

SALTO SEE MEETING OF EVS ACCREDITED ORGANISATIONS FROM BIH AND MONTENEGRO, 18. – 19. MAY 2017, HOTEL GRAND, SARAJEVO



1-TEAM BUILDING EXERCISE

REPORT

The first meeting of accredited EVS (European voluntary service) organisations from Bosnia and Herzegovina and Montenegro was organized in Sarajevo. This event took part in Hotel Grand in Sarajevo and lasted one and a half day, from 18. – 19. May 2017.

Twenty persons representing 16 accredited organisations from B&H and Montenegro participated in this meeting. In their organisations they have different roles, coordination and mentorship for the volunteer's projects, what gave this event a significant support through their experience in working on EVS projects.

The meeting had a purpose of providing support to accredited organisations from these two countries by facilitating exchange of their experiences and challenges in implementing EVS. Also the aim was to initiate

forming the better networking among accredited organisations and informing them about support system that SALTO SEE and contact point for Erasmus+ YIA can provide to them and novelities in E+ for the future.

Organizing team was formed by 6 persons: Andrej Troha (SALTO SEE), Roberta Cotar (Slovenian National Agency), Jasmin Jasarevic (Proni Brcko – contact point for B&H), Mirela Kalaperovic (AdP Podgorica – contact point for Montenegro), Ajša Hadzibegovic (Podgorica) and Samir Agic (Jajce) as meeting facilitators.

PROGRAM AND METHODOLOGY

The event, as previously described, lasted one and a half day. In following table, the program and content are presented:

	<u>Day 1, 18th May 2017</u>		<u>Day 2, 19th May 2017</u>
09:30 – 10:00	Arrivals and Registration	09:30 – 11:00	<u>Project life cycle</u>
10:00 – 11:30	Welcome & getting to know each other Presentation of the program and meeting goals	11:00 – 11:30	Coffee break
11:30 – 12:00	Coffee break	11:30 – 13:00	Open space Evaluation and closure
12:00-13:00	Sending role (good practices)	13:00 – 15:00	Lunch
13:00 – 15:00	Lunch	15:00	Departures
15:00 – 16:30	Hosting & Coordinating role		
16:30 – 17:00	Coffee break		
17:00 – 18:30	<u>Support system in EVS:</u> - offered by SALTO SEE and CPs - Internal support system in the organization		
19:30	Dinner		

The methods included plenary discussions, individual and small groups work, short interactive presentations, world café and open space. Participants had the opportunity to share experiences, to report on good practices and the problems and challenges faced.

Major blocs of the program included:



DAY I: Getting to know each other and team building; Exploring Sending Role; Exploring Hosting and Coordinating Role; Understanding support system to organisations and EVS volunteers;

DAY II: Understanding project life cycle; Exploration of specific topics as suggested by participants; Evaluation and closing.

EXPECTATIONS

After introductory rounds, the participants were sharing what they expect from this meeting and were also encouraged to reflect about own motivation to participate in this event.

On first question **“This meeting will be succesfull, if...”** we got following answers: “organisations which are involved longer time in doing EVS share their experience”, “Networking, making better ambience for common EVS acting”, “I get usefull informations”, “Knowledge exchange and good cooperation”, “meet new people, get new skills and more informations, gain new knowledge from experienced colleges”, “We create common solutions for certain problems”, “Learn more about sending EVS”, “get answers to uncleared issues in our orgnaisation”, “Get new partners”

Answers to second question **“How can I contribute that this meeting get usefull for me and my every day work”**: “Experience of hosting and sending organisation, get to know other participants and establish contacts”, “ smile and support”, “ can contribute with good practice examples”, “ with my openness and positive attitude”, “I will carefully listen and remember everything”, “with my active involment and ask questions to get answers”, “With my knowledge and experience”, “good energy”

EVALUATION

At the end of the event short verbal evaluation was conducted with overwhelmingly positive response by all participants. Also, the participants were asked to submit written evaluation after reflecting on their stated expectations from the beginning of the meeting. The key evaluation results are as follows:

18 participants filled the online evaluation form. 77,8% evalatued group spirit and personal involvement as “very satisfied” which was highest mark. 99,4% evaluated faciliators’ competences with the highest mark and 88,9% were very satisfied with working methods. In terms of the participants’ assessment to what extend where objectives of the meeting met, the lowest score was 61,1% of those very satisfied on how the meeting facilitated networking and maximum of 100% of “very satisfied” and complete fulfilment of the aim to facilitate contact with SALTO SEE.

Participants were asked about most useful and least useful sessions:

THE MOST USEFUL SESSION	THE LEAST USEFUL SESSION
<ul style="list-style-type: none"> About sending volunteers Sending role Gruop sesions were very usefull About sending activities. Because I don't have experience in it. "Support system in EVS" was the most useful for me because I got more information about Salto-Youth and contact points. For me the most useful was the open space and the project time sheet because it helped me to visualize this whole EVS experience and to discuss issues that we all have but we don't always remember to ask them. Project life cycle- This exercise gave me a lot of information about the experiences of other organizations. Open space II Novelties and E + & next steps Evaluation and closure. This exercise gave me a lot of useful information Facts about hosting programme. Sharing expriencies. 	<ul style="list-style-type: none"> All of them where very usefull All were useful All of them were usefull. All of them were useful. All activities were important I have to say that all sessions were useful in some way and I can't say that any of them wasn't. All parts of the training were very useful All parts of training were very useful

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| <ul style="list-style-type: none"> • Open space because of possibility to exchange opinions. • The sessions in which we had group work with exchanging challenges regarding hosting and sending volunteers were very useful. This part showed that we all have the same problems which could be solved with our team work. • Project cycle was the most useful one, because of individual reflections about most important aspects of entire EVS process, discussion in smaller groups where every participant could give his/her own example from their experience, and finally participation of entire group considering the whole process, with very clear comments and answers from Salto team. • The part where we talked about the steps before the project, during and the end of the project, because it was very clear for those who doesn't have experience • I think most useful was "time table" of one evs project. • For me, the most useful session was about EVS hosting because I learned some new practice in this field • Project cycle • Open space • Sessions about Saltosee, projects and networking. | <ul style="list-style-type: none"> • Open space. Lack of time. • N/A • Everything was really useful. This kind of meeting was very much necessary and I was happy to be part of it. • Every session was very useful. • The open space, because it was a repeating of everything that was said before • maybe open space • --- • I have no answer :) • When we were doing the timeline because we lost too much time on it. • No one. |
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Participants **recommended** following for future planning of such meeting:

- Just keep it the same :)
- For some activities we need to spend longer time. Everything should be clear.
- I think that we should include some of the people from the Ministry and to have talks about solving problems about international volunteering.
- To plan more time.
- Even though I am some kind of a "newcomer" in the EVS story, to me seems that some challenges regarding the hosting and sending the volunteers could be solved if we would initiate some kind of dialogue with relevant institutions/ministries. Certain requests during the process of dealing with paperwork are totally necessary and I hope that on the next meeting we would have better news regarding this issue. Also, on the next meeting we could talk more about degree in which our EVS volunteers have the chance to go through methods of experiential learning in our organisations. This is something that we all provide in different ways (depending of the project description) but I still think that it would be interesting to highlight this part of EVS engagement.
- Nothing.
- nothing in particular.
- The trainers should pay more attention on following the agenda because we were very limited with time.
- More similar meeting for BiH and partner's country.

DAY I

SENDING ROLE

As first supporting session under topic “Sending EVS” we organized panel discussion with three participants who could share their positive experiences of sending volunteers through their organisations. In this panel participated Ms. Edina Vosanovic from Youth organisation “Svitac” Brcko, Jela Radovic from “Center for education and upbringing Don Bosko” Podgorica and Emina Hasanagic – foundation Wings of hope. The panel participants presented their experience in sending young volunteers abroad – positive steps and also challenges they faced in the process of sending and monitoring their services.

Youth organisation “Svitac” sent already 24 volunteers and presented the steps they do as organisation in a process of sending volunteers (making and sending CV and motivation letter, providing candidates with relevant informations about country and its culture, food, social standards etc.). When they are requested to become sending organisation for volunteer who found project by him or herself, they do an extra effort to make a research about that candidate to know him/her better.

What they as organisation do as **good practice** is they meet young candidate before sending directly (skype interview is not enough), they are involved in a work of organisation as practical part of selection and preparation, they introduce volunteer that during EVS they will share things like apartment or kitchen, they keep regular contact with sent volunteer every three months and volunteer submit to them every month report, they publish on blog “My EVS story” articles. They also speak with volunteer’s parents if it’s needed.

Obstacles they face in sending EVS are: motivation (because most of youngsters want to work not to do volunteering), parents who don’t want to support their child to do volunteering and mistrust their capacities, administration – getting visa, need of candidate to have everything as he/her had at home.

Wings of hope shared their experience of sending two volunteers who found the projects on their own and with the organisation which coordinates the work of volunteers in another hosting organisations. Up to then their organisation didn’t worked as sending organisation because they didn’t know is there need by local youth to do EVS abroad. Experience with these two volunteers were different – first volunteer had difficulties with practical arrangements about accommodation and living conditions and the second was very positive with even falling in love during an EVS.

The good practice is that coordinator made good intermediation between volunteer and hosting organisation related to her issue and was present all the way which put her in position to know information from first hand and be able to confirm what the issue is in the problem situation.

“Don Bosko” organisation from Podgorica sent 4 long-term and 6 short-term volunteers. They know candidates for sending abroad very well and they are very important resource to the organisation after they finish their EVS. They also support young persons who find projects on their own and want to involve their organisation as sending. In that way they start with those volunteers and organisations new and longterm cooperation. They support sending volunteers because they see also benefit for those persons who could evaluate themselves through doing EVS and also to determine their professional occupation later in life.

The good practice is that new candidates are preparing themselves with previous EVS volunteers and current hosted volunteers by their organisation. Also, if they are still not sure do they want to do an EVS organisation

sends them to participate first in some youth exchange or short term EVS to gain experience and awareness of what they can get with long term EVS.

Challenges they face are quite fast disappointment of volunteers after one week, visa difficulties (some hosting organisations have no experience in visa issues and are not able to support volunteer to get it), giving up in last minute and then searching replacement candidates, hardened communication with hosting organisation from the beginning of the project.

The comments and experience of participants were different during plenary discussion which has followed after the presentations and was mainly focused on:

Challenges of being sending organisation in EVS

- the worst case scenario is when we don't know selected volunteer nor hosting organisation
- In Bosnia and Herzegovina persons decide to do EVS fairly late - mostly after they finish their study or if they can't attend the wished study, while we host much younger persons who only recently finished secondary school; officer from Slovenian national agency saying that research found that East/South of Europe mostly do occupation EVS while European North uses programme mostly for research and travelling right after secondary school.
- It is challenging to match expectations of the volunteer with reality as a mean to decrease risk of quitting (quitting creates lack of trust in reliability of organisation in the eyes of partners);
- We always need to repeat to local people what is purpose of volunteering (why is it important, contribution to the community aspect, etc)
- Local administrations staff don't speak common language so the organisation always need to escort volunteer, which produces new unexpected costs
- Young persons who apply for EVS are mostly city children, which already have better living conditions, they also know languages etc... it seems like this turns to be elite programme. We don't have means or additional funds to include people with less opportunities, we work as it is most easiest for us: we send someone who is 100% ready
- We have experience to send young persons who have bad social standard of living and don't speak any language but we have difficulties to motivate them to stay in sending process to the end (related to administration procedures)
- Trend we noticed is that young people are not motivated – maybe because of social situation. On the other hand, there is always a group of highly motivated youngsters who are everywhere present and constantly apply for any call – not only EVS also in local communities;
- Organisations have less and less resources and can't be 24h available for volunteers' needs
- Programme is very badly promoted in rural areas – which in return creates situation in which a lot of young people from rural areas miss the chance to join the programme and use it
- Society norms and standards and expectations from youth are mainly related to completing education cycle, finding job and forming family – it always has to be this order. In that sense there is no time envisaged for travelling or volunteering
- EVS is misused as a way to leave Bosnia and Herzegovina permanently (example was in Czech republic and employment in call centre)

- Young people are largely uninformed about the program – we promote it in finishing grades of secondary schools but without approval of Education ministry – approval procedure is quite complicated
- We make public call, promote everywhere. However, for us it's the best when we send someone whom we know, because we can expect more responsibility from them
- We use very much hosted EVS volunteers to promote the program – we face regularly uninformed, untrusted people who are very passive
- Promotion of the program is not done by any ministry which works with youth – this kind of support we need in order to change the awareness about the program

PRE-DEPARTURE preparations and networking with another organisations:

- Good idea is to share among accredited organisations information on who is preparing volunteers for sending, so that we could make a group in social network to exchange informations arrange possible joint meetings or pre-departure trainings for volunteers.
- We as organisations also need support trainings for improving our capacities in work with EVS volunteers.
- It is very good practice to have Volunteer agreement with all details inside (what activities, which support etc)

At the end of the discussion, another example of good practice was shared by Slovenian NA on best way to “infect” schools with EVS if you bring one EVS volunteer to the school to help them in some activities. In Bosnia it is difficult because you need permission from many different ministries to do that and for every school each separately and organisations are limited with recourses. In Tuzla region there is only one organisation which has permission to do that kind of work in schools – and this is international organisation.



2- SMALL GROUP WORK



3-INDIVIDUAL WORK

HOSTING & COORDINATING ROLE

The session on hosting and coordinating role of EVS accredited organisations was organised in the small groups work in a world café fashion. Each group has identified challenges when hosting and possible ways of dealing with them and all the others had chance to add in and contribute to solutions. Finally, each group came back to their own table where they were also discussing why coordinating role is not so popular in BiH and MNE. The results of groups working time are as follows:

Group1	Group2	Group3
CHALLENGES		
<ol style="list-style-type: none"> 1. How to fulfil the working time agenda (not enough activities) 2. Problem with getting VIZA for volunteers in hosting organisation 3. Registering for residence permit during EVS 	<ol style="list-style-type: none"> 4. Too high expectations of volunteers 5. Lack of information of volunteers about conditions and activities – which leads to dissatisfaction 6. Lack of interest of volunteers for prescribed and planned activities 7. Administrative problem (residence permit) for long term EVS 	<ol style="list-style-type: none"> 8. Volunteering contracts 9. Accreditation for volunteering at state level (FBiH and RS in BiH) 10. Changes of criteria for getting residence permit 11. Lack of information of staff in Office for Foreigners about EVS
CONCLUSIONS/PROPOSALS FOR SOLUTIONS		
<ol style="list-style-type: none"> 1. Hosting organisation needs to prepare agenda with following elements: <ol style="list-style-type: none"> a. Local language lessons b. Connecting with local volunteers, possibly also joint project c. Assistance in the office d. Initiating own project e. Active participation in projects of host organisation f. Engaging volunteer in work of other organisations g. In activity agreement define tasks: blog, report, photo documentation of activities, short video recordings...as well as communication lines and need for respecting the rules of hosting organisation 2. Promotion of EVS at the state level 3. Contact point should: <ol style="list-style-type: none"> a. have a meeting with Minister with proposal that residence permit for volunteer should be different than regular one for foreigner that are employed in BiH 	<ol style="list-style-type: none"> 4. Preventive acting (activity agreement, trying new activities, give them choice and let volunteers create their own activities) 5. Ask for help from sending organisation also 6. Link volunteers with previous volunteers 7. Advocacy for change of legislature (as network of organisations) 	<ol style="list-style-type: none"> 8. / 9. Networking with the aim of receiving support in the process of acquiring residence permit for volunteers (Sanski most – Jajce for instance) 10. Networking of all organisations in Balkans 11. Contact representatives of certain EU offices so that they support idea of lessening requirements for residence permit for volunteers

- b. contact direction for European integration
- c. Inform ministry of civil affairs

SUPPORT SYSTEM IN EVS

The session was organised in the form of TV show with guests from SALTO, NA Slovenia and two Contact points. The participants were live audience that was also given chance to interact and ask questions and comment. Following is the summary of main points shared:

SALTO

Introduction of SALTO network and in particular Salto SEE was given with particular focus on what kind of support is provided to organisations regarding EVS – trainings and accreditations primarily.

Trainings for EVS volunteers - Andrej from SALTO SEE asked all accredited hosting organisations to notify Salto when they have new volunteer that will be engaged on project longer than 2 months so that Salto can plan organisation of trainings with all relevant information on number of volunteers in the region. During on-arrival training with EVS volunteers a skype session with hosting organisations is set up as another way to support the organisations. Organisations that host volunteers for period of less than 60 days should plan in their budget on-arrival training for those volunteers.

Accreditations – Organisations could think longer term as they can be accredited until the end of the program. Also, organisations should contact Andrej if they have to update information about organisation and want to revise the number of volunteers they could host/send. If there is no info about accredited organisation for longer period of time SALTO will start organising check-up visits.

Erasmus+ and resources - program is currently more focused politically on program countries. Organisations applying through Western Balkan Window have fewer chances to receive support because NA's budgets for EVS is now limited when it comes to cooperation with partner countries and thus there is even less interest for such projects.

Handbook for Western Balkan Window is produced by SALTO SEE and available for all interested organisations.

CONTACT POINTS

The role of contact points is to promote Erasmus+ Youth program for Western Balkan countries which do not have National agency. The contact points mainly organise info days, info sessions and are answering to questions of organisations and young people about the program. Contact points also on demand provide support to organisations wishing to get accredited and when applying for Erasmus+ projects.

The contact point (CP) in BiH is PRONI Brcko (since 2014) and in MNE ADP Zid.

In MNE good cooperation is established between contact point and EU Info Center so info sessions are organised there. However, there is still lack of information and motivation for participation in this program by youth organisations and young people. CP MNE has good cooperation with Youth Directorate but contact with the Ministry should be strengthened so that program gets more visibility and importance. There is National Office for Erasmus+ Formal Education segment and CP thinks there should be more synergies with them.

In BiH contact point also promotes program through web page and facebook fan page, and additional info is available at proni webpage. CP BiH would be willing to start a process of founding NA and to support initiative regarding residence permits for long-term volunteers in BiH.

NATIONAL AGENCY SLOVENIA/ INTERNAL SYSTEMS

NA explained that in terms of supporting the organisation and volunteers the NA has more opportunities than Salto SEE. In Slovenia there are numerous support activities organised for organisations. The most important is that organisation really lives with EVS, which means that all involved are aware of it, its role and importance, and in that way organisations can plan and provides adequate support to EVS. NA also takes care that organisations learn about technical aspects of EVS. Inspiring EVS story was shared with the participants: *There is a world outside the window* <https://www.youtube.com/watch?v=INMwACU7s-U> which is also example of a project with 10 volunteers where one volunteer had severe behaviour problems and how that was dealt with in constant communication with NA. Thus for organisations from partner countries it is crucial that partner organisation from EU communicates any issues directly with their NA.

On difference between mentor and coordinator NA stated that they insist on having 2 persons for those 2 roles. It is also important that coordinator is constant person, while mentors could be more covering different learning aspects. Also it is crucial that organisations sticks to the EVS Charter.

Question: Are the number of SOHO volunteers less in BiH and MNE due to administrative and financial procedures?

Answer: In general terms there is less sending and hosting volunteers from partner countries, partly explained by change in budgeting allocations as explained above. Contact point for BiH was asked to fill part of questionnaire for EU on BiH and the statistics with number of volunteers looks good. Contact point from Montenegro stressed that currently there are only three accredited organisations in Montenegro.

Question: Can contact point give comments on project proposal before it is submitted?

Answer: This is not really the role of CP.

DAY II

PROJECT LIFE CYCLE

The participants were individually and then in smaller groups identifying the key activities/actions that need to happen prior to project start, during project life cycle and after the project cycle. Also, the project life cycle has been divided in three sections: 1. Project start until EVS activity starts; 2. EVS activity realisation; 3. From activity end until project end. The participants were then facilitated to create jointly the timeline and include all the key elements from their experience, as well as questions and dilemmas. The team was filling in with potentially missing aspects.

Following is the timeline as created by participants during this session (note that bulletpoints are not listed in timeline manner but rather as a list of all things that need to be taken care of in that certain period; also note that some activities apply both when hosting and sending and some are exclusively applicable when sending/hosting which was stressed then):



BEFORE PROJECT	BEGINNING OF PROJECT	EVS ACTIVITY	END OF ACTIVITY AND PROJECT
- seeking EVS organisation	- clearly define activity agreement	- volunteer's report (to sending and hosting organisation)	- final report
- applying for project	- budget and preparation of allocations of project funds	- clearly defined plan of activity	- YOUTH PASS finalisation
- finding volunteer	- volunteer insurance	- introduce volunteer to Youth Pass	- Evaluation with volunteer (questionnaire)
- interview with volunteers	- info pack or support letter to volunteer with all info needed for succesful start of project (regarding accommodation, location, documents for visa etc)	- including volunteer at staff meetings in organisation	- including volunteer on the work of the organisation (for those EVS that were sent)
- promotion of EVS (continuous)	- preparing for volunteer arrival and his welcome organised at the arrival station	- Give the welcome pack to volunteer (map of town, basic info, etc)	- provide volunteer with recommendation letter (helps for professional career development)
- animate youth for EVS	- preparation of volunteer for culture shock	- introducing volunteer with all projects/activites of organisation	- annual meeting of EVS volunteers
- project approval	- Preparing for volunteer arrival and his welcome organised at the arrival station	- on-arrival training	- fulfilment of questionnaire by partner organisation about hosted volunteer and his/her service
- accreditation	- dealing with visa and residence permit	- engagement of mentor	- receiving remaing project budget from partner
- SALTO trainings	- activity work plan	- local language learning	- project promotion
- checking accreditation	- language course to start even at home	- training mentor for more quality work	- provide volunteer with certificate of good conduct in
- volunteer profile	- pre departure training	- reflecting with volunteer about his/her work, learning, etc	
- study project partners (hosting/sending)		- networking with other volunteers (in organisation and with other EVS in the region)	
- communication with partner		- regular communication with volunteer	
- jointly developed project application		- personal project of volunteer	
<i>Q – timing and relations of short term and long term EVS?</i>		- mid-term training	



A – only option is first short term and then long-term, not possible vice versa

- inform SALTO about volunteer arrival
- defined aims and expectations of EVS

- results dissemination
- quarterly reporting of EVS (recommended for monitoring work-flow and mentor following of volunteer's learning, and for promotional activities as well)

the hosting country (sometimes requested in home country)

OPEN SPACE

Participants had chance to propose remaining questions and topics for Open Space. After going through proposals four topics were picked for short group work with resource person, while remaining questions were dealt in plenary. Following is the account of what was discussed:

HOSTING-RESIDENCE PERMIT

- Complicated procedure, overlapping steps, (e.g. volunteer comes with European health insurance, but in BiH he/she is asked to provide local insurance)
- There is no dialogue between institutions and responsible structures
- It is necessary to organise meetings with Office for Foreigners and other institutions so that they get familiar with EVS
- Dialogue with European Delegation Representative Offices in each country so that they also advocate for simplifying procedures regarding residence permit
- Control of EVS volunteers before providing residence permit is ok – but procedure itself needs to be clearer and simpler
- Contact point should coordinate letter of all accredited organisations to responsible institutions with such request, and also such support letter from EU Delegation / SALTO

HOSTING-WORKING CONDITIONS

- Volunteer should work up to 30 hours a week including language learning
- There should be adequate working space secured / internet should be available at least at one location: office / accommodation / workshops space.
- Plan to include volunteer in activities – introducing him/her to daily activities of organisation; it is necessary to adapt and match expectations of organisation and of volunteer
- Working on personal project – volunteer writes mini-proposal, organisation supports volunteer in promoting that idea, providing liaison with community, etc
- Staff meetings once a week
- Two days a week should be free, and those can be merged from few weeks

NETWORKING

- Create database of contacts of accredited organisations with the help of contact points and SALTO
- Create closed FB group for consultations about problems/obstacles met etc
- Make arrangements for joint pre-departure training
- Arrange for EVS volunteers to visit organisations that work in the same field
- Information from accredited organisations about their experiences with different partner organisations with whom they have cooperated
- Annual meeting for accredited organisations

ERASMUS+ OTHER POSSIBILITIES

- KA1: Youth Exchange - bilateral! A1 (BiH) and A2 (SLO); EVS
- Mobility of youth workers – Training courses, study visits, job shadowing, SE, CMS

OTHER REMAINING QUESTIONS

- **Group EVS** – explanation that it entails 10 and more volunteers and usually for shorter-term

- **Accreditation process** – after receiving application from organisation, SALTO conducts basic check and then engages two accreditors (one from the country of origin of organisation and one from outside). After that accreditors contact the organisation. After that organisation conducts revision of application as needed and based on inputs from accreditors. When accreditors submit their final assessment then commission in SALTO gives final decision based on accreditors' input and letter with decision is then sent to organisation.
- **Process of updating the data** – depends on scope of the changes, once SALTO is notified about desired changes then shortened or full procedure of accreditation could be initiated.
- **Training for project proposals writing** – SALTO SEE is taking note of this expressed need.
- **Share of budget between hosting and sending organisation in %** – that is upon partner organisations to agree on.

FINAL REMARKS

The facilitators and team observed high level of involvement of participants and their eagerness to share and to ask. There was clear feedback about the need for such meeting much before it happened for the first time and also that now when it was organised it proved its purpose and that it should be organised annually. The workplan was realised smoothly and even when some sessions took longer time there was clear and expressed willingness to stay in session until certain questions are fully explored. However, the facilitators assessment is that meeting could have been more beneficial if organised within at least 2,5 days which would allow for greater fulfilment of aims, and deeper exploration of specific issues and particularly for networking. Finally, the presence of SALTO SEE, Slovenian NA and two Contact points proved to be extremely beneficial in providing different information, examples of good practice and diverse perspectives on issues raised by participants.

USEFUL LINKS

1. Salto Youth SEE webpage: <https://www.salto-youth.net/rc/see/>; FB page: <https://www.facebook.com/SALTO-YOUTH-South-East-Europe-Resource-Centre-359995264196045/>
2. Schedule of Trainings for EVS volunteers for 2017: <https://www.salto-youth.net/rc/see/evs/trainingschedule17/>
3. Publications of SALTO SEE - <https://www.salto-youth.net/rc/see/resources/>
4. Support activities, offered by SALTO SEE: <https://www.salto-youth.net/rc/see/activities/>
5. Contact point for Erasmus+ YIA, Montenegro: <http://www.zid.org.me/> ; FB fan page: https://www.facebook.com/EPLUSMuA/?hc_ref=PAGES_TIMELINE
6. Contact point for Erasmus+ YIA, Bosnia and Herzegovina: <http://www.pronibrcko.ba/erasmus.html>; FB fan page: https://www.facebook.com/Contact-Point-BiH-Erasmus-YOUTH-1498824617063171/?hc_ref=SEARCH