THE OPEN GOVERNMENT PARTNERSHIP

NATIONAL ACTION PLAN FOR ALBANIA
2020 – 2022
CONSULTATION SUMMARY 2

CONSULTATION 2

Consultation Details

Policy Goal Focus	Digital Governance / Accessibility in public services
Lead Focal Point Institution	Mrs. Jonida Taraj / Mrs. Deborah Integrated Public Service Delivery Agency (**ADISA**)
Date	Hatellari9/10/2020
Consultation Meeting Number	2

I. Objective of Consultation Meeting

What was the purpose of this consultation? Please answer for all that apply	Details
(i) Introduce stakeholders to the proposed policy goal	☐ No / ☒ Yes At the beginning of the workshop the presentation of new participants took place.
(ii) Introduce stakeholders to the OGP process	☐ No / ☒ Yes During the workshop a general presentation on OGP was made, addressing the respective purpose and goals of this project, as well as encouraging the proposal of different ideas regarding the accessibility of public services by vulnerable groups in society.
(iii) Explain the feedback tools for stakeholders	☐ No / ☒ Yes In the second meeting held online through the Webex platform, there was a presentation on ADISA, the mission and purpose of the institution, as well as a presentation on digital governance and open government partnership.
(iv) Brainstorm ideas with stakeholders	☐ No / ☒ Yes During the discussion of ideas was mentioned a successful initiative that ADISA has implemented which is the installation of a dual screen where the ADISA employee can explain step by step to the citizen how to apply for an online service, to enable in this form the necessary social distancing during this period.
(v) Develop further details (milestones, etc.) for ideas	☒ No / ☐ Yes
(vi) Gather feedback on proposed policy goals	☒ No / ☐ Yes
(vii) Prioritize proposed policy goals	☒ No / ☐ Yes
(viii)Other (provide details)	☒ No / ☐ Yes

II. Methodology

What was the format of the meeting? How were stakeholders able to participate?	

(i) Presentations	□ No / ⊠Yes
	- Presentation of the OGP process and the constituent components of the Open Government Action Plan 2020-2022. - Presentation of ADISA extension in the territory.
(ii) Discussion / Feedback from stakeholders	□ No / ⊠Yes
	During the workshop, the idea of creating an easily accessible and easy reading website for people with intellectual disabilities was proposed.
(iii) Questions and answers	⊠No / □Yes
(iv) Brainstorming	□ No / ⊠Yes The workshop concluded with the idea of conducting a common questionnaire for all stakeholders which will also be published online.

Stakeholder Selection	Details
(i) How were stakeholders selected?	From a list of contacts
(ii) How were stakeholders contacted?	Via e-mail
(iii) How many stakeholders were contacted?	45
(iv) Was the consultation announced publicly? (via websites, social media, etc.)	No
(v) Were stakeholders remembered?	Yes

III. Results / Findings

Stakeholder Contributions	Details
(i) How many stakeholders attended?	2
(ii) Did stakeholders contribute?	Not yet
(iii) Main issues identified by stakeholders	Website accessible easy reading
(iv) Main recommendations from stakeholders?	The workshop concluded with the idea of conducting a joint questionnaire for all interest groups which will be published online.

IV. Shortcuts Identified & Preparations for Next Consultation

	Details
(i) Limitations in stakeholder attendance	Yes
(ii) Limitations in stakeholder participation	Yes
(iii) What can be done to improve attendance?	Announcement on several communication channels
(iv) What can be done to improve participation in the next meeting?	Announcement in some communication channels

STAKEHOLDER FEEDBACK

Name:	Emanuela Zaimi	Organization/ Affiliation:	Down Syndrome Albania	Position:	Director

Issues Raised	Increasing the accessibility of ADISA integrated centers and the official website by people with intellectual disabilities.	
Feedback	Ideas were evaluated and discussed among participants to find the best form and way to increase accessibility in the process of receiving public services for marginalized and vulnerable groups.	
Ideas Suggested	Training of a receptionist from reception offices to provide public services for persons with intellectual disabilities;	
	Adapting the official website in easy reading format to be accessible to people with intellectual disabilities, so that it is possible to obtain information in a simpler and more understandable format.	
Other Comments	The idea of including simple figures or schemes was also discussed to make it easier to increase accessibility by marginalized and vulnerable groups.	

STAKEHOLDER ATTENDANCE

	Name	Organization / Affiliation	Position	Email
1	Valbona Dervishi	Roma Active Albania	Program Coordinator	dervishivalbona@gmail.com
2	Rudina Mullahi	United Nations Development Program	Project Manager	rudina.mullahi@undp.org
3	Emanuela Zaimi	Down Syndrome Albania	Founder and Director	e.zaimi@dsalbania.org
4	Flavia Shehu	Down Syndrome Albania	Coordinator	f.shehu # dsalbania.org
5	Mirela Juka	Down Syndrome Albania	Project Manager	m.juka@dsalbania.org
6	Courtney MCLaren	Prime Minister's Office	Policy Advisor	courtney.mclaren @ kryeministria.al
7	Deborah Hatellari	ADISA	Head of Project Planning and Management	deborah.hatellari@adisa.gov.al
8	Fiona Gjika	ADISA	Head of Communication with the Citizen Department	fiona.gjika@adisa.gov.al
9	Enea Turlla	ADISA	Head of Services Delivery Supervision Department	enea.turlla@adisa.gov.al
10	Keldi Jani	ADISA	Head of Performance and Statistics Department	keldi.jani@adisa.gov.al
11	Nimfa Temali	ADISA	Specialist at Performance and Statistics Department	nimfa.temali@adisa.gov.al