

## Impact Study of Contact Points in the Western Balkans

### Call for one expert

#### **Background, rationale and objectives**

The [SALTO South East Europe Resource Centre](#) (SALTO SEE) was established by the European Commission to support cooperation with the Western Balkan countries in the frame of the Erasmus+ Programme (youth field) and the European Solidarity Corps. Through the support for these programmes, SALTO SEE also contributes to the development and recognition of youth work and volunteering in the Western Balkan region. Since 2005, SALTO SEE has been working with the support of Contact Points in the countries of the region. The Contacts Points have promoted, in local languages, different generations of EU programmes in the field of youth to local organisations, institutions and young people and supported them in accessing financial support and implementing projects.

More information: [ERASMUS+ YOUTH AND ESC CONTACT POINTS IN THE WESTERN BALKANS – contactpoints.eu](#)

Up to now, official evaluations have not looked specifically into the impact created by the Contact Points' activities. The recent evaluations by the European Commission of Erasmus+<sup>1</sup> highlight strong, lasting benefits for participants and organisations from the programmes' neighbouring regions but make no mention of the Contact Points' activities. This gap calls for a dedicated impact study to document the influence of the work carried out by them. The study should cover, at least to some extent and as far as possible, the long period of existence (20 years) over different generations of EU programmes in the field.

The study of the impact of Contact Points in the Western Balkan region will be integrated into a more global approach, which will be also looking at the Info Centres in the countries of Eastern Europe and Caucasus. The study covering the EECA region is planned separately by SALTO EECA. However, the aim is to take a coordinated approach that should allow comparing and highlighting impact across different countries and regions where this is possible and useful. Considering the different starting points of the two networks of CPs/ICs, their slightly different mandates and periods of existence, the joint study should have a common core of the study design and indicators across both regions to allow direct comparison and learning, as well as a part that is region-specific to capture the distinct roles and priorities of each region.

The overall aim of this approach is to go deeper into the specifics of both regions while also allowing context-sensitive insights and recommendations for future plans of the two regional SALTOs and networks of CPs/ICs.

**In the framework of this call, SALTO SEE is looking for one expert to carry out the impact study for the Western Balkan region.**

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<sup>1</sup> [Erasmus+ interim evaluation of the 2021-2027 Erasmus+ programme and the final evaluation of the 2014-2020 Erasmus+ programme](#)

## Objectives

To examine how the work of the two networks, the SALTO SEE Contact Points in the Western Balkans and the SALTO EECA Info Centres in the Eastern Partnership has impacted in particular the capacity and participation of the two regions in the EU programmes in the field of youth, and to provide a future perspective on what might need to be adjusted in the approaches of the two networks and strategies of two SALTOs.

## Focus and approach

The study should examine CP/IC contributions related to the following **key areas**:

- **Programme/s promotion and visibility:** assess how CP/ICs have increased awareness and interest of the organisations and institutions in the Erasmus+/ESC.
- **Capacity-building of stakeholders:** examine how CP/ICs have supported organisations and potential beneficiaries to apply and implement projects successfully.
- **Support for programme accession:** many Western Balkan countries have sought closer links with EU programmes in various ways. As a result, three have joined the programme. Assess how CPs from the WB contributed to this process.
- **Inclusion aspect of the work of both ICs and CPs:** examine how CPs/ICs managed to reach organisations and beneficiaries with fewer opportunities as a priority target group of the EU youth programmes.
- **Network and policy influence:** examine to what extent and how CP/ICs have fostered regional cooperation or influenced national youth policies of participating countries.

The main **stakeholders** of this study will be beneficiaries of the EU youth programmes that have used the services of the CPs/ICs, but also organisations that have not used their services (yet) but could provide input for new outreach strategies. Secondary stakeholders could include governmental representatives, National Agencies, EU Delegations and regional networks.

The study should take a mixed **approach**, combining desk research (statistical data, reports of activities, former relevant studies etc.), survey/s to collect general feedback from Contact Points and beneficiaries as well as methods to gain deeper insight and examples of good practice etc., such as interviews, case studies or focus groups.

## Profile of the expert:

The selected expert should have:

- Knowledge of the Erasmus+ Programme (youth field) and European Solidarity Corps to be able to understand the context of their implementation,
- Knowledge about the work of SALTO SEE and its Contact Points to the extent needed to understand the frame and focus of this study,

- Competences in extracting relevant information and carrying out (quantitative and qualitative) analysis from data available on projects and support activities involving the Western Balkan countries,
- Competences in designing, implementing and analysing the outcomes of focus groups and interviews with key stakeholders,
- Analytical and creative skills to find solutions and come to conclusions based on complex sources of information,
- Background of working in the field of youth in the Western Balkan region to be able to identify stakeholders relevant in the context of the priority areas of the strategy of SALTO SEE and the Contact Points network,
- Competences in collecting and presenting complex information in an organised and understandable manner,
- Excellent ability to write in English.

### **Time involvement and fees**

The study will be initiated and started in 2025 and continued in 2026. The work to be carried out in 2025 should include a definition of the key research questions, the expected outcomes, definition of the methodology, the specific methods, resources to be consulted and the target groups, as well as some first desk research. This includes a definition of which parts of the study will be done separately by SALTO SEE and which will be combined with SALTO EECA and the coordination between both.

The overall timeline of the project is November 2025 – June 2026.

The work will involve several online working meetings, partially with SALTO SEE only, partially with the overall team involving colleagues and/or experts from SALTO EECA.

**Fees: 4.200 EUR** (based on an estimated 12 days of work until the end of 2025)

The second part of the study will be carried out in 2026; the fees for this part are to be defined, depending on the developed approach and estimated time needed.

The contract with SALTO SEE will be made with a legal entity.

### **How to apply**

Interested candidates should fill in the [application form](#) by **16.10.2025**. The selection will be made and communicated to all applicants by 20.10.2025

### **More information**

Sonja Mitter Skulj, [Sonja.mitter@movit.si](mailto:Sonja.mitter@movit.si). MOVIT - SALTO South East Europe Resource Centre, Dunajska 5, SI - 1000 Ljubljana, Slovenia, Tel.: +386-1-430 47 47