

## ■ ■ ■ Moving Civil Society Forward

Results of the Support for Croatia's Nongovernmental Organizations (CroNGO) Program, 2001–2004





**The Support for Croatia's Nongovernmental Organizations (CroNGO) Program is implemented by the Academy for Educational Development – AED**

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For more information about the CroNGO Program, please contact AED at:

Kralja Držislava 3, 10 000  
Zagreb  
tel: (01) 4500 300  
fax: (01) 4500 301  
email: [crongo@aed.hr](mailto:crongo@aed.hr)  
[www.aed.hr](http://www.aed.hr)

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## Table of Contents

<b>Introduction.....</b>	<b>3</b>
CroNGO Program Overview.....	4
CroNGO Program Accomplishments.....	5
<b>Result 1: Citizens Empowered to Create Change.....</b>	<b>8</b>
Over 51,000 Citizens Mobilized to Improve Their Communities.....	8
Long-Term Change in Seven Issue Areas in More Than 200 Communities.....	9
<b>Result 2: NGOs Operate More Effectively.....</b>	<b>13</b>
Over 200 Community-based NGOs and Initiatives Strengthened.....	13
Eleven CroNGO Partners Improve Organizationally and Financially.....	14
<b>Result 3: NGOs Improve Access to Essential Support Services.....</b>	<b>16</b>
Eleven Leading NGOs Improved the Quality and Accessibility of Support Services to Smaller Groups.....	16
Over 40 Management Trainers Increased Their Professional Skills.....	17
Twenty-one New Croatian-Language Tools and Publications Developed and Available.....	18
<b>Result 4: Public Awareness Heightened about NGOs' Role in Society.....</b>	<b>20</b>
More than 1,800 Stories in the Media Improve NGOs' Image.....	20
NGOs Focus on Visibility Campaigns.....	22
<b>Result 5: Government and Business Increasingly View NGOs as Partners in Development.....</b>	<b>23</b>
NGOs and Businesses Working Together.....	23
NGOs and Government Develop Lasting Partnerships.....	25
Community Foundations Being Formed in Three Cities.....	27
<b>Next Phase: NGO Development in Croatia.....</b>	<b>28</b>
<b>Appendix I</b> CroNGO Support Leveraged	
<b>Appendix II</b> Small Grants Awarded	
<b>Appendix III</b> Partners for Local Initiatives	
<b>Appendix IV</b> Partners for NGO Sector Sustainability: Program Achievements	
<b>Appendix V</b> Networks Supported by Partners for NGO Sector Sustainability	
<b>Appendix VI</b> Publications, Resources and Tools	

## ■ ■ ■ INTRODUCTION



Club of Women "Baby Eva" collects signatures on a petition that forced Split's maternity hospital to change their policy about fathers being present at their children's birth.

A vibrant civil society consisting of sustainable nongovernmental organizations (NGOs) is necessary for a more engaged democracy, stronger protection of human rights, and more responsible government. For this reason, the growth of Croatia's NGO sector is a promising sign for the future of the country. NGOs now operate throughout the country, involve thousands of citizens, and address issues ranging from human rights to local economic development to environmental protection.

Despite this progress, however, the NGO sector was struggling with uneven and unsustainable growth at the beginning of the decade. Citizen activism remained limited. A few NGOs, particularly those dealing with peace building, human rights, and women's rights, as well as those operating in the war-affected areas of the country, were receiving substantial international donor support. As a result, a significant divergence in capacity and recognition emerged between these groups and those that focused on other program areas and in other parts of the country. Vital NGO support mechanisms such as grant management capacity, resource centers, and NGO trainers were just developing, and many of these resources remained informal and often inaccessible to organizations outside Croatia's major cities. Media coverage of a few scandals involving NGOs caused public opinion to remain skeptical about NGOs' integrity and accomplishments. Furthermore, before the 2000 change of government, local and national officials viewed the NGO sector with suspicion and often hostility. As a result, cooperation and partnership between various sectors of society was limited.

## CroNGO Program Overview

To strengthen the NGO sector to fulfill its potential to contribute to Croatia's social and economic development, the U.S. Agency for International Development (USAID) is funding a six-year, \$12.7 million project called the Support for Croatia's Non-Governmental Organizations (CroNGO) Program. Through a comprehensive structure of grants, training, and technical assistance, the Program aims to strengthen national and community-based organizations so they can effectively mobilize large numbers of citizens and represent constituent interests and concerns to local, regional, and national policy makers. CroNGO also works in partnership with the NGO sector to develop vital support systems and a favorable operating environment, increase NGO visibility, and focus on strategic cooperation between government, businesses, and NGOs.



The Center for Civil Initiatives (CCI) organizes activities for children in Petrinja.

In its first phase (2001–2004), the CroNGO Program consisted of four components:

- **Small Grants Program** that provided financial assistance of up to \$25,000 to 221 projects implemented by community-based NGOs and local citizen initiatives around the country, with an emphasis on mobilizing citizens and forming partnerships with other stakeholders to address important community needs.
- **Partners for Local Initiatives**, three larger NGOs that now serve as regional resource centers to provide support services to community-based organizations and worked with AED to effectively implement the Small Grants Program in all parts of the country.
- **Partners for NGO Sector Sustainability**, nine NGOs that received grants of up to \$100,000 over a two-year period to further develop the NGO sector and strengthen smaller organizations within their areas of focus, while at the same time improving their own organizational capacities and core programming areas.
- **Training** that increased the management and programming capacity of organizations around the country, introduced quality assurance mechanisms to Croatian NGOs, and developed the skills and knowledge of NGO management trainers.



This publication highlights the results of this first phase of the CroNGO Program.

## CroNGO Program Accomplishments

The various components of the CroNGO Program had long-lasting impact on the shape and structure of the NGO sector in Croatia, significantly influencing the number of citizens actively engaged in NGO efforts to improve local communities, building the effectiveness and organizational capacity of NGOs, increasing access and availability to support services for NGOs, heightening public awareness of the sector, and encouraging partnerships between NGOs, government, and business.

### RESULT 1: Citizens Empowered to Create Change

- Over 51,000 citizens were mobilized to improve their communities through a wide range of community improvement projects around the country.
- Long-term change has occurred in over 200 communities throughout the country in seven key areas — participatory decisionmaking, community-based economic development, influential public education, vibrant public spaces, preserved cultural heritage, revitalized natural environment, and accessible social and health care.



Association HYPER in Koprivnica developed a youth center.

#### RESULT 2: NGOs Operate More Effectively

- Over 200 community-based NGOs and citizen initiatives were strengthened to implement more effective programs over the long term through direct technical assistance from the CroNGO staff and partners.
- 11 leading Croatian NGOs are now more organizationally and financially sustainable following intensive support over a two-year period in the form of individualized training and comprehensive technical assistance from AED.

#### RESULT 3: NGOs Improve Access to Essential Support Services

- 11 leading NGOs improved the quality and accessibility of support services available to smaller groups around the country by providing information, technical assistance, network support, experience exchange, and other services.
- 3 NGOs developed grantmaking capacity and now have the ability to both manage a grant program themselves and provide assistance to other NGOs, government bodies, and businesses interested in developing or improving grant programs.
- Over 40 NGO management trainers increased their professional skills by participating in training-of-trainer workshops and signing a Trainers' Code of Ethics developed by the emerging Trainers' Forum. This Forum is well on its way to becoming a sustainable body focused on ongoing development of trainers' skills and professionalism, ensuring that NGOs around the country have access to quality training services.
- 21 new Croatian-language publications and tools are available on NGO organization and sector development, including NGO quality assurance, inter-sectoral cooperation, volunteerism, proposal writing, working with media, community foundations, and corporate social responsibility. Nine of these publications provide valuable information and advice to organizations working in specific issue areas.



Association MI's guide for NGOs on how to attract, motivate, and retain volunteers.



Association for the Promotion of Amateur Sport organizes sports activities for people with physical and mental disabilities.

#### RESULT 4: Public Awareness Heightened about NGOs' Role in Society

- 1,800 stories in the media about CroNGO partners and grantees have raised the image of NGOs in the public eye, gaining the sector recognition and respect both locally and nationally.
- NGOs have improved their capacity to increase the visibility of the sector and their individual organizations, through activities such as carrying out large-scale campaigns, holding well-planned events, and widely distributing informational material.

#### RESULT 5: Government and Business Increasingly View NGOs as Partners in Development

- NGOs and businesses have begun to work together more regularly following intensive CroNGO emphasis on engaging businesses to support the sector.
- NGOs and local and national governments are developing lasting relationships following significant efforts to increase interaction and NGO support by government.
- Community foundations are being established in at least 3 locations around the country as effective models for multi-sectoral partners to come together to support community-level initiative and development.

■ ■ ■ **RESULT 1:  
Citizens Empowered to Create Change**

When the CroNGO Program began, citizens had little experience in becoming actively involved in decisionmaking or in shaping their communities. For decades, Croatians had lived in centralized regimes that discouraged such behavior. Pressure from the international community and the new policies of the government that took office in 2000 were beginning to change this climate in 2001. Thus, the Small Grants Program, titled “Our Community: How Can We Improve It?” and designed to mobilize people of all ages and socioeconomic groups throughout the country to take action to improve their own lives, came at an opportune time.



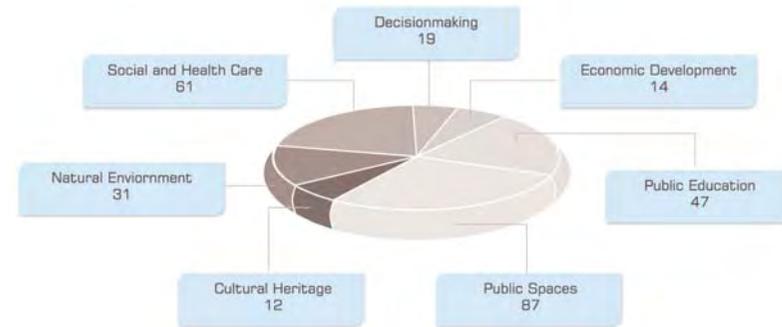
**Over 51,000 Citizens Mobilized to Improve Their Communities**

The Small Grants Program supported 221 community improvement projects in 200 communities, involving at least 51,000 people. (See Appendix II for a full list of Small Grants awarded.) Approximately 80 percent of the projects took place outside of major cities, reaching many citizens and communities that previously had no experience with NGO or citizen involvement. In every one of Croatia’s 20 counties, as well as Zagreb, at least one NGO or local citizens’ initiative received a grant and worked with the CroNGO Program.

**Long-Term Change in Seven Issue Areas in More Than 200 Communities**

Small Grants were awarded in amounts up to \$25,000, with a requirement that each supported community group mobilize additional resources from within their community equal to at least 10 percent of the total budget awarded by CroNGO. In fact, the average contribution far exceeded that expectation, with communities contributing an average of 69% of the total budget. Besides addressing immediate needs, the projects aimed for long-term transformation of communities through building relationships and developing long-term plans. The grants supported work in seven issue areas: Participatory Decisionmaking, Community-based Economic Development, Influential Public Education, Vibrant Public Spaces, Preserved Cultural Heritage, Revitalized Natural Environment, and Accessible Social and Health Care. The variety of the funded projects suggests one of the strengths of the Small Grants Program—community members came together to identify issues that they believed required change.

**Key Issue Areas Supported by Small Grants<sup>1</sup>**



<sup>1</sup> Several of the 221 projects funded through the Small Grants Program fit into more than one program area and are reflected in these figures more than once.



### The Power of Youth

In Pula, youths have successfully mobilized their peers to take action and improve their quality of life. With support from a CroNGO Small Grant, a local youth NGO, ZUM (Organization for Encouraging Employment and Professional Improvement of Young Educated People), established a council to help youths advocate for their rights and position in the city. To promote this idea, ZUM members made presentations to over 4,000 students, and approximately 100 youth were actively involved in organizing elections in March 2004. Ultimately, 1,500 students voted and elected a 25-member Youth Council, which has elected a president, and presented a program of action to the local authorities. To date, the new Youth Council has succeeded in organizing a network of city councils and school directors who are now working together to improve conditions in schools. The Council was also involved in organizing the celebration of City Day in Pula and improving the city's green spaces. The Council is highly visible and has great support from local citizens who believe that ZUM and the Council represent a new healthy source of power in the city.



Association New World in Sisak organized a weekly discussion program to encourage youth to be more active in their community.

### Participatory Decisionmaking

Nineteen projects involved citizens advocating for policy change on issues such as health, access to information, and youth services. For example, the Club of Pregnant Women "Baby Eva" developed a media campaign, petition, and public discussion to change the policy at Split's maternity hospital to allow fathers to be present at their children's birth. Baby Eva is now working to improve other conditions at the hospital. The NGO mobilized public support (including celebrities), worked with lawyers and health professionals, and used

the Internet to effect policy change for an issue important to them.

### Community-based Economic Development

Fourteen projects funded by CroNGO concentrated on teaching people new skills or promoting economic development by encouraging the growth of tourism, agriculture, or small and medium-sized businesses. One Small Grantee, the Association for Healthy Life and Healthy Nature *Trbuhovac*, built an educational and recreational path for tourists in the Prezid area, in the mountains near the boarder with Slovenia. Tourists have already begun to visit the path, and the community is now developing accommodations and other services to attract even more tourists.

### Influential Public Education

In order to make informed decisions, citizens need open access to reliable information. Through CroNGO, 47 grants supported NGO or citizen initiatives in running community-level information campaigns to change public opinion and/or behavior on issues ranging from recycling and fire prevention to the negative effects of drug use and the rights of the disabled.



### Tenants Learn Their Rights

Information represents power. Through the Association of Tenants, Rijeka apartment residents are learning their rights and responsibilities and working to improve their living conditions. For example, tenants in one building solved a long-time problem with high water bills. When they learned how to investigate, they discovered that because of a water company error, they were paying for water for two other buildings in addition to their own. Their bills were lowered—and their success motivated others to become involved with the Association. In addition, city authorities have invited the Association to develop more effective forms of cooperation between tenants and the municipal government.



Volunteers of the Environmental Association Green Osijek renovate the roof of the Zlatna Greda Eco Center in Eastern Slavonia.

### Vibrant Public Spaces

Public spaces play an important role in a community, providing a place for citizens to meet, talk, share, learn, and celebrate. In many communities around the country, these spaces were destroyed during the war or, in poorer communities, never existed. CroNGO support of 87 projects aided citizens in creating or improving public spaces, including community centers and playgrounds. In particular, youth centers are now providing a safe and productive place for young people to spend free time. One such center in Petrinja, created by a local NGO, IKS, with CroNGO support, is now being operated with the support of enthusiastic volunteers, small businesses, and local government.

### Preserved Cultural Heritage

Traditions and history have special meaning for local communities, who often identify their cultural heritage and values through folklore, clothes, music, and customs. Twelve CroNGO Small Grants went to community groups working in

this area. In the Konavle area, for example, 150 people volunteered for an initiative organized by the Konavle Youth Association to document more than 200 local archeological sites and monuments for the first time.

### Revitalized Natural Environment

Environmental consciousness is just beginning to develop in Croatia, with more Croatians understanding the role that environmental protection plays in an improved quality of life. Thirty-one CroNGO grants supported environment-related projects, such as recycling programs, environment-themed television shows, and community clean-ups. For example, two NGOs from Eastern Slavonia — “Tuljan” Association and the Center for Ecology and Sustainable Development — mobilized citizens to eliminate ambrosia (also known as ragweed), a plant that causes severe allergic reactions, including breathing problems, for many inhabitants of Osijek and Vukovar. Both NGOs had great media coverage, which helped them engage more than 150 volunteers and establish contacts with local government.



PEGAZ in Rijeka provides therapeutic horseback riding for physically disabled children.

### Accessible Social and Health Care

Sixty-one projects assisted marginalized members of communities by filling in important gaps in government-offered social and health care, including activities and services for the physically and mentally disabled, elderly, troubled youth, minorities, and others.

With a CroNGO grant, for instance, the Association of Dystrophy Sufferers, Invalids of Cerebral Paralysis, Polio and Other Disabled People, an NGO in Varaždin, established a transportation service for people with disabilities. During its first year of operation, 832 disabled citizens used the service. The van service also raised awareness about the needs of Varaždin’s disabled community. As a result, support for the NGO increased. It gained new volunteers and interest from city and county authorities for further collaboration. Local government and businesses are now contributing to keep the van service going.

## RESULT 2: NGOs Operate More Effectively

[The CroNGO Program] taught us how to make connections with other NGOs and local authorities....You showed us that we can do almost anything we imagine.

**Julika Kočila,  
Oasis 98, Selnica**

When the CroNGO Program began in 2001, a significant gap in NGO capacity and organizational influence existed. A few large organizations, mostly in Croatia’s major cities, had received substantial donor support and were in relatively strong financial shape. However, most local NGOs were small and struggling. Thus, the Program tailored its capacity-building efforts to NGOs at different stages of maturity. It helped larger, national-level organizations to ensure their sustainability, while also working with smaller grassroots organizations to increase their local-level influence and professionalism and transform themselves into agents for change.

### Over 200 Community-based NGOs and Initiatives Strengthened

Capacity building was integrated into all components of the Program. The 215 NGOs and local citizens’ initiatives awarded the Small Grants described in the previous section received one-on-one technical assistance, took part in training, and participated in quarterly meetings and monitoring visits by Program and Partner staff. The intent was not just to improve performance related to the Small Grants, but more broadly to strengthen the groups’ management and organizational capacity. NGOs reported improved abilities in proposal writing, program planning and

“All technical assistance activities were tailored to build the capacities of grantees not just to implement CroNGO funded projects but to improve their performance in general.”

**Organization for Civil Initiatives (OGI), Osijek**

reporting, financial management, media relations, cooperation with local governments, and community mobilization. One NGO executive, for example, noted that the Small Grant was the first the NGO received with a monitoring requirement, which served as a learning opportunity and impetus to organize its documentation and records.



AED staff discuss organizational development with Center for Peace Osijek.

### Eleven CroNGO Partners Improve Organizationally and Financially

Eleven NGOs<sup>2</sup> were selected as Partners for NGO Sector Sustainability and Partners for Local Initiatives. (See Appendix III for list and description of Partners for Local Initiatives and Appendix IV for full list and description of Partners for NGO Sector Sustainability.) The CroNGO Program provided them with concentrated technical assistance in organizational development. First, the NGOs used the CroNGO-developed NGO Self-Assessment Tool,

which allowed each organization to examine its own operations to assess strengths and weaknesses. Their assessments fed into the design of two-year training and development plans (TDPs). The TDPs were flexible and responsive to change over time, and allowed the NGOs to select the training that they needed most. Additionally, group training sessions focused on three areas that most of the NGOs identified as top priorities: monitoring and evaluation, media relations, and volunteer management.

As shown on the following chart, the 11 organizations improved operations when they implemented their TDPs and tapped into CroNGO technical assistance. For example, at the beginning of the program, only a few had monitoring and evaluation processes in place. Three years later, almost all did. Similarly, all had set up financial management systems by the end of the Program.

“We were always committed to organizational development, but through the CroNGO Training and Development Plan we were able to have funds and a structure for this development....Once we agreed on our areas of focus there was a structure and deadlines to work against, which made all the changes in the organization possible.”

**Branka Kaselj, Executive Director, Center for Peace, Nonviolence and Human Rights, Osijek**

<sup>2</sup> RI-CENTAR, which received a Sustainability Partner grant, is not included in this number. Despite good performance and apparent progress in strengthening management systems during their Sustainability Partner project period, recent allegations of financial mismanagement within the NGO make its future uncertain.

**Increased Organizational Capacity of 11 Partner Organizations**



**Areas of Organizational Development**

### ■ ■ ■ RESULT 3: NGOs Improve Access to Essential Support Services



The Department for Local and Self-Government of Rijeka develops transparent grant-making systems with the assistance of SMART.

At the end of USAID’s previous NGO Development Program (1998–2001) implemented by AED, three NGO support centers and a cadre of 17 NGO management trainers were just beginning to provide support to Croatian NGOs. In the first phase of the CroNGO Program, support to NGOs throughout the country took off with the expansion of resource centers, local NGO training capacity, and relevant Croatian-language publications. In addition, indigenous NGO grantmaking capacity was created.

#### Eleven Leading NGOs Improved the Quality and Accessibility of Support Services to Smaller Groups

The CroNGO Program attempted to improve capacity within its partner NGOs, so that they, in turn, could help smaller groups. The three Partners for Local Initiatives (PLIs) now serve as clearing houses and resource centers to the NGOs in their regions. With support from the CroNGO Program, the PLIs increased their internal organizational capacity and expanded outreach to nearby towns and villages. They also learned the skills to implement all stages of a transparent grantmaking program, making them the first NGOs in the country with this capacity. These skills have put the PLIs in high demand from local governments and businesses seeking assistance with their own grantmaking programs. For example, OGI has worked with the local authorities in Slatina, Donji Miholjac, and Belišće, and SMART is assisting the city of Rijeka and the town of Labin in Istria to launch transparent grant processes.

“As a PLI in Dalmatia, we disseminated information about funding opportunities to small and isolated local communities. Without our assistance, they wouldn’t be able to receive this information and develop proposals. Our experience has shown that local NGOs, institutions, and authorities respond better when they have a local resource that provides assistance than when they have to call on an organization based in the capital.”

**Association MI, Split**



Croatian trainers at Community Needs Assessment ToT workshop

In addition, CroNGO provided support to the Partners for NGO Sector Sustainability so they could improve their support services to small organizations, while also increasing their core programming and management capabilities. This support is narrowing the gap between stronger and weaker NGOs around the country. The Sustainability Partners provided support to over 150 smaller NGOs and initiatives in such areas as children’s issues, community development, health, human rights, social care, peace building, and women’s issues. For example, through a series of workshops, MiRTa trained 11 small and emerging social care organizations to collaborate with local governments and provided one-on-one assistance during monitoring visits between the workshops. All the Partners were also involved in strengthening or creating networks to provide forums for information and experience exchange and develop joint platforms to lobby for change. B.a.B.e., a women’s NGO, provided technical assistance to the 40 organizations that are part of the Women’s Network of Croatia and also helped four new groups form. (See Appendix VI for full list of Networks assisted.)

#### Over 40 Management Trainers Increased Their Professional Skills

The CroNGO Program built on AED’s previous NGO Development Program to expand the number and increase the skills of local training professionals. There are clear advantages to making high-quality training available within the country and in Croatian, rather than relying on trainers coming from outside the country who most likely do not speak Croatian and are not familiar with the context in which Croatian NGOs operate.

- TOT Workshop Topics
- Community Needs Assessment
- Monitoring and Evaluation
- Corporate Social Responsibility
- Human Resources and Volunteer Management for NGOs
- Advanced Training Methodology

In 2002 and 2003, the Program held five training-of-trainer (TOT) workshops. Topics were identified through a needs assessment either as gaps in many Croatian NGOs’ knowledge (such as monitoring and evaluation) or areas in which trainers saw increasing demand (such as corporate social responsibility). Three-quarters of the 41 trainers who participated said they gained new skills and reported that they were putting the knowledge to work. For example, a participant in the corporate social responsibility (CSR) workshop said she is now providing CSR training to businesses and NGOs and is incorporating the content into training on fundraising and other topics.

In addition, the CroNGO Program helped set up a Trainers' Forum after a survey identified the need for a neutral entity that could enable NGO management trainers to share skills and experience and improve skills. Through the Forum, trainers developed Croatia's first Trainers' Code of Ethics, which more than 40 then signed. The Code includes standards on transparency, relationships with clients, confidentiality, professionalism, conflict of interest, and fees for service and has become a model for trainers throughout the former Yugoslav region. The Code is the first key step to professionalize Croatian trainers; the fact that so many already signed it indicates the interest and need this community has to more effectively structure services and enhance quality. It is hoped that this Code will lead to future action, such as offering certification to ensure that trainers offer consistent, high-quality service.

The trainers have now taken responsibility for the Forum, and it is becoming a sustainable entity with a coordinating body and plans to formally register in the first half of 2005. Task forces are developing contract templates and fee structures, as well as making plans for mentoring, supervision, and peer teaching.

"The Trainers' Forum represents so many possibilities for trainers and for the civil sector, as well as for the promotion of Croatian trainers and their professionalism in Croatia and abroad. There is a lack of a systematic approach to education and systematic investment into trainers [in Croatia]. The Trainers' Forum can fill this gap by further developing training potential and can become an extraordinary source of support for trainers' professional development and the emergence of new trainers."

**Suzana Paklar, trainer and consultant,  
member of the Trainers' Forum Coordination Body**

### Twenty-one New Croatian-Language Tools and Publications Developed and Available

AED and its grantees produced 21 Croatian-language resources, tools, and publications for NGO development (see Appendix VI for a full list). Twelve cover management issues relevant to all NGOs, such as quality assurance, collaboration with other sectors, and media relations. The other nine are program-specific, including peace building and nonviolence, women's leadership, working with socially deprived children, and interacting with the visually and hearing impaired.



### NGO Quality Assurance System

CroNGO developed and tested Croatia's first NGO Quality Assurance System in cooperation with Charities Evaluation Services from the UK and a working group of six leading Croatian NGOs. This tool allows NGOs to conduct organizational self-assessments and introduce internal improvements in 12 management areas on a regular basis without the expense of outside evaluators. It includes different standards for different capacity levels, which allows it to be used by both small, newly formed organizations and larger, more established groups.

The Quality Assurance System was created through a two-year process that began with training the six working group members, who then conducted a pilot with 22 organizations around the country. This approach ensured that the tool is user-friendly and reflects the Croatian NGO environment. The response to the Quality Assurance System has been extremely positive as the working group promotes the tool around the country and develops plans for its future use.

## RESULT 4: Public Awareness Heightened about NGOs' Role in Society



FADE IN raises public awareness of NGOs through short films on TV.

Public awareness and a positive public image of the NGO sector are crucial for organizations to gain support from the general public and other sectors of society. During the 1990s, the public often viewed civil society organizations with suspicion or simply a lack of understanding. Changes were just beginning when the CroNGO Program began in December 2001 as a result of a new, more welcoming government and more positive media coverage. However, much work was needed to improve the sector's image.

To assist in this effort, CroNGO grant recipients were required to include public awareness plans as part of their projects and report regularly on media coverage they received and the actions they took to improve their image. Because cooperation with media was still new to many, and the media was not always receptive, the CroNGO team and its partner organizations provided extensive assistance to organizations in this area. In addition, in cooperation with the NGO GONG, AED produced and widely distributed a booklet on a systematic approach for NGOs to communicate with the local media. CroNGO also organized a workshop for its partner organizations on working effectively with the media to assist them in more successfully interacting and receiving coverage from various media outlets. As a result, most grantees easily attracted positive media coverage.

### More than 1,800 Stories in the Media Improve NGOs' Image

Through the CroNGO Program, NGOs increased their skills in raising public awareness for themselves and the issues they address. In most cases, increased visibility and awareness of an NGO's activities allowed it to access previously unavailable resources. For example, the Association SAN raised the

awareness of 17,000 citizens in Požega about the negative effects of drug use through the creation and distribution of print materials, radio shows, and public activities such as a stand in Požega's main square. This visibility led to more volunteers and increased consultations with the NGO's counseling service by drug users, people at risk, and family members. In addition, government officials, who had not been supportive of SAN, re-assessed their opinion and now provide the NGO with annual funding from the city budget.

Other organizations around the country also raised their profiles locally, regionally, and sometimes nationally. Beyond the media coverage, which was remarkable in itself, CroNGO-supported organizations created over 160 widely distributed publications, including books and manuals, brochures and leaflets, newsletters, and posters to further increase their visibility.



### Media Coverage Attracts Volunteers and Supporters

The Association "Wings" in Zagreb offers therapeutic horseback riding activities to over 100 people with special needs, resulting in improvements in their physical and psychological conditions. During its 10-month CroNGO-supported project, Wings received extensive media coverage, with 20 stories on the radio and another 19 in print media. Tatjana Varga, Wings' Director, saw concrete benefits from these efforts: "After each media appearance, new volunteers would join us. We didn't have to explain to people who we were or what we were doing because they already knew. Besides attracting new volunteers, our main motivation for appearing in the media was to show gratitude to volunteers and to raise awareness about people with disabilities. In addition, this is a way of influencing local government to provide more support for our work." Due in part to their media success, Wings attracted 76 new young volunteers from Zagreb and considerable support from local businesses and institutions.

In total, grantees and partner organizations received over 1,800 instances of coverage from the local and national media. This increased media presence is paying off. A survey carried out in 2002 and again in 2004<sup>3</sup> showed an increase in the number of people who had heard of NGOs from 57 percent in 2002 to 67 percent in 2004. Moreover, increasing numbers of people expressed interest in becoming involved in various social issues: a rise from 11 percent of

<sup>3</sup> Survey carried out as part of the GRAK campaign by Puls in spring 2002 of 800 randomly selected respondents 18 years or older, and again in July 2004 of 600 randomly selected respondents 18 years or older.

respondents in 2002 to 51 percent in 2004 interested in becoming involved in environmental issues, from 41 percent to 58 percent in human rights, from 9 percent to 41 percent in anti-corruption issues, and from 3 percent to 33 percent now wanting to become involved in consumer rights issues.



Poster for Public Has a Right to Know Day

### NGOs Focus on Visibility Campaigns

Visibility of the sector as a whole and understanding of its role is as important as raising the visibility of individual organizations. CroNGO pursued sector-wide visibility by supporting large-scale campaigns, special events, and coverage on popular national television shows. NGOs were also leaders of high-profile national campaigns for legislative change, which allowed the public to see them as legitimate and serious societal actors. In one well-publicized case, a coalition of 16 organizations led by the Croatian Helsinki Committee (HHO) successfully advocated for Parliamentary passage of the Freedom of Information Act (FOIA) in October 2003. Following the law's adoption, however, HHO monitoring showed gaps in implementation. As a result, a 28-organization coalition created a follow-up campaign to raise public awareness about the FOIA. Coalition partners sent written requests and a questionnaire to local and national government bodies to assess their awareness of and compliance with the new law. They publicly presented the results of the research on September 28, 2004, designated as International Public Has the Right to Know Day. All major media outlets covered the campaign, which further informed citizens about their right to access public information.



### Citizens' Activism across Croatia

B.a.B.e. and CESI, two of CroNGO's Partners for NGO Sector Sustainability, organized a joint campaign to improve the public perception of civil society. The planning body, which also included four other organizations, focused the campaign on citizens becoming more involved in overcoming social injustice. The campaign, called G R A K (short for Citizens' Activism in Croatian), was implemented during the last two weeks of May 2004, with various public activities throughout Croatia, including a radio jingle, street events in most major cities, and the distribution of promotional materials such as cardboard megaphones, T-shirts, mugs, and leaflets. Over 40 organizations from around Croatia participated in G R A K activities and plan to continue collaborating on additional campaigns addressing other issues, such as anti-corruption and NGO tax benefits.

## RESULT 5: Government and Business Increasingly View NGOs as Partners in Development



Launch of AED's CSR report in Chamber of Commerce

Cooperation and support from other societal sectors, including local governments and businesses, can help Croatian NGOs increase their effectiveness, sustainability, and role in the development of a truly democratic and participatory society. Such cooperation and support is a vital source of funds, volunteers, donations, joint work, and good will for Croatian NGOs and provides NGOs with legitimacy, valuable partners, and potential human and financial resources.

When the CroNGO Program began in 2001, NGOs operated with little cooperation or support from local and national governments and businesses. The CroNGO Program proactively fostered cooperation between NGOs, government, and business to promote an enabling environment for the continued development and respectability of NGOs. CroNGO grants encouraged cooperation and partnerships between NGOs and other sectors by requiring supported projects to include partnership activities or relationships with local or national government bodies and/or businesses. AED and its partner organizations actively assisted grantees in developing these relationships and, at times, would facilitate meetings of different parties to foster potential cooperation.

### NGOs and Businesses Working Together

Efforts made by AED and its grantees to engage business more actively and strategically into the work of NGOs are paying off. For example, of 221 Small Grant projects, 166 or 75 percent received some type of support, mainly in the form of in-kind contributions, from the business sector. And 68 of them received commitments of future support from businesses.



### Businesses Pitch In

The Tabor in Tabor film festival organized by the "Gokul" Citizens' Association for Culture is one of the newest annual tourist attractions in the Zagorje area. Over 1,000 people visited the film festival in both 2003 and 2004.

Because of its potential to promote tourism and economic development in the area, it has gained the support of the local government, county authorities, and tourist offices. In addition, 16 local businesses played a role in the festival's success by providing financial support, free accommodations for some festival visitors, and in-kind donations of food, beverages, and other products. Recognizing the value of this event for the community, the local business community will continue to support the festival in the future.

In an effort to increase NGO-business partnerships, the CroNGO Program worked to raise awareness and promote the concept of corporate social responsibility (CSR) in Croatia. In cooperation with The Prince of Wales International Business Leaders Forum (IBLF) in the UK and MAP Consulting in Croatia, AED conducted research and produced a report on CSR best practices in the country. Business and NGO leaders called this report, a first in Croatia, a "historic" document at its launch at the Zagreb branch of the Croatian Chamber of Economy in March 2004. The report has been widely distributed and positively received by all sectors and influential in increasing attention to CSR. AED and MAP Consulting have become important players in promoting this issue within Croatia, and companies have begun to apply the findings. INA, Croatia's largest oil and gas company, was interviewed for the CSR research and partially as a result, decided to produce its own social report with the assistance of MAP Consulting, which very few companies in Croatia have done. This process also inspired INA to think about introducing a CSR department into the company.

In addition to the research, AED facilitated opportunities for businesses and NGOs to come together to develop methods and mechanisms for cooperation. In cooperation with IBLF and organized by World Learning's Participant Training Program, NGO and business representatives took part in a tour to study CSR in Hungary and a training on Cross Sector Partnerships in Brijuni. After representatives of Association MI, one of CroNGO's PLIs, and Dalmacijacement, a construction company, participated in the study tour, Dalmacijacement approached Association MI to

request assistance in brokering relationships with local NGOs. Association MI put the company in touch with Lastavica, an NGO that integrates children from orphanages and other children's homes into community life. Dalmacijacement purchased Lastavica a much-needed apartment to serve as transitional housing for youths. The two now plan mutual education activities. For example Association MI will provide Dalmacijacement employees with training on parenting and other topics, and Dalmacijacement will train Association MI on how to more effectively present its work to the public and business sector. This multi-layered relationship is turning into a truly dynamic cross-sector partnership.



### Banking on a Partnership

When commenting on the newly formed partnership between Zagrebačka Banka (ZaBa) and her NGO, Mira Katalenić, Director of the Croatian Association for the Training of Guide Dogs and Mobility stated "We are proud and honored to be recognized in society and invited into a partnership with a business." This partnership was formed as a direct result of the training on Cross Sector Partnerships in Brijuni, when ZaBa and the Guide Dog Association, both training participants, learned more about each other. The business and NGO signed a partnership agreement detailing the assistance ZaBa would provide to the Guide Dog Association in their campaign to raise 4 million kuna for a Rehabilitation Center for Guide Dogs and Mobility. The funds will match the government's contribution to make the NGO's vision a reality. To raise funds, the Guide Dog Association and ZaBa organized two fundraising concerts, before which donation forms and posters were distributed through all ZaBa branch offices. The first concert, held in October 2004, raised approximately 200,000 kuna. The bank also facilitated the Association's cooperation with Kaptol Center, a shopping mall and part of the Zagrebačka Banka group, where an additional fundraising event will be held. Additional funds will go to the NGO through ZaBa's new employee matching gift program. The bank's partnership with this NGO fits into their business strategy of establishing partnerships within the community to support vital needs.

### NGOs and Government Develop Lasting Partnerships

Government recognition and support of the NGO sector allows for increased credibility of NGOs and access to funds, as well as more significant impact and influence. NGOs also benefit from cooperative relationships with local institutions such as schools, hospitals, museums, tourist offices, and

employment offices. Through the CroNGO Program, significant efforts have resulted in increased understanding, involvement, and cooperation of governments and institutions with NGOs around the country.

For the past two years, for example, CroNGO's Sustainability Partner RI-CENTAR worked to develop a Charter of Cooperation between NGOs and the City of Rijeka that will define procedures for collaboration between NGOs and the government, as well as provide consistent grant-giving procedures for all city departments. The Charter was prepared through numerous discussions and meetings with both NGOs and city officials and three plenary sessions of NGOs. Parallel to this, RI-CENTAR worked intensively to lobby the city to adopt it. The NGO Plenary adopted the Charter in May 2004, and the City of Rijeka did so about six months later.

"The role of this Association "Dvor Women's Club" is crucial in development of civil society in Dvor. They have credibility and have gained the trust of the local community by bringing people together. The Association is now a key partner for us in answering local community needs."

**Milica Ljubičić Kepčija, Head of Social Affairs, Dvor**

CroNGO grantees have also benefited from financial and in-kind support from local and national governments. One hundred and eighty-six Small Grant projects, or 84 percent of the 221 funded projects, received government support of some sort for implementation of their CroNGO project. One hundred and thirty-four projects (61%) received government support to continue their activities. For example, through a CroNGO Small Grant, women and children victims of domestic violence now have a renovated and equipped shelter to turn to in the city of Bjelovar. The City provided the Bjelovar Association of Invalids with permanent space for the shelter and will cover costs related to utilities and building maintenance in the future. The Ministry of Health and Social Welfare will cover the monthly costs for some of the shelter residents and the Ministry of Family, War Veterans and Inter-generation Solidarity will provide additional financial support.

"We recognize the value of the CroNGO supported projects since all of them responded to concrete needs in our community. In the past two years we have learned how much local NGOs can assist us in responding more appropriately to our community needs."

**Dalibor Rohlik, Deputy Mayor, Daruvar**



## Community Foundations Being Formed in Three Cities

Community foundations are becoming an increasingly popular model for community development and philanthropy around the world and represent a unique method of multi-sectoral cooperation. However, understanding and development of the concept in Croatia remains at an early stage. In an important initiative towards creating long-term, sustainable resources to support community projects and local citizen activism, three of CroNGO's Partners for NGO Sector Sustainability have laid the groundwork to develop Croatia's first community foundations in Croatia. As part of their CroNGO-supported projects, the Center for Peace, Non-Violence and Human Rights in Osijek, ODRAZ in Zagreb, and RI-CENTAR in Rijeka worked intensively to promote the idea of community foundations in Osijek, Hvar, and Rijeka and carried out a joint feasibility study in these areas. In a significant first step toward forming foundations, Advisory Boards have been formed consisting of representatives of important stakeholders in each community, including local government, business, media, NGOs, and other institutions.

### ■ ■ ■ NEXT PHASE: NGO Development in Croatia

Over the past three years, Croatian NGOs have made much progress in involving citizens and in contributing to a more democratic country, yet work remains to sustain an organizationally and financially strong sector. To work toward closing the remaining gaps in NGO sustainability, USAID has funded a second phase of the Support for Croatia's Non-Governmental Organizations Program, which AED will implement through summer 2007.

The second phase of CroNGO consists of four programs:

- **Community Partnership Program**, implemented in cooperation with three Regional Partners, will provide small grants to community-based NGOs to implement local projects in the areas of tourism promotion, economic development, and civic community spaces.
- **Sector Development Program** will increase the NGO sector's advocacy capacity, financial viability, organizational capacity, and networking, while also promoting the practice of voluntarism and the visibility of the sector within society.
- **Institutional Support Program** will provide technical and financial support to key institutions supporting the Croatian NGO sector, including the National Foundation for Civil Society Development, the Government Office for Cooperation with NGOs, and the Trainers' Forum.
- **NGO Legal Reform Program**, implemented by the European Center for Not-for-Profit Law, will strengthen the legal and fiscal framework governing the sector.

Through these programs, the CroNGO Program will continue to advance the ability of civil society to contribute meaningfully to Croatia's democratic, economic and community development.

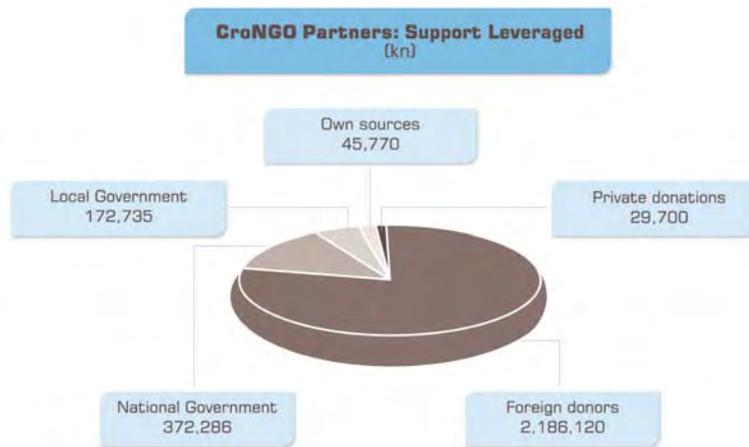
### ■ ■ ■ APPENDIX I CroNGO Support Leveraged

Grantee organizations increased their effective CroNGO-funded project budgets with significant in-kind and financial support from other donors, including individuals, businesses, local and national governments, and other foreign donors.

Projects supported by the Small Grants Program, which received total funding amounting to approximately 12 million kuna from AED, leveraged support valued at approximately **7.67 million kuna** from other stakeholders, thereby effectively adding **64%** to the support for the project. Local domestic sources accounted for at least **87%** of this amount. As seen below, additional support came from citizen volunteerism (26%), local government (34%), local businesses (22%), individuals (5%), and other sources (13%).



CroNGO partner organizations (Sustainability Partners and PLIs) also received significant support from other sources to complement CroNGO funding. The 12 partner organizations successfully leveraged the 8.5 million kuna they received from AED with **2.8 million kuna** in support from other foreign donors (78%), national and local government (19%), their own sources (2%), and private donations (1%). This essentially increased the support for CroNGO projects by **33%**.



## APPENDIX II Small Grants Awarded

Name of NGO / LCI	Project Title	Location	Grant Tracks(s)	Amount (kn)
<b>WESTERN SLAVONIA REGION</b>				
<b>Bjelovarsko-bilogorska County</b>				
Bjelovar Society for Assistance for Mentally Retarded Persons	We Want to, and Can do More	Bjelovar	Accessible Social and Health Care	100,000.00
DUGA - Daruvar Center for Assistance and Support	Improvement of the Quality of Social Life for Elderly Persons	Daruvar	Accessible Social and Health Care	99,985.87
Red Cross Daruvar	Cleaning and Improvement of Wells	Daruvar	Revitalized Natural Environment	175,000.00
Initiative for Improvement of the Quality of Social Life in the Town of Maslenjača	Improvement of the Quality of Social Life for Youth in the Town of Maslenjača	Maslenjača	Vibrant Public Spaces	24,000.00
Association for Assistance to Persons with Special Needs "Korak dalje"	Professional Special Education and Rehabilitation Assistance	Daruvar	Accessible Social and Health Care	147,300.00
Orientation Club Bjelovar	Oriental Running in Schools	Bjelovarsko-bilogorska County	Accessible Social and Health Care	55,720.00
LCI Borova Kosa	With Education and Games to a Higher Quality Social Life in the Community	Municipality of Čulovac, Borova Kosa settlement	Vibrant Public Spaces	16,443.46
LCI Garešnica	Rehabilitation of a Neglected Wooded Area into a Forest Park	Garešnica	Revitalized Natural Environment	19,501.77
Daruvar Photo Club	From Negative to Positive	Daruvar	Other	22,918.00
LCI "Eco-flora"	Arboretum	Veliki Grđevac	Revitalized Natural Environment	23,983.60
Bjelovar Association of Invalids	Completion of Renovation and Equipping of a Shelter for Victims of Violence	Bjelovar	Accessible Social and Health Care	27,969.00
Women of Doljani	The Main Hall of the Community Center	Doljani (Daruvar)	Vibrant Public Spaces	20,000.00
<b>Brodsko-posavska County</b>				
Cultural and Art Society "Posavina" Nova Gradiška	What Do Grandmother's Chests Hide?	Stara Gradiška	Preserved Cultural Heritage, Influential Public Education	23,638.00
Committee for the Renovation and Protection of Sovsko Lake	Playground in Protected Nature	Čaglin	Vibrant Public Spaces	43,660.00
Through Playing to Smiles	Equipping of a Children's Playroom	Bukovlje	Vibrant Public Spaces	15,107.22
LCI Dragalić Association of Parents	Multifunctional Playground Dragalić	Dragalić	Vibrant Public Spaces	18,192.54

Name of NGO / LCI	Project Title	Location	Grant Track(s)	Amount (kn)
Association of Croatian Pensioners Slavonki Brod	Business and Management Internships for High School Students	Slavonski Brod	Community-based Economic Development, Influential Public Education	68,000.00
For Our Happy Children	Construction of a Children's Playground	Siča	Vibrant Public Spaces	22,161.00
Association of Alternative Science Slavonki Brod	Mama	Slavonski Brod	Accessible Social and Health Care, Influential Public Education	30,050.00
Association of Dystrophy Sufferers, Invalids of Cerebral Paralysis, Polio and other Disabled People Slavonki Brod	Therapeutic Horseback Riding Program for Persons with Special Needs	Slavonski Brod	Accessible Social and Health Care, Influential Public Education, Participatory Decisionmaking	18,850.00

**Požeško-slavonska County**

Center for Support and Development of Civil Society 'Delfin'	Mothers to Mothers	Pakrac, Lipik and surrounding villages	Accessible Social and Health Care, Influential Public Education, Participatory Decisionmaking	59,012.00
LCI of the Settlement of Donja Obrnjež	Let's Give Life to Donja Obrnjež	Donja Obrnjež settlement (City of Pakrac)	Vibrant Public Spaces	21,037.80
Association SAN - Center for Youth Požega	Psycho-social Self-help and Protection of Youth from Addictions	Požeško-slavonska County	Accessible Social and Health Care, Influential Public Education	58,820.00
Cultural and Artistic Society 'Zeleni Gaj'	Rehabilitation of the Village Museum and Collection of New Exhibits	Lipik and surrounding area	Preserved Cultural Heritage	20,370.00

**CENTRAL AND NORTH CROATIA REGION**

**Karlovačka County**

DOMNX	Life in Homes for Children and Youth and Relationships with the Community in Which they Live	Karlovac City	Accessible Social and Health Care	12,500.00
Association Our Children Vojnić	Equipment for the Children's Room in Vojnić	Vojnić	Vibrant Public Spaces	40,142.00
Ecological Society PAN - Karlovac	Where to Put, Which Trash	Karlovac City	Revitalized Natural Environment, Influential Public Education, Participatory Decisionmaking	8,680.00
International Society for the Prevention of Cruelty to Animals and Plants	Karlovac Citizens for the City of Parks	Karlovac City	Revitalized Natural Environment, Participatory Decisionmaking	74,956.98
Domači - Association for Creative Development	Youth Center '@Domachiz'	Karlovac City	Vibrant Public Spaces, Influential Public Education	116,080.00
Psychosocial Support Counseling 'Life Spring'	Advancement of the Quality of Life for School Children and Youth in the Local Community	Karlovac City	Accessible Social and Health Care	24,350.00
Association for Assistance to Mentally Retarded Persons 'Bird of Paradise'	We are Here and we Can. Support Us and We can Prove it to You	Karlovac City	Accessible Social and Health Care	114,300.00
Vojnić Women's Association	Setting Up of a Children's Playground	Vojnić	Vibrant Public Spaces	79,777.00
'Step' Women's Group Karlovac	Provision of Support to Older Women in the Region of Slunj Municipality	Slunj area	Accessible Social and Health Care	68,170.00

Name of NGO / LCI	Project Title	Location	Grant Track(s)	Amount (kn)
Student Cultural Center 'Braća Radić' Karlovac (SKUC)	When Music Plays You Have Peace	Karlovac	Vibrant Public Spaces	95,832.00
Vojnić Citizens' Group	Equipping of a Music Group	Vojnić	Preserved Cultural Heritage	19,300.00
Krnjak Women's Group	Community Activities Through Renovation of a Space	Krnjak	Vibrant Public Spaces	79,142.00

**Koprivnička - križevačka County**

Association Hyper	Putting into Order a Space for the Work of Music Bands and Smaller Programs in the Koprivnica Youth Center	Koprivnica	Vibrant Public Spaces	60,217.00
Đurđevac City Association of Disabled Persons	Adaptation and Improvement of Conditions in our Community Spaces	Đurđevac and 7 surrounding municipalities	Vibrant Public Spaces	175,000.00
Križevci Women's Forum	Counseling Center for Women and Child Victims of Domestic Abuse	Križevci	Accessible Social and Health Care	28,471.00
LCI Kalnik	Care of Protected Nature in Kalnik	Kalnik	Revitalized Natural Environment	24,000.00

**Krapinsko - zagorska County**

Association 'Zona Kumrovec'	Tabor in Tabor 2003	Kumrovec	Community-based Economic Development	64,236.00
LCI EKO Pregrada	Kunagora; Educational-Ecological -Recreational Path	Pregrada	Community-based Economic Development	20,760.00
Parents' Council POŠ Dubrovčan	Schoolyard Renovation	Dubrovčan	Revitalized Natural Environment	20,747.80
'Goku' Citizens' Association for Culture	Tabor Film Festival	Tabor	Community-based Economic Development	18,580.00

**Međimurska County**

Association Roma for Roma Croatia	Preparation of Roma Children for School	Kuršanec and Čakovec	Accessible Social and Health Care, Participatory Decisionmaking	152,615.00
Oasis 98 Selnica	Old School - Oasis for All Citizens of the Selnica Municipality	Selnica	Vibrant Public Spaces	66,210.00
Association for the Support of Children and Youth 'Smile'	CAP - Prevention of Child Abuse through the School System and Local Community	Čakovec	Accessible Social and Health Care	14,670.00
Association Roma for Roma Croatia	Extended Stay for Roma Children	Kuršanec	Accessible Social and Health Care	123,993.00
Action for Civil Transparency (ACT)	Info shop 'Tabula rasa'	Čakovec	Vibrant Public Spaces	72,034.00
Čakovec Youth Center (CeZaM)	Creating a Multi-Media Laboratory	Čakovec	Vibrant Public Spaces	32,830.00
LCI Children of Mala Subotica	Little School for the Children of Piškorovac	Mala Subotica	Vibrant Public Spaces	20,093.00

Name of NGO / LCI	Project Title	Location	Grant Tracks)	Amount (kn)
<b>Sisačko-moslavačka County</b>				
Red Cross Dvor	Emergency Window Repair	Dvor and surrounding area	Accessible Social and Health Care (Rapid Response Fund)	2,670.00
Citizens Group of the Village Brnjavac	Rebuilding of the Community Center in the Village Brnjavac	Brnjavac and Gvozd	Vibrant Public Spaces	23,300.00
Citizens Group of the Village Podgorje	Rebuilding of the Community Center of the Village Podgorje	Podgorje and Gvozd	Vibrant Public Spaces	23,860.00
LCI Happy Childhood	Happy Childhood	Sela	Vibrant Public Spaces	22,460.00
Dvor Women's Club	Little Travellers in the Dvor Women's Club	Dvor	Vibrant Public Spaces	70,380.00
Association of Agricultural Workers of Prnjavor Cuntički	Reconstruction of a Community Space in the Village of Prnjavor Cuntički	Prnjavor Cuntički settlement (Petrinja City)	Vibrant Public Spaces	24,701.00
Association for Stimulating Development and Reconstruction of the Settlement of Nova Drenčina	Equipping of the Children's Playroom "Ladybug"	Nova Drenčina settlement (Petrinja City)	Vibrant Public Spaces	43,870.00
Center for Civil Initiatives (CCI)	Community Organizing and Promoting the Establishment of a Citizens' Councils in Petrinja	Petrinja and surrounding area	Other: Community revitalization, Influential Public Education, Participatory Decisionmaking	80,000.00
"New World" City Association for the Care of Children and Youth	CHAT - Open Discussions on Thursday	Sisak	Vibrant Public Spaces, Influential Public Education	30,000.00
PET+	For Life without Addiction	Donja Bačuga	Accessible Social and Health Care	123,586.00
Association for the Promotion of Computer Use, Culture and Co-Existence (IKS)	PETRIX Creativity Center for Youth	Petrinja	Vibrant Public Spaces, Influential Public Education	49,875.00
Youth Cultural Center (KCM)	Youth Music Club "Baraka"	Kutina	Vibrant Public Spaces	29,330.00
Gvozd Women's Initiative	Preparation for School in the Gvozd Playroom	Gvozd	Vibrant Public Spaces	19,500.00
Gvozd Women's Initiative	Reconstruction of the Bridge on the Trepča River	Municipality of Gvozd	Other (Rapid Response Fund)	39,972.40
<b>Varaždinska County</b>				
Women's Club Varaždin	Education of Volunteers for Work on the SOS telephone	Varaždin City	Accessible Social and Health Care	21,630.00
Environmental NGO "Franjo Koščec"	What Can I do for my Community?	Varaždinska County	Revitalized Natural Environment, Influential Public Education	158,100.00
Association of Dystrophy Sufferers, Invalids of Cerebral Paralysis, Polio and other Disabled People of the City of Varaždin	Transportation of Disabled Persons by Van	Varaždin, Varaždinska County	Accessible Social and Health Care, Influential Public Education, Participatory Decisionmaking	175,000.00
Group of Parents of the First Elementary School in Varaždin	Let's Light Up the Area around the School	Varaždin	Vibrant Public Spaces	19,890.00

Name of NGO / LCI	Project Title	Location	Grant Tracks)	Amount (kn)
<b>Zagreb City</b>				
Catholic Association "Drop of Kindness"	Laundry-room	Zagreb	Accessible Social and Health Care	45,000.00
Cultural and Art Association "OS Odranski Obrež - Odranski Strmec"	Let's Preserve and Protect National Embroidery from Decay	Zagreb (Odranski Obrež, Odranski Strmec)	Preserved Cultural Heritage	45,044.00
Presence	Social Telecommunication Tools and 24-Hour Duty	Zagreb	Accessible Social and Health Care	127,623.00
Croatian Association of Deafblind Persons "Dodir" - Zagreb Branch	Intervenor/Interpreter-Eyes and Ears of Deaf and Blind Persons	Zagreb	Accessible Social and Health Care, Influential Public Education	127,623.00
Croatian Association for the Training of Guide Dogs and Mobility	Orientation and Mobility of Blind Persons	Zagreb	Accessible Social and Health Care, Influential Public Education, Participatory Decisionmaking	159,730.00
"Wings" Therapeutic Horseback Riding	Therapeutic Horseback Riding for Persons with Special Needs	Zagreb	Accessible Social and Health Care, Influential Public Education, Participatory Decisionmaking	170,200.00
LCI Neighborly House	Neighborly House	Zagreb (area of the former A. Medulić community council)	Vibrant Public Spaces	14,780.00
LCI Healthy School	Healthy School - Community of Nature and Human Protect our Health	Zagreb (Municipality of Novi Zagreb, Slobodina)	Accessible Social and Health Care	22,460.00
Association of Social Work Students	Renovation of the Alternative Cultural Center "Garage"	Vrbovec	Vibrant Public Spaces	30,384.00
A Small Step - Center for Culture of Peace and Nonviolence	School of Active Citizenship - for Youth and Adults 2003	Dubrava city neighborhood (Zagreb)	Vibrant Public Spaces, Influential Public Education	170,180.00
Association "Friend"	Support to Citizens in Taking an Active Role in the Community	Kozari Bok and Kozari Putevi (Zagreb)	Vibrant Public Spaces, Influential Public Education	175,000.00
"Sabirnica" Association of Computer Experts	Silent Computer Use	Zagreb	Accessible Social and Health Care	123,628.00
Association of Volunteers and Veterans of the Homeland War of Rep. of Croatia - Zagreb Branch	Computer Courses	Zagreb	Community-based Economic Development, Participatory Decisionmaking	109,731.00
LCI IgraKaZ: Initiative of Citizens and Parents of Kaptol, Zagreb	Play Without Needles	Kaptol, Zagreb	Vibrant Public Spaces	23,080.00
<b>Zagreb County</b>				
Center for Creative Work	Social and Cultural Center "Sineki"	Sesvete	Vibrant Public Spaces	82,399.74

Name of NGO / LCI	Project Title	Location	Grant Tracks(s)	Amount (kn)
Incredibly Good Institution - FADE IN	Our Community Through the Eye of a Camera	Zagreb County	Other: Promoting the activities of NGOs and citizen initiatives, Influential Public Education	182,500.00
Parents in Action (RODA)	SOS - Telephone for Breast-feeding	Zagreb County	Accessible Social and Health Care, Influential Public Education, Participatory Decisionmaking	50,390.00
Cultural and Artistic Society "Preporod" Dugo Selo	Auditorium Renovation	Dugo Selo	Vibrant Public Spaces	79,949.00
Center for Creative Work	Children's Center and Youth Club "Sinek & Good Green Girls"	Seševci	Vibrant Public Spaces	111,230.00
Agram Culture Club	School for Real Cool Guys	Zagrebačka County	Revitalized Natural Environment, Influential Public Education	32,710.00
Association for the Promotion of Citizens' Interests Hrnjanec	Renovation of a Community Space in Nespeš	Nespeš settlement (Sv. Ivan Zelina)	Vibrant Public Spaces	63,352.00
Vrbovec Youth Group (VUM)	Renovation of the Alternative Cultural Center "Garage"	Vrbovec	Vibrant Public Spaces	30,384.00
Original Folklore Group "Brčevac"	Installation of a Heating System in the Brčevac Community Center	Brčevac	Vibrant Public Spaces	28,340.00

## EASTERN SLAVONIA REGION

## Osječko-baranjska County

Red Cross Beli Manastir	Rehabilitation of Water Wells after Floods in the Podunavlje Region	Batina and Kapačevo	Other (Rapid Response Fund)	39,992.00
Slavonian and Baranian Animal Protection Society "Life"	Campaign for Salvation of Flood Endangered Wild Animals in the Podunavlje Region - Coordination with Local Authorities and the Public	Draž, Gajci, Topolje, Duboševica, Podolje and Batina	Influential Public Education (Rapid Response Fund)	19,490.00
Diabetes Association Osijek	Diabetes Prevention and Educational Program	Osijek	Accessible Social and Health Care, Influential Public Education	16,630.00
MOGU - Therapeutic Horseback Riding	Therapeutic Horseback Riding - Educational Program	Osijek	Accessible Social and Health Care	79,800.00
Portal Alfa	Computerization - A Moving Force for the Local Community	Belišće	Community-based Economic Development, Influential Public Education	60,890.00
Roma Association of the Town of Beli Manastir - Baranja	Cleanliness is Next to Godliness	Beli Manastir, Bolman, Darda and Torjanci	Revitalized Natural Environment	65,484.00
Association for Creative Development "SLAP"	Cross Team	Osijek	Community-based Economic Development, Influential Public Education	150,140.00
Compost Center Osijek	Compost Telephone	Osječko-baranjska County	Revitalized Natural Environment, Influential Public Education	79,004.00
LCI "Together" Beli Manastir	For a Nicer Children's Smile	Branjin Vrh settlement	Vibrant Public Spaces	20,260.00
Association Healthy Life	Healthy Way of Life & Prevention of Stroke and Atherosclerosis	Osječko-baranjska County	Accessible Social and Health Care, Influential Public Education	61,500.00

Name of NGO / LCI	Project Title	Location	Grant Tracks(s)	Amount (kn)
Migra Citizens' Association	I Am the Future	Donji Miholjac and surrounding area	Vibrant Public Spaces	45,620.00
Association of Sport Fishermen "Plavi--"	Healthy Life	Valpovačka Slatnica settlement, Municipality of Petrijevci	Accessible Social and Health Care	59,070.00
Osijek Youth Club	Youth for Youth	Osijek	Vibrant Public Spaces	34,870.00
Slavonian and Baranian Animal Protection Society "Life"	Stray Dogs - Health Problem? The Answer Exists!	Osječko-baranjska County	Revitalized Natural Environment, Influential Public Education	73,130.00
Environmental Association "Green Osijek"	Eco Center Zlatna Greda	Zlatna Greda (Municipality of Bilje)	Revitalized Natural Environment	150,297.00
LCI "We have to do it together"	Through Activism to Information	Antunovac	Other: Freedom of Information	2,528.81
Rangers - Caretakers of Nature	The Future of Čepin	Čepin	Vibrant Public Spaces	30,000.00
"Tuljan" Osijek Association for the Protection of Environment and Rural Heritage	Life Without Ambrosia	Osijek	Influential Public Education (Rapid Response Fund)	35,521.85

## Virovitičko-podravaska County

Association of Bee-Keepers "Lipa" Slatina	Education of Young Bee-Keepers	Voćin, Hum	Community-based Economic Development, Influential Public Education	19,700.00
Orahovica Association for Mentally Retarded Persons - "Jaglac Club"	"Jaglac Club" of Orahovica Association for Mentally Retarded Persons	Orahovica	Accessible Social and Health Care	50,394.00
Red Cross Slatina	Slatina NGO Center	Slatina	Vibrant Public Spaces	139,031.00
We Want To, We Will, and We Can!	We Can Do It	Virovitica	Accessible Social and Health Care	19,216.90
Association of Dystrophy Sufferers, Disabled from Cerebral Paralysis, Polio and other Disabled People Slatina	A Van that Means Life	Slatina and surrounding area	Accessible Social and Health Care, Influential Public Education, Participatory Decisionmaking	78,962.00
Cultural and Artistic Society "Slavonac" (KUD "Slavonac")	Our Community Center	Sladojevci (Slatina)	Preserved Cultural Heritage	56,122.00
LCI for Better Quality Life in Donji Meljani	Play is a Part of Childhood	Donji Meljani (Slatina)	Vibrant Public Spaces	16,965.33

## Vukovarsko-srijemska County

Vukovar Institute for Peace Research and Education	Vukovar United for High School Students of the City of Vukovar	Vukovar	Vibrant Public Spaces, Influential Public Education, Participatory Decisionmaking	174,330.00
Center for Creative Alternatives	Revival of old Crafts	Županja	Preserved Cultural Heritage	174,979.00

Name of NGO / LCI	Project Title	Location	Grant Track(s)	Amount (kn)
LCI Outstretched Hand	A Step Together	Berak village, Tompojevci Municipality	Community-based Economic Development	14,250.00
Association "Our Children" Mikluševci	Together in a Play	Mikluševci settlement, Municipality of Tompojevci	Vibrant Public Spaces	23,902.00
Association "Žir"	Through Creativity to Togetherness	Županja	Accessible Social and Health Care	46,147.00
Youth Peace Group "Danube"	Youth Peace Group "Danube"	Eastern Slavonia and Baranja	Accessible Social and Health Care, Influential Public Education (funds from USAID's Social Transition Dept.)	95,960.00
LCI Crossroads	Winds of Change	Vukovar	Other	14,660.00
Red Cross Vinkovci	Playground for Children in an Area Surrounded by Landmines	Markušica and Vodinci	Vibrant Public Spaces	51,000.00
Center for Ecology and Sustainable Development - Vukovar	Elimination of Ambrosia in Vukovar - 2004	Vukovar	Influential Public Education (Rapid Response Fund)	31,564.23

**DALMATIA REGION****Dubrovačko-neretvanska County**

Association "Our Children" Gruda	A Book for Everyone	Gruda, Konavle	Vibrant Public Spaces	52,600.00
Dubrovnik Center for Entrepreneurship (DCP)	INFO Center	Dubrovnik	Community-based Economic Development, Influential Public Education	141,179.00
Konavle Youth Association	Cultural-Historical Monuments are our Heritage	Konavle	Preserved Cultural Heritage	72,100.00
"Joy" Ploče - Association for Mentally Retarded People	Joy in Differences - Equality in Joy	Ploče	Accessible Social and Health Care, Influential Public Education, Participatory Decisionmaking	104,380.00
Viganj Volunteer Firefighters' Association (DVD "Viganj")	Organization of Fire Prevention on the Western Part of the Pelješac Peninsula	Viganj (Pelješac peninsula)	Revitalized Natural Environment	34,185.00
Cultural and Artistic Society "Ante Cefera"	At the Source of Smokvica	Smokvica (Island of Korčula)	Preserved Cultural Heritage	51,000.00
Eco Zone Lastovo - Save Lastovo	A Collective and Creative Place	Island of Lastovo	Vibrant Public Spaces	28,623.00

**Splitsko-dalmatinska County**

Association "Bridge"	Rehabilitation of Association Facilities	Split	Vibrant Public Spaces (Rapid Response Fund)	32,000.00
Sunce - Association of Parents of Developmentally Delayed Children	Merry Go-Round - Advancement of the Quality of Life for Children and Youth with Special Needs	Makarska	Vibrant Public Spaces	59,022.00
Wall of Love - Split	Hello, I Need Help!	Split, Splitsko-dalmatinska County	Accessible Social and Health Care, Participatory Decisionmaking	79,200.00
NGO "Bridge"	Small Counselling Center	Split	Vibrant Public Spaces	79,800.00

Name of NGO / LCI	Project Title	Location	Grant Track(s)	Amount (kn)
Association "New Life"	Field Work	Splitsko-dalmatinska County	Accessible Social and Health Care	79,028.00
Humanitarian Women's Association of the Imotski Region for Mammography	Open Telephone for Assistance to Women in Breast Cancer Prevention and Treatment	Imotski and surrounding area	Accessible Social and Health Care	55,820.00
NDA - Association for the Preservation of Croatian Culture and Heritage	Nature - Culture - Tourism Mimice Marušići 2003	Mimice and Marušići villages (Municipality of Omiš)	Revitalized Natural Environment	21,000.00
Association AKTIV - Split	Movements Towards Health	Split	Accessible Social and Health Care	64,446.00
Omiš Pensioners' Association	Quality of Life for Elderly People	Omiš and Municipality of Dugi Rat	Accessible Social and Health Care	14,840.00
Supetar Volunteer Firefighters' Association (DVD "Supetar")	Fire Fighting Equipment for Activating Citizens	Supetar, Island of Brač	Revitalized Natural Environment, Influential Public Education (Rapid Response Fund)	39,775.00
Cultural and Artistic Society "Milan Begović" Vrljika	Rehabilitation of a Movie Theatre	Vrljika	Vibrant Public Spaces	73,000.00
County League Against Cancer - Split	Making Youth Aware of the Importance of a Healthy Lifestyle	Split	Accessible Social and Health Care, Influential Public Education	39,421.00
Youth Cultural Alternative - HRAM	Culture - the Road to Self-Realization	Split	Vibrant Public Spaces	39,400.00
Split Association of Disabled Persons	Creation of the NGO's Website - Quick and Quality Information for Disabled People	Split	Accessible Social and Health Care, Influential Public Education, Participatory Decisionmaking	40,600.00
Humanitarian Association "Hands"	"Miracle" Children's Playground	Komiža (Island of Vis)	Vibrant Public Spaces	48,000.00
Club of Pregnant Women "Baby Eva"	Where Were You When the Thunder Struck?	Split	Accessible Social and Health Care, Influential Public Education, Participatory Decisionmaking	35,000.00
Sućuraj Volunteer Firefighters' Association (DVD "Sućuraj")	Enabling DVD and Bogomolje Settlement to Protect Themselves from Wildfires	Sućuraj (Island of Hvar)	Revitalized Natural Environment	41,845.00
Hepatos Split	Hepatitis in My Home	Splitsko-dalmatinska County	Accessible Social and Health Care, Influential Public Education	40,301.00
"Dege Art" Association for the Promotion of Culture, Art, Cultural and Natural Heritage	Eco Patrol on the Island of Vis	Island of Vis	Revitalized Natural Environment	31,312.00

**Šibensko-kninska County**

I Want to Go Home	Public Cistern Improvement	Radučić village, Ervenik Municipality	Revitalized Natural Environment	63,054.20
HUK - Organization for the Promotion of Humanity and Urban Culture, Knin	Time Controlling Machine	Knin	Vibrant Public Spaces	182,037.60
Woman	A Ray of Sunshine	Drniš, Oklaj	Accessible Social and Health Care	38,920.00
Drniš Local Community Council	For Our Drniš - A More Beautiful Environment	Drniš and surrounding area	Revitalized Natural Environment	19,612.84

Name of NGO / LCI	Project Title	Location	Grant Track(s)	Amount (kn)
Knin Artists' Association	Pinocchio Amateur Puppet Theater	Knin	Other	24,110.00
Association for the Promotion of Inclusion for the Area of Šibenik	Adaptation of the Space for the Creative Workshop and Counseling Center	Šibenik	Accessible Social and Health Care	21,200.00

## Zadarska County

Children/Parents Initiative Benkovac	Play Center Tintilinić	Benkovac	Vibrant Public Spaces	2,119.00
Women's Association Obrovac	Wool - a Valuable Resource as Well as an Ecological Problem	Obrovac and surrounding towns	Community-based Economic Development	70,500.00
Vihar - Association for Therapeutic Horseback Riding Zemunik Donji	Let's Help Put Smiles on Their Faces too	Zemunik Donji, Zadar	Accessible Social and Health Care	79,063.00
Croatian Academic Association of Visual Artists Zadar	Environmental - Visual Art Action WasteArt	Island of Ugljan (Kali and Ugljan settlements) and Dugi otok (Božava and Sali)	Revitalized Natural Environment	18,240.00
Muškovci Citizens' Initiative	Renovation of a Local Path in Muškovci	Muškovci (Obrovac)	Revitalized Natural Environment	8,534.00
Citizens' Initiative "Una"	Children's Park	Donji Srb	Vibrant Public Spaces	23,764.00
LCI Let's Start off Together	Encouragement of Socializing and Interpersonal Confidence	Gračac	Accessible Social and Health Care	10,800.27
Association of Olive Growers Mala Rava	Olive Oil Production	Mala Rava (Island of Rava)	Community-based Economic Development	98,133.00
Mountain Rescue Service - Zadar Station	Revitalization of the Zadar Mountain Rescue Station	Zadar and Zadar County	Revitalized Natural Environment	48,251.00
SLDGA - Association of Iž Inhabitants and Friends of Iž	Renovation of House of Culture - Carpentry Work	Veli Iž (Island of Iž)	Vibrant Public Spaces	80,000.00
Croatian Ornithological Society	Saving a Colony of Pygmy Cormorants and Purple Herons in the "Vransko Lake" Nature Preserve	Vransko Lake area	Revitalized Natural Environment, Influential Public Education	40,000.00
Eco Smitčić - Smitčić	My School, My Garden	Novigrad, Posedarje, Pridraga, Poličnik, Ražanac, Starigrad and Obrovac	Revitalized Natural Environment (Rapid Response Fund)	37,405.00
Cultural and Artistic Society "Branimir" Nin	Renovation of the House of Culture	Nin	Vibrant Public Spaces	50,000.00
Parents of Children from Kruševo	Let's Protect Children from Bad Weather	Kruševo	Other	18,108.00
Association of the Rebuilders of Gornji Karin	Community Action Towards a Better Karin	Gornji Karin	Vibrant Public Spaces	49,967.00
Association for Children, Youth and Parents "Tintilinić"	Tintilinić - Communication Center for the Youth of Benkovac	Benkovac	Vibrant Public Spaces	27,834.00
Eco Zadar	Green Telephone	Zadarska County	Revitalized Natural Environment, Influential Public Education	10,430.00

## ISTRIA, PRIMORJE &amp; LIKA REGION

## Istarska County

Association "Our Children" Pula	Open Telephone - a Line of Friendship and Help for the Realization of Children's Rights	Pula	Accessible Social and Health Care	76,850.00
Scout Union Pula	Scout's School in Nature "Amazing Woods"	Pula	Accessible Social and Health Care	105,900.00

Name of NGO / LCI	Project Title	Location	Grant Track(s)	Amount (kn)
Association for the Promotion of Amateur Sport	Sport is for Everyone	Pula	Accessible Social and Health Care	43,992.00
Youth Association "BUM" Buzet	Volunteer Camp Buzet 2003	Buzet	Vibrant Public Spaces	33,437.00
HEKI Citizens' Association	Rehabilitation of Community Spaces in the Old School Building in Heki	Heki settlement (Pazin)	Vibrant Public Spaces	68,660.00
City Association of Pensioners - Pazin	Where the Elderly Aren't Satisfied, Neither Are Youth Happy	Pazin	Vibrant Public Spaces	38,500.00
ZUM Organization for Encouraging Employment and Professional Improvement of Young Educated People	Youth City Council of the City of Pula	Pula	Vibrant Public Spaces, Influential Public Education, Participatory Decisionmaking	19,860.00
Cultural and Artistic Society "Mate Balota"	Construction of a Summer Stage	Rakalj	Preserved Cultural Heritage	40,000.00
LCI Manjadvorci	Renovation of a Community Center in the Settlement of Manjadvorci	Manjadvorci	Vibrant Public Spaces	24,000.00
Association "Our Children" Umag	Skate Park	Umag	Vibrant Public Spaces	60,700.00
Initiative of Parents of Children from Rupa, Lipa, Sapjane, Pasjak and Brce	A Beautiful Playground for a Happy Childhood	Rupa	Vibrant Public Spaces	21,700.00
Kolinka Hunters' Association	Renovation of a Community Space	Gračiće	Vibrant Public Spaces	50,810.00

## Ličko-senjska County

STIPINOVAČ, Association for the Promotion of Water Supply and Ecology	Give Them a Drink!	Vrelo	Revitalized Natural Environment	11,870.00
Municipality of Donji Lapac Red Cross	Red Cross Children's Playground	Donji Lapac	Vibrant Public Spaces	52,263.00
Caretakers of the Krasno Hearth	School of Forgotten Knowledge	Krasno	Preserved Cultural Heritage	34,960.00
LCI "Biserica" Udbina	Setting up of a Children's Playground	Udbina	Vibrant Public Spaces	20,000.00
LCI Igralino	Adaptation of a Children's Playground	Donji Lapac	Vibrant Public Spaces	18,312.00
Women's Handball Club "Senia"	I Love my City	Senj	Revitalized Natural Environment	35,000.00
Banica: Society for Revitalization of Cultural and Natural Heritage	Children's Park	Lovinac	Vibrant Public Spaces	25,450.00
LCI Merry-Go-Round	Renovation of a Children's Playground in Brinje	Brinje	Vibrant Public Spaces	18,426.00

## Primorsko-goranska County

Association "Our Children" Opatija	More than a Game	Opatija	Vibrant Public Spaces	95,060.83
Serbian Cultural Society "Education" Rijeka Office	Care, Protection and Promotion of Cultural Treasures and Heritage - Opening of a Library and Reading Room	Rijeka	Preserved Cultural Heritage	63,200.00
SPIRIT	Creative Kitchen	Rijeka	Vibrant Public Spaces	53,530.00
Association Terra Rijeka	Project Field Work and Counseling Center	Rijeka	Accessible Social and Health Care, Influential Public Education	185,000.00

Name of NGO / LCI	Project Title	Location	Grant Tracks	Amount (kn)
Vrbnik Cultural Association "Frankopan"	Trajna, Ni-na, Ne-na	Vrbnik, Island of Krk	Preserved Cultural Heritage	23,122.00
Croatian Reading-room Draga	My Cyber World of Draga	Rijeka (Vicinity of Draga)	Vibrant Public Spaces	53,634.00
Association for Healthy Life and Healthy Nature "TRBUHOVICA" Cabar	Construction of a Recreational Path in the Vicinity of Prezid	Vicinity of Prezid, Town of Cabar	Community-based Economic Development	72,005.00
Environmental Association "Zmergo"	Composting in the Local Community	Opatija and surrounding municipalities	Revitalized Natural Environment	80,000.00
"Medun" Association of Bee-Keepers	Bee-Keeping for All of Us	Delnice and surrounding municipalities	Community-based Economic Development	4,600.00
Kastav Association of Pensioners and Elderly People	Improving the Quality of Life and Caring for Health	Kastav	Accessible Social and Health Care	33,724.00
Association for the Protection of Children from Mistreatment and Negligence "Tic"	Tic - Counseling and Mentor Support	Rijeka and Primorsko-goranska County	Accessible Social and Health Care	40,750.00
Association Terra Rijeka	Youth Educating Youth - Memo AIDS in Primorsko-goranska County	Primorsko-goranska County	Accessible Social and Health Care, Influential Public Education (funds from USAID's Social Transition Dept.)	162,050.00
"Line" Opatija	Weekend Base	Opatija	Vibrant Public Spaces	28,800.00
Eco-center Caput Insulae - Beli	Assistance to the Local Community in Caring for Nature and Tradition	Island of Cres	Community-based Economic Development	122,897.00
Little and Big for the Environment of Kastav	Let's Beautify and Advance the Environment of the Kastav School and Footpath of the Lužina Forest	Kastav	Revitalized Natural Environment	17,636.40
Kamenjak Mountaineering Association	Conversion of the "Frbežari" Mountain House into a Mountain Home	Tršće, Municipality of Cabar	Vibrant Public Spaces	80,000.00
Association RUTA Cres	Sheep's Folly	Island of Cres	Community-based Economic Development	35,242.00
Association for Therapeutic Horseback Riding "Pegaz" Rijeka	Therapeutic Riding for Children with Special Needs of the City of Rijeka and its Surrounding Area	Rijeka and surrounding area	Accessible Social and Health Care	107,050.00
Initiative of the People of Garić	Completion of a Children's Playground	Garić (Viškovo)	Vibrant Public Spaces	20,850.00
LCI of Parents of Preschool and School Children from Veli Brgud	A Prettier Playground for a Prettier Child's Smile	Veli Brgud (Jurđani)	Vibrant Public Spaces	23,697.39
LCI An Improved Environment Improves People	Benches for Resting and Learning in the Schoolyard	Rijeka	Revitalized Natural Environment	12,800.00
"ARTeria" Delnice Youth Association	Small Room 2004	Delnice	Vibrant Public Spaces	19,900.00
Adriatic Skipper Association	Animation and Recreation through Sailing for Deaf and Hearing Impaired Persons	Island of Lošinj, Rijeka	Accessible Social and Health Care	47,250.00
Association of Tenants and Co-Owners of Apartment Buildings of the City of Rijeka	Elevator	Rijeka	Influential Public Education, Participatory Decisionmaking	29,900.00
Initiative for Renovation of Our Space (Trtni)	Let's Renovate the Playground	Trtni	Vibrant Public Spaces	23,525.00
LCI Dobrinj is a Beautiful City	Fixing up the Public Space at the Entrance to Dobrinj	Dobrinj (Island of Krk)	Environmental Projects	19,279.88

## APPENDIX III Partners for Local Initiatives

CroNGO's Partners for Local Initiatives (PLIs) are three regional Croatian NGOs that worked in partnership with AED to implement the CroNGO Small Grants Program and serve as NGO and community resources. Association MI, SMART and Organization for Civil Initiatives (OGI) were selected as PLIs through a competitive process in June 2002. Each partner organization covered a different region of Croatia.



In their role as co-implementers of the CroNGO Small Grants Program, PLIs provided a broad range of support services to NGOs and unregistered local citizens' initiatives working at the community level. Specific PLI responsibilities in their geographic regions included:

- Assisting interested community groups and NGOs to identify priority needs within their communities,
- Providing technical assistance to interested applicants on project and proposal development,
- Organizing and facilitating the regional proposal review process,
- Mentoring organizations in project implementation and monitoring projects in cooperation with AED,
- Conducting quarterly subgrantee meetings to share experiences and increase networking opportunities, and
- Promoting communication and cooperation between NGOs/ civic groups and local government, businesses and media.

Partners for Local Initiatives will extend their partnership with AED in the second phase of the CroNGO program, serving as the Regional Partners in the Community Partnership Program, and further strengthening their regional NGO support services and grant-making skills.

## ■ ■ ■ APPENDIX IV Partners for NGO Sector Sustainability: Program Achievements

CroNGO's Partners for NGO Sector Sustainability (Sustainability Partners) were 9 well-established NGOs with proven records of influencing the development of civil society in their area of expertise and the skills, reputation and experience needed to be at the forefront of NGO sector development in Croatia. They work throughout the country and represent different NGO sub-sectors, such as women's issues, human rights, health and social care.

Sustainability Partners were awarded from \$90,000 to \$100,000, to implement 2-year programs composed of Core Projects, NGO Sector Support Action Plans and Training and Development Plans. Core Projects supported the implementation of programs and activities that advanced the sub-sectors in which Sustainability Partners worked. Action Plans were aimed at developing the NGO sector in general by increasing support and understanding of NGOs among the public, business, media and government. Finally, Training and Development Plans allowed for the continuous development of operational, financial and human resource management capacity of individual Sustainability Partners.

### *B.a.B.e.* B.a.B.e., Zagreb Subsector: Women's Issues

**Core Project:** B.a.B.e. strengthened the Women's Issues sub-sector by providing capacity building and technical assistance to the Women's Network of Croatia, consisting of more than 40 organizations, as well as core groups of women leaders in Zadar and Šibenik.

**Action Plan:** B.a.B.e. worked with CESI to change the public perception of NGOs. B.a.B.e. began by training 17 organizations on media, public relations and campaign planning. A joint campaign, called GRAK, was then organized by over 40 organizations to increase the visibility of NGOs.



**Center for Counseling and Education of Women (CESI), Zagreb**  
**Subsector: Women's Issues**

**Core Project:** CESI developed the leadership skills of 19 women from NGOs, local government and the business sector through an intensive training program. Participants have organized more than 30 various events with the participation of over 350 people since the training. To continue promoting the development of women's leadership, CESI published the Women's Leadership Manual, which will serve as a tool for future women's leadership programs.

**Action Plan:** CESI worked with B.a.B.e. to change the public perception of NGOs. CESI began by training 14 organizations in advocacy. Please see the description above under B.a.B.e.'s Action Plan for more information on the joint campaign that followed.



**Center for Peace, Non-violence and Human Rights (CPO), Osijek**  
**Subsector: Peacebuilding**

**Core Project:** CPO developed and implemented a training-of-trainers program for 40 participants in four different topics – Volunteerism in Peace and Community Building, Mediation in the Community, Non-Violence, and Trauma and Self-Help for War Veterans. All four of these programs resulted in the publication of comprehensive training manuals, which will be valuable resources for peace and community building practitioners and trainers throughout Croatia.

**Action Plan:** CPO worked with other local stakeholders to develop a community foundation in Osijek, beginning with a feasibility study. The study was conducted in collaboration with Odras and Ri-centar, who completed similar assessments in Hvar, Krapina, and Rijeka. Following the study, an Advisory Board was formed, which has already developed and identified a vision, basic values, beneficiaries, strategic areas of work, and an action plan for registering and starting a local community foundation in Osijek.



**Children First, Zagreb**  
**Subsector: Children's Issues**

**Core Project:** Children First empowered socially deprived children and their mothers by organizing children's playgroups,

mothers' help groups and monthly meetings in the multiethnic suburbs of Velika Gorica and Velika Mlaka. They also published a manual – "To School through Play II" – which describes techniques and steps in organizing playgroups for socially deprived children.

**Action Plan:** Children First worked to establish a long-term working relationship with the Ministry of Education and Sport through the creation of an informal network of NGOs working on children issues, which continues to meet and prepare joint positions towards government institutions. As a result of these efforts, the Ministry of Education organized an operational body to cooperate with NGOs, and established the Committee for Developing Cooperation with the NGO Sector, consisting of both NGO and Ministry representatives.



**Club of Women Suffering from Breast Cancer, Split**  
**Subsector: Health**

**Core Project:** The Club of Women Suffering from Breast Cancer worked to increase the quality of health protection in local communities throughout Croatia by strengthening the capacity of the Network of Clubs of Women Suffering from Breast Cancer, as well as the five most advanced Clubs within the Network. The activities carried out by the Club from Split assisted the Network in making plans for joint lobbying and advocacy initiatives for better prevention and early detection of cancer through the health care system.

**Action Plan:** The Club of Women developed models and pilot projects for NGO-government collaboration on the local level in 5 selected communities through a series of workshops on cross-sectoral cooperation and collaboration.



**Croatian Helsinki Committee for Human Rights (HHO), Zagreb**  
**Subsector: Human Rights**

**Core Project:** HHO continued their work in direct human rights protection, assisting over 1,500 individuals with legal problems related to citizenship, status, property, and retirement. HHO also organized regular meetings among human rights organizations to develop common positions for lobbying the government. In particular, through collaboration with the Croatian Law Center, Croatian Journalists Association and Transparency International, HHO initiated a

process to draft a Freedom of Information Act (FOIA), and carried out a public campaign called the "Public Has the Right to Know" to adopt this law. Sixteen organizations were involved in the comprehensive lobbying efforts that led to the adoption of FOIA by the Croatian Parliament in October 2003. HHO continued coordinating lobbying efforts to implement FOIA through highly visible campaigns that benefited from significant media coverage.

**Action Plan:** HHO worked to improve cooperation between the NGO sector and the government. As a final product, HHO published a manual on strategies and approaches of developing collaboration with and influencing government institutions.



### MiRTa, Split Subsector: Social Care

**Core Project:** MiRTa's key activities included maintaining a hotline for victims of child abuse and domestic violence and managing the Counseling Center. MiRTa also reactivated the National Team for the Prevention and Treatment of Child Abuse, bringing members together for the first time to create a platform for influencing government policy on the prevention of child abuse.

**Action Plan:** MiRTa organized training for 11 smaller social care organizations on how to collaborate with local government and the media, as a result of which many of the trained organizations improved their relationships with these sectors. To share these experiences with other NGOs, MiRTa prepared a publication titled "Cooperation of NGOs with Local Government and Local Media" that shares practical skills needed to develop collaboration and communication with government institutions working in social care and local media.



### Odras, Zagreb Subsector: Community Development

**Core Project:** Odras promoted community development by building and developing the capacity of active community leaders. Thirty-five community leaders were trained in collaboration with the training organization Smart and supported in developing and implementing community projects after the training. Since the training, participants have organized over 20 workshops and community actions involving over 1,500 people from eight different communities. Odras also established a Community Development Coordination Network and published a training manual on community mobilization.

**Action Plan:** ODRAZ promoted the development of community foundations in Croatia in cooperation with Center for Peace Osijek and RI-CENTAR. ODRAZ prepared the unified feasibility questionnaire and research methodology that all three organizations used, and conducted feasibility studies in Hvar and Krapina. A joint publication that explores the possibilities for developing local community foundations in Croatia, including the results of all four studies, was published by Odras in October 2004. ODRAZ also helped establish a working group that has developed initial fundraising and outreach plans for a community foundation in Hvar.



### RI-CENTAR, Rijeka Subsector: Civil Society Development

**Core Project:** RI-CENTAR's efforts led to the adoption of a Charter of Cooperation between NGOs and the City of Rijeka that standardizes procedures for collaboration between the two sectors. In order to develop the Charter, RI-CENTAR organized meetings of a task force and plenary sessions of local NGOs and lobbied the city on behalf of the NGO sector. The Charter was adopted by Rijeka's NGOs at the third NGO Plenary in May 2004 and by the City of Rijeka in November 2004. RI-CENTAR also promoted volunteerism by recruiting new volunteers and identifying institutions and organizations that could benefit from their help. These activities resulted in placing 477 individual in appropriate volunteer positions.

**Action Plan:** RI-CENTAR worked with other local stakeholders to develop a community foundation in Rijeka, beginning with a feasibility study. The study was conducted in collaboration with Center for Peace Osijek and Odras, who completed similar assessments in Osijek, Hvar, and Krapina. Following the study, RI-CENTAR established an advisory board to further explore possibilities of establishing a community foundation in Rijeka.

## ■ ■ ■ APPENDIX V

### Networks Supported by Partners for NGO Sector Sustainability



ODRAZ's community development manual

Networks provide valuable mechanisms through which NGOs can share information and skills and more effectively influence policy change. CroNGO support has contributed to developing or strengthening seven key NGO networks in Croatia:

#### ■ **Network of Clubs of Women Suffering from Breast Cancer**

Representatives of 25 Clubs of Women Suffering from Breast Cancer from around Croatia received training and technical assistance through a capacity building program implemented as a part of the Club of Women Suffering from Breast Cancer in Split's CroNGO supported project.

#### ■ **Community Development Coordination Network**

Over 60 individuals working on community development throughout Croatia including representatives of government, NGOs and institutions, have joined together as part of the Community Development Network initiated by ODRAZ through their CroNGO supported project.

#### ■ **The National Team for Prevention and Treatment of Child Abuse**

Through MiRTa's project, seven Croatian Teams for Prevention of Child Abuse met for the first time on a regular basis to discuss joint approaches for collaboration with government and plans for their own future cooperation.

#### ■ **The Women's Network of Croatia**

With CroNGO support, B.a.B.e. provided training and information technology development support to the Women's Network of Croatia, which includes over 40 women's NGOs from around the country.

#### ■ **Health Interest Group from Split**

With support from CroNGO, the Club of Women Suffering from Breast Cancer Split, this group of 17 NGOs covering

different aspects of health care in the Split region has met regularly to develop a shared strategic plan and a platform for a joint approach to the government regarding the provision of health and social services by NGOs.

#### ■ **Informal Network of Human Rights Organizations**

As part of the CroNGO project implemented by Croatian Helsinki Committee, over 10 organizations focused on human rights in Croatia met on a regular basis to form joint positions and lobby government on pressing human rights issues from property and workers rights to environmental issues.

#### ■ **Informal Network of Children's NGOs**

In an effort to develop more viable strategies of communication and collaboration with government institutions, primarily those dealing with education, 25 organizations have joined the informal network of NGOs working with children initiated by Children First through their CroNGO supported project.

## APPENDIX VI Publications, Resources and Tools

### Sector Development



- **Quality Assurance System for NGOs** – AED tested and developed this important tool which allows NGOs to comprehensively conduct organizational self-assessments and introduce internal improvements in 12 management areas on a regular basis without the expense of outside evaluators.



- **Community Based Booklet Series** – AED produced this series of three booklets to assist community groups in activating citizens, engaging media (produced in cooperation with GONG), and mobilizing local resources.



- **Corporate Social Responsibility Research** – In cooperation with The Prince of Wales International Business Leaders Forum in the UK, and MAP Consulting in Croatia, AED supported and published comprehensive research on corporate social responsibility best practices in Croatia, one of the first of its kind in the country.

CroNGO's series of booklets for community-based organizations

- **Step-by-Step to a Successful Project Proposal** – This book, produced by SMART, covers key aspects of planning and writing a project proposal.
- **About Volunteer Work** – Building off of their extensive knowledge and experience, Association MI's manual provides practical information for organizations on how to manage volunteers and information for volunteers on what they should know about volunteering.
- **Develop Your Community: Empowerment for Change** – Resulting from their own experience this publication, developed by ODRAZ, offers an overview of skills needed to engage in effective community work, as well as theoretical premises for community development, and case studies from Croatia and abroad.

- **Possibilities of Developing Local Community Foundations in Croatia: Feasibility Study** – Focusing on four pilot communities (Hvar, Krapina, Osijek, Rijeka) this publication produced jointly by ODRAZ, Center for Peace and RI-CENTAR explores possibilities and provides advice for developing local community foundations in Croatia.
- **NGO-Government Collaboration** – This manual, produced by the Croatian Helsinki Committee, provides strategies and approaches for developing collaboration and exerting pressure on government institutions to bring about desired change.
- **Cooperation of NGOs and Local Government and Media** – This publication resulting from MiRTa's training and capacity building sessions for small social care organizations, provides practical skills needed to develop collaboration with local government and government institutions working in social care, as well as how to effectively communicate with local media.
- **Guide for Inter-sectoral Cooperation** – Developed and produced by Association SLAP from Osijek, this guide focuses on how to build effective cooperation between NGOs, local government, local businesses and others.

### Specific Programmatic Areas



CESI's Women and Leadership manual

- **Women and Leadership** – Prepared as a result of CESI's two-year training and mentoring program of 20 women throughout Croatia, this manual offers a theoretical framework and examples of women's leadership and activism in Croatia, as well as a training curricula for women's leadership.
- **Peace Building and Non-Violence Publications** – Five important publications in peace building and non-violence were developed by the Center for Peace, Non-violence and Human Rights in Osijek, as a result of their four cycles of TOT trainings: "Volunteerism in Peace and Community Building", "Mediation in the Community", "Mediation: Dealing with Conflict", "Trauma and Self-Help: Manual for Working with War Veterans" and "Peace Lovers: Manual for Peace Education". These

publications offer a comprehensive overview of approaches that can be taken when engaging in peace and community building, as well as of skills needed for work in war affected areas, and serve as a new and valuable resource for trainers and community developers throughout Croatia.

- **To School through Play II** – Based on their significant experience, this workbook produced by Children First as a follow-up to 'To School through Play' published in 2000, contains a variety of techniques for working with socially deprived children. Those two handbooks together clearly describe all important steps for organizing and implementing playgroups for socially deprived children.
- **How to Act when Approaching a Blind Person** – Prepared by the Croatian Association for the Training of Guide Dogs and Mobility as part of a CroNGO Small Grant, this booklet provides information for citizens on how to correctly approach a visually impaired person.
- **Let's Communicate Differently** – Produced by Association DODIR this booklet presents information on how to effectively communicate with hearing and visually impaired persons.

**Photos on front cover  
(from left to right):**

Association «Zona Kumrovec»,  
Tabor

Croatian Association for the  
Training of Guide Dogs and  
Mobility, Zagreb

Eco-center *Caput Insulae* – Beli,  
Island of Cres

**Photos on back cover  
(from left to right):**

Association for Healthy Life and  
Healthy Nature "TRBUHOVICA",  
Čabar, Prezid

Association Roma for Roma  
Croatia, Krušanec (Čakovec)

Association RUTA Cres, Island of  
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