



**Republika e Kosovës**  
**Republika Kosova - Republic of Kosovo**  
*Qeveria - Vlada - Government*

---

**REGULATION (GRK) - NO. 23/2023**  
**ON WORK PROCEDURES IN MULTIDISCIPLINARY**  
**ROUNDTABLES FOR ASSISTANCE IN CASE MANAGEMENT<sup>1</sup>**

---

<sup>1</sup> Regulation (GRK) - no. 23/2023 on work procedures in multidisciplinary roundtables for assistance in case management, was approved on the 180 meeting of the Government of Kosovo, with the Decision No.14/180 dated 27.12.2023

## **Government of the Republic of Kosovo**

Pursuant to Article 93 (4) of the Constitution of the Republic of Kosovo, in accordance with Article 21 (paragraph 2) of Law No. 06/L-084 on Child Protection, Article 8 (4.5) Law no. 08/1-117 on Government of the Republic of Kosovo as well as Article 19, paragraph 6, subparagraph 6.2 of Regulation No. 09/2011 of Government Work,

Approves:

### **REGULATION (GRK) - NO. 23/2023 ON WORK PROCEDURES IN MULTIDISCIPLINARY ROUNDTABLES FOR ASSISTANCE IN CASE MANAGEMENT**

#### **CHAPTER I GENERAL PROVISIONS**

##### **Article 1 Purpose**

The purpose of this Regulation is to define the work procedures of the Multidisciplinary Roundtables for assistance in case management (hereinafter: Multidisciplinary Roundtable).

##### **Article 2 Scope**

The provisions of this Regulation shall be mandatory for all natural and legal persons who participate and are responsible for assisting in the management of the case and the protection of the child.

#### **CHAPTER II MULTIDISCIPLINARY ROUNDTABLE**

##### **Article 3 Establishing the Multidisciplinary Roundtable**

Each municipality in the Republic of Kosovo shall establish a multidisciplinary roundtable for assistance in case management, at a professional level.

##### **Article 4 Composition of Multidisciplinary Roundtables**

1. The multidisciplinary roundtable for assistance in case management shall have the following composition:

- 1.1. The case manager from the relevant Center for Social Work;
- 1.2. Assistant of the case manager from CSW;
- 1.3. Victim Protection and Assistance Office - Victim Advocate;
- 1.4. Kosovo Probation Service - Probation Service Officer;
- 1.5. Family Medicine Center - Specialist doctors according to the specifics of the case;
- 1.6. Kosovo Police;
- 1.7. Center for Mental Health – Specialist in treating children;
- 1.8. Municipal Directorate for Education - Education Officer;
- 1.9. Directorate for Social Welfare - Responsible official;
- 1.10. Social Worker/School Teacher, or representative delegated by the educational institution;
- 1.11. Municipal Community Office - Community Officer;
- 1.12. Institution for foster care or host families;
- 1.13. Municipal Office for Human Rights - Human/Child Rights Officer;
- 1.14. Representatives of Non-Governmental Organizations working in the field of child protection.

2. The Multidisciplinary Roundtable shall be chaired by the case manager, who is a social services officer appointed by the Center for Social Work (hereinafter: CSW).

3. Depending on the assessment of the needs the case manager shall make the selection of the composition of the representatives from paragraph 1 or 6 of this article, who must participate in the Roundtable for the review and treatment of the specific case.

4. Notwithstanding paragraph 1 and 6 of this article, the Case Manager can also invite other relevant professionals who work in the area of child protection.

5. Participants in the Multidisciplinary Roundtable may be both the child and the parent, if he/she is not the abuser, or the legal guardian.

6. Notwithstanding paragraph 1 of this article, in cases where the child is an asylum seeker, stateless, refugee or migrant, other relevant representatives must be added to the composition of the Roundtable, as follows:

- 6.1. Officials from the Department of Citizenship, Asylum and Migration at the Ministry of Internal Affairs;

- 6.1.1. Officials from the Asylum Center;
- 6.1.2. Officials from the Detention Centre for Foreigners;
- 6.1.3. Officials from the Center for Reception and Registration of Migrants;
- 6.1.4. Officials from the Department for the Reintegration of Repatriated Persons at the Ministry of Internal Affairs;
- 6.1.5. International organizations that have a specific mandate in the field of Refugees, Child Protection and Migration.

**Article 5**  
**Duties and responsibilities of the Multidisciplinary Roundtable**

1. The Multidisciplinary Roundtable under the leadership of the case manager shall have the following duties and responsibilities:
  - 1.1. addresses specific cases of child abuse, maltreatment and neglect based on the best interests of the child.
  - 1.2. follows up and continuously reviews the assessment of the case made in advance by the case manager, supplementing it with updated information depending on the change in the child's condition or the circumstances in the case.
  - 1.3. coordinates and develops the process of joint action planning for the protection of the child in accordance with the circumstances and with the relevant legislation in force;
  - 1.4. coordinates the provision of services for the protection, rehabilitation, and integration or re-integration of the child, in a sustainable manner, and supports their families or guardians;
  - 1.5. reviews the individual plan for the protection of the child on a monthly basis, in specific cases even more often.
  - 1.6. draws up the annual report on his/her work and reports to the Municipality and, upon request, to the Ministry of Justice and the Council for Children's Rights.
2. The Multidisciplinary Roundtable shall close the case when it is estimated that all the necessary services have been provided and the level of risk is reduced or there is no risk for the child's well-being.

**Article 6**  
**Chairperson of the Multidisciplinary Roundtable**

1. The Chairperson of the Multidisciplinary Roundtable, who is the Case Manager, shall have the following powers:

- 1.1. organizes and takes care of the progress of the general work of the Roundtable for the given case;
- 1.2. performs and undertakes actions for the benefit of the work of the Roundtable;
- 1.3. convenes the meeting of the Roundtable in cooperation with the head of social services of the CSW;
- 1.4. chairs the meetings of the Roundtable;
- 1.5. presents to the Roundtable the preliminary individual plan for the case from the CSW;
- 1.6. examines, handles and drafts the Unified Services Plan for the case in cooperation with the members of the Roundtable;
- 1.7. oversees the implementation of the unified individual plan in cooperation with the members of the Roundtable;

#### **Article 7** **Members of the Multidisciplinary Roundtable**

Each member of the Multidisciplinary Roundtable shall offer necessary services in the best interest of the child, within the mandate of the institution it represents.

#### **Article 8** **Meetings**

1. The Multidisciplinary Roundtable shall hold meetings for each referral and assessment of a specific case.
2. Notwithstanding paragraph 1 of this article, even when there are no cases to address, the Roundtable shall hold a meeting at least once (1) in three (3) months for the assessment of the general situation of the danger of children's well-being within the relevant Municipality.
3. The case manager shall, in cooperation with the head of the social service of the CSW, agree on the date of the meeting for the case that will be handled by the Roundtable. The case manager shall send the invitation, the agenda, the relevant information that will be reviewed at the roundtable meeting, no later than three (3) days before the date of the meeting.
4. The Roundtable meeting can be initiated by one (1) or more members of the roundtable, in this case the case manager convenes the meeting.
5. The case manager, as needed, may invite to the meeting representatives of the institutions that are directly related to the handling of the case.
6. In the following meeting of the Roundtable, to review the case, the same actors from the previous meeting shall be invited, and if deemed necessary, other professionals can be invited as well.

7. One copy of the assessment and the preliminary individual plan shall be sent to the members at least three (3) days before the meeting.

8. Notwithstanding paragraph 7 of this article, when it is not possible to make a preliminary assessment in a case of risk, the information shall be provided in the meeting.

9. Each member of the Roundtable involved in the case shall submit a written report on the progress of the case at least three (3) days before the next meeting.

10. The case manager of the CSW shall inform the roundtable that the parent or guardian and the child have been notified of the meeting, and if they are absent from the meeting, the roundtable is informed of their attitudes, which must be taken into account.

11. When the manager proposes to close the case at the Multidisciplinary Roundtable, all members who have participated in the handling of the case shall be invited to the meeting.

### **Article 9 Attending meetings**

All members assisting in the management of the case shall participate in the meetings of the Multidisciplinary Roundtable.

### **Article 10 Holding the meeting**

1. Minutes shall be kept for each roundtable meeting, and they shall be approved at the next meeting and signed by all members of the Roundtable.

2. A member of the Roundtable shall not participate in reviewing a case for which he/she has a conflict of interest in accordance with the legislation in force on the conflict of interest.

3. The roundtable shall conduct the meeting according to the approved agenda.

4. The case manager shall present the information about the case, the needs assessment, the services offered and a proposal for a service plan for case management.

5. The parent or guardian and the child can be invited to meetings of the Roundtable to express their opinions.

6. The meetings of the Roundtable shall be closed and all members shall maintain the confidentiality of information about the case in accordance with the legislation in force.

## **CHAPTER III PROCEDURE FOR CASE MANAGEMENT IN MULTIDISCIPLINARY ROUNDTABLE**

### **Article 11 Case management procedure**

1. The procedure for case management of the child in need of protection, which is developed by the Multidisciplinary Roundtable, shall include:
  - 1.1. assessment of the case;
  - 1.2. drawing up a unified individual plan for the protection of the child;
  - 1.3. implementing the unified individual plan;
  - 1.4. reviewing the plan and progress, and
  - 1.5. closing the case.

### **Article 12 Multidisciplinary Roundtable case assessment**

1. After receiving the initial assessment of the case from the Manager of the CSW for the protection of the child, the Multidisciplinary Roundtable shall undertake all the necessary measures and actions to verify the received information and review the case.
2. Based on the initial assessment by the case manager, the Multidisciplinary Roundtable shall make a comprehensive assessment of the case, redefine the level of risk and complete the information from the members of the Multidisciplinary Roundtable about the child's condition.
3. In order to ensure the protection of the best interest of the child, the assessment by the Roundtable shall include indicators of well-being including but not limited to:
  - 3.1. child safety and risk level;
  - 3.2. essential needs such as shelter, food, hygiene and healthcare;
  - 3.3. inclusion in education in accordance with the child's age and specifications;
  - 3.4. parental and family care;
  - 3.5. social inclusion.
4. All the collected data shall be recorded in the case assessment form.

5.The comprehensive assessment must be completed in accordance with the deadlines stipulated in the minimum quality standards.

### **Article 13**

#### **Unified individual plan for child protection**

1. For each case, the unified individual plan for the protection of the child shall be drawn up, based on the risk assessment, which contains the actions, measures and services identified necessary to reduce the level of risk.
2. The unified individual plan of child protection services shall include, but is not limited to:
  - 2.1. the definition of objectives and actions in working with the child and the family in order to fulfil the needs and realize the rights of the child;
  - 2.2.the determination of responsible members from the Multidisciplinary Roundtable for the implementation and coordination of concrete actions in the plan;
  - 2.3. the provision of necessary services by the relevant institutions;
  - 2.4. the deadlines within which the actions defined in this regulation must be undertaken.
3. The case manager shall send to the members of the Multidisciplinary Roundtable the unified individual plan prepared at the Roundtable meetings.

### **Article 14**

#### **Implementation and monitoring of the plan by the case manager**

1. The case manager shall be responsible for the implementation and monitoring of the unified individual plan for the protection of the child.
- 2.Each member of the Multidisciplinary Roundtable assigned to the implementation of the unified individual plan for child protection shall be responsible for taking measures and actions to provide the services defined in the plan.
3. The case manager, in accordance with the unified individual plan for the protection of the child, shall have inter alia the following responsibilities:
  - 3.1. request information and reports from the members of the Multidisciplinary Roundtable defined in the plan;
  - 3.2. notify the superior of the relevant institution in case of non-cooperation by the member of the Roundtable assigned in the plan;
  - 3.3.request information according to the deadlines defined in the plan for the implementation of measures, actions and other services;
  - 3.4.notify the Roundtable about the implementation of the plan and the findings during the monitoring of the case.



4. Depending on the progress and the process of monitoring the implementation of the plan, the case manager shall call a meeting of the Roundtable to reassess the level of risk and the needs of the child and family.
5. In cases of posing high-risk, the case manager shall have the right to call extraordinary meetings.
6. The case manager shall update the case data in the monitoring review form, change and complete the unified individual plan for the protection of the child.

**Article 15**  
**Reviewing the plan and evaluating the progress**

1. The case manager shall call the meeting to review the plan and evaluate the progress.
2. The case manager together with the members of the Roundtable shall evaluate the provision of services and ascertain the progress achieved for the child's well-being.
3. The members of the Roundtable can change the unified individual plan as needed.

**Article 16**  
**Monitoring the implementation of the unified individual plan for child protection**

1. The head of social services in the CSW shall be responsible for monitoring the work of the case manager for the implementation of the unified individual plan for the protection of the child.
2. The Head of social services in the CSW shall, as necessary, carry out monitoring visits to verify the situation of the child and the family for monitoring the implementation of the individual plan.

**Article 17**  
**Closing the case at the Multidisciplinary Roundtable**

1. The case manager shall assess the case and recommend the closure of the case to the Multidisciplinary Roundtable.
2. Before closing the case at the Multidisciplinary Roundtable, the manager shall request the opinion of the child when this is possible and of the parent or legal guardian regarding the progress and closing of the case.
3. The Multidisciplinary Roundtable shall close the case if the case manager's assessment, approved in advance by the Head of Social Services, estimates that:
  - 3.1. the measures, actions and other services provided according to the plan have been completed and the child is out of danger;
  - 3.2. the child has reached the age of eighteen (18);
  - 3.3. if the child changes residence from one municipality to another and the case management process is transferred to the next CSW;

- 3.4. if the child changes residence by moving abroad, is transferred to the country of origin (birth) or a third country based on the best interest of the child;
- 3.5. if the child dies.

4. In case it is estimated that the child after reaching the age of eighteen (18) needs the continuation of services, it is recommended to receive appropriate services in accordance with the needs of the individual.

5. The case manager and the members of the Multidisciplinary Roundtable shall sign the form for closing the case from the professional forms of work in case management, which becomes part of the child's individual file.

### **Article 18** **Protection of the right to privacy**

1. All data and actions undertaken in cases of treatment within the Multidisciplinary Roundtable must be handled in privacy in accordance with the relevant Law on protection of Personal data, as well as the preservation of data confidentiality, except in cases where sharing them with certain professionals or institutions constitutes a legal obligation.

2. All members of the Multidisciplinary Roundtable and other participants in the Roundtable shall be obliged to sign the declaration of confidentiality.

### **Article 19** **Cooperation**

The Roundtable shall cooperate with all relevant institutions that provide child protection services in accordance with the relevant Law on Child Protection, including local and international organizations dealing with child protection.

### **Article 20** **Annexes**

1. Integral part of this Regulation are:

- 1.1. the form of the individual plan for case assessment;

### **Article 21** **Entry into force**

This Regulation shall enter into force seven (7) days after its publication in the Official Gazette of the Republic of Kosovo.

**Albin KURTI**

**Prime Minister of the Republic of Kosovo**  
**05 January 2024**

**Annex 1:**

<b>Case Management Support Roundtable Worksheet</b> <i>Document for Internal Use / for the purpose of the Complete Preparation of Case for Discussion with CMSR members</i>	
<i>Subject number:</i>	
<i>Date of CMSR meeting</i>	
<i>Center for Social Work</i>	
<i>Head of CMSR / Case Manager</i>	
<i>Referrer</i>	

**Specific cases of children at risk that are treated by CMSR**

<b>MISREATMENT</b>
<input type="checkbox"/> physical violence
<input type="checkbox"/> psychological violence
<input type="checkbox"/> sexual violence
<input type="checkbox"/> corporal punishment
<input type="checkbox"/> hazardous forms of child labor
<input type="checkbox"/> kidnapping
<input type="checkbox"/> other:

<b>SEXUAL ABUSE</b>
<input type="checkbox"/> sexual abuse
<input type="checkbox"/> child trafficking
<input type="checkbox"/> child pornography
<input type="checkbox"/> other:

**EMOTIONAL ABUSE**

- psychological violence
- harassment
- discrimination
- forced early marriage
- other:

**NEGLECT**

- neglect
- abandonment
- other:

**Personal Data of the Case**

- Name and surname:
- Date of birth:
- Gender:
- Nationality/Ethnicity:
- Place of birth:
- Residence/place of residence:
- Medical condition:
- Limited ability:
- Other:

### Current Situation of the Case

**Presentation of the case assessment to the CMSR by the Case Manager focusing on the needs of the child/family and their safety.** *(Describe the needs of the child in relation to their age, health, development, education, involvement, risk, safety, and the involvement of the child/family)*

*Presentation by the Case Manager about the services that were provided and coordinated by the Center for Social Work prior to the case being referred to CMSR (list of services and dates).*

**Sharing information about the case during the CMSR discussions** (*During the CMSR meeting, members and participants provide information in order to reassess the child's needs*).

### **UNIFIED INDIVIDUAL CHILD PROTECTION PLAN**

*Goal setting: Specific, Measurable, Achievable, Agreed Upon, Relevant, Shared Responsibilities and Time-Bound.*

**Goal:** *the child is safe, risk factors are reduced, promoting the best interest and meeting the general and specific needs of the child, involving and supporting the family.*

**Coordination of actions in the provision of services for the protection, rehabilitation, integration and reintegration of children**

<b>Actions and Measures</b>	<b>Services</b>	<b>Responsible institutions</b>	<b>Planned completion date</b>	<b>Action implementation status (ongoing, completed, uncompleted)</b>	<b>Deadline for reviewing actions</b>	<b>Notes</b>



	<b>Invited participants/ names and surnames</b>	<b>Institutions/NGOs</b>	<b>Present</b>	<b>Signature</b>
<b>1</b>				
<b>2</b>				
<b>3</b>				

<b>Plan review and progress evaluation</b>						
<b>Date:</b> _____						
<b>Actions</b>	<b>Services</b>	<b>Responsible institutions</b>	<b>Planned completion date</b>	<b>Action implementation status (<i>in process, completed, <u>uncompleted</u></i> )</b>	<b>Progress assessment</b>	<b>Notes</b>

**Closing the case for the CMSR:** *mark one of the columns, in special cases mark with words under other circumstances*

*the child is out of danger*

*the child is over 18 years' old*

*when the child changes residence within the state*

*when the child changes residence abroad*

*the child dies*

*Other circumstances:*

	<b>Invited participants / names and surnames</b>	<b>Institutions/NGOs</b>	<b>Present</b>	<b>Signature</b>
<b>1</b>				
<b>2</b>				
<b>3</b>				
<b>4</b>				