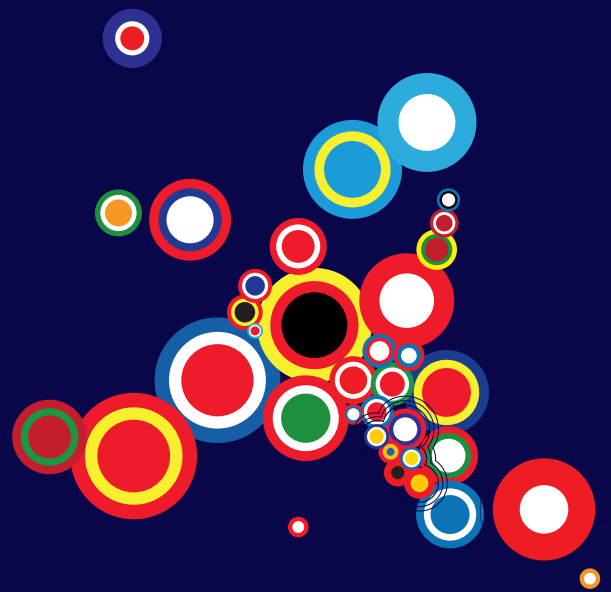




## INSTRUMENT FOR PRE-ACCESSION ASSISTANCE (IPA II) 2014-2020

### BOSNIA AND HERZEGOVINA

#### Support to transformation of care institutions



#### **Action Summary**

The IPA II assistance 2014 will support the process of transforming closed-type, residential institutions aiming to contribute to enjoyment of equal rights for children without parental care and children and adults with disabilities.

The assistance will be provided through sets of activities aiming to establish baseline and strategic target situation of the children and adults currently residing in closed-type institutions for social care and the alternative, community-based models of social care; assist key stakeholders in Bosnia and Herzegovina to support the process of transformation of institutions for social protection and above all to strengthen models of alternative, community-based social care for children without parental care in Bosnia and Herzegovina and children and adults with disabilities.

<b>Action Identification</b>	
<b>Programme Title</b>	Country Action Programme for Bosnia and Herzegovina for the year 2014
<b>Action Title</b>	Support to transformation of care institutions
<b>Action Reference</b>	IPA 2014/ 037-662. 8/Bosnia and Herzegovina/ Support to transformation of care institutions
<b>Sector Information</b>	
<b>ELARG Sectors</b>	Education, employment and social policies
<b>DAC Sector</b>	12110 - Health policy and administrative management
<b>Budget</b>	
<b>Total cost</b>	EUR 1 million
<b>EU contribution</b>	EUR 1 million
<b>Management and Implementation</b>	
<b>Method of implementation</b>	Direct management
	Delegation of the European Union to Bosnia and Herzegovina
<b>Location</b>	
<b>Zone benefiting from the action</b>	Bosnia and Herzegovina
<b>Timeline</b>	
<b>Deadline for conclusion of the Financing Agreement</b>	at the latest by 31 December 2015
<b>Contracting deadline</b>	3 years following the date of conclusion of the Financing Agreement, with the exception of the cases listed under Article 189(2) Financial Regulation
<b>End of operational implementation period</b>	6 years following the date of conclusion of the Financing Agreement.

# 1. RATIONALE

## PROBLEM AND STAKEHOLDER ANALYSIS

Although Bosnia and Herzegovina signed and ratified the Convention on the Rights of Persons with Disabilities, few steps have been taken by the Government to fully implement the Convention. The prevailing model of caring for people with disability (children and adults alike) in Bosnia and Herzegovina is the provision of custodial care throughout their lives. This approach makes people with disability just passive members of the society without the option to contribute socially and economically to the society's wellbeing. This dominating paradigm must be replaced with community-based support services to people with disabilities.

Despite decades of evidence proving the negative effects of institutional care and a growing movement across Europe calling for its eradication, there are an estimated 2 000 children growing up in institutions in Bosnia and Herzegovina<sup>1</sup>. Nearly 10% are less than three years old and 1 000 children with disabilities live in institutions, many of them alongside disabled adults in large specialised residential institutions. The rate of children in residential care (per 100 000 population aged 0-17) decreased from 278.3 (2010) to 276.2 (2011), but it is still much higher than in 1999. The rate of children in care of foster parents or guardians (per 100 000 population aged 0-17) increased from 348.8 (2010) to 390.6 (2011) (290 in 2000).<sup>2</sup> Compared to other countries in the region, including Croatia, the former Yugoslav Republic of Macedonia, Serbia and Montenegro – all of which have made some progress toward reforming their care systems – Bosnia and Herzegovina is significantly lagging behind.

Strategies aimed at the closure of institutions and the development of alternative care have been written in both the Federation of Bosnia and Herzegovina and Republika Srpska; services to support families and provide family-based placements for children without parental care and assisted living services for persons with disabilities have been piloted successfully, and one institution has been closed while using a child centred approach recognised by UNICEF and the World Health Organisation as best practice<sup>3</sup>. There is evidence demonstrating that a reform is possible in Bosnia and Herzegovina. Despite this, thousands of children and their families are yet to see any real change.

Children in residential institutions often fail to form consistent attachment to their carer, indispensable for the emotional development of especially the younger children. In institutions, children are also more vulnerable to abuse and violence. Furthermore, children in residential institutions usually gain fewer educational qualifications, which, compounded with the stigma associated with having grown up in an institution, may significantly hamper their educational and employment prospects later in life. Due to overall fragmentation of the system<sup>4</sup> and lack of coordination between cantons, children and adults who are placed in institutions outside of their place/canton of origin are often forgotten there, and their centres for social work have no capacity to actively explore possibilities of their re-integration in the family or placement in substitute family environment<sup>5</sup>.

Professional services that should work on prevention and provide support to families and children from vulnerable groups are also disproportionately developed across the country. Despite the strategic commitment of both Entities to transform the care system from one which favours institutionalisation to one which promotes and develops community-based care, and even though the process of transformation of institutions (ToI) has been initiated<sup>6</sup>, there is still no systemic approach to this issue. ToI projects and

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<sup>1</sup> UNICEF Monitoring Situation of Women and Children in Central and Eastern Europe and CIS (TransMonEE) database 2013

<sup>2</sup> Ibid.

<sup>3</sup> Closure of Dječiji centar ; "Most" (an institution for children without parental care) in Zenica in 2007

<sup>4</sup> Alternative care for children under 3 is not equally regulated throughout Bosnia and Herzegovina. Legal regulations do not explicitly ban placement of children in this age group in institutions.

<sup>5</sup> "To date, support for young people leaving residential facilities for children without parental care has often been left up to those facilities and with no systematic support provided by other relevant entities." UNICEF, *ibidem*.

<sup>6</sup> Institutions in Kiseljak and in Zenica were closed, while transformation of the institution for children without parental care in Tuzla is on-going and preparations for transformation of the institution in Mostar are underway)

development of family/community-based forms of care largely depend on the good will of local authorities to change the approach to child protection and are carried out mainly with donor support.

For all these reasons, placement of children and adults in institutions continues to be the primary and most frequent response<sup>7</sup>. The current Action will undertake activities to reduce the number of children without parental care and children and adults with disabilities in institutions and – in close cooperation with the residential institutions and the centres for social work - to promote alternative, community-based models, as part of an overall social care reform.

## **RELEVANCE WITH THE IPA II STRATEGY PAPER AND OTHER KEY REFERENCES**

The **European Commission Recommendation** urges to stop the expansion of institutional care settings for children without parental care and persons with disabilities and promote quality, community-based care and foster care within family settings instead, where children's voice is given due consideration<sup>8</sup>.

The **Common European Guidelines on the transition from institutional to community-based care** offer additional guidance on implementing and supporting a sustained transition from institutional care to family-based and community-based alternatives for children, persons with disabilities, persons with mental health problems and older persons in Europe.<sup>9</sup>

The **Indicative Country Strategy Paper for Bosnia and Herzegovina (CSP 2014-2017)** emphasizes that protection of fundamental human rights of children needs to be enhanced. IPA II assistance will focus on the **enforcement of fundamental rights** as well as on the further development of a coordinated needs-based approach in the social protection system and on the reform of the financing of social services. The targets are a countrywide harmonised and standardised needs-based approach to social services and social benefits, notwithstanding the place of residence, study or work and an integrated budgeting and financing system for social services. Further support will target the development of care services **to support the social inclusion** of persons at risk, with a focus on the needs of children.<sup>10</sup>

Reform of the social sector through transformation of institutions of social protection is also indispensable for the social and economic recovery of the country. Social inclusion of vulnerable groups is referenced in several instances in the CSP for Bosnia and Herzegovina as one of the main drivers of progress.

**Relevant UN conventions:** A child's right to grow up in a family environment is enshrined in the *United Nations Convention on the Rights of the Child* (UNCRC) which was ratified by Bosnia and Herzegovina on 1<sup>st</sup> September 1993. The UNCRC legally binds states to ensure that children who are unable to live with their biological parents are taken care of within an alternative family environment such as in a foster or kinship placement or adoption, and that they should only be placed in institutional care as a last resort. Similarly, children and adults with mental or physical disabilities have the right to be protected and to receive all necessary services within their own community and be fully included in the social life. Protection of children and adults with disabilities within a family environment and social inclusion are further guaranteed by the *UN Convention on the Rights of Persons with Disabilities*, *European Declaration on the Health of Children and Young People with Intellectual Disabilities and their Families*, and the European Union strategies for social protection and social inclusion.

**UN Guidelines for the Alternative Care of Children** further enhance the implementation of the UN Convention of the Rights of the Child and focus on two main aspects: 1) Ensure that children do not find themselves in alternative care unnecessarily (strengthening prevention); and 2) that where out-of-home care is provided, it is delivered under appropriate conditions responding to the child's rights and best interests.

**UN recommendations for Bosnia and Herzegovina:** in 2005 and 2012 the UN Committee on the Rights of the Child for **Bosnia and Herzegovina** issued recommendations specific to Bosnia and Herzegovina which both highlight excessive reliance on institutional care and the urgent need to further develop family-

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<sup>7</sup> Information obtained during the Bosnia and Herzegovina IPA II programming process (May 2014) from representatives of the CSOs with experience and expertise in dealing with ToI issues. See also EC Bosnia and Herzegovina 2013 Progress Report

<sup>8</sup> Commission Recommendation "Investing in children: breaking the cycle of disadvantage", 20.02.2013.

<sup>9</sup> <http://deinstitutionalisationguide.eu/wp-content/uploads/Common-European-Guidelines-on-the-Transition-from-Institutional-to-Community-based-Care-English.pdf>

<sup>10</sup> Ibidem.

based forms of care, especially for children aged 0 to 3, and to invest in deinstitutionalisation and the transition from institutional care to family and community based care.

#### **Other local strategies and documents**

- Strategy on deinstitutionalisation and transformation of social protection in the Federation of Bosnia and Herzegovina has been drafted.
- Book of rules on fostering in Republika Srpska has been adopted<sup>11</sup>, while Federation of **Bosnia and Herzegovina** is finalising the draft Law on Fostering.
- The third optional protocol to the Convention on the Rights of the Child relating to the procedures of communication has not yet been adopted and ratified.
- Strategy of Bosnia and Herzegovina to combat violence against children 2102–2015 has been adopted but the Government of Republika Srpska decided on 30<sup>th</sup> January 2014 that it was unacceptable for this entity.
- Policy for the Protection of Children Deprived of Parental Care and Families at Risk of Separation in Federation of Bosnia and Herzegovina, 2006-2016 (FBiH Policy) was adopted in 2008 and a two-year Action Plan for its implementation was enacted by the Federal Government in 2012. The Republika Srpska Strategy for Enhancement of Social Welfare of Children Without Parental Care with an Action Plan, 2009-2014 (Republika Srpska Strategy) is due to expire in 2014.
- The law on foundations of social protection and protection of families with children in Federation of Bosnia and Herzegovina has been under review for several years.

#### **SECTOR APPROACH ASSESSMENT**

The Ministry of Civil Affairs of Bosnia and Herzegovina (Department of Labour, Employment, Social Protection and Pensions) carries out the tasks of preparation and enforcement of regulations; duties and tasks that are within the competence of Bosnia and Herzegovina and relate to determining the basic principles of coordination of activities, harmonisation of plans of entity authorities and defining a strategy at the international level in the field of social protection. Ministries with executive competence are at the entity (Republika Srpska) and the Brcko District of Bosnia and Herzegovina levels, whereas in the Federation of Bosnia and Herzegovina the executive competence is at the cantonal level. Due to such fragmentation of the system, children without parental care and persons with disabilities are differently treated in different parts of the country, which results in their discrimination.

Bosnia and Herzegovina/entities still have no unified database on children without parental care and persons with disabilities in the care system, nor is there data on children and adults at risk of entering the system. This seriously hampers any effort to systematically and adequately plan, execute, and monitor the social protection services for these groups of beneficiaries.

All these divergences hamper a coherent sector approach and policy development including donor coordination.

#### **LESSONS LEARNED AND LINK TO PREVIOUS FINANCIAL ASSISTANCE**

The EU has a significant track record of supporting child protection reforms in the context of previous enlargement processes (2004 and 2007). The Union's steady political pressure, financial support and transfer of know-how towards the then candidate countries were paramount to addressing the social emergency caused by institutionalisation of children and adults. Therefore the importance of coherence of messages sent out by the EU towards all countries aspiring to EU membership cannot be underestimated. This action will mirror the same priority that has been identified in the recently adopted Structural Funds Regulations<sup>12</sup>, thus ensuring consistency in policy objectives and funding in the entire region.

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<sup>11</sup> Official Journal of Republika Srpska 27/14

<sup>12</sup> Regulation (EU) No 1301/2013 of the European Parliament and of the Council, of 17 December 2013 on the European Regional Development Fund and Regulation (EU) No 1304/2013 of the European Parliament and of the Council of 17 December 2013 on the European Social Fund.

It will also be of paramount importance to learn from the experiences of previous pre-accession countries, which have reformed their social protection systems. For instance, previous and on-going projects in this area face the fear of professionals working in Centres for Social Work as well as those working in the closed-type institutions for social care that they will lose their jobs once the alternative models are introduced at a large scale. Another belief is that “transformation of institution” means quantitative transformation in terms of higher in-take, or refurbishing the premises, providing necessary equipment for the same purpose and modus operandi. During the Action, it will be made clear that the staff of the institutions will be re-trained in order to keep their work places but with different tasks and approach to children and adults in the social protection system. The transformation will be qualitative aiming to improve social inclusion of children and adults and avoid discrimination and stigmatisation of the beneficiaries within their communities.

## 2. INTERVENTION LOGIC

### LOGICAL FRAMEWORK MATRIX

OVERALL OBJECTIVE	OBJECTIVELY VERIFIABLE INDICATORS (OVI)	SOURCES OF VERIFICATION	
To ensure that children without parental care and children and adults with disabilities enjoy equal rights and status with other children in Bosnia and Herzegovina.	Overall assessment of fundamental human rights situation of children without parental care and persons with disabilities within Bosnia and Herzegovina's society	EC Bosnia and Herzegovina Progress reports Ombudsman Bosnia and Herzegovina reports Alternative reports from CSOs	
SPECIFIC OBJECTIVE	OBJECTIVELY VERIFIABLE INDICATORS (OVI)	SOURCES OF VERIFICATION	ASSUMPTIONS
To make institutional improvements for social inclusion of children without parental care and persons with disabilities in Bosnia and Herzegovina.	Level of functional institutional capacities and models (with increased number of facilities) for improved social inclusion of children without parental care and persons with disabilities in Bosnia and Herzegovina.	EC Bosnia and Herzegovina Progress reports Competent institutions' reports Action final report	Developed capacities and models for social inclusion proved to be benefitting for children without parental care and persons with disabilities in Bosnia and Herzegovina
RESULTS	OBJECTIVELY VERIFIABLE INDICATORS (OVI)	SOURCES OF VERIFICATION	ASSUMPTIONS
<b>Result 1.</b> Established baseline and strategic target situation of children and adults residing in closed-type institutions for social care and the alternative, community-based models of social care	<b>1.</b> Level of measurability of advantages of alternative community-based models of social care and transformed institutional care compared with the existing closed-type institutional care.	Action reports	Majority of beneficiaries and general public in Bosnia and Herzegovina recognised and accepted the Action benefits
<b>Result 2.</b> Process of transformation of institutions for social inclusion supported by key stakeholders in Bosnia and Herzegovina	<b>2.1.</b> Level of professionals' verification that transformation of closed-type institutions to community based models is benefitting to both the institutionalised persons and their communities; <b>2.2.</b> Level of professionals' capacities/competences relevant for ToI process and the work in support of community based models of social care	Action reports	Sufficient funding ensured for the transitional period from residential institutional care to new, community-based models of social care.
<b>Result 3.</b> Strengthened models and capacities of alternative social care in Bosnia and Herzegovina	<b>3.1.</b> Number of persons from closed-type institutions for social care permanently reintegrated in their biological families or moved to alternative care services <b>3.2.</b> Number of alternative care services established (developed, [re]built and equipped) and properly functioning (with a preference for the areas severely affected by the floods in May 2014).	Action reports Competent institutions' reports	
ACTIVITIES	MEANS	OVERALL COST	ASSUMPTIONS
<b>Activities to achieve Result 1:</b> <b>1.1.</b> Creation of working group / expert team responsible for the development of ToI strategy and action plan for the period of three years. <b>1.2.</b> Assess the closed-type institutions for social care and the existing alternative, community-based models of social care <b>1.3.</b> Analyse and present the advantages of alternative community-based models of social care and transformed institutional care compared with the existing closed-type institutions for social care.	Direct grant to international organisation (UNICEF)	EUR 1 000 000	Governments, competent institutions and relevant CSOs appointed competent representatives and relevant professionals to participate in the Action activities  Ensured representativeness of all participants in policy dialogue
<b>Activities to achieve Result 2:</b> <b>2.1.</b> Organise a series of ToI trainings to increase capacities of relevant Stakeholders in Bosnia and Herzegovina . <b>2.2.</b> Organise a series of educational events to raise awareness about transformation of institutions with all relevant stakeholders in Bosnia and Herzegovina.			
<b>Activities to achieve Result 3:</b> <b>3.1.</b> Assist the process of reintegrating into their biological families or accommodating persons from closed-type institutions for social care to alternative care services in Bosnia and Herzegovina <b>3.2.</b> Support the provision of alternative care services in Bosnia and Herzegovina			

## **ADDITIONAL DESCRIPTION**

The duration of the Action is up to 36 months.

The Action will be implemented in various parts of Bosnia and Herzegovina, on at least three locations, targeting as many persons (children) as possible and focusing on the floods-affected areas.

**Activity 1.3.** The advantages of alternative, community-based models of social care and transformed institutional care will be presented in a publication, which will be directly made available to all stakeholders in both hard copy and digitally. The publication will present the advantages in a user-friendly way relying on high-quality assessments and comparative analyse. The publication will be promoted at each event to be implemented during the Action.

**Result 2. Indicators.** “Professionals” are those working in centres for social work or in closed-type institutions for social care and other relevant professionals including activists from relevant CSOs. Pre- and post-testing is a possible method for measuring the indicators’ variables.

**Activity 2.1.** The number of training sessions and participants as well as additional resources needed for increased capacities of key Bosnia and Herzegovina stakeholders to competently support ToI for social inclusion will be determined in the Description of Action and/or in the inception report – depending on the proposed detailed organisation and methodology. There will be training sessions for professionals from local institutions (centre for social welfare, institutions for children without parental care etc.), as well as for relevant Ministries, Foster Associations and NGOs. Relevant practical resource literature and training of trainers will also be provided.

**Activity 2.2.** This activity aims at raising awareness (through seminars, round tables, conferences, workshops) about the advantages of models alternative to closed-type institutions for social care. Target audience are particularly professionals working in Centres for Social Work as well as those working in the closed-type institutions for social care, since they believe they would lose their jobs once the alternative models are introduced at a large scale. Representatives from relevant CSOs will be also involved to bring in another perspective and their experiences from the field. The activity will make it clear that closed-type institutions for social care will be transformed by introducing some new services, re-defining their portfolio, but not simply refurbish, renew equipment either get a bigger number of incumbents. Activity will also stress the importance of alternative models for **preventing** institutionalisation, particularly when it comes to children. Most importantly, the activity will emphasise the aspect of social inclusion and socialisation provided by alternative models versus exclusion resulting from institutionalisation.

**Activity 3.1.** The assistance will be provided through e.g. trainings and counselling for parents, foster carers, families at risk regarding parental skills and other relevant capacities.

**Activity 3.2.** To support the alternative care models, community-based services need to be developed and promoted. This particularly refers to development of family-based form of care (fostering, adoption, including specialised). Additionally, a number of small family-type residential facilities immersed in the community for children deprived of parental care and persons with disabilities will be built and equipped, and a number of existing ones rehabilitated and equipped with necessary equipment for a more effective provision of services. Alternative care facilities (including small family homes, foster care homes, apartments for assisted living) damaged by the floods in May 2014 will be prioritised within this Action. The number of built and the scope of rehabilitation and equipping of facilities will be determined in the Description of Action and/or in the inception report – depending on the proposed detailed organisation and methodology.

There is a risk of political influences and hindering from the entities regarding the selection of facilities for reconstruction. This will be mitigated relying on clear selection criteria and consistent implementation policy.



### **3. IMPLEMENTATION ARRANGEMENTS**

#### **ROLES AND RESPONSIBILITIES**

The Action will be supervised by a Steering Board involving representatives of:

- a) The institutions: Ministry of Civil Affairs of Bosnia and Herzegovina, Ministry of Health and Social Welfare of Republika Srpska, Ministry of Work and Social Welfare of the Federation of Bosnia and Herzegovina, Department for Health and Other Services of the Government of the Brcko District of Bosnia and Herzegovina; other relevant Entity and Cantonal Ministries.
- b) UNICEF;
- d) The Contracting Authority.

The Steering Board will work based on consensus.

#### **IMPLEMENTATION METHOD(S) AND TYPE(S) OF FINANCING**

The Action will be implemented in direct management. The Delegation of the European Union to Bosnia and Herzegovina will sign a grant agreement with UNICEF.

UNICEF is the only body in Bosnia and Herzegovina which has been working on the issue of transformation of care institutions in the last three years across the country, and not only in selected areas. Also, it is the only body demonstrating an authority as concerns the transformation of institutions accepted by entities as well as by the CSOs working in this area. Finally, it is the only body in Bosnia and Herzegovina that can effectively work both on the ground on the real transformation as well as on the relevant legislative tasks.

### **4. PERFORMANCE MEASUREMENT**

#### **METHODOLOGY FOR MONITORING (AND EVALUATION)**

The implementing organisation will be responsible for monitoring the implementation of the Action in line with the set of indicators. At the start of implementation, the implementers will refine the matrix of indicators for the Action after undertaking the necessary research and data collection to define accurate baselines and realistic targets. The matrix of indicators will be discussed with the EUD and with the Steering Board.

The monitoring arrangements (including data to be collected, responsibilities, tools and frequency of monitoring activities) will be detailed in the Implementation Manual, which will be developed at the start of the Action.

The National IPA Coordinator services (NIPAC services in the Directorate for European Integration – DEI) has set a sub-unit in charge of Monitoring and Evaluation. In accordance with the current practice, this sub-unit ensures the preparation of reports and analysis required for monitoring EU funded projects and programmes by the IPA Monitoring Committee (IPA MC). The NIPAC services organises the IPA MC meetings. It also interacts with the Council of Ministers and the Parliament to address questions on the implementation of the EU funded projects.

In line with the Framework agreement to be signed between Bosnia and Herzegovina and the EC<sup>13</sup>, an IPA MC and relevant Sectoral Monitoring Committees (SMC) will be set and will adopt their respective rules of procedures. The IPA MC will meet at least once a year and the SMC at least twice a year. The NIPAC services will implement the procedures applicable for the preparation of implementation reports covering the technical and financial execution of the Action and to be examined by the SMC and IPA MC. The implementation reports will allow the SMC to measure

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<sup>13</sup> Framework agreement between Bosnia and Herzegovina and the EC on the arrangements for implementation of union financial assistance to Bosnia and Herzegovina under the instrument for pre-accession assistance (IPA II)

progress in relation to achieving the objectives of the Action and expected outputs, results and impact by means of the indicators related to the baseline situation. The IPA MC will review “the overall effectiveness, efficiency, quality, coherence, coordination and compliance of the implementation of all actions towards meeting the objectives set out in the Financing Agreements and the country strategy papers” and will base itself on the information to be provided by the SMC.

In addition, the Action may be subject to Result orientated Monitoring (ROM). The NIPAC Services ensures that ROM reports are transmitted to the Senior Programme Officer(s) and other relevant stakeholders and follow-up the implementation of the related recommendations, including – when relevant - at the level of the IPA MC.

**Evaluation**: the Action will be subject to interim and ex-post evaluation in line with the General principles of evaluation of IPA II Assistance. The results of evaluations will be taken into account by the IPA MC and SMC under the aegis of the NIPAC Services.

## INDICATOR MEASUREMENT

Indicator	Description	Baseline (2010)	Last available (2013)	Milestone 2017	Target 2020	Source of information
<b>Overall objective</b>	<b>CSP indicator(s) (outcome/impact)</b>					
Overall assessment of fundamental human rights situation of children without parental care and persons with disabilities	Overall assessment provided in the progress report on the fundamental human rights situation of children without parental care and persons with disabilities within Bosnia and Herzegovina's society	Implementation of the human rights conventions [e.g. the UN Convention on the Rights of Persons with Disabilities] remains uneven and delays in meeting reporting obligations continue.	The protection of fundamental human rights of vulnerable children and adults needs to be enhanced. Despite the legal framework in place, its implementation and enforcement remains uneven.	Social exclusion of children without parental care and persons with disabilities properly addressed by coordinated efforts of competent institutions and relevant CSOs.	Improved overall assessment of fundamental human rights situation of children without parental care and persons with disabilities within Bosnia and Herzegovina's society.	EC Bosnia and Herzegovina Progress reports Ombudsman Bosnia and Herzegovina reports Alternative reports from relevant CSOs
<b>Specific objective</b>	<b>Outcome indicator(s)</b>					
Functionality of institutional capacities for improved social inclusion	Existence of institutional capacities for improved social inclusion of children without parental care and persons with disabilities in Bosnia and Herzegovina	More efforts are required on discrimination against vulnerable people and to safeguard the rights of children.	In terms of social inclusion and protection children are not adequately protected, whether at State or Entity level, or in the Brčko District.	Relevant institutions support the process of transformation of closed-type institutions for social care in their everyday work.	Functional (the level of functionality will be determined within the Action) institutional capacities (with increased number of facilities) in place for improved social inclusion of children without parental care and persons with disabilities in Bosnia and Herzegovina	EC Bosnia and Herzegovina Progress reports Competent institutions' reports Action final report
Professionals' capacities for	Level of professional and institutional	Very little progress was	Institutionalisation remains the	Developed set of indicators (with	Level of professionals'	EC Bosnia and Herzegovina

<b>Indicator</b>	<b>Description</b>	<b>Baseline (2010)</b>	<b>Last available (2013)</b>	<b>Milestone 2017</b>	<b>Target 2020</b>	<b>Source of information</b>
improved social inclusion	support to community based models of social care for children without proper parental care and persons with disabilities	made in improving conditions for socially vulnerable people and persons with disabilities. Relevant professionals are reluctant to recognise the advantages of community-based models of care.	primary response to the needs for social care. Absence of measurable advantages of community-based models over the closed-type care.	baseline and target values) of advantages of alternative community-based models of social care and transformed institutional care compared with the existing closed-type institutional care.	capacities relevant for ToI process and the improved social inclusion of children without parental care and persons with disabilities in Bosnia and Herzegovina that will be determined in the inception report.	Progress reports Competent institutions' reports Action progress reports
<b>Result 1</b>	<b>Immediate results indicator</b>					
Level of measurability of advantages of alternative community-based models of social care and transformed institutional care compared with the existing closed-type institutional care.	Compares the advantages of alternative community-based models of social care and transformed institutional care compared versus the existing closed-type institutional care.	Not applicable. No baseline data available.	Not applicable. No data available.	Defined measurable advantages of alternative community-based models of social care and transformed institutional care compared with the existing closed-type institutional care.	100 % institutions of closed-type care confirmed the measurable advantages of alternative community-based models of social care and transformed institutional care compared with the existing closed-type institutional care.	Action progress reports Action final report
<b>Result 2</b>	<b>Immediate results indicator</b>					
Level of professionals' verification that transformation of	Measures the increase of verification of benefits of community based models by	No baseline data available.	No data available.  To be established at the outset of the	70% of targeted professionals	90% of targeted professionals	Action inception report Progress reports

<b>Indicator</b>	<b>Description</b>	<b>Baseline (2010)</b>	<b>Last available (2013)</b>	<b>Milestone 2017</b>	<b>Target 2020</b>	<b>Source of information</b>
closed-type institutions to community based models benefits to both institutionalised persons and their communities	assessing the level of professionals` verification		Action.			Final report
Level of professionals` capacities/competences relevant for ToI process and the work in support of community based models of social care	Measures the professionals` competencies for ToI by assessing the level of professionals` capacities/competences relevant for ToI process and the work in support of community based models of social care	No baseline data available.	No data available. To be established at the outset of the Action.	80% of professionals have their capacities/competences increased by at least 30%.	At least 90% of professionals have their capacities/competences increased by at least 50%.	Action inception report Progress reports Final report
<b>Result 3</b>	<b>Immediate results indicator</b>					
Number of persons from closed-type institutions for social care permanently reintegrated in their biological families or moved to alternative care services	Assessment of the number of persons in alternative care facilities	No baseline data available.	No data available. To be established at the outset of the Action.	+ 50% compared to data at the outset of the Action	+ 80% compared to data at the outset of the Action	Action inception report Progress reports Final report
<b>Result 4</b>	<b>Immediate results indicator</b>					

<b>Indicator</b>	<b>Description</b>	<b>Baseline (2010)</b>	<b>Last available (2013)</b>	<b>Milestone 2017</b>	<b>Target 2020</b>	<b>Source of information</b>
Number of alternative care services established (developed, [re]built and equipped) and properly functioning	Assessment of the number of alternative care facilities (with a preference for the areas severely affected by the floods in May 2014).	No baseline data available.	No data available <sup>14</sup>	To be set <sup>15</sup>	To be set <sup>16</sup>	Action inception report Progress reports Final report

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<sup>14</sup> To be established at the outset of the Action.

<sup>15</sup> The target number of facilities to build by 2017 and the scope of rehabilitation and equipment will be determined in the Description of Action and/or in the Inception report – depending on the proposed detailed organisation and methodology.

<sup>16</sup> The target number of facilities to build by 2020 and the scope of rehabilitation and equipment will be determined in the Description of Action and/or in the Inception report – depending on the proposed detailed organisation and methodology.

## **5. CROSS-CUTTING ISSUES**

### **ENVIRONMENT AND CLIMATE CHANGE (AND IF RELEVANT DISASTER RESILIENCE)**

The Action shall not have any negative impact on the environment nor jeopardise environment, health and security in the future.

Activity 3.2 “Support the provision of alternative care services in Bosnia and Herzegovina” which involves works for the re/building of facilities may have a direct impact on environment. The reconstruction implementer will be obliged by contract to observe the applicable provisions and regulations regarding the protection of environment and closely monitor and report on measures taken during the implementation of reconstruction works (e.g. disposal of remnants of various building materials).

### **ENGAGEMENT WITH CIVIL SOCIETY (AND IF RELEVANT OTHER NON-STATE STAKEHOLDERS)**

CSOs have played a key role in the preparation and implementation of projects targeting children without parental care and persons with disabilities in Bosnia and Herzegovina. In addition, they have a watchdog role. Outstanding CSOs in this thematic area played a key role in preparation of this Action Document. Experts from relevant CSOs will also be consulted during the implementation and their local know-how, contacts and specific information will be systematically used. Through dialogue and knowledge exchange between CSOs and local institutions, it is expected that new care services will be developed in target municipalities and that the children will benefit from partnership building among various actors in the public, private and civil society sector.

### **EQUAL OPPORTUNITIES AND GENDER MAINSTREAMING**

Gender equality will be fully observed in the mobilisation of participants so all capacity building and policy dialogue activities will be available equally to men and women.

In the Description of Action it will be clearly required that UNICEF closely monitors gender equality and minorities' rights and make sure that they are addressed properly. The civil society sector in Bosnia and Herzegovina has strong female presence and gender issues feature prominently in many CSO agendas. UNICEF will cooperate with CSOs with relevant expertise to make sure that the assistance is provided duly observing gender-specific needs when it comes to disabilities and discrimination as well as the leaving of institution and/or finding foster care.

### **MINORITIES AND VULNERABLE GROUPS**

During the activities anticipated in the Action, full respect of minorities and vulnerable groups will be ensured. There shall be no direct or indirect discrimination against any person based on gender, age, marital status, language, mental or physical disability, sexual orientation, political affiliation or conviction, ethnic origin, nationality, religion, race, social origin or any other status.

Bosnia and Herzegovina complex structure has institutionalised ethnic-based politics. "Non-constituent peoples" in Bosnia and Herzegovina and in particular the Roma minority, face social, political and economic discrimination. The Action will therefore seek to further the interests of the disadvantaged groups within the category of children without parental care and persons with disabilities, who themselves are exposed to discrimination and stigmatisation.

## **6. SUSTAINABILITY**

The high involvement of stakeholders – UNICEF, relevant CSOs and competent institutions - in the Action's design and implementation will create ownership and long-term links and commitment among partners.

The sustainability of “**Result 1** *Established baseline and strategic target situation of children and adults residing in closed-type institutions for social care and the alternative, community-based models of social care*” will be achieved through the provision of high quality documents and assessments developed in close cooperation between UNICEF and local stakeholders involving local competences,

observing strategic needs and priorities and presenting the basis for further developments in this thematic area.

The sustainability of “**Result 2** *Process of transformation of institutions for social inclusion supported by key stakeholders in Bosnia and Herzegovina*” will be achieved through capacity building assistance provided to relevant professionals employed by competent institutions and organisations observing both their needs and priorities as well as EU and international guiding principles, conventions, regulations and best practices.

The sustainability of “**Result 3** *Strengthened models and capacities of alternative social care in Bosnia and Herzegovina*” will be achieved by supporting existing community-based services given their proven commitment and based on the sound agreement with competent local stakeholders.

## **7. COMMUNICATION AND VISIBILITY**

Communication and visibility will be given high importance during the implementation of the Action. The Action will put particular emphasis on the dissemination of best practices and exchange of information in order to increase the impact of results and bring a multiplier effect. The Action will develop communication messages and tools adapted to all representatives of this complex target group and inform them about the opportunities for improvement of their work and lives provided by the Action.

More particularly “**Activity 2.2** *Organise a series of educational events to raise awareness about transformation of institutions with all relevant stakeholders in Bosnia and Herzegovina*” which is focused on raising awareness about the advantages of models alternative to closed-type institutions for social care, will increase the Action’s overall visibility amongst both the targeted professionals and the general public.

All necessary measures will be taken to publicise the fact that the Action has received funding from the EU in line with the Communication and Visibility Manual for EU External actions.

The National IPA Coordinator (NIPAC services in the Directorate for European Integration – DEI) will report on the visibility and communication actions in the report submitted to the IPA Monitoring Committee and the relevant Sectoral Monitoring Committee in line with the Framework agreement to be signed between Bosnia and Herzegovina and the EC<sup>17</sup>.

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<sup>17</sup> Framework agreement between Bosnia and Herzegovina and the EC on the arrangements for implementation of union financial assistance to Bosnia and Herzegovina under the instrument for pre-accession assistance (IPA II)