
Two third of all interviewed respondents stated that they had been affected by the pandemic outbreak of covid19. Furthermore, 37% of respondents mentioned that they or someone in their household experienced an earthquake in the past 5 years and 19% experienced severe weather in the same period. Flood is experienced by 15% of respondents and 11% experienced wildfire in the past 5 years. Drought is experienced by 9% of respondents and 6% experienced extreme heat in the past 5 years. Freeze is experienced by 6% of respondents and 4% experienced landslide in the past 5 years. Fog is experienced by 3% of respondents and 27% experienced none of the above.

Graph 48: Which of the following natural hazard events have you or has anyone in your household experienced in the past 5 years?



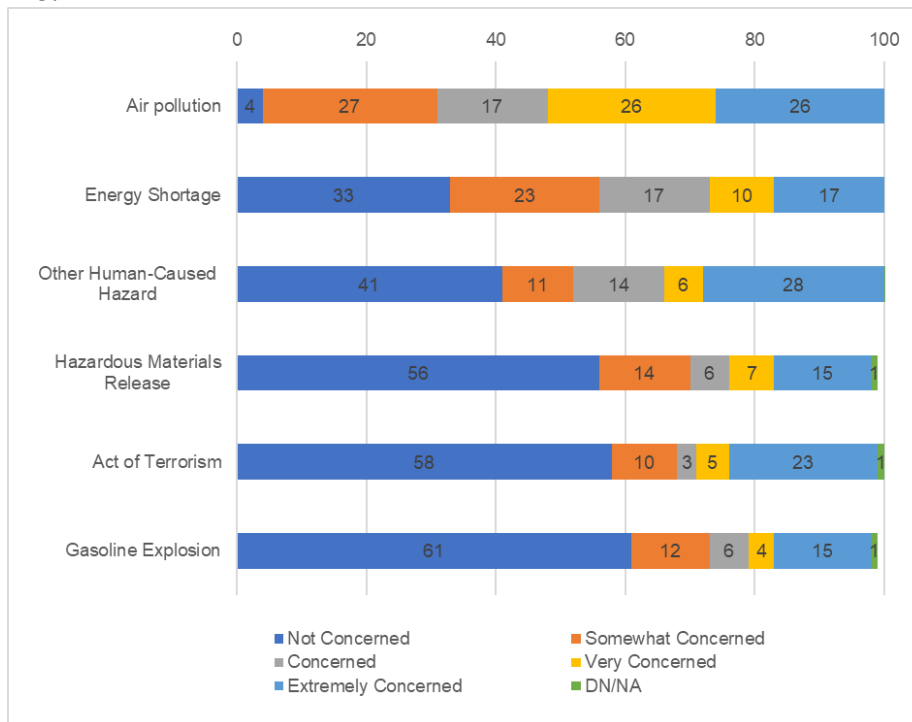
The fear of pandemic is omnipresent as almost all respondents (95%) are concerned that epidemic will affect their lives. Other significant concerns regarding the natural hazard is occurrence of severe weather – 72% of respondents expressed some level of concern regarding this natural hazard, followed by earthquake (71%). The least concern is about the landslide for which 61% of respondents mentioned that they are not concerned that this will affect the place they live.

Graph 49: How concerned are you that the following natural hazards will affect you where you live?



Air pollution is the main concern of the respondents when it comes to man-made hazards. 96% of respondents expressed some level of concern regarding the air pollution. Two third of respondents (67%) are also concerned about energy shortage that could affect the place they live.

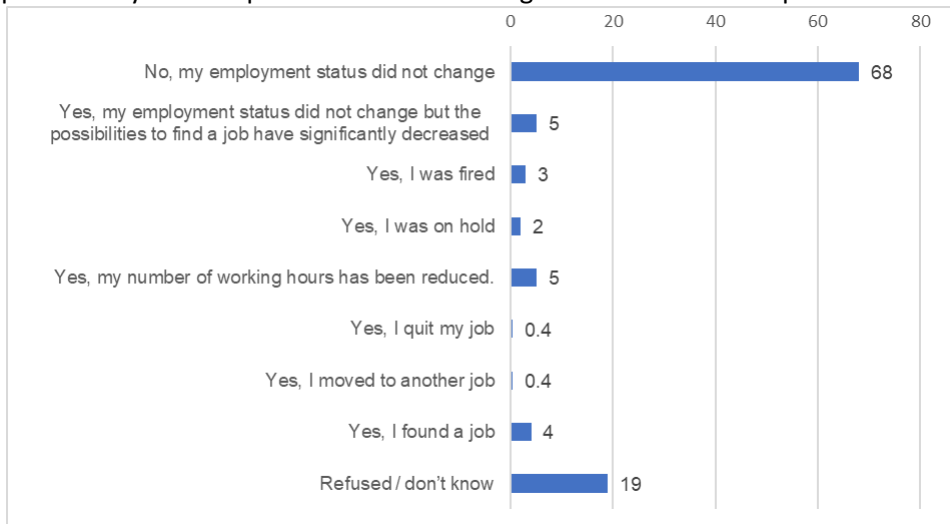
Graph 50: How concerned are you that the following man-made hazards will affect you where you live?



1.13.1 Covid-19

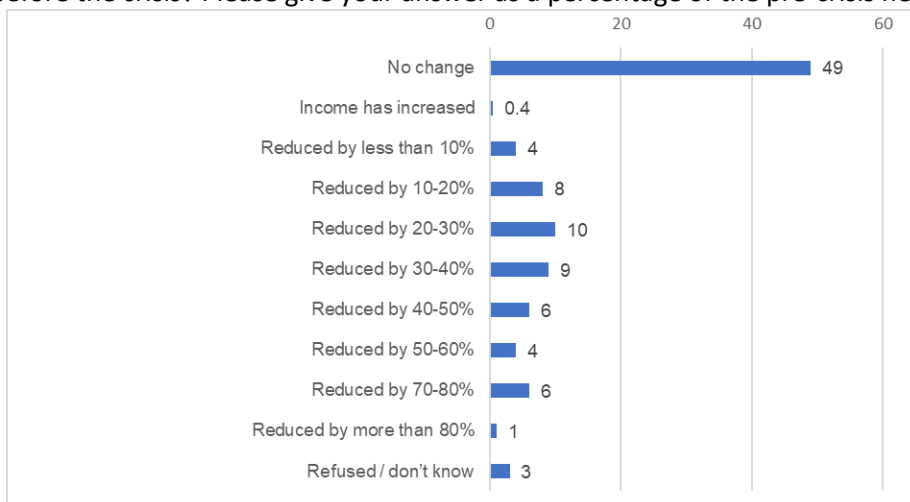
Although largely affected by covid-19 and experiencing it in the past period, for majority of respondents (67%) the occupation situation has not changed due to the pandemic. However, 5% of respondents mentioned that their employment status has not changed but the possibilities to find a job have significantly decreased, whereas 10% have suffered either by reducing to working hours, losing their job, or stayed on hold for some period.

Graph 51: Did your occupational situation change because COVID-19 pandemic?

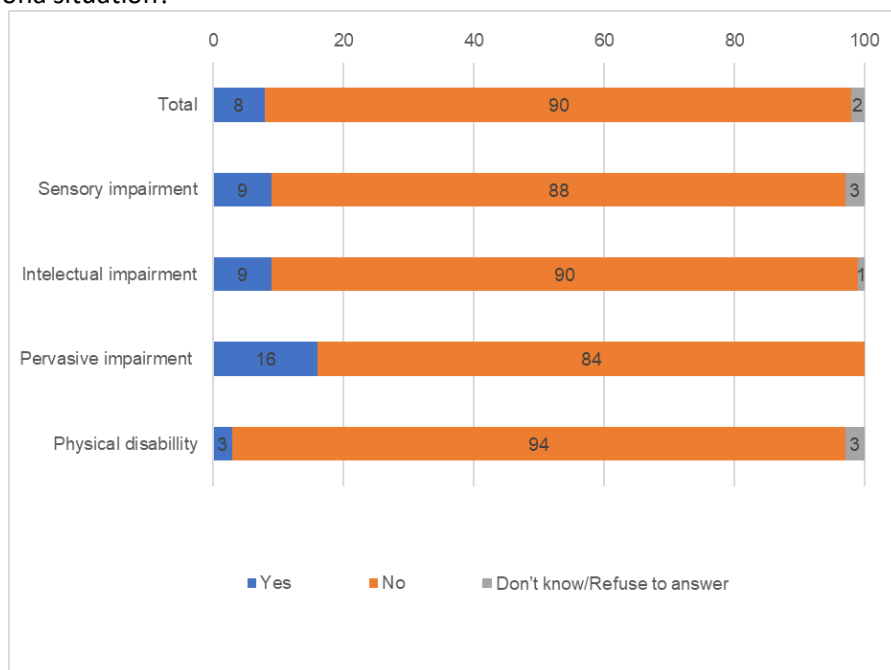


The more evident impact of corona pandemic can be seen on the monthly earnings of the main income earner in the households. Namely, as stated by nearly half of respondents (48%) the income of the main wage earner has decreased compared to before the pandemic outbreak. In addition, vast majority of respondents (90%) stated that they don't have any savings to ease their problems caused by the Corona situation.

Graph 52: Has the net monthly income of the main wage earner(s) changed significantly compared to before the crisis? Please give your answer as a percentage of the pre-crisis net salary.

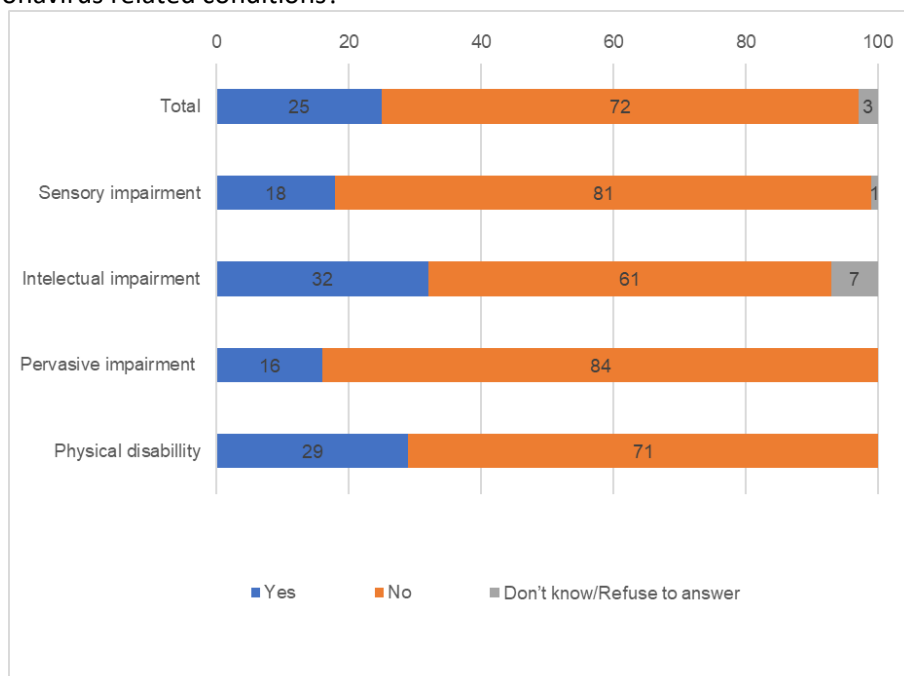


Graph 53: Does your household have any savings that can be used to ease problems caused by the Corona situation?



Furthermore, every fourth respondent stated that their household had to take debt to manage its financial situation created by the Coronavirus related conditions.

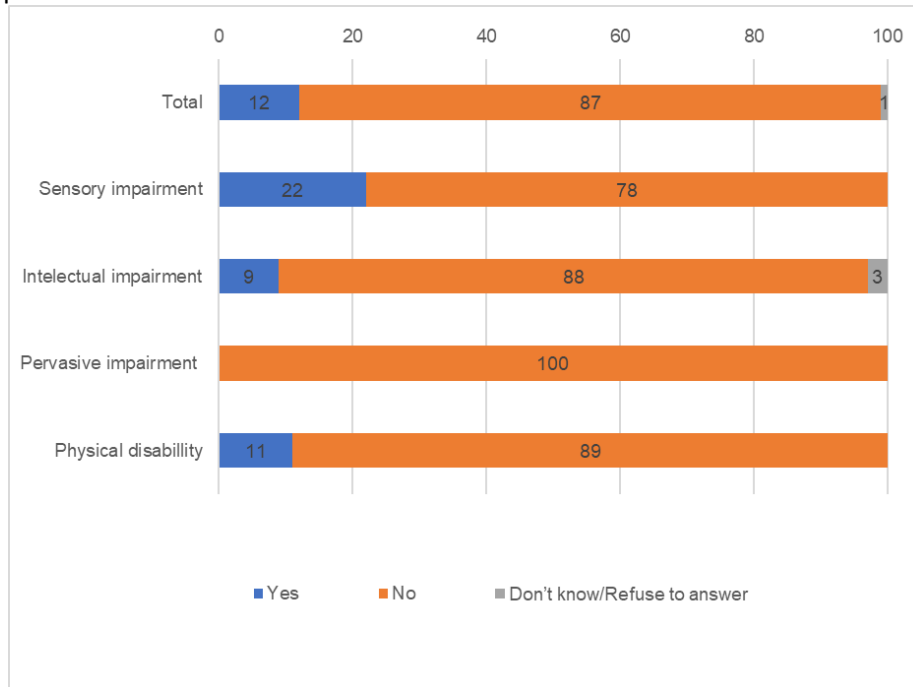
Graph 54: Does your household had to take debt to manage its financial situation created by the Coronavirus related conditions?



Covid Assistance

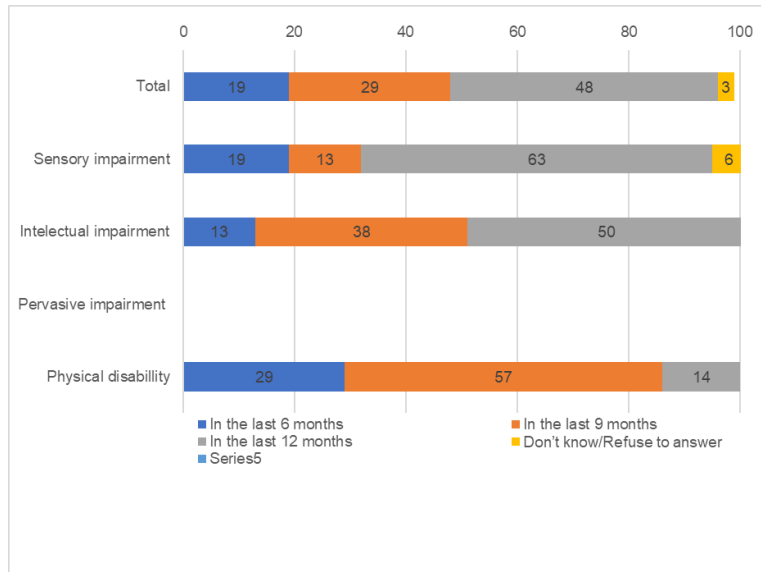
Only 12% of the respondents stated that their household or anyone in the household received external cash assistance related to the COVID-19 pandemic. This percentage is significantly higher among persons with sensory impairment (22%). On the other hand, no one among persons with pervasive development disorders have received external cash assistance related to the covid-19.

Graph 55: Household received external cash assistance related to the COVID-19

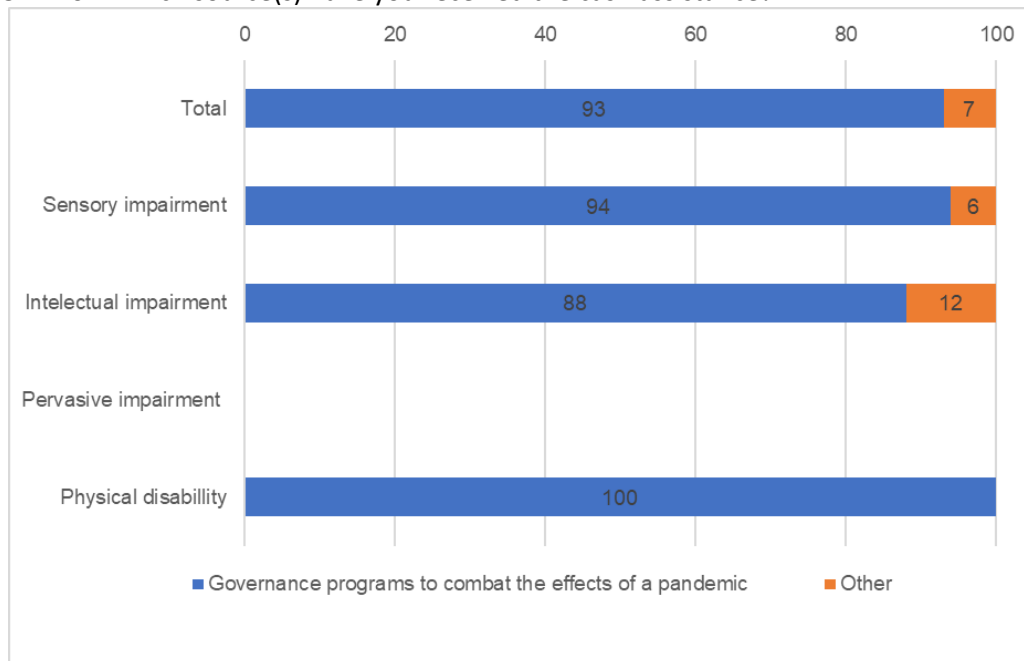


Out of those who have received external cash assistance, 48% stated that they received assistance in the last 12 months, whereas 19% received such assistance in the past 6 months. Almost all assistance receivers (93%) stated that they received governance programs and only 7% of them received from some other sources.

Graph 56: When did you receive assistance?



Graph 57: From which source(s) have you received the cash assistance?



Focus group findings

Geography

In terms of geography the main concerns of caregivers of persons with intellectual impairment are related to transportation. The participants expressed that they cannot travel easily due to limited public transport options. Most of the participants mentioned that organized transport by state or municipality would be very helpful for their daily routine destinations – to school, healthcare facilities, day care centers or socializing events organized by non-governmental organizations.

An organized transportation provided by the state should be provided for persons with intellectual disability, especially for single parents and without a job. It will be a relief not only for the parents but also for the children themselves.

There are activities organized by Poraka for example, but we need to take them to the premises, we don't have any support in terms of transport. Would be great if this is organized and paid by state/municipality.

Persons with intellectual disabilities have need for day care centre, whereas families with children with pervasive disorders have need for social services including psychological support, defectologists and speech therapists (logopeds).

Respondents from focus groups also mentioned that there aren't sport inclusive facilities in municipality of Bitola, where persons with disabilities could exercise.

They can do some sports, why not. But unfortunately such events are not organized, we don't even have sport playground adapted for them. Sport activity can be very beneficial for their development but there are not such opportunities here.

Socio-economic status

Taking care of children/persons with disabilities is a full-time job as described by the participants. As a consequence, the opportunities for income generating jobs are limited as one of the adults in the family must take care of the child/person, therefore he or she could not work any other job. Those participants who have both parents working implement various coping strategies that usually involve some other family member (grandparent, adult sibling or other relative) who takes care of the child/person with disability when parents are at work.

I will say one thing about the time. If someone does not offer to change me, I do not have time for myself, because I am with her non-stop and I do not work. All commitments regarding carrying, taking school hours are intended. Of course, the grandmothers are there to help, the husband also helps when he returns from work. Only my mother and mother-in-law when they are here or when she is with them then I have a rest.

Discrimination

Participants in the group of children/persons with intellectual impairment have in greater extent reported acts of discrimination primarily in education, but also in healthcare and in the community.

These children are discriminated against by the government and by the people on the street and in the market, they are simply discriminated against. Everyone sees my child when entering the market. Before each school year we went to the principal, we told him that the classmates should inform all the classrooms that there are such children.

There is discrimination against people with disabilities in the employment process, they use these people, they will employ them for two, three months and they will be fired and they will only lose their rights to social benefits and they will have to wait a long time to get them again.

Although few participants in the group of caregivers of children with pervasive disorders reported discrimination, however, majority of these participants reported that they didn't experience discrimination.

Health

Health services were almost unanimously seen as being far too expensive to be used at the point of use.

We receive about 5200 denars per month, I do not even have enough for the treatments of a special educator, speech therapist, psychologist, we pay extra, everything else is at our expense. When we use public health services we do not pay anything, but everything else we pay.

A recurrent issue raised by participants was the limited health services available in the city leading to need to travel to Skopje incurring higher costs.

Depending on the need, sometimes I go here, sometimes in Skopje, but most often I consult with my family doctor first.

There are some examinations related to his specific condition and we cannot do them here in Bitola, we have to go to Skopje, it is very difficult to get an appointment to make a consultation.

Some participants in the group of persons with intellectual impairment were also mentioning the problem with dentist services, since this group need special dental care and often it is not possible to obtain in Bitola, so they must go to Skopje.

They often suffer from toothaches, here in Bitola we do not have a dental clinic for people with disabilities, for major interventions we need to take them to Skopje. For example, if there is a need for tooth extraction, the dentists here are simply afraid of something because they have a disability and we have to go to Skopje.

Nutritional needs of children with disabilities require a diet based on fruits and vegetables and food supplements, which also impose a financial burden to family budget.

All the supplements I am buying from abroad, Germany, Sweden and it costs a lot. I just got a syrup which costs 15 EUR and will last less than one month.

Certain medications we take on prescription and we don't pay for them, but additionally there are vitamins, eye drops, etc. which we pay at a regular price.

There were some negative experiences in healthcare facilities and by healthcare staff amongst participants with disabilities. However, predominantly persons with disabilities expressed positive attitudes about health care staff once they reached health facilities.

Education

As reported by the caregivers three of the children with pervasive disorders are enrolled in regular schools and have or will have an education specialist and two of them are enrolled in specialized school.

Respondents who have education specialist are very satisfied with their work, although as they noted the education specialist should be engaged for more than 4 hours a day.

We met with the assistant and also our child and they got a good start. However, the work of the assistant is only 4 hours and what do we do when it is 6 or 7 hours. And the assistant is paid for only 4 hours

Overall, the participants are satisfied with the schools and especially the staff (teachers, psychologists, logopedists etc.), but respondents whose children go to the specialized school agreed that the school is not adapted for their children.

First of all, the specialized school we are talking about for children with special needs is on the upper floor, they need to go up.

You have to go upstairs with the children because they are upstairs, they also need transportation for those children to fit them into social life.

It's up to us to take them to the 3rd floor, to pick them up, to take them

Needs

Intellectual impairment

Day care center

The most important thing is to have full-time day care centers where more people can take care of them. For that, people must first be ready, professional to be able to work with these people and know what the children need in order to be able to help them. Have psychologists who can help both children and parents.

Agency for employment – opportunities for continuous education and prequalification.

It can also be done for the people with special needs through the Employment Agency, as it organizes trainings.

Pervasive disorder

The children with pervasive disorders have greater need for services for reintegration and resocialization i.e. places where these children can go for extracurricular activities.

Instead of personal help, I should be able to leave it when she is not at school and when she is not on treatments like in a playroom as a day center so that I can complete some responsibilities for myself or at home anyway.

Summary of Findings

Geography

Based on the locations of their households, 90% of all interviewed persons with disabilities live in urban area, while only 10% live in rural area. There is significantly higher percentages of persons with pervasive development disorder and intellectual impairment who live in rural areas. Regarding the transportation modes, most of the persons with disabilities use cars to get to the certain places/institutions, whereas public transport is less frequently used.

Socio-economic status

Most of the households are classified as homes with acceptable standard while there is substantial percentage of households in poor conditions i.e. houses with leaking roof or too dark. This is especially true for households where persons with intellectual impairment live. One third of the households are materially deprived every fifth household is severely materially deprived.

Estimated total household income is nearly 25.000 MKD and average income per member shows that the larger the household size the less income per household member is available. Especially, critical income per member is among households that have 5+ members.

The employment rate of all household working age members is 35%, whereas every third working age member in the household is unemployed.

Needs of the persons with disabilities

Two third of the families don't use any social services, whereas one third use social services on regular basis or occasionally. Most used social services are counselling services and professional assistance and support services. The most needed social services are home services -personal assistance and counselling services and professional assistance and support services. Persons with intellectual impairment (both adult and child) need more counselling services, whereas persons with pervasive developmental disorders need more professional assistance and support services and reintegration and resocialization services. Persons with physical disabilities need home services (care for the elderly and personal assistance) and day care services.

Access to services is very limited for this vulnerable group as majority of respondents stated that health and social services are either not accessible enough or to an insufficient extent.

Care for the person with disability is usually placed with the parent of that person – mother or father or the care is provided by her/his spouse and son or daughter.

Taking care of the person with disability is a time-consuming obligation as the person who provides care does not have time during the day to perform work activities that would increase the income in the family. This is especially case in households with persons with intellectual impairment - both child and adult.

Most of the respondents believe that the care for person with disability should be provided by municipal service provider and should be subsidized as the possibilities to obtain care services for persons with disabilities by private company is seen as a big burden for family budget.

Discrimination

Around two thirds (63%) of the respondents are familiar that there is a law in the country that forbids discrimination against disability, for instance when applying for a job, school or accessing services.

There is low awareness about the existence of the Commission for Prevention and Protection against Discrimination is relatively low – only 44% are familiar with the Commission. When it comes to Convention on the Rights of Persons with Disabilities only half of the respondents (50%) are familiar that there is a Convention on the Rights of Persons with Disabilities signed by the country.

Only one third (33%) of the respondents believe that the country respects the rights of persons with disabilities. Similar, every third respondent (28 %) stated that they personally felt discriminated against based on their condition or condition of their family member. There is very low percentage of reporting discrimination e.g. only one in ten of those respondents who felt discriminated have reported the act of discrimination to authorities. The results show that main reason for not reporting the act of discrimination is the belief that such action will not bring any result – 46% of those who experienced act of discrimination and not reported it mentioned this as a reason for not taking such action.

Governance

One quarter of the respondents (24%) stated that they rarely or never follow politics. On the other hand, one in five respondents (18%) stated that they follow politics regularly. One third of the respondents (36%) said that they follow politics sometimes i.e. once or twice a month.

Regarding personal relevance, one in every ten respondent (11%) stated that some decisions on a central or local level being made threatened their personal interests over the course of 2020. Out of this number only ten per cent had taken some action to protect their interest. Main forms of action were writing a letter or calling the governmental or municipal institution. Other forms of action include meeting with the representative from governmental institution or municipal official (43%), writing a letter to media (29%) or signing a petition (29%)

Vulnerability to shocks

Two third of all interviewed respondents stated that they had been affected by the pandemic outbreak of covid19. Furthermore, 37% of respondents mentioned that they or someone in their household experienced an earthquake in the past 5 years and 19% experienced severe weather in the same period. Flood is experienced by 15% of respondents and 11% experienced wildfire in the past 5 years. Majority of respondents (95%) are concerned that epidemic will affect their lives when it comes to natural hazard. Other significant concerns regarding the natural hazard is occurrence of severe weather – 72% of respondents expressed some level of concern regarding this natural hazard, followed by earthquake (71%). The least concern is about the landslide for which 61% of respondents mentioned that they are not concerned that this will affect the place they live.

When it comes to man-made hazard, high majority of respondents (96%) of respondents expressed some level of concern regarding the air pollution. Also, significant percentage of respondents (67%) are concerned about energy shortage that could affect the place they live.

COVID-19

For two thirds of the respondents (67%) the occupation situation has not changed due to the pandemic. On the other hand, there are 5% of respondents who state that their employment status has not changed but the possibilities to find a job have significantly decreased. However, there are

10% of respondents who suffered by reducing working hours, losing their job, or stayed on hold for some period.

Almost half of respondents who are main income earner in household (49%) report that their income has decreased compared to before the pandemic outbreak. In addition, vast majority of respondents (90%) stated that they don't have any savings to ease their problems caused by the Corona situation. Worth noting is that one quarter (25%) of the respondents stated that their household had to take debt to manage its financial situation created by the Coronavirus related conditions.

Only 12% of the respondents stated that their household or anyone in the household received external cash assistance related to the COVID-19 pandemic. Almost half (48%) of those received external cash assistance, received the assistance in the last 12 months. One fifth (19%) of the respondents received the assistance in the past 6 months. Majority of the assistance (93%) was granted through governance programs, while only 7% of the respondents received assistance from some other sources.

Five factors of LNOB

In this section we summarize the findings through the lens of five factors of LNOB in order to determine who is left furthest behind among persons with disabilities in Bitola

Examining the results through five factors that constitute central driving forces behind exclusionary processes it can be concluded that in terms of geography the most disadvantaged persons are persons with intellectual impairment and pervasive cognitive development as greater percentage of these persons live in rural area, which could present a disadvantage in terms of mobility and access to health and social services, which are usually in urban area.

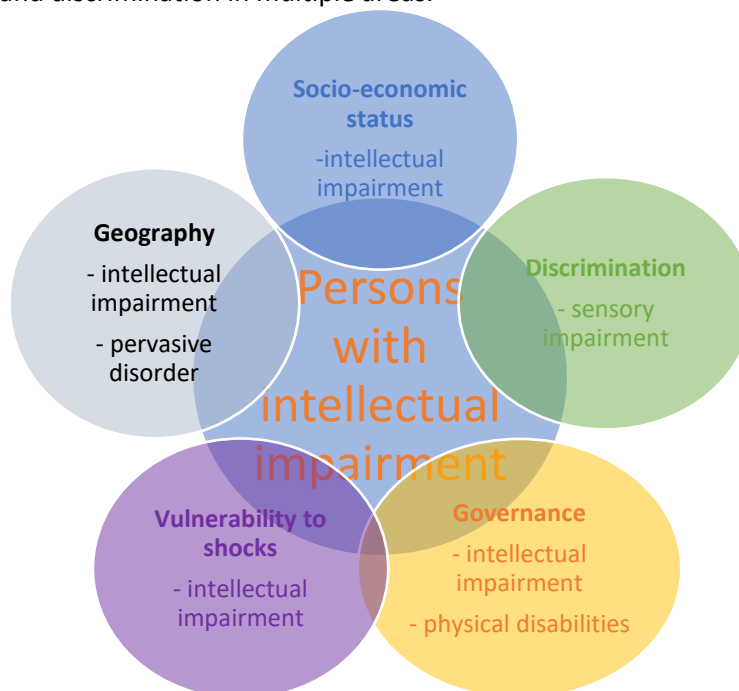
Regarding the socio-economic status persons with intellectual impairment is the most disadvantaged group as there is highest proportion of persons in this group who live in a house with poor condition and highest proportion who suffers from material deprivation in their household and lowest household income.

In terms of discrimination persons with sensory impairment are the ones who are left furthest behind as there is the highest proportion of these persons who felt discriminated and highest percentage have reported the act of discrimination. At the same time the highest proportion of persons who think that the country does not respect the rights of people with disability can be found in this subgroup.

In terms of governance, there is highest proportion of persons with intellectual impairment and physical disabilities who were affected by decisions made on central and/or local level. However, persons with physical disabilities in greater percentage raised their voice to defend their rights, whereas none from persons with intellectual impairment who were affected by such decision did not do anything.

In terms of vulnerability to shock factor, there is lowest proportion of persons with intellectual impairment who did not experience any of the natural hazard event i.e. this group in greater extent experienced some of the natural hazard event in the past 5 years compared to other subgroups.

The persons with intellectual impairment are more likely to be left furthest behind located closest to the centre of the five risk factors as they suffer in greater extent from forms of deprivation, disadvantage and discrimination in multiple areas.



Recommendations

Recommendations related to geography:

1. Organized public transport that will serve persons with disabilities (organizing transport to schools, day care centers, social event activities). This is already in the social protection program for 2021 (social protection plan 2021 - 4.3). Општината преку набавка на 4 возила ќе обезбеди адаптиран превоз на лица со потешка инвалидност
2. Improve accessibility for persons with disabilities to increase their mobility and opportunities by alleviating access to public transport (not just the day care centre and schools' visitors) (social protection plan 2021 - 4.4)
3. Develop inclusive recreational facilities (including children playground, sports playground, etc) – (social protection plan 2021 - 3.5)
4. Accessibility - parking spaces close to entrances, floor spaces and hallways free of equipment and other barriers, access to floors enabled to be used by persons with disabilities (elevator, wheelchair ramps, etc.)

Recommendations to reduce the discrimination:

5. Improve human resource capacities. The attitudes and knowledge of people working in education, health care, social protection, labor, are particularly important for ensuring non-discrimination and participation. Human resource capacity can be improved through effective education, training, and recruitment. Train staff in public service to use sign language or have access to someone who can use sign language
6. Develop a system of improved social involvement and integration from early age in community (sport, cultural and other outreach community events for children and adults with disabilities).
7. Increase public awareness and understanding of disability. Mutual respect and understanding contribute to an inclusive society. Therefore, it is vital to improve public understanding of disability, confront negative perceptions, and represent disability fairly. For example, education authorities should ensure that schools are inclusive and have an ethos of valuing diversity. Employers should be encouraged to accept their responsibilities towards staff with disabilities

Recommendations related to governance

8. People with disabilities should be consulted and actively involved in formulating and implementing policies, laws, and services. Although affected by decisions made on central or local level, persons with disabilities rarely react to such decision. People with disabilities have unique insights about their disability and their situation and should be involved in the decisions affecting their lives. At an individual level, persons with disabilities are entitled to control over their lives and therefore need to be consulted on issues that concern them directly – whether in health, education, or community living.

Recommendations related to socio-economic status

9. Often people with disabilities and their families have excessive out-of-pocket expenses. To improve the affordability of goods and services for people with disabilities and to offset the extra costs associated with disability, particularly for poor and vulnerable persons with disabilities, consideration should be given to expanding health

and social insurance coverage (for example covering diet needs re food supplements and other non-prescribed drugs), ensuring that people with disabilities have equal access to public social services, ensuring that poor and vulnerable people with disabilities benefit from poverty-targeted safety net programmes, and introducing reduced transport fares or free of charge public transport fees

10. Existing public services for people with disabilities are often inadequately funded, affecting the availability and quality of such services. Adequate and sustainable funding of publicly provided services is needed to ensure that they reach all targeted beneficiaries and that good quality services are provided. Contracting out service provision, fostering public-private partnerships, especially with non-governmental organizations.
11. Invest in specific programmes and services for people with disabilities. People with disabilities require access to specific measures, such as rehabilitation, support services and training. A range of well-regulated assistance and support services in the community can meet needs for care, enabling people to live independently and to participate in the economic, social, and cultural lives of their communities. Different subgroups of persons with disabilities have different needs:
 - For persons with pervasive disorders in greater extent there is a need for professional assistance and support services (i.e. educational assistant) and reintegration and resocialization services. The latter services are usually provided by non-governmental organizations and should be supported by public-private partnerships.
 - For persons with intellectual impairment, counseling services and home services are more needed than for other subgroups.
 - Persons with physical disabilities require in greater extent home services/personal assistance and community services/day care services
12. Persons with disabilities have limited access to all levels of education and vocational training. Secure opportunities for students with disabilities to learn alongside their non-disabled peers in general education classrooms.
13. Provide of trainings and activities for integration of persons with disabilities according to their functionality in the labor market to improve their socioeconomic status and wellbeing. Inclusion of caregivers of children and persons with disabilities in non-formal training to secure modes for their employment including vocational rehabilitation and prequalification that can open greater labor market opportunities.

Recommendations for decreasing vulnerability of shocks

14. COVID-19 has disproportionately impacted persons with disabilities. Support and greater commitment are required to ensure they can access essential services, including health and social protection, and medical facilities through this crisis. Provide additional external financial support to ease the impact of covid19 to socio-economic status of persons with disabilities.

The table below presents the problems identified and their linkage to the respective Sustainable Development Goal. It also includes priorities which are results of the social mapping process which are aligned with the particular SDG indicator by their effect.

Problem identification	SDG ²	High effect	Medium effect	Low effect	Key institutions
	SDG 1. End poverty in all its forms everywhere (1.3 Implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable)	1.3.1 Proportion of population covered by social protection floors/systems, by sex, distinguishing children, unemployed persons, older persons, persons with disabilities, pregnant women, newborns, work-injury victims and the poor and the vulnerable			
			Subsidy public transport for persons with disabilities		
Due to covid 19 the day center is not functional			Re-open day care center for person with disabilities		Municipality Bitola Centre for Social Work MoLSP

² Here please specify which SDG is priority. Include 3 to 5 priority SDGs which point out to the respective policy areas where recommendations are provided and as per LNOB group.

<p>There are limited options for children/persons with disabilities for recreational activities</p>			<p>Develop inclusive recreational facilities</p>		<p>Municipality of Bitola Donors</p>
<p>Limited availability of social support services</p>		<p>Invest in specific programmes and services for people with disabilities</p>			<p>Municipality of Bitola Public-private partnerships with NGOs</p>
<p>Low involvement of people with disabilities in formulating and implementing policies, laws, and services</p>			<p>Register and certify non-governmental organizations to hear the voice of persons with disabilities</p>		<p>Municipality of Bitola MoLSP</p>
<p>SDG 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all (8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young</p> <p>8.5.1 Average hourly earnings of female and male employees, by occupation, age and persons with disabilities 8.5.2. Unemployment rate, by sex, age and persons with disabilities</p>					

	people and persons with disabilities, and equal pay for work of equal value)				
Families with persons with disabilities have higher unemployment rates among working age household members than others		Provision of trainings and activities for integration of persons with disabilities according to their functionality in the labor market to improve their socioeconomic status and wellbeing			Municipality Agency for employment NGOs
	SDG 10. Reduce inequality within and across the countries (10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status	10.2.1 Proportion of people living below 50 per cent of median income, by age, sex and persons with disabilities			

<p>Persons with disabilities and their families live in greater extent below the median income than others</p>			<p>Increase the social financial assistance to families with children/persons with disabilities</p>		<p>Government MoLSP</p>
	<p>SDG 11. Make cities and human settlements inclusive, safe, resilient and sustainable (11.2 By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons</p>	<p>11.2.1 Proportion of population that has convenient access to public transport, by sex, age and persons with disabilities</p>			
<p>Lack of organized transport for persons with disabilities</p>		<p>Introduced organized transport</p>			<p>Municipality Bitola</p>

		for persons with disabilities			
	<p>SDG 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p> <p>(4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations</p>	4.5.1 Parity indices (female/male, rural/urban, bottom/top wealth quintile and others such as disability status, indigenous peoples and conflict-affected, as data become available) for all education indicators on this list that can be disaggregated			
Persons with disabilities have limited access to all levels of education and vocational training			Secure opportunities for students with disabilities to learn alongside their non-disabled peers in general		Ministry of Education Municipality of Bitola

			education classrooms		
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Appendix

List of documents reviewed

- Thematic evaluation of EU support to Roma communities and Roma social mapping – Social mapping report – July 2019
- Еднородителските семејства во општина Битола и предизвиците со кои тие се соочуваат, Здружение на еднородителски семејства “Дел од сите”, Јуни-Декември 2018
- Мапирање заради социјална инклузија на ромското население во Населба Баир, Општина Битола, Преда Плус, Октомври 2020
- Mapping of social vulnerabilities and exclusion at the local level using a gender lens – a UNWOMEN report, 2018
- Програма за остварување на социјална заштита во општина Битола за 2021 година
- Социјален план за општина Битола 2021-2024



Survey Questionnaire

Master Questionnaire Social Mapping Bitola

(Basic survey information) This survey aims to obtain information on social vulnerabilities and the exclusion of targeted groups in the municipality of Bitola. More specifically, the survey is designed to explore aspects that will feed into gap assessment of policies and practices toward persons with disabilities in Bitola. The study findings will be also used to assist the municipality to revise and re-align the local social protection program in line with the 2030 Agenda's SDGs and will help the municipality to better tailor services provided to persons with disabilities.

Length of interview: around 30 minutes

Start fieldwork: TBD

End fieldwork: TBD

I. SAMPLE VARIABLES

- Respondent number (unique) (label RESPID) [Q]

- Categorization (label S01) [S]

II. QUOTA CHECK BASED ON SAMPLE VARIABLES

S01 [S]

Categorization of the person with disability as per provided contact list.

- 1) Person with physical disability
- 2) Blind person and/or visual impairment
- 3) Deaf person / hard of hearing
- 4) Person with intellectual impairment
- 5) Person with pervasive impairment (autism, ADHD)
- 6) **Other, specify** _____

Total: N=250

III. INTRODUCTION

Good morning/Good afternoon/Good evening. My name is..... and I work for Indago, an independent agency. We are conducting a research about persons with disabilities in Bitola. Your contact was provided by the municipality of Bitola as one of the partners in the study. Do you have about 30 minutes to spare to answer several questions? Your answers are very important to us. All the answers are anonymous, and the data will be used for statistical analysis only. Can we begin with the questions?

For the purpose of this research, we need to talk to the person responsible for the household, that is, the "head" of the household

MAIN QUESTIONNAIRE

GEOGRAPHY

Base: all respondents

G1 Type of residence the household lives in

- 1) Urban
- 2) Rural

Base: all respondents

G2. Where is the household settled?**(ONE ANSWER ONLY) (INT: FILL IN THE ANSWER WITHOUT ASKING THE RESPONDENT)**

1. House (detached)
2. House (attached from one or two sides)
3. Flat in a building with 10 or more apartments
4. Flat in a building with less than 10 apartments
5. Movable house (trailer, tent)
6. Makeshift home/cabin

Base: respondents with code 1 or 2 on G2

G2a How many floors does the house have?

1. One
2. Two
3. Three or more
4. DK/NA

Base: all respondents

G3. Based on your judgment, in which category does the respondent's home belong?**(ONE ANSWER ONLY) (INT: FILL IN THE ANSWER WITHOUT ASKING THE RESPONDENT)**

1. Well maintained, good standard
2. Acceptable standard
3. Bad standard, poor residence

Base: all respondents

G4. How many rooms does this household have? Please exclude the kitchen and bathrooms.

_____ rooms

Base: all respondents

G5. Does this dwelling in which you live have...?**Multiple answers possible**

1. Kitchen inside
2. Piped water inside
3. Toilet in the house
4. Latrine / Toilet outside
5. Connection to public sewerage or waste water tank
6. Shower or bathroom inside
7. Electricity supply
8. Any kind of heating facility

Base: all respondents

G6. What is the main source of drinking water for members of your household?**Single answer**

1. Piped watersupply
2. Protected well / spring
3. Rainwater
4. Unprotected well / spring
5. Packaged bottled water
6. Tanker-truck or cart
7. Surface water (lake, river, stream)



- 8. No water source
- 9. Other
- 10. Refused / don't know

Base: all respondents

G7. Can you afford to heat your home? Single answer

- 1. Yes, adequately
- 2. Yes, barely
- 3. No

Base: all respondents

G8. Which is the main source used for heating? Single answer

- 1. Electricity/gas devices: air-conditioner, electric heater, portable devices others
- 2. Fireplace
- 3. Combination of both above
- 4. Dwelling does not have heating facilities

Base: all respondents

G9. Do you face any of the following challenges in your dwelling?

<i>1.13.1.1.1.1.1</i>	Yes	No
1.13.1.1.1.1.2 Thermic isolation of the house	1	2
Leaking roof, dry walls, ruined windows, doors	1	2
Too dark, lack of lightening, dump and mold	1	2
Too noisy, either from the neighbors or from the street (traffic, factories etc)	1	2
Inaccessibility for persons with disabilities	1	2

Base: all respondents

G10. What transportation do you most often use to get to each of the following locations?

	Walking	Public transport	Car or other personal vehicle	Bicycle	Never go to this location	Don't Know/No Answer
Primary Health Centre (GP)						
Kindergarten						
Primary /secondary school						
Centre for Social Work						
Employment Agency						
Bank/ATM/Post office						



Place of work						
Day centre						

SOCIO ECONOMIC STATUS
 Living conditions

Base: all respondents

L1. Which of the expenses on dwelling listed below do you pay and what is the amount paid?

Average monthly expenses:

1. Water _____ (INT. insert monthly amount in MKD)
2. Electricity and gas (excluding heating) _____ (INT. insert monthly amount in MKD)
3. Phone including cell phone, internet _____ (INT. insert monthly amount in MKD)
4. Other expenses related to maintenance of the dwelling _____ (INT. insert monthly amount in MKD)

Average annual expenses

1. ? _____

Base: respondents with answer

L2. How do the expenses on dwelling influence the financial situation of your household? (loan on dwelling, current maintenance, taxes, insurance, repairs) Single answer

1. Heavy burden
2. Burden to a certain extent
3. Not a burden at all

Base: all respondents

L3. Has your household faced a challenge in the last year to pay:

1.13.1.1.1.1.3	Once	Twice or more	No	We don't have such expense
Expenses for credit that you or the household member pay to the bank for the dwelling	1	2	3	4
Expenses on dwelling for utilities such as water, electricity etc	1	2	3	4
Expenses for other credit repayments such as car, vacation,.	1	2	3	4
Expenses for other Medical/special treatments	1	2	3	4

Base: all respondents

L4. In the past month did you or anyone in your household ever go to bed hungry because you couldn't afford enough food for them?

Single answer

1. Never
2. Once
3. A few times (2-3)
4. Several times (4 and more)
5. Refused / don't know

Base: all respondents





L5. I will read out loud a few items that your household might possess. Could you tell me if your household possesses these items and, if not, is it because you cannot afford it or because you do not need it?

(ONE ANSWER IN EACH ROW)

	Yes	No, don't need it/don't want it	No, I can't afford it	Refuses to answer (<i>INT. DON'T READ</i>)
Car (including a business vehicle that is used for private purposes)	1	2	3	9
Washing machine	1	2	3	9
Refrigerator	1	2	3	9
Computer or laptop	1	2	3	9
Phone (including cell phone)	1	2	3	9
Color TV	1	2	3	9
Internet access	1	2	3	9
Dishwasher	1	2	3	9
Vacuum cleaner	1	2	3	9

Demography, education, employment

Base: all respondents

D1. Starting with you personally, could you tell me your age, ethnic affiliation, marital status, educational and economic status? Furthermore, could you tell me the same for the other members of the household, starting from the eldest member?



ID number of the household member	IN1 Name or initials	D2_1 Relationship with the respondent	D2_2 Age <i>(INT. Write down only NUMBER.)</i>	D2_3 Ethnic affiliation	D2_4 Sex	D2_5 Does [NAME] suffer from a permanent physical or mental disability?	D2_6 Do you, he/she currently attend school	D2_7 The highest level of completed education	D2_8 Marital status SCRIPTER (Ask all 15 and older than 15 at D2_2)	D2_9 Current economic status (Ask all 15 and older than 15 at D2_2)
1		0. Head of the household/responsible 1. Spouse 2. Son-daughter 3. Father-mother (step father/stepmother) 4. Brother – sister (half-brother/half-sister) 5. Grandmother-grandfather 6. Nephew 7. Mother in Law-Father in law 8. Son in law/daughter in law 9. Guardian 10. Other relatives 11. Other non-relatives		1. Macedonian 2. Albanian 3. Turk 4. Roma 5. Serbian 6. Other (please specify)	1. Male 2. Female	1. Yes 2. No	1. Yes 2. No, it will start next school year	1. Never attended 2. Primary incomplete 3. Primary complete 4. High school/Vocational incomplete 5. High school/Vocational complete 6. University 7. Post-graduate 8. Other	1. Married 2. Living with a partner 3. Single 4. Widower/widow, 5. Divorced	1. Employed full time 2. Employed part time 3. Self employed 4. Unemployed (seeking for a job) 5. Unemployed and not seeking for a job 6. Student/pupil 7. Pensioner 8. Work disabled person 9. Housewife/man (unpaid domestic work), 10. Other inactive person
2										
3										
4										
5										

Base: respondents aged <18 years old and code 2 on D2_6

D3



What are the main reasons that \${name} is not currently in school?

Single answer

1. Illness
2. There is no school in the settlement or within reach
3. Not enough money to continue education
4. Do not have possibility for attending online classes
5. Need to work for income / found job
6. Need to help with other family members, do homework
7. Didn't pass entry exam or did poorly in last level
8. Judged to be sufficiently educated
9. Problems with language
10. Marriage
11. Pregnancy
12. Had been bullied at school
13. Safety concerns
14. Lack of personal documents
15. Frequent change of residence
16. Did not get along with other students
17. Did not get along with teachers
18. Did not want to go to school
19. There is no value in school
20. The regular school doesn't accept the person because of the condition
21. He/She does not have appointed educational/personal assistant
22. Other
23. Refused / don't know

Base: respondents code 4 on D2_9

D4 Did \${name} do anything to find a job during the last 4 weeks?

1. Yes
2. No
3. Refused / don't know

Base: respondents code 2 on D4

D5. Why is \${name} not looking for a job in the past 4 weeks?

Single answer

1. Because of health problems
2. Because I have no papers
3. I am doing other informal work
4. Because there are no jobs
5. Don't have support by the employment agency and/or CSW in finding job
6. The employers does not accept him/her because of the condition
7. Currently studying / too young
8. Retired / too old
9. Has small children to look after and / or pregnant
10. Homemaker
11. Just have been repatriated
12. Not allowed by husband / father (for women)
13. Other
14. Refused / don't know



Base: respondents code 5 on D2_9

D6. Why is \${name} not looking for a job?

Single answer

1. Because of my health condition
2. Categorized incompetent person
3. Because I have no papers
4. I am doing other informal work
5. Because there are no jobs
6. Don't have support by the employment agency and/or CSW in finding job
7. The employers does not accept persons with disabilities
8. Currently studying / too young
9. Retired / too old
10. Has small children to look after and / or pregnant
11. Homemaker
12. Just have been repatriated
13. Not allowed by husband / father (for women)
14. Other
15. Refused / don't know

Income

Base: respondents 15+ at D2_2

HI1 Starting with you, could you answer a few questions related to your personal income? Furthermore, could you tell me about the incomes of the other household members, starting with the oldest.

Base: respondents with code 1-3 at D2_9

HI1a. During the last year, have you or your family member earned money from employment:

	... (IN1Initial s)	HI1_1. Earned money from employ ment during last year: 1. Yes 2. No	HI1_2. Employ ment - monthly net wage	HI1_6. Other income from employ ment (K15, holiday benefit ...) Annual amount
...1				
...2				
...3				

Base: respondents with code 6 at D2_2

HI2. During the last year, have you or your family member received pensions:





XX4_	IH4_... (Initials)	H12_1. Old age pension 1. Yes 2. No	H2_2. Monthly amount	H12_3. Disability pension 1. Yes 2. No	H2_4 Monthly amount	H2_5. Family pension 1. Yes 2. No	H2_6. Monthly amount	H12_7. Other pension 1. Yes 2. No	H2_8. Monthly amount
...1									
...2									
...3									

Base: all respondents

HI3. During the last year, have you or any other household member received some of the following compensations/assistance from the State or municipality?

(ONLY ONE ANSWER IN EACH ROW)

1.13.1.1.2		Yes	No	Monthly amount
HI3_1	Social welfare assistance	1	2	_____
HI3_2	Permanent financial assistance	1	2	_____
HI4_3	Financial compensation for caregiving	1	2	_____
HI3_4	Compensation for war invalids from the conflict in 2001	1	2	_____
HI3_5	Guardianship	1	2	_____
HI3_6	Unemployment compensation	1	2	_____
HI3_7	Free health insurance	1	2	SCRIPTER: If code 1) don't ask
HI3_8	Child benefits	1	2	_____
HI3_9	Child benefits for children with special needs	1	2	_____
HI3_10	Support for third born child	1	2	_____
HI3_11	Maternity compensation	1	2	_____
HI3_12	Compensation for veteran war invalids	1	2	_____
HI3_13	Subsidies	1	2	_____
HI3_14	One-time financial assistance by the municipality	1	2	_____



HI3_15	One-time financial assistance by the CSW	1	2	
HI3_99	Other	1	2	_____

Base: all respondents

HI4. Did your household receive financial assistance or alimony or separation allowance in the past 12 months from someone who is not a member of your household? This can include persons living in your own country or abroad. Single answer

1. Yes, on a regular basis
2. Yes, with delays, irregularly, or on a ad hoc basis
3. No
4. Don't know/No answer

Base: all respondents

HI5. Did your household have income in the past 12 months from renting room, flat or house?

Single answer

1. Yes
2. No
3. Refused / don't know

NEEDS

Base: all respondents

N1. You said that the person / person (code 1 at D2_5) has a certain illness or disability. What is the nature of the certain illness or disability?

Vision (blindness or partial sight)	1
Hearing (deafness or partial hearing)	2
Mobility (walking short distances or climbing stairs)	3
Motor skills (fine and gross) and Dexterity (lifting and carrying objects, using a keyboard)	4
Learning or understanding or concentrating	5
Memory	6
Mental health	7
Stamina or breathing or fatigue	8
Socially or behaviourally (for example associated with autism, ADHD or Aspergers)	9
Other (please specify) _____	
Don't know/No answer	99

Base: all respondents



N2. Do any of \${name}'s conditions or illnesses reduce \${name}'s ability to carry-out day-to-day activities? Single answer

1. Yes, a lot
2. Yes, a little
3. No, not at all
4. Don't know/No answer

Base: all respondents

N3. Do you use any kind of social services?

1. Yes, on a regular basis
2. Yes, occasionally
3. No

Base: only respondents with 1 or 2 at N3

N4. What kind of social services do you use? Multiple answer

1. Information and referral services
2. Professional assistance and support services
3. Counseling services
4. Home services - Home care for the elderly
5. Home Services - Personal Assistance
6. Community Services - Day Care Services
7. Community Services - Reintegration and Resocialization Services
8. Community Services - Temporary Stay Services
9. Services for non-family care - Living with support
10. Services for non-family care - foster care
11. Services for non-family care - Accommodation in an institution

Base: All respondents

N4a. What kind of social services do you need/ need the most? Multiple answer

1. Information and referral services
2. Professional assistance and support services
3. Counseling services
4. Home services - Home care for the elderly
5. Home Services - Personal Assistance
6. Community Services - Day Care Services
7. Community Services - Reintegration and Resocialization Services
8. Community Services - Temporary Stay Services
9. Services for non-family care - Living with support
10. Services for non-family care - foster care
11. Services for non-family care - Accommodation in an institution

Base: all respondents

N5. Was there any time when in your opinion \${name} needed a specialist/social services (logoped, physical, special educator, psychologist) medical or dental examination or treatment for a health problem but did not receive it? Answer per row

	Yes, at least once but did not receive it	No, there was no occasion	Don't know/No answer
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Medical examination/ treatment			
Dental examination/treatment			
Specialist treatment			
Social services treatment			

Base: all respondents

N6. What was the main reasons \${name} was not receiving the examination or treatment (the most recent time)?
Multiple

1. Could not afford (too expensive)
2. Could not take time because of work, care for children or for others
3. Too far to travel / no means of transportation
4. Fear of doctor / dentists / hospitals / examination / treatment
5. Wanted to wait and see if problem got better on its own
6. Didn't know any good doctor / dentist or specialist
7. Could not find doctor / dentist willing to take me on as a patient
8. Other
9. Don't know/No Answer

Base: all respondents

N7. Do you think that the services of the health system are available to you?

Single answer

1. Yes, to a sufficient extent
2. Yes, to an insufficient extent
3. No, not accessible enough
4. No, not available at all

Base: all respondents

N7a. Do you think that the social services are available to you?

Single answer

1. Yes, to a sufficient extent
2. Yes, to an insufficient extent
3. No, not accessible enough
4. No, not available at all

Base: all respondents

N8. Who usually provides the special care / support for these person / persons, i.e. what is the relationship with the person receiving the support?

--	--

1. Husband / wife	1
2. Son/daughter	2
3. Father/mother (stepfather/stepmother)	3
4. Brother/sister (stepbrother/stepsister)	4
5. Grandmother/grandfather	5
6. Grandson/granddaughter	6
7. Mother in law/Father in law	7
8. son in law /daughter in law	8
9. Guardian	9
10. Other relatives	10
11. Others who are not relatives	11
12. Community volunteers	12
13. Governmental service providers	13
14. Non-governmental service provider	14
15. Employer	15
16. Private company	16
17. Other, who? _____	17

Base: all respondents

N9. Does the care and attention that the given persons give to a family member in need leave time during the day to perform work activities that increase the income in the family? Single answer

1. Yes
2. No

Base: all respondents

N10. In your personal opinion, who should be responsible for the primary care of people in need of care (severely chronically ill or people with disabilities)? Single answer

1. Other persons who are not relatives
2. Community volunteers
3. Governmental (public) service provider
4. Municipal service provider
5. Non-governmental service provider
6. Employer
7. Private company
8. Other, who _____
9. Don't know /no answer

Base: all respondents

N9. What kind of support you need the most?

1. Adaptation to space (school, kindergarten, institution)

2. Home visit
3. Personal assistant
4. Educational assistant
5. Legal assistance for exercising certain rights
6. Trainings for parents (for self-advocacy, for dealing with the developmental periods that your child goes through, training for specific therapies, etc.)
7. Parental support for sharing experiences
8. Psychological support (individual and / or family)
9. Support - trainings for teachers in inclusive education or parents of children with typical development
10. Day centers
11. Specialized training _____
12. Training of the child for independent living
13. Assistance in finding jobs
14. Training for skills to get employed

Base: all respondents

N10. Which of the following will suit best the person caring for other person regarding family-friendly work arrangements?

1. Flexible working time – flexible start of working hours with possibility for preset “core hours” including remote work.
2. Reduced hours - fewer hours per day or fewer days per week.
3. Compressed week – compensating time off with longer hours on a number of days per week;
4. Job sharing – division of work between two workers.
5. Don't know/no answer.

Base: all respondents

N11. If there is opportunity to buy such care services from a company or private company, how will these costs affect your family budget?

1. It will be big burden for the family budget
2. It will be a significant cost for the family budget, but we can handle the situation
3. It will not be burden for our family
4. Don't know /No Answer

DISCRIMINATION

Base: all respondents

S1 What do you think, is there a law in your country that forbids discrimination against disability, for instance when applying for a job, school or accessing services?

1. Yes
2. No
3. Refused / don't know

Base: all respondents

**S2 What do you think, is there a Convention on the Rights of Persons with Disabilities?
Single answer**

1. Yes
2. No
3. Don't know/No answer

Base: all respondents

S3 Does your country respect the Rights of Persons with Disabilities?

1. Yes
2. No
3. Don't know/No answer

Base: all respondents

S4 In the past 12 months have you personally felt discriminated against based on your condition or condition of your family member?

1. Yes
2. No
3. Don't know/No answer

Base: respondents with code 1 at S4

S5. Have you reported the discrimination to authorities?

1. Yes
2. No
3. Don't know/No answer

Base: respondents with code 2 at S3

S6 Why you did not report the act of discrimination?

Base: all respondents

S7. Do you know that there is a Commission for Prevention and Protection against Discrimination?

1. Yes
2. No
3. Don't know/No answer

GOVERNANCE

Civic participation

Base: all respondents

C1. Do you follow politics...

Single answer

1. Regularly (almost on a daily basis)
2. Often (few times a week)
3. Sometimes (once or twice a month)
4. Rarely (once a month)
5. Not at all
6. Don't know/Refuse to answer (int.: don't read)

Base: all respondents

C2 Over the course of 2020, has the decisions on a central or local level being made that threaten your personal interests? (INT. Read answers. One answer possible)



1. Yes
2. No
3. Don't know/Refuse to answer

Base: respondents with code 1 on C2

C3 Did you take any action to protect your interest? Single answer

1. Yes
2. No
3. Don't know/Refuse to answer (int.: don't read)

Base: respondents with code 1 on C3

C4 What type of action

(int.: Read the answers. Multiple answers are possible):

1. Met with Government representative, or a Member of Parliament or a Member of the Municipality Council
2. Wrote a letter to or called government representative or to a representative of the Municipality Council
3. Wrote a letter to media
4. Participated in protest(s)
5. Participated in local community meeting to discuss government action
6. Signed a petition
7. Other, what _____
8. Don't know/Refuse to answer (int.: don't read)

VULNERABILITY TO SHOCKS

Natural hazards

NH1. Which of the following natural hazard events have you or has anyone in your household experienced in the past 5 years? Multiple answers possible.

1. Drought
2. Earthquake
3. Landslide
4. Extreme Heat
5. Flood
6. Fog
7. Epidemic/Pandemic (e.g. COVID-19 pandemic, flu, avian flu, H1N1, West Nile)
8. Freeze
9. Wildfire
10. Severe Weather (wind lightning, winter storm, etc.)
11. None
12. Refused / don't know

Base: all respondents

NH2. How concerned are you that the following natural hazards will affect you where you live?

One answer in a row

	Not Concerned	Somewhat Concerned	Concerned	Very Concerned	Extremely Concerned	DN/NA
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Drought	1	2	3	4	5	9
Earthquake	1	2	3	4	5	9
Landslide	1	2	3	4	5	9
Extreme Heat	1	2	3	4	5	9
Flood	1	2	3	4	5	9
Fog	1	2	3	4	5	9
Epidemic/Pandemic (e.g. COVID-19 pandemic, flu, avian flu, H1N1, West Nile)	1	2	3	4	5	9
Freeze	1	2	3	4	5	9
Wildfire	1	2	3	4	5	9
Severe Weather (wind lightning, winter storm, etc.)	1	2	3	4	5	9

Base: all respondents

NH3. How concerned are you that the following man-made hazards will affect you where you live?

One answer in a row

	Not Concerned	Somewhat Concerned	Concerned	Very Concerned	Extremely Concerned	DN/NA
Air pollution	1	2	3	4	5	9
Energy Shortage	1	2	3	4	5	9
Act of Terrorism	1	2	3	4	5	9
Gasoline Explosion	1	2	3	4	5	9
Hazardous Materials Release	1	2	3	4	5	9
Other Human-Caused Hazard (civil unrest; data or telecommunications; explosion; infrastructure/utility failure/jail event; urban fire; technological failure; transportation incident including train and airplane; arson/commercial fire and others)	1	2	3	4	5	9

Covid-19

Base: all respondents

C1. Did your occupational situation changed because COVID-19 pandemic?

Single answer

1. No, my employment status did not change



2. Yes, my employment status did not change but the possibilities to find a job have significantly decreased
3. Yes, I was fired
4. Yes, I was on hold
5. Yes, my number of working hours has been reduced.
6. Yes, my number of working hours has increased
7. Yes, I work from home
8. Yes, I was on sick leave
9. Yes, I quit my job
10. Yes, I moved to another job
11. Yes, I found a job
12. Refused / don't know

Base: all respondents

C2. Has the net monthly income of the main wage earner(s) changed significantly compared to before the crisis? Please give your answer as a percentage of the pre-crisis net salary?

Single answer

1. No change
2. Income has increased
3. Reduced by less than 10%
4. Reduced by 10-20%
5. Reduced by 20-30%
6. Reduced by 30-40%
7. Reduced by 40-50%
8. Reduced by 50-60%
9. Reduced by 70-80%
10. Reduced by more than 80%
11. Refused / don't know

Base: all respondents

C3. Does your household have any savings that can be used to ease problems caused by the Corona situation?

Single answer

1. Yes
2. No
3. Refused / don't know

Base: all respondents

C4. Does your household had to take debt to manage its financial situation created by the Coronavirus related conditions? *Single answer*

1. Yes
2. No
3. Refused / don't know

Base: all respondents

C5. During the last year, has your household or anyone in your household received external cash assistance related to the COVID-19 pandemic from anyone (excluding family and friends, etc.)? *Single answer*

1. Yes
2. No
3. Refused / don't know

Base: respondents with code 1 on C5

C6 When did you receive assistance?

Single answer

1. In the last 3 months
2. In the last 6 months
3. In the last 9 months
4. In the last 12 months

Base: all respondents with answer 1 at C5

C7. From which source(s) have you received the cash assistance?

Multiple answers possible.

1. Governance programs to combat the effects of a pandemic
2. Municipal programs to combat the effects of a pandemic
3. Special programmes related to religious institutions
4. Special programs for local civil society organizations
5. Special programs for foreign civil society organizations
6. Other _____
7. Refused / don't know

Contact information

Name

Telephone

Address

END OF QUESTIONNAIRE

Thank you very much for participating in the survey!