



Resource Center “Ana” – Profile **Early Support. Lifelong impact.**

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About Inkluzioni

Inkluzioni is a Kosovo-based civil society organization working to advance inclusive education, social inclusion, accessible communication standards and equal opportunities for vulnerable and marginalized groups, particularly children with disabilities, speech and communication difficulties and those subject to psychological or emotional difficulties. Through community-based programs, rehabilitation services, advocacy, and professional capacity building, Inkluzioni works closely with educational institutions, families, and public authorities to improve access to specialized services and strengthen inclusive systems across Kosovo. Over the years, the organization has pioneered several initiatives in the Municipality of Gjilan, including the introduction of teaching assistants in schools and the integration of speech therapy services within educational institutions.

Resource Center “Ana”

Resource Center “Ana” is a specialized service center dedicated to supporting children with disabilities, children with speech, language, and communication difficulties, as well as children experiencing trauma or other psychological and psychosocial challenges. The Center also provides support to family members, parents, and caregivers, recognizing their essential role in the development and well-being of children. The Center was established in January 2026 by Inkluzioni in Gjilan and represents the culmination of several years of practical work, field experience, and identified needs through community-based programmes implemented by Inkluzioni in the education sector.

The foundation of the Center builds on several years of practical experience and programmatic initiatives implemented by Inkluzioni in the education sector. This includes the early initiative during 2017–2018 to introduce, for the first time, teaching assistants in educational institutions in Gjilan, including both primary schools and pre-school settings, aimed at strengthening support for children with disabilities and learning difficulties within inclusive classrooms. Building on these efforts, Inkluzioni implemented intensive speech therapy interventions during 2022–2023 in major primary schools in Gjilan, including *Thimi Mitko*, *Selami Hallaqi*, *Musa Zajmi*, and *Abaz Ajeti*. These services were implemented with the support of the Embassy of Switzerland in Kosovo, US Embassy in Kosovo, Municipality of Gjilan and the Kosovar Civil Society Foundation (KCSF), reaching a significant number of children with unmet communication needs.

Further expanding its approach, in the period September–December 2025, Inkluzioni piloted *early childhood intervention services for the first time*, focusing on pre-school institutions and early learning settings. With the support of the Municipality of Gjilan, services were delivered in five pre-school institutions (*Ardhmeria 1*, *Ardhmeria 2*, *Integer*, *Dardania*, and *Agim Ramadani in Zhegër*) as well as in two primary schools with pre-school classes (*Rexhep Elmazi* and *Agim Ramadani in Zhegër*). Within a short implementation period, 250 children were identified with speech and communication difficulties, and over 1,000 speech therapy sessions were provided—highlighting both the scale of need and the urgency for sustainable, long-term services.

Despite these efforts, a large number of vulnerable children remained without access to specialized support. In response, Inkluzioni established Resource Center “Ana” as a dedicated, community-based solution. Located in the heart of Gjilan, the Center operates in a 300 m² space provided rent-free through a long-term agreement, demonstrating strong institutional commitment and sustainability.

The Center is named after *Ana*, a 17-year-old girl diagnosed with autism, whose life story and her mother’s extraordinary dedication have deeply inspired the work of Inkluzioni. Ana’s journey has directly influenced the design and development of inclusive programmes, placing families and real-life challenges at the core of service delivery.

Since becoming fully operational in February 2026, Resource Center “Ana” has been providing continuous speech therapy services through a team of three professional speech therapists. Currently, the Center supports 17 children with approximately 200 therapy sessions per month, while an additional number of children - more than double the current capacity - remain on the waiting list.

The Center plays a critical role in alleviating the financial burden on families. In private clinics, a single speech therapy session costs approximately 20 EUR, with children typically requiring 2–3 sessions per week (40–60 EUR weekly per child). Many families face compounded challenges, especially those with more than one child in need of therapy. At its current capacity, Resource Center “Ana” is saving families an estimated 4,000 EUR per month, directly supporting households in difficult socio-economic conditions.

All children benefiting from the Center’s services come from families with limited financial means and urgent needs for specialized support. The Center is fully equipped with didactic materials, speech therapy tools, and assistive technology, largely supported by the Municipality of Gjilan and people of good will.

While Resource Center “Ana” has already demonstrated strong impact in a short period, its current capacities remain limited in comparison to the growing demand. Continued support is essential to sustain its operations, expand services, and ensure that more children with speech and communication difficulties can access the specialized care they need for their development, inclusion, and well-being.

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