



ANNUAL REPORT 2024

Qendra Plan&Go

General Overview of Plan&Go Organization

Founded in June 2008, Plan&Go is a dedicated organization committed to positively influencing the social, economic, and political context that creates vulnerabilities to abuse, violence, neglect, and trafficking. The primary goal is to empower individuals and families to fulfill their rights and reach their maximum potential.

Our interventions are based on a careful analysis of needs and a collaborative approach with public and private actors, involving local communities in the design and implementation of programs.

Since its establishment, Plan&Go has combined:



Raising awareness in the community;



Capacity building for public and non-public actors;



Providing direct services to the most vulnerable groups in society.

Our Vision

Every individual is protected, reaches their maximum potential, participates, and actively contributes to society.

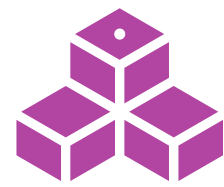


Our Mission

To empower individuals, families, and marginalized groups by promoting their rights through:



Providing
direct
services;



Capacity
building for
public and
private
actors;



Advocacy and
social policy
development;



Research and
scientific
studies.



Priority Groups and Focus

At the core of Plan&Go's daily activities are :

Children (0-18 years old):
Focused on their protection, education, and well-being.

Youth (18-25 years old):
Their social and economic empowerment and inclusion in community development.

Adults (+18 years old): Support for economic and social integration.

Public and private agencies:
Training and support to improve social and educational services.



Areas of Intervention

Over the years, Plan&Go's areas of intervention have evolved and expanded, reflecting socio-economic changes in Albania. These areas include:

- **Combatting human trafficking:** Advocacy and assistance for individuals at risk or who have experienced trafficking.

Child protection and family empowerment: Interventions supporting children's well-being and protection.

- **Youth social-economic empowerment:** Creating opportunities for education and employment.

- **Community development:** Active community involvement in solving local issues.

Capacity building: Training for public and private service providers.

Advocacy and lobbying: Promoting policies that support the rights and well-being of vulnerable groups.

Geographical Scope

Plan&Go's headquarters are located in Tirana. Over the years, the organization has expanded its activities and services throughout Albania, addressing the needs of individuals and communities in both urban and rural areas.



Our Commitment to the Future

Plan&Go continues to invest in sustainable change for a fairer and more inclusive society. Through strategic partnerships, joint efforts, and innovation in service delivery, we remain committed to creating a positive impact for future generations.



Summary of Achievements and Challenges in 2024 for Plan&Go

Throughout 2024, Plan&Go was primarily engaged in supporting Afghan refugees who arrived in Albania, focusing on their integration and well-being. The main activities were carried out in Tirana and Shëngjin-Lezhë, in close collaboration with Vital Voices, UNICEF, and IOM.



1. Services Provided by Plan&Go in 2024

Information and Awareness

Plan&Go played a key role in informing and raising awareness among Afghan citizens settled in Albania, ensuring a smooth transition and access to basic services.

Informative sessions were highly valued by beneficiaries as the best way to quickly learn about available services and establish safe connections with professionals from different care sectors.

Dedicated Services

The organization continued implementing the case management approach, ensuring individual attention and care for each program participant:

- Identification and assessment of individual and family needs;
- Referral and follow-up to ensure access to relevant service providers;
- Cash support to meet individual needs and enable a dignified life;
- Professional capacity building through career counseling, access to vocational courses, employment referrals, and micro-initiative development.

Culture and Intercultural Collaboration

Plan&Go organized activities promoting integration and cross-cultural

understanding:

- Cultural events: A total of 12 cultural activities, including traditional celebrations, art exhibitions, and visits to key locations in Albania, helped build bridges between Afghan and Albanian communities. These events also strengthened group cohesion, encouraged socialization, and created positive shared experiences.
- Community engagement in daily activities: Seven Afghan community members joined Plan&Go's daily work as language facilitators. Their involvement also contributed to enhancing transparency and accountability within the program.

These interventions not only improved the quality of life for beneficiaries but also strengthened relationships between the Afghan and Albanian communities, setting an example of successful cooperation and solidarity.



2. Programs and Finances for 2024

Total Revenue: 151,812,526 ALL, all from grants.
Key Projects and Funders:

Nr.	Project Title	Implementation Area	Funder	Fund Amount (ALL)
1.	Maintain respectful and dignified living standards for Afghan women leaders, girls, and their families staying in Albania through a case management approach	Tirana, Albania	Vital Voices	47,794,638
2.	Cash plus assistance to promote child well-being outcomes and enhance living standards for the Afghan community	Shëngjin – Lezhë, Albania	UNICEF	95,845,888
3.	Support for the voluntary humanitarian admission and integration of Afghan Nationals in Albania	Lezhë & Tirana, Albania	IOM	8,172,000

3. Staff Development

In 2024, Plan&Go implemented several key initiatives to support staff development and well-being, addressing urgent needs while strengthening long-term capacities for delivering social services.





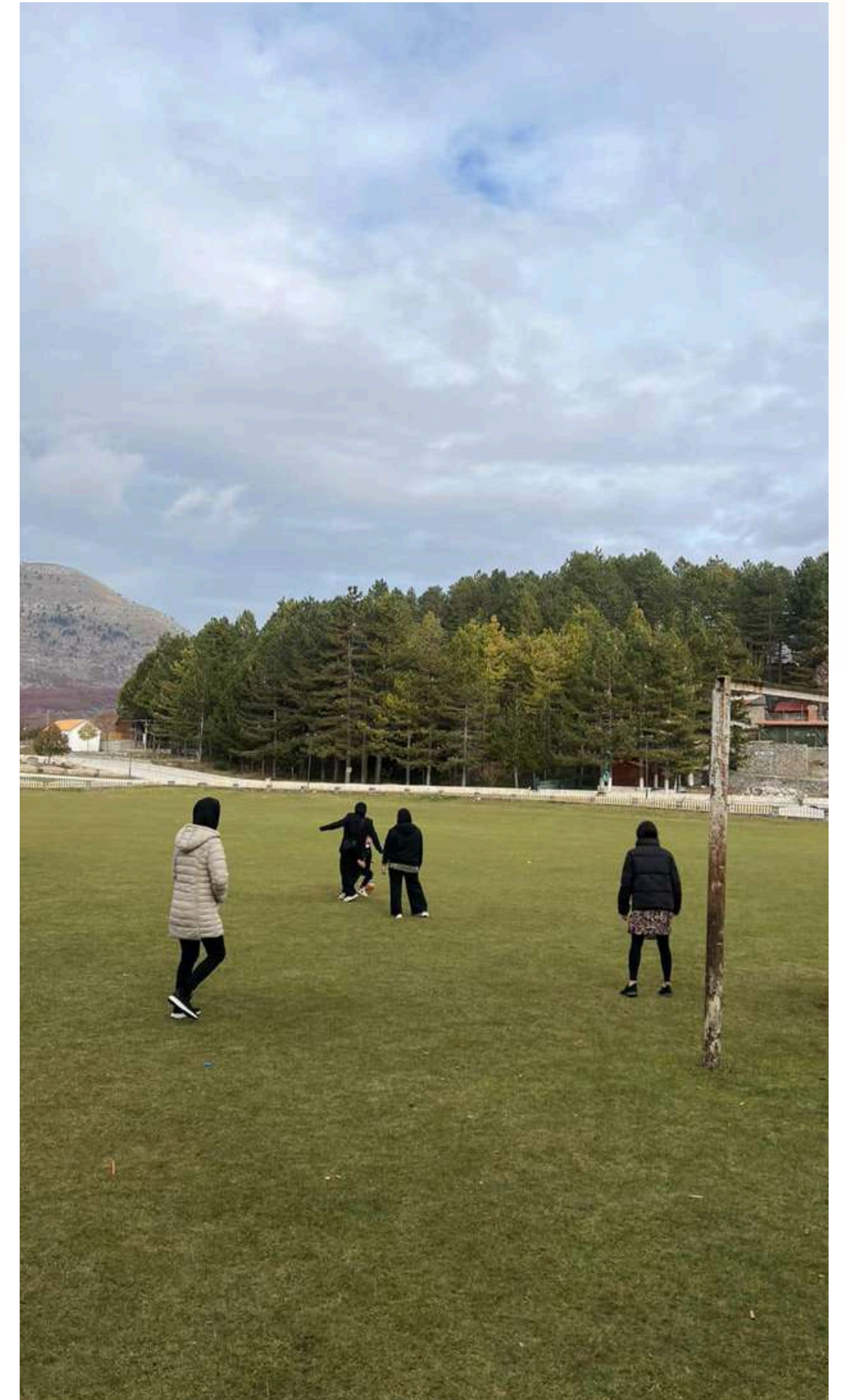
Recruitment of New Professionals

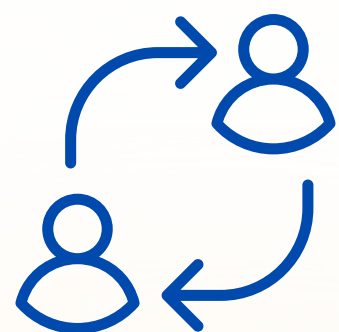
- **New positions:** The recruitment process included key roles such as psychosocial staff, field coordinators, financial aid (cash assistance) specialists, social educators, and child protection specialists.
- **Candidate selection:** Special focus was placed on selecting individuals with previous experience working with refugees and marginalized groups, as well as skills to manage emergency situations.
- **Impact:** This process expanded service coverage to new areas such as Shěngjin-Lezhě and improved the overall quality of existing services.



Internal Promotions for Existing Talent

- **Talent identification:** Plan&Go established a structured process to identify high-performing staff with strong potential for career growth.
- **Impact:** This initiative fostered a motivating work culture, increased staff engagement, and helped retain the organization's most valuable human resources.





Benefits of Staff Development Initiatives

- Improved service quality: Well-trained and motivated staff enhanced interactions with beneficiaries.
- Increased organizational sustainability: With new professionals onboard and existing talent developed, Plan&Go strengthened its workforce for long-term impact.



Employee Well-being – Preventing Burnout and Enhancing Motivation



A counseling expert was engaged to conduct individual and group psychological counseling sessions on a monthly basis for all staff members.

• **Impact:**

Stress reduction: Staff reported significantly lower stress levels and an overall improvement in emotional and psychological well-being.	• Enhanced performance: Employees demonstrated better focus, increased productivity, and higher efficiency in their work.	Increased motivation: Sessions fostered a positive workplace climate, reinforcing a sense of belonging and professional motivation.	• Capacity building: Group sessions contributed to conflict resolution skills and improved interpersonal communication.	• Reduced fatigue and stress: Well-being programs created a healthier and more productive work environment.	• Burnout prevention: Regular counseling helped identify early signs of work-related stress and provided effective strategies for managing workload.
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By investing in both staff development and well-being, Plan&Go ensured that its team remained resilient, motivated, and capable of delivering high-quality services to the Afghan community in Albania.

4. Challenges and Lessons Learned

Identifying challenges and lessons learned was considered an essential process for continuous improvement and achieving long-term goals in all areas of operation. Through an in-depth analysis of the past year's experiences, several factors were identified that influenced the success or failure of the interventions carried out throughout 2024.

- **Key Challenges Identified:**

Complex Geographic Coverage: Interventions in multiple municipalities (such as Tirana and Lezha) required continuous coordination between teams and logistical resources, affecting service efficiency.	Limited Staff Capacity: In some cases, a single team had to cover multiple areas simultaneously, resulting in work overload and reduced intervention quality.	Tailored Responses: Each municipality had unique dynamics and needs, requiring different approaches for refugee integration and collaboration with local authorities.	Irreversible and Urgent Services: Engagement in emergency-response programs required maximum flexibility and rapid action. However, these urgent needs sometimes led to the neglect of long-term strategic program development.	Unpredictable Situations: For example, a sudden increase in the number of beneficiaries in specific areas created difficulties in preparing and distributing resources effectively.
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Lessons Learned:

The experiences and challenges faced throughout the year provided valuable lessons that will serve as guidelines for fostering innovation, growth, and sustainable improvement in fulfilling the mission and vision of Plan&Go in the coming years. Key lessons learned from 2024 include:

- **The Need for Better Resource Planning**

- **Developing Flexible Plans:** Detailed yet adaptable planning for managing financial, logistical, and human resources is essential for handling emergency situations.
- **Utilizing Technology:** Enhancing the tracking and distribution of aid through digital tools.
- **Emergency Reserves:** Establishing financial and material reserves to accommodate unexpected surges in beneficiaries.
- **Sustainable Partnerships:** Expanding the network of donors and partners to ensure sufficient resources at all stages.
- **Continuous Involvement of Beneficiaries:** Engaging beneficiaries in program design and implementation helps ensure accurate planning and efficient resource allocation while also increasing transparency, accountability, and trust between Plan&Go and its targeted beneficiaries.



• Prioritizing Team Development

- Retention of Human Resources: Staff members are an irreplaceable asset in daily operations. It is crucial to continue developing and motivating the workforce.
- Regular Team-Building Activities: Planning frequent activities to strengthen team cohesion, enhance internal collaboration, and share experiences.
- Skill Development: Organizing training not only for emergency response but also for long-term professional development, including time management and productivity-enhancing strategies, should remain a key focus for Plan&Go.

These lessons will serve as the foundation for Plan&Go's future strategies, making the organization more capable of addressing complex challenges and ensuring sustainable impact.



5. Future Plans

To ensure a sustainable and widespread impact in the community, future plans include a comprehensive approach aimed at improving services and enhancing the quality of life for individuals and groups in need. The details of each aspect of these plans are as follows:

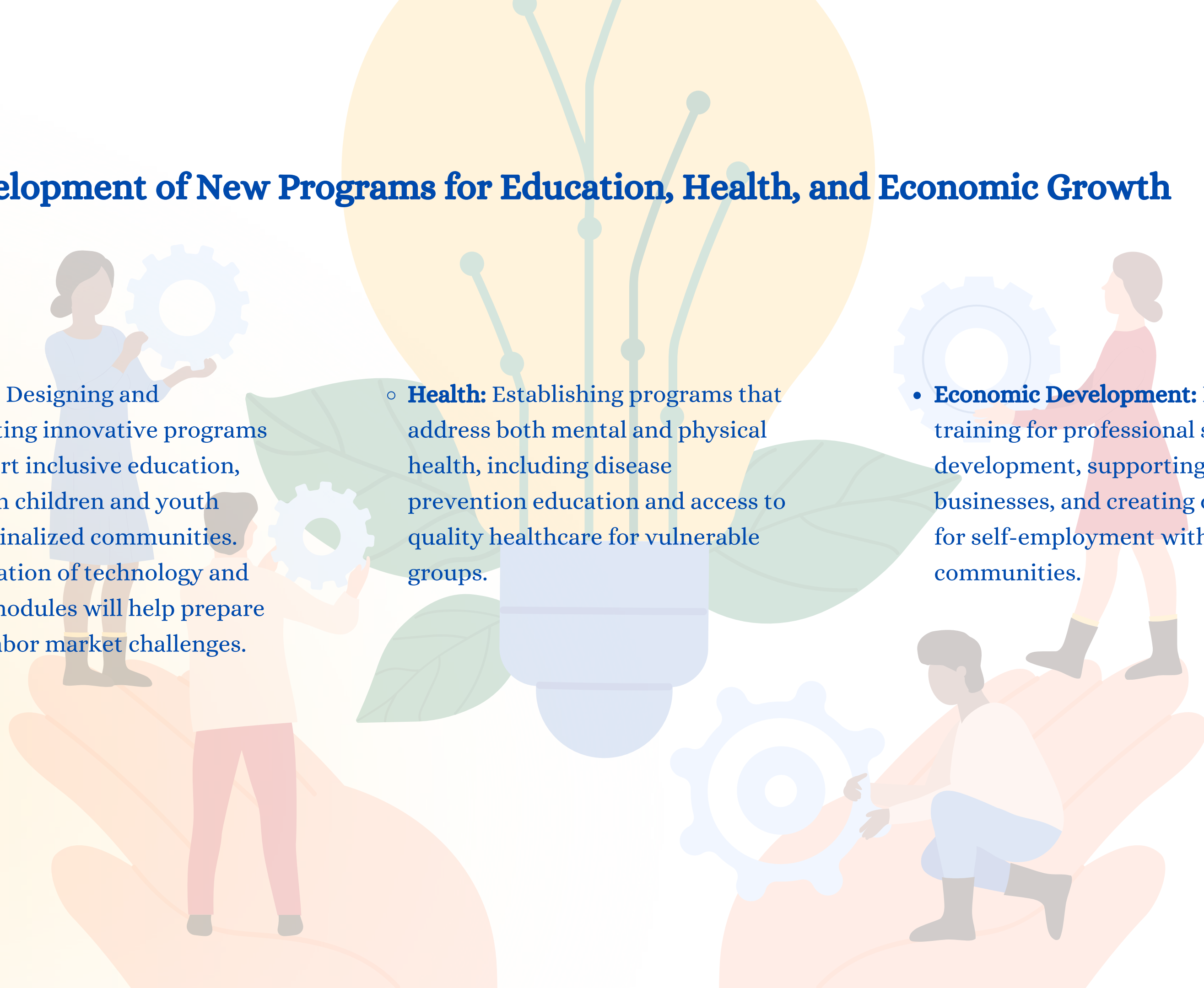


Development of New Programs for Education, Health, and Economic Growth

- **Education:** Designing and implementing innovative programs that support inclusive education, focusing on children and youth from marginalized communities. The integration of technology and life skills modules will help prepare them for labor market challenges.

- **Health:** Establishing programs that address both mental and physical health, including disease prevention education and access to quality healthcare for vulnerable groups.

- **Economic Development:** Providing training for professional skills development, supporting small businesses, and creating opportunities for self-employment within communities.



Integration of Technology into Services and Monitoring

- Digitalization of administrative and service processes to enhance efficiency and transparency.
- Development of real-time monitoring platforms that allow tracking and data analysis to improve decision-making.
- Utilization of technological tools for remote education and information dissemination in remote communities.



Enhancing Staff Capacities through Advanced Training

- Organizing training sessions on best international practices, professional ethics, and innovative approaches in social service delivery.
- Supporting professional development through mentoring programs and specialized certification opportunities.
- Promoting a lifelong learning culture to ensure continuous updates on new trends and emerging needs.



Development of Strategic Partnerships to Expand Impact

- Collaborating with local and international organizations to exchange resources, expertise, and best practices.
- Building relationships with governmental institutions and the private sector to create joint projects addressing community needs.
- Promoting networks and shared platforms to strengthen advocacy efforts and strategic interventions.
- Sharing best practices with young professionals in the social sector to contribute to the development of a better society.

Improving Monitoring and Evaluation for Identifying Challenges and Measuring Results

- Establishing measurable and clear indicators to track program progress and performance.
- Conducting periodic evaluations to identify urgent needs and adapt strategies accordingly.
- Engaging communities and beneficiaries in the evaluation process to ensure services are well-adapted and effective.

These steps will contribute to achieving a long-term impact and fulfilling the mission of building a more just and inclusive society.

6. Acknowledgments

Plan&Go expresses its deepest gratitude to our strategic partners, generous donors, and dedicated team for their continuous support and collaboration throughout 2024. Your contribution has been vital in fulfilling our mission to create a more just, equitable, and inclusive society.

Thanks to your commitment and solidarity, we have been able to impact the lives of thousands of individuals and build a strong foundation for sustainable social change. This achievement is a testament to the strength of our partnerships and the shared values that guide us.

We thank you for being part of this journey and look forward to continuing our collaboration to bring about positive change in the future. Together, we can achieve even more!

