SOCIAL SERVICES PROVIDED THROUGH THE SOCIAL PROTECTION SYSTEM

The following services are included in the system of social protection:

1. **Information and Referral Services**
2. **Professional Assistance and Support Services**
3. **Counseling Services**
4. **Home-Based Services**
5. **Community-Based Services**
6. **Out-of-Family Protection Services**

**Out-of-Family Protection Services**

**Out-of-family care services provide basic protection, which includes accommodation, assistance and support from professional staff, care, nutrition, clothing, healthcare, and other services depending on the type of beneficiaries who are unable to live with their families or require out-of-family care for other reasons.**

Types of out-of-family protection services:

1. **Supported Living / Small Group Home**
2. **Foster Care in Another Family**
3. **Institutional Accommodation**

On this page, we will focus on explaining the process and necessary steps for obtaining a license to provide social services, in accordance with the Law on Social Protection and relevant bylaws — specifically for the service **Supported Living / Small Group Home**.

**Supported Living / Small Group Home**

Supported living is provided in a separate housing unit with assistance from professional or other individuals to help perform basic and instrumental activities of daily life. The support can be **occasional, daily**, or **24-hour**, depending on the needs of the beneficiary.

**Beneficiaries** of this service include:

* persons with disabilities
* children without parents or without parental care, aged 14 or older, and at the latest until the completion of secondary education, with the aim of preparing for independent living and social integration.

A supported living unit can house **up to 5 persons** with disabilities, or **up to 7 children** without parents or parental care.

If you wish to obtain a license for providing the **Supported Living / Small Group Home** service, consult the following regulations:

* **Rulebook on the manner and scope of social services, norms and standards for providing supported living services** (Official Gazette No. 264/19)
* **Amendments to the Rulebook on the manner and scope of social services, norms and standards for providing supported living services** (Official Gazette No. 34/23)
* **Rulebook on the manner, type, and number of professional staff for the care of accommodated persons, space conditions and equipment for living in a small group home** (Official Gazette No. 139/09)

## What is required to obtain a license to provide social service(s)?

To ensure high-quality social protection, it is necessary to:

* License local-level service providers,
* Establish municipal public institutions or Social Services Centers, or
* Delegate social protection services to licensed associations or legal/individual entities.

### Basic requirements:

The Ministry of Labour and Social Policy (MLSP) grants licenses based on:

* Meeting **legal standards and criteria**,
* Submitting a **formal application with required documents**,
* Complying with **regulations** defining service types, volume, and quality.

### Who can be licensed?

* Associations,
* Domestic and foreign legal entities,
* Individuals.

### Authorized providers:

They become authorized by signing an **Administrative Agreement** with the MLSP or the municipality, and they provide services based on a **decision from the Center for Social Work**.

## How to apply for a license to provide a social service?

The process of obtaining a license to provide social services includes several key steps such as preparing the required documentation, ensuring qualified staff and proper equipment, and submitting an application to the Ministry of Social Policy, Demography and Youth. Each step is clearly defined by the law and bylaws and is essential for successful licensing.

### ✅ **Step 1: Prepare documentation**

* **Report on premises, equipment, and staff** based on standards.
* **Annual work program**, financial plan, and non-discrimination policy.
* **Internal procedures** for service evaluation and client satisfaction.
* **Staff:** service coordinator + professional staff (e.g., caregivers, assistants).
* **Equipment:** per regulation (e.g., blood pressure monitor, thermometer).
* **Application request** submitted to the Licensing Commission.

### ✅ **Step 2: Additional documentation**

* Current status from the Central Registry.
* Lease or ownership agreement for premises.
* CVs, diplomas, contracts with staff.
* Proof of equipment.
* List of required professional staff.

### ✅ **Step 3: For existing organizations starting a service**

* **Amend Statute** to include new activity code (NACE Rev.2).
* Decision to adopt the new work program including the social service.

### ✅ **Step 4: For newly established organizations**

* Founding Act and Statute.
* Decision to adopt the work program.
* *Note:* Entry into the Central Registry is done **after license approval**.

### ✅ **Step 5: Submission**

* Submit all documents to:

**Ministry of Labour and Social Policy**  
Commission for Licensing Social Service Providers  
Dame Gruev St. No.14, 1000 Skopje

### ✅ **Step 6: Review and issuance**

* Commission conducts inspection and verifies criteria.
* If requirements are met, a **license valid for 5 years** is issued.
* Annual oversight is conducted by the Commission.

## Recommended Annexes and Documentation According to the Licensing Commission for Social Service Providers

### **Basic Documentation for License Application:**

| **No.** | **Annex** | **Description** |
| --- | --- | --- |
| 1 | Application for Issuing a License | Official form to request a license |
| 2 | Annual Work Program | Recommended format for planned activities |
| 3 | Elaboration (Narrative Report) | Detailed description of premises, professional staff, and equipment in accordance with legal standards |
| 4 | Annual Financial Plan | Financial plan including income and expenditures (with attached Excel table) |
| 5 | Rulebook 268/19 | Conditions for allocation of funds to associations and private providers |
|  | Methodology (264/19) | Method for calculating service prices based on standards |
| 6 | Documentation Checklist | Checklist to ensure all required documents are included |
| 7 | Correspondence Table | Mapping table NQF Rev.1 – NACE Rev.2 |

### 📌 **Capacity Expansion (Facilities and Staff):**

If the civil society organization (CSO) decides to expand after receiving the license, the following must be submitted to the Commission:

1. Elaboration for expansion (updated description of space, staff, equipment)
2. Updated Annual Work Program (including user count and job descriptions)
3. Updated Annual Financial Plan (new costs like rent, salaries, utilities)
4. Contract for additional space (lease or usage agreement)
5. List of professional and support staff (name, title, qualifications)
6. Statement on employment method for new staff
7. Employment/engagement contracts for additional staff
8. Diplomas, certificates, and short biographies of new staff
9. Cover letter explaining what and how is being expanded

All documentation must be submitted **in paper format in one copy** to the Ministry of Social Policy, Demography and Youth **– Licensing Commission for Social Service Providers**.

### 📊 **Annual Reporting Obligations to the Commission:**

To be submitted **by January 31st** each year:

* Annual report on the implementation of the work program
* Evaluation report on services and user satisfaction
* Staff list from the Employment Agency of North Macedonia (AVRSM)

To be submitted **by March 30th** (for public and private institutions only):

* Balance sheet
* Income statement

### ⚠ **Additional Requirements for Licensed Providers:**

Licensed or authorized providers must maintain organized documentation for:

* Service users (individual files)
* Staff (contracts, roles, qualifications)
* Financial records (all accounting documents)
* User satisfaction measurement and service evaluation
* Reports on the implementation of the annual work plan
* Documentation related to service provision approved by the local Social Work Center

Rulebooks define the **specific documentation required** for each type of social service.

### ❗ **Important Notice:**

The Ministry has the right and obligation to **prohibit the activity** of a legal or physical person, or association, if:

* Legal conditions are no longer met
* Service provision is harmful to users
* Identified deficiencies are not corrected within the set deadline

A complaint can be filed against the ban **within 15 days** to the State Commission for Administrative and Labor Disputes (Second Instance).

This Guide is designed to simplify the licensing process for social service providers and to offer clear, practical guidance on meeting legal requirements. Providers are encouraged to stay informed about regulatory updates and maintain ongoing communication with the Ministry of Labor and Social Policy to ensure compliance. Proper and timely documentation is essential for delivering high-quality and sustainable social services.