Vision

We are leading Resource Center in Macedonia that recognizes the potentials and directly works on the capacity building of young people thus enabling their active involvement in life and work of the multiethnic society.

Through the methods of non-formal education we effectively complement the formal education in a creative and inspiring manner. We accomplish our aims through direct work with young people as well as with individuals and organizations that work with young people. We have highly competent team prepared to respond to the needs of all our beneficiaries at any moment. Therefore, our team is motivated to continually accomplish new challenges in the area of their personal and professional development. The work of our team is based on trust, support and mutual cooperation. All of those, to whom the personal and professional development of the young people is the ultimate goal, ask for our assistance and consider a crucial social actor in the process.

We are sustainable organization which is on a certain path to become leader in the delivery of non-formal education on the whole territory of our country.

Mission

We in Triagolnik ...

We believe in the potential of every young person, in equity and respect for differences, in non-formal education as a strong tool for personal and professional development.

We are dedicated to create a society where non-formal education is easily accessed by every young person.

We believe that young people are capable to make their own decisions and contribute to the development of a multiethnic society.

We are dedicated to create an atmosphere of freedom of choice where young people have a decision-making power and create change.

We believe in the abilities of our volunteers, employees and partners to cope with the challenges that intercept them.

We are dedicated to support their joint action and the continuous development of their capacities.
Youth Work

The workshops, trainings, events and all the other activities organized within the area of youth work, in 2009, were directed towards the attainment of three strategic areas: promoting inter-ethnic cooperation, increasing the employment among the youth and encouraging youth participation.

All the activities were implemented with the use of methods of non-formal education (individual work, work in pairs, group work, panel discussions, shower of thoughts, ice-breakers, warm-up games, name games, team building activities, competitive and cooperative games, role plays etc.).

In the foundation of all the educational activities is the acquisition of key competencies defined by the Council of Europe as a basic prerequisite for lifelong learning and living and working in a European society that is constantly changing.

Youth clubs Proaktiv

Youth clubs are places where all youth have the opportunity to engage in various trainings, workshops, volunteer activities in accordance with their needs for personal and professional development.

During 2009, besides the three existing youth clubs in the municipalities of Tetovo, Tearce and Butel, there were open two new youth clubs in Kavadarc and Kumanovo. As before, the local municipalities have shown great understanding of the need for the existence of such a space for youngsters and gave strong support by offering their premises and participation in the youth club activities. This represents a significant step in recognition of youth work and non-formal education in the communities.

During the last year, these five youth clubs were branded under the name Proaktiv. The Branding came as a result of the already established practice of running a successful youth clubs that meet the standards for quality assurance in the area of youth work, developed by Triagolnik. Branding means that youth clubs work under established standards such as: developed training system that ensures that staff is trained to implement youth work through the use of non-formal education; established system for monitoring, support and development of the volunteers; established system for monitoring the development of the young people who visit the club; security and safety standards, meet the practicing a system of values that create environment where each young individual can receive equal opportunities to learn and develop its skills and potentials; implementation of a system for monitoring and evaluation at all levels.

In the youth clubs Proaktiv youth, aged 12-26 years, participated in various activities such as educational and creative workshops during which they had the opportunity to acquire generic skills (communication skills, problem solving skills, intercultural communication, confidence, assertivness etc.) and technical skills (skills and knowledge in the field of photography, cosmetics, music, etc.), then sports and leisure activities during which young people spent their free time while writing homework, watching films and so on. All the activities are aimed at developing personal and professional skills of young people which stimulates proactivity and personal responsibility in fulfilling their rights.
In order to stimulate inter-ethnic cooperation there were implemented workshops in ethnically mixed areas where youth from different nationalities live. The initial establishment of relations with the ethnically mixed groups was done by pairs of youth workers from different ethnic backgrounds, in order to adequately meet their needs.

Seeking non-formal education to be available available for many young people, Triagolnik have also implemented its activities at locations where there were no youth clubs. Whereas in the past year, workshops were available to young people from the Municipality of Cair and the villages Prshovce, Zhilche and Ljubanci, as a result of the successful cooperation with the local elementary schools, “Nikola Vapcarov” from Chair, “Goce Delchev” from Ljubanci, “Asdreni” from Prshovce and “Shemshevo” from Zhilche.

**Implemented workshops**

*Tetovo*
- Active participation,
- Photography workshop,
- Workshops for recycling paper,
- Leadership and active communication,
- Non-violent communication,
- Youth participation,
- Debate,
- Creative workshop,
- Electronic newsletter,
- Virtual company,
- Training in leadership and youth work,
- Training in volunteering.

*Kumanovo*
- Intercultural learning,
- Soft skills,
- Career development,
- Drama workshop,
- Training for CV and motivation letter,
- Workshop on communication skills,
- Summer in Kumanovo,
- The world on a hand.

*Municipality of Tearce*
- Social skills,
- Communication skills,
- Dance theater,
- Creativity,
- Youth and Music

*Municipality of Jegunovce*
- English language,
- Human Rights,
- Career development

*Municipality of Center*
- Forum Theatre,
- Conflict Transformation,
- Photography,
- Learning about living library,
- Training in volunteering

*Kavadarci*
- We are children of the world,
- Conflict resolution,
- Creativity by building a team,
- Non-violent communication,
- Healthy living,
- Effective use of leisure time,
- Environmental issues,
- Organizing events,
- Creative Workshop

*Municipality of Butel*
- Creative workshop,
- Ping pong,
- Creative workshop,
- Graffiti,
- Film screenings

*Municipality of Chair*
- Workshop on cosmetics,
- Creative Workshop

*Orphanage “11th of October”*
- Drama,
- Team building,
- Effective communication
Workshops in the Orphanage “11th of October”

As part of the project “Strengthening of the capacities of children and staff in the Orphange “11th of October”, in the year 2009, we have started with the implementation of the planned workshops. The workshops were conducted in the Orphanage by trained youth workers and trained volunteers. Activities were implemented with two youth groups, with young people from 12-15 years and 16-18 years, and it were included 30 participants. The workshops were aimed at developing the communication skills of young people and stimulating their creative thinking. The aim of these workshops is to prepare the youth for the challenges they will be facing with after leaving this institution and to contribute to the development of their personal, social and professional skills necessary for rapid social integration.

Trainings for personal and professional development

During the past year there were implemented set of trainings for Career development, Public relations (PR), Development of personal skills and Youth work and participation in Skopje and Tetovo, intended for youth aged 18-26 years. The objective of these trainings was to give opportunity to young that are within the period of personal and professional realization to develop the skills that will faster their integration into the professional and social life. The trainings were developed as a result of the current societal changes that impose a need to develop skills that youth do not have the opportunity to gain in the formal education system, and therefore often fall into difficulties in the hiring process and building a successful career.

Each of the trainings was implemented within two months, and here are some of the topics covered there: writing CV and cover letter, interview, effective job search; creating positive relations with others, effective techniques for conflicts transformation, assertiveness, stress and time management; media relations, communication with the customers, community, public and civil sector, etc.

Volunteering

One of our biggest goals is to promote youth participation at local and state level. In achieving this goal, we offer opportunities for active involvement of volunteers in the implementation of our activities. As a result of outstanding options, in 2009 the volunteers were actively involved in the implementation of several activities in various fields such as:

- Coordination of Youth Clubs Proaktiv
- Implementation of workshops and trainings
- Organization of humanitarian actions, sports tournaments, environmental features, community days.

The activities offer opportunities to youth for developing different skills such as skills for organization, communication, leadership, negotiation skills, critical thinking and so on. Young people can for themselves decide to apply and engage in activities according to their wishes and needs.
The recruitment of volunteers is done in several ways. The volunteers that are included in the delivery of workshops in youth clubs are being recruited by plan. They have to visit a number of trainings in order to get qualifications and conduct effective youth work. The volunteers who are successful at their work have the opportunity to engage in organizing more activities such as educational summer camps and delivering trainings in partnership with experienced youth workers for which are needed greater organizational skills. Experience shows that young people increasingly recognize volunteering as a means through which they can gain additional professional competencies. As one of the most important benefits for the spread of youth work and encouraging active citizenship is the fact that many of the volunteers in all five municipalities were participants of our activities, which expressed interest in volunteering in the organization upon completion of activities. It is important that this trend is followed by participants of the Basis in community youth work course too. Upon the completion of the course they organize volunteer activities in their local civic organizations and institutions they work in.

Triagolnik works in accordance to the law of volunteering. It supports volunteers in getting voluntary booklet, issued by the Ministry of Labour and Social Policy, which is a document that certifies that voluntary work is recognized as gained appropriate work experience.

YOUTH in PRO-ACTION!

All events in the past year were initiated and organized by volunteers.

Raise your hand, Become a volunteer!

On 4th of July Triagolnik implemented action to promote volunteering as part of a campaign titled: Raise your hand, became a volunteer! The primary goal of the campaign was to encourage youth participation and volunteerism among young people in the capital city of Skopje. The promotion was done in over a month through media presentations and billboards set at ten locations in the city where there is a greater frequency of youth. During the event-day, 40 volunteers from Triagolnik were conducting creative and informative surveys on volunteering with youth and other citizens in the municipalities Karpos, Chair, Centar and Aerodrom. They also were handing over flyers and badges for volunteering. Respondents had the opportunity to become informed about the importance of volunteering and its benefits, and ways to become a volunteer. At the end of the day it was given an award to the volunteer pair who have informed the highest number of people. During the day there were informed about 1300 people. After the implementation of the campaign 30 new volunteers were included in the organization.
Community Days

Triagolnik traditionally each year is organizing the event Community days in the Municipalities it cooperates with. The purpose of these one-day events is to demonstrate the joint contributions towards improvement of the situation of youth in the municipality. This year Triagolnik hosted two such events, one in Tetovo, and the other in Tearce. Both events were organized by local volunteers with the support of youth workers.

The Community day in Tetovo was organized in the premises of the Municipality of Tetovo as a few hour program through which volunteers showed their skills and abilities while performing belly dancing, acting out japanese theater, giving musical performance by the young band. Volunteers have also organized creative activities for the visitors such as workshop for making jewelry, competition in eating sweets and so on.

"In Triagolnik I am since 8th grade, which means for 4 years I am an active member. So far I have participated in many workshops and summer camps. In this event I participated in the organization, drawing the graffiti, the preparation of belly dancing, and also sang for the first time in my life in front of so many people. What I liked the most about this event was the opportunity to present what we have worked throughout the year in a interesting way, while having fun with not only members of Triagolnik but with other people from the community too."

- Christina Sibinovski, member of the Youth Club Proaktiv Tetovo.

As part of the event was also organized the first Living Library, where people figured in a role of books, they were representatives of certain professions, ethnicities and so on which are often negatively stereotyped or marginalized.

Visitors, mostly young people had the opportunity to read books on contraception, Americans, young Muslims. While they were reading real “books” that represent themselves, the young readers were able to directly open sensitive and taboo issues and to explore new and different perspectives. In this way they were able more easily to confront the prejudices and stereotypes that society imposes and to form personal views on an issue.

The event was visited by 100 teenagers, parents, representatives from the municipality, and it was covered by media and local TV stations and newspapers.

The Community day in Tearce was organized in cooperation with the Municipality of Tearce. Triagolnik and its partner organization, Center for education and development - CED from Tearce presented its achieved activities. In the organization there were actively involved local volunteers from different ethnic backgrounds. As a result, not only the capacity of volunteers were improved, but it was also encouraged the inter-ethnic cooperation in an environment where ethnic relations are still not satisfactory, particularly between Albanian and Macedonian population. In devising the program, the volunteers were given a decisive role, and thus were organized: music dance performance by young people who
attended the workshop, creative workshops, sports tournaments in soccer and volleyball. In all of the activities the community members were actively involved. This event achieved to unite people of different ethnicity.

"I am an active volunteer for 3 years and I have visited a number of trainings for non-formal education, communication, conflict resolution, leadership and so on. In addition I have participated in various activities: ecological actions, dance theater, youth exchanges, summer camps, sports activities in Tearce and Tetovo etc. Thanks to all of this, I feel I have changed a lot. I was also involved in the organization of this event. What I liked the most is what really happened at this Community day where we had gathered together teachers, parents, representatives from the local government and especially many many young people."

- Astrit Rexhepi, a member of the Youth Club Proaktiv Tearce.

**Triagolnik on a street basketball in Kavadarci**

Series of street basketball competitions were held on 6th of July, in the sports hall Jasmin in Kavadarci. Eight high schools participated on the tournament. The event was also covered by the performance of the local break dance group and young people who draw graffiti. The tournament

"Although there are relatively large number of sports fields and facilities in our city and we maintain the tradition of many different sports, but still there are not enough organized sports events for amateurs. There were multiple attempts at self-organization of sports activities, but usually ended in failure. With the full support of Triagolnik and SPPMD this time we were given equal opportunity to all young people from our community to showcase basketball skills, have fun and socialize."

- Ordance Danev, volunteer and coordinator of the organizational team of the event.

**Triagolnik on a race, soccer and volleyball in the municipality of Tearce**

Sixty young people aged 12 to 18 years from Macedonian, Albanian and Turkish nationality participated in sports activities organized by volunteers from Triagolnik and the Center for education and development - CED, on the 20th of June, in the Municipality of Tearce. The young people from the villages Tearce, Prshovce, Glogji, Nerashte and Odri had the first opportunity to be part of a joint multi-ethnic event. They competed in soccer, volleyball and running, and the winners were awarded with cups and medals. The event was a positive example of effective cooperation between the volunteers from different ethnic communities, and between competitors and guests in a multi-ethnic environment.

"In conversation with the other teachers we have been thinking for a long time how to activate the youngsters. Today, we have made it, there are so many young people at one place who hang out together and do sport" - spoke with enthusiasm Shpendi Shaqiri, teacher at the elementary school in the village Nerashte and student of the course: Basis in community youth work course.
was used for promotion of the youth activities conducted during the past year, by Triagolnik and its partner organization Council for prevention against youth delinquency - SPPMD from Kavadarci.

**Humanitarian sports competitions**

There were held two humanitarian tournaments in Skopje. A ping pong tournament was held on the 3rd of October in the elementary school Nikola Vapcarov in Chair, while volleyball tournament was held on 19th of December in the Sports Hall Forca.

The ping pong tournament was organized in cooperation with the Red Cross and the Municipality of Chair. It has hosted 50 participants, and collected funds were given to Red Cross, and also were used to support youth initiatives in the community.

Volleyball tournament was organized in cooperation with the Volleyball association of Macedonia in the Sports Hall Forca. In the men’s and women’s category eight teams were competing, professionals and amateurs, while the funds collected from participants and numerous audience were intended for children with autism.

The volunteers from Triagolnik that were involved in the organization of these two events once again showed their initiative in recognition of certain social problems and took action for their representation in the community, which directly stimulates their dismissal.

**Youth Exchange**

In order to establish and maintain cooperation and capacity building of youth there were held the following national and international collaborations:

**Seminar about Photography**

Triagolnik and the local organization for youth Kosova SHL (Students Helping Life - SHL Kosova), in early July, in Strumica, organized an international seminar on photography. The seminar followed after the workshops in photography that were held in length of 3 months and conducted with youth aged 17

What participants have said about this photography workshop:

"New experience, opportunity for exploring different creative expressions and many, many, many new friends - Arta Jusufi."

"I motivated me to become a volunteer " - Daut Bislimi.

"We learned what responsibility is and how to creatively express our desires - Shenarta Shabani"
to 22 years in Skopje and the Municipality of Orahovac in Kosovo. The exchange was an opportunity for 37 young people from four countries (Macedonia, Kosovo, Serbia and Germany) to exchange experiences and ideas. As a result of the exchange, the participants from Macedonia organized a photographic exhibition on the theme “Youth through camera lenses - protection of human rights.” Photographs were exhibited in the café Lee, in a period of a month. The participants evaluated the project as very effective and successful, given that some participants continued to deal more intensively with professional photography or were directed toward this profession.

Youth from Kumanovo, Kavadarci and Tearce on a multicultural learning in the villages Tearce and Lesok

Following the positive experience of the previous year, in 2009, the partner organizations of Triagolnik in the implementation of the Proaktiv Project (Humanitarian association - MAJKA from Kumanovo, Centre for education and development – CED from Tearce and the Council for prevention against juvenile delinquency - SPPMD from Kavadarci) organized a youth exchange for their youth members. Young people from the three municipalities had the opportunity to visit the villages Tearce and Lesok and learn more about young people from these communities and their way of life.

“It was unforgettable ... One of the reasons was that I have met my friends from Kumanovo, Tetovo and Tearce again. I missed them so much. But, here I also made new friends too. The visit of the mosque was very interesting. This new experience has helped me to understand the similarities between the religions and ethnicities. I have visited the Monastery in Lesok for the first time. I was fascinated by the history, its ruination and its restoration. I have associated this to the raising of the Fenix from the dust and understood it as a learning point to never give up. I really liked the place where the Monastery is built. The nature was so beautiful. The green fields were our classroom where we have increased our knowledge regarding the mosque and the monastery and our school yard where we have learned to gain trust, control the emotions and to work together for accomplishing mutual success”. - Martina Risteska from Kavadarci.
During the exchanges, they visited local churches and mosques and participated in a series of activities organized by local volunteers. For the majority of youth this youth exchange was an experience through which for the first time in their life they have met youth from other ethnic or social environment and had opportunity to directly learn about the cultural characteristics of each of the groups.

Such opportunities for young people mean broadening of their perspectives and improvement of their understanding of other ethnic and social groups.

**Educational exchange with Forum MNE in Montenegro**

During the month of March an exchange took place between Triagolnik and the regional partner organization Forum MNE from Montenegro. The purpose of the exchange was to exchange experiences and methods of work among the twenty volunteers and youth workers working with young Roma. The exchange contained two-day visit, one of which was in Skopje and the other in Podgorica. During the visits the youth workers/volunteers visited the local youth clubs, presented their organizations and discussed their future cooperation. As a result of the exchange, volunteers from Skopje began implementation of new workshops for this target group.

During the summer, young Roma from Radishani (from primary education) were visiting the youth club and with the help of the local volunteers they were preparing for the school year while doing some reading and other school assignments. This activity continued during the month of September, when young people received support in the learning process.

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**Statistics for the inclusion of all the direct beneficiaries in all of the municipalities**

<table>
<thead>
<tr>
<th>Location</th>
<th>Total number of included youth</th>
<th>Male</th>
<th>Female</th>
<th>Macedonian</th>
<th>Albanian</th>
<th>Roma</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skopje</td>
<td>324</td>
<td>110</td>
<td>214</td>
<td>208</td>
<td>76</td>
<td>38</td>
<td>2</td>
</tr>
<tr>
<td>Tetovo and Tearce</td>
<td>231</td>
<td>93</td>
<td>138</td>
<td>64</td>
<td>167</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kavadarci</td>
<td>158</td>
<td>62</td>
<td>96</td>
<td>151</td>
<td></td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Kumanovo</td>
<td>213</td>
<td>80</td>
<td>133</td>
<td>133</td>
<td>62</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>926</td>
<td>392</td>
<td>564</td>
<td>535</td>
<td>293</td>
<td>63</td>
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</tr>
</tbody>
</table>
Triagolnik organized summer camp, from 24th to 27th of August in the Children resort “Shula Mina” in Krusevo, that is traditionally carried out each year for youth who regularly attend workshops in the organization. The camp was attended by 56 young people, aged 14 to 18 years, who through out the year participated in the workshops at the Orphanage 11th of October, Youth clubs Proaktiv in Radishani, Tetovo, Tearce, Kumanovo, Kavadarci, young people from Municipality of Chair and the villages Zhilche and Sirichino. In addition to fun and recreation part of the camp, there were held educational workshops that were designed and implemented by 8 volunteers working in four teams. The topics of the workshops were: volunteerism and youth participation, intercultural learning, communication and creativity, creative workshop. The camp was important from two aspects. Primarily for the children that came from the Orphanage “11th of October” this was a rare opportunity to socialize with other youngsters because most of the activities organized in the institution are aimed at strengthening the relations that exist between the children from the Orphanage. On the other hand, the camp created an atmosphere for the other youth to break down their prejudices and stereotypes towards children without parents. In addition, they have together established positive relationships and friendships.

"It was a challenge for me to work with young people who come from different cities and different ethnic background. I did not know how everything will go and whether there will be created cooperation among all the members, but it turned out to be great experience, the differences were accepted. Proof of that is the formation of a great group. The cooperation between all continued even after the workshops during their free time and parties in the evenings’’

- Dance Kuzmanova, volunteer from Kavadarci

However, the summer camp in Pretor took place from 14th to 18th of June, in the Children resort “Mite Bogoevski”. The camp was attended by 60 young, of different nationalities from Tetovo, Skopje, Kumanovo, Kavadarci and they all had the opportunity to engage in the following workshops conducted by our volunteers: non-violent communication, conflict resolution, tolerance and creativity. The opportunity to be part of the organizational structure is given to those volunteers that throughout the year are actively involved in the work of Triagolnik and who have acquired the necessary skills for youth work and working with groups. As part of the organizing team, volunteers gain great experience in organizing and conducting the event, leadership and delegation of responsibilities. At the same time they also develop their sense of responsibility.
Education 2010

As in the previous years, this year as well, Triagolnik was fully committed to the implementation of educational activities aimed at achieving a contribution to the professional education of future youth workers who will continue with the implementation of youth work respecting the standards for quality assurance. In addition, that leads to promoting youth work as a separate profession recognized by the communities. At the same time the implemented educational activities strived towards offering trainings that promote non-formal education as a tool for long-term acquisition and development of the capacities of an individual capable of active contribution and involvement in the community.

Triagolnik, in 2009, conducted educational activities aimed at two target groups. The first target group are young people who show interest and affinity for working with young, or show interest in acquiring the skills and knowledge in youth work and practicing the youth work profession through the use of the methods of non-formal education. The second target group includes people professionals in the field of formal education, teachers, social workers, educators, psychologists and youth activists who are working directly with young people, who like to gain knowledge and skills in the field of youth work and non-formal education and to practice it within their work.

Specialized program
“Leadership and community youth work”
at SEE University

Triagolnik has been implementing the course Leadership and community youth work, created and supported by the University of Joncheping in Sweden, for 7 years. At the beginning, the course was fully implemented in collaboration with the University for education and communication in Joncheping in the form of university course, within the Triagolnik. Starting from 2007, Triagolnik accomplished cooperation with a local public and private university, South East European University (SEEU), in Tetovo, and started conducting the University course at the local level. Thanks to the cooperation between Triagolnik and SEEU for the first time in Macedonia started the implementation of the One-year specialized program in the field of youth work fully implemented by methods of non-formal education in a University frame. This program was realized for the second time in the 2008/2009 academic year within the Faculty of Public administration and political science, again in the form of one-year specialized program. After the completion students received 60 credits (ECTS) according to Bologna credit transfer system. In this school year, the enrolled students were coming from different parts of the country, such as Tetovo, Skopje, Kumanovo, Gostivar and Ohrid, and from neighboring countries as well, Serbia and Kosovo. The program was successfully completed by 22 students (5 male and 17 female, 7 Macedonians, 13 Albanians, 1 Serb and 1 Roma). During the two semesters there were conducted 12 modules, 6 in the first and 6 in the second semester in the area of: Basis in youth work, Adolescence, Working with individuals, Working with groups, Working with conflicts and differences, Management, Principles of Training, Research methods, Preparation of training program, approaches and methods, Preparation of needs-based program,
Setting goals, Preparing for training, Conducting training and evaluation of training, Training: practical application of training in the current environment, Cooperation with partner in the training and use of training materials, Conflict, Conflict transformation and mediation, Additional important issues when conducting training sessions.

Besides the 12 modules, students received individual support in form of a tutorial in total of six hours. The tutorials were committed towards assisting and supporting the student in his/her learning process. In addition to the modules and tutorials, each student had a chance to implement compulsory practical work in a form of direct work with young people. The practical placement was done in sessions or meetings with a total duration of 50 hours and was conducted in pairs. The practical work has generally included more than 160 young people from Tetovo, Gostivar, Kumanovo and Skopje. All of this young people had the opportunity to gain knowledge and skills under the guidance of the training pairs in the following areas: Cultural differences and good manners, Adolescence and risky behaviors, Peer education about hepatitis and HIV / AIDS and other sexually transmitted diseases, Communication skills. Communication in the education, “Cross the Line” - discrimination, Communication skills through drama play and Management of employment.

The survey was conducted on a representative sample of 20% of the students that completed the program whose total number exceeds 200, in a period of 7 years. The representative sample equally represents gender, ethnicity and geographic structure of students participating in the program.

The data showed that 99% of the total number of participants in the different variations of the program starting from 2002 until 2009, has applied the knowledge and skills from this program, of which:

- 35% of them are involved in the work of local NGOs,
- 20% of them are involved in the work of institutions working with children and youth,
- 20% are engaged in international associations and NGOs,
- 15% in government institutions,
- 5% within the local municipalities,
- 1% in local communities,
- 1% are engaged in European Voluntary Service, SEE University in Tetovo, and the Institute for social work and policy within the Faculty of Philosophy at the Cyril and Methodius University in Skopje.

60% of respondents are engaged in the mentioned institutions and organizations in existing projects and programs, and 40% of them are engaged in developing their own projects and initiatives.

In terms of volunteering, 98% of respondents said that this program has motivated and encouraged them to undertake volunteer engagement in various organizations and institutions. Half of the respondents are engaged as volunteers within the NGOs, while others are engaged in educational and social institutions and international organizations. Smallest representation of volunteerism has been noted in government institutions (3%) and local government (1%).

About 60% of respondents said that the certificate obtained from this program had helped them in employment. It was pointed out that the employers founded valuable various aspects of the program: recognition of certificates as official documents, recognition of ECTS credits as insurance for the gained skills and knowledge, practical assessment of these skills and knowledge.

Effects and influences

At the end of 2009, Triagolnik conducted a research aimed at measuring the effects that this program has achieved primarily on participants who attended it in respect of their personal and professional development. The research was narrowed towards analyzing whether this program has achieved contribution to their employment or influenced on the increasing of their voluntary practice, and analyzing the contribution to the development of youth activism at the local and national level.
The respondents of the survey stated that this program helped them in the process of interviewing and selection of their jobs (developed communication and presentation skills, raised self-esteem). In addition, it also helped them to achieve greater performance in the workplace especially in teamwork, communication with colleagues, assertiveness, presenting new ideas, organizational skills, creating project proposals, conducting researches and so on.

What is assessed in the program, Leadership and community youth work, is the level of personal development of the participants, in terms of their ability to recognize their strengths and weaknesses in order to strengthen their strong sides and improve their weaknesses. The program is training the participants to become youth workers capable of developing and applying work with young people, while giving them support in their personal development. Most of the skills and knowledge they acquire are applicable in both, their private and professional lives, such as: increased confidence, increased self-awareness, developed communication skills, facilitation skills, leadership skills, organizational skills, skills for conflict transformation, skills for working with groups and individuals, they learn how to be more tolerant, more creative, more responsible, to apply critical thinking and to take initiatives, be sensitive on interethnic issues of interethnic communication, and to know how to use non-formal education in youth work.

“The completion of the course especially helped me to recognize and further develop my skills that I own. I am especially glad that the communication, taking actions and leadership are skills which even now when I am employed, everyone around me can recognize and based on that, obligations are delegated to me which I complete successfully."

- Biljana Tofiloska

Bachelor degree in Leadership and community youth work - Tempus Project

The University course that was transformed into local one-year specialized program and implemented in cooperation with the SEE University, has grown into a regional project between all the organizations and universities from Serbia, Montenegro and Bosnia and Herzegovina - implementation of Bachelor studies in Leadership and community youth work, the first of its kind in the region. This idea is outlined in a joint project that was applied at the end of 2008, approved by the Tempus Programme of the European Commission.

During 2009 preparations were conducted for the realization of these undergraduate studies in terms of commitments, roles, conditions and coordination of the study program with local laws and regulations of the universities.

What is specific to this program, whose start is expected to be in 2010, is the non-formal methodology that will be used for the first time in a university framework for the realization of an educational program that is itself unique and specific for the Republic of Macedonia and beyond. This study program will provide professional training and education for the future youth workers who will be able to implement non-formal education in order to provide assistance and support in the personal and professional development of youth in their communities. With this approach we are one step closer to recognition of youth work as separate profession as it has been the case with some European countries. In addition, we are also contributing towards meeting the recommendations of the European Union for candidate countries within the frame of the development of non-formal education in these countries.

Triagolnik would not have been able to provide this bachelor studies without the understanding of the local, public and private university, South East European University in Tetovo. What Triagolnik had as an idea, SEE University showed interest in it and allow to become reality. The cooperation between Triagolnik and SEE University made a huge step in the establishment of professional youth work and non-formal education in Macedonia and that should serve as a successful example of achieving common goals.
The course, Basis in community youth work (BCYW), has been developed to help professionals, primarily teachers who work with young people, in the process of integration of non-formal educational methodology and the concept of social education in the existing methodology of work in order to provide maximum opportunity for young people to go through the process of learning and personal development and acquisition of key competences for learning.

The course started to be implemented in 2008 in Kumanovo and Kavadarci. They were formed two groups with 50 participants, of which 41 participants completed the course. The course proceeded with its implementation, in 2009, in Kumanovo and Kavadarci, as a result of the high interest rate and the inability anyone who is interested to become part of the first generation (the maximum number of group is limited to 30 participants). In addition, in the same year, for the first time the course began to be implemented in the Municipality of Tearce as well. In 2009, this course began additionally to be implemented for the employees at the Orphanage “11th of October”, in Skopje, within a new project of Triagolnik narrowed towards strengthening the capacities of the employees and young people in the Orphanage. Triagolnik is implementing this project with the support of the international organization Adoptionscentrum that is concerned with improving the living conditions of young people worldwide.

Basis in community youth work is a modular program consisting of six modules that are being implemented in a length of six months. In accordance with the principles of social education and non-formal education, the course recognizes different ways by which people learn. BCYW is structured in such a way you can measure the personal development of participants in terms of acquiring skills and gaining knowledge. The course focuses on the process of linking theory and practice; transferring knowledge and experience gained on the modules in a wider social context.

The course reflects different learning methods such as individual work, work in small groups, practical work, reflections of the practical work, written work, self assessment and experiential learning.

One of the most important components of the course is the practical work that is mandatory for all participants. It includes 25 hours of direct work with youth groups on specific topics based mainly on the needs of young people within specific communities. The practical work also involves developing a working program and structural planning of the activities for working with groups. Another important aspect of practical work is the reflection of the learning done by each participant individually after each session with the group. The whole structure of practical work has been developed based on the concept of experiential learning which involves linking the theory with the practice, reflecting the action taken in specific circumstances, developing abstract concepts of learning and their implementation in similar or new situations.

**Effects and influences**

At the end of 2009 Triagolnik conducted research and evaluation of the implementation and effects of this course. The evaluation of the course included two generations who have completed it.
When it comes to the evaluation with the first generation, it was done impact evaluation (ex-post evaluation) in order to examine to what extent the benefits of the course are applied by participants within their professional work with young people and to see whether the schools have benefits with the fact that their employees have completed the course. This evaluation was made one year after completing the course in order to allow sufficient time for the transfer of knowledge and experience of the course within the regular classes. The evaluation was done by inclusion of a representative sample of school executives, students from schools whose teachers have completed the course, and the very teachers who have completed the course. The impact evaluation was conducted with participants from Kumanovo and Kavadarci who participated in the first year of delivery of the course. The evaluation involved 10 participants from Kumanovo (out of 22 who completed the course), and 10 participants from Kavadarci (of 19 who completed the course). The method used for the evaluation with this group was a questionnaire containing 11 questions of which 3 were quantitative and the remaining were open questions aimed to provide quality information.

The evaluation of the second generation was made in a form of a final evaluation of the course in order to evaluate the personal and professional development of the participants in the field of youth work and non-formal education and to get their view on the applicability of the learning in their professional practice as teachers and educators. The evaluation was conducted in Kumanovo, Kavadarci and Tearce. As a method of evaluation we have used questionnaire that included 7 open-ended questions to obtain qualitative information. The total number of participants who completed the course in 2009 was 71 and 62 of them responded to the questionnaire. The questions were focused on: personal development in terms of knowledge and skills acquired in the course; applicability of acquired knowledge and skills in their professional engagement or in other mechanisms of youth work (NGO involvement, volunteering etc.); and recognition of the changes in attitude and approach to young people. The data from the conducted evaluation was grouped into 3 categories covering the following aspects of impacts: personal development of students, changes in the behavior of the participants and effects of the course within the educational institutions.

## Personal development of students

Developed communication skills – they show understanding of the importance of verbal and nonverbal communication, especially in the context of establishing relationships with young people, communicating with people that they consider different from them, giving/receiving feedback and understanding of the importance of providing constructive feedback in order to increase the motivation and understanding of youth. Developed skills for resolving conflicts – they act with confidence in conflict situations; they feel relieved from feelings of anger and they control their unreasonable reactions in a situation of conflict; they look at things from many sides; view conflicts not only in a negative context, but also as an opportunity for making changes; they know how to work with the personal stereotypes and prejudices and with the stereotypes that others have.

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Participants that completed the Course</th>
<th>Male</th>
<th>Female</th>
<th>Ethnic background</th>
<th>Number of Practical placements</th>
<th>Nr. of youth in practical placements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Alb.</td>
<td>Mac.</td>
<td>Turk</td>
</tr>
<tr>
<td>Kavadarci</td>
<td>19</td>
<td>5</td>
<td>14</td>
<td>0</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td>Kumanovo</td>
<td>26</td>
<td>5</td>
<td>21</td>
<td>6</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td>Tearce</td>
<td>26</td>
<td>7</td>
<td>19</td>
<td>20</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Skopje *</td>
<td>9</td>
<td>/</td>
<td>9</td>
<td>1</td>
<td>8</td>
<td>/</td>
</tr>
<tr>
<td>Total</td>
<td>80</td>
<td>17</td>
<td>63</td>
<td>27</td>
<td>50</td>
<td>2</td>
</tr>
</tbody>
</table>

* Orphanage “11th of October”
Developed **management skills, working with groups** - individual versus group needs, how to work with different characters in a group, how to encourage group work and collaboration, how to adapt activities and content to the needs and capabilities of a particular group.

As a result of the course, participants become **more confident with themselves**, more open to new challenges, **creative** and with greater enthusiasm for working with young people.

### Changes in the behavior of the participants

The course triggered change in the **approach** of the teachers towards their students - from **authoritative approach to participative approach**. As a result, the students are showing greater participation and increased activity in the learning process. The students are encouraged to share their own opinions on a specific topic just because their teachers show that they value their opinion. The course participants pay more attention to establishing **mutual trust with students**. The vertical line, teacher – student, was transformed into more horizontal line of communication. The teachers - participants of the course - are more focused on the fact that students must first be seen as individuals and personalities and then as students. Therefore they are not only focusing on the transfer of the curriculum but also on the **recognition of the problems** that students have in they everyday life. The teachers who have completed the course are more interested in **non-curricular activities** and want to know and to be updated with all the options offered for the implementation of such activities. The participants are more aware of the differences between people (with the accent on the ethnic differences) and are more prepared to act accordingly when encountered in conflict situations that arise as a result of the differences. The participants began to recognize the importance of developing **generic skills** among students as one of the foundations for the development of key competences for lifelong learning developed by the Council of Europe in the strive to develop Europe as a knowledge society.

### The effects of the course within the educational institutions

Based on the results of the focus groups conducted with students there are being identified the following changes:

The teachers who attended the course are **more open about the problems** of the students, especially if those problems are in relation to the learning process. Teachers demonstrate greater willingness to work on these problems together with students. They apply **different methods of work** in order to influence on their motivation and their active inclusion in their own learning. The emphasis is placed on the methods based on experiential learning. The teachers are engaged in work with **students** who have lower grades. There are more **open discussions** (rather than classic interrogation) when studying a particular topic. There is a change in the **process of evaluating** students. In the formation of the final assessment, teachers did not only take into account the gained knowledge, but the complete student’s participation in analyzing the specified topic. Students are involved in **extracurricular activities** organized by teachers who have completed the course.

### Two-day trainings

In 2009 there have been subsequently conducted two days of training with teachers from primary and secondary schools again in order to strengthen their knowledge and skills that will enable them to apply more effective work with young people.

As a continuos to the accomplished cooperation, Triagolnik conducted two additional trainings in the primary school “Dimo Hadzi-Dimov” in Skopje and one training in the primary school “Aco Shopov” in Skopje on the following topics: Working with groups and individuals.

Additional two trainings were conducted with the participants who completed the course Basis in community youth work in Kumanovo and Kavadarci on the following topic: Planning and creation of training programs. The training was implemented in order to complement their core knowledge gained on the course.

The evaluations of these training sessions showed that participants were able to recognize the applicability of the acquired skills and knowledge, although they stressed the strict structure of the curriculum in formal education, which limits the application of them.
Youth Bank

Youth Bank is a micro grant-making programme that through actions creates opportunities for young people to take a proactive role in community and decision-making processes. Youth Bank is managed by a board of young volunteers specifically trained to independently implement a grant-giving cycle and allocate funds for small-scale community projects to their peers. The funds are allocated to non-formal groups of young people, age 16 to 25, for realization of their ideas in different areas: education, entertainment, science, art, community development, etc.

There are three levels of beneficiaries involved through the programme: group of young people trained to run the Youth Bank and have decision-making power; young people that receive the funds and independently implement projects for other young people, and young people engaged through the small projects. Youth Fund’s managers, implementers, and beneficiaries are all youth.

Content of the programme:

Forming of the Board
First phase of the project is recruitment, forming and training a group of young people to become the Board for the Youth Bank. In 2009, 11 young people were selected in the Board from each locality Kumanovo, Kavadarci, and Tetovo within the age range of 16 – 23 years, appropriately ethically mixed between Macedonian, Albanian, and Turkish nationality. Through the youth bank training we managed to create strong and functional teams that were aware of local conditions in their communities and own a specific instrument to initiate change.

Promotion
In this phase, the Board presents to the young people the possibility to implement their ideas into practice and receive small grants for its realization.

Application and selection process
In this phase each of the Boards selected successful projects. Other young people in the community were offered the opportunity to apply for a small grant. During selection period Board reviewed the applications and conducted interviews with shortlisted teams. The whole process is managed by volunteers itself.

Implementation of the projects
27 small projects were implemented in the past year and the implemented projects were in the area of: ecology, healthy lifestyle, art and urban art, culture, sport, intercultural tolerance, peer education, creativity, etc.

Aim of the programme:

To stimulate young people to actively participate and contribute to the development of the communities in which they live;

The local and national authorities as well as the wider community to see young people as a resource, thus support mechanisms for youth participation in their communities;

To break down stereotypes and divisions in the communities and foster multiethnic cooperation;
With each successful project Board made a contract in order for the project to receive its first stage of funding and start implementation. During implementation period projects were monitored by the Board.

The Youth bank programme in line with National strategy for Youth

The programme:

**Introduces voluntary work**
Entire model is based on voluntary work. All involved parties, such as Board members, applicants and implementers are young volunteers.

**Promotes active participation**
Whole process is managed by young people. Ideas for projects are developed and implemented by young people, while the power of decision making is in the hand of young people. The model itself trains leaders and stimulates leadership in the community.

**Fosters multiethic cooperation**
In ethically mixed communities Youth Board members are encouraged to be ethnically mixed. For some of the young people this may be the first time to cooperate with someone form other community (ethically, socially, etc). The young people who apply for the grants may or may not be mixed ethnically. Yet the mixed structure of the board ensures that each youth group is heard and taken in account when it comes to select and run local projects. The projects are conducted in the community and are visible, many working across ethnic divisions.

**Promotes gender equality**
As for the ethnical aspect, it is also recommended gender balance to be present between the Board members. Gender balance provides for males and females equal opportunity to be involved in decision making processes. It is also recommended this level of decision making to be present between young people that apply for the grant.

**Introduce mechanism for inclusion of young people with fewer opportunities**
The programme is cost effective and can be easily adapted in order to meet specific needs of different communities. This allows Youth Bank to be inclusive for different youth including youth form rural areas, youth with disabilities, Roma youth, young people with difficult social background...

**Promotes non formal learning methods**
Youth Bank supports projects that are creative and inclusive. One of the aspects that programme promotes is learning aspect for all involved, form implementers to beneficiaries.

The focus is not only on products (small projects), but on process as well. They are to do with relationships, the strengthening of people’s competence and feelings.

**Contributes towards increased quality of life of young people**
Youth Bank supports projects from various fields: sport, environment, healthy lifestyle, culture, art, etc.

**Outcomes:**
Since 2003, 187 young people are trained through 17 Board members (as grant allocators) in 4 Municipalities (Tetovo, Tearce, Skopje, Kavadarci, Kumanovo). Over 600 young people have been involved as implementers of the small projects, while around 3000 young people have been reached through the small projects.
**FINANCIAL REPORT**

**BUDEGT FORUM SYD**

<table>
<thead>
<tr>
<th>Result 1</th>
<th>Development of Duty Bearers</th>
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<tr>
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<td></td>
<td>Programme Operational Support</td>
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<th>Community Youth Work Recognition</th>
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<tr>
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<th>Youth work and youth rights</th>
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<tr>
<td>RESULT 5 TOTAL</td>
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**Audit and Evaluation**

**TOTAL BUDGET**

101,190 €

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**BUDEGT ADOPTIONS CENTRUM**

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<tr>
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<td>YW Staff and assoc costs</td>
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<table>
<thead>
<tr>
<th>Result 2</th>
<th>Training of staff at children’s home</th>
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<td>Training of staff at children’s home</td>
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<tr>
<td></td>
<td>Staff and assoc costs</td>
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<table>
<thead>
<tr>
<th>Result 3</th>
<th>Baseline study, followup and advocacy work</th>
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<td>Staff and assoc costs</td>
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<th>Result 4</th>
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<td>Local administration - Staff and Assoc cost</td>
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**Audit**

500 €

**TOTAL BUDGET**

32,200 €

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**BUDEGT PESTALOZZI - PROJECT PROAKTIV**

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<td>Insurance &amp; Audited Acc. edn of year</td>
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<table>
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<tr>
<th>2 OPERATIONAL COSTS</th>
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<tr>
<td>Residential and team days</td>
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<tr>
<td>YW &amp; Vol. Operations + practical placement</td>
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<tr>
<td>Youth camps costs</td>
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<tr>
<td>YW PR costs</td>
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<tr>
<td>Youth Fund operations</td>
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<tr>
<td>Transportation costs for course</td>
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<tr>
<td>PR costs</td>
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</tr>
<tr>
<td>Youth work running costs</td>
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<tr>
<td>Youth Fund running costs</td>
<td></td>
</tr>
<tr>
<td>Education running costs</td>
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<table>
<thead>
<tr>
<th>3 INVESTMENT</th>
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<tbody>
<tr>
<td>Equipment (Computers etc)</td>
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<tr>
<td>Vehicles</td>
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<tr>
<td>Infrastructure</td>
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<td>New YC Development</td>
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<table>
<thead>
<tr>
<th>4 QUALITY CONTROL</th>
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<tbody>
<tr>
<td>Capacity Building</td>
<td></td>
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<tr>
<td>Follow up and monitoring</td>
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<tr>
<td>Evaluation</td>
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**TOTAL BUDGET**

89,845 €

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*These financial statements refer only to our three major donors for the past year*
Center for non-formal education - Triagolnik express gratitude to:

Swedish International Development Cooperation Agency - SIDA and Forum Syd, for the long-term support in the creation of an organization with a structure, and developed and recognized capacities on a national and regional level. Triagolnik, 8 years in a row, recognizes youth and their needs, includes them in their personal and professional self-realization and inspires them in creating positive change in the community.

As a result of the gained experience and built capacities, with the support of Forum Syd, Triagolnik continues with its positive influence on Kosovo in the frame of knowledge transfer and creation of conditions for the development of young leaders who will participate in the decision making process, practice and promote non-discrimination.

Regional partner organizations: PRONI Centar za omladinski razvoj – Brcko, CORNO Centar za omladinski rad i neformalno obrazovanje, Centar za Edukaciju Mladih – Travnik (Bosnia and Hercegovina), Centar za omladinski rad (Serbia) and Forum Mladi i Neformalna Edukacija– Forum MNE (Montenegro), for the mutual collaboration in the continuous exchange of knowledge and experience in order to create better conditions for the development of the youth in the region.

Swedish non-profit organization – Adoptionscentrum, for their acknowledgement of our model of work with youth and for their support in the implementation of youth work and non-formal education with the employees and children at the Orphanage “11th of October” in order for them to achieve successful integration in the society.

South East European University, in Tetovo, for the joint efforts in establishing professional youth work and non-formal education in the Republic of Macedonia.

National partner organizations: Sovet za preventiva protiv maloletnicka delikcija – SPPMD from Kavadarci, Humanitarno združenje – Majka from Kumanovo, Centar za edukacija i razvoj – CED from Tearce, for the collaboration and mutual implementation of activities in the area of youth work and non-formal education.

Municipalities: City Skopje, Butel, Chair, Tetovo, Tearce, Jegunovce, Kumanovo and Kavadarc, for their recognition of the importance of the application of youth work and non-formal education in all the communities and for our mutual efforts in the creation of changes.

TRIAGOLNIK - STRATEGIC PRIORITIES 2010-2013

1. Transfer of the model of work on national level
2. Profiling as a Resource Organization
3. Provision of consultancy services for implementation of same/similar projects on other locations
4. Networking, establishing and maintaining contacts
5. Implementation of our model of work in other countries