



Verein für  
Integrative Mediation e.V.

## Training Report

**Key Leaders from Ferizaj / Uroševac**

**Gender and Equal Opportunity in the Return  
Process**

**21 – 24 April 2008**



*with funding from*

**Austrian**

**Development Cooperation**



Rational Games, Inc.

## **Integrative Mediation:**

### Bringing Local Leaders Together

CSSP – Verein für Integrative Mediation e.V. (CSSP) is a registered non-profit association based in Berlin, Germany. It was founded on 16 June 2006 in Berlin and has ten founding members. Its purpose is to improve inter-ethnic communication and cooperation, and the implementation of peace initiatives to resolve local conflicts through Integrative Mediation. It also promotes efforts to support the development of democratic processes as a tool to overcome conflicts. The organization is fully funded on a yearly basis by the German Foreign Ministry and the Bundestag through the Stability Pact for South Eastern Europe and has its offices in Berlin. In 2006, 2007 and 2008, parts of its activities are also sponsored by the Austrian Development Agency (ADA) and other donors.

The origin of CSSP lies in the implementation of the lessons learned from ten years of work of the International Mediator in Bosnia and Herzegovina (1995 – 2004), Dr. Christian Schwarz-Schilling. As International Mediator he placed a particular emphasis on increasing dialogue. Through review, critique and the evolution of his extensive experience as a mediator, the methodology of Integrative Mediation was developed. It brings together several elements of conflict resolution at the local level in a comprehensive approach. Integrative Mediation is the core of CSSP.

CSSP seeks to empower local individuals through tailored mediation processes. This includes providing local individuals with professional training in mediation, negotiation and problem solving techniques and skills, as well as offering expertise and assistance in resolving their conflicts. At the same time CSSP tries to strengthen professional mediation in its target areas to increase capacity and provide credible alternatives to conflict. The CSSP team firmly believes in and strives for building peace from the bottom up and strengthening a community's capacity to overcome its internal disagreements and to create a fertile ground for democratic (political, economic, and social) development.

The comprehensive approach to mediation includes various levels of responsibility, multiple actors, and a variety of techniques, drawing on classical mediation and developing holistic and decentralized processes. It combines five different core elements: Mediation, Consultation, Professional Training, Advocacy, and Research & Analysis. The elements are combined in various forms and situations to develop a holistic and individual process.

CSSP assists local actors to develop initiatives and to implement confidence-building measures which apply to their specific needs and circumstances. Overall Integrative Mediation endeavours to bring the general and hierarchical process of conflict resolution down to the local level by focusing on joint meetings, dialogue, confidence-building and experience sharing.

CSSP does not seek to replace or remove ownership of the peace process. Instead, Integrative Mediation complements the work of those already in the field. The main aim is to leave decisions and solutions in the hands of local actors.

#### **For further information contact:**

CSSProject for Integrative Mediation, e.V.  
Auguststr. 72  
10117 Berlin  
Germany

[info@cssproject.org](mailto:info@cssproject.org)  
[www.cssproject.org](http://www.cssproject.org)  
tel: +49 30 227 77414  
fax: +49 30 227 76417

## Table of Contents

<b>Introduction</b> .....	1
<b>Current Situation and Context of the Training</b> .....	1
<b>1. Professional Training on Gender and Equal Opportunity in the Return Process for Key Leaders from Ferizaj/Uroševac</b> .....	4
<b>Structure</b> .....	4
<b>Methodology</b> .....	5
<b>Outcomes</b> .....	7
<b>Action Plans and Next Steps</b> .....	8
<b>GROUP A</b> .....	8
<b>GROUP B</b> .....	9
<b>2. Gender Exchange Between Women from the Receiving and Returnee Communities</b> .....	10
<b>Structure</b> .....	10
<b>Course of the Meeting and Issues Discussed</b> .....	10
<b>Conclusions and Next Steps</b> .....	12
<b>Appendix: Participants Lists</b> .....	15

## **Introduction**

CSSP has been working in the municipality of Ferizaj/Uroševac in a joint Integrative Mediation process to support return with the municipality of Štrpce/Shtërpçë since 2005. The Integrative Mediation process with the municipality has mainly focused on the return of Kosovo Serb IDPs located in Štrpce/Shtërpçë and seeking to return to the urban centre of Ferizaj/Uroševac.

The following is a report of two measures undertaken as part of the overall Integrative Mediation process with the municipality.

1. Professional Training on Gender and Equal Opportunity in the Return Process (21-23 April 2008) in Hotel Continental in Skopje, Macedonia.
2. Gender Exchange Meeting (24 April 2008) in Motel Kulla, Ferizaj/Uroševac, Kosovo.

The report covers the current situation of the municipality and the context of the training and exchange meeting. With regard to the Professional Training on Gender and Equal Opportunity in the Return Process it describes the methodology used, the skills and knowledge imparted as well as the participants' interaction with them. It provides an account of the specific outcomes of the training in the form of projects and action plans the key leaders committed to implement in their municipality. With regard to the Gender Exchange Meeting, the report provides an overview of the goal of the meeting, its structure and the course and outcomes of the facilitated discussion.

## **Current Situation and Context of the Training**

The municipality of Ferizaj/Uroševac is located in the South Eastern part of Kosovo, bordering the mountainous region between Kosovo and Macedonia. It has a Kosovo Albanian majority and resident minority communities include Ashkali, Roma, Gorani, Bosniak and Kosovo Serb communities. The Kosovo Serb community mainly consists of returnees residing in the villages of Babuša/Babushë and Talinoc/Talinovac. For these returnees the sustainability of their return is endangered by a lack of basic means of living like electricity, infrastructure and basic agricultural supplies enabling them to sustain themselves. Furthermore, there are an estimated 700-1000 Kosovo Serbs who have been displaced from Ferizaj/Uroševac to the neighbouring municipality of Štrpce/Shtërpçë. Due to political and economic reasons, there has been no major breakthrough in the return process between these two municipalities yet, though some returns from the Republic of Serbia have taken place.

The municipality of Ferizaj/Uroševac has functional institutions and a respectable budget to run its daily affairs. For the municipality, one of the main issues beyond economic development are interethnic relations and specifically the lack of return of Serbian inhabitants.

During a CSSP professional training in March 2007 the Gender Officer of the municipality approached CSSP with the request to conduct a training specifically focused on problem-solving skills and gender. The municipal structures include only very few women in leadership positions, namely the Municipal Return Officer and Municipal Gender Officer, and both struggle not only with the difficult portfolios they cover, but also with making their issues heard and taken seriously.

During an information visit to Ferizaj/Uroševac and Štrpce/Shtërpçë in February 2008, CSSP and its partner organisation Coaching Spirale further assessed the specific needs of the municipality with regard to raising the awareness towards gender related issues in the return process. The assessment included meetings with several key leaders and potential participants who confirmed their interest and willingness to participate in the training. Furthermore, as CSSP's implementing partner, Partners Kosova conducted a dialogue series with women and other leaders from the returning and receiving communities between Ferizaj/Uroševac and Štrpce/Shtërpçë.

These assessments confirmed CSSP's experience that men and women face different challenges in the return process. Oftentimes conflicts and the return process leave men and women as well as children separated for extended periods of time, placing an additional burden in already difficult times. The first returnees in many cases throughout our target regions have been the heads of households and usually these are men. However, it can also be noticed that it is often not until the women or the women and children return that the return process becomes sustainable. Children and single parents such as widows face particular challenges in the return process.

On the basis of this assessment, CSSP designed a project consisting of two phases focusing on gender and equal opportunity in the return process: First a three day interactive professional training focusing on municipal leaders of Ferizaj/Uroševac and second a one day exchange meeting between women from the receiving community and women from the IDP and returnee communities.

The training focused on emphasising the importance of gender and equal opportunity in the return context and in particular on raising gender awareness of both women and men. The participants of the training received both personal skills training and awareness for gender topics and their relevance on all levels of society. Participants were supported in developing action plans for local initiatives together. It was the aim of the training to highlight the connection between gender and the sustainability of

the return process, and the specific problems the different gender face within the process.

The exchange was designed to bring together women from the receiving and the returning communities to initiate dialogue on the challenges of return in a secure and confidential environment.

## **1. Professional Training on Gender and Equal Opportunity in the Return Process for Key Leaders from Ferizaj/Uroševac**

### **Structure**

The training was designed to accommodate 15 participants in order to ensure maximum benefit from personal interactions and the direct application of skills. The participants included key leaders and decision makers from the different ethnic communities, gender, ages, and functional levels. Thus, it included key representatives of the municipal structures of Ferizaj/Uroševac, both men and women and from different ethnic groups, as well as a representative from the Kosovo Serb returnee community. Initially the training had been designed to include the perspective of the IDP community in order to facilitate dialogue between the returning and receiving community on the connection between gender related issues and the conditions of return. Despite sustained efforts by CSSP and its local partners it became clear shortly before the training that due to the tense political context, the participation of IDP representatives from Štrpce/Shtërpçë could not be secured. Initially, this put some strain on the training, as the expectations of other participants, who were keen to enter into dialogue with Kosovo Serb IDPs, were disappointed. However, as prior to the training the training team had taken into account the possibility of abstention of Kosovo Serb IDPs and had developed options to compensate for this, it was possible to adjust activities to the benefit of all participants and to address the expectations and the difficulties to establish dialogue with the IDP community. Thus, the training was adapted to focus on the conditions for return and for gender related problems in the municipality itself. The discussions focused on the conditions in Ferizaj/Uroševac for women of all communities. It was agreed that by improving the conditions and perspectives for all inhabitants of the municipality, the return process would be further supported.

During plenary and group work sessions, simultaneous translation was provided in English, Serbian, and Albanian. However, on several occasions and especially during the workshop sessions, the Kosovo Albanian participants agreed to not have contributions in Serbian translated, thus demonstrating the willingness of the participants to work together. All written materials were available in the three languages as well, and consecutive translation was offered for all activities, also beyond the actual training sessions.

The training was conducted by Alexandra Schwarz-Schilling from Coaching Spirale GmbH, Eva Maria Malisius from CSSP e.V. and Shukrije Gashi from Partners Kosova. Preparation and logistical coordination were done by Florent Hajrizi from

Partners Kosova and Ulrike Gatzemeier from CSSP e.V. Logistical support was provided by Javor Pobric from CSSP.

## **Methodology**

Integrative Mediation is a comprehensive approach to mediation that combines a variety of conflict resolution techniques. Professional trainings and exchanges form an integral part of the overall mediation process with a municipality. This training was conceptualized as a mixture of guided discussion, theoretical insights and presentations, and skill building activities. The participants received input through presentations on the theoretical background of the concept of gender, on legal provisions regarding promotion and protection of gender equality, and on the work of NGOs in the field of creating dialogue between women from different ethnic backgrounds in Macedonia. Through working groups, the participants were offered the possibility to exchange perspectives on municipal problems and issues of concern with regard to gender, equal opportunity and the return process in order to jointly identify needs and to brainstorm options and develop ways to move forward. Furthermore, by being engaged in the process of creating concrete projects, the participants built skills in developing project ideas into concrete action plans for the implementation of projects to promote gender and equal opportunity in the return process.

Throughout the training the participants were encouraged to contribute with their thoughts, opinions, ideas, experiences and suggestions. A special emphasis was placed on making all information applicable to the daily responsibilities of the participants and taking into account their perceptions and previous experiences in their daily contexts.

## **Course of the Professional Training**

In order to meet the primary target of the training to raise gender awareness in the return process and the specific context of Ferizaj/Uroševac, one of the main elements of the training was to encourage the participants to engage in facilitated discussions. In these discussions participants analysed the current situation of their municipality from their individual perspectives, identified problems and needs, and from this moved forward towards concrete action plans. The participants greatly benefited from a presentation of two Macedonian women's NGOs who cooperate in joint projects and provided valuable insights into their work and project ideas. In the different working groups the discussions addressed the relation between gender and security, equal opportunity and economic development and the conditions facing both men and women of all communities in the municipality.

While several participants stated repeatedly that security is not a central issue with regard to gender and return, the question of economic prosperity and gender received more attention. In this several sides of the problem were elaborated: It was brought forward that gender and equal opportunity do not receive much attention in municipal work due to different priorities. Improvement of the economic situation is considered to be more urgent, though in this the municipality has only limited influence. However, through the discussions of the participants, a more specific perspective on the two issues became clear. The difficult situation of women, and especially of female heads of household in the municipality, was brought to attention. With a lack of employment opportunities and thus without a source of income to be earned by themselves or their husbands, many women, as primary caretakers, face the difficult situation of sustaining their families and meeting their most basic needs.

Further issues brought forward related to the existing gap in basic healthcare and delivery of social services, a problem which was diagnosed to affect women and small children most, resulting in high rates of infant and mother's mortality. Also, the differences between men and women of traumatic experiences of the war were mentioned, whereby a special emphasis was put on questions of shame and dignity as concepts closely related to the societal image attributed to a gender. In this, the municipality's passiveness in supporting initiatives to deal with trauma was criticised.

While many of these issues were brought up with regard to the living conditions experienced by returnees, it was soon agreed that similar challenges are faced by women from all communities in the municipality, regardless of their ethnic background. Before moving into developing concrete action plans on the basis of these identified needs, it became clear that the participants saw a clear priority in assisting women resident in the municipalities, both from the returnee and receiving community. The problems of these women are more tangible and steps taken can be more effective, as they are less prone to be influenced by factors outside the power of the municipality. Nevertheless, the urgent question of return from Štrpce/Shtërpçë was not ignored; rather it was agreed, that the difficult living conditions present an obstacle to the will to return. By working on these important issues and by improving the general situation of the inhabitants of Ferizaj/Uroševac, the conditions for the return process would be further promoted and encourage return.

In general it can be observed that the open discussions facilitated by the trainers and the input provided raised awareness for the specific problems women face in the municipality. In the dynamic atmosphere of the training many issues were raised which do not often make it to the agenda of the municipal institutions and they were discussed by stakeholders who do not normally get a chance to exchange their perspectives on these important issues, including gender and equal opportunity.

## Outcomes

Out of the options and ideas the participants developed, some were singled out as being of specific urgency and having good potential for evolving into concrete action plans or projects for the municipality to undertake.

The issues identified by the plenary were

- A: The difficult economic situation of women from all communities and their deficiencies in developing small businesses to be overcome through target trainings and education programs.
- B: Support for the economic development of the municipality through different means, including the establishment of a municipal office for business promotion and economic development.
- C: The need for coordination and improvement of health and social services in the municipality, especially for women and small children, through the establishment of a house for social services.

The following is a compilation of relevant results and actions plans developed by the participants of the professional training. Each group explored the respective topic and compiled a project action plan, identifying the next steps for implementation, persons or bodies responsible for the action, and a timeframe. As the main proponent (Director for Health and Social Services) for issue C was unable to attend these final working group sessions due to urgent municipal business, it was agreed by the participants not to further discuss the topic within the training. Several participants confirmed that they would continue to work on the topic upon their return to the municipality.

The goals and strategies developed during the training have been compiled to be distributed to the participants and will form a basis for further work of the municipal bodies. The participants agreed to pass on the information to all relevant stakeholders for further action.

## Action Plans and Next Steps

### GROUP A

**Objective: Implementing a project for developing small business opportunities for women from all communities**

Action	Responsible Person	Timeframe	Supporting Institution	Funding Needed
Contacting Director of Economic Planning, Development and Economy	Qazime Vata, Director of Urbanism	26 April -15 May	Partners Kosova, MRO, MCO, CC, Slobodanka Kostic	None
Organizing a meeting of women to identify needs	Partners Kosova, Xhevahire Dervishi-Rexhepi (MRO), Slobodanka Kostic	15 May – 15 June	Partners Kosova, MRO, (CSSP: establishing donor contact)	<ul style="list-style-type: none"> <li>- For transport of participants to meeting (e.g. through Mercy Corps)</li> <li>- For food and drinks (approx. 400,-€)</li> </ul>
Development of project and business/training ideas	MCO, MRO	15 June – 15 July	For translations: Serbian-Albanian: Municipality; to German and English: CSSP (upon request)	None
Donor identification	Partners Kosova, CSSP, others			
Implementation				

## GROUP B

**Objective: Opening a municipal office for business promotion and economic development**

Action	Responsible Person	Timeframe	Supporting Institution	Funding Needed
Writing a proposal	Mayor's office	Until 10 <sup>th</sup> May	Relevant municipal departments	None
Ensuring approval of Municipal Assembly	Mayor	15 <sup>th</sup> July	Board of Directors, Municipal Assembly, Director of Economy	None
Preparing promotional material		July to September		Yes
Recruiting staff: 2 Economic Analysts, 2 Promotional Staff	Mayor; Department of Administration and Personnel; Department of Finance and Budget	Until 1 <sup>st</sup> September		None
Setting up the office, preparing the showroom	Recruited Staff	Until 15 <sup>th</sup> September	Municipal Departments	Yes
Promotional Campaign, Opening, Press Conference	Promotional department of established office –	15 <sup>th</sup> September		

## **2. Gender Exchange Between Women from the Receiving and Returnee Communities**

### **Structure**

The gender exchange was designed for an attendance of 18 women. In the selection of participants special emphasis was put on including women from all communities and specifically women from the Serb returnee and IDP community. Considerable effort was put into ensuring their participation through CSSP and its partner organization, Partners Kosova. However, it became clear on the day of the exchange, that the current political situation had created obstacles especially for Kosovo Serbian women to participate.

The exchange took place with women from the Kosovo Albanian and Gorani receiving communities and one Kosovo Serbian returnee representative. On one hand this undermined the original purpose of the meeting, namely to establish dialogue in a secure environment between women from the returning and receiving communities. On the other hand, the smaller frame of the exchange created a familiar space, encouraging the participants to openly voice their interests and concerns. Due to the flexibility of the meeting frame and the experience of the facilitators, the methodology could be adapted to meet the needs of the participants.

The exchange was conducted by Alexandra Schwarz-Schilling from Coaching Spirale GmbH and Shukrije Gashi from Partners Kosova. Coordination tasks were fulfilled by Florent Hajrizi from Partners Kosova and Ulrike Gatzemeier from CSSP e.V.

The meeting was conducted in the form of an open, facilitated dialogue with an introductory presentation.

Throughout the exchange simultaneous translation into English, Albanian and Serbian respectively was provided.

### **Course of the Meeting and Issues Discussed**

As a basis of further discussion, the introductory presentation covered a variety of issues relating to gender and the specific challenges faced by women in modern societies. The important contributions of women to society, which are often underestimated, and the importance of cooperation across ethnic lines were stressed. In this, the presence of a shared vision was depicted as vital to achieve progress and to move forward.

The discussion itself centered on two issues: the further development of the project of creating small business initiatives for women from all communities; and the difficulties experienced in involving members of the IDP and returnee communities in municipal activities.

As most participants had also participated in the Professional Training on Gender and Equal Opportunity in the Return Process, which had immediately preceded this meeting, the discussion started by debating the action plans that had been developed during the training. Specifically, the women discussed on how to further implement the initiative of creating and promoting small business opportunities for women from all communities. The urgent need for action was stressed once more and examples of similar projects in other regions of Kosovo were presented for consideration. It was stressed that though the project is intended to target all communities, its impact could be vital especially for women from the returnee community to sustain their will to stay and encourage others to return. Further ideas for small business opportunities were developed (cotton production, knitting, producing soap, candles, agricultural products).

The second issue was brought forward in connection with the further development of the mentioned project. As the training and meeting itself showed, there might be certain obstacles to ensuring the participation of Kosovo Serb participants. While the goodwill of the municipality was reaffirmed, factors for their abstention were named: Political circumstances, lack of trust, lack of motivation and momentum. Though strong disappointment and resignation with regard to efforts at integrating the Kosovo Serb community into municipal initiatives were clearly perceptible, the representatives present considered the possibility of implementing trust building measures with female representatives from the Kosovo Serb returnee and IDP communities. In the municipality of Ferizaj/Uroševac there is little contact between the receiving community and representatives from the returnee community that mainly reside in the villages of Babuša/Babushë and Talinovc/Talinovac. This was diagnosed as one of the main obstacles to sustainable cooperation.

## Conclusions and Next Steps

By highlighting the issues of gender and equal opportunity in the return process with key leaders from the municipality of Ferizaj/Uroševac, both the professional training and the exchange made use of a unique window of opportunity for return that is created by the current political context. They have thereby contributed to the ongoing Integrative Mediation process with the municipalities of Ferizaj/Uroševac and Štrpce/Shtërpçë which focuses on return involving the two municipalities.

The coming months will present a turning point in the return process. Finding a solution to the question of return between the municipalities of Ferizaj/Uroševac and Štrpce/Shtërpçë, and creating a perspective for the future in coexistence will grow more and more urgent. With the consolidating state structures of Kosovo, all sides, and particularly the municipal leadership from Ferizaj/Uroševac and IDP representatives from Štrpce/Shtërpçë, will have to seriously consider their strategy and commitment to the process of return and determine their outlook on the future of peaceful coexistence in a multiethnic Kosovo.

The abstention of Kosovo Serb IDPs from participating in the training (with the exception of one Kosovo Serb returnee) created certain drawbacks to the original design and intention of the training, which was to provide a forum for exchange between representatives of both receiving and returning communities. Their absence has highlighted to all participants the specific challenges faced by Kosovo Serbs in the current political context and the consolidating state structures. Especially through the perspective provided by the representative from the Kosovo Serb returnee community it became clear that there is a specific need for confidence building between the different communities in the two municipalities in order to achieve further progress on the questions of return, interethnic dialogue, and coexistence. The awareness for the specific needs and the role of gender and equal opportunity in the return process was raised with all participants.

In this context the representatives of the receiving and returnee communities showed strong commitment to progress on the question of return and to discuss the possibility of outreach to the IDP and returnee communities. The space offered through the professional training and the exchange meeting provided a unique forum for discussion and reflection, especially with regard to the sustainability of the return process. Through the presentations and working sessions it has become clear that the specific challenges faced by women in the municipality are inextricably interlinked with creating opportunities for sustainable return. While the political context cannot be disregarded as a factor impeding return, the insecurity faced especially by women as primary caretakers of their families creates a much more tangible burden for families wishing to return.

Furthermore, the conclusion was reached that creating conditions for sustainable return is not restricted to specific communities; creating good living conditions is something that impacts on the municipality as a whole.

For most participants of the training the concept of gender was unfamiliar and it became clear in the beginning of the training that equal opportunity was not considered a central issue on the municipal agenda. Economic development, employment, and return, however, were demarcated as clear priorities on which progress is strongly desired. Through the mixture of facilitated discussions, theoretical input and examples from the field, the participants were enabled to reassess the conditions in their municipality. In this, the role of women and the specific challenges they face were brought forward and discussed openly. The connection between gender issues and other, seemingly more concrete questions the municipality has to tackle, such as employment, health care and economic development, became more tangible. It became clear that gender and equal opportunity are pressing questions in the municipality itself. They are experienced by its citizens as additional burdens in the already difficult living conditions, created by a lack of employment for women, lack of support in sustaining their families and difficulties in health care.

Within the context of the Integrative Mediation process with its aim to facilitate within the return process between Ferizaj/Uroševac and Štrpce / Shtërpçë, the training provided an additional step forward. The key leaders were enabled to reconsider their perspective on the current status and future of interethnic dialogue in the municipality of Ferizaj/Uroševac and to strengthen their commitment to welcome returnees and to reassess their approach to the overall return process with specific regard to incorporating gender related obstacles into their planning.

In the following months CSSP will follow up with the participants on the application of the acquired insights and skills, and on implementation and further development of project ideas. Specifically, CSSP offered to support the developed projects, i.e. the idea of establishing small business initiatives for women of all communities, the establishment of a house of social services and the promotion of economic opportunities in the municipalities through consultation, translation and, where possible, facilitating, contact to donors. The initiatives developed by the participants are a clear sign of recognition of the difficult tasks lying ahead of the municipality in addressing women's needs and making return sustainable.

In addition to the follow up of the training and the exchange, CSSP will also further follow up on its overall Integrative Mediation process regarding return between Ferizaj/Uroševac and Štrpce / Shtërpçë. In this respect it will meet with the Kosovo Serb representatives who were unable to attend the training in view of the political context and relay to them the results of the training and continue to encourage interethnic dialogue between the receiving and the returning communities in Ferizaj/Uroševac. CSSP thus meets its own commitment as reflect in the 2008 Municipal Return Strategy of Ferizaj/Uroševac to support tolerance and interethnic dialogue.

## Appendix: Participants Lists

### 1. Professional Training on Gender and Equal Opportunity in the Return Process for Key Leaders from Ferizaj / Uroševac

Institution/Function	Ethnicity
Municipal Return Officer	A
NGO "Zena Babusha"	S
Head of Community Police Unit	A
Head of Communities Office	Ashkali
Advisor to the Municipal President	A
Municipal Gender Officer	A
Advisor to Municipal Assembly	A
Director of Economy and Finance	A
Director of Culture, Youth and Sport	A
Director of Urbanism	A
Director of Health and Social Welfare	A
Vice President	A

## 2. Gender Exchange Between Women from the Receiving and Returnee Communities

<b>Institution/Function</b>	<b>Ethnicity</b>
Municipal Return Officer	A
NGO "Zena Babusha"	S
Municipal Gender Officer	A
Advisor to Municipal Assembly	A
Communities Office	Gorani