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Text for *International Center for Not-for-Profit Law*

TITLE

NADEJE – social and health care program in the Czech Republic

SUMMARY

Since 1990, Nadeje (an NGO) offers comprehensive social and health care programs for senior citizens, the mentally handicapped, persons threatened with social exclusion, and abandoned children. Each year it seeks financial contributions from the State for its established projects. Its main government partner is the Ministry of Labor and Social Affairs. Nadeje discusses its new projects in advance with local and regional authorities. For 12 years now it has been active in 13 cities and towns. Since its programs can be replicated, Nadeje is always bringing its knowledge and expertise to new locations.

BACKGROUND/PROBLEM STATEMENT

Territorial scope of partnership: Czech Republic (13 branches throughout the entire country)

Partners:

- Government: Ministry of Labor and Social Affairs (jméno prosím doplnit)
- The NGO: Nadeje (the organization's name means "Hope" in Czech), Ilja Hradecký, Chairman

Partners' common interests: good quality level of social services, effectiveness, proper management of public funds.

Nadeje is organized as an association under Act 83/1990 Sb. on Citizen's Associations. It was registered with the Ministry of the Interior on 21 April 1990 under the number VSP/1-2274/90-R. Pursuant to its Charter, Nadeje is an apolitical, interdenominatory organization operating nation-wide. The mission of Nadeje is to spread the gospel and put it into practice in day-to-day life. Our objective is to establish and operate a network of services for people in need, on the basis of Christian principles. Within its own institutions and outside of them, Nadeje offers spiritual, moral, social, medical, and hygienic care as well as food assistance, accommodation, material support, legal protection, counselling, awareness, education, child care etc., including supplemental services. Our services focus in particular on people who are abandoned, physically disabled, marginalized in society or otherwise disadvantaged. Within its various facilities and outside of them, Nadeje organises missionary activities in all forms (Charter of Nadeje).

Statement of problem, relationship building and timeline:

- **11/1989:** Fall of Communist regime in Czechoslovakia (taking continuity of the legal environment with it!)
- **08/1990:** Hundreds of Romanian refugees at Prague's railroad stations, absence of refugee legislation
- **08/1990:** Volunteers spontaneously begin giving aid to refugees, Nadeje is founded, cooperation with special government representative
- **08/1990-03/1991:** Nadeje has operations in two refugee camps, co-operation with the Ministry of the Interior
- **03/1991:** Ministry of Education approves Nadeje's plan for education of refugees (children and adults)
- **1991-Present:** Discussing new projects with local, regional and central government authorities
- **03/1991:** First integration program is formulated as a complex of services, discussed with Ministry of Labor and Social Affairs, and with Prague city government leaders (homelessness was a new issue at the time, the law did not contain any mention of the term "homeless person")
- **06/1991:** Opening of the first Assisted Living Center supported by the government (at the district level), foundations laid for a comprehensive Senior Citizens' Program (social program for the elderly)
- **1991-Present:** Co-operation with the Ministry of Labor and Social Affairs (social projects and State grants & subsidies), co-operation with regional government authorities (opening new services) and with municipalities (new projects, financing)
- **04/1992:** Nadeje launches new comprehensive program for the mentally handicapped
- **1992-Present:** Co-operation with the Ministry of Health on special projects
- **1993-Present:** Investment grants for selected new projects.
- **12/1994:** Healthcare services for the homeless launched following discussions with the Ministry of Health and the dominant health insurer (Všeobecná zdravotní pojišťovna)
- **05/1995:** Home for Abandoned Children project formulated following discussions with regional authorities
- **1995-Present:** Publishing of Nadeje Annual Reports (even though not mandatory by law)
- **03/1997:** At the request of a city, Nadeje launches its first multiethnic program (mainly for Romanies)
- **1998-Present:** Co-operation with the Ministry of Education, Youth and Sports and with the Ministry of Culture on smaller special projects
- **Since 2000** we have been invited to collaborate on social reform (quality standards, inspection, active participation in social conferences)

- **Since 2002:** quality evaluations in the organization
- **Since the beginning:** public disclosure of activities, projects, budgets, use of grants and subsidies, financial statements

ACTIVITY DESCRIPTION

Nadeje's present activities are described to a certain extent under the previous section, since all its projects are long-term in nature (for more information, visit www.nadeje.cz on the web):

- Nadeje offers projects (for the year 2002, 19 projects were offered to the Ministry of Labor and Social Affairs and one project each were offered to the Ministry of Health and the Ministry of Education, Youth and Sports) – each project includes a detailed description, budget and request for grant
- The Ministry of Labor and Social Affairs evaluates the projects according to Government rules, selects projects and decides on the amount of grants to be provided (the other Ministries proceed in similar fashion)
- discussion of our objections in the event we disagree with the Ministry's decision
- Report on Project Realization along with details of how the grant money was spent, immediately after end of calendar year
- publishing of an Annual Report
- since 2002, on-site quality evaluations (two types: a group of evaluators over a three days for live-in projects, or a single evaluator for one day for "walk-in" services)

How projects are financed:

Public benefit services (social and health care) are financed from multiple sources:

- client payments for services (major financing source)
- government grants – Ministries, municipal grants (major financing source)
- special grants, grant agencies (supplemental source)
- financial donations from legal entities and natural persons (supplemental source)
- in-kind donations, mainly food (major source for the integration program, supplemental source for Nadeje's other activities)

Nadeje's activities as an association are run exclusively on a volunteer, informal basis, with no paid staff.

Obstacles that complicate the operation of an NGO or citizens' association:

- There is no concept of long-term planning and financing (especially for live-in projects, it is very depressing as an NGO to have to write, every year in September, a "new" project with a grant request for the next year, even though the same thing has been repeating itself for ten years, and then to wait in uncertainty until March or April for a final decision on the grant amount)
- grant rules, forms, conditions, and even policy as a whole change every year
- we in non-governmental organizations feel very distinctly how the legislative environment is unkind toward NGO clients (comparable services provided by "governmental" entities are financed differently from NGO projects, this gives certain citizens an unfair advantage over others) – it is in the interests of non-governmental social service providers to have a level playing field in financing conditions
- flawed Act on Citizens' Associations
- a form of tax discrimination of non-profit organizations (as opposed to for-profit corporations) is in place,
- a form of tax discrimination of large non-profit organizations (as opposed to small ones) is in place

RESULTS/IMPACT

Nadeje's projects are comprehensive. At the beginning, they were pilot projects since they involved activities that up until that time had been unknown in our country. Over time, they showed themselves to be capable of ongoing, long-term operation and that they can be replicated in new locations. All the projects are conceived with a modular structure that can be added to or modified to address the country's social development. In the run-up to the country's accession to the European Union, we are preparing to change the structure of our base of potential clients.

- The Integration Program (which grew out of Nadeje's efforts to integrate refugees – with general elements applicable also to homeless people) is conceived as a complex of services: shelter-style accommodations of various kinds, day centers for the homeless, a Half-Way House for people raised in orphanages, a Half-Way House for former prison inmates, a retirement home for homeless senior citizens, health care services, social intervention in families, visits to prisoners, street work, counselling, work with ethnic minorities (currently Romanians) – at present Nadeje's Integration Program is up and running in 7 cities – the project can be replicated in new locations
- Senior Citizens' Program (in 1991 Nadeje opened the first non-State senior citizens' home after the 1989 revolution) also aims to provide a comprehensive range of services: home care, nursing care service, day centers for senior citizens, Assisted Living Centers for permanent and long-term stays, health care services,

- counselling, lunch service – today the program is operating in 4 cities (with 6 Assisted Living Centers) – this project is also replicatable
- The Program for the Mentally Handicapped is also comprehensive: day center, homes for children and adults, protected living, protected work, education – currently in 2 cities – like the other programs, this one is designed to be replicatable
- See Nadeje's website for more projects

Results strategy (evaluation of current projects and future plans):

- Is the project compatible with Nadeje's mission and goals?
- Is there a need for the project (i.e. there are no such programs in the town or region in question, or the existing programs are inadequate)?
- Do we know the number of potential clients?
- Do local and/or regional authorities support the project? Is there good communication with local government?
- Is funding available (i.e., are there realistic prospects of funding, is the funding reasonable and adequate, is it clear how the project will be financed)?
- Does the project have adequate physical plant (buildings, leased space, furnishings, equipment)?
- Is there an expert or specialist involved in the project?
- Are relations with the local community good? Are lines of mutual communication open?

Strategy for co-operation and further steps:

- Be dependable
- Be honest and open
- Provide good quality services
- Manage our finances well
- Co-operate on social reform
- Publicity
- Negotiate with more cities and towns to expand the programs
- Knowledge-transfer to new locations
- Partnerships with other NGOs
- Partnerships with cities and towns

KEY SUCCESS FACTOR

Our key success factor and most valuable asset are the good people who work in our programs and facilities. They are the foundation of our dependability, honesty, good service quality, good financial management and other key areas important for the sustainability and viability of our projects and Nadeje as an organization (see "Strategy for co-operation and further steps", above).

CONTACT INFORMATION

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OTHER OPTIONAL INFORMATION

- Our operations are run by volunteers, some who work on a regular basis and others who work from time to time. The work force is filled out by employees and young men in "civil service" (in lieu of mandatory military service).
- In Nadeje's early days, shortly after the country's political changes, we could feel a lack of trust on the part of many (but not all!) government officials – they viewed NGOs as something superfluous. When we endeavored to achieve European standards in our services, we often heard talk about being "above-standard" in a pejorative sense.
- Today, after 12 years, we feel much more to be partners. The Ministry of Labor and Social Affairs in particular has invited experts from NGOs to collaborate on social reforms. We are also participating in a Czech-British project supporting social reform. In short, we are now allowed to "say our piece" – of course, this does not yet by far apply in general in society as a whole.