



**Save the Children**

UK

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29 January 2009

**Subject:** Submission of the **Final Performance Report** for the project "Promotion and Development of Alternative Forms of Care for Children Deprived of Parental Care in Bosnia and Herzegovina", **USAID Award: 168-A-00-04-00109-00**

Dear Emir

Please find enclosed Save the Children UK's *Final Performance Report*, covering the entire period of the project implementation, from 2 July 2004 until 31 October, 2008.

The report includes the final narrative report with related annexes, as follows:

Annex 1: Final financial status report

Annex 2: Final evaluation report

Annex 3: Strategic plan for development of Fostering Network "BH Familija"

Annex 4: NGO final progress reports:

Annex 4.1: Final narrative report Asocijacija prosperiteta

Annex 4.2: Final narrative report Topeer

Annex 4.3: Final narrative report Altruist

Annex 4.4: Final narrative report Budućnost

Annex 4.5: Final narrative report Žena BiH

Annex 4.6: Final narrative report Medica

We would like to take this opportunity to thank USAID for the valuable assistance provided to our team throughout the project development and implementation.

Thanks to the generous support of the American people through USAID, Save the Children UK succeeded in raising public awareness about the importance of growing up in a family, reducing the number of children in institutions, and laying the legislative foundations for further development of alternative forms of care for children deprived of parental care.

Sincerely,

A handwritten signature in blue ink, appearing to read 'M. Yanakieva'.

**Margarita Yanakieva Yordanova**

SEE Programme Manager

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CC: 1. Clement Bucher, Regional Agreement Officer, Controller's Office  
2. USAID Development Clearinghouse, Document Acquisitions



SAVE THE CHILDREN UK  
Bosnia and Herzegovina Programme

PROMOTION AND DEVELOPMENT OF ALTERNATIVE FORMS OF CARE  
FOR CHILDREN DEPRIVED OF PARENTAL CARE  
IN BOSNIA AND HERZEGOVINA

USAID Award: 168-A-00-04-00109-00

Final Project Performance Report  
Project Period: July 2, 2004 – October 31, 2008.

Prepared for United States Agency for International Development - USAID

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The SC UK views expressed in this report do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

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## ABBREVIATIONS

For the convenience of the reader, abbreviation references used in this and earlier reports are included in the following list:

|              |  |
|--------------|--|
| Association  | Association of Foster Parents  |
| BD           | Brčko District   |
| BiH          | Bosnia and Herzegovina   |
| ChDPC        | Children Deprived of Parental Care   |
| CSW          | Centre for Social Work   |
| FBiH         | Federation of Bosnia and Herzegovina   |
| FF           | Foster Families  |
| GDP          | Gross Domestic Product   |
| HHC          | Hope and Homes for Children  |
| HNC          | Herzegovina Neretva Canton   |
| Institutions | Institutions for placement of Children Deprived of Parental Care (Children's' Homes) |
| MoSW         | Ministries of Social Welfare   |
| RS           | Republika Srpska   |
| NGO          | Non-Governmental Organisation  |
| SC UK        | Save the Children United Kingdom   |
| SOTAC        | Credit for Social and Technical Assistance   |
| TC           | Tuzla Canton   |
| UNICEF       | United Nations Children's Fund   |
| USAID        | United States Agency for International Development                                   |
| ZDC          | Zenica Dobož Canton  |
| USC          | Una Sana Canton  |
| WB           | World Bank   |

This is the Final Project Performance Report under the USAID Cooperative Agreement: 168-A-00-04-00109-00, covering the period from July 2<sup>nd</sup> 2004 until October 31<sup>st</sup> 2008.

## 1. Introduction & background

SC UK has been working in Bosnia and Herzegovina (BiH) since 1996, focusing on realisation of the rights of children across the country in two thematic areas: child protection and inclusive education. Key focus of SC UK's work in child protection has included (i) development of the programme to strengthen systems of alternatives to institutional care for children deprived of parental care, including the development of the National Policy on Protection of Children Deprived of Parental Care, (ii) strengthening the administration of the juvenile justice system in line with international standards and development of the National Strategy against Juvenile Offending, (iii) development and implementation of quality standards in planning and monitoring of child protection services by CSWs.

As a result of war in Bosnia and Herzegovina (BiH), the number of children without parental care has increased, the biggest concentration living in the Tuzla Canton (TC). The need for the development and introduction of new models of work in the field of social work, child protection and care, particularly the development of alternative forms of care such as fostering, as well as the development and introduction of professional standards, has been widely recognised. A UNICEF study, supported by USAID, has revealed an increase in the number of institutions in BiH in the post-war period and the need for development of alternative forms of care for children deprived of parental care. The same study provided the most accurate data on this category of children, estimating the number of children deprived of parental care in BiH to be around 3500, 1130 of whom have been placed in institutional care.

The social protection of children in Bosnia and Herzegovina is a complex mixture of the pre-war inheritance, weakened capacities of duty bearers conflicting with increasing and changing typology of post-war and transition-related problems addressed by them, incoherent financing mechanisms which, in all parts of the state, have one thing in common – inadequate distribution of funds, with social protection cash transfer system heavily dominated by measures to protect war veterans: transfers to child protection are almost 10 times lower in FBiH and almost 6 times lower in the RS, compared to transfer payments to war veterans<sup>1</sup>. The country GDP, being one of the lowest in the region, does not provide for adequate financing of social protection in absolute amounts, although the investments from GDP (1% and 1.1% at entity level respectively) make a regional average. Current political situation in the country, further complicated by the complex administrative structure, does not facilitate smooth reform processes, while differences and distances between those are not becoming any narrower, thus placing an obstacle to the shared vision of the country's child protection system. Pace of reforms is different in different parts of the country, and instead one acting as a steer to speeding another's development this creates even larger gap. The influence of the international community's presence is obvious; however the approach has been too fragmented for a long period of time, and thus the changes they brought differ in type and volume, depending on level of the particular influence. A number of contemporary child-focused initiatives have been developed through project work by different organisations (both local and international); however, those rarely become integrated into the system despite full policy compliance.

Complexity of the situation poses an extreme burden on practice, where changes are slow and significantly remain behind both the established reform plans and developments in this field in neighbouring countries. CSWs, as primary duty bearers, due to a massive administrative workload, further complicated by ineffective organisational structure and inefficient organisation of the work, do not invest adequately in actual professional work with children and their families. Data collection and analysis are not consistent, despite extensive investments by the World Bank only some years ago.

A model of foster care has been developed in TC in partnership with the TC Ministry of Labour and Social Policy, Centres for Social Work and the TC Foster Parents' Association. Significant interest was generated in this initiative among policy makers, professionals and other agencies across BiH. Within the *Promotion and Development of Alternative Forms of Care for Children Deprived of Parental Care in Bosnia and Herzegovina* project, the Tuzla Canton model of fostering and child protection was further developed and shared widely with professionals and policy makers across BiH, thus influencing policy and practice in this specific field and in social and child protection in general.

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<sup>1</sup> Social Inclusion in Bosnia and Herzegovina, National Human Development Report, UNDP, 2007

## 2. Executive Summary: Agreement's Accomplishments and Recommendations for Additional Assistance

SC UK's work on promotion of alternatives to institutional care for children without adequate parental care, initiated in 1996, has resulted in increased capacities of governmental social services, developed model of fostering for use in Bosnia and Herzegovina, as well as development of policies and practices in the field of child and social protection which are grounded in children's rights. SC UK activities in the field of child protection started in Tuzla Canton and subsequently on the basis of the good practice and experiences extended to three other regions in the country (Zenica-Doboj Canton, Herzegovina-Neretva Canton in FBiH and Doboj region in RS), in addition to Brčko District and Una-Sana Canton. Activities were also utilised to inform national level policy and legislative framework development.

*Main agreement's accomplishments include:*

- Development, piloting and promotion of a comprehensive fostering model for use in Bosnia and Herzegovina, as one of alternative forms of care for children deprived of parental care. 66 foster families have been recruited, prepared and trained, with 30 children deprived of parental care placed in newly recruited foster families.
- Capacity of social and child protection professionals developed in relation to work with families, protection of children deprived of parental care, foster care and case management.
- Technical resources for social and child protection professionals developed: standard training package for foster parents and publication of the trainers' manual; assessment of foster families guide for professionals.
- Strengthened and standardised social protection services through the development, publishing and piloting of Standardised Professional Instruments for use by CSWs in BiH for all categories of social and child protection beneficiaries (in use of more than 40% of BiH CSWs day-to-day practice).
- Fostering promotional materials developed supporting public awareness-raising and advocacy activities (brochures, posters, leaflets).
- Uniform fostering standards for Bosnia and Herzegovina in the form of by-law<sup>2</sup> and framework for fostering developed.
- Supported establishment and development of an Association of Foster Parents of Tuzla Canton, an effective advocate for issues faced by children deprived of parental care and their families.
- Support to establishment of the BiH Foster Association Network, the first of this kind in the region.
- Municipal action plans in three project locations (Doboj, Mostar and Zenica) developed and piloted along with the provision of mixed welfare community based child protection services for children deprived of parental care or at risk of separation.
- Six NGO grants awarded to support piloting of community-based services for children and families at risk in partnerships with CSWs in three pilot locations (Doboj, Mostar and Zenica).

Currently 17 operational institutions for children deprived of parental care represent a 3.5 time increase in comparison to the 5 existing before the war, while the establishment of the 18<sup>th</sup> (in Central Bosnia Canton) is currently on the way. Procedures of adoption of children are rather slow and, in some aspects quite restrictive, while still providing environment for international adoptions (exact data is almost impossible to establish). The main reasons for placement of children in residential care include ill-functional family or family breakdown, poverty, child neglect and/or abuse. Due to inadequately developed and supported system of family care the phenomenon of favouring residential care occurs throughout the country. Additionally, having institutions as a 'traditionally accepted' environment for children deprived of parental care, the financial investments and support they receive from both the government and the international organisations is significantly high. With a considerable lack of early identification and prevention interventions within the local community as well as lack of various forms of family support, currently over 1,000 children deprived of parental care are placed in residential care<sup>3</sup>.

Although the child protection strategic orientation, as provided by all relevant policy documents of Bosnia and Herzegovina, undoubtedly prioritises family and community based forms of care for the most vulnerable categories of children and children at risk, institutional placement is still favoured *in practice*. Data related to children deprived of parental care for the period

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<sup>2</sup> Formalisation of bylaws is subject to the adoption of new social protection laws.

<sup>3</sup> According to incomplete data there are 1,056 children deprived of parental currently placed in institutions. Over 500 children more are placed in specialised institutions for children with disabilities (BHAS).

2000-2005<sup>4</sup> showed the decrease of 44.5% in number of children placed in a foster family, in comparison to an increase of 14% in the number of institutionalised children.

Foster care in the country mainly relies on kinship care (estimated more than 95%, and in some areas of the country up to 99% of fosterers are extended families). Institutional placement of children deprived of parental care is favoured even in those areas of the country where fostering has been promoted and developed. In Tuzla Canton only, 2007 data showed that 35 children were placed in institutions (increase of 15.6%), including multiple examples of placement of children under three, without a single placement in any of the 30 instantly available foster families.

Through the programme interventions, significant programme management and technical capacity has been developed and utilised within the SC UK programmes. Due to the extensive experience in the area of child protection practice and policy development and reform, SC UK is uniquely positioned to recommend and continue working on further development of child protection system and services, in cooperation with children, their families and communities, social protection practitioners and policy makers, and civil sector organisations.

*Specific recommendations for the future assistance could be compiled and presented around following areas:*

- New model of work demands new organisation of work, i.e. establishment of permanent practice of needs assessment for all households in the community, creating up-to-date 'social analysis', which would further serve for development and implementation of **prevention programmes, adequate planning of social and child protection and identification of risk groups for treatment and support.**
- Introduce forming of **specialised services** (eg. for work with children deprived of parental care, work with older persons, persons with impairments, etc.). These services could be organised on the local level, inter-municipal or regional level, and introduce social work in community (i.e. 'community social worker') enabling access to professional services, support and assistance to beneficiaries in their communities/homes. In this way, professional social work would be *separated* from administrative work **enabling quality of care and adequate monitoring of the improvements.**
- Introduce **permanent education of social workers** aiming at increasing quality of care through raising professional capacities. Mentorship of *senior* social workers should be formally introduced. Such programmes should be closely developed in cooperation with Faculty for Social Work.
- Introduce **supervision for social workers** – both of performance and quality of services provided to beneficiaries as well as for purposes of preservation of professionals' mental health.
- Advocate and lobby for **transformation (*de-institutionalisation*) of institutions and promotion of fostering** on the national level, through campaigns, implementation of policy documents and non-discriminatory budgeting for children deprived of parental care, led by respective Ministries of Social Welfare in partnership with NGOs. Specific advocacy actions should concentrate upon **banning placement of children under 3 in institutions** and development of special forms of care. Advocate and support a **mixed model of care**, i.e. NGOs being recognised, involved in the area of social and child protection as service providers of alternative forms of care, including planning and budgeting of those services by local/cantonal/entity authorities.
- Advocate and support establishment of **National Agency for Foster Care.**

### 3. Overall description of the agreements' activities & key accomplishments

Agreement's requirements of the project *Promotion and Development of alternative Forms of care for Children Deprived of Parental Care in BiH* are set forth in the Cooperative Agreement and Work Plans developed for each year of implementation, requiring achievement of eight specific objectives and twenty-eight performance results reflecting concrete outcomes expected to be accomplished by the end of the project. Through Modification of Assistance submitted in 2007 due to a major shift in priorities and budget cuts for US Government Foreign Assistance Programmes, SC UK had to reduce original budget by 17,5 % with an attempt to preserve majority of project activities, deleting those activities that were assessed as having the least *effect* or merging them with other SC UK initiatives (*Monitoring and Supervision systems* – activity is deleted and planned to be merged with SC UK work on Standards in Child Protection, EC funded project; *Networking of CSWs/NGOs/user groups* – activity to be consolidated with implementation of Municipal Action Plans within 'Integrated interventions design and piloting', *National Campaign* on

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<sup>4</sup> BHAS, Social Welfare in 2005, December 2006

Promotion of Fostering – to be consolidated with activity 'Raising of Public Awareness'; campaign was prepared for the summer of 2006 and advised by USAID to be postponed due to pre-election period avoiding potential misuse by political party platforms; *Database maintenance and user support* – deleting the activities related to 'operationalisation of the SOTAC database'; on the basis of conducted activities of needs assessment, the SOTAC data-base assessment, and a follow-up consultation with representatives of respective ministries, the original proposal to support the functioning of the SOTAC data-base in three pilot locations, along with the data-base maintenance has been confirmed as unfeasible).

The achievements over the past four years of project implementation have been impressive and, as described below, contributed to a successful project launch and organisation of project activities in partnership with key project stakeholders (Year 1), project results and impact visible through tangible changes coming into effect in overall policy environment, recognition and utilisation of project products by professionals, and more importantly, changes in the lives of children deprived of parental care and foster families (Years 2,3,4).

*The following is overall description of agreements' activities and key accomplishments throughout the project period:*

### **Support to Association of Foster Parents**

- Preparatory activities included development of grant management procedures for use by TC Association of Foster Parents "Familija" necessary for future partnership and cooperation, consultative meetings with Associations' President, Executive Director and Executive Board ensuring compliance with specific USAID requirements in relation to grant management and agreement on formal partnership within SC UK USAID funded project.
- In November of 2004, with technical assistance of SC UK, the Association prepared the first project proposal titled 'Protection of and Support to Children Deprived of Parental Care through the Development of Foster Care in Tuzla Canton', for the period November 25, 2004 - July 31, 2005. Subsequently, a comprehensive contract has been signed and sub-grant amounting to 54.684,00 USD awarded to the Association. In addition, SC UK organised a meeting to introduce staff of the Association to requirements in terms of marking and acknowledging the US Government support to the project, as well as in relation to the media. For each year to follow (2 & 3), new project proposals were put together and approved, covering period August 2005-July 2006 and August 2006-July 2007, with Work Plans and the Project Monitoring Plans prepared for each year of implementation.
- Association completed the preparatory activities which preceded the implementation of the project activities, including the development of the job descriptions for the Project Manager and the Voluntary Work Development consultant, as well as finalisation of the recruitment for these two positions, as two key positions for the successful accomplishment of the set objectives.
- The Association also signed a Cooperation Agreement related to the implementation of the Pilot Project of Animation, Assessment, Training and Recruitment of New Foster Families in Tuzla Canton in January of 2005, alongside the Cantonal Ministry, four Centres for Social Work (Srebrenik, Tuzla, Gračanica and Živinice) and SC UK, covering period January 2005 – July 2007. With this Agreement, the roles and responsibilities of the parties involved in the implementation of the activities within the Pilot Project were agreed and specified, including the obligation of the parties to use the already developed methodology and procedures for the animation, assessment, training and recruitment of new foster families.
- In total, 29 meetings with 358 attendances of foster parents and family members have been organised throughout project period of three years for 14 municipalities of Tuzla Canton and Brčko District (Tuzla, Teočak, Srebrenik, Gračanica, Živinice, Lukavac, Banovići, Kladanj, Kalesija, Čelić, Doboj Istok, Sapna, Gradačac and Brčko District). Through these meetings foster parents received support, information, and advice in relation to caring for children and support to foster families upon the placement of the child in the family, and group-support activities for foster parents. Topics covered included: drug abuse, behavioural problems, child upbringing, and cooperation between foster and biological parents. The meetings have been facilitated by an external consultant/lecturer, a staff member from another CSW in Tuzla Canton and Familija representative. The meetings contributed to strengthening of the foster parents network and cooperation between CSWs and foster parents, and overall built their capacities as foster parents. In addition, psychological support and advice have been provided to fosterers.
- Two two-day organisational development trainings/workshops titled "NGO Governance and Management" and "Fundraising" have been organised (February – March, 2005) for 25 participants. Participants included 4 members of the Executive Board, 13 active Association members (foster parents and children), 7 employees and consultants and 1 SC UK representative. The participants were trained in efficient management and development of NGOs, methods for strategic planning, fundraising and drafting of project proposals.
- Four volunteer groups were formed during Year 1: Group for Fundraising (2 volunteers), Group for Promotion and Development of Fostering (4 volunteers), Group of Children/Youth Deprived of Parental Care (7 volunteers) and

Group for Ad Hoc Support to the Association (3 members). The volunteers' groups implemented activities related to internal organisation, planning of the activities, defining the purpose and methods of work etc. Each group prepared a work plan and started with implementation of its activities, while all volunteers jointly drafted several basic documents relevant to the volunteer work (organisational scheme, goals and purpose of the volunteer work, MoU between volunteers and Familija, code of conduct, etc.). Apart from 16 volunteers, who have signed a contract on voluntary work with Familija, 33 foster parents took active part in Familija's activities. Active involvement of foster parents in Familija's activities was a positive step toward developing advocacy and awareness raising capacities of foster parents/volunteers.

- A three-day workshop on project proposal writing for advocacy projects, titled Project Proposal Writing: Advocacy and Promotion of Child Rights, was organised in February of 2005 for the established volunteer Group of Children/ Youth Deprived of Parental Care. The workshop included 14 participants (9 volunteers - children/youth deprived of parental care, as well as 4 staff of Familija and a representative of SC UK) and resulted in the produced draft project proposal titled *Raising Awareness on the Rights of Children Deprived of Parental Care*, further developed with the assistance of the trainer and approved by the joint SC UK and Familija Commission.
- The Association's membership review was conducted in February of 2005 resulting with renewed membership for 47 members. Following the review, the procedures for collection of membership fees were established and the Association started activities aiming to increase the number of members. 63 new members joined the Association, mainly through municipal foster parents meetings, bringing the total number of current members to 110. This significant increase of 57% in membership showed strengthened recognition of Familija's role in providing services for foster parents and children.
- A Fundraising Strategy for the period 2005-2008 was finalised in June of 2005. The Strategy contained the action plan and methods used by the Association to obtain funds from other donors. Familija also organised a workshop titled "Strategic Planning" in order to produce a new strategic plan for the period 2007-2010. The workshop was facilitated by a member of the Association's Executive Board and was attended by 13 participants: foster parents, ChDPC, volunteers, CSW representatives and members of the Executive Board. As the result, a draft strategic plan was prepared for the period 2007-2010, and adopted by the Executive Board in April of 2007.
- The volunteer Group of Children/Youth Deprived of Parental Care implemented the following activities: presentation of the project to the TC Ministry of Social Welfare in order to secure their support; education on children's rights, especially rights of children deprived of parental care; presentation for children deprived of parental care; formed a presentation team; prepared a plan for media activities; issued media statements; designed promotional material for the campaign.
- Within the pilot project of Raising Awareness about the Rights of Children/Youth Deprived of Parental Care, the volunteer group of children/young people held 8 presentations on the Convention on the Rights of the Child in TC and Brčko District to inform ChDPC in institutions and foster homes about their rights. One of these presentations was held in the Home for Children Deprived of Parental Care in Tuzla in June of 2005 and was the first visit of the children in foster care to the children placed in that institution. Most of the 90 children who in total attended the presentations expressed their satisfaction that they had been able to meet each other and learn about their rights and asked for more similar activities to be organized. As the result of this activity, 10 potential volunteers were registered and included in Familija's activities. Within the same project, the group of children/young people also visited CSWs in Srebrenik, Tuzla, Lukavac, Živinice, Banovići and Gračanica, and Mayors of Srebrenik and Lukavac. They presented their views on the protection of children deprived of parental care and established cooperation with the representatives of relevant institutions. The aim of these activities was to raise awareness about the rights of children deprived of parental care.
- The volunteer group of children/young people also organised a round table entitled "The Role and Responsibilities of Institutions in Protecting Children deprived of Parental Care" in July of 2005. The round table was attended by 31 participants: 11 children/young persons, 5 representatives of TC/municipal government, 6 CSW representatives, 2 representatives of institutions/children's homes, 2 NGO representatives, 1 foster parent, 3 Familija representatives and 1 SC UK representative. This was the first time that children/young persons had a chance to present their opinions on child protection to representatives of government and institutions involved in these issues and to discuss matters important to them. The event was covered by local media.
- The group has further produced promotional material and distributed it within the campaign (400 posters, 750 leaflets, 50 T-shirts, 200 pens). The message of the campaign was "We don't have parents, but we do have rights".
- A three-day workshop entitled "Training for Trainers" was organised in July of 2005 and attended by 21 participants: 12 children/young persons, 2 CSW representatives, 4 newly recruited foster parents, 3 Familija representatives. The workshop was primarily organised for children/young people activists in order to improve their skills for

- presentations/trainings on children's rights. The workshop was also used to improve training skills of social workers and include newly recruited foster families in Familija's activities.
- Familija organised a one-day picnic in July of 2005 for children deprived of parental care placed in foster homes and the Tuzla Institution. The picnic was attended by 65 participants: 25 foster children, 15 children from the Tuzla Institution, 8 foster parents, 8 Familija representatives and 9 members of the volunteer group of children/youth. The picnic provided children with an opportunity to meet each other, socialise and discuss issues concerning them, resulting with visible change in children, namely children feeling more confident, easier to talk about their problems and addressing issues concerning them.
  - At the initiative of children/young people activists, Familija organised an IT course for 15 participants: 13 children deprived of parental care and 2 foster parents in the period July – August, 2005. The IT course was requested by the children/young persons who wanted to acquire computer skills to enhance their project implementation skills as Familija activists and to be able to independently undertake various activities within Familija.
  - The volunteer Group for Promotion and Development of Fostering actively participated in the promotional campaigns in the municipalities of Gračanica and Živnice which were organised within the SC UK Pilot Project and contributed to the recruitment of new foster families and awareness raising of citizens about alternative forms of care and fostering in particular. The volunteers distributed around 600 leaflets and questioned 507 citizens and ChDPC in TC about fostering.
  - Three annual meetings of the Association's Assembly were organised throughout period of 2005-2007, attended by 83 participants in total. This included attendance by a group of newly recruited foster parents, who in that way got familiar with and interested in the Association's work and 3 members of the Group of Youth/Children who were appointed as 'members' of the Assembly. The financial and narrative reports for 2004, 2005 and 2006 were adopted as well as changes and amendments to the Statute and the proposed work plan for 2005-2006. Changes to the Statute were made in order to better define duties and responsibilities of the Director, President and the Executive Board and thereby ensure a more effective running of the Association.
  - As a method to attract new members and volunteers and strengthen its membership, the Association produced and started broadcasting a radio jingle on three local radio stations in June of 2005.
  - The Association was active in approaching different donors (Swiss Development Cooperation, Foundation for Children's Welfare Stamps from Netherlands, TC Government, CIDA) seeking co-financing of activities.
  - The Association provided continuous support to beneficiaries: 52 ChDPC from foster families with enrolment in school/university, finding accommodation after leaving the institution (for ChDPC over 18), scholarships, obtaining personal documents; 11 foster parents with housing issues, medicine procurement, administrative/financial issues or professional counselling. As a direct result of Familija's efforts to include institutionalised children in the activities of the Youth group of volunteers, children sought the assistance of Familija more frequently.
  - A two-day workshop titled "Writing Project Proposals for Advocating Rights of Children Deprived of Parental Care" was held in September of 2005 and attended by 19 participants. As a result of the workshop, a project proposal aiming to design and implement an awareness-raising and advocacy campaign was prepared. The aim of the project was to educate ChDPC about their rights, raise awareness about this category of children, and inform the public and relevant institutions of the opinions and views of children deprived of parental care.
  - Familija organised three workshops for the Group of Youth/ChDPC in order to develop their knowledge and skills to implement the advocacy project, including topics on managing meetings, team work, communication, decision making, strategic planning and advocacy.
  - Familija organised a study visit to the Association for Alternative Care "Familia" in Belgrade, Serbia in November of 2005 for a group of four young persons, active members of the Group of Youth/ChDPC. Apart from exchanging information and establishing cooperation between the two associations, the participants learned about the SOS helpline project, activities of the foster parents' club and ChDPC clubs, and the process of production of publications, all of which will be of use to Familija.
  - The Group of Youth/ChDPC formed a Youth Club in January of 2006, consisting of two groups - the education group (activities such as presentations of children's rights) and, the information group (preparation of the bulletin). IT and English language courses as well as creative writing and painting classes were organised for children from foster families and the Tuzla institutions (around 20 children/youth visit the Club on a weekly basis). Apart from gaining new skills, foster children had an opportunity to socialise during the activities at the Club. Members of the Youth Club also prepared their bulletins (3) titled "Family" containing information on the Youth Club as well as poetry, stories and drawings of the children. The bulletins were printed in 300 copies and distributed to ChDPC and CSWs in Tuzla Canton and Brčko District. The initial meeting of the Youth Club was attended by 17 Youth/ChDPC bringing this number to a total of 144 children (69 girls, 75 boys) by the end

of Year 3. In total, 12 meetings and workshops were organised by/for 'Familija's Youth Club members, covering the following topics & activities: rights of the child, producing a bulletin board containing information about their activities as well as children's artwork, non-violent communication and communication skills, importance of BiH holidays, bulletin board related to the Statehood Day, a New Year's party, "The Truth about Me" and "The Purpose of Prejudice".

- Familija received two grants from the TC Government in total amount of 9000 KM for the activities not covered by the sub-grant, e.g. publishing of the newsletter, brochure on voluntary work, educative meetings/trainings for the newly recruited foster families (grant in the amount of 4000 KM), and "Helpline" (5000 KM). In addition, TC Government awarded Familija with another grant in the amount of 8000 KM for the "Helpline". Familija also obtained donations from "Selo mira" (*Village of Peace*) Turija and private businesses companies and organised distribution of New Year's presents for 210 foster children from TC and Brčko District, age 0-16. This occasion was a good opportunity for foster children to meet each other and socialise. Both Familija's young volunteers and foster parents were engaged in this activity.
- The 'Helpline' was put into function in September of 2005. Consultants were hired for this activity (pedagogues, psychologists, social workers – all paid from the TC Government grant) to call foster parents from TC and Brčko District and talk to them about issues related to foster children placed in their family and help them solve certain problems on a daily basis. In total, 443 telephone calls were made over the period of 3 years. The Helpline activities were very positively received by foster parents as well as CSWs, which offered their assistance in information gathering and field visits to foster families.
- The Association was approached and visited by a group of foster parents, CSW professionals and representatives of Hope and Homes for Children from Sarajevo Canton in January 2006. The aim of the visit was gathering of information about the Association and its functioning in order to inform establishment of a similar association in Sarajevo Canton. Familija staff and volunteers presented their experiences and activities.
- Familija delivered a Report Writing Skills workshop in March of 2006 attended by 14 foster parents from Lukavac. The workshop resulted in several reports from foster parents being submitted to CSW.
- Trainings and direct support to foster parents were provided to 48 newly recruited foster parents from Tuzla, Srebrenik, Živinice, Lukavac, and Gračanica through a 3-day training organised by Familija in March and April of 2006. The training aimed at provision of additional assistance in preparing families for fostering, specifically including topics such as the family dynamics and adaptation of foster child. Training was provided by local NGO Amica Educa.
- 2 Familija's bulletins titled "Info-Familija" were printed in 400 copies each for each year of implementation in May of 2006. The bulletins were distributed in Tuzla Canton, Brčko District and Banja Luka, and contained information about Familija's activities, achievements and practical information for foster parents.
- A brochure on volunteer work titled "Volunteer Work – What and How" was printed in 300 copies (co-financing of the USAID sub-award and the TC Government Grant). The brochure, containing information about volunteering in government and nongovernmental organisations, including specifics of voluntarism in Familija, aims to attract more volunteers to the Association.
- A one-day trip to Sarajevo and Mostar was organised for 62 participants, mostly children, 46 from TC and 16 from Sarajevo Canton in of June 2006. A successful BiH public servant, who himself grew up without parental care, spoke with children, motivated and encouraged them to become successful adults. Apart from serving as a reward to children for their efforts in various activities, this trip was a great success for children who had an opportunity to socialise and make new friendships, but also to visit some of the historic monuments in these two cities.
- Assessment of Familija's capacities (assessment of financial viability, organisational programme capacities and human resources) was conducted by SC UK staff from the Region and SC Alliance volunteer from UK, with the support of BiH programme staff. Findings and recommendations of the assessment were to be utilised for optimising the future development of Familija.
- SC UK held a meeting with *Familija* members in March of 2007 in order to present the findings of the Organisational Assessment carried out in the period October-December 2006 by SC UK and independent consultants. The Assessment pointed out positive aspects of the Association, as well as organisational gaps and areas for further improvement, i.e. lack of proactive fundraising initiatives was pointed out as an undermining factor in the work of *Familija* and achievement of sustainability. With the support of unrestricted funds invested by SC UK, and in accordance with the adopted *Strategic Plan*, the Association developed a programme document as a basis for their future fundraising.
- On the occasion of marking the project's end, Familija organized *Days of Fostering in TC*, a four-day event in July of 2007, which gathered representatives of associations of foster parents from Banjaluka and Sarajevo,

TC CSWs, SC UK, Familija's volunteers, members, foster parents, children, general population and media. In addition to 88 registered participants, a large number of interested citizens visited the event.

- During the *Days of Fostering in TC*, a round table was held including topics such as: Significances of Fostering as a Form of Care for ChDPC; Role and Importance of "Familija" in Development of Fostering; Importance of Preparation and Education of Foster Families; Roles and Responsibilities of CSWs in Improvement of the Quality of Care for ChDPC. Main conclusions and messages derived from the round table stressed that fostering, as the family-based model of care, provides optimum opportunities for care and development of children deprived of parental care, and that the model developed in Tuzla Canton can and should be replicated in other parts of BiH. Foster parents emphasized the need for harmonization of compensations at the state level, requesting that the compensations are categorized based on the individual needs of a child. They also suggested advocacy targeting respective governmental bodies towards the recognition of fostering as a profession. Recruited foster families who still have no children placed with them requested speeding up of the process of placement of ChDPC and favouring this form of care over the placement in institutions. Participants initiated the idea of establishing the Fostering Network at BiH level, which would primarily be involved in advocacy initiatives related to achieving policy changes to influence more favourable fostering practices. They elected members of the Initiative Board among the representatives of the three associations - from Banjaluka, Sarajevo and Tuzla. The central part of the event was the presentation of work and achievements of Familija's Youth Club by the members of the Volunteer group of children/youth deprived of parental care, on the day two. The participants could attend the workshops where they discussed the rights of children and fostering as a model of care. The exhibition of art-work produced by the Youth Club members (paintings, drawings and photographs) was opened at the Peace Flame House in Tuzla during all four days of the event, and was visited by a vast number of registered participants, guests, and the general public. Familija requested further support of development of the network from SC UK, which was subsequently approved by the USAID and small grant in the amount of 1,074.26 USD was allocated for the activities of strategic planning conducted in the period May – June of 2008. *Strategic plan of the "BiH Network Familija" developed for the period 2008-2010 is enclosed to this report.*

#### **Partnership with the Ministry of Social Welfare and the Centres for Social Work**

- Contacts with the Tuzla Canton Ministry of Labour and Social Welfare (TC MoLSW) and Centres for Social Work (CSWs) were maintained on a regular basis for the purpose of consultations and exchange of information and joint work on project activities. Two meetings were organised for the matter of developing of MoU with respective Ministry, which was agreed and signed in January of 2005, covering period August 2004 – July 2006, including a provision for an extension till July 2007. The MoU defined the modalities of cooperation under the project and described in detail the planned joint activities within the work plan developed for each year.
- In the period of 2005 – 2006, the Cooperation Group for promotion and development of fostering (formed under SC Norway support in 1997) continued to work and meet on a monthly basis in order to exchange information, give guidelines for project activities and monitor Pilot Project implementation. This group acted as the project's steering body, consisting of 12 people, namely 2 representatives of the TC Ministry of Social Welfare, 8 representatives of the CSWs, 1 representative of *Familija*, and one representative of SC UK. Key product of this group was the final Draft Book of Rules on Fostering in TC produced, endorsed and submitted by the group to the Ministry for further procedure. In 2007 this group ceased its work and as its successor a Coordination Body was formed responsible to lead through the process of placement of the ChDPC. This Coordination Body held 12 meetings and gathered social workers from pilot locations (Srebrenik, Tuzla and Gračanica), representatives of institutions, Ministry and Familija respectively, including other CSWs from TC for the purpose of coordination and matching the ChDPC from three pilot locations with all foster families available in TC.
- The Standard Professional Instruments (56 forms developed to improve the quality of services and ensure standardisation of social services in work with beneficiaries) for application in Tuzla Canton were finalised in December of 2004. Eight meetings in total were organised for this activity with appointed Ministry representative, Assistant Minister and SC UK. A limited number of copies of the finalised standard forms (60 copies/sets), for usage in Tuzla Canton in the course of the project implementation, were made with the SC Norway support. The finalised standard forms (including electronic versions) were forwarded to the Tuzla Canton Ministry of Labour and Social Welfare, for initiation of the formal procedure of their publication in the TC Official Gazette and their future use as mandatory practice within the CSWs.
- Distribution of electronic versions of standard professional forms to CSWs in TC/BD was completed in May of 2005, along with distribution of IT equipment 15 sets to CSWs and Ministries in TC and BD. Each computer

- was equipped with an electronic version of the SPI (template forms). In May and June of 2005, IT computer sets were also distributed to the Entity and TC MoSW and an electronic version of the SPI installed.
- A two-day workshop entitled Case Management: Assessment of a Potential Foster Family was organised in February of 2005 and attended by 20 participants: 13 from CSWs, 4 from the Association of Foster Parents, 1 from the Ministry and 2 from SC UK. The workshop had the following results: (i) participants were additionally trained in case management and assessment of potential foster families by using standard professional instruments, (ii) four CSW professionals were involved as workshop trainers transferring their practical knowledge to others, and thus developed their trainers skills further and also gained experience and prepared for presentation of the fostering model in other parts of BiH, (iii) information and experiences regarding protection of children deprived of parental care, focusing on fostering, were exchanged.
  - 5 trainings (basic and advanced) on the application of electronic versions of the standard instruments (uniform case management forms for social and child protection beneficiaries) for professionals from CSWs in Tuzla Canton were organised in 2005 for 33 professionals. The training enabled the professionals to utilise the donated IT equipment and use electronic versions of standard professional instruments in the course of their regular work.
  - In addition, 4 meetings in total were held with the Entity Ministries of Social Welfare to discuss the project and its activities and the proposed cooperation. During the meeting and subsequent discussions and contacts, potential areas for expansion of the project were identified and agreed (Sarajevo Canton, Herzegovina-Neretva Canton, Zenica-Doboj Canton, in the Federation of BiH, and Banja Luka and Doboj areas in the Republika Srpska). As agreed, a detailed work plan outlining the activities (presentations of the fostering model and standard instruments to professionals outside TC, adaptation of the standard instruments/forms for usage in the selected areas outside TC, establishment of an Inter-Entity group to work on production of draft law on fostering and defining of recommended fostering framework for BiH) on which the Entity Ministries of Social Welfare and SC UK were to cooperate throughout the project duration was prepared and shared with the Entity Ministries. The Ministries expressed general agreement with the plan.
  - As a part of the preparations for training of potential foster families in 2005, a two-day workshop was organized for 14 persons, namely professionals from 4 Pilot Project CSWs as well as foster parents and Familija employees. Topics were presented by a social worker from the UK, working for Hope and Homes for Children project in Sarajevo Canton. The professionals obtained additional knowledge and skills on training of foster parents.
  - The model of fostering developed in TC was presented at two locations - Herzegovina-Neretva Canton (Mostar) and Doboj Region - as agreed with Entity Ministries. This opportunity was also used to present the Standard SPIs. In total 36 participants attended the presentations: 10 participants (professionals from 6 CSWs and 2 representatives of the Cantonal Ministry of Health, Labour and Social Care) in Mostar, and 26 professionals (10 institutions/CSWs from Doboj Region and neighbouring RS and FBiH municipalities) in Doboj Region. Four social workers (2 from CSW Srebrenik and 2 from CSW Gračanica), a representative of the TC MoSW and a SC UK representative presented a range of topics related to the model of fostering and standard professional instruments. The participants expressed their satisfaction with the presentation and showed exceptional enthusiasm for the presented issues. Contacts were established with the attending CSWs and participants. The aim of the presentations was to ensure BiH-wide use of the fostering model and standard professional instruments, thus simplifying procedures, providing uniform services and ultimately providing each child with an opportunity to grow up in the family environment.
  - Workshop was organised on Special Forms of Foster Care for 28 representatives of CSWs from Tuzla Canton and Brčko District, Familija Association of Foster Families, and SC UK. The aim of the workshop, moderated by a family dynamics trainer from Germany (NGO Amica Educa), was to strengthen the capacity of professionals in defining problems in family functioning and types of support needed, as well as in defining adequate prevention programmes. A group of 22 professionals from 12 CSWs stated that the training on special needs of fostering had become essential as there were many children with special needs in institutions who could not be placed in foster families.
  - SC UK organised a presentation in December of 2005 for 30 participants - 15 foster parents, 12 social workers and 3 other professionals from CSWs and social protection institutions from 7 FBiH and 3 RS municipalities. Two social workers from CSW Srebrenik, a representative of Familija and a SC UK representative presented a range of topics related to the SC UK project, standard professional forms, the model of fostering developed in TC, procedures for assessment of potential foster families, the training programme and Familija's work. The feedback from participants was very positive. Representatives of several CSWs expressed interest in closer exchange of information, and requested SC UK to facilitate workshops and trainings.

- SC UK, in cooperation with the FBiH MoSW and the TC MoSW, organised a one-day workshop on legal aspects of guardianship in December of 2005. The workshop was organised as the need for additional training in this area was recognised, especially as the new Family Law came into force as of December of 2005. The workshop was attended by 26 professionals, including representatives of CSWs and child protection institutions from TC. Representatives of the FBiH Ministry, namely FBiH Assistant Minister and two Advisors to the Minister as well as the Minister within the TC Ministry of Social Welfare presented a range of topics related to the legal aspects of guardianship in light of the new Family Law. According to an interview held in January of 2006 with twenty-two professionals from 12 Tuzla Canton and Brcko District CSWs, this workshop strengthened capacities of CSW professionals in applying new legal provisions related to working with children deprived of parental care.
- SC UK organised 6 formal meetings with the TC Minister of Labour and Social Policy in 2006-2007 who reaffirmed his commitment and personal involvement in the forthcoming project activities. Issues concerning project implementation were also discussed, related to disruptive actions by Assistant Minister and lack of his meaningful involvement. Following the election of a new TC Minister of Social Work, SC UK organised an introductory presentation of project activities, achievements to date and future plans, as well as of establishment of relationships and modalities of future cooperation. The Minister expressed satisfaction with the activities implemented to date in the TC and showed interest in the continuation of project implementation emphasizing the importance of civil sector development and the establishment of closer cooperation between the civil and governmental sectors.
- Representatives of USAID and SC UK met the Minister and the Assistant Minister of the Tuzla Canton Ministry of Labour and Social Policy twice to highlight the issue of hindered placement of children deprived of parental care in foster families vs. in institutions and presented worrying data from Tuzla Canton through 2007-2008. It was agreed that the Ministry will start up activities related to decisions on placement of children and that a meeting with cantonal CSWs will take place in relation to a) revision of placement of children; b) update of individual care plans, and related actions aimed to improve the position of this group of children in Tuzla Canton.
- In March of 2006, SC UK organised the first (introductory) part of the workshop on adoption as a permanent form of care for children deprived of parental care. In the workshop, which was attended by 16 participants of CSWs from all over TC, legal aspects of adoption in light of the new Family Law were presented.
- SC UK organised a joint meeting with TC CSWs and the TC Ministry of Labour and Social Policy in May of 2006. The meeting was attended by 21 participants, TC Minister, a representative of Familija, 16 social workers from 8 TC CSWs and 3 SC UK staff members. The aim of the meeting was to discuss further use of the SPIs, especially in light of the forthcoming Minister's decision on mandatory use of SPIs for all CSWs.
- As a part of continuous efforts to build capacities and improve skills of professionals from Centres for Social Work, SC UK organised two workshops for CSW and Ministry professionals: (i) workshop on case assessment for 30 participants from CSWs and the relevant cantonal ministries in Mostar, attended by 16 professionals from Tuzla Canton CSWs, 1 from Brčko District CSW, 9 professionals from Herzegovina-Neretva Canton CSWs, 2 professionals from Sarajevo Canton CSWs, the Minister of Labour and Social Policy of Tuzla Canton and 1 representative of the Ministry of Health, Labour and Social Protection of Herzegovina-Neretva Canton. Four trainers, 3 from Hopes and Home for Children and 1 from SC UK, and (ii) workshop on legal aspects of adoption in cooperation with the FBiH Ministry of Labour and Social Policy, attended by 25 participants: 18 representatives from 9 Centres for Social Work, 3 representatives of FBiH Ministry of Labour and Social Policy and 4 SC UK representatives.
- Continuing its capacity building activities of local professionals, in particular CSW practitioners, SC UK organised and implemented a "Train-the-Trainers" workshop for 7 professionals from TC CSWs, one representative from the Tuzla Home for ChDPC, one member of the Association *Familija* and the SC UK staff member. The aim of the four-day training workshop was to further strengthen the skills of local professionals on the provision of training to foster families. In addition, the training served as an opportunity for identification of professionals from TC who would be involved in mentoring support through the activities of the Phase II within the project.
- Workshop on *Application of the FBiH Family Law Regulations, Parenthood and Mediation* was held in Tuzla in March of 2007 facilitated by Assistant Minister within the FBiH Ministry of Justice. The workshop gathered 44 participants from the TC Ministry of Social Welfare, CSWs professionals from the Tuzla Canton and Brcko District, local NGO representatives and two members (judges) of Tuzla Municipal Court. The main conclusions of the workshop indicate the need for judicial reform at Federal and cantonal levels in terms of establishment of specialized family courts; social sector reform actions aimed at establishment of a variety of community-based models of services aimed at family support and prevention of separation; reorganisation and

strengthening the capacities of CSWs to provide pre-requisites for provision of quality child and family protection services; amendments to the Rulebook related to mediation; and organization of the association of family/marital mediators at the TC level. As a follow-up and immediate result of the workshop, the FBiH Ministry of Justice officially required the FBiH Ministry of Labour and Social Policy to perform necessary amendments to the Rulebook, defining additional conditions related to marital mediation.

### **Development of Training for Foster Parents**

- A Working Group of 5 professionals with extensive knowledge in fostering was established in September of 2004 to develop training procedures for recruitment of foster families, deliver training to the newly recruited foster families and document the training in the form of working material. The training contents and materials were prepared in the series of meetings organised with technical assistance provided by SC UK.
- Throughout period of October 2004-July 2005, in total five trainings (each training comprised of five training modules, in total 25 training sessions) were delivered to 49 new foster families approved by Inter Disciplinary Expert team. Modules included: (1) Introduction to Fostering, (2) Preparation of Foster Family for Reception of a Child, (3) Child Development, (4) Obligations and Duties of Foster Families, and (5) Support to Foster Family upon Child Placement and Evaluation.
- On the basis of training delivered and working materials, the Work Groups compiled the materials for a training package to be developed, containing: (i) the structure of the training modules and thematic lectures for each of the modules; (ii) reports on the modules/sessions held and the revised module structure upon the practical application/testing; (iii) evaluation report on the training participants; (iv) evaluation questionnaire for the training participants. An external consultant was engaged to develop training materials in the form of publication.
- The publication titled Training of Foster Families – Trainer's Manual was completed and distributed (806 copies) to all CSWs, cantonal and entity Ministries and other institutions involved in child protection across BiH.

### **Recruitment of New Foster Families**

- Contracts were signed between SC UK and 8 social workers appointed by the Centres for Social Work (two social workers from each of the CSWs in pilot locations: Srebrenik, Gračanica, Živinice and Tuzla), regulating their participation in the implementation of the pilot project, during the period from January – July 2005. These social workers undertook assessment of the potential new foster families and delivered training to them.
- Interdisciplinary Expert Team for Fostering was established in cooperation with TC Ministry, tasked to review the CSW's assessment of potential foster families and make the final decision on the suitability of the family for fostering.
- Two meetings of the Coordination Body were organised and attended by 10 elected representatives from 6 municipalities. The Coordination Body agreed upon the plan for media campaign for recruitment of new foster families and start-up of the promotional campaign with CSW Gračanica and CSW Živinice, in cooperation with Familija. As CSWs Tuzla and Srebrenik had already received a substantial number of applications from potential foster families (10 in Tuzla, 4 in Srebrenik) and considering the lack of human resources preventing them from processing a larger number of applications, it was agreed that these two CSWs would not be included in media activities.
- Two-day workshop titled "Training for Promoters of Fostering" was organised in Tuzla in February of 2005 and attended by 25 participants: 1 Ministry representative, 8 representatives of CSWs (Tuzla, Gračanica, Živinice and Srebrenik), 2 SC UK and 14 Familija representatives (10 foster parents – volunteers, 2 children from foster families, 2 other members of Familija – volunteers). The workshop resulted in participants being trained in basic public advocacy and public relations, how to develop ideas for the promotional campaign (leaflets, posters, messages) and how to make a plan for the campaign.
- A total of 3000 leaflets and 500 posters for the promotional campaign to take place at the municipal level within the pilot project, were designed and printed in April of 2005. The message of the promotional campaign was "Children Should Grow up in a Family". Distribution of the leaflets and posters started in April, primarily to the CSWs involved in the pilot project, the Ministry and Familija, while a smaller quantity was distributed to the remaining 9 CSWs in TC and CSW Brčko District.
- The Interdisciplinary Expert Team for Fostering approved the total of 49 new foster families in Tuzla Canton (5 recruited prior to the USAID project, 9 trained within the USAID project and 35 recruited, assessed and trained with the USAID support). In addition, one family was approved and trained, bringing the total number of foster families to 50.

- SC UK organized 3 meetings with representatives of all TC CSWs and three institutions from TC (Children's Home - Tuzla, SOS Kinderdorf - Gračanica, Rudolf Walter Foundation - Turija) with the aim to facilitate the identified problems in process of placement of children. Representatives of the institutions were briefed about the project as well as the placement process and agreed to participate at regular monthly meetings of TC CSW professionals working on these issues, which was perceived as a step forward towards improving the cooperation between all stakeholders involved in the placement process.
- In cooperation with SC UK, Ministry of Work and Social Welfare from Tuzla Canton organised the meeting in August of 2008 with the purpose to discuss obstacles to placement of ChDPC in foster families in Tuzla Canton and possibilities for improvement. The meeting was attended by fifty (50) representatives of CSWs (40), Children's Home from Tuzla (1), Ministry (8) and SC UK (1). A significant increase of 15, 6%, or 63 children registered as being without adequate parental care was recorded for the first half of the 2008; 4 children were placed in newly recruited and prepared foster families; remaining, 59 children, were placed in institutions. It was concluded that by-laws should be adopted to enable official implementation of fostering, SPIs formalised and database to register children and foster parents in TC developed. Assistant to Minister informed participants that the Ministry will prepare the programme for improvements of protection of ChDPC in which all aforementioned recommendations will be integrated, with particular attention to changes in improving the monitoring of ChDPC after the placement and stronger supervision by the Ministry, as stipulated by the Law on Social Protection in TC.

### Development of Standard Professional Instruments

- Work on the finalisation of instructions to accompany the standard forms commenced in January of 2005 with engagement of external consultant for the period of two months. Certain delays were incurred subsequently due to local consultant cancelling engagement at the very late stage being unable to complete the assignment. This task proved to require specific technical knowledge which could only be secured through SC UK project staff or possibly technical consultants from the region. Given the delay in completion of instructions, production of publication containing standard instruments and instructions for their use had also been delayed.
- The publication containing standard professional instruments, samples of filled forms, instructions for their use and the CD with instruments in electronic form was completed and 1000 copies were printed in early 2006. A total of 638 copies of the publication have been distributed so far.
- Save the Children UK organised a presentation for 13 CSW professionals from 7 CSWs from Una-Sana Canton and 1 representative of the Una-Sana Canton Ministry of Health and Social Policy in Cazin in July of 2006. The presenters were professionals from CSWs Gračanica and Tuzla, Association of Foster Parents Familija and Save the Children UK.
- In June of 2006, a company *Itineris* was hired to install *new version* of SPIs to computers in all 13 CSWs in TC and the TC Ministry of Labour and Social Policy.
- SC UK conducted a survey on usage of instruments in CSWs during 2006. 50 CSWs from BiH, or 92.6% of those who took part in a survey on usage of SPIs, reported to be using the instruments in their work, 30 (60%) regularly and 20 (40%) occasionally. Majority of respondents stated that SPIs were very useful in improving the quality of services and in providing harmonised approach at the wider area, facilitating work and leaving more time for professionals to do professional/technical aspects of their job. The impact noticed by majority of participants in the survey related to greater efficiency and time saving.

### Conference to Share Standard Professional Instruments

- SC UK, in cooperation with the Tuzla Canton Ministry of Labour and Social Policy, the FBiH Ministry of Labour and Social Policy and the RS Ministry of Health and Social Protection, organised a two-day conference titled «Standardisation of Services in the Field of Social and Child Protection – Alternative Forms of Care for Children Deprived of Parental Care» in April of 2006. The conference was attended by 103 participants: representatives of USAID, relevant Entity and Cantonal Ministries (15), Centres for Social Work (47 participants from 38 CSWs) and child protection institutions (7 participants from 6 institutions) from all parts of BiH, other organisations/NGOs (16 participants from 8 NGOs/organisations, SC UK (11) and guests from other countries in the region (4). The main goal of the conference was to present the standard professional instruments (forms) as well as the SC UK work and the model of fostering, which were developed in Tuzla Canton. The conference participants also had an opportunity to hear presentations from their colleagues from Kosovo, Serbia and Croatia and learn about their experiences in the field of fostering. The participants recognised the significance and quality of the SC UK work and agreed that the standard professional forms and the model of fostering developed in Tuzla Canton should be adopted across BiH with the purpose of standardisation of services.

- The conference "Promotion and *Development of Fostering in BiH: Achievements, Challenges and Future Steps*" was held in Mostar, on 16<sup>th</sup> -17<sup>th</sup> September, 2008 as a closing public event of the four-year project. The Conference was attended by 58 representatives of key stakeholders from the area of social and child protection in BiH and the region (2 Entity and 3 Cantonal Ministries, 1 representative from Parliament of BiH, 9 CSWs, 1 Children's Home, Public Fund for Child Protection, and 8 local and international NGOs). The aim of the conference was to provide a forum for discussion on achievements in the area of foster care as alternative form of protection for children deprived of parental care, obstacles to implementation of developed and piloted model of fostering, i.e. developed policies and standards, and priorities and activities for future targeted and improved services for children deprived of parental care in BiH. Recommendations made were presented to the media through press releases, press conference and in the form of an open letter sent to all BiH Governmental Bodies and media with aim to raise the profile of the children deprived of parental care, advocate for change and improvements of their status and efficient implementation of the policies and laws regulating the foster care in particular, and reminding BiH Government upon their obligation to respect UN Convention on Child Rights and the best interest of the child.

#### **Adapting the Developed Standard Professional Instruments for Wider Use**

- CSWs in Bijeljina, Banjaluka, Sarajevo as well as RS Ministry of Health and Social Policy expressed the interest and addressed SC UK requesting updated version of Standard Professional Instruments and consideration of future adaptation to RS legislation, enabling their use in CSWs of RS. In addition, 24 NGOs in the Tuzla Reference Group involved in psycho-social work expressed interest in adopting the SPIs within their activities.
- Adaptation of SPI for use in RS was completed in July of 2006 by a consultant who had been hired in cooperation with the RS Ministry of Health and Social Protection. The consultant adapted 33 forms related to social and child protection and the forms were endorsed by the RS Minister of Health and Social Protection (pending formalisation).
- In cooperation with the Una-Sana Canton Ministry of Health and Social Policy, SC UK hired a consultant to adapt SPIs for use in that canton. The consultant completed the work by September of 2006, after which the Ministry of Health and Social Policy of Una-Sana Canton in cooperation with SC UK organised a meeting with representatives of eight Centres for Social Work to present the final version of the adapted standard professional instruments in the field of social and child protection. The SPIs were installed in all 8 CSWs by an IT company hired by SC UK. The Prime Minister of Una-Sana Canton and the Assistant Minister of Health and Social Policy of this canton signed a letter addressed to all Centres for Social Work in the Canton instructing them to use adapted standard professional forms in their work.

#### **Study Visits**

- 6 policy makers and academics from the social welfare sector (representatives of FBiH Ministry of Labour and Social Policy, RS Ministry of Health and Social Protection, TC Ministry of Labour and Social Policy, Faculties for Social Work from Sarajevo and Banja Luka, the Sub-Department for Social Protection of Brčko District) participated in a 3-day study visit to Hungary organised by SC UK and hosted by the Hungarian Ministry of Youth, Family, Social Policy and Equal Opportunities in late May – early June of 2005. The aim of the visit was to provide BiH policy makers with an opportunity to gain an insight into the Hungarian policy on protection of children deprived of parental care, especially fostering, and learn about recent reforms in that field including legislative framework.
- SC UK organized a study visit to Serbia for 16 participants (including 8 professionals from 7 TC CSWs, 3 foster parents/Familija's volunteers, 3 members of Familija's Group of Youth/ChDPC, 2 representatives of Familija) in June of 2006. The aim of the study visit was to learn about alternative forms of care for children deprived of parental care in Serbia, changes in policy and practice in this field as well as about fostering projects and cooperation between the governmental and nongovernmental sectors. Apart from the meetings organized in the Association for Alternative Care 'Familia', the NGO Child Rights Centre, participants also visited the Family Placement Centre in Miloševac, and held meetings in the Ministry of Labour, Employment and Social Policy as well as the Fund for Social Innovations. In addition, representatives of SC UK and Familija presented the USAID-funded activities in child protection to some 40 participants of the meeting in Miloševac. Joint conclusion of both hosts and visitors was that there was a need for closer cooperation and more contacts between professionals in the region in order to exchange experiences and improve child protection.

## Documentation and sharing of the fostering model

- In the period of June 2006 – April 2008, on the basis of draft document prepared by an external consultant, SC UK compiled material, adding the qualitative perspective collected through SC UK work and relevant to the operational context. Manual on *Assessment of Potential Foster Parents and Families* was published in 1000 copies as the first manual of its kind in BiH, providing for significant improvements in child protection, development of alternative forms of care for children deprived of parental care in accordance to the *UN CRC* and European standards and reform initiatives in the area of social and child protection in BiH and the wider region. The Manual comprises a methodology and instruments for child protection, related legislative provisions, *UN CRC* provisions and standards for the protection of children deprived of parental care, the international code of ethics and other related procedures. It also documents the fostering model piloted in the Tuzla Canton within this project, which was tested in the period 2004-2007 and should serve as a model to be replicated in the rest of BiH. The Manual is intended for CSW professionals, government institutions, NGOs and other agencies working on the protection of children deprived of parental care. The publication was disseminated to all CSWs, Ministries, Institutions and NGOs in BiH (769 copies).

## Raising awareness among the general public in Tuzla Canton and other parts of BiH in relation to prevention of separation and promotion of growing up in a family environment

- In June of 2006 SC UK hired a consultant to prepare a study on advantages of foster care for children deprived of parental care compared to institutional care. The study included three Cantons, Tuzla Canton, Herzegovina-Neretva Canton and Zenica-Doboj Canton, and Republika Srpska, comparing costs of placement of children in foster families and institutions in these three Cantons and Republika Srpska. Conclusions regarding which type of care was more cost effective for Cantonal and Entity governments were used for general awareness-raising initiatives.
- SC UK brochure "Fostering - what is it?" was printed in 3000 copies. The brochure contains basic information on fostering as well as step-by-step procedures for recruitment, assessment and training of foster families. The brochure was disseminated to CSWs primarily in project locations, but also to the other parts of BiH. As the increasing need was identified for additional number of copies of the brochure, especially for use in Una-Sana Canton and the new project locations, SC UK updated the original publication and printed additional 4000 copies, for use by professional and general public interested in fostering (7000 in total).
- SC UK was approached by the NGO *Hope and Homes for Children* with a request to distribute the brochure titled *Fostering – What is that?* during their promotional campaign. With the approval of SC UK, the brochure was used in a one-day campaign on fostering implemented in Sarajevo city centre by this organisation, CSW Sarajevo, and the Sarajevo Association of Foster Parents organizations.
- A major talk-show ("Zabranjeni forum") on nationally viewed TV Pink was organised in November of 2007, with the purpose of the country-wide promotion of fostering model developed through the project. The entire 2,5 hour programme was dedicated to promotion of alternatives to institutional care, with particular focus on fostering and perspectives of family care for children deprived of parental care in BiH. The programme was the first major public event of this kind focusing specifically on the topic of protection of children deprived of parental care. The speakers included the representatives of entity ministries of social protection, CSW, institution for children deprived of parental care, and SC UK, as well as a young person living in foster family. The audience consisted of students of social work and psychology from Sarajevo, East Sarajevo, Tuzla and Banja Luka; foster parents and children from Tuzla, Sarajevo and Banja Luka. The programme represented a milestone for a more proactive public promotion of alternatives to institutional care by SC UK. Programme was supported through merged financial resources of the project and SC UK internal funds, with a significant in-kind contribution of the Pink BH TV.
- A study was conducted on the topic of children's participation in their own protection during August-September 2007 in TC municipalities Tuzla, Gračanica and Živinice, RS municipalities Doboj and Banjaluka, including Brčko District. Study included children deprived of parental care placed in foster families in Gračanica, Doboj and Brčko District, and institutions in Tuzla and Banja Luka; social workers directly involved in the process of decision making about placements, CSW and Institutions' Directors as well as carers. The findings of the study were used in advocating for specific changes required to facilitate participation of children and carers in their own protection, but also in promotion of the Convention of the Rights of the Child guiding principles.

## Input to Entity Level Legislative Reform in the FBiH

- The plan of activities with the Entity Ministries was prepared, including the budget for the planned activities and shared with the Ministries and agreed at two separate meetings in May of 2005. The plan for the next

quarter included setting up of the Inter-Entity working group, commissioning a legal analysis and holding a meeting of the Inter-Entity working group.

- Preparatory activities for undertaking legislation analysis on the regulation of alternative forms of care, primarily fostering, were initiated, in terms of confirmation of the activity with the Entity Ministries, identification of the potential consultants and development of the Terms of Reference for the consultants. Entity Ministries approved the initiation of the analysis; however joint identification of potential consultants took longer than expected and delayed the process to some extent. Upon confirmation of two consultants proposed by Entity Ministries, and on the basis of the drafted by-laws and book of rules for TC, the analysis was produced: one for FBiH the other one for RS/Brčko District legislation. The consultants recommended changes to the existing laws as well as new by-laws in order to completely regulate family placement of children deprived of parental care.
- The Inter-Entity Working Group consisting of 11 members (representatives of the Entity Ministries, CSWs and SC UK) was formed and held four meetings in the period of July 2005 – March 2006. On the basis of the above mentioned analysis, the Inter-Entity Working Group produced the draft by-laws for FBiH and RS which were to fully regulate fostering across BiH. The drafts were submitted to SC UK in May of 2006, including provisions on selection criteria, assessment procedures, responsibilities of foster parents and CSWs, contents of the contract between foster parents and the CSW. Some minor differences exist in order to accommodate different legal provisions between the Entities and the District. The RS Ministry of Health and Social Policy already produced the draft law which was submitted to the RS Government for further procedure, whereas FBiH Ministry of Labour and Social Policy also submitted proposed changes to the Federal Law on Social Protection necessary in order to allow adoption of a by-law.

#### Developing of Fostering Framework for BiH

- Members of the Inter-Entity Work Group (reshaped for this activity), consisting of 7 members appointed by the RS Ministry of Health and Social Protection, the FBiH Ministry of Labour and Social Policy, Brčko District and a SC UK representative, commenced the work on the *fostering framework* in December of 2006. Due to the delays caused by the consultant who failed to deliver tasks to the Work Group, and another consultant who had to be hired, a significant delay was created in implementation of entire project activity. Working Group on Fostering Framework held 11 meetings in total during 2007-2008, resulting in fostering framework being drafted, including preparatory activities for public presentation of the framework.
- Public discussion on *Framework with Standards for Fostering in BiH* was organised in Tuzla in August of 2008 with participation of 25 key actors: 4 representatives of 2 Entity Ministries and 2 of Tuzla Canton Ministry, 14 CSWs and 5 representatives of 3 Associations of Foster Parents. Participants established that the document was entirely inclusive of all professional aspects and that it provided a good basis for future work on development of fostering in BiH. Furthermore, it was emphasized that the document for the first time compiled all detailed regulations and standards which had not been regulated before, causing dilemmas and different approaches in BiH practice. The final version of the document was introduced and disseminated at the Conference held in September of 2008.
- Framework with Standards for Fostering in BiH was officially submitted for adoption to the Entity Ministries and the Department of Health and Other Services of Brčko District on October 15, 2008. SC UK will further advocate for adoption of the documents and follow up on all project documents that are pending adoption (*by-laws* and *regulations* subject to adoption of new laws in RS and FBiH, *SPIs* and *fostering framework*).

#### Needs Assessment

- Preparations for the needs assessment within the activities on extension of the project to new locations included introductory visits to Ministries of Social Welfare and CSWs in Zenica-Doboj and Hercegovina-Neretva Canton during November - December of 2006. The project objectives and activities to be implemented in cooperation with respective Ministries, CSWs and NGOs over three years were introduced and perceived as very important from the aspect of developing the capacities of CSWs and child protection services. SC UK furthermore developed a Terms of References and hired a local external consultant to conduct needs assessment. Several joint meetings were held in December 2005 to analyse relevant documentation and legislation, agreeing the needs assessment start date in January of 2006 (postponement due to extended holiday season). The needs assessment conducted throughout January-February of 2006 included series of consultative meetings, focus groups and interviews with 54 stakeholders (Ministries, CSWs, Children's Homes and NGOs) in the three project areas. The final report was produced providing a thorough analysis of situation, capacities, as well as recommendations for 8-10 secondary locations and a set of recommendations for the design of the future programme orientation, identified needs and potentials, including information on risk

groups and stakeholders' capacities. The report was translated and disseminated to all stakeholders involved in the needs assessment for the purpose of information and consultations.

- Nine secondary project locations, proposed on the basis of the needs assessment analysis, were confirmed by respective Entity Ministries in June: Visoko, Maglaj, Tešanj, Bosanski Šamac, Derventa, Modriča, Prnjavor, Konjic and Čapljina. Relevant cantonal ministries were also formally informed about the selection of secondary locations and agreed on modalities of future cooperation. SC UK received written statements on agreement from the Cantonal Ministries in Herzegovina-Neretva Canton and Zenica-Doboj Canton.
- Apart from consulting the two cantonal and entity ministries, SC UK conducted consultations with Hope and Homes for Children which implements activities in the same geographical area (Zenica, ZDC), in order to coordinate project activities and avoid overlapping.

### **Integrated interventions design and piloting**

- Preparatory activities for establishment of 'community boards' and planning meetings for formulation of action plans started in May of 2006. SC UK organised three pre-planning meetings gathering 40 professionals<sup>5</sup> to introduce forthcoming project activities, recommendations and needs identified by the needs assessment, continuum of care model and, to assemble a project group for each of the three pilot locations. 17 participants were present in the meeting held in Zenica -- 9 from 4 CSWs, 4 from 2 institutions, 4 SC UK; 16 participants in Mostar - 8 from 3 CSWs and 3 participants from 1 institution, 5 SC UK; and 20 participants in Doboj - 13 participants from 5 CSWs, 3 participants from 2 institutions, 4 SC UK. The meetings provided all key stakeholders with an opportunity to discuss project activities, needs assessment findings, the situation with children/families at risk, limited resources, etc. Meetings resulted in the list of priorities and recommendations for children/families at risk, i.e. areas for development to be integrated in development of action plans.
- In September of 2006, SC UK organised three planning meetings/workshops: in Zenica - 23 participants, Mostar - 21 participants and Doboj - 25 participants; in total, 66 participants, representatives of relevant ministries and municipalities, CSWs, child care institutions and NGOs. The meetings aimed at: (i) designing local Action Plans and (ii) establishing community resource groups. The meetings were facilitated by an external consultant. The findings (risk groups, priorities and needs) identified in the Needs Assessment were used as the basis for development of Action Plans for each location. Three action plans were developed, confirmed and approved by the CSWs in pilot locations, including priority activities grouped under: (i) work with families and prevention of separation; (ii) family forms of care and development of fostering; (iii) education of professionals and professional supervision; (iv) awareness-raising and advocacy activities. The structure for community resource groups was introduced and agreed with participants, including nominations for group members proposed by participants. Terms of Reference for the members of these groups were amended subject to participants' suggestions.
- Inception meetings of three Resource Groups were held throughout February–April 2007. Members of the RGs, with technical assistance of SC UK, identified priority areas for the period of project implementation and mutual responsibilities with regards to their implementation.
- RG Mostar held seven meetings in total, which were mainly attended by the representatives of the CSWs (primary and secondary locations), Ministries and the City of Mostar administration. NGO sector showed an interest at initial stage, but after the first three meetings did not participate in the meetings. The lack of their involvement and the will to support the Action Plans' implementation added to the failure of achieving better results. Secondary locations (Konjic and Čapljina) have not taken any initiatives to develop similar model of work in their municipalities. Members of the RG assessed their work as partially successful, explaining that those who attended the meetings did their best to support the implementation of the Action Plan, within their capacities and responsibilities. At the time of creation and adoption of the Action Plan, the RG was unaware of the problems and obstacles in the environment that arose at a later stage, and could not foresee and take into consideration restructuring process of CSW Mostar which took a lot of time and resources. Although the model of this type of work was assessed as useful and good, RG Mostar stated that there was a 'small possibility that the group would continue with the practice of meeting and working on selected issues together'.
- Action Plan for Mostar went through significant changes at the review meeting held in March of 2008. By the end of project, the results achieved were assessed as insignificant:
  - (i) *Priority need 1* (Daily Care for Children) that originally aimed at: i) development of services for daily care for children and families at risk of separation, ii) prevention of antisocial behaviour of children in institutions through organisation of their free time, and iii) development of services for vagrant children and youth through opening of *shelter* within the CSW - after the revision was scaled down to collection of data on children and

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<sup>5</sup> Local stakeholders, excluding SC staff

families at risk of separation and opening of a shelter. Within its regular work, CSW is collecting statistical data on families at risk and also works with them (*80 families additionally supported by SOS Kinderdorf Programme on Strengthening of Families at Risk*). The premises of the prospective shelter were furnished and adapted in January of 2008 pending the Book of Rules to be finally approved in June of 2008; however, shelter was never opened due to lack of resources to pay the staff to work at the shelter. Hence, it remained uncertain when and if the shelter would ever be opened. Absence of coordination with NGOs in Mostar, in particular NGO Altruist that originally implemented a project of similar kind with CSW for 30 children at risk and invested additional effort to fundraise *independently* for the programme of support to children at risk (originally matching the Action Plan), proved that CSW should have developed a strategy of working with NGOs as well as government in this respect. Given the fact that the problem of vagrant children in Mostar is very important and is often linked to serious qualifications of children being abused and trafficked, lack of institutional will to react promptly and offer services once again proves that children are not the *priority*.

- (ii) *Priority need 2* (Development of Fostering) kept all of its initially planned components, but due to low or *no interest* for fostering among the population in Mostar, the implementation of the activities from this priority need did not get further from those directly supported by the project.
  - (iii) *Priority need 3* (Education of Professionals and Public on Current Developments and New Laws) was postponed for the period after the end of the project and will be followed through the SC UK and EC co-funded project.
- Resource Group Zenica held five meetings in total. Consequent to changes in the management of the CSW Zenica, this RG did not meet for a period of time, i.e. four months (regular meetings of RGs took place on a quarterly basis). Zenica RG assessed its work through implementation of the Action Plan as successful:
    - (i) *Priority need 1* (Work with Families on Prevention of Separation) was a part of day-to-day work of CSW Zenica through counselling services, and additional support of NGOs. This is the activity that CSW will continue to work on after the project end as it should contribute to the decrease of the number of families at risk of separation.
    - (ii) *Priority need 2* (Development of Fostering) was assessed as in final stage. Namely, CSW and NGO *Asocijacija prosperiteta* completed the promotion and collection of applications for fostering. CSW Fostering Team successfully assessed 10 potential foster families (8 for fostering and 2 for adoption). Supported by Tuzla Canton professionals, these 10 families were trained (six modules of training) and prepared for receiving children. The recommendation of the RG was that Zenica-Doboj Canton Ministry of Work, Social Policy and Refugees should form the *group of experts* to approve families as suitable for fostering, based on the assessment documentation and evaluations done by the trainers and CSW Fostering Team.
    - (iii) *Priority need 3* (Strengthening Capacities of CSW Professionals) was focused mostly on CSW Zenica. Exchange of information with other CSWs (secondary locations) was also satisfactory, resulting in initiatives of CSWs Visoko and Tešanj in development of fostering: CSW Visoko started lobbying for adequate funding for fostering and CSW Tešanj involved NGOs in promotion of fostering.
    - (iv) *Priority need 3* (Awareness-raising among the public, media, legislative and executive authorities on the importance of children growing up in families) was successfully implemented thanks to the involvement of NGO sector. Namely, NGO *Asocijacija prosperiteta* covered awareness-raising activities through the sub-grant. Even though the activities on fostering awareness-raising were successful, there was neither significant change in respect to increase of allowance to children in foster families, nor was the allowance for foster parents introduced as advocated for. This example proves insensitivity of the Cantonal Ministry regarding this matter. Of four roundtables originally planned by the Action Plan, only one was organised on the topic of vagrant children and begging.
- RG Zenica was very active in discussions and had the highest rate of attendance among the three RGs. Representatives of institutions for placement of ChDPC attended all meetings, although initially reluctant and antagonistic towards the idea of introducing the fostering as the model of care. Given that SC UK did not officially pilot fostering in Zenica, the fact that 10 families with support of local NGO showed an interest in fostering and training was considered as a great success for the project. Still, the final verification of the families which is pending might be a big obstacle for the placement of children deprived of parental care in these families. RG Zenica also recognized this model of work as entirely beneficial and will continue to meet on as need basis to support development of network between governmental and nongovernmental sector, aiming to improve social services and overall lives of the children.
- Resource Group Doboj held eight meetings in total. The RG members focused on continuation of the work and replication of fostering model in neighbouring municipalities. CSW Derventa expressed interest in finding financial resources to initiate campaign on promotion and development of fostering for ChDPC in Derventa. Implementation of the Action Plan was assessed as successful. RG took *ownership* over the process, in

particular in terms of development of fostering promotion materials (Priority need 1), and expected results (after the revision) were accomplished:

- (i) *Priority need 1* (Family Forms of Care) was implemented successfully. The promotion campaign was done in cooperation with NGO sector and with use of local volunteer resources. Although the initial plan was to recruit 10-15 foster families, CSW representatives were of the opinion that recruitment of seven potential foster families was more than enough for the present needs. Good cooperation was established with professionals from the Support Team of Tuzla Canton, who will continue to be the resource to rely on after the completion of the SC UK project.
  - (ii) *Priority need 2* (Prevention) had always been part of CSW's work and was enhanced with the introduction of SPIs that raised the quality of gathering the information and case management. The activity of networking in the local community will be further continued.
  - (iii) *Priority need 3* (Supervision) could not be implemented due to lack of skilled staff, but it will be the subject of future pursuit.
- SC UK supported an exchange meeting of three Resource Groups, Fostering Teams and TC Support Team (27 participants) in May of 2008. The aim of the meeting was to provide the opportunity for different project groups formed in project locations to discuss experiences in implementation of Action Plans, implementation of plans for piloting and promotion of fostering, recruitment of foster families, and placement of children, with an emphasis on problems encountered during the implementation of the listed activities. Participants identified some of the issues/obstructions that were widespread for all project locations. The issues/topics discussed by the Resource Groups were: (i) ownership and responsibility over the monitoring process and the work of the group; (ii) networking in the community; (iii) advocating for improvements and key issues for children at risk of separation; (iv) cooperation with institutions with regard to care of children deprived of parental care. The working groups concluded that the responsibility for the work in the resource groups and support teams, and subsequently the monitoring of implementation of the action plans was not fully effective as it greatly depended on the individuals involved and their personal level of commitment to the process. It was recommended that existence and work of the resource groups should be formalised, or in other words, the official document in a form of MoU or any kind of similar document should be signed with municipal or cantonal authorities, depending on the scope of the group work, to hold resource groups accountable. Furthermore, involvement of citizens in initial discussions, prior to identification of the problems, would enable creation of the plans that would address the real needs of the community, also facilitating building of the network in the community that could have more influence and opportunities for advocacy. Fostering Teams discussed: (i) sustainability of the fostering procedures in locations; (ii) promotion activities – familiarization of citizens with the idea of fostering; (iii) lobbying for changes in legislation. They concluded that advocating and lobbying for changes in legislation were needed, and that these should be done through the community network that should be formed in each location. Policy on Protection of Children Deprived of Parental Care and Families at Risk should be a starting point for all activities, as the Policy has been officially adopted (in FBiH). As established, two Fostering Teams had not achieved the expected results in the process of recruitment of foster families, and it was agreed that most successful way of promotion – «the word of the mouth» was to be used followed by street promotion and direct contact with citizens.

### **Adaptation and piloting of standard instruments**

- As agreed with the Entity Ministry and Ministry of Health, Labour and Social Protection of Herzegovina Neretva Canton, SC UK started activities on adaptation of SPIs to the legislation of Herzegovina Neretva Canton. A preparatory meeting was held in Mostar in January of 2007 to agree the process of adaptation, work plan and consultant to be hired to adapt the SPIs. The process of adapting Standard Professional Instruments (SPIs) was finalized in April. SC UK organised a joint meeting with CSWs from Herzegovina Neretva Canton in June in order to obtain final opinion and possible additional recommendations by professionals, prior to the finalisation of SPIs for official use. Modifications were included in the final version and SPIs were recommended to be formally endorsed by the Ministry.
- SC UK organised a meeting with the Ministry of Health, Labour and Social Welfare of Herzegovina-Neretva Canton in April of 2008. Minister and Assistant to Minister were introduced with the project results and their attention was brought to fostering development, formalisation of SPIs in HNC and standards development. SC UK was requested to propose to the Ministry the most suitable form of SPI formalisation, taking into account that the Cantonal Government was going to adopt amendments to the Law on Social Protection as well as draft Family Law by the end of 2008 - beginning of 2009.
- SC UK provided documents as a guiding principle for the process of formalisation of SPIs (Decision on Formalisation of Use of SPIs in Tuzla Canton, Proposal on Amendments to the FBiH Law on Social Protection,

Protection of Civilian War Victims and Families with Children, section 'placement in the family – fostering' and Fostering Regulations). The Ministry was recommended to use the momentum of the expected changes and amendments in the Law on Social Protection of this Canton, and explore possibility of integrating SPIs into the new Law, also taking into account new regulations for the area of fostering. SC UK recommended two forms of formalisation of SPIs: (i) Minister's Decree on SPIs use in practice of social work in Herzegovina-Neretva Canton and (ii) Regulations on SPIs use issued by Ministry of Work, Health and Social Protection of Herzegovina-Neretva Canton.

### Training for CSWs and mentoring support

- Following the approval of two waivers received in June for third-country nationals who were to design and provide training for CSW professionals on case management and work with families, SC UK continued preparations for the training. Due to the annual leave season and previous training commitments of some CSWs, the training had to be postponed for September.
- In the period September 2006 – June 2007, SC UK conducted the six-module professional education in Social Work in Fostering in cooperation with University in Ljubljana, Slovenia. The topics of this training included: (i) concept of social work/work relation with family – psychology and sociology of the family; (ii) solutions in complex psychosocial problems of the family; (iii) opportunities and limits of collaborative partnership and strengthening of social workers for process of problem solving; (iv) prevention of separation of children and family through provision of adequate services to family (early intervention) and fostering; (v) instrumental definition of the problem, and family-oriented therapy; (vi) concept of peer violence, abuse and prevention measures. The training was attended by 37 participants: Ministry of Health, Labour and Social Protection of Herzegovina Neretva Canton, 25 professionals from 17 CSWs of Herzegovina Neretva Canton, Zenica Doboј Canton, Doboј region, Tuzla Canton and Una Sana Canton; 5 professionals from 4 institutions from Banja Luka, Zenica and Mostar, 6 participants from 6 NGOs from Mostar, Modriča, Konjic and Tuzla, and SC UK. The training included theory and practical examples of social practice and work, and was evaluated as highly professional and crucial for capacity development of professionals, in particular development of fostering. All participants were assigned with a task to be accomplished before the next module, applying the acquired theoretical knowledge on '*work relation*' to the real cases of CSWs. USAID representative, consultant, and SC Country Manager congratulated participants for successfully completed training and awarded them with certificates. Media was present and covered this event through press releases as well as through TV broadcasting.
- The professional training on Case Management was held in October-December of 2006. The training was attended by 37 participants: Ministry of Health, Labour and Social Protection of Herzegovina Neretva Canton, 25 professionals from 17 CSWs of Herzegovina Neretva Canton, Zenica Doboј Canton, Doboј region, Tuzla Canton and Una Sana Canton, 5 professionals from 4 child protection institution from Banja Luka, Zenica and Mostar, 6 from 6 NGOs from Modriča, Mostar, Konjic, Zenica and Tuzla, and SC UK. The topics included: (i) case management methodology, (ii) good practice in case management, (iii) networking and advocating skills, and (iv) record keeping. Training included theoretical and practical work through which participants had to apply social network map technique, new concept of right-based approach vs. service-based approach, and assessment of the needs and care plans in practice. Standard professional instruments were also tested in practice during the training, and for a number of participants that was the first opportunity to be introduced to their practical use. At the end of each training module, the participants were assigned with a task (applying '*case management basics*' to the real case from BiH practice) that was reviewed and discussed at the following module. Both trainings contributed to the strengthening of professional capacities and application of contemporary, child- and family-centred approaches in everyday practice of social work. Consultants produced thorough training reports, including recommendations for on-site supervision as well as follow-up evaluation of training impact.
- SC UK facilitated mentoring meetings (3) of the Support Team and Foster Teams Mostar and Doboј in order to provide additional on-site assistance in process of assessment of the families, training of the foster families and assistance in process of "matching" the right potential foster family with the needs of the child. Support Team and Doboј Fostering Team in September of 2008 reviewed four cases of children placed in two institutions (two from "Rada Vranješević" Banjaluka and two from "Prijateljska kuća" Doboј) and agreed on starting the adaptation period for two families and children as convenient to all.
- SC UK organised three workshops for CSW professionals (in total 10 professionals from CSWs Doboј, Mostar and Zenica) in the period of October 2007 - June 2008, on the topics of (i) assessment of potential foster family, (ii) support to family and child in matching process and adaptation period and (iii) monitoring and

support to foster family and the child after placement in foster family. Participants were acquainted with the procedures of assessment of potential foster family used in TC through presentations, case studies and practical work in groups, whereby they also practiced the usage of SPIs.

- In cooperation with University of Law in Zagreb, Study Centre for Social Work, SC UK purchased a social workers' book "*Establishment of relation and personal contact in social work*", as originally planned through the training programme. The book was to further support skills gained and serve as useful tool to CSW professionals, guiding them in modern social work with beneficiaries. Books were distributed to the CSWs participating in the training "*Work with Families – Social Work in Fostering*" (17).
- SC UK Technical Consultant developed a Toolkit for *Family Centred Social Work Practice in Child Welfare: From Prevention to Protection*. The toolkit is designed as a practical guide for professionals who work with families at risk. This toolkit will serve as the base for development of a culture of promotion of prevention and as a starting point for Centres for Social Work to engage in prevention and early intervention models that engage families, children and youth in problem-solving and decision-making processes. The toolkit was disseminated at the Conference held in September of 2008.

### Fostering piloting and application

- In line with local Action Plans and NGO grants, SC UK decided to pilot (replicate) fostering model in two of three primary locations: Doboj and Mostar, while local NGO from Zenica through a sub-grant would pilot fostering in close cooperation with CSW Zenica and NGO Hope and Homes for Children (involved in transformation of one institution – deinstitutionalisation process). Fostering piloting and application were agreed with professionals and members of Resource groups in Doboj and Mostar, and two teams to lead piloting of fostering in these locations were formed. The Foster Teams gathered professionals (7) who participated in *Case Management and Social Work in Fostering* training organized by SC UK. Their specific skills were further developed through mentoring and technical assistance provided by SC UK and Support Teams from TC (6 professionals) in development of fostering piloting plan and local campaign plan, including foster training workshops.
- CSW Doboj Fostering Promotion Campaign was launched in February of 2008 in Doboj. Doboj CSW held the press conference and officially started the promotion campaign. For this purpose, CSW disseminated leaflet and poster that provided information on what fostering was and how to apply to become a foster family. The campaign was led under the slogan "Happiness of Growing up in the Family" and lasted for three months. SC UK financially supported printing of 1000 leaflets and 500 posters. The campaign also used SC UK brochure "*Fostering - what is that?*"
- CSW Mostar Fostering Promotion Campaign started with a press conference organised by CSW Mostar in March of 2008. The press conference was attended by the USAID Mission Director, Ms Jane Nandy. Through this event, public awareness was drawn to children deprived of parental care and contributed to visibility of the project. The interest of the media (both local and national) in this topic after the press conference was quite significant. State television and few local media approached CSW and asked for more detailed statements which were broadcasted within the first couple of weeks after the campaign. The campaign was led under the slogan "*Life in Family-Happy Child*". For the purpose of the campaign, CSW with financial support of the SC UK project, printed the brochure "Fostering-what is that?" in two languages (Bosnian and Croatian), leaflet and poster. The promotion materials were distributed through the departments of the City of Mostar and other institutions, as well as through the network of NGOs.
- Public surveys for the purpose of measuring the success of the campaigns were conducted in both pilot locations. In Doboj polling was done by the NGO ToPeer and encompassed 120 people of different background, and the analysis of the results was done by CSW Doboj. Polling in Mostar was done by the CSW professionals with the support of the RG Mostar members working in the public sector who helped in dissemination of the questionnaires.
- With consideration to promotional activities in both fostering pilot locations which did not achieve expected results and received significantly small response, SC UK, in agreement with CSWs, decided to focus promotional campaign more on electronic media. In cooperation with Production Company from Tuzla and two CSWs (Doboj and Mostar), the text from the promotional video used in TC fostering campaign in 2004 was altered, and video and audio jingles made to be used in two locations. Video was broadcast at two local TV stations in Mostar, and TV Patria in Doboj, while audio jingle was broadcasted on two local radio stations in Mostar and one in Doboj. The media promotion commenced in July of 2008 and covered a period of 30 days.
- CSWs Mostar and Doboj organised the meetings with kinship families in July of 2008 (11 and 10 participants, respectively). The aim of the meetings was familiarization of the families with the process of recruitment of potential foster families not related to children deprived of parental care that need placement and plans for

training of the recruited families. The participants were informed about the steps taken in the past period, promotional activities and current results (two families that have been assessed in Dobož attended the Dobož meeting). As a result of the meeting with kinship families, CSW Dobož received calls from five families interested in participating in the training. With two potential foster families assessed, this made a group of seven families, sufficient to be involved in the training of foster parents.

- In July of 2008, CSW Mostar and SC UK organised promotion of fostering in the streets of City of Mostar. Fostering Team, Director of CSW and two other CSW employees distributed brochures and leaflets printed earlier for the promotional purposes. Interested citizens were informed what fostering was about and how to apply for it. This initiative of the Centre was perceived as proactive and positive.
- Training of potential foster families was conducted in September of 2008 for two assessed families and four kinship foster families (6 in total) in Dobož. The participants evaluated the training as very successful and useful. Trainers' evaluation of the two assessed families was very positive: families showed great interest in training especially in the parts dealing with approach to children placed within the family, how to deal with the potential problems, what resources they have available for use if there is a need for external support, their rights and obligations once they become foster parents. Trainers submitted evaluation and recommendations for each family to CSW Dobož, which was used in the final evaluation that Dobož Fostering Team did before starting the *matching* process. CSW Dobož Fostering Team organised the first meeting of potential foster families and children placed in Banja Luka Children's Home on October 24, 2008; meeting with children in Prijateljka kuća in Dobož was scheduled for the last week of October. Placement will depend on the adaptation process of ChDPC and families.
- The last appearance of the SC UK and CSW Mostar representatives which took place in September of 2008 at local TV Mostar resulted in one family applying for fostering in Mostar. The initial screening of the family gave indications that it was a good candidate for fostering. Even though CSW Mostar put a lot of effort in the promotion of fostering, there was no positive response from the community. The application of this family gave additional motivation to the centre to continue with activities on development of fostering and work more with kinship families in order to sensitize them for fostering.

#### **NGO/Government (CSW) partnership established and active in the development of community-based interventions**

- On the basis of information and recommendations obtained through the needs assessment, SC UK short-listed 16 NGOs with specific experiences in the field of social and child protection/advocacy that were further appraised in regards to potentials in implementation of sub-grants; 7 were assessed as those with potential and capacity for cooperation in future project activities (trainings and grants in support of NGO/CSW partnerships). In addition to this research, and based upon information received from the USAID Democratisation Office, another round of screening was performed for 40 NGOs. As these NGOs were supported by the USAID DemNet programme and participated in various trainings organised for different sectors represented (youth work, democratisation, reconstruction, humanitarian assistance, etc.) all showed to be potential resource to the project. 20 NGOs working in social/child protection or with experience in advocacy/capacity building activities were additionally screened.
- Activities for setting up a grant mechanism were completed, including the following: preparation of tender announcement; setting grant programme principles; design of initial stages of grant programme; developing grant programme framework and eligibility/selection criteria; structure for application form/project development; structure for financial management.
- The calls for local NGOs project proposals were announced in January (1<sup>st</sup> Round of Grants) and July of 2007 (2<sup>nd</sup> Round of Grants) in print media and electronic mail network of NGOs. In the first call, 74 organisations expressed interest, of which 32 applied for funds within the programme; 16 were short-listed for further selection; in the 2<sup>nd</sup> call, significantly smaller number of NGOs applied and call was re-advertised and closed with 7 NGOs applying for grants. Selection procedures included detailed review of all applications, pre-selection according to the essential criteria; evaluation according to the matrix developed, and panel session to agree the short-listed NGOs for final approval of grants. 6 NGOs in total were awarded with grants for both rounds, for the implementation of the partnership projects with CSWs in three pilot locations: Mostar (NGOs Altruist and Žena BiH), Zenica (Women's Association Medica and Asocijacija prosperiteta) and Dobož (UG Tolerancijom protiv različitosti and NGO Budućnost). Period of implementation covered 21 months in total: August 2007 (12 months-duration for the projects in the 1<sup>st</sup> round) – September 2008 (9 months-duration for the projects in the 2<sup>nd</sup> round). Total amount of the grant award was 115,362.00 USD (1<sup>st</sup> round 70,907.00 USD and 2<sup>nd</sup> round 44,455.00 USD).

- SC UK organised a presentation on administration and management of USAID grants for NGOs. Presentation included administration and USAID procedures, financial management and visibility/branding rules applicable to all USAID grantees/sub-grantees.
- SC UK organised the USAID Grant Awards signing ceremony in August of 2007, announcing NGO partners and projects to be implemented in three target locations in BiH – Mostar, Zenica and Doboje. The ceremony was led by the Director of the USAID Mission to BiH, Ms Jane Nandy, along with the SCUK SEE Regional Programme Director, and was a very successful publicity event which received extensive media coverage. Forty-six (46) representatives of donor agencies, government institutions, international agencies, NGOs and media participated in the ceremony: USAID (3), Entity (3) and Cantonal Ministries (3), CSWs from the pilot locations (5, also partners in NGO projects), municipal authorities from pilot locations (4), NGOs - implementing partners (7), Hope and Homes for Children (HHC), TC Association of Foster Families *Familija*, media (12 electronic and print media agencies) and Save the Children UK representatives (7).
- Specific objectives of the grant programme focused upon decreasing the number of children placed in institutions, reunification of children in institutions with their biological families and prevention of separation of children and families/prevention of institutionalisation of children. Local NGO projects involved children and families at risk, bringing the total number of beneficiaries to 480: 330 of children of vulnerable category (children deprived of parental care, with special needs, at risk of antisocial behaviour, children victims or at risk of violence) and 150 families at risk. Numerous services have been provided to beneficiaries in partnership/cooperation with CSWs, such as outreach work, direct professional support to and counselling of families at risk, assistance to children through day centres and workshops for strengthening social competencies, gender and tolerance, child rights, drug abuse, violence or trafficking, SOS telephone for assistance to children victims of violence or at risk, brochures and manuals for awareness raising, establishing local networks and referral mechanisms with CSWs, as well as promotion and development of fostering. Regular monitoring and visits to the projects were conducted on a two-month basis, including two joint meetings with NGO partners to discuss partnership development, advocacy in communities and sustainability. In June-July of 2008, an evaluation of the NGO projects was conducted resulting with serious recommendations for development of NGO capacities, strategies for cooperation and genuine vs. ad hoc partnership and sustainability. *More detailed information on six NGOs projects and achievements is available in NGO Final Progress Reports that are enclosed to this report.*

#### **Raised awareness at community and central level of the integrated community-based protection strategies developed for children at risk of separation**

- The priority need for raising public awareness on child protection and development of alternative forms of care for children deprived of parental care was recognized in all three pilot locations and thereby incorporated in each of the plans as a specific activity. Aiming at providing assistance and support to target municipalities in the completion of appropriate advocacy and promotion activities, SC UK organised three training workshops on advocacy and awareness-raising in pilot locations during June-July of 2007. Workshops involved 27 participants (RG members and local media representatives). This activity combined the work of the three Resource Groups and their main responsibility was to facilitate and coordinate Action Plan activities. The workshops aimed at strengthening partners' capacities for conducting advocacy and public awareness raising actions, as well as for developing specific municipal advocacy plans. Workshops were conducted by Centre for Civic Initiatives (CCI), a local NGO with strongest references in the area of advocacy, PR and lobbying. Three Resource Groups produced 3 Advocacy Action plans, highlighting the following problems to advocate for in the future: Inadequate Fee for Foster Families and Child Care in ZDC: Child Allowance (Zenica); Fostering Implementation: Regulation of Training of Fosterers and Unique Fostering Fee (Doboje) and, Improvement of Conditions for Fostering Development - defining a problem: Non-supportive legislation for development of fostering in HNC (Mostar). Report on workshops and evaluation were produced and submitted to SC UK.
- SC UK supported development of the leaflet "Prevention of Vagrancy" and organisation of the Round Table in Zenica as this activity was assessed as of highest importance by Resource Group.
- The brochure and the leaflet for promotion of CSW Mostar services were published in 700 copies, as well as the brochure for promotion of the CSW Doboje, 300 copies. The material was used for information sharing among the general public on the services provided at the Centres, and the rights stipulated by the Law on Social Protection and requirements of the beneficiaries. Distribution of promotional material in Mostar has been done through CSW and other institutions of City of Mostar, while Doboje CSW used NGOs they work with to distribute the brochures in the community.
- The web page of CSW Doboje became active at the beginning of September of 2008. Besides the brochure on CSW Doboje printed earlier, this will be yet another way of information sharing among the general public on the

services provided at the Centre. The page also provides details on fostering, procedures and materials that were created through the project. The link to the page is: [www.csrdoboj.com](http://www.csrdoboj.com)

#### IT Equipment and materials for CSWs/Ministries

- A total of 15 sets of IT equipment were purchased for distribution to CSWs and the relevant cantonal ministries at project locations. IT equipment was distributed to 12 CSWs in pilot locations and the Ministry of Labour, Social Policy and Refugees of Zenica-Doboj Canton and the Ministry of Labour, Health and Social Policy of Herzegovina Canton. One set was subsequently delivered to CSW Bužim in Una-Sana Canton. During the distribution of the equipment, SPIs were installed in all computers and relevant professional staff were instructed how to use them.

#### Analysis for potential of database upgrade

- SC UK analysed all relevant documents available for SOTAC database and contracted an agency, *Comp-2000* to analyse the SOTAC database in the period July-August 2006. The agency conducted an analysis of the (a) level of achieved functionality of SOTAC database, (b) the opinion of CSW professionals on options available through SOTAC and (c) technical possibilities of integrating SPIs into the SOTAC database. The Agency produced report on Potentials for Integration of Standard Professional Instruments into the existing SOTAC database. The analysis showed that the SOTAC database has achieved partial functionality, mostly in RS (50 out of 62 CSWs/services use the database), unlike in Federation BiH, where out of 81 CSWs/services in FBiH, this database is used solely in Sarajevo Canton (8 CSW, 1 Department for Social Protection and the Cantonal CSW). The prevailing opinion from the professionals in the CSWs on SOTAC database was that it was complex to use and that CSWs gain very little in terms of data processing and monitoring. The integration of SPIs into the SOTAC database was found as technically possible; on the other hand, the cost foreseen for integration was very high (205,250.00 BAM or cca. 133,279 USD). SC UK consulted respective Ministries about future plans for SOTAC database, establishing that there were no laws, bylaws or decisions that enforce or regulate its application. Based on the external assessment and information received from the professional staff in the field and ministries' representatives, SC UK proposed to USAID to delete this specific activity on the grounds of all arguments stated above.

#### Database maintenance and user support

- SC UK organised three IT trainings in July – August of 2006 (MS Word and use of standard professional instruments) for CSW professionals in Herzegovina-Neretva, Zenica-Doboj Cantons and Doboj Region. The training was provided by two local IT companies and attended by 27 participants in total from 3 CSWs in Herzegovina-Neretva Canton, 8 participants from 4 CSWs in Zenica-Doboj Canton and 10 participants from 4 CSWs of Doboj Region. Training participants received certificates confirming their capability to efficiently use the equipment and SPIs.

#### 4. Assessment of the performance in accomplishing the programme's objectives

Not all planned programmes' objectives have been achieved to the expected extent due to different external factors, as well as risks assessed (increase of population in need and new categories of social assistance beneficiaries, legislation constraints, responsibility constraints, social protection implementation issues, issues with funding of social protection). A complex political environment of BiH, including two elections taking place during the project period significantly delayed process of acquaintance with the project of newly elected Ministers and subsequent action in this regard (6 respective Ministers were replaced or re-elected during this period, each of them belonging to different political party, and consequently bringing *different* aspect in defining the priorities to the Ministry). Furthermore, Ministers of respective Entity/Cantonal Ministries were often not elected on the basis of professional background, but political affiliation and votes that each party won during the election period, which additionally complicated the process of introducing and acceptance of the new model. Although BiH Government adopted and ratified UN Convention on Child Rights and all other legal documents regulating area of social and child protection, implementation of any law or new regulation is subject to inefficient mechanisms of the Government to support and apply effective methods related to matching budgets with actual needs, staff, or proactive advocating for the implementation of such documents. In addition to this, complex administrative structure and lack of professional capacities within CSWs that are responsible for implementation of social and child protection on the local level, as well as resistance to change (almost traditional), furthermore burdened the process of delivering quality services to beneficiaries of CSWs. For instance, a several (4-6) month long preparatory period for foster parents highlights the complexity of the placement process and the need for a more efficient adaptation period for children from institutions in

order to ensure the best match and successful placement for each individual child. The practice of non-utilisation of gate-keeping by CSW professionals (Year 3 & 4) proved that professional decisions have not been made in the best interest of the ChDPC. In closing, another factor that contributed to negative effect and caused significant delays in implementation of some of the activities was lack of adequate BiH consultancy support, i.e. experts that SC UK had to engage either from the region or the USA in order to make implementation as smooth as possible.

*The following are original project objectives and performance accomplishment assessment presented along the performance monitoring indicators:*

| Indicator  | Target  | Accomplishment to Date   |
|--|---|--|
| <b>Project Development Objective</b>   |   |  |
| To decrease the number of children deprived of parental care in institutional care in Bosnia and Herzegovina through the promotion and development of alternative forms of care  |   |  |
| Decrease of 10% in annual new admissions of children into institutions by end of project   | 10 % decrease annually  | Not accomplished due to political and practice constraints. Increase of institutional placement registered in pilot location (Year 3 & 4) of implementation: Tuzla Canton 15,6% in 1 <sup>st</sup> half of 2008; Zenica – constant increase of 10%; Mostar – no increase, no FF; Doboj – increase 0.8% with tendency to place children in FF and remove children from institutions.  |
| Fostering schemes introduced in new regions by the end of project  | 4 new regions   | Model of fostering presented to 27 CSWs in 3 BiH regions (FBiH 2 regions and RS 1) 98.56% of participants completely or mostly satisfied with the presentations, 69% evaluated presentations as excellent; 58.6% stated that the model could be applied in its entirety; additional 36% stated that the model could be partially applied in their locations. 61% would require more info on the model.<br>Zenica (ZDC) developed their own SPIs on the basis of original SPI concept developed by SC UK. |
| # of ChDPC in institutions: Tuzla Canton, Zenica Doboj Canton, Herzegovina Neretva Canton, Doboj Region  | Baseline:<br>Tuzla Canton & Brčko District:<br>Year 1 – 168 ChDPC; Year 2 – 115 ChDPC (excl. Tuzla); Year 3 – 105 (incomplete data).<br>307 ChDPC in 4 institutions (2 in Zenica, 1 in Banjaluka and 1 in Mostar); # of ChDPC from 3 project locations placed in institutions 303 (149 in institutions at project locations, 65 in other parts of BiH, 5 outside BiH, 84 in institutions for education, rehabilitation and correction of behaviour) | Tuzla Canton/2008:<br>167 ChDPC placed in institutions in total<br>Mostar & Doboj/2008:<br>57 ChDPC placed in institutions in total  |
| # of new admissions to institutions from target CSWs   | Baseline for Year 2:<br>18 new cases (11 placed to institutions, 7 in foster families)  | 59 new ChDPC admitted to institutions in TC – 2008.<br>64 new ChDPC admitted to institutions in HNC, ZDC & DR during project period of 3 years.  |
| Increased access to alternative forms of care in targeted communities for identified risk groups (NGO's and CSW's) that address identified risk groups:<br># of children and families at risk in the community that receive case management services;<br># of children prevented from being deprived of parental care; | No baseline data  | 425 admissions to CSWs registered in total<br>320 children prevented to be separated from their families<br><br>14 children in special forms of fostering<br>162 children placed in kinship foster families  |

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| # of children deprived of parental care placed in alternative forms of care (foster care, group home)  |   |  |
| <u>Specific Objective 1</u><br>Ongoing development, in Tuzla Canton, of a model to promote and demonstrate alternative forms of care for children deprived of, and at risk of being deprived of parental care  |   |  |
| Level of partnership between the government and non-government sectors:<br>MoU and timely work plans of SC UK and Tuzla Canton MoSW signed and implemented<br>MoSW/Familija Partnership agreement signed by end of Year 1<br>Types of activities undertaken in partnership<br><br>Regular links developed and activities initiated with the Entity Level MoSWs | 1 MoU and 3 work plans<br>3 partnership agreements with Familija  | Memorandum of Understanding signed in 2005<br>3 Work Plans developed and agreed for each year of implementation<br>Cooperation Agreement signed between MoSW and Familija in Year 1<br>3 partnership agreements signed with Familija<br>Promotion of fostering model, recruitment of the new families, training, verification of foster families, SPIs developed, by-laws and fostering framework drafted, support to foster families undertaken in partnership<br>Regular contacts maintained with Entity Ministry as well as joint activities (training/workshops) |
| Professionals from Ministries and CSWs receive training  | Y1: 30 professionals Tuzla/Brčko<br>Y2: 30 professionals<br>Y3: 30 professionals                          | In total, 208 attendance of average of 30 professionals registered in (11) training sessions provided  |
| Production and distribution of materials:<br>(i) Training pack for foster parents<br>(ii) Monitoring of placement methodologies publication, to practitioners in all CSWs across BiH   | (i) 1000 copies to be distributed by end of Year 2<br>(ii) 1000 copies to be distributed by end of Year 3 | 806 copies Training for Foster Parents distributed to social and child protection institutions and respective Ministries throughout BiH<br>Monitoring of placement methodologies – publication (activity deleted through 2007 Modification of Assistance)  |
| Foster parents take more active role in Familija and the organisation responds to members' concerns  | No baseline   | 33 parents take active role in Familija's activities over 3 years<br>Familija provided direct assistance to 52 ChDPC and 11 foster parents, including assistance through Helpline: 443 telephone calls registered  |
| Increased capacity of foster parents in Familija for service provision and advocacy  | 20 foster parents   | 10 parents - Foster Parents Voluntary Group was involved in promotion of fostering and recruitment organised in 12 municipalities of TC & BD, including their presence at public events (conferences, training sessions for exchange of experiences)   |
| New funding obtained by Familija and support from a variety of donors ensured  | No baseline – by the end of project   | 2 fundraising strategies developed<br>27,000.00 KM fundraised independently  |
| New foster parents are recruited in Tuzla Canton and trained   |   | 50 foster parents trained (45 recruited through the project)   |
| Foster parents, foster children indicate satisfaction with scheme  |   | 100% of ChDPC and foster parents interviewed expressed satisfaction and safety with family environment   |
| Level to which model has been shared/extended wider  | 4 regions   | Beyond planned target – model was shared BiH wide  |
| Unintended impact  |   | CSW Lukavac, although not part of the Pilot Project, assessed 9 potential foster families; CSW Čelić started procedure of recruitment of new foster families.<br>Increased membership, interest and involvement in Familija's activities of children/youth who are not deprived of parental care and children placed in the Tuzla Institution.<br>Club of Foster Parents in Gračanica was opened with support of local authorities.  |
| <u>Specific Objective 2</u><br>Promote the standardisation of services and improvements in policy and practice of the Ministries of Social Welfare and CSWs, in Tuzla Canton and throughout BiH in relation to the protection of children deprived of parental care  |   |  |

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| Standard Forms and Instruments are distributed and presented to policy makers and professionals across BiH  | End of Year 2                                | SPIs developed and presented to 13 CSWs of TC and BD, and FBiH and TC MoSW – Year 2<br>638 copies of SPI publication distributed BiH wide  |
| National conferences held   | 2  | Conference – April 2006<br>Conference – September 2008   |
| Study visits organised  | 2  | Study Visit to Hungary (6 participants), 2005<br>Study Visit to Serbia (16 participants), 2006   |
| Resource manual on assessment of foster families, appropriate to BiH conditions, produced and distributed   | 1000 copies by the end of Y2                 | Manual completed in Year 4<br>769 copies distributed to professionals in social and child protection across BiH  |
| Standard forms and instruments incorporated into Law on Social Protection in Tuzla Canton   | End of Year 1                                | Pending formalisation  |
| Strengthened services for foster children in Tuzla Canton   | End of Year 3                                | Through activities of Familija's Youth Club  |
| Standard Forms and Instruments being used in 4 more regions   | End of Year 3                                | 40% of CSWs in BiH use SPIs (beyond 4 regions)   |
| Use of Standard Forms and Instruments is leading to improvements in policy and practice   |  | The last survey (July 2008) showed that of 87 CSWs that responded, 61 or 70% of respondents considered SPIs as very useful in practice of social work  |
| Unintended impact   |  | Una-Sana Canton, HHC, SOS Kinderdorf use SPIs  |
| <u>Specific Objective 3</u><br>To raise awareness among the general public, primarily in Tuzla Canton but also in other parts of BiH, in relation to prevention of separation and promotion of growing up in a family environment   |  |  |
| Specific research produces examples of advantages of alternative forms of care  | End of Year 2/5 examples                     | Research completed in the beginning of Year 3  |
| Materials distributed across BiH  | By end of Y2: leaflet (6000), posters (2000) | 2144 copies of the brochure distributed  |
| Round tables held   | 2 by the end of Year 3                       | Merged into one event through 2007 Modification of Assistance; due to delay incurred with production of research and fostering framework, all was merged within the Conference Event (2008 Modification of Assistance) |
| Measurable change in public awareness of alternative forms of care and their advantages   |  | Year 1 Promotional Campaign was rather successful measured by applications of foster parents received (40) and positive response of professionals  |
| Measurable change in awareness of media professionals and journalists   |  | Ongoing media coverage contributed to public/professional awareness raising  |
| Familija takes on advocacy and promotional role   |  | Familija is recognised as key association for advocating for change and improvements of the ChDPC status in TC, BiH and the Region   |
| <u>Specific Objective 4</u><br>Promote long-lasting change in the policy and legislation at the level of entity and cantonal governments across BiH regarding child protection and support for children deprived of parental care   |  |  |
| Entity MoSW agree to promote legislation in this area   | End of Year 1                                | Entity MoSW provided support to project implementation   |
| Inter-Entity group formed & held regular meetings   | Year 1<br>Y2 and Y3 (3 mtgs. per year)       | Inter- Entity Group formed, held 4 meetings end of Year 1 - Year 2 and produced draft by-laws  |
| Draft Law on Fostering is produced at entity level  | End of Year 3                                | RS Ministry produced draft Law on Social Protection – pending adoption<br>FBiH Ministry produced amendments to FBiH Law on Social Protection – pending adoption  |
| Key components of the fostering model developed are integrated in the Draft Law   |  | WG developed fostering framework integrating model components – pending adoption   |
| Unintended impact   |  | -  |
| <u>Specific Objective 5</u><br>Improved and integrated child protection services addressing the key issues for children at risk of separation (including ChDPC, children affected by violence, children with special needs, children in conflict with the law) provided by CSWs in 3 pilot municipalities |  |  |

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| with strengthened capacities in further 9 municipalities  |                      |   |
| <p>Increased capacity of CSWs in 3 pilot and 9 secondary municipalities to provide child protection and prevention services to a range of risk groups:<br/> Priority risk groups and continuum of care model identified and designed based on local reality<br/> # of staff participating in design and implementation of practice changes<br/> # of youth participating in program design and implementation<br/> # of curricula developed and implemented<br/> # of training programs<br/> # of persons trained (CSW, NGO's, others)<br/> Professional standards for prevention and working with families practice developed/improved:<br/> # standard forms and instruments adapted and in use<br/> Community resource groups/advisory board established and functioning</p> | By the of Year 3     | <p>Priority risk groups identified for 3 project locations in the process of needs assessment and integrated in 3 Action Plans; 66 professionals and NGO representatives participated in design of Action Plans; 41 participated in implementation of practice change.<br/> Along with 3 curricula developed (Case Management, Social Work in Fostering and IT) 3 trainings completed/evaluated: of 37 participants trained, 94.0% of participants evaluated training topics as highly accurate and practical for their job; 100% of participants evaluated "Case Management" training as very useful; 100% of participants evaluated professional training "Social Work in Fostering" as exceptionally valuable, interesting, professional, experience and beneficiary- oriented and well organised;<br/> Capacities of ten professionals from project locations for assessment of potential foster families increased by 100%.<br/> Standard forms and instruments adapted for Herzegovina-Neretva Canton.<br/> Three Community Resource Groups established to monitor implementation of Action Plans; 20 meetings and 1 exchange meeting of Resource Groups held;<br/> 3 Action Plans revised.</p> |
| <p>Pilot services established for ChDPC and children at risk:<br/> # and types of new models of work established (prevention, early intervention, family reunification, foster care, crisis foster care)<br/> # of families referred for services<br/> # high risk groups receiving case management services<br/> # of children separated from their parents referred for services (reunification/foster placement)<br/> # children reunified with their families<br/> # children reintegrated into the community through alternative services such as foster care, group care and community support services (vocational/employment, recreational, remedial education services)<br/> # of children and families receiving crisis intervention and family support services</p>  | By the end of Year 3 | <p>Separation of 320 children from biological families prevented in project locations - prevention services provided by CSWs;<br/> 385 families identified as families at risk by July/2008.<br/> 3 CSWs in project locations (Doboj, Mostar and Zenica) piloting fostering;<br/> Awareness raised on prevention of separation/early intervention with professionals.<br/> 8 potential foster families, including 2 adoptive families trained for fostering in Zenica, pending CSW Zenica's verification. In addition, 2 potential and 4 kinship foster families trained in Doboj - matching process commenced. In total, 16 new potential families applied/assessed or trained for fostering in project locations.</p>   |
| <u>Specific Objective 6</u>   |                      |   |
| NGO/government (CSW) partnership established and active in the development of community-based interventions to support the protection of children at risk and in advocacy in relation to selected issues in child protection  |                      |   |
| <p>NGO/CSW partnerships support families through community based services:<br/> # cross referrals to/from CSWs and NGOs for case management<br/> # of NGO staff participating in professional social work training<br/> # of staff participating in partnership training<br/> # NGO involvement in community resource groups/advisory board</p>   | By the end of Year 4 | <p>In total, 6 NGOs participated in professional social work training.<br/> 152 families identified by CSWs in project locations and involved/supported through services provided by NGOs&amp;CSWs;<br/> 369 direct services provided to children and families;<br/> 7 NGO members nominated in 3 Community Resource Groups (3 HNC, 2 Doboj Region and 2</p>  |

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| # of NGO's that sign MOU's with Centers for Social Work for service delivery and training or staff  |                          | ZDC).<br>4 NGOs signed MoUs with CSWs for provision of services.  |
| Increased capacity of NGO's in pilot and secondary locations for service delivery and targeted advocacy toward development of community-based services:<br># of grants awarded for services<br># of clients served<br># of advocacy and public education activities implemented<br># of NGO's that incorporate best practices in case management to reduce child and family risk  | By the end of Year 3 & 4 | 6 grants awarded for NGO/CSW services.<br>480 beneficiaries directly assisted through 6 NGO projects in three project locations; in addition, 494 beneficiaries indirectly reached by NGO promotional material.<br>In total, 5 brochures, 1 calendar, 2 newsletters and 1 manual published, including 3 press conferences, 22 presentations, 4 TV/Radio thematic shows, round table and conference.   |
| <u>Specific Objective 7</u>   |                          |   |
| Raised awareness at community level in 3 pilot municipalities, as well as among policy makers and professionals in BiH, of the integrated community-based protection strategies developed for children at risk of separation  |                          |   |
| Increased capacity of CSWs to inform public about the needs of vulnerable groups through networking, advocacy and public information activities:<br># of staff participating in advocacy and public awareness training<br># of public awareness campaigns designed and implemented<br># of youth involved in community advocacy and public education initiatives<br># of youth-led programs on advocacy and public awareness<br># of networks established<br># of youth involved in networks<br># of organizations (media, businesses, schools, community groups) participating in public awareness/advocacy activities | Year 3 & 4               | 27 representatives of RGs participated in advocacy and awareness raising training in 3 pilot locations, 3 advocacy action plans developed.<br>2 public awareness/promotional campaigns designed and implemented in Mostar and Dobo, involving electronic & print media and street promotions.<br>1000 brochures, 2000 leaflets and 600 posters published for promotion of fostering.<br>1000 brochures and 700 leaflets printed for promotion of CSW services; Internet portal of CSW Dobo (www.csrdobo.com) active as of September 2008.<br>20 young volunteers involved in community-awareness raising activities.<br>1 informal network established to advocate for improvements of children with special needs.<br>53 parents self-organised to advocate for establishment of daily centre for children with special needs. |
| Increased linkages with community institutions, including schools, media, businesses, etc. re. children in need of protection   |                          | 20 schools, 3 police stations, 18 NGOs, 12 institutions, 24 local/entity/state media, and 5 local/cantonal authority representatives were involved in NGO project activities; in total: 82 different institutions; 15 staff members from 6 CSWs were directly involved in 6 NGO projects.   |
| <u>Specific Objective 8</u>   |                          |   |
| Strengthened capacity for day-to-day case management at CSW level in pilot and secondary locations, with a pilot monitoring tool for case management operationalised in 3 pilot municipalities to enable tracking and measuring of outcomes for children  |                          |   |
| Functioning database monitors care planning and service delivery of social protection beneficiaries in 3 pilot locations:<br># of municipalities that use the SOTAC database (or other database)<br># of people trained how to use SOTAC database<br># of cases loaded into database, data output functional and usable   | Year 2                   | 15 sets of IT equipment (computers, printers) including 15 sets of computer desks distributed to 13 CSWs and 2 Ministries (HNC, ZDC, USC); SPIs installed in 15 computers.<br>SOTAC database analysis completed/USAID provided with recommendations (subject to 2007 Modification of Assistance).   |
| 8.2 Case management services strengthened through standardized practices and monitoring in 3 pilot sites and secondary sites:<br>statistical data available for periodic reporting;   | Year 3 & 4               | 70% of training participants evaluated SPIs as very useful and applicable in practice (2008 survey).<br>Statistical data on monitoring of the children in the system available from CSWs.   |

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| statistical data available for program planning;<br>statistical data available for case planning;<br>statistical data available for monitoring interventions;<br>statistical data available for monitoring children in child protection services. |  |  |
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*Accomplishments in comparison to expected results:*

Objective 1:

- 1.1 Partnership between the government and non-government sector, i.e. MoSW and Familija in TC established and functional in delivery of services and promotion of alternative forms of care.
- 1.2 Professionals from Ministries and CSWs received substantial and new models- and methods-oriented training which increased professional capacities to 100%.
- 1.3 Resource manual Training of Foster Families produced and disseminated throughout the BiH increasing professional and public awareness.
- 1.4 Foster parents took more active role in Familija and the Association responded to members concerns and needs contributing to quality of life.
- 1.5 Increased capacity of foster parents in Familija for service provision and advocacy through active participation in animation and promotion of fostering to newly recruit foster parents and policy makers.

Objective 2:

- 2.1 Standard Forms and Instruments regulating the management of social and child protection cases developed, published & distributed.
- 2.2 Two national conferences held bringing together 161 social protection professionals from BiH and the region, policy makers and NGOs.
- 2.3 Two study visits organised for 22 professionals, policy makers and academics to increase their sensibility for fostering and create preconditions for development of policy documents and regulations necessary for implementation of fostering.
- 2.4 Resource manual on Assessment of Foster Families produced and disseminated across BiH, assisting professionals in the process of assessment and preparation of the family for fostering.
- 2.5 Strengthened services for 140 children deprived of parental care directly involved in the project whose cases were monitored by the CSWs in Tuzla Canton and Brčko District, as well as for children deprived of parental care who were not previously part of the CSW caseload. A mechanism was established through "Familija" for children's views to be made known to policy makers at municipal and cantonal level.
- 2.6 Standard Forms and Instruments used in almost all regions of BiH.

Objective 3:

- 3.1 Specific research produced five examples of advantages of alternative forms of care used in advocacy for application of fostering model in practice and implementation of Policy Document.
- 3.2 Promotional materials produced and distributed across BiH (posters, brochures, leaflets) leading to 40 families applying for fostering in TC.
- 3.3 Change in public awareness of alternative forms of care and their advantages measured through media activities and response form public; change in awareness of media professionals and journalists measured through increase of their sensitivity for the issues of ChDPC and adequate reporting & coverage of the activities.

Objective 4:

- 4.1 Entity MoSW agreed to promote legislation in the area of fostering. Project activities led to development of a national Policy (strategy) for ChDPC and Families at Risk, supported by UNICEF.
- 4.2 Two by-laws produced and submitted for adoption.
- 4.3 Key components of the fostering model developed and integrated in the form of Fostering Framework.

#### Objective 5:

- 5.1 100% increased capacity of Centres for Social Welfare in 3 pilot municipalities and 9 secondary locations to deliver integrated, family-centered, community-based services at the municipal level based on best practices in case management for selected risk groups.
- 5.2 Services for children deprived of parental care and children requiring temporary support/care (fostering) established within the three pilot locations (Mostar, Dobož and Zenica).

#### Objective 6:

- 6.1 Community-based services provided by NGOs in partnership with CSWs to support families at risk and prevent separation of children from their families in 3 pilot locations.
- 6.2 6 NGOs selected in 3 pilot municipalities with capacity for service delivery and targeted advocacy toward development of community-based services for families at risk.

#### Objective 7:

- 7.1 Policy makers at entity and cantonal level introduced to the integrated child protection model developed through the 3 pilot municipalities, in the context of the national strategy for the protection of children deprived of parental care.

#### Objective 8:

- 8.1 A mechanism for day-to-day case management and monitoring using the Standard Forms and Instruments in integrated child protection established in 3 CSWs in 9 secondary pilot municipalities.

#### *Not accomplished in comparison to expected results:*

1. Association of Foster Parents Familija has been developed as an effective advocate to address specific issues faced by children deprived of parental care and their families in TC and promote alternative forms of care and care within the family environment. Although new funding and support from a variety of donors has been obtained by Familija, sufficient funding for the continuation of project activities has not been ensured by end of the project.
2. Standard Forms and Instruments have neither been incorporated into the Law on Social Protection in Tuzla Canton nor formally adopted by respective Ministries (RS, TC and HNC).
3. Draft Laws on Fostering have not been produced at entity levels.
4. Services for children deprived of parental care and children requiring temporary support/care (prevention and early intervention for families at risk) have not been established, although piloted together with the relevant stakeholders in 3 pilot municipalities.
5. Advocacy activities have been conducted through NGO/CSW partnership in the 3 pilot municipalities to raise awareness at community level of prevention and community-based services and strategies. However, activities have not reached or secured sustainable level for future operation.

### **5. Significance of these activities**

The project aimed to build on the emerging opportunities with respect to changing legislation before phasing down completely in 2008. By-laws on fostering and fostering framework drafted represent policy and practice guides for application of fostering in BiH. National Policy on Protection of ChDPC and Families at Risk incorporates examples of good practice relating to alternatives to institutional care developed through the project. The new SC UK EC co-financed project will further build on standard professional instruments towards developing standards, procedures and criteria for planning and monitoring of child protection services by CSWs to be focussed on the quality of care.

Work with the Association of Foster Parents in Tuzla Canton, *Familija*, was entirely focused on strengthening their capacity to fundraise independently. Activities developed within the project in Tuzla Canton were undertaken either by Familija or the MoSW. Familija will remain active in the field of child protection and will continue to play a role as a resource organisation in rolling out the fostering model in new locations. Familija supported establishment of two other foster associations (Banjaluka and Sarajevo). "BiH Network Familija" for development and promotion of fostering was also established at the state level. Fostering Network involves NGOs, CSWs and individuals who wish to contribute to better care, protection and support of ChDPC, believing that growing up in the family environment the basic right and need of every child.

Cooperation between the TC MoSW and SC UK was regulated through a Memorandum of Understanding. This helped define the support to be provided by the MoSW to all joint initiatives, how they were monitored and

assessed, and means of resolving any issues arising, ensuring commitment of the highest levels of the MoSW to the project and to resolution of the issues faced by children deprived of parental care.

Model of fostering and the supporting technical resources developed were shared BiH-wide providing the foundation for replication of the model throughout the country. Fostering model was piloted in two new municipalities (Mostar & Dobož), including Zenica through the NGO grant, resulting in 16 new foster families recruited and trained for fostering. Capacities of over 60 professionals from project locations were built to provide services to children at risk, and 14 professionals are skilled to provide fostering training.

The Municipal Resource Groups will evolve towards child protection networks and serve as mechanisms for ensuring the multidisciplinary approach in planning, implementation and monitoring of child services at the municipal level.

Six local NGOs piloted services and interventions in support of children and families at risk, achieving long term impact measured through change in children's lives, raised awareness about children's rights and social rights, protection from abuse, etc. Three referral mechanisms established between CSWs, NGOs and other institutions and supported by the project will lead to increased quality of care and sustainability of services in three locations. The 1<sup>st</sup> BiH manual for professionals on how to recognise/identify children victims of violence and provide adequate support (Mostar), as well as the Daily Centre for children with impairments (Dobož), achieved sustainability for future actions (protocols signed with CSWs on future cooperation).

## 6. Findings, comments and recommendations

The broad picture that emerges is one of substantial positive development in the policy development process in BiH and capacity development of CSWs, to which, undoubtedly, the USAID project activities contributed and played a significant role. Factual evidence and analysis played a greater role and children deprived of parental care, children at risk, foster parents and families at risk have been major providers for this information. There is no question that there was an overall improvement in the quality of analysis, policy documents and approach with attempt to target the most important issues in the practice; however, measurable impact and change in attitudes of decision makers and practitioners to support genuine change in children's lives lacked. SC UK conducted two researches in 2006 and 2007 to assess and establish crucial points for advocacy related to (i) advantages of foster care for children deprived of parental care compared to institutional care and (ii) participation of children deprived of parental care in decision making processes concerning their care. In summary, the following are the findings and recommendations of the two researches conducted in 2006-2007:

### Registers

*Non-existence of unique database/register of ChDPC and foster families* has been recognised as the crucial obstacle in the process of consolidating data on the level of Entities/Cantons. The process itself is complicated and long, data is most often processed *manually*, hence contributing more to inaccuracy. Relevant Ministries reach decisions on the basis of incomplete, outdated and inaccurate data.

### *Deinstitutionalisation of the system*

Institutions for care of ChDPC in BiH are of extremely large capacity (according to standards of European Union, 'large institutions' are those with more than 12 children). All institutions subject to research care for more than 50 children. Through deinstitutionalisation of the care system, BiH would reach European standards and best practice of care for ChDPC.

### *Promotion of more humane model of care*

International and local NGOs, including Institution of the Ombudsman, advocate for the practice of the best interest of the child and promotion of a more *humane* model of care - fostering - as an alternative to institutional care. Action Plan for Children of BiH 2002-2010 promotes the same; however, the practice shows opposite – an increase in the number of children in institutional care.

### *Financial aspect*

Through analysis conducted and according to current legislation, it has been established that foster care for ChDPC would cost 143,207 KM in ZDC – the lowest assistance in BiH (saving up to 553,176 KM), 463,320 KM in TC (saving 233,064 KM) or HNC 421,200 KM (saving 275,184 KM) and finally, 134,783 KM in RS. By simple calculation, an argument could be made that the state supports more costly institutional services (savings calculated for institutions

subject to research go over 1 million of KM), which also lack professional staff to provide quality services compared to number of ChDPC placed.

### *Legislation*

Entity laws charge local level government (in RS) and cantonal level government (in FBiH) with implementing social protection *in accordance* with their financial capacity. In this regard, transfer of responsibility resulted in unequal standards for ChDPC and institutions across BiH. In simple words, assistance (or quality of care) is not harmonized and varies from canton to canton or municipality to municipality. Richer municipalities or cantons provide significantly more as they are more financially capable while those more socially vulnerable or financially incapable fail to provide adequate support. Although BiH legislation recognises crucial norms and principles, principles of humanity, solidarity and ethics are not exercised in practice of social and child protection when it comes to identification, decrease in or termination of social assistance dependence.

BiH legislation does not prescribe that a child could or should be competent to participate in the decision-making process, except through *providing his or her opinion*. Laws do not foresee regulations that would enable a child to independently, or assisted by other person, appeal to decisions made concerning the child's protection in case of breach of the right to express his or her opinion.

### *Participation*

Children in most cases are not aware of their right to participate and express opinion when their placement is concerned. This includes both children in foster families and those in institutions, in particular children under 12.

Children do not know what the obstacles that prevent their participation are. Most of the professionals see obstacles in a frail system of social protection itself, lack of staff and time, slow speed of placement, and insufficient awareness of professionals about participation. Some professionals deemed that obstacles were with children as *children had unrealistic wishes, and were often emotionally instable and neglected*.

Children constructively identified suggestions for their participation, stating that they should be better informed about conditions of their placement, encouraged to express their opinions, and be more trusted. Professionals were of the opinion that child participation should be improved through the system of social protection and legislation as prescribed by the UN Convention on the Rights of the Child (*although legislation has been harmonised with the Convention*), education of professionals, and support from NGOs.

Children stated that social workers did not familiarise them with their right to participate in decision-making or models of care available (children in foster families knew more than children in institutions, with general exception of those younger than 12 who were not informed at all). Professionals stated that 'professional conversations' with children were not being carried out, although some attention was paid to informing children about their rights and models of care. Professionals considered that by officially taking the child's statement they were respecting child's opinion. In effect, they were only fulfilling the legal obligations.

Children in institutions did not participate (or participated on a small scale) in the process of decision making concerning their model of care, i.e. placement, whereas foster children had a somewhat better experience with participation (except those under 12). Professionals stated that children were involved in the process to the extent which was *understandable to them*. Professionals deemed that participation as such was not 'legally regulated' and thus not mandatory.

### *Some lessons learnt:*

- CSWs and MoSW have limited human resources and a demanding workload, which needs to be taken into account in order to set a realistic implementation pace for the activities undertaken in cooperation with these institutions.
- Development of formal, genuine two-way partnerships and networking between government institutions and local NGOs is of utmost importance for the improvement of protection standards and services.
- Awareness raising activities need to include advocacy initiatives towards policy and decision makers in order to achieve a quicker and better impact of suggested changes.

- Participation of beneficiaries in all stages of project implementation is extremely important for proper identification and defining of problems, as well as introduction of relevant and appropriate initiatives (guiding principle of the Convention).
- Effectiveness and success of project activities should be measured in accordance to improvements these activities introduce in: the lives of children/youth; policy and practice regarding children/youth; participation levels; non-discrimination and equality; and local capacities to support the rights of children.
- Participation of beneficiaries, particularly children and their (foster) families has been a critical and essential aspect from the outset, enabling definition of problems to be addressed and ensuring the relevance of ongoing initiatives.
  - Investment in the development of local skills and competence and capacity building of relevant institutions has been an important component of the programme, and has enabled development of tools and processes that can be integrated into services to improve the standards of care for children.
  - A sustained investment over several years is required to develop the necessary level of partnership, ownership, understanding and commitment to have an effect on policy reform and improvement in the standards of care.
  - The need to ensure changes is made in both policy and in practice such that social workers will explore all the options before placing a child in institutional care (principle of gate-keeping).
  - NGOs and associations operating based on the interests of beneficiary groups can potentially partner the authorities in provision of services, playing an important role as advocates for improvement in the situation of children. This requires time and investment over a prolonged period.
  - Support to an establishment of an NGO, in this case gathering beneficiary groups concerned, needs to be carefully considered and planned, so as to ensure development of adequate capacity and sustainability.
  - Policy development and influencing component must be included from the very beginning, so as to ensure wider and longer term impact for children.

## 7. Fiscal report to describe how agreement's funds were used

Total amount spent during the Project period is \$1,413,984.89 which presents 98.41% of total obligated budget \$1,436,902.85. *Detailed information on the use of the Agreement's funds is available in Final Financial Status Report that is enclosed to this report.*

The changes in the USD exchange rate (the project budget planned in accordance with the 1.6 USD:BAM exchange rate, while the exchange rate to the last modification of assistance scaled down to 1.2438), generated a significant loss and subsequent limitations in terms of the project budget. This posed a difficulty in the longer term of project implementation.

## 8. Project Management

Preparation activities for grant implementation included: (i) project staff recruitment, (ii) procurement of the project equipment and (iii) development of the monitoring and evaluation plan.

*The organisation of the project consisted of the following key personnel:*

|                                      |  |
|--------------------------------------|--|
| Programme Director / Country Manager | Overall support and organisation of the project. Originally budgeted 1 month, three years; provision decreased with change to local staff, as of 01 August 2006. Not budgeted since.   |
| Programme Manager                    | Programme support, project representation; originally: 3 months; three years; national staff; overspent due to an increase in volume of work for the period without a Project/grant manager position being filled; not budgeted in Y4.   |
| Project Manager                      | Day-to-day management of the Phase I of the project as well as of programme and support staff based in Tuzla office; originally: 10 months; three years; national staff. In the final project year (Y4) budgeted 50% (six months) to provide technical expertise and input throughout the project duration.  |
| Project/Grant Manager                | Day-to-day coordination and project management as well as grant management support and management of programme staff; Sarajevo based; originally: 100%, all three years; under-spent due to a period of time when the position has not been filled.  |
| Programme Development Officers (4)   | Undertaking specific activities within the Phase 1 of the project, with one of them providing specific information support to the programme; Tuzla based; originally: 2 x 12 months; three years; national staff. Not budgeted after 31 July 2007.   |
|                                      | Undertaking specific activities within Phase 2, Sarajevo based (2 Programme Development Officers, both 100% engagement during all three years of the Phase II; under-spent due to a period of time without position being filled).   |
| Finance Resource Officers (2)        | Support to day-to-day administration of the Phase I, based in Tuzla office; originally: 4 months; all three years; national staff. Not budgeted after 31 July 2007.  |
|                                      | Provision of support to day-to-day administration and financial management, as well as financial reporting, Sarajevo based; originally: 50%, all three years of the Phase II.  |
| Finance Manager                      | Overall grant management, supervision and support to administration/finances/logistics; originally: 2 months; all three years within the Phase I and 20 % in Y4.   |
| Information Officer                  | Support to IT and information needs, organisation of events, advocacy and awareness raising activities, Sarajevo based; originally: 20%, throughout the project; increased level of support to development of promotional materials, project visibility/publicity and information needs, assistance with organisation of media events, advocacy and awareness raising activities (Y4). |
| Programme Support Officers (2)       | Logistic support (including driving, procurement), as well as support to the computer needs of CSWs in the context of programme activities. Tuzla based; originally: 4 months; all three years Phase 1; national staff. Not budgeted after 31 July 2007.   |
|                                      | Provision of logistic support (including driving, procurement), as well as IT support to the CSWs in the context of programme activities and the Phase 2. Sarajevo based; originally: 50% all three years.   |

### *Procurement of Equipment*

As stipulated in the Agreement, the following equipment was procured for SC UK and its partners (the Association of Foster Parents, Ministries of Social Work, and Centres for Social Work):

|  |
|--|
| Phase 1: 19 desktops, 19 printers, 1 laptop, 1 photocopier, two 2WD vehicles   |
| Phase 2: 17 sets of IT equipment (desktops, printers, desks and chairs), 1 laptop, projector and screen, 1 4WD vehicle |

Given that there were obstacles for procurement of the mentioned items from the USA geographic code 000 or the BiH geographic code 168, a request to waive the source and origin requirement was submitted to the USAID and accordingly approved. SC UK, following the grant closure procedures and instructions related to disposition of assets, prepared and submitted a disposition request to the USAID, which was approved in October of 2008. As stipulated by the Cooperative Agreement and Property Disposition Plan, SC UK prepared transfer agreements for all project stakeholders to receive and accept property.

### *Technical Consultancy*

Terms of Reference for the Technical Consultant, Rebecca Davis, contracted to provide support for the period of project duration were developed and the first in-country visit (November 15-December 15, 2005) was completed as per the Work Plan of the Modification of Assistance. Through this visit, Technical Consultant assisted SC UK in developing Terms of Reference for needs assessment (for the phase 2 of the project - Modification of Assistance 1) conducted in the period of January-February of 2006. The second in-country visit of the Technical Consultant took place in June of 2006. In addition to discussions with SC UK staff, TC had a meeting with the World Learning organisation with regard to structuring and preparing the proposals for a follow up meeting/study visit for professionals from project areas in autumn 2006 and a design of the training programme proposal. A meeting was also held with the USAID CTO and Democratisation Officer for the purpose of overall project development and specific requirement regarding the local NGOs previously supported by USAID (that could be considered as resource for future project activities such as capacity building, establishing networks, providing support in managing the grant programme). TC also participated in development of performance monitoring indicators, stakeholder meetings in three project locations and held presentations on continuum of care, putting international standards and BiH context in focus. The third in-country visit took place in June of 2007 with the purpose to (i) facilitate a comparative review of the phases 1 and 2 performance monitoring plans and indicators and provide recommendations for improvements, possible changes and ways of alignment with Global Impact Monitoring (a SC UK-developed monitoring methodology); (ii) facilitate Resource Groups meetings in project locations and, (iii) collect information and conduct consultations required for the mid-term evaluation of the project, as well as specifically on further capacity-building needs. The visit included meetings with members of the Resource Group in Dobo, professionals in CSWs Zenica and Mostar involved in the implementation of the project, trainer, Save the Children UK project staff and the USAID representative, as well as representatives of the Faculty of Social Work in Sarajevo. The Trip Report was received, containing a set of recommendations concentrated upon strengthening of cooperation with CSWs, providing further guidance to Resource Groups in their work, supporting NGOs/CSW partnerships through the grant scheme, and involving the Association of Foster Parents "Familija" from TC to act as a resource in building foster care services outside of Tuzla Canton. The mid-term project evaluation report was submitted by the consultant at the end of August 2007. The performance monitoring plan and revised indicators were used accordingly. As agreed with Technical Consultant in 2007, originally planned in-country visits (6) had to be reduced due to project duration and budget cut applied in modification of assistance of 2007. In addition, and as assessed as necessary by SC UK, Technical Consultant agreed to provide distance support and develop Toolkit for *Family Centred Social Work Practice in Child Welfare: From Prevention to Protection*. The toolkit was designed as a practical guide for professionals who work with families at risk and serve as the base for development of a culture of promotion of prevention and as a starting point for Centres for Social Work to engage in prevention and early intervention models that engage families, children and youth in problem-solving and decision-making processes. The toolkit was produced in August of 2008 and disseminated at the Conference held in mid September 2008.

### *Modification of Assistance*

The 1<sup>st</sup> modification of assistance was mutually agreed upon between USAID and SC UK on September 30<sup>th</sup>, 2005. The purpose of this modification was to 1) revise the programme description in order to *roll out* the fostering model to three pilot and 8-10 secondary locations and to include other groups of children at risk such as children with disabilities, children in conflict with the law, and children victims of violence; 2) extend completion date from August 1, 2007 to August 1, 2008; 3) increase the Total estimated Amount by \$1,000,000 from \$745,000 to

1,745,000; 4) increase the Total Obligated Amount by \$390,000 from \$546,903 to \$936,903; revise the budget; 5) revise the NICRA; and make various administration changes.

The purpose of 2<sup>nd</sup> modification signed 4<sup>th</sup> August 2006. was to: 1) increase the total obligated amount by \$500,000 from \$936,903 to \$1,436,903; 2) include the Marking Plan; and 3) add the new Marking Standard Provision.

According to the notification on USAID's intention to decrease the total estimated amount for the project, and the subsequent request submitted by SC UK to USAID, the 3<sup>rd</sup> modification of assistance was approved on July 13<sup>th</sup>, 2007. The purpose of this modification was to 1) change the total estimated amount of the budget from USD 1,745,000 to USD 1,436,903; 2) to extend the completion date from August 01, 2008 until September 30, 2008; 3) modify the project description; 4) revise the budget; 5) revise the NICRA; and 6) revise Foreign Taxes reporting requirements.

The 4<sup>th</sup> modification of assistance covering remaining period of the project implementation (last two trimesters) was submitted on 24<sup>th</sup> July, 2008 and subsequently approved by the USAID in August of 2008. Modification included: 1) appropriate reallocations made around actual cost, savings and remaining activities, 2) extension of project completion date to October 31, 2008 necessary for administrative closure of the grant, and 3) revision of the NICRA

### *Project Evaluation*

The final evaluation of the project officially started on September 1, 2008. Procedure of public call for consultancy, preparation of Terms of Reference and selection of suitable consultant was prepared during mid July and finalised by mid August, with consultant being contracted to evaluate the four-year project under the USAID assistance. Preparatory work included analysis of project documentation, field visits and interviews, in order to prepare interim report, i.e. presentation on key project findings, challenges and recommendations for the Conference event held in mid September 2008. The Final Evaluation Report was produced by the official end of the project, 31 October 2008, and is enclosed to this Final Project Progress Report.

List of Resources & Project Deliverables

| Title and description  |
|--|
| To have children grow up in families! – Poster ( <i>local language version only</i> )  |
| Fostering - what is it? - Brochure and leaflet ( <i>local language version only</i> )  |
| Standard Professional Instruments in the Field of Social and Child Protection – Publication & CD ( <i>local language version only</i> )                  |
| Training of Foster Families - Trainer's Manual ( <i>local language version only</i> )  |
| Assessment of Foster Families Manual ( <i>local language version only</i> )  |
| Work Plan of the Association of Foster Parents for the period November 2004 – July 2005  |
| Memorandum of Understanding between the Tuzla Canton Ministry of Social Welfare and SC UK, and the periodic Work Plan                                    |
| Memorandum of Understanding for the pilot project of recruitment of new foster families  |
| Final Draft Book of Rules on Fostering ( <i>local language version only</i> )  |
| Pilot project of children/young persons promotional materials - Poster and leaflet ( <i>local language version only</i> )                                |
| Cooperation Agreement between the TC MoSW and Familija ( <i>local language version only</i> )  |
| Work plan with Tuzla Canton Ministry of Labour and Social Policy   |
| Evaluation Report, Year 1  |
| Copy of the dissemination list for the publication   |
| Needs Assessment Report Executive Summary  |
| Familija's printed materials ( <i>local language version only, copy to CTO</i> )   |
| Needs Assessment Report ( <i>English language version</i> )  |
| Work Plan signed by the Tuzla Canton Ministry of Labour and Social Policy and SC UK (English and local language versions)                                |
| SOTAC Database Analysis Report ( <i>local language version only</i> )  |
| Municipal Action Plans for primary project locations: Zenica, Dobož, Mostar ( <i>local language, one copy to CTO</i> )                                   |
| Trainer's report on Case Management Training ( <i>local language, one copy to CTO</i> )  |
| Technical Consultant's visit report  |
| Social Work in Fostering – merged training report ( <i>local language version only</i> )   |
| Report on Advocacy Action Plans workshops  |
| <i>Familija-info</i> – annual bulletin ( <i>local language version only</i> )  |
| Mid-term evaluation report   |
| NGO Panel Selection Minutes – 1 <sup>st</sup> Round of Grants  |
| Assessment of Foster Families Manual ( <i>local language version only</i> )  |
| Calendar and the Brochure on Children's Rights Topic – NGO Altruist Mostar ( <i>local language versions only</i> )                                       |
| Fostering promotion materials – Dobož ( <i>local language versions only</i> )  |
| Local NGOs Progress Report   |
| Fostering promotion materials – Mostar ( <i>local language version only</i> )  |
| Brochure on violence against children – NGO Altruist Mostar ( <i>local language version only</i> )   |
| Newsletter No. 1 and 2 – NGO ToPeeR Dobož ( <i>local language version only</i> )   |
| Municipal Action Plans – Revised ( <i>local language only, one copy for CTO only</i> )   |
| SPI use in practice of social work – survey report   |
| Local NGOs Progress Report   |
| NGO Evaluation Report  |
| CSW Mostar and Dobož promotional material ( <i>local language version only</i> )   |
| Brochure on Sexual-Reproductive Health and Puberty - Altruist Mostar   |
| Framework with Standards for Fostering in BiH ( <i>local language only</i> )   |
| Toolkit for Family Centred Social Work Practice in Child Welfare: From Prevention to Protection  |
| Local NGOs Progress Report   |
| Manual for Professionals "How to Recognize Violence against Children and Help Children Victims of Violence", NGO Žena BiH ( <i>local language only</i> ) |

*Project Quarterly Performance Reports Submissions*

| No. | Description                              | Period                             | Date of submission |
|-----|--|------------------------------------|--------------------|
| 1.  | First Quarterly Performance Report       | July 2- October 31, 2004           | November 30, 2004  |
| 2.  | Second Quarterly Performance Report      | November 1-January 31, 2005        | March 2, 2005      |
| 3.  | Third Quarterly Performance Report       | February 1- April 30, 2005         | May 30, 2005       |
| 4.  | Fourth Quarterly Performance Report      | May 1- July 31, 2005               | August 30, 2005    |
| 5.  | Fifth Quarterly Performance Report       | August 1- October 31, 2005         | November 30, 2005  |
| 6.  | Sixth Quarterly Performance Report       | November 1, 2005- January 31, 2006 | February 28, 2006  |
| 7.  | Seventh Quarterly Performance Report     | February 1- April 30, 2006         | May 30, 2006       |
| 8.  | Eight Quarterly Performance Report       | May 1- July 31, 2006               | August 31, 2006    |
| 9.  | Ninth Quarterly Performance Report       | August 1- October 31, 2006         | November 30, 2006  |
| 10. | Tenth Quarterly Performance Report       | November 1, 2006- January 31, 2007 | February 28, 2007  |
| 11. | Eleventh Quarterly Performance Report    | February 1- April 30, 2007         | May 30, 2007       |
| 12. | Twelfth Quarterly Performance Report     | May 1- July 31, 2007               | August 30, 2007    |
| 13. | Thirteenth Quarterly Performance Report  | August 1- Octobr 31, 2007          | November 30, 2007  |
| 14. | Fourteenth Quarterly Performance Report  | November 1, 2007- January 31, 2008 | February 29, 2008  |
| 15. | Fifteenth Quarterly Performance Report   | February 1- April 30, 2008         | May 29, 2008       |
| 16. | Sixteenth Quarterly Performance Report   | May 1- July 31, 2008               | August 29, 2008    |
| 17. | Seventeenth Quarterly Performance Report | August 1- October 31, 2008         | November 28 , 2008 |
| 18. | Final Project Performance Report         | July 2 2004 – October 31 2008      | January, 2009      |

## *Acknowledgments*

Successful implementation of the Project *Promotion and Development of Alternative Forms of Care for Children Deprived of Parental Care in BiH* reflects an outstanding commitment among all of its key stakeholders.

The vision and commitment of the USAID, matched with their generous resources committed, represent the primary and indispensable prerequisite for an extraordinary legacy in BiH. This is evident through numerous positive indicators and statements received from key project stakeholders throughout the four years of the Project.

To be successful, a development project such as this one needs to be well received by the donor, professionally conceived and implemented, and endorsed by the beneficiaries, all of which was ensured by the SC UK team.

On behalf of Save the Children UK Programme in Bosnia and Herzegovina, the Project Manager hereby respectfully acknowledges the contributions of the many that have made such a profound difference for the children deprived of parental care in Bosnia and Herzegovina.

In closing, a girl of 15, other children and parents will tell the story that relates to exceptional work and results left behind.

Submitted

January 2009

## *My Story*

I am a very young person, but I learned so much about life. After my mother's and father's deaths, they wanted to place me and my three brothers in an institution. After that, my brother and I were supposed to be adopted in Greece. Nobody asked what we wanted and what we thought about that. Since our ant realised that we did not want to be in an institution or be adopted, she applied for guardianship. But after some time... we were placed in an institution.

My situation became tragic although my social worker did not think so. I was in a foster family before, and I liked it... I was there for 3 months, very short time to be in such a wonderful family. Two brothers lived with me, while the third brother lived in an institution in Serbia. I didn't know anything about why I was placed in an institution. Apart from informing us that we were going to be placed in an institution, the social worker at that time did not ask if we agreed with that. I wanted to stay in the family, but social worker made a decision and took me to the institution.

After some time, my brother caused some problems and he was relocated to a Sarajevo institution. This was very difficult for me and my younger brother. I know that my brothers are not the best examples and are often problematic, but they should not have separated us, at least not the two of us who are younger. Now, two of them are in different towns, and younger brother and I are in the institution. For a certain period of time, after my older brother had been expelled from the institution, we did not know where he was, which worried us a lot.

Today, my younger brother and I are in institution, but fortunately we at least know where our older brothers are and we occasionally talk to them on the phone. Life in the institution is not that bad, we have what is necessary. However, foster family was much better to me. There I had somebody to turn to in confidence because I knew that that person would not give me away or judge me. My and my brother's wish still is to go back to a foster family.

We both have a feeling that we, in this institution, became distant to each other in some strange way. In the foster family we were closer to each other. I wish, if ever there was a chance to go to a foster family, to stay here in this town. Four years ago we were supposed to go to a family in Greece, but we did not want to part from our older brothers and relatives that we have in this town who help us every day, especially my ant and her husband. With this letter, we just want to say that if we were ever to go to foster family, we would!

### *Children's Statements*

...'Familija became part of my life and my second family. I can hardly wait for Saturday and meetings of the Youth Club.'

...'I see myself as a successful person, finishing university, and finding a job that I like. To be happily married, have family, and help my foster parents, to give them a small part in return for what they gave to me, and to help children without parents, adopt a child, that's my biggest wish.'

...'Now, I too have friends!'

### *Parents' Statements*

...'We wanted to make happy one innocent child and we are thankful to all who made it happen.'

...'Thanks to these workshops and these people, my child for the first time had an opportunity to be with other children.'

*List of Annexes*

1. Final Financial Status Report
2. Final Evaluation Report
3. BiH Familija Network Strategic Plan
4. NGO Final Progress Reports

FINAL FINANCIAL STATUS REPORT

PROJECT:

Promotion and Development of Alternative Forms of Care for Children Deprived of Parental Care

Cooperative Agreement No.

168-A-00-04-00109-00

Period of Agreement:

July 02,2004 to October 31,2008.

| Items   | All figures in US\$ |                     |                       |                    |                       |                          |                   |                   |
|---|---------------------|---------------------|-----------------------|--------------------|-----------------------|--------------------------|-------------------|-------------------|
|   | Total approved      | Expenditures Y1     | Expenditures Y2       | Expenditures Y3    | Expenditures Y4       | Total All Years to Date  | % spent           | Balance           |
|   | All Years Budget    | July 2004-July 2005 | August 2005-July 2006 | Aug 2006-July 2007 | Aug 2007-October 2008 | July 2004 - October 2008 | All years to date | All years to date |
| <b>Personnel</b>  | <b>489,175.91</b>   | <b>75,816.66</b>    | <b>132,127.52</b>     | <b>154,535.39</b>  | <b>121,891.66</b>     | <b>484,371.43</b>        | <b>99.02%</b>     | <b>4,804.48</b>   |
| <i>Expatriate Staff Salaries</i>                        | <i>9,867.17</i>     | <i>4,703.11</i>     | <i>5,164.06</i>       |                    |                       | <i>9,867.17</i>          | <i>100.00%</i>    |                   |
| Programme Director/ Country Manager                     | 9,867.17            | 4,703.11            | 5,164.06              |                    |                       | 9,867.17                 | 100.00%           |                   |
| <i>National Staff Salaries</i>                          | <i>362,238.18</i>   | <i>54,388.26</i>    | <i>99,725.73</i>      | <i>118,586.70</i>  | <i>86,430.43</i>      | <i>359,131.12</i>        | <i>99.14%</i>     | <i>3,107.36</i>   |
| Programme Manager                                       | 17,691.60           | 4,424.51            | 5,782.58              | 7,504.51           | -                     | 17,691.60                | 100.00%           | 0.00              |
| Technical Manager                                       | 48,446.80           | 13,468.42           | 13,151.00             | 13,697.50          | 8,129.87              | 48,446.79                | 100.00%           | 0.01              |
| Project Manager   | 44,462.68           | -                   | 11,315.71             | 13,260.09          | 19,878.94             | 44,454.74                | 99.98%            | 7.94              |
| Programme Development Officer Tuzla                     | 39,698.74           | 13,168.01           | 12,187.94             | 13,203.85          | 1,138.94              | 39,698.74                | 100.00%           | 0.00              |
| Programme Development Officer Tuzla                     | 37,109.76           | 11,156.57           | 12,749.33             | 13,203.85          | -                     | 37,109.76                | 100.00%           | 0.00              |
| Programme Development Officers Sarajevo                 | 77,010.36           | -                   | 16,297.07             | 26,206.81          | 33,682.27             | 76,186.15                | 98.93%            | 824.21            |
| Information Officer                                     | 20,064.93           | 2,498.34            | 5,034.88              | 6,171.19           | 5,920.69              | 19,625.09                | 97.81%            | 439.84            |
| Finance and Resources Officer                           | 12,186.60           | 3,585.36            | 4,289.60              | 4,331.64           | -                     | 12,186.60                | 100.00%           | 0.00              |
| Finance and Resources Officer Sarajevo                  | 18,476.75           | -                   | 4,733.39              | 6,056.86           | 5,350.65              | 16,140.90                | 87.36%            | 2,335.85          |
| Finance and Resources Manager                           | 20,377.28           | 2,794.11            | 6,285.34              | 6,593.83           | 4,962.99              | 20,636.26                | 101.27%           | 258.02            |
| Programme Support Officer                               | 9,463.31            | 3,312.93            | 3,719.10              | 2,431.28           | -                     | 9,463.31                 | 100.00%           | 0.00              |
| Programme Support Officer Sarajevo                      | 17,249.37           | -                   | 4,199.80              | 5,925.30           | 7,366.07              | 17,491.17                | 101.40%           | 241.00            |
| <b>Terminal Grant</b>                                   | <b>29,648.42</b>    | <b>4,530.00</b>     | <b>4,502.00</b>       | <b>9,551.67</b>    | <b>10,573.74</b>      | <b>29,157.41</b>         | <b>98.34%</b>     | <b>491.01</b>     |
| Programme Manager                                       | 1,125.50            | 360.00              | 379.00                | 386.50             | -                     | 1,125.50                 | 100.00%           | 0.00              |
| Technical Manager                                       | 4,021.90            | 1,065.00            | 1,088.34              | 1,111.99           | 864.81                | 4,130.13                 | 102.69%           | 108.77            |
| Project Manager   | 3,411.66            | -                   | -                     | 1,296.17           | 1,832.99              | 3,129.16                 | 91.72%            | 282.50            |
| Programme Development Officer Tuzla                     | 3,235.00            | 1,039.00            | 1,078.00              | 1,118.00           | -                     | 3,235.00                 | 100.00%           | 0.00              |
| Programme Development Officer Tuzla                     | 3,007.17            | 1,023.00            | 884.17                | 1,100.00           | -                     | 3,007.17                 | 100.00%           | 0.00              |
| Programme Development Officers Sarajevo                 | 6,683.51            | -                   | -                     | 1,855.67           | 4,511.07              | 6,366.74                 | 95.26%            | 316.77            |
| Information Officer                                     | 1,503.17            | 210.00              | 217.17                | 504.00             | 572.01                | 1,503.18                 | 100.00%           | 0.01              |
| Finance and Resources Officer                           | 958.00              | 313.00              | 319.33                | 325.67             | -                     | 958.00                   | 100.00%           | 0.00              |
| Finance and Resources Officer Sarajevo                  | 1,608.07            | -                   | -                     | 510.00             | 1,098.09              | 1,608.09                 | 100.00%           | 0.00              |
| Finance and Resources Manager                           | 1,717.00            | 236.00              | 241.00                | 568.00             | 672.00                | 1,717.00                 | 100.00%           | 0.00              |
| Programme Support Officer                               | 880.67              | 284.00              | 295.00                | 301.67             | -                     | 880.67                   | 100.00%           | 0.00              |
| Programme Support Officer Sarajevo                      | 1,496.78            | -                   | -                     | 474.00             | 1,022.79              | 1,496.79                 | 100.00%           | 0.00              |
| <b>Benefits</b>   | <b>87,422.14</b>    | <b>12,195.49</b>    | <b>22,735.73</b>      | <b>26,397.02</b>   | <b>24,887.50</b>      | <b>86,215.74</b>         | <b>98.62%</b>     | <b>1,206.40</b>   |
| <i>Expatriate staff social security/medical benefit</i> | <i>1,027.31</i>     | <i>802.08</i>       | <i>225.23</i>         |                    |                       | <i>1,027.31</i>          | <i>100.00%</i>    |                   |
| Programme Director/ Country Manager                     | 1,027.31            | 802.08              | 225.23                |                    |                       | 1,027.31                 | 100.00%           |                   |
| <i>National staff pension,social security,taxes</i>     | <i>86,394.83</i>    | <i>11,393.41</i>    | <i>22,510.50</i>      | <i>26,397.02</i>   | <i>24,887.50</i>      | <i>85,188.43</i>         | <i>98.60%</i>     | <i>1,206.40</i>   |
| Programme Manager                                       | 4,613.36            | 1,030.91            | 1,643.80              | 1,938.65           | -                     | 4,613.36                 | 100.00%           | 0.00              |
| Technical Manager                                       | 14,710.79           | 3,832.88            | 3,782.96              | 4,246.14           | 2,866.16              | 14,728.15                | 100.12%           | 17.36             |
| Project Manager   | 15,759.18           | -                   | 3,370.32              | 4,224.29           | 7,922.55              | 15,517.16                | 98.46%            | 242.02            |

Save the Children UK  
Bosnia and Herzegovina Programme

FINAL FINANCIAL STATUS REPORT

| Items   | All figures in US\$ |                     |                       |                    |                       |                          |                   |                   |
|---|---------------------|---------------------|-----------------------|--------------------|-----------------------|--------------------------|-------------------|-------------------|
|   | Total approved      | Expenditures Y1     | Expenditures Y2       | Expenditures Y3    | Expenditures Y4       | Total All Years to Date  | % spent           | Balance           |
|   | All Years Budget    | July 2004-July 2005 | August 2005-July 2006 | Aug 2006-July 2007 | Aug 2007-October 2008 | July 2004 - October 2008 | All years to date | All years to date |
| Programme Development Officer Tuzla   | 7,741.30            | 2,292.85            | 2,175.02              | 2,276.29           | 2,014.66              | 8,758.82                 | 113.14%           | - 1,017.          |
| Programme Development Officer Tuzla   | 6,642.63            | 1,861.04            | 2,285.77              | 2,495.82           | -                     | 6,642.63                 | 100.00%           | - 0.              |
| Programme Development Officer Sarajevo  | 15,223.39           | -                   | 2,863.76              | 4,618.27           | 6,636.78              | 14,118.81                | 92.74%            | - 1,104.          |
| Information Officer   | 3,232.96            | 337.61              | 766.93                | 926.71             | 1,212.66              | 3,243.91                 | 100.34%           | - 10.             |
| Finance and Resources Officer   | 2,326.58            | 676.91              | 731.54                | 918.13             | -                     | 2,326.58                 | 100.00%           | - 0.              |
| Finance and Resources Officer Sarajevo  | 4,255.49            | -                   | 1,180.28              | 1,206.84           | 1,075.71              | 3,462.83                 | 81.37%            | - 792.            |
| Finance and Resources Manager   | 5,530.89            | 691.81              | 1,621.38              | 1,747.71           | 1,551.07              | 5,611.96                 | 101.47%           | - 81.             |
| Programme Support Officer   | 2,192.90            | 669.39              | 988.48                | 535.03             | -                     | 2,192.90                 | 100.00%           | - 0.              |
| Programme Support Officer Sarajevo  | 4,165.37            | -                   | 1,100.28              | 1,263.15           | 1,607.91              | 3,971.34                 | 95.34%            | - 194.            |
| <b>Travel &amp; Lodging<br/>(SC UK staff expatriate and national)</b>         | <b>35,602.34</b>    | <b>4,282.46</b>     | <b>10,806.07</b>      | <b>11,129.81</b>   | <b>10,288.33</b>      | <b>36,506.67</b>         | <b>102.54%</b>    | <b>- 904.</b>     |
| Travel and accommodation costs-national staff                                 | 17,226.99           | 1,868.86            | 3,878.37              | 6,448.01           | 5,725.72              | 17,220.96                | 102.87%           | - 493.            |
| Vehicle fuel  | 10,111.32           | 978.19              | 2,071.68              | 2,909.19           | 4,562.61              | 10,521.67                | 104.06%           | - 410.            |
| Travel and accommodation costs- Technical Assistance from HO                  | 1,635.41            | 1,635.41            | -                     | -                  | -                     | 1,635.41                 | 100.00%           | -                 |
| Travel and accommodation costs - Expatriate consultant (International travel) | 6,628.62            | -                   | 4,856.02              | 1,772.60           | -                     | 6,628.62                 | 100.00%           | -                 |
| <b>Office Costs</b>   | <b>74,121.76</b>    | <b>12,123.97</b>    | <b>21,726.80</b>      | <b>21,438.74</b>   | <b>18,694.24</b>      | <b>73,983.75</b>         | <b>99.81%</b>     | <b>- 138.</b>     |
| Office Rent   | 46,296.37           | 7,296.10            | 11,383.29             | 13,762.47          | 13,939.05             | 46,380.91                | 100.18%           | - 84.             |
| Utilities   | 1,715.24            | 564.56              | 575.42                | 575.26             | -                     | 1,715.24                 | 100.00%           | -                 |
| Security  | 1,461.29            | 522.94              | 467.04                | 471.30             | -                     | 1,461.28                 | 100.00%           | - 0.              |
| Maintenance   | 2,533.78            | 564.92              | 1,127.08              | 841.78             | -                     | 2,533.78                 | 100.00%           | -                 |
| Communication   | 13,469.60           | 1,863.39            | 5,195.23              | 3,565.55           | 2,811.11              | 13,435.29                | 99.75%            | - 34.             |
| Office supplies   | 8,645.48            | 1,312.05            | 2,978.74              | 2,222.38           | 1,944.07              | 8,457.25                 | 97.82%            | - 188.            |
| <b>Other Direct costs</b>   | <b>8,135.88</b>     | <b>-</b>            | <b>2,150.81</b>       | <b>3,251.87</b>    | <b>3,023.89</b>       | <b>8,426.57</b>          | <b>2.07%</b>      | <b>- 290.</b>     |
| Vehicle maintenance   | 3,900.22            | -                   | 508.08                | 2,154.56           | 1,155.99              | 3,818.63                 | 97.91%            | - 81.             |
| Vehicle registration and insurance  | 4,235.68            | -                   | 1,642.73              | 1,097.31           | 1,867.90              | 4,607.94                 | 108.79%           | - 372.            |
| <b>Professional Fees (consultant)</b>   | <b>32,667.11</b>    | <b>-</b>            | <b>15,392.83</b>      | <b>5,021.81</b>    | <b>12,747.23</b>      | <b>33,161.87</b>         | <b>101.51%</b>    | <b>- 494.</b>     |
| Regional Consultants-Technical Assistance                                     | 2,658.60            | -                   | 2,658.60              | -                  | -                     | 2,658.60                 | 100.00%           | -                 |
| National Consultants-Technical Assistance                                     | 6,891.88            | -                   | -                     | 2,869.02           | 6,108.34              | 8,977.36                 | 130.26%           | - 2,085.          |
| Consultant-Technical Assistance   | 23,116.65           | -                   | 12,734.23             | 2,152.79           | 6,638.89              | 21,525.91                | -                 | 1,590.            |
| <b>Direct Assistance (project supplies/materials)</b>                         | <b>117,479.46</b>   | <b>46,356.19</b>    | <b>71,123.27</b>      | <b>-</b>           | <b>-</b>              | <b>117,479.46</b>        | <b>100.00%</b>    | <b>- 0.</b>       |
| 2WD Vehicle   | 14,153.73           | 14,153.73           | -                     | -                  | -                     | 14,153.73                | 100.00%           | -                 |
| 4WD Vehicle   | 32,700.25           | -                   | 32,700.25             | -                  | -                     | 32,700.25                | 100.00%           | -                 |
| Laptop computer   | 3,681.79            | 1,666.23            | 2,015.56              | -                  | -                     | 3,681.79                 | 100.00%           | -                 |
| Desktop computer  | 5,301.76            | 2,159.56            | 3,142.20              | -                  | -                     | 5,301.76                 | 100.00%           | -                 |
| Printer   | 365.10              | 365.10              | -                     | -                  | -                     | 365.10                   | 100.00%           | -                 |
| Photocopier   | 1,953.94            | 1,953.94            | -                     | -                  | -                     | 1,953.94                 | 100.00%           | -                 |
| Projector and screen  | 1,579.73            | -                   | 1,579.73              | -                  | -                     | 1,579.73                 | 100.00%           | -                 |
| Desks and chairs  | 586.65              | -                   | 586.65                | -                  | -                     | 586.65                   | 100.00%           | - 0               |

FINAL FINANCIAL STATUS REPORT

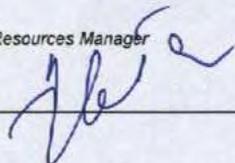
| Items  | All figures in US\$ |                     |                       |                    |                       |                          |                   |                   |
|--|---------------------|---------------------|-----------------------|--------------------|-----------------------|--------------------------|-------------------|-------------------|
|  | Total approved      | Expenditures Y1     | Expenditures Y2       | Expenditures Y3    | Expenditures Y4       | Total All Years to Date  | % spent           | Balance           |
|  | All Years Budget    | July 2004-July 2005 | August 2005-July 2006 | Aug 2006-July 2007 | Aug 2007-October 2008 | July 2004 - October 2008 | All years to date | All years to date |
| Provision of IT support to entity MoSWs  | 3,291.08            | 3,291.08            | -                     | -                  | -                     | 3,291.08                 | 100.00%           | -                 |
| Provision of IT support to CSWs+MoSW in Tuzla canton   | 22,766.55           | 22,766.55           | -                     | -                  | -                     | 22,766.55                | 100.00%           | -                 |
| IT Equipment for CSWs/Ministries   | 31,098.88           | -                   | 31,098.88             | -                  | -                     | 31,098.88                | 100.00%           | -                 |
| <b>Project Activities</b>  | <b>545,226.61</b>   | <b>91,794.58</b>    | <b>116,871.72</b>     | <b>180,246.18</b>  | <b>159,396.87</b>     | <b>528,309.35</b>        | <b>96.90%</b>     | <b>15,917.26</b>  |
| <b>Project Activities-Phase 1</b>  | <b>295,036.48</b>   | <b>91,794.58</b>    | <b>106,053.25</b>     | <b>65,214.24</b>   | <b>26,653.10</b>      | <b>289,715.16</b>        | <b>98.20%</b>     | <b>5,321.32</b>   |
| <b>Objective 1: Development of the model.</b>  | <b>191,010.43</b>   | <b>78,665.57</b>    | <b>66,277.27</b>      | <b>44,259.71</b>   | <b>1,670.47</b>       | <b>190,873.02</b>        | <b>99.93%</b>     | <b>137.41</b>     |
| Support to the Association of Foster Parents   | 135,624.00          | 54,684.00           | 45,620.43             | 34,812.71          | 391.65                | 135,508.79               | 99.92%            | 115.21            |
| Partnership with the Ministry of Social Welfare and the Centres for social Work                    | 26,490.05           | 5,763.80            | 14,008.57             | 6,717.68           | 640.87                | 27,130.92                | 102.42%           | 640.87            |
| Development of training for foster parents   | 7,581.12            | 7,581.12            | -                     | -                  | -                     | 7,581.12                 | 100.00%           | 0.00              |
| Recruitment of new foster families   | 21,315.25           | 10,636.65           | 6,648.27              | 2,729.31           | 637.95                | 20,652.18                | 96.89%            | 663.07            |
| Monitoring/Supervision systems   | -                   | -                   | -                     | -                  | -                     | -                        | 0.00%             | -                 |
| <b>Objective 2: Strengthening/ Professionalisation of services in social and child protection.</b> | <b>66,678.57</b>    | <b>9,061.70</b>     | <b>27,106.29</b>      | <b>10,039.35</b>   | <b>17,227.31</b>      | <b>63,434.65</b>         | <b>95.13%</b>     | <b>3,243.92</b>   |
| Development of standard professional instruments   | 9,057.33            | 5.97                | 9,051.36              | -                  | -                     | 9,057.33                 | 100.00%           | -                 |
| Conference to share standard professional instruments  | 12,355.39           | -                   | 12,355.39             | -                  | -                     | 12,355.39                | 100.00%           | -                 |
| Adapting the Developed standard professional instruments for wider use                             | 10,031.21           | 4,188.38            | 2,442.86              | 3,399.97           | -                     | 10,031.21                | 100.00%           | 0.00              |
| Documentation and sharing of the fostering model   | 23,004.06           | -                   | -                     | 2,532.83           | 17,227.31             | 19,760.14                | 85.90%            | 3,243.92          |
| Study Visits   | 12,230.58           | 4,867.35            | 3,256.68              | 4,106.55           | -                     | 12,230.58                | 100.00%           | -                 |
| <b>Objective 3: Raising Public Awareness.</b>  | <b>10,155.49</b>    | <b>-</b>            | <b>2,327.69</b>       | <b>2,739.00</b>    | <b>5,088.80</b>       | <b>10,155.49</b>         | <b>100.00%</b>    | <b>0.00</b>       |
| Awareness raising among general public and professionals   | 4,427.63            | -                   | 2,327.69              | -                  | 2,099.94              | 4,427.63                 | 100.00%           | -                 |
| Specific research  | 5,727.86            | -                   | -                     | 2,739.00           | 2,988.86              | 5,727.86                 | 100.00%           | 0.00              |
| <b>Objective 4: Promote long-lasting change in policy and legislation.</b>                         | <b>27,191.99</b>    | <b>4,067.31</b>     | <b>10,341.99</b>      | <b>8,176.17</b>    | <b>2,666.53</b>       | <b>25,252.00</b>         | <b>92.87%</b>     | <b>1,939.99</b>   |
| Input to entity level legislative reform in the FBiH   | 11,860.64           | 4,067.31            | 5,189.30              | -                  | 1,435.13              | 10,691.74                | 90.14%            | 1,168.90          |
| Developing of Fostering Framework for BiH  | 15,331.35           | -                   | 5,152.69              | 8,176.17           | 1,231.40              | 14,560.26                | 94.97%            | 771.09            |
| <b>Project Activities-Phase 2</b>  | <b>250,190.13</b>   | <b>-</b>            | <b>10,818.48</b>      | <b>95,031.94</b>   | <b>132,743.77</b>     | <b>238,594.19</b>        | <b>95.37%</b>     | <b>11,595.94</b>  |
| <b>Objective 1: Improved and integrated child protection services</b>                              | <b>115,941.12</b>   | <b>-</b>            | <b>9,923.00</b>       | <b>81,135.70</b>   | <b>17,762.93</b>      | <b>108,821.62</b>        | <b>93.86%</b>     | <b>7,119.50</b>   |

Save the Children UK  
Bosnia and Herzegovina Programme

FINAL FINANCIAL STATUS REPORT

| Items   | All figures in US\$ |                     |                       |                    |                       |                          |                   |                   |
|---|---------------------|---------------------|-----------------------|--------------------|-----------------------|--------------------------|-------------------|-------------------|
|   | Total approved      | Expenditures Y1     | Expenditures Y2       | Expenditures Y3    | Expenditures Y4       | Total All Years to Date  | % spent           | Balance           |
|   | All Years Budget    | July 2004-July 2005 | August 2005-July 2006 | Aug 2006-July 2007 | Aug 2007-October 2008 | July 2004 - October 2008 | All years to date | All years to date |
| Needs assessment  | 9,121.98            |                     | 9,121.98              | -                  | -                     | 9,121.98                 | 100.00%           |                   |
| Integrated interventions design and piloting                              | 12,857.53           |                     | 784.60                | 5,476.03           | 6,323.11              | 12,583.74                | 97.87%            | 273.79            |
| Adaptation and piloting of standard instruments                           | 7,018.18            |                     | -                     | 4,327.28           | 624.60                | 4,951.88                 | 70.56%            | 2,066.30          |
| Training for CSWs and mentoring support                                   | 76,625.51           |                     | 16.42                 | 71,154.47          | 2,581.16              | 73,752.04                | 96.25%            | 2,873.47          |
| Fostering piloting and application  | 10,317.91           |                     | -                     | 177.91             | 8,234.06              | 8,411.97                 | 81.53%            | 1,905.94          |
| <b>Objective 2: NGO/Government (CSW) partnership</b>                      | <b>118,853.49</b>   | <b>-</b>            | <b>-</b>              | <b>1,735.34</b>    | <b>111,633.53</b>     | <b>113,368.87</b>        | <b>95.39%</b>     | <b>5,484.62</b>   |
| Grants for NGO's in 3 pilot municipalities                                | 118,853.49          |                     |                       | 1,735.34           | 111,633.53            | 113,368.87               | 95.39%            | 5,484.62          |
| <b>Objective 3: Raising awareness of integrated protection strategies</b> | <b>4,399.27</b>     | <b>-</b>            | <b>-</b>              | <b>2,060.13</b>    | <b>3,347.32</b>       | <b>5,407.45</b>          | <b>122.92%</b>    | <b>1,008.78</b>   |
| Advocacy/awareness raising activities                                     | 4,399.27            |                     |                       | 2,060.13           | 3,347.32              | 5,407.45                 | 122.92%           | 1,008.78          |
| Networking of CSWs/NGOs/user groups                                       | -                   |                     |                       | -                  | -                     | -                        | 0.00%             |                   |
| <b>Objective 4: Strengthening of case management</b>                      | <b>10,996.25</b>    | <b>-</b>            | <b>895.48</b>         | <b>10,100.77</b>   | <b>-</b>              | <b>10,996.25</b>         | <b>100.00%</b>    | <b>-</b>          |
| Analysis of potential for database upgrade                                | 5,597.56            |                     |                       | 5,597.56           |                       | 5,597.56                 | 100.00%           |                   |
| Database maintenance and user support                                     | 5,398.69            |                     | 895.48                | 4,503.21           |                       | 5,398.69                 | 100.00%           |                   |
| <b>Financial expenses</b>   | <b>1,874.09</b>     | <b>366.83</b>       | <b>505.55</b>         | <b>537.34</b>      | <b>596.37</b>         | <b>2,006.10</b>          | <b>107.04%</b>    | <b>132.79</b>     |
| Bank Charges  | 1,874.09            | 366.83              | 505.55                | 537.34             | 596.37                | 2,006.10                 | 107.04%           | 132.79            |
| <b>Miscellaneous</b>  | <b>16,500.00</b>    | <b>-</b>            | <b>-</b>              | <b>-</b>           | <b>15,709.39</b>      | <b>15,709.39</b>         | <b>95.21%</b>     | <b>790.61</b>     |
| Evaluation Costs  | 16,500.00           |                     |                       |                    | 15,709.39             | 15,709.39                | 95.21%            | 790.61            |
| Audit   | -                   |                     |                       |                    |                       |                          | 0.00%             |                   |
| <b>Total Direct Costs</b>   | <b>1,320,783.16</b> | <b>230,740.90</b>   | <b>370,704.58</b>     | <b>356,161.13</b>  | <b>342,347.98</b>     | <b>1,299,954.59</b>      | <b>98.42%</b>     | <b>20,828.57</b>  |
| <b>Indirect cost NICRA</b>  | <b>115,119.95</b>   | <b>14,836.64</b>    | <b>33,418.65</b>      | <b>35,200.23</b>   | <b>30,574.78</b>      | <b>114,030.30</b>        | <b>98.20%</b>     | <b>2,089.65</b>   |
| <b>Grand Total</b>  | <b>1,436,903.11</b> | <b>245,577.54</b>   | <b>404,123.23</b>     | <b>391,361.36</b>  | <b>372,922.76</b>     | <b>1,413,984.89</b>      | <b>98.41%</b>     | <b>22,918.22</b>  |

Prepared by:  
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South East Europe



Save the Children/UK Southeast Europe Programme  
Bosnia and Herzegovina/USAID-funded Project

**Promotion and Development of Alternative Forms of Care for  
Children Deprived of Parental Care**

**Final Evaluation Report**

**Prepared by: Ešref Kenan Rašidagić  
Independent Consultant**

**30 October 2008**

## **INTRODUCTION**

### **Project in general**

Number of studies carried out in Bosnia and Herzegovina established that number of children without parental care increased manifold in the post-war period. Tuzla Canton has the highest concentration of children without parental care in the country, almost a quarter of the total number. By 2002, the total number of children without parental care in BiH was estimated to be around 4000, of which about 1000 were placed in institutional care. The rest of children mostly lived in foster families relate to them. The task of protecting this children and providing all services related to fostering and placement under institutional care fell upon the Centers for Social Work. Consequently, the CSWs experiences large increase in their workload, with tasks becoming ever more complex with appearance of new needs and problems that appeared both during the war and in the post-war period. At the same time, the capacities of the CSWs in Tuzla Canton, and elsewhere in BiH, were dramatically affected by the war and post-war developments, resulting in decrease in human, financial, and material resources available for everyday work of the centers. All of these factors colluded to demonstrate clear need for development and introduction of new working models in the field of social work, child protection and care, particularly in the area of development of alternative forms of care such as fostering, and development and introduction of professional standards in CSWs. The need for such orientation of the project was corroborated by the UNICEF study, which has indicated increase in the number of institutions in BiH in the post-war period and the need to support development of alternative forms of care.

While implementation of the Phase I, the project entered Phase II, which strove to move beyond the present scope of project activities to broaden the availability of fostering and other alternative forms of care to other areas of the country. The Phase II utilized the best practices in case management developed in Phase I but aiming at a broader range of interventions inclusive of prevention and early intervention, short-term foster care and family reunification. Key to this was to be the development of new, cost-effective and community-based models of work in the field of social work, child protection and care which can also address issues for children at risk of separation from their families.

The intended *direct beneficiaries* of the project activities were therefore the Centers for Social Work, the staff of which was involved in development of new models of care aiming to provide better services for children deprived of parental care. The latter are accordingly the main *indirect beneficiaries* of the project intervention, standing to benefit from introduction of new models of fostering care and decreasing the number of children placed in institutions. The other *main stakeholders* involved in the project were the competent ministries in charge of social welfare, starting with the Cantonal Ministry in Tuzla Canton. Their cooperation was essential to ensure official introduction and acceptance of the newly developed fostering models and to ensure implementation of these models in the CSW operations in future.

### **Final project evaluation**

Final evaluation of the project Promotion and Development of Alternative Forms of Care for Children Deprived of Parental Care was carried out in the period from 1 to 30 September, 2008. According to the Terms of Reference, the evaluations focused on assessment of project objectives in four main areas: effectiveness, efficiency, relevance,

and sustainability. The main aims of evaluation were to assess the effectiveness, efficiency, and impact of project components, compared to the overall goal and stated objectives of the project. The evaluation is also supposed to assess the ownership of the project among the local stakeholders, including identification of issues affecting sustainability of project intervention. Bearing in mind the results of the Mid-Term Evaluation, carried out in July 2007, the evaluation is supposed to assess how the recommendations of the mid-term assessment were taken into consideration by the SCUK. Finally, the evaluation is supposed to highlight areas where the future SCUK child protection program in BiH might need to concentrate more effort or possibly change direction.

### **Methodology used for evaluation**

The evaluation itself consisted of two phases: data collection and field work, which was followed by review of relevant documents. During the first phase, evaluator visited locations in Tuzla Canton which were the focus of the Phase I of the Project, followed by visits to 3 pilot municipalities where the Project was implemented in Phase II. Secondary locations were not visited, but their experiences and results were taken into consideration based on data contained in project-related reports and documents. Majority of interviews took place in the form of focus group discussion, save for some key stakeholders, where face-to-face interviews were better suited for the purpose. SCUK separately contracted review of NGO component (Phase II, Objective 2), which was carried out in July 2008. Accordingly, no additional interviews were conducted with NGOs which participated in the Project activities. Necessary data to assess the results under this Objective were collected through analysis of the NGO evaluation report and interviews with their government partners, which together with these NGOs implemented activities under the Objective 2. Draft findings of this evaluation were presented in the project closing conference, held in Mostar on 16-17 September 2008. The findings were on the occasion discussed by the key stakeholders in the field of social and child protection in BiH. Certain important recommendations resulted from these discussions, which were, among others, fed back into this evaluation report.

## PROJECT IMPLEMENTATION BY OBJECTIVES

### DEVELOPMENT GOAL OF THE PROJECT:

**To decrease the number of children deprived of parental care in institutional care in Bosnia and Herzegovina through the promotion of alternative forms of care.**

This goal was overriding objective of both phases of project implementation. For the purpose of achieving this overall goal, the project activities were split into eight objectives, implemented in two phases. Phase I of the project, involving first four objectives, was implemented in the period between August 2004 – July 2007 (with extension of one year for specific activities approved in 2007). The Phase II of the project, involving the remaining four objectives and dissemination of the project activities outside the Tuzla Canton, was implemented in the period between November 2005 - October 2008.

### OBJECTIVE 1: Development of the Model

**Foster Care Model Development:** the new model of foster care introduced by the project was developed in Tuzla Canton through partnership between SCUK, Tuzla Canton Ministry of Social Welfare, Centers for Social Work, and Association “Familija”. Initially, a total of 50 foster families were identified, trained and certified, and 30 children placed under foster care with these families. Staff from the CSWs were trained and gradually implemented the new model, improving the quality of fostering services through new knowledge acquired through the training, as well as introduction of SPIs in everyday work of the centers.

**Partnership with Tuzla Canton Ministry:** this was key element in enabling successful realization of project activities in Phase I of the project, due to importance of official recognition of the fostering model as promoted by the SCUK in Tuzla Canton. Tuzla Canton Ministry in charge of social welfare co-signed agreements and annual work plans with SCUK. Also, the representatives of the Ministry and SCUK informed each other on activities and results of the project, and discussed issues requiring joint action.

**Support to Association of Foster Parents in Tuzla Canton, NGO Familija:** The Project supported the Association of Foster Parents of Tuzla Canton (UHTK) Familija aware of importance of existence of such organization for the purpose of popularization and implementation of fostering in Bosnia and Herzegovina. During Phase I UHTK Familija achieved important results in promotion and implementation of fostering activities in cooperation with centers for social work in target locations of Tuzla, Gračanica, Srebrenik and Živinice. UHTK Familija implemented grant of the project “Protection and Support for Children Deprived of Parental Care through Development of Fostering in Tuzla Canton in BiH”. The Association established Help Line 443, which was supported by SCUK sub-grant and through which foster parents could request assistance from Familija. As part of the project, UHTK Familija realized activities in promotion of fostering, continuing education, foster parents’ clubs, widening of volunteer base and continuing work with children placed in foster care. UHTK Familija

also organized four-day long “Fostering Day”, where fostering as form of care for children deprived of parental care was promoted in different ways: through theater plays, exhibitions, workshops, round tables, in printed and electronic media, etc. As part of this activity an initiative was born to establish nation-wide “Network of Foster Parents”, which is currently in the process of registration. A 3-year action plan was developed for network. As a result of continuing Project support to UHTK Familija, the organization further strengthened its capacities to realize its primary mission. One of the great strengths of this organization – youth volunteer groups, established with project support is continuing its work. A total of 111 volunteers are members, including 10 active volunteers and foster parents. A total of 32 children deprived of parental care became member of Youth Club Familija. Another very important result is that dissemination of Familija model of fostering directly contributed to founding of two new foster parents associations in Sarajevo and Banja Luka, which is very important from the aspect of increasing impact and sustainability potential of the project.

## **Evaluation**

### **Expected Results:**

- 1.1 Level of partnership between the government and non-government sectors
- 1.2 Professionals from Ministries and CSWs receive training
- 1.3 Production and distribution of materials
- 1.4 Foster parents take more active role in Familija and the organization responds to members concerns
- 1.5 Increased capacity of foster parents in Familija for service provision and advocacy
- 1.6 New funding obtained by Familija and support from a variety of donors ensured, by end of the project

Activities under this component in Phase I of the project formed the basis of project intervention in target municipalities in Tuzla Canton and Brčko District. As such their implementation was crucial for successful realization of other project components. Training that was carried out registered 208 participants in 11 training sessions.<sup>1</sup> It contributed to spread of knowledge regarding fostering model, but also to networking and realization of partnership between the government and non-government sector, which is traditionally proving the biggest obstacle to realization of similar reform-oriented projects. Evaluations carried out after the training demonstrated 100% satisfaction rate among the participants, who valued the training as being ‘highly supportive, improving quality of services, skills and knowledge.’ Also, IT training for the use of SPis was successfully completed by 90% of participants, enabling them to use SPis as part of their everyday work in the centers. Partnership between the SCUK, Ministry of Social Welfare in Tuzla Canton and the CSWs was genuine and very productive during Phase I, enabling swift introduction of the model in this Canton and all CSWs. The Ministry cooperated with the SCUK in most activities. Some problems that arose as a result of personal issues within the Ministry were overcome thanks to additional effort and engagement of SCUK Tuzla Office staff. Activities of interdisciplinary team, project and CSW staff resulted with final confirmation of 50 new foster families, of which 35 were recruited, assessed, trained and confirmed within the project. All project activities were planned and monitored in cooperation with the Ministry of Social Welfare in Tuzla Canton and CSWs. Such cooperation also produced draft bylaws on fostering in FBiH and RS, as well as draft amendments to the existing laws governing family placement.

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<sup>1</sup> Training on fostering model included case management, promotion and fostering

As part of project activities, SCUK produced and distributed several kinds of materials, including the Training Pack for Foster Parents, 1000 copies of which were distributed to social sector professionals in all CSWs across BiH. Another material is publication on Assessment of Foster Families; some 800 copies were also distributed to social sector practitioners in all CSWs in BiH.

UHKT “Familiija” has in the past three years passed through some difficult periods due to problems with staffing, micromanagement by the Management Board, and the complex structure of the Association. These problems plagued the Association and adversely affected its work on realization of planned activities in implementation of the Project. If it was not the case, Familiija would have been able to contribute even more to realization of project activities. The identified problems led to an ad-hoc audit of the Association with the purpose of pinpointing the roots of the problems and recommending solutions to rectify them. Audit was performed by the SCUK staff in December 2006 and it established that Familiija is experienced and capable local NGO which positioned itself as one of the leading stakeholders in the area of fostering in BiH. However, the Association did not fulfill the expectations placed on it in regard to reaching level of sustainability which would enable it to function independently of continuing support by the SCUK. Instead of using the funds provided by the SCUK to develop long-term strategy and project proposals that would enable it to eventually secure additional funding from the government and other sources, the Association gradually decreased its project activities and running costs to enable it to fit within the decreasing SCUK-provided budget. The audit concluded that the point has been reached where continuing financial support by the Project to UTHK Familiija would be counter productive and proposed measures to rectify the problem, including: clear delineation of roles and responsibilities of both partners (Familiija and SCUK); stop further micromanagement of the Association; limit period of continuing financial support; have Familiija apply for project-based financing, same as other local partner NGOs.

On the basis of findings and recommendations of the audit, UHKT “Familiija” introduced changes in the structure of association and appointed chairman of the assembly, chairman and new Management Board, the director, and reduced the number of members of the assembly from 30 to 15 to make it more manageable. Results of continuing activities were extremely humble when it comes to primary goal of the Project. In the view of members of UHTK Familiija, this was due to failure of cooperation and partnership with governmental partners in Tuzla Canton, including competent authorities and the center(s) for social work.

*Interviewed members of UHKT “Familiija” are of opinion that CSW staff (in Tuzla Canton) have still not fully accepted fostering as quality alternative form of care for children deprived of parental care. In their opinion, the reason for this is that “social workers have far less responsibility and problems when children are placed in institutions. Children placed under foster care should be monitored and supervised, but CSW staff is rarely, if ever, doing this, for number of justified and unjustified reasons.”*

While most of the objections and remarks by the interviewed staff of UHTK Familiija are understandable in the context of political and social environment in which they operate in Tuzla Canton, the concern remains regarding the ability of the Association to impose itself as key stakeholder when it comes to fostering-related issues in Tuzla Canton. Given the fact that funding issues remain unresolved (although in one instance Familiija managed to secure matching funds of BAM 27,000), as well as that there is no

*working* strategy for continuing development, future of UHTK Familija following cessation of Project-related support is unclear at best. The blame, however, should not be placed entirely on lack of competence by Familija's leadership and the continuing problems that plagued its work from the very beginning, but also to the general context in which NGOs operate in this country. Impossibility of securing the funding is as yet unresolved issue in BiH, given the lack of government-sponsored funds mechanism, which would disburse funds in transparent manner.

Overall, the ability of UHTK Familija to serve as key partner for SCUK in similar projects in the future is limited. The reason for this is that despite all funding and capacity building invested in the organization by SCUK, its sustainability hangs in balance, depending on continuing support by the donors. The organization also failed to establish strong professional and lobbying infrastructure to act independently as key stakeholder in the field of child and social protection in Tuzla Canton and beyond. No independent funding has been secured from sources external to the project. Additional financial support would likely provide for some quality action on behalf of Familija, but would not alter the present culture of dependency on donor support.

**OBJECTIVE 2: Strengthening/Professionalisation of services in social and child protection.**

Introduction of the new fostering model was logically accompanied by the efforts to strengthen social and child protection services in relevant areas. Main target for activities under this component were professionals from the Centers for Social Work, who were supposed to implement the bulk of activities related to fostering process. Since the situation in the CSWs in Tuzla Canton was difficult due to years of neglect and lack of human, material and financial resources, the project implemented number of activities to address the identified deficiencies. One of the first activities was organization of training on fostering model. A total of 208 professionals attended 11 training sessions. Furthermore, a "Training of Trainers" on fostering was also organized, attended by 10 professionals. Since the project developed SPIs for use in target CSWs, these instruments were distributed in electronic and hard copy forms to 13 CSWs in Tuzla Canton and Brčko District, as well as the Federal and Tuzla Canton ministries in charge of social welfare. In total, over 600 copies of SPI publication were distributed throughout the country to CSWs (133), ministries (11), NGOs (18), and institutions (12). As an unintended result, CSWs in Una-Sana Canton expressed their interest in using SPIs, which were ultimately installed in electronic form in all 8 CSWs in this canton. Upon instruction by the Cantonal Ministry of Health and Social Policy, use of SPIs in this canton became mandatory for all CSWs. The conference was held in Tuzla in April, 2006 to present SPIs and fostering model to relevant audience of professionals and decision makers (discussed separately). The project furthermore organized two study visits for stakeholders involved in implementation of the project in Tuzla Canton in which a total of 22 stakeholders participated.<sup>2</sup>

**Development of Standard Professional Instruments:** The most visible and functional contribution of the project has been in introduction of Standard Professional Instruments for work of CSWs, where at the beginning of project intervention no such documents

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<sup>2</sup> Total of 16 social sector professionals on the visit to Serbia and 6 decision makers and academics to Hungary

and/or procedures existed to guide the fostering process. The Project developed instruments for standardized activities in planning and provision of services in the area of social and child protection. The Standard Forms and Instruments (SPI) were introduced and adopted for use in all Centers for Social Work in pilot municipalities in Tuzla Canton in Phase I and were widely distributed around the country to other CSWs. Consequently, CSWs in primary and secondary project locations in Phase II also adopted these instruments in their everyday operations. To facilitate adoption of SPIs, the Project trained 33 professionals from the target CSWs for use of standard forms and instruments and supplied a total of 27 CSWs and 5 competent ministries for labor and social protection with computer equipment and templates necessary to run the SPIs efficiently. As of today, the project estimates that the Standard Forms and Instruments are in use in 40% of all CSWs around the country, which is double the original goal of the project.

**Conference to share Standard Professional Instruments and introduce models of Alternatives:** the project organized a National Conference on Foster Care, held on 12-13 April 2006 with 103 participants representing 15 relevant entity and cantonal ministries, CSWs, institutions and NGOs. Strengths of the fostering model piloted by the SCUK in Tuzla Canton were presented and discussed by the participants. Conclusion of these discussions and feedback from the participants showed demonstrated that the model should be implemented throughout the BiH. Utilization of SPIs in other cantons/entities in BiH would be subject of decision by the competent ministries in charge of social welfare.

### **Evaluation**

#### **Expected Results:**

- 2.1 Standard Forms and Instruments are distributed and presented to policy makers and professionals across BiH
- 2.2 National conferences held
- 2.3 Study visits organized
- 2.4 Resource manual on Assessment of foster families, appropriate to BiH conditions, produced and distributed
- 2.5 Standard forms and instruments incorporated into Law on Social Protection in Tuzla Canton
- 2.6 Strengthened services for foster children in Tuzla Canton
- 2.7 Standard Forms and Instruments being used in 4 more regions

This is one of the strongest project components in terms of achievements provided for by the project documents. All individual activities described in the project document have been realized and in some instances provided indicators were exceeded. Introduction of SPIs in CSWs in target municipalities went in accordance with the project document, while several other CSWs across the country have also requested and received electronic and hard copies of SPIs for use in their everyday work. More than 50 CSWs throughout the country have adopted SPIs, which represents some 40% of the total number of CSWs in BiH. Use of SPIs has been made mandatory in all 8 CSWs in Una-Sana Canton, which is an unexpected result of the project. A total of 650+ copies of SPI publication were distributed to competent stakeholders around the country. The project produced and distributed 1000 copies of the Resource Manual on Assessment of Foster Families to social sector professionals across BiH. The Tuzla Conference attracted large number of key stakeholders in social and child protection in the country, further contributing to dissemination of the fostering model in Phase II of the project.

Study visit to Serbia exposed social sector professionals to experiences in implementation of alternative forms of care for children deprived of parental care, changes in policy and practice, and fostering projects and cooperation between the governmental and nongovernmental sectors. Visit of BiH decision makers and academics to Hungarian Ministry of Youth, Family, Social Policy and Equal Opportunities provided BiH policy makers with an opportunity to acquire first-hand experience of Hungarian practices in legislative reform related to fostering. According to the participants of the 2 study tours, their purpose – increasing the knowledge and receiving practical information on issues surrounding implementation of fostering model have been reached. Both study visits were regarded by the participants as extremely useful and important, enabling them to prepare for the forthcoming reform of the child protection sector in BiH.

Professionals who used SPIs in their everyday work during Phase I almost unanimously expressed their satisfaction with positive changes and increase of quality in service provision. As a result, efficiency of their work was improved, since they had more time available to attend to other tasks. However, many of the respondents interviewed at the end of the Phase II of the project, primarily those from new pilot municipalities also held certain reservations regarding the use of SPIs, claiming on the contrary that SPIs take away too much time out of their busy schedules. Whatever the case, it seems that satisfaction of beneficiaries with SPIs depends on the amount of time they were involved in project activities and support given to them by the project staff.

*Contrary to the findings of the mid-term evaluation, staff from CSWs in Tuzla and Srebrenik confessed to not using the SPIs. The reason is not in the quality and relevance of standard instruments, but as they say “insufficient technical and human capacities” to carry out the task. In Gračanica CSW, staff claimed to be using SPIs “partially.”*

All project activities in this project component combined to contribute to strengthening services for foster children in Tuzla Canton. This is visible from creation of network of potential foster parents, increasing number of children placed in alternative forms of care, and creation of association of foster parents, which can serve as embryo for networking, lobbying and policy support activities in this Canton and beyond.

### **OBJECTIVE 3: Raising Public Awareness**

Purpose of activities implemented under this component was popularization of fostering model piloted by the project, with ultimate goal being further dissemination and public acceptance of the project. The project commenced these activities with development of the fostering model as the most important starting point, carried out under Objective 1. Furthermore several public advocacy activities were implemented in continuation during Phase I, including conducting research on financial advantages of fostering and production and dissemination of several hundred posters and leaflets throughout the country. Several thousand brochures named “Fostering – What is it?” were produced and distributed. Fostering was also popularized using media with Tuzla TV, Tuzla Cantonal TV, local Radio Vesta, Federal TV, TV Hayat and mainstream newspapers Dnevni Avaz and SAN, carrying articles and interviews with project stakeholders. Familija bulleting was also distributed to target population in Tuzla Canton and beyond. Important reason for implementation of this component in the first

place is popularization of fostering in BiH, which does not have such tradition. Also, it is evident in practice that a number of prejudices exist regarding the fostering, hence the project through these activities sought to overcome these important social and psychological obstacles to successful realization of project objectives. Experiences and success of this component in popularization of fostering and recruitment of new fostering families in Tuzla Canton paved the way for adoption of this activity in Phase II, with somewhat expanded mandate.

## **Evaluation**

### **Expected Results:**

- 3.1 Specific research produces 5 examples of advantages of alternative forms of care
- 3.2 Materials distributed across BiH
- 3.3 Measurable change in public awareness of alternative forms of care and their advantages
- 3.4 Measurable change in awareness of media professionals and journalists

Activities carried out under this objective by the SCUK demonstrated that public advocacy and awareness raising campaigns significantly influence system reform in the area of social and child protection. The most important and visible impact of public awareness campaign was increase in number of applicant foster families which expressed their interest in joining the scheme in Tuzla Canton. A total of 40 families entered second round of assessment upon application. Further illustration of increased public awareness was success of activities carried out under Objective 1 – establishment of the association of foster parents and widening of the network of foster parents to locations outside Tuzla Canton. Also, growing acceptance of SPIs and Case Management methodology, even in CSWs which were not covered by project activities in both phases illustrates increasing understanding and public acceptance of the fostering model. The research carried out under the auspices of the project however demonstrated that much more needs to be done to overcome prejudices and misconceptions about fostering and difference between fostering and adoption. Continuing media interest and coverage of fostering and project activities further strengthened the appeal that the pilot has in targeted areas. It is clear that the project managed to establish strong partnership with all relevant stakeholders in this particular component, including relevant ministries and the media, which shows increasing awareness of the existence of this problem in the country.

*Interviews with foster parents and other beneficiaries of the project in Tuzla Canton, strength of obstacles and issues that remain unresolved even after the project has completely been implemented becomes clear. In the words of respondents probably the key weakness of the project has been “weak appeal to potential foster parents in some municipalities, while in some other municipalities applicants waited for 3 years to be given the opportunity to foster a child. As a result many dropped out and are no longer interested in fostering.” According to some of the foster parents the key omission made in planning stage of the project has been “failure to include staff from institutions into training and other project activities, which resulted in their insufficient sensitization and awareness regarding the alternative forms of care for children without parental care. As a result of this no satisfactory cooperation has been established with institutions until now.”*

**OBJECTIVE 4: Promote long-lasting change in the policy and legislation at the level of entity and cantonal governments across BiH regarding child protection and support for children deprived of parental care.**

The main reason why the project stressed this component was result of assessment that established situation in this field in the beginning of project intervention back in 2004. At the time, the field of care for children deprived of parental care suffered from lack of proper guiding principles in the form of legal regulations and guiding policies. Hence there was no officially adopted policy on protection and care for children deprived of parental care on any level in BiH. Furthermore, this field being very loosely regulated by the existing laws on social protection, no bylaws existed to further regulate the field of protection of children deprived of parental care. In addition, no specific formal instructions, nor procedures, were adopted or in use in any social protection institution to regulate and guide the procedure for identification of children in need of intervention, identification and training of potential foster families, follow-up and monitoring of fostering, etc. The Project in cooperation with all relevant stakeholders further developed the BiH Framework with Standards in Fostering in August 2008, completed by the project, and currently in the draft stage in the competent legislative bodies.<sup>3</sup>

### **Evaluation**

#### **Expected Results:**

- 4.1 Entity MoSW agree to promote legislation in this area
- 4.2 Draft Law on Fostering is produced at entity level
- 4.3 Key components of the fostering model developed are integrated in the Draft Law

The Project succeeded in bringing together all relevant stakeholders to work in partnership on preparation and development of urgently needed regulations in the field of fostering on all levels where social protection is regulated in Bosnia and Herzegovina (entity and cantonal). The results in this segment are impressive, with the Project developing Standard Forms and Instruments for use in the CSWs and other competent institutions, in addition to the bylaws, policies and frameworks which are necessary to regulate the issue of fostering. However, all of these documents (save for the SPIs, which are not subject to legislation), although completed by the project, remain in the draft stage in legislative process, with very few indices on when they will be adopted, let alone implemented as such by the competent ministries. The reasons for these delays are entirely beyond the reach of the Project, SCUK staff and the donor organization. First of all, there have traditionally been problems with adoption of novel concepts in the field of social protection, where the establishment proved very resistant to changes and hesitant to implement something they might have felt was forced upon them. The issue of funding for changes which would occur has also

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<sup>3</sup> As an indirect result of project intervention in this area, the national Policy on Protection of Children Deprived of Parental Care for the period 2006 – 2016 was formulated and adopted by FBiH Government and the Parliament in 2008, while in the RS the policy is still in legislative procedure. Work on the Policy was supported by UNICEF, HHC and the competent entity ministries. In addition to this general document, more specific bylaws on fostering were developed in both entities, to closely regulate the issue of fostering and influence drafting of future regulations in this field. Their official adoption is pending.

frequently been mentioned by the policy makers as a reason for delays in adopting the proposed bylaws in both entities and on cantonal level.

*Speaking privately, interviewed decision makers from the entity and cantonal level expressed their skepticism of any such donor-driven initiatives stating that "they do not necessarily express the genuine priorities in social sector." Pressed to assess the value of this particular project the respondent "welcomed every initiative... for as long as it takes into consideration the priorities as defined by the competent ministries, not impose them from above", which in his personal opinion is the case with majority of donor-funded projects.*

## **PHASE II OBJECTIVES**

**Focus in phase II was on strengthening the CSWs to provide family-based services for children who are considered in the BiH context to be at particular risk of separation from their families**

Activities carried out under Phase II of the project were prepared on the basis of experiences accumulated during Phase I, demonstrating the needs for further dissemination of the model across the BiH. In preparation for Phase II, the project commissioned Needs Assessment, to be carried out by an external consultant in three intended primary and 17 potential secondary locations. The assessment was conducted in February, 2006 in primary locations of Doboј, Zenica, and Mostar, where the project was implemented in Phase II. Potential secondary target locations included Visoko, Tešanj, Maglaj, Olovo, Breza, Vareš, Derventa, Modriča, Prnjavor, Bosanski Šamac, Konjic, Jablanica, Čitluk, Čapljina, Prozor-Rama, Stolac, and Neum. Needs assessment used methodology of face-to-face interviews, as well as focus group discussions with key professionals in target municipalities. Such methodology produced results in the form of identified needs in the targeted locations, which were translated into priorities for future project activities:

- The project should fully involve social sector professionals from the target locations into all aspects of planning and implementation of project-related activities. These activities should also be coordinated with other organizations active in this field in order to avoid overlapping and best utilize the resources.
- All relevant stakeholders (professionals, decision makers, NGOs, beneficiaries and private sector) in target communities should be involved in implementation and monitoring of project activities. Such cooperation and coordination should be formalized for the purpose of defining mutual relations and responsibilities of the key stakeholders.
- Capacity building in the form of continuing education is necessary for the purpose of establishing and sustaining the prevention services, developing strategy of reunification of children with their biological families, as well as introduction of case management. Education should be structured in accordance with the principles of gatekeeping, which will necessitate activities on effecting changes on policy level to sustain such approach. This is primarily related to improved procedures leading to fostering and adoption, which would ensure that children spend the least possible time in institutions.

- Capacity building in the workplace, as well as supervision should be considered for introduction in order to ensure continuity in strengthening professional capacities of the CSW employees.
- Standard Forms and Instruments for work with children and other beneficiaries of social protection developed in Phase I of the Project can, with certain modifications to reflect legislative specifics, be applied in Phase II locations as well. In addition, human and technical resources developed in TK through activities on animation, recruitment, education, support and monitoring of foster families are useful resources for development of such initiatives in the new locations.
- Due to lack of specialized NGOs able to provide social protection and/or advocacy services, strengthening local NGO capacity in such fields in one of preconditions for inclusion of nongovernmental sector in partnership with centers for social work in target municipalities.
- All relevant stakeholders in target municipalities should be empowered and enabled to organize and implement public awareness campaigns designed to pass through the message on importance of children growing up in family environment. Stakeholders should also be able to involve media as partner in these activities.
- Absence of single unified database, as well as problems in using the existing databases warrant the efforts on exploring the possibilities for putting it into function and, possibly, networking it with 'internal' functioning databases in some of the locations.

Taking into consideration experiences from Phase I of the Project, as well as findings and recommendations of the needs assessment, SCUK designed intervention in Phase II. One of the chief recommendations, given in view of planned expansion of the Project to new pilot municipalities was to fully involve all relevant stakeholders in all aspects of project implementation – from planning to monitoring of project activities. These stakeholders include social sector professionals, decision makers, NGOs, beneficiaries and private sector. Activities in Phase II were accordingly designed to be implemented in partnership between the governmental and non-governmental sectors, creating synergies of experience and outreach to target public in pilot municipalities. In order to support these stakeholders and enable successful realization of project activities, capacity building activities were implemented, including capacity building activities in the workplace for social sector professionals. In the same fashion, capacities of local NGOs were to be strengthened in order to enable them to carry out their principal tasks in local communities – increasing public awareness among the target groups. Finally, electronic application of SPIs was explored with the view of integrating them into single database, or in its absence, with locally existing database.

**OBJECTIVE 5: Improved and integrated child protection services addressing the key issues for children at risk of separation (including children deprived of parental care, children affected by violence, children with disability, children in conflict with the law) provided by the Centres for Social Welfare in 3 pilot municipalities with strengthened capacities in CSWs in a further 8-10 municipalities.**

**Resource groups<sup>4</sup>:** In accordance with the project document, and on the basis of findings from the needs assessment, the project established Resource groups which brought together social sector professionals from primary and secondary project locations for the purpose of dissemination of project activities. Three such groups were formed in primary project locations in target municipalities. These groups met regularly throughout the project in meetings which were chaired by CSW representative, and supported by the project staff. One of the primary roles of resource groups was development, implementation and monitoring of plans, which served the purpose of ensuring involvement of all relevant stakeholders in pilot municipalities, in accordance with recommendations of the needs assessment. Action plans included priority activities grouped under: (1) work with families and prevention of separation; (2) family forms of care and development of fostering; (3) education of professionals and professional supervision; (4) awareness raising and advocacy activities. These action plans provided basis for implementation and monitoring of project activities, and were revised and adjusted in meetings of resource groups following one year of implementation. Groups primarily discussed project-related issues, such as the identified needs for changes on policy level. In addition, these meetings served as venues for networking and sharing of experiences between different stakeholders involved in the project. Such exchanges paved the way for adoption of SPI and case management in the Centers for Social Work in several secondary locations.

**Annual project review meeting:** The project sponsored exchange of experiences in Vlačić at the end of the May, 2008 between all resource groups on several issues, chief among which was progress made in implementation of action plans developed for the purpose of carrying out project activities in this component in target municipalities. The meeting brought together participants from all three resource groups in primary target locations of Mostar, Dobož and Zenica, Dobož and Mostar Fostering Teams and Tuzla Canton Support Team. The participants discussed experiences in implementation of action plans with emphasis on promotion of fostering and problems encountered during implementation of project-related activities. Part of the workshop activities were carried out in topic-based working groups, which identified the key obstacles and challenges in implementation of project activities in all target locations, including networking in the community, advocating for improvements and key issues for children at risk of separation, and cooperation with institutions with regard to care for children deprived of parental care.

**Standard Forms and Instruments (SPI):** SPIs developed by the Project together with CSWs in Tuzla Canton in Phase I of the project were adopted for use in target municipalities in Phase II. The forms, amended to reflect legislative specifics in different cantons, namely Herzegovina Neretva Canton are now used in all stages of fostering process in the CSWs in primary locations. Some of the CSWs in secondary locations, which were introduced to the SPIs through their participation in the training and work of Resource groups, also reported their adoption in practice. Amendment procedure and introduction of SPIs in the CSWs in primary locations were fully supported by the SCUK staff, enabling the Phase II locations to benefit from experiences and lessons learned in Phase I of the Project.

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<sup>4</sup> Resource group Mostar, involved stakeholders from secondary locations: Čapljina & Konjic  
Resource group Zenica, involved stakeholders from secondary locations: Maglaj, Tešanj & Visoko  
Resource group Dobož, involved stakeholders from secondary locations: Prnjavor, Modriča, Derventa & Šamac

**Training:** This activity consisted of several separate activities, designed to address the most important capacity gaps identified by the needs assessment and also by the project in the course of implementation of Phase I. Forty participants from the centers for social work, NGOs, institutions and ministry representative in 17 municipalities were beneficiaries of social work in fostering training for social professionals, which was of modular type, and was carried out in three-day modules, repeated six times. Parallel to this was case management training, spread over two months, with the same group of beneficiaries. Both trainings were led by external consultants, chosen by the Project based on their expertise and relevant to the identified needs of the CSWs and their partners in local communities. In locations in Tuzla Canton, which were recipients of training in Phase I, follow up training for trainers was implemented as a kind of refreshment and advance course in fostering-related issues. Advocacy was subject of the training carried out for both primary and secondary target locations, NGOs and resource group members. The training is further discussed under Objective 3. Capacity building activities were completed with implementation of on-site IT training, dealing with SPI adoption in centers for social work. These trainings were realized in primary target locations, but also in the Una-Sana Canton (USK) for eight local centers for social work.

**Extension of the fostering model:** includes establishing a system for recruitment of potential foster families, provision of relevant training and family support in the initial stages of this pilot activity. Basically, the essence of activities in Phase II of the Project was to enable replication of the model developed in Tuzla Canton in Phase I of the Project in the new target municipalities in Mostar, Zenica and Doboј. This was to be done by taking into account specifics of target locations in Phase II, including relevant laws and regulations, human resources and capacities of local Centers for Social Work, NGO capacities, etc. The project succeeded in functionally replicating the fostering model in all its segments, including work on identification of potential foster parents, ensuring that at the end of the implementation period the functioning and sustainable system exists in all targeted centers for social work. In addition, discussions and exchange of experiences in the resource groups enabled some of the CSWs in secondary locations to implement some of the elements of the fostering model, most notably improving case management by adopting the Standard Forms and Instruments.

## **Evaluation**

### **Expected Results:**

- 5.1 Increased capacity of Centres for Social Welfare in 3 pilot municipalities and 8-10 secondary locations to deliver integrated, family-centered, community-based services at the municipal level based on best practices in case management for selected risk groups.
- 5.2 Pilot services established for children deprived of parental care and children requiring temporary support/care, (fostering, prevention and early intervention for families at risk) together with the relevant stakeholders in 3 pilot municipalities.

The first result – increased capacity of the centers for social work in the primary and secondary locations is the area where the strengths of the Project are most clearly pronounced. Combined project activities, including capacity building, technical equipping and introduction of new models of work, have resulted in social sector professionals having the know-how and equipment to tackle the issues which were in the focus of this Project. Introduction of case management for selected risk group is the singular best achievement of the Project and amounts to reform of one aspect of social

welfare sector in Bosnia and Herzegovina. With case management methodology and instruments spreading in more CSWs, the results in this component clearly surpassed the achievements originally envisioned by the project document. These glowing results are somewhat tempered by the failure of stakeholder/resource groups, formed for precisely this purpose, to advance the model even further and contribute to its official acceptance and recognition by the authorities within and beyond the primary target locations. Action plans, which were intended to form basis of activities in target municipalities contained most of the activities which were undertaken by the project. However, respondents from resource groups failed to relate the activities undertaken in their municipalities directly with measures contained in action plans. In other words, the plans were followed in principle, but not taken as check list for implementation of individual activities. Final meetings of resource groups also barely mentioned implementation and accomplishments under the action plans.

The working groups in the annual review meeting in Vlačić thus came to a conclusion that the ‘responsibility for the work in the resource groups and support teams, and subsequently the monitoring of implementation of the action plans was not fully effective, as it greatly depended on the individuals involved and their personal level of commitment to the process. Each individual could have contributed to the work of group with his/her experience and should have provided assistance in achieving the goals set, through lobbying their counterparts in the governmental or business sector for actions, support and financing. This could happen only if the group member was personally motivated to do so.’ Again, these working groups’ main recommendation was that work of the resource groups should be officially recognized, through conclusion of an agreement in the form of MoU or any kind of similar document with relevant municipal or cantonal authorities. This recommendation has so far not been realized, with last meetings of the resource groups merely recommending the SCUK to take up this initiative with the authorities in future.

As for the second result, introduction of new pilot services in primary target locations has not gone very well. Although the targeted centers for social work professed their willingness to cooperate, and reporting certain achievements in this regard, there is little evidence that such new practices found their way into targeted social professionals’ routine. Their failure to adopt the new practices and provide new services accordingly has, however, little to do with the Project performance. The Project staff’s readiness to assist the intended beneficiaries with capacity building and transfer of know-how to enable them to carry out the intended work was constantly in evidence and undisputed by the interviewed respondents. The main contributing factor to the lack of achievements is the prevailing attitude of social sector professionals in BiH, who lack motivation and financial compensation that would make them satisfied and willing to assume what they regards as additional workload in their already busy schedules.

*When interviewed about the value and implementation of new pilot services, social workers from Zenica and Doboј summed up their opinions in nearly identical way: “though new services have been introduced, we basically cannot distinguish between our work on fostering before and after their introduction. We have been active before in seeking alternative forms of care for children before, and will continue to do so in the future.”*

**OBJECTIVE 6: NGO/government (CSW) partnership established and active in the development of community-based interventions to support the protection of children at risk and in advocacy in relation to selected issues in child protection.**

Project intervention under this objective was created with the purpose of providing innovative methods of work in introduction of new fostering model and reaching out to general public to increase their awareness of fostering. This was new activity, introduced in Phase II on the basis of recommendations contained in the initial study. The essence of this activity was to widen the scope of work of CSWs, introducing new models of work with emphasis on prevention and early intervention in dealing with children in danger of losing family care. This component was primarily realized in cooperation with NGOs through grant mechanism, using tailor-made projects based on the needs assessment of local priorities. Prime example of this activity is cooperation between the Center for Social Work in Mostar and NGO Altruist, which was based on preventive work with children from families, beneficiaries of social welfare.

Findings of the needs assessment performed in 2006 indicated that the competent ministries and other key stakeholders, including CSWs are insufficiently aware of the work and potential of nongovernmental organizations, despite the token support to now generally accepted premise that the partnership between the governmental and nongovernmental organizations forms an important segment in the development of social sector. The said stakeholders still tend to view the nongovernmental organizations as primarily engaging in humanitarian work and fail to recognize their development potential. It was also established that cooperation between the centers for social work and local and international NGOs is more intensive and efficient in larger communities, where these NGOs are usually based, but where the centers for social work are also better staffed and funded. Small communities/municipalities have few active NGOs, with most of the implemented projects being short-term, one-off activities. Most of the long-term development projects to date have been implemented by larger, usually international organizations with resources and capacities that enable long-term planning and sustained intervention, although in many instances the activities of INGOs overlapped and even contradicted, creating confusion in local communities. Lack of NGOs specialized for work with children is another obstacle in involving them in effective partnership on the local level. Frequently observed mistrust between the governmental (in this case CSWs) and nongovernmental sectors has to be overcome to enable forming partnership between the two.

**Grant mechanism:** Based on the project document and the needs assessment, SCUUK implemented grant mechanism as a tool enabling establishing functional partnership between the two sectors in target areas: Doboј region, Zenica-Doboј Canton and Herzegovina-Neretva Canton. Under the activities of this project component the grants were awarded to competitively selected local nongovernmental organizations with the overall objective of improving positions of vulnerable groups of children, particularly the children deprived of parental care, and preventing separation of children from their families. All of these goals were to be achieved in partnership with the other key stakeholders in local municipalities, chiefly CSWs. The selected NGOs were **Altruist** and **Žena BiH** in Mostar, **Association of Prosperity** and **Medica** in Zenica, and **Budućnost** and **ToPeer** in Doboј. According to the project documents, specific goals of the grant program were:

- To reduce the number of children in institutions,
- To return the children deprived of parental care (currently under public care) to their biological families,
- Prevention of separation of children from their own families and prevention of their coming to the care of the social protection system.

Target beneficiary groups of activities funded under the grant mechanism were:

- Children deprived of parental care (or in institutions and placed in other/foster families),
- Children under risk of being separated from their families and coming under care of institutions (children exposed to domestic violence, children with developmental difficulties, children with inappropriate parental care, children from poor families),
- Biological and foster families.

All of the selected NGOs implemented their activities in accordance with adopted project documents. Results of this project component were separately evaluated in July 2008.

NGOs which were beneficiaries of grant mechanism in pilot municipalities also benefited from capacity building exercise, designed to increase their capabilities to implement the awarded projects in the field of child protection. The trainings also served to enhance the potential of these NGOs to form functional partnerships with their government partners in pilot municipalities, which primarily meant cooperating with local centers for social work.

## **Evaluation**

### **Expected Results:**

- 6.1 Community-based services provided by NGO/CSW partnership to support families at risk and prevent separation of children from their families in 3 pilot locations.
- 6.2 Up to 6 selected NGOs in the 3 pilot municipalities (actual number to be determined through the assessment phase) with capacity for service delivery and targeted advocacy toward development of community-based services for families at risk (e.g. in seeking municipal funding and support)

This Project component was subject of separate evaluation carried out by the team of external consultants in July, 2008. The evaluation primarily assessed the benefit and contribution to beneficiaries and partnership between the governmental and nongovernmental sector in primary target locations, where the Project implemented this component using the grant mechanism to fund projects co-implemented by six local NGOs and partner CSWs. According to the final evaluation report, the evaluation “established that tasks and obligations of implementing partners were distributed in accordance with needs, and with appreciation of the characteristics of partners who used their links in the field to implement often very complex terms of reference.” The report summarized main evaluation findings as it follows (abbreviated for the purpose of this report):

- Institutional relations have also been to a large extent characterized with trust and understanding on both sides between the partners and the CSWs. This is largely a consequence of the fact that the partners' roles and responsibilities have been clearly defined at the headquarters levels, with all necessary agreements signed and activities defined (separately for each projects).
- And finally, at the very starting point of a partnership relation, it would be useful to get engaged in direct negotiations as to how the partnership may evolve, or even how it may end. This may contribute to development of a basis for mutual responsibility in relations, as well as keeping the relationship very dynamic.
- Sometimes, the projects were set on a too broad basis, so it happened that focus of work in some organizations was pointed almost fully to only some aspects of the project, because the existing capacities were simply not enough to meet the expectations.
- There were some communicational issues within the project itself between the organizations, particularly those from the first round, who were objectively weaker in terms of capacity and experience, and the Save the Children staff.

The NGO evaluation report, having stated all the issues that existed in implementation of this project component, still concludes with the finding that 'overall partnership was at a very satisfactory level.' The present evaluation, not having as part of its mission on-hand assessment of NGOs that were beneficiaries of the grant mechanism, still looked at the other side of the partnership, i.e. centers for social work, as government partners. Having assessed this partnership from somewhat different perspective, this evaluator is compelled to state its disagreement regarding the functionality of partnership between the governmental and nongovernmental sector in primary target locations. This is certainly not to say that quality of projects implemented by the NGOs *per se* was low. However, evidence abounds on the failures of *partnership* between the two sectors as such. Too often the CSW staff in the supposed partnership failed to recognize the value of partnership, or even that such partnership existed. In at least two cases, in Mostar and Zenica, CSW staff was completely unaware of particular NGO activities in the same municipality, or how their activities were supposed to relate to the activities of the CSW.

*When asked about the particular NGO projects carried out in their municipality, CSW Mostar staff present in the meeting could hardly recall the names of the projects. They actually inquired with the evaluator to help them remember what one of the projects was all about.*

Also, contrary to the NGO evaluation findings, relationship and the role of the key partners were not clearly defined (at least not in practice), and in at least one case (in Zenica) the relationship was murky at best, with the NGO partner practically taking over the implementation of the project by the virtue of special relations between the CSW director and the NGO.

*Meeting with CSW staff in Zenica for the purpose of this evaluation was particularly stormy. The previous director has just resigned (or was fired, staff weren't clear about it) and the staff used the opportunity to vent their frustration with the course of project implementations, complaining about being 'left in the dark' about the nature of project activities by the director who just issued orders, without informing them on the true nature of the project. Similarly, the tempers flared when involvement of NGO "Prosperitet" was discussed. Most participants firmly stated that the NGO, with the help of previous director took over project implementation on behalf of the CSW.*

To conclude, contribution of NGOs and their results, as per project document and monitoring reports by the SCUK staff was significant. However, the level of *partnership* between the government and non-government sectors varied. Reasons could be multifold, not least the attitudes and mistrust between the two sectors, which is unfortunately prevalent feature of similar projects in this country.

**OBJECTIVE 7: Raised awareness at community level in 3 pilot municipalities, as well as among policy makers and professionals in BiH, of the integrated community-based protection strategies developed for children at risk of separation.**

Raised public awareness on the existence and needs of children deprived of parental care and children at risk of separation was identified by the original project document and experience in implementation of the project in the Phase I as one of the key issues that need to be further emphasized in order to enable introduction of the concept of fostering in this country. The social protection professionals have traditionally been hesitant to being involved more in the kind of activities where they possessed neither training nor experience. However, in recognition of importance of this activity, the Project decided to involve all stakeholders in target municipalities in public awareness campaigns, conscious of the problems that were identified, among others, by the needs assessment. It was thus established that there is lack of understanding of the concept among the general public, and even among the key stakeholders on higher levels of government. In addition, what is very important, the role of media, which in past was mostly based on sensationalist reporting on individual cases and incidents, was established as crucial and needed to be tackled.

In order to accomplish the goals in this component, the Project actively promoted partnership between social sector professionals and selected local NGOs, which were deemed as more experienced in approaching general public. However, it was established early on that all stakeholders would need to be sensitized and educated on public awareness campaign techniques and methods, hence the project sponsored three one-day, and one-and-a-half day long workshop training sessions, held in the primary target locations of Zenica, Doboje and Mostar. Participants of the trainings were representatives of the centers for social work, non-governmental organizations and institutions that deal with the problems of children without parental care, as well as representatives of government and media.

Trainings were implemented by external trainers with relevant competencies in the field of public advocacy (members of competent local NGO), and the themes that were discussed included: definition, bases and principles of public advocacy; methodology of identification and defining of problems; defining targets and target public; work with media; methodology of work, including lobbying, networking, public meetings, etc.; creation of action plan for public advocacy actions.

As with all other trainings organized by the Project, these workshops were interactive, including group and practical work, exercises and discussions between the participants and the trainers. The most important product of such participatory approach was development of local strategy and campaign action plans by the each group, tailored to suit the interests and preferences of the participants and local community. All participants also received training materials. At the end of the training, participants

also participated in self-evaluation exercise, assessing the relevance of the topic to their needs, as well as quality of training and methodology used.

Activities in the area of public advocacy were organized with overall goal of including public advocacy into policy documents on both central and local levels in BiH. On the local level, public awareness was made component part of the local action plans for three primary target locations, with plans for implementation of public awareness activities developed accordingly. On the central level, importance of public advocacy was recognized through its inclusion in the policy documents developed by the project, including the Policy on Protection of Children Deprived of Parental Care for the period 2006 – 2016 and the Framework with Standards for Fostering in Bosnia and Herzegovina, drafted in August, 2008.

**Municipal-based awareness raising activities:** Based on the project document and knowledge learned through the participatory workshops, advocacy activities were implemented by project implementing partners in three primary target locations of Mostar, Zenica and Doboј. The idea behind introduction of these activities was to enhance the appeal of fostering in the target areas, increasing public knowledge of fostering and ultimately broaden the pool of potential foster parents in municipalities. These activities were implemented based on action plans developed for each of these locations by local stakeholders with assistance from the project staff. Accordingly, all activities were tailored to suit local needs and also the specifics of the local community. In some locations (Mostar) the emphasis of the campaign was on raising awareness using local media and topical talk shows to bring the issue of fostering closer to local public. In other primary locations (Doboј), the center for social work developed awareness activities in close coordination with local NGOs, implementing what was in essence an outreach activity with workshops and individual targeting of population in local communities. Additionally, activities under this Objective resulted in preparation and circulation of the brochure (by CSW Mostar and Doboј) and the leaflet (CSW Mostar), which were used for information sharing among the target population on the issue of fostering and explaining the role of the CSW in the process.

## **Evaluation**

### **Expected Results:**

- 7.1 Advocacy campaign conducted through NGO/CSW partnership in the 3 pilot municipalities to raise awareness at community level of prevention and community-based services and strategies.
- 7.2 Policy makers at entity and cantonal level introduced to the integrated child protection model developed through the 3 pilot municipalities, in the context of the national strategy for the protection of children deprived of parental care.

Project activities in the area of raising public awareness on the issue of fostering are roughly divided into those designed to impact general population, mostly on local level in locations where the project operated; and on results designed to impact policy makers on more central levels. Activities under the first group were designed to contribute to prominence of fostering in primary target locations, deepen the understanding of the issues, increase general acceptance of the model, with overriding objective being increase in the number of potential foster parents and number of children placed under foster care. Advocacy campaign was designed and implemented in different ways in target locations, which is the result of local stakeholders' knowledge of local communities' needs and sensitivities. Accordingly, the focus of activities was slightly different in 3 pilot municipalities. The results also varied

considerably, with number of potential foster families ranging from 0 (in Mostar) to 8 (in Zenica). Overall results are rather humble, given the size of population and planned activities under this component. To explain this, respondents involved in project activities under this component cited continuing prejudices when it comes to fostering in this country, unfavorable economic situation, problems related to official recognition of fostering by the law, etc. However, it was also very obvious to this evaluator that project activities under this component were in many instances realized rather half-heartedly by the local stakeholders, with activities in many instances performed in perfunctory manner, i.e. to satisfy the project requirements. If the project called for direct dealing with public to introduce them to the idea of fostering, the activity performed in some instances was simply putting up info kiosk in what later proved to be not very carefully planned location and time, and handing out leaflets. It would only continue for a couple of hours before such activity was deemed satisfactorily accomplished. Also, lack of genuine cooperation, or problems which plagued cooperation with NGOs in some of target locations, adversely affected project activities in this component as well, with some CSWs having little clue of what NGOs did on the issue of advocacy. In other locations, however, this cooperation was genuine and functional, producing visible results in community.

*Although interviewed social workers were very defensive when it came to their choice of methods used to increased public awareness of fostering, some of them did admit using what for them was easier approach: most social workers were reluctant to approach the potential foster parents directly, preferring to talk on TV or leave it to NGOs to spread the message around. Despite earlier conceding that CSWs had little actual cooperation with local NGOs involved in the project, the staff still proclaimed that “I don’t really know what NGOs actually did out there, but there is no reason to doubt their commitment...”*

The Project fared better when it comes to increasing public awareness among the key policy makers on more central level of government, which is evidenced by recognition of importance and incorporation of advocacy-related activities in legislative and policy documents, as described earlier. However, many of the key stakeholders in competent ministries (mostly on the Cantonal level) remain unconvinced when it comes to recognizing the importance and deserved role for the fostering model promoted by the Project. This is definitely an area where there is much room available for continuing improvement.

The Project strove to increase the capacities of local implementing partners and promote their capabilities to be used in public advocacy. To this end, above-described training activities were realized, resulting in positive feedback from the participants involved in training. However, it was observed that shortness of the training, which was implemented in one and one-and-a-half-day sessions was possibly insufficient to produce lasting change in capacity of participants to deal with such highly sophisticated and demanding activity.

**OBJECTIVE 8: Strengthened capacity for day-to-day case management at CSW level in pilot and secondary locations, with a pilot monitoring tool for case management operationalised in 3 pilot municipalities to enable tracking and measuring of outcomes for children.**

**IT equipment and small office/IT needs:** As part of the project activities, SCUk supplied IT equipment and related supplies for use by the centers for social work in all primary and secondary target locations. Supplies were accompanied with intensive user support to the CSW staff in three primary target locations in the form of IT

training. Purpose of this activity was to enable adoption of SPIs for use in electronic format in everyday case management by all centers for social work in project target municipalities.

**Exploring the integration of the SPI into the existing SOTAC database:** Such activity represented logical continuation of efforts on development and introduction of SPIs in centers for social work in target locations. To this end, local software company responsible for developing the original SOTAC system was contracted by the Project at the beginning of Phase II to prepare feasibility study for integration of SPIs into the SOTAC. The company prepared its analysis and proposed project activities for integration of SPIs. It was established that approximately 90% of data required by SPIs already exist in the SOTAC, making the two virtually compatible. However, the cost of integration proved to be too high, compared to the overall budget of the project and funds invested through World Bank SOTAC. Therefore, Project management and the Donor agreed that the only choice was to drop the activity altogether, for funding reasons, but also since SOTAC itself was not found to be functional at all levels, making further investments into it unjustified.

## **Evaluation**

### **Expected Results:**

- 8.1 SOTAC database functioning at CSW level in the 3 pilot municipalities, enabling planning and monitoring in relation to social protection beneficiaries, with potential mechanisms for longer term support documented.
- 8.2 A mechanism for day-to-day case management and monitoring using the Standard Forms and Instruments in integrated child protection established in CSWs in the 8-10 secondary pilot municipalities.

As already discussed above, project management and the Donor reached agreement to drop the first part of this component from the Project, due to cost of implementation quoted by the contracted software company involved in the original SOTAC project. However, besides cost-related problems, there are continuing concerns related to quality, performance and functioning of SOTAC database in both Entities in Bosnia and Herzegovina. The database has never been completed in entirety, which is especially the case with training and user support components, which are indispensable for proper functioning of such major system. The database functionality and use are on varying level throughout BiH, with better staffed and equipped centers making best use of its, while in some smaller centers the database in reality never commenced operations. In the RS, SOTAC is more in use, due to simplicity of vertical communication and hierarchy of reporting, whereas in the Federation of BiH, database operations are encumbered by complex political and administrative realities on the ground.

A mechanism for day-to-day case management and monitoring using the Standard Forms and Instruments developed in Phase I of the project were adopted for use in target municipalities in Phase II. The forms, amended to reflect specific requirements in different cantons/entities are now used in all stages of fostering process in the CSWs in primary locations, as well as in number of CSWs in secondary locations. Their use in everyday work is sign of acceptance of principles behind the case management methodology, as well as success of the case management training. On the other side, CSW staff interviewed during evaluation also expressed their dissatisfaction with complexity and size of SPIs that require significant amount of their already heavily occupied working time. Some of them, speaking frankly, confessed that they have time

to use just certain forms, 'having no time' to follow the prescribed case management procedure.

*Words of one social worker in Zenica echo the reservations that many other CSW staff have regarding the use of SPIs in practice: "I don't have to rely on SPIs to make assessment of potential foster families, as for me it is enough to use my professional experience and see with my own eyes the situation in that family... SPIs are also taking too much of my time, which is already in short supply... SPIs require us to fill in the same data several times over, which we in the Center find unnecessary"*

## **SUMMARY OF FINDINGS AND CONCLUSIONS**

The project of this format is clearly development project in orientation, regardless of the progress required in realization of stated individual project objectives. Hence an assessment of project accomplishments has to take into account the progress made in changing the environment for implementation of similar reform activities, as well as advances made in changing attitudes and mindset of key stakeholders in the relevant field. Furthermore, every reform activity, especially if implemented in such complex and challenging environment such as in BiH, requires incremental approach. Such approach in turn can only work if all the necessary ingredients are present, most importantly substantial effort and passage of sufficient amount of time for the change to take place. In case of this project, effort involved in its realization is undisputable, while it is still too early to judge the effect it will eventually have in the form of altering the behavior and beliefs of targeted stakeholders. It is safe to assume that the project, in its present form, represents successful commencement of what will hopefully become fruitful reform process.

The Project took the recommendations of the mid-term assessment into consideration seriously and improved/alterd its approach and activities in all suggested areas. In some of these areas, such as policy component and SPI, no further progress could be made, but this was due to circumstances beyond project control. The key stakeholders involved in the Project view the project progress mostly with cautious optimism. While recognizing the importance of such reform-oriented projects, as well as fostering model per se, their involvement (especially on the top level of government) is currently encumbered by unrelated political issues, which basically block any reform activities in Bosnia and Herzegovina at present.

### **Relevance**

Relevance of the project was established at the very beginning of intervention on the basis of findings of different research studies, which identified the need for development of alternative forms of protection of children deprived of parental care. Due to consequences of war and also years of neglect of social welfare sector in BiH, there was huge increase, both in number of institutions and of children deprived of parental care placed under institutional care. Furthermore, existing social protection services in the form of centers for social work were ill equipped to deal with this problem, due to lack of knowledge and prejudices among social sector professionals and attitudes among potential foster parents in their communities. The project designed the model for intervention based on these findings. As a result, project activities targeted all key areas necessary for realization of development goal of the project. The only significant omission among the targeted stakeholders was probably the institutions themselves, although they were included in Phase II of the project. However, although the opinion that institutions needed to be included in the project intervention was advanced by several respondents, it remains doubtful that their inclusion as implementing partners of certain additional project activities, short of direct efforts to close them down for example, would have decreased their resistance to introduction of alternative form of care.

### **Effectiveness**

The project intervention could be judged as very effective, given the limited resources (especially human) at disposal to implement and follow such extensive range of activities. Similarly, impact of the Project compared to stated goals and objectives is

significant, but adjusted to the stated reform and environment-related concerns. One of the most important measures of success in realization of project objectives is change in the mindset of targeted social sector professionals (with all limitations, as already stated), illustrated in acceptance and adoption of new practices and models, such as e.g. SPI and related case management methodology.

### **Efficiency**

The project was implemented with limited human and material resources. Contrary to practice of similar development projects in BiH, which required huge support staff, usually based in most targeted municipalities, there were few SCUK staff supporting project intervention from Tuzla and Sarajevo. However, respondents from all primary target locations expressed their satisfaction with the level of support they received throughout the project. This is of great importance, since insufficient level of support when introducing new model of child care would have made successful realization of project objectives almost impossible. The only area where limitations in human resources by the project were visible was facilitation of CSW-NGO partnership, where partnership between the two sectors did not realize its full potential.

### **Sustainability and ownership**

Certain concerns persist in regard to the ownership of the project by its intended beneficiaries, chiefly local social sector professionals. Having accepted the fostering model as advanced by the project, as well as related methodologies and practices, serious follow up effort might be required to ensure that change becomes permanent and momentum of reform is maintained. Such concerns also pose significant challenges to sustainability of the project intervention. Follow up activities, including monitoring and capacity building might be required to increase the likelihood of sustainability of project intervention in the long run. Another issue that adversely affects sustainability of the project intervention is the persistent influence and advocacy capability of the 'institutional lobby', especially in the Federation of BiH. This lobby will have to be tackled directly in order to minimize its appeal to the key stakeholders in social welfare, including social sector professionals, as well as decision makers. The biggest problem in ensuring the success of donor-supported project in BiH is achieving the level of local ownership whereby the key local stakeholders genuinely adopt the model beyond the project mandate. This problem was also visible in this case, with several stakeholders in target municipalities expressing their reservations regarding the use and effect of e.g. SPIs, but also in understanding what differs the fostering process as advanced by the project from their everyday practices. The issue failure to proceed with fostering process after potential foster parents have been identified and went through the trainings (in e.g. Tuzla Canton and Zenica in Phase II) also serves to illustrate this point. The staff in Zenica CSW reported that the reason for not going ahead with fostering is failure by the SCUK to award the foster parents with 'certificates', which demonstrates the level of their misunderstanding and the lack of sense of ownership of the whole process.

### **SPECIFIC ISSUES OF SIGNIFICANCE FOR FUTURE ACTIVITIES**

The evaluation identified a number of issues which *affected* the task of accomplishing the project objectives as stated in the project-related documents. These issues will require additional attention and will need to be addressed *in design and implementation* of future SCUK operations in the country in order to overcome the obstacles which have adversely affected realization of some of the project objectives.

Most of these issues were in different forms raised during the interviews with key stakeholders on both local and central level in the country, and formulated upon examination of both oral and documentary evidence in the course of evaluation. These issues, in short, would be:

- The idea of fostering (in the form of the model piloted by this Project) is new. Given the traditional resistance by the key stakeholders to introduction of changes in the field of social welfare in this country additional efforts will need to be invested to overcome attitude-induced delays and obstacles.
- There are several preconditions to be satisfied in order to ensure that case management and SPIs, as introduced by the project, be fully adopted in fostering process in BiH. SPIs must win official recognition by the relevant authorities. However, further effort is necessary to influence attitudes of social sector professionals to adopt SPIs as part of their everyday work.
- The issue of micromanagement of project activities in the centers for social work in project-targeted localities deserves special attention, if problems identified in this phase are to be avoided. The answer would probably come in the form of training for the management staff, but also dedicated monitoring activities by the project to ensure that some of the easily tackled problems are not repeated in the future. Examples of such easily avoidable problems would be lack of clarity regarding the nature and objectives of the project due to improper management within the centers, lack of functional cooperation and genuine partnership between the CSWs and NGOs in target municipalities, as well as reluctance to be more proactive and direct when dealing with public in target municipalities as part of public advocacy work.
- The issue of certification of foster parents, present in the centers where applicant parents underwent training by the Project staff, serves to illustrate the lack of understanding of the fostering model and Project philosophy by the direct beneficiaries and key partners in implementation of the Project. It also serves to show the extent of attitude problem among the social sector professionals in this country. This should be tackled head-on in any future activities.
- The issue of completing the process of enacting the project-sponsored policy papers and legislative acts has to be resolved before commencing any future activities in this regard.

Similarly, the main challenges that any future project activities will face in attempts to promote fostering in this country could be summed into the following main points:

- Maintain the momentum of change and expand the model in the environment that is so resistant to change.
- Model, prepare and mount effective public advocacy campaign to promote the fostering model among general public, in the complex and differing context as present in BiH.
- Ensure that necessary legislative changes are effected in order to follow and support project activities.
- Any successful fostering-related activity in future will have to tackle the immensely difficult problem of institutional resistance to change and start transferring children from institutions into foster care, especially in the Federation of BiH.
- The question of ownership of the project cannot be left unregulated before commencing similar projects in future. The project has to make sure that

implementing partners understand project activities as their own and not just as an added burden that might, or might not, be accompanied with financial incentives to realize.

- Future projects advancing alternative forms of care for children deprived of parental care would have to more substantially involve institutions, probably through teaming up with organizations whose mandate is specifically related to efforts to close down the institutions and transfer the children *currently* in institutions to other forms of care.

### ANNEX 1: List of interviews

|    | Date and place                | Time  | Name and surname    | Institution/<br>Organization                      | Position   |
|----|-------------------------------|-------|---------------------|---|--|
| 1  | Sarajevo                      |       | Anita Tomić         | Save the<br>Children UK                           | Project Manager                                      |
|    | 08.09.2008<br>Tuzla, Sarajevo | 11:00 | Jasmina Selimović   |   | CP Coordinator                                       |
|    |                               |       | Lejla Helić         |   | PDO  |
| 2  | 08.09.2008<br>Tuzla           | 13:00 | Hasiba Alibegović   | CSW Tuzla   | Legal Officer  |
|    |                               |       | Alma Dizdar         |   | Pedagogue/Psychologist                               |
|    |                               |       | Subhija Bajrić      |   | Social Worker  |
|    |                               |       | Božo Stijepić       |   | Social Worker  |
| 3  | 09.09.2008<br>Srebrenik       | 09:30 | Fahrija Ganić       | CSW Srebrenik                                     | Social Worker  |
|    |                               |       | Ljiljana Veselčić   |   | Social Worker  |
|    |                               |       | Smail Joldić        |   | CSW Director   |
| 4  | 09.09.2008<br>Tuzla           | 13:00 | Asim Pandžić        | UHTK "Familija"                                   | Project manager in UHTK<br>"Familija"                |
|    |                               |       | Senada Jaširević    |   | Administrator in UHTK<br>"Familija"                  |
|    |                               | 14:30 | Nihad Klapić        | Volunteers  | Volunteer in UHTK "Familija"                         |
|    |                               |       | Nermina Avdihodžić  |   | Volunteer in UHTK "Familija"                         |
|    |                               |       | Edina Avdihodžić    |   | Volunteer in UHTK "Familija"                         |
| 5  | 10.09.2008<br>Gračanica       | 08:00 | Izet Nurić          | CSW Gračanica                                     | Social Worker  |
|    |                               |       | Mevludin Spahić     |   | Social Worker  |
| 6  | 10.09.2008<br>Gračanica       | 09:30 | Osman Alihodžić     | TK  | Foster parent  |
|    |                               |       | Džemal Fazlić       |   | Foster parent  |
|    |                               |       | Ađul Barijaktarević |   | Foster parent  |
|    |                               |       | Ševala Jukan        |   | Foster parent  |
|    |                               |       | Tabaković Emir      |   | Child placed into foster care<br>from an institution |
| 7  | 03.09.2008<br>Zenica          | 10:00 | Hajrudin Brković    | CSW Zenica  | CSW staff  |
|    |                               |       | Goran Bećirević     |   | CSW staff  |
|    |                               |       | Nedžad Alić         |   | CSW staff  |
|    |                               |       | Elmedina Čizmić     |   | CSW staff  |
|    |                               |       | Samra Biloglavić    |   | CSW staff  |
|    |                               |       | Nirma Mešinović     |   | CSW staff  |
|    |                               |       | Dženita Bektaš      |   | CSW staff  |
| 8  | 03.09.2008<br>Doboj           | 14:00 | Brankica Nikić      | CSW Doboj   | CSW staff  |
|    |                               |       | Bosiljka Kovčić     |   | CSW staff  |
| 9  | 16.09.2008<br>Mostar          | 07:00 | Mileta Kekić        | CSW Mostar  | CSW staff  |
|    |                               |       | Janja Mijatović     |   | CSW staff  |
|    |                               |       | Zdravka Marić       |   | CSW staff  |
|    |                               |       | Emina Mehić         |   | CSW staff  |
| 10 | 16.09.2008<br>Mostar          | 17:00 | Ljubo Lepir         | RS Ministry of<br>Health and<br>Social Protection | Assistant Minister for Social<br>Protection          |

**REPORT**

WORKSHOP  
**STRATEGIC PLANNING**  
FOR

**NETWORK FOR DEVELOPMENT OF FOSTERING  
"BH FAMILIJA"**

*June 2008*

## **Workshop objectives:**

- Strategic orientations aim to achieve consensus between interested actors on which strategy needs to be developed in terms of opportunities being used and obstacles of external environment removed, through using of existing strength of the organization and minimizing internal weaknesses that could disable developmental processes.

## **Specific objectives**

- By the end of the training, participants have gained new knowledge, skills and working approach.
- A flexible organization is created through gained education (NETWORKS, NGOs, INSTITUTIONS AND INDIVIDUALS) ready to address requests of the beneficiaries and deliver quality services in own environment.

## **Venue:**

"Klub hranitelj"/ "Foster Club" Gračanica

## **Contact organizations:**

Contact persons: Asim Pandžić

Address: Turalibegova bb str., 75000 Tuzla, Bosnia and Herzegovina

Telephone: +387 (0)35/254-055

Fax: +387 (0)35/ 254-055

E-mail: [familija@inet.ba](mailto:familija@inet.ba)

## **Time:**

29<sup>th</sup> and 30<sup>th</sup> May 2008

# WORKSHOP PROGRAM

## Day one

| Time | Method                            | Contents  |
|------|-----------------------------------|---|
|      | Plenary                           | Introduction  |
|      | Lecture                           | Importance of the Vision and components crucial for defining the vision (basic orientation, work approach, beneficiaries and organization values) |
|      | Group discussion                  | Defining joint vision statement   |
|      | <b>Coffee break</b>               |   |
|      | Lecture                           | Presentation of SWOT elements   |
|      | <b>LUNCH</b>                      |   |
|      | Group exercise                    | Analysis of the organization<br>Identification of strengths and weaknesses<br>Achieved consensus  |
|      | Group exercise                    | Analysis of the environment<br>Identification of actors and factors/opportunities and threats<br>Achieved consensus                               |
|      | Presentation and group discussion | Presentation of group findings<br>Coffee break (during the work)  |
|      | Plenary                           | Recapitulation and evaluation of the first day of the workshop  |

## Day two

| Time | Method                            | Contents  |
|------|-----------------------------------|---|
|      | Plenary                           | Summarizing the results of the first day of the workshop  |
|      | Discussion in groups              | Defining internal and external strategic objectives based on joint vision statement and SWOT analysis |
|      | Presentation and group discussion | Presentation of internal and external strategy identified and achieving group consensus               |
|      | <b>Coffee break</b>               |   |
|      | Group exercise                    | Defining of expected results of internal and external strategy in following period                    |
|      | Presentation and group discussion | Presentation of expected results and achieving group consensus  |
|      | <b>LUNCH</b>                      |   |
|      | Group exercise                    | Identifying draft action framework for strategies established   |
|      | Presentation                      | Presentation of action plan for strategies identified   |
|      |                                   | Resume and final workshop evaluation  |

**List of participants at the workshop:**

| <b>No.</b> | <b>Name</b>                           | <b>Organization</b>                                      |
|------------|---------------------------------------|--|
| 1          | Redžić Behija                         | Association of fosterers TC "Familija" – Tuzla           |
| 2          | Ađul Bajrektarević                    | Association of fosterers TC "Familija" – Tuzla           |
| 3          | Fikreta Omerović / Nermina Avdihodžić | Association of fosterers TC "Familija" – Tuzla           |
| 4          | Osman Alihodžić                       | Association of fosterers TC "Familija" – Tuzla           |
| 5          | Nihad Klapić                          | Association of fosterers TC "Familija" – Tuzla           |
| 6          | Dobrijević Biljana                    | Association of fosterers Banja Luka                      |
| 7          | Snežena Mandić                        | Association of fosterers Banja Luka                      |
| 8          | Ivanka Mušan                          | Association of fosterers Banja Luka                      |
| 9          | Bejnaza Džin                          | Association of fosterers Banja Luka                      |
| 10         | Munevera Arslanagić                   | Association of fosterers "Perspektiva" Sarajevo          |
| 11         | Zaida Matuh                           | Association of fosterers "Perspektiva" Sarajevo          |
| 12         | Sabaheta Alispahić                    | Association of fosterers "Perspektiva" Sarajevo          |
| 13         | Predstavnik                           | Center for Social Work – Gračanica                       |
| 14         | Ragib Vajinaga                        | Cantonal Center for Social Work – Sarajevo               |
| 15         | Predstavnik                           | Center for Social Work – Banja Luka                      |
| 16         | Nedažad Alić                          | Center for Social Work - Zenica                          |
| 17         | Foster Parent                         | "Asocijacija prosperiteta" Zenica                        |
| 18         | Representative                        | Center for Social Work – Srebrenik                       |
| 19         | Representative                        | Center for Social Work – Brčko Distrikt                  |
| 20         | Emira Taletović                       | HHC- Mobile team for prevention and reintegration Zenica |
| 21         | Representative                        | Center for Social Work – Doboj                           |
| 22         | Mirjana Gavrić                        | Save the Children UK                                     |

**Defining the Vision “Network for development of fostering” by 2013, formulated by the participants:**

|   |
|---|
| Fostering network – as resource center – modernly equipped – legally registered                                       |
| Network comprised of NGO, governmental institutions, humane people, distinguished individuals, fosterers and children |
| Open for cooperation with relevant actors (government, NGO, business sector)  |
| Network at the European level – links with associations in the region and wider – Euro foster                         |
| Participation of children in bringing decisions that directly affects them  |
| Deinstitutionalization – fostering priority   |
| Additional education for fosterers and children   |
| Better material security for children and fosterers – uniformity at BiH level   |
| Societal acknowledgement of fosterers within the society  |
| Tolerance, kindness, humanity, multiethnic and multicultural  |
| Respecting child rights   |
| Quality management of the network   |
| Foster care developed both for juvenile offenders and children with special needs                                     |
| Network included in the process of placing children from one family to another  |
| Safe future – priority in educating and employing children from fostering at the end of their education               |
| Professionalization of fostering – adopted and applied law  |
| Congratulations and awards especially to successful children from fostering   |
| Empowered network – materially and through staff  |
| Equal status of fosterers at the area of BiH  |
| Continuousness in work  |
| Transparency and discipline in work, openness and communicativeness   |
| Summer and Winter holidays for children   |
| Modern and functional network   |

**SWOT analysis defined by the participants:**

|   |   |
|---|---|
| <p><b>Strengths:</b></p> <ol style="list-style-type: none"> <li>1. Relevant and actual mission in comparison to the needs of the environment</li> <li>2. Objectives defined and accepted by the network members</li> <li>3. Sufficient number of staff (team work, will, motivation, idea, joy, enthusiasm)</li> <li>4. Readiness to change – <i>recognizing weaknesses</i></li> <li>5. Quality services</li> <li>6. System – informal groups – idea for network development</li> <li>7. Organizations give own material and human resources in terms of enabling start of network functioning</li> <li>8. Business culture (image) is on a higher level (exchange of an opinion, understanding, interpersonal relations, organization...)</li> </ol> | <p><b>Opportunities:</b></p> <ol style="list-style-type: none"> <li>1. Process of European Integration</li> <li>2. Potentially large number of new network members</li> <li>3. Forming the fund from which work of the network will be funded through projects</li> <li>4. Legal system offers opportunities for quality acting (including participation in work of governmental institutions)</li> <li>5. Large number of potential partners</li> <li>6. Cooperation with educational institutions + informing about fostering in school councils</li> <li>7. Due to poor economic situation, fostering is more and more actual (larger number of children and fosterers)</li> <li>8. Favorable micro and macro locations + expanding the network</li> <li>9. Greater potential exists in bigger cities for expanding the fostering</li> <li>10. Inclusion of children and fosterers in various forms of ecological actions</li> <li>11. Quality cooperation with CSWs in improving standards of foster parents and children at BiH level</li> <li>12. Existing and potential donors</li> <li>13. Good cooperation with media</li> </ol> |
| <p><b>Weaknesses:</b></p> <ol style="list-style-type: none"> <li>1. No written strategy</li> <li>2. Undeveloped structure</li> <li>3. Unequally developed network members</li> <li>4. Problem of control and validation (processes and procedures of internal monitoring and evaluation not defined)</li> <li>5. Insufficiently educated staff in relation to specific knowledge and skills – modern interactive approach to work</li> <li>6. Lack of management</li> <li>7. Lack of professional staff from specific areas</li> <li>8. Systems and procedures for network functioning undeveloped</li> <li>9. Lack of material-technical and financial resources for work and network development</li> </ol>   | <p><b>Threats:</b></p> <ol style="list-style-type: none"> <li>1. Poor economic situation causes increased number of children without parental care</li> <li>2. Bureaucracy – length of process affects caring and placement of children</li> <li>3. Unstable political situation + personal interests are above society interests</li> <li>4. Less number of donors and more demanding donors</li> <li>5. Territorial distance between target groups</li> <li>6. Poor social policy can affect number of fosterers – giving up fostering by the educated fosterers</li> <li>7. Misuse of media due to personal interest</li> <li>8. Change of strategy and lack of understanding between partner organizations</li> </ol>   |

**Vision of the Network for development of fostering by the 2013, defined by participants' consensus:**

**"BH Familija" is dynamic network consisted of institutions, NGOs and individuals, which in cooperation with relevant actors works for protection and improvement of child rights through promotion and development of fostering as the most adequate form of care for children without parental care, determining own work upon principles of humanity, willingness, participation, voluntarism, tolerance and multiculturalism.**

**Specific objectives to be achieved defined through consensus of participants (internal strategy – strengths and weakness from SWOT analyses:**

1. Permanent education and motivation of members with aim of strengthening the members and development of relevant network services.
2. Planned development of the network with aim of improving effectiveness, efficiency and long-term sustainability of the network.

**Expected results and realization of internal strategy:**

- 1.1. Skilled and motivated network members
- 1.2. Improved existing and new services developed in accordance with needs expressed
- 2.1 Formal functional network formed (registration, leadership selected, way of functioning and operating the network defined, structure and board defined, ways of funding, management, code of conduct for members...)
- 2.2. Developmental strategy defined and applied
- 2.3. Financial, material and technical funds necessary for network functioning secured.

**Time frame for realization of specific objectives of internal strategy by the end of 2010:**

| <b>Activity:</b>  | <b>Who?</b>           | <b>When?</b>        |
|---|-----------------------|---------------------|
| 1.1.1 Creating questionnaires on need for network members education               | Coordinator           | 2008                |
| 1.1.2 Survey with organizations   | Coordinator           | 2008                |
| 1.1.3 Preparing and delivery of education for members                             | Coordinator           | Continuously        |
| 1.1.4. Stimulating existing network services                                      | Coordinator + members | 2009, 2010          |
| 1.2.1. Survey with members on need for starting new network services              | Coordinator           | 2009                |
| 1.2.2. Creating and implementation of most priority network services              | Coordinator + members | 2009                |
| 2.1.1. Forming and network registration   | Coordinator           | 2008                |
| 2.1.2. Creation and adoption of code of conduct for network members               | Coordinator + members | 2008                |
| 2.2.1. Creating strategy, implementation and monitoring                           | Coordinator + members | 2008 + continuously |
| 2.3.1. Creating and implementation of fundraising plan                            | Coordinator + members | 2008                |
| 2.3.2. Purchase of necessary material/technical resources for network functioning | Coordinator + members | 2009                |

**Specific objectives to be achieved - consensus of participants (external strategy – opportunities and threats from SWOT analysis):**

1. Enable adequate support from the government for network functioning and development of fostering through advocating and lobbying
2. Development and improvement of cooperation with partners and donors aiming realization of independent and joint projects and activities
3. Promote work and importance of the network and fostering and attract new network members through media campaigns

**Expected results and realization of external strategy:**

- 1.1 Campaigns for public advocating and lobbying directed toward authorities created and implemented.
- 1.2 Support in network functioning provided by the government.
- 2.1 Data base on potential partners and donors created and regularly updated.
- 2.2 Cooperation with relevant partners and donors established.
- 2.3 Independent and joint projects and activities created and implemented.
- 3.1. Media plan created and implemented.
- 3.2. Public image of the network and fostering improved.
- 3.3. Number of network members increased (to optimum).

**Time frame for realization of specific objectives of external strategy by the end of 2010:**

| <b>Activity:</b>   | <b>Who?</b>  | <b>When?</b> |
|--|--|--------------|
| 1.1.1. Organization of the workshop for public advocating and lobbying                 | Coordinator and development team   | 2009         |
| 1.1.2. Implementation of campaigns for public advocating and lobbying                  | Coordinator and development team   | 2009 – 2010  |
| 1.2.1. Organizing meetings with government representatives                             | Coordinator and development team   | 2009         |
| 1.2.2. Support by the government (coordination + reporting)                            | Representative of the government + coordinator                           | 2009-2010    |
| 2.1.1. Creating data base on donors and partners                                       | Coordinator and development team   | 2009         |
| 2.1.2. Collecting and input of data on partners and donors                             | Coordinator and development team   | 2009         |
| 2.1.3. Updating data base  | Coordinator and development team   | Continuously |
| 2.2.1. Contacts with donors and partners   | Coordinator and development team   | Continuously |
| 2.3.1 Defining and creating joint projects and activities                              | Coordinator and development team, representatives of partners and donors | 2009         |
| 2.3.2. Implementation and monitoring of joint projects and activities                  | Coordinator and development team, representatives of partners and donors | 2009 – 2010  |
| 2.3.3. Evaluation of joint projects and activities                                     | Coordinator and development team, representatives of partners and donors | Continuously |
| 3.1.1. Organization of the workshop “Media strategy and media plan”                    | Coordinator and development team   | 2010         |
| 3.1.2. Implementation and monitoring of media plan                                     | Coordinator and development team   | 2010         |
| 3.2.1. Creating survey questionnaires “Importance of network and fostering”            | Coordinator and development team   | 2010         |
| 3.2.2. Conducting two surveys “Importance of network and fostering”                    | Coordinator and development team   | 2010         |
| 3.3.1. Contacts with potential network members and presentation of work of the network | Coordinator and development team   | Continuously |
| 3.3.2. Acceptance of new network members   | Coordinator and development team   | Continuously |



**Organization name: Udruženje građana Asocijacija prosperiteta (Association of Citizens "Association of Prosperity")**

**Project name: «Provision of alternative care to children deprived of parental care in Zenica»**

## **FINAL PROJECT IMPLEMENTATION REPORT**

**Implementation period: 01.08.2007.-31.05.2008.**

**Total project budget: 24,840.00 USD**

**Total spent: 17,291.16USD**

**Date of report: 27.10.2008.**

### **1. Environment - context**

Project was implemented by the UG "Association of Prosperity" Zenica in partnership with JU Center for Social Work Zenica.

The law on social protection, protection of civilian victims of war and protection of families with children which was adopted on August 03, 2007, the alternative form of care – defines fostering as placement into a different family. According to the said Law, foster parents are entitled to compensation in the amount of 30% of the current salary in the Canton (162.80 KM) or 40% (217.16 KM) in case of a child or adult with mental or physical disabilities.

In case that the child is placed with the family members, they are entitled to 22% of the average salary in the canton (119.44 KM).

By a decision made by the Center for Social Work Zenica, at the beginning of the project, 33 children were placed in other – foster families, while 64 juvenile children were under guardianship. After an audit was done in accordance with provisions of the Cantonal law, the right to the compensation for the foster family was retained by 15 children.

In the Zenica municipality, implementation of two projects went on in parallel and complemented each other. Those were:

- HHC project, that was about transformation of the Home "Most" in Zenica, and
- SCUUK project aimed at development of foster care.

### **2. Program development**

Members of the „Association of Prosperity“ are the recognized experts in the fields of social policy and social work, law, economy, education and other human sciences. The Association had already implemented a number of projects. The projects were in different areas: publishing, research of social development and implementation of projects the purpose of which was to provide direct work on provision of services to a specific group of social protection beneficiaries.

Over the last three years, all the projects of the Association were implemented in partnership with the Center for Social Work Zenica. Since they were planned on the principle of sustainability, they have become an integral part of the Center and they are now paid for from the Budget of the Zenica Municipality. The following organizational units operate in the Center: Counseling center for marriage and family and Diagnostic and Observation Center (DOC) with extended functions of the Disciplinary Center and Acceptance Station. The project "Data Base" made it possible to the Center to become an owner of the software that provides for unified tracking of all beneficiaries of the Center. All computers (32 of them) are connected in a single network.

The Association of Prosperity is already recognizable by sustainability of their projects. They will continue their mission of the NGO sector in development of a combined system of social protection in Zenica municipality, with special focus on helping children whose development had been disturbed by their specific circumstances. In future, the NGO has the vision to become a subject recognizable in the field of social protection in Zenica Municipality. Its motto is: "Social Protection is Humanity at Work". In implementation of this project it also acted in accordance with its motto.

### **3. Progress, key achievement and outcomes against set goals:**

Before the beginning of the main project activities, all appropriate organizational preparations were made: the partners were informed on the project about to start, contracts were made with the staff, financial and operational plans were made, and all procurements for the project were made.

#### **3.1 Goals – overview of the goals achieved**

*The main project goal* was to reduce the number of children separated from their families through use of preventive work with children.

#### ***Outcome 1: Separation of children from their families in the Municipality Zenica prevented through expert and counseling work of the CSW Zenica***

The activities were directed towards families who were the direct beneficiaries of the project. In 20 families where the relationships were disturbed and that were at risk of having children separated from the parents the relationships have been re-established and normalized, as well as in some more families at risk who had come to the CSW Zenica for help.

The children who had been placed in the DOC because they were expressing unadjusted behaviors as a result of their family circumstances were returned to their families after having spent there not longer than six months.

Children placed in other families and into foster care enjoyed the protection in accordance with the Cantonal Law, but after the audit, only 15 children continued receiving the compensation for their placement in foster family.

#### ***Outcome 2. Improved services of care for children deprived of parental care through developed model of foster care in the Municipality of Zenica***

In accordance with this project outcome, the training was organized – trainings were provided to ten families and professionals from the CSW, thus strengthening professional capacities and providing conditions for placing children in foster families.

In the process of observing and diagnostics in the HHC Project, the Center for Social Work and The Home of Families, a combined expert team proposed fifteen children to be removed from the Home of Families and placed in foster families.

#### ***3.2 Activities: Description of all project activities that went on in accordance with the work plan, including "additional" unforeseen activities (activities that had not been planned, but had followed from the project and its outcomes)***

The project activities were implemented in accordance with the work plan for achievement of the goals set. Most of the foreseen activities have been implemented (under the first objective, the brochure for beneficiaries has not been made because its concept and contents were not approved by the SC UK). The following activities were implemented:

- Establishment of a registry of families at risk of separation: registration of families under risk of separation was done in September 2007 (122 families as the direct project beneficiaries, including 10 families newly registered in January);
- As part of activities involving work with biological parents with the aim of avoiding separation of children from their parents, 30 families were involved in individual sessions, and they were also provided partner and family counseling through the counseling center of the CSW for marriage and family.
- The direct work with families was done by a team of experts in protection of children without parental care, an expert team for protection of neglected or uncared for children, and the foster care expert team. The project covered 34 families in which the children deprived of parental care were already placed, who were direct beneficiaries. The activities involved visits to children and families and monitoring their protection. In the month of May (the last month of project implementation), there were 12 related families on the list of direct beneficiaries giving foster homes to 14 children. The audit had terminated this right for a large number of children (17 children), while the children, or the families who had been given the right of placement are receiving the monthly allowances of 105.00 KM, which is far from being enough for everything a child needs. The children whose formal right to be placed in related family are still staying with their families. Also, the activities involved families (38) where the children are placed in foster care, and the visits and contacts were made to follow the children's development and quality of protection.

- During the project implementation, work was done with neglected and uncared for children. Various activities of preventive protection were organized under observation of experts. The educators have strengthened cooperation activities CSW + FAMILY + SCHOOL + CHILD through counseling plan and preparation of full observation of each beneficiary. Children in the DOC have to behave in accordance with the house rules that prescribe activities the whole day, and in accordance with individual work plans. A total of 15 visits were made to families and 18 visits to schools.
- Activities that followed the work in community and establishment of inter-sectoral cooperation were implemented through the Marriage and Family Counseling Center that had continually cooperated with PU Zenica, the NGO Center for Legal Aid to Women, the UG "Romano Centro", the primary and secondary schools, the NGO "Vasa prava" Zenica and NGO "Medica" Zenica. This cooperation has significantly improved services and a lot more has been achieved in terms of preventing begging, wandering, violence as well as other forms of social protection through the NGO interventions, particularly the NGO Medica.
- Promotion of foster care was organized through public announcements of project activities and organization of meetings of local communities for citizens with the purpose of informing them on foster care and possible application of citizens for provision of foster care. A total of 9 meetings were held in the local communities from Zenica municipality.
- Following the activities of promoting foster care, families interested in taking children into foster care were registered, and an expert team for protection of children and families from the CSW Zenica begun their closer evaluation and preparation of their training. Professionals were contacted from TK, CSW Srebrenik, who had, with the SC UK assistant for child protection, provided training to potential foster families. The training was organized in six modules covering the following topics:
  - RIGHTS OF THE CHILD
  - INTRODUCTION TO FOSTER CARE – Importance of growing up in a family
  - FOSTER PARENTS AND FOSTER FAMILIES
  - FOSTER CARE – JOINT WORK AND SPECIAL ASPECTS OF FOSTER CARE
  - SUPPORT TO FOSTER FAMILY AFTER PLACEMENT OF CHILD
  - PREPARING FAMILY FOR FOSTERING

Activities related to provision of training to foster families ended in May 2008, however, the expert team of the CSW Zenica, due to change in CSW management and insufficiently systematic approach to acceptance of this model of work in practice, had not finally established the status of potential foster parents so that the children could be placed in foster families in near future. 8 potential and 2 foster families are waiting to be verified by expert team of the CSW, and especially for the children.

- Education of the Center for Social Work Staff on how to work on development of foster care went on in parallel with the activities of promotion and preparation of potential foster parents. The expert team attended the workshops working together with the professionals – foster care teams from the CSW Doboje and Mostar. The workshops focused on the following topics:
  - Family assessment
  - Preparation of the child and the foster family for arrival of the child
  - Monitoring the child and support to the foster family after placement of child
- Establishment of a registry of children deprived of parental care was done in cooperation with the HHC team in the institution "Home and Family". The joint team made of CSW and HHC people established that in this institution, of 46 children, 15 want to be placed in foster family.
- Visiting families and monitoring the children's placement in accordance with the individual plan.

### **3.3 Targeted beneficiaries – changes, contribution, beneficiaries' involvement, beneficiaries' statements**

Throughout project implementation beneficiaries were divided in:

**Direct beneficiaries:** children whose development has been disturbed by family circumstances, unemployment. During implementation, there were no deviations in terms of targeted beneficiaries. Beneficiary categories that were included in the project are:

- 20 families with disturbed relations, at risk of separation of children from parents;
- 20 children who were the DOC beneficiaries;
- 34 families in which the children deprived of parental care have been placed;
- 38 families in which the children are under guardianship;
- families at risk who sought help on as needed basis;
- 10 families from the municipality Zenica who meet the conditions and want to provide foster care.

**Indirect beneficiaries:** social workers, lawyer, technicians (CSW staff).

**Statement of a beneficiary (potential foster family):** *All activities implemented made full sense. This is for us the last chance to help and raise children.*

### **3.4 Partners: activities undertaken, cooperation, difficulties, protocols, follow up**

Project partner was the Center for Social Work Zenica, and the cooperation went on with the HHC, the Home "Dom-porodica", the Home "Most", representatives of the Center for Social Work Srebrenik, and other institutions within the inter-sectoral cooperation. One should especially commend the cooperation between the representatives of the Center for Social Work who had provided training to foster families, as well as the staff of the Center. The professionals from the CSW Sreberenik have provided education on voluntary basis. The staff of all mentioned organizations had been cooperating on various projects for many years now.

### **4. The results that are related to agreed performance indicators, the impacts, quotations, possibility to replicate**

**Outcome 1.** *Families at risk of separation were registered during the project implementation in the Zenica municipality, with recommendations as to what kind of assistance they might benefit from*

With respect to the indicators of change and success, "*Services improved for 122 families at risk / direct beneficiaries of the project by July 2008 (112 families from the project and 10 families freshly registered in March)*", this outcome has been partially achieved, through involvement and support to 20 families at risk.

**Outcome 2:** *Plans for support and service provision to registered families and children over the 12 months period developed*

Separation of 50% of newly registered children and families at risk of separation was prevented by May 2008. Performance indicator and changes are reflected in plans for protection of 20 children included in the DOC, as well as 20 families at risk who were involved in direct support of professional and counseling work.

**Outcome 3:** *A brochure developed and printed for beneficiaries – children and families at risk – CSW* The purpose of this activity, according to the project proposal, was to "*Raise awareness on risk factors and protection/services provided by the CSW to the citizens of Zenica in order to prevent the aspect of prevention.*" The brochure had not been printed, so this indicator was not met.

**Outcome 4:** *A local network established to support families and children at risk*

Performance indicator of this outcome is reflected in contacts established and social protection services improved through provision of interventions of other NGOs or institutions by May 2008.

**Outcome 5.** *Children from institutions registered and prepared for being placed into foster care in accordance with their individual protection plans*

This outcome was designed to achieve increased participation of children in decision making by 70% and reduce the placement of children from Zenica into the institutions by 10% by July 2008. This outcome has not been met since the children were not placed in foster care.

**Outcome 6.** *During the 12 months of project duration, 20 families from Zenica have been registered and trained to provide foster care.*

In accordance with performance indicator, improved services by the CSW Zenica to children deprived of parental care by May 2008; this outcome has been achieved only partially: 10 families were trained; 1 child is placed in foster family.

**Outcome 7:** *CSW staff trained to prepare, select and train foster families*

The resources of the CSW Zenica for provision of foster services have improved by 80% by the end of May 2008; services of the CSW Zenica have not improved by the expected 50%, and institutional placement in Zenica had not seen a reduction by 10%.

**Outcome 8: Individual protection plans developed for each child placed in a new foster family**  
With the fact in mind that only one child was placed in foster family, protection plan was made for that one child. The family was visited four times, but more contacts were made with them in the Center, as well as by phone. One child was placed in foster family for adaptation, and monitoring will be implemented in accordance with the Family Law.

Public was informed on several occasions through media about the purpose of fostering. In the process of adoption of the Law on Social Protection, Protection of Civilian Victims of War and Families with Children of the Zenica-Doboj Canton, and the Decision on Implementation of Social Protection in the territory of Municipality Zenica, proposals were made and amendments filed to regulate foster care by types of placement, and in accordance with professional literature and practices in modern world.

#### **5. Lessons learned, issues/difficulties faced, and solutions found**

During the project implementation, all the weaknesses and the entire clamor that interfered with the communication between the Association of Prosperity and the Donor have come to surface. The very setup of the project has led to the activities running smoothly thanks, first of all, to professionals working with the Centers for Social Work.

#### **6. In what way the project has promoted changes in the domain of advocating the rights of the child and whether the project promotes the rights of the child?**

The project developed a striving of all participants to provide the children with an environment where they would have an opportunity to have a proper growth, development, education, upbringing and preparation for independent life in future, i.e. all the things children normally receive in their biological families. Promotion of the Convention on the Rights of the Child is the reflection of the generally accepted position that a family is an ideal environment for proper development of the child.

##### **6.1 How did the project promote child protection policy**

N/A

#### **7. Promotional activities (materials, articles, etc.) and media activities (announcements, recordings, TV/radio reports, etc.)**

Continual presence and promotion of foster care in electronic and print media (FTV, RTV Zenica, BM radio Zenica, local weekly paper „Naša riječ“).

#### **8. Issue of project sustainability: has the project helped you secure funds for continued work of your organization or similar projects in future? What activities from this project would continue? What concrete activities have you done in terms of planned sustainability and advocating for sustainability.**

The project would be sustainable if it became a regular activity of the Center for Social Work Zenica.

#### **9. Management and support – description of changes and description of costs**

Financial management was done within the framework of the approved budget for the duration of the Project.

| <b>Project of provision of alternative care to children in Zenica</b> | <b>Number of children contacted directly</b> | <b>Number of children contacted indirectly</b> | <b>Girls</b> | <b>Boys</b> | <b>Children from minority communities</b> | <b>Urban</b> | <b>Rural</b> | <b>Children with special needs</b> | <b>Number of professionals covered by project directly</b> | <b>Number of professionals covered by project indirectly</b> | <b>Others (parents, NGO, etc.)</b> |
|---|--|--|--------------|-------------|---|--------------|--------------|------------------------------------|--|--|------------------------------------|
| <b>Total</b>  | 57   | 23   | 36           | 44          | 2   | 46           | 34           | 6                                  | 9  | 18   | 64                                 |

**Organization name: Udruženje građana »Tolerancijom protiv različitosti« ToPeeR („Association of Citizens: Tolerance against Difference“ ToPeeR“)**

**Project Name: Coordination, understanding and citizen participation (KORAK)**

## **FINAL PROJECT REPORT**

**Implementation period: August 01 – July 31, 2008**

**Total project budget: 23.000 USD  
USD**

**Total spent: 23,001.93**

**Reporting date: August 22, 2008**

### **1. Environment-Context**

Municipal Assembly and Mayor of the Municipality Dobož have been making efforts during the last year to improve the status of socially vulnerable (excluded) citizens, but those were only occasional and one-term cases. A decision has been made to increase the budget allocations for the operations of the Center for Social Work, several donations were given to associations of socially vulnerable individuals, but this problem has not been approached in a systematic and systemic way. Kindergartens are overcrowded and do not provide services to children with special needs, no new ones open, and play centers or other forms of daycare are not encouraged. An association of parents of children with special needs was founded, but due to lack of funds, their work is very limited and not very noticeable. During 2006, foundations of the future kindergarten building were laid, but its construction and completion have not been planned in this budget year.

In the municipality, there is only one Friendly Home<sup>1</sup> the capacity of which is enough for ten children with special needs. The Center for Social Work of the Dobož Municipality were making efforts within the last two years to exercise authority vested upon them by law in the field of caring for those children. But there are still no relevant data on the number of children without parental care, children whose development has been disturbed by their family circumstances, children with developmental problems, neglected or abused children, children with behavioral problems, in conflict with law, or other children in need of support, whether for them or for their families. The Center for Social Work Dobož, within their legal limits, has been maintaining certain records, but a broad action in the field of promoting care of children in family is lacking, and particularly little was done in terms of registering potential foster families. The position of political structures of the town is that the lack of financing, high unemployment rate, uncontrolled sale of state owned enterprises (resulting with layoffs, but without social assistance, lots of people moving into towns over the last five years) are the main reasons for not being able to create better conditions for growth of children in the municipality.

After 12 months of implementation of the KORAK project, the Municipal Assembly has failed to adopt the final document on improvement of quality and variety of services in the area of social and child protection, but there has been a noticeable change in public positions of various officials and assembly members on this issue, which opens the possibility to approach those issues in a systematic way. In addition to non-governmental organizations, the Center for Social Work and the Department for Economy and Social Affairs of the Municipality Dobož took part in the activities directed towards the Government of the Republika Srpska in connection with adoption of the new Law on Social Protection (transfer of one part of responsibility – the financing – from the entity onto the local level).

Through participation in the project KORAK, the association of children with special needs was strengthened. For the first time, they applied for and were given the grant from the "Federation of Organizations for Provision of Assistance to the Mentally Underdeveloped Individuals in RS", and also a small donation from the municipality. They also organized two round tables the purpose of which was to empower the parents of children with special needs and familiarize the general public with the needs of the children, but also of the parents.

During the project implementation, the Center for Social work engaged in direct contacts with citizens (through surveys or field work of social workers) to establish the number of families at risk of

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<sup>1</sup> Which had none or very little financial support from the Municipality

separation, as well as the number of children with special needs in the Dobož Municipality. The Project organized a promotional campaign on the necessity of placing the children in families. The citizens from 25 of 70 local communities in the Dobož Municipality were informed on activities of the Center for Social Work, on fostering as an alternative form of provision of care to children with developmental difficulties, as well as on the activities concerning registration and training of the future foster families.

The project KORAK has shown in a practical example that the programs of socialization of children with special needs do not require large allocations from the municipal budget, and that the lack of broad action to deal with the identified<sup>2</sup> needs of children with developmental problems has been more a consequence of the lack of knowledge on the part of both the citizens and representatives of local communities, and individual actions towards decision makers and attempts to deal with the problems partially<sup>3</sup> or even on individual basis. Pilot program of a day center for children with special needs, with engagement and inclusion of the *non-professionals* – through training and workshops for trained volunteers, has significantly improved services in the area of social and child protection and thus met the needs of, admittedly, a small number of citizens of the Dobož Municipality. The result of this project is also the attempt of the local administration, which is for the time being only declarative, not to approach meeting of the needs of children with developmental difficulties just through programs, but to pay more attention to expansion of capacities of public institutions in future. Adoption of the new Law on Social Protection would provide financial conditions for conducting such activities because the budget allocations for social protection at local level would increase.

Save the Children UK continues with the implementation of two more projects in the Dobož Municipality the implementation of which will be made easier because of the activities of the KORAK and support provided by the USAID since the Project has identified priorities in our municipality, but also the strengths/weaknesses that may lead to truly positive changes in our municipality. Interested participants (non-governmental organizations, public institutions) will try to move in two main directions in the future projects, which will inevitably improve social protection in our municipality, and those are at the same time the main goals from the project KORAK:

1. founding/building a day center for children with special needs and support and empowering parents/families of children with special needs
2. institutional approach to problem resolution, improved by involvement of volunteers, which would lead to creation of better environment for growth of the children in the municipality.

The project has confirmed the opinion of the applicants when preparing the project proposal for the KORAK:

- That the number of children in need of help or support to their families is on the increase, and it has reached a critical mass, but also that there are interested stakeholders in the Dobož Municipality who will help resolve the problem;
- Through informal coalition, non-governmental organizations have expressed interest and willingness to take part in provision of care to the children;
- That the non-governmental organizations have the capacities to train the volunteers to work with and for children with special needs, but that they also have trained staff-volunteers who can promote alternative forms of care;
- That the Dobož Municipality needs a Day Center for children with special needs, that there is a sufficient number of people interested to take part in the work of the Center, that there are acceptable models for financing improvement of this service, but also that the local government will make the necessary decisions in near future;
- That the existing kindergarten does not have sufficient capacities in terms of both staff and materials to respond to the needs of children with special needs in the Dobož Municipality.

## 2. Project Development

The UG ToPeeR is an organization that works based on the principles of Development with Community Involvement (DCI). It bases its work methodology on full involvement of community members in implementation of developmental activities. The DCI is a process that develops the capacities of communities to self-organize and mobilize their own human, material, natural,

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<sup>2</sup> by non-governmental organizations, parents of children with special needs, people working in educational or public institutions

<sup>3</sup> removing barriers, short-term financial assistance etc...

commercial and cultural resources in order to resolve specific problems, improve quality of life and achieve “control” over the life of the community.

During the five years of its work, the UG ToPeeR has created social capital and social property and grown into an association with an assembly of some 160 members, 17 permanent and 8 occasional volunteers, five employees, equipment that includes 15 computers, printers, own photo-copying shop and a set of technical aids that provide for effective and transparent work in a rented office of around 140 m<sup>2</sup>. More than 2.500 people have undergone forms of work (education, panels, round tables, etc.). Currently, the UG ToPeeR is realizing its goals (vision, mission) through five organizational units (Youth Forum, School of Growing Up, Women’s Group, Regional Group for Protection of Water Basins of the river Bosnia and the Forum of Citizens for Protection of Urban Environment and Culture of (Collective) Housing).

In order to meet the criteria set in the vision and mission of our organization and to fully satisfy the form of organization of civil society as a corrective for work of governmental organizations, we became part of a number of networks and coalitions in BiH and the region (GROZD, Eco Network, DEF), but we also work intensively on establishing (and implementing) partnerships between the governmental and non-governmental sectors from the local level (Local Community or Municipality) to entity, and to the level of the state of BiH.

The Association works in three directions:

1. Direct contact with citizens through organization of public events;
2. Preparation and presentation, in a way understandable to all citizens in the Doboј Municipality, of documents that should be undergoing public discussion; and
3. Project implementation.

The UG ToPeeR has affirmed its work methodology through development with community involvement (DCI). Although the theme and activities of the project, at the first glance, do not affect community development directly or provide visible results of that development, the KORAK project enables community involvement in the process of decision making on the necessity of founding a day center for children with special needs, and the community members for the first time received information in the area of social and child protection without having vested interest, i.e. not being in the state of need. The UG ToPeeR organized public gatherings, surveys and operation of a mobile team of volunteers in the field (and in local communities) to enable a somewhat different approach and influence the social protection in the Doboј Municipality. Under the project KORAK, the ToPeeR became a leader in networking stakeholders from all three sectors (governmental, non-governmental and business) for the purpose of institutionally resolving issues of persons with special needs at local level. That is because the UG ToPeeR is an association that does not gather individuals with special needs, has no vested interest in resolving those priorities, and thus opens the path to thinking that in all spheres of work one needs to pay attention to socially vulnerable groups of people.

Under this project, the UG ToPeeR as an organization has become stronger. That is primarily due to 15 new young, skilled volunteers who have expressed the desire to continue the activities from the KORAK project as members<sup>4</sup> of ToPeeR and, in that way, to contribute to local government efforts to establish the center for children with special needs. Thanks to transparency of work and to the fact that the project activities have been presented to the citizens, we are having daily contacts with the young and skilled people who want to volunteer in this and similar projects.

Thanks to results in partnership with the Center for Social Work and good cooperation with the municipal social sector, some future projects are planned that might contribute to positive changes in the sphere of social inclusion of marginalized groups, primarily children with special needs. Proof of that are the contacts with foreign embassies or possible donors who wish to work with governmental institutions through our association.

The organization’s strength is now manifested also in the fact that we have a Team for Implementation of Social Programs (projects) as the sixth independent unit of our organization.

### **3. Progress, key achievements and effects versus the objectives:**

#### **3.1 Objectives – an overview of objectives achieved**

***OUTCOME 1. Improved services of the CSW Doboј through use of the capacities of the NGOs/trained volunteers to work in and with the community***

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<sup>4</sup> Included in the project as members of other non-governmental organizations and the Local Voluntary Service

Based on the results achieved through activities under the project KORAK, a goal that had to do with improved services of the Center for Social Work of the Doboј Municipality was achieved. The results have encouraged the Center to create a group of volunteers (of around 30 activists) to do research and field work and thus improve their own services by taking part in identification of the problem at the local community level, in direct contacts with present and future beneficiaries and improvement of the data base of persons with social needs.

***OUTCOME 2: Improved conditions for work with children with special needs through establishment of a Day Center for work with children with special needs in the Doboј Municipality as a regular activity of the CSW***

This outcome is seen through the results and performance indicators in regular visits, stay and activities of the pilot day center program that showed 100% improvement in the day care service for children with special needs for 20 boys and girls with special needs. Under this outcome, the capacities of the parents have been strengthened by 100%, and they continued with the activities through their Association of Parents of Children with Special Needs even after the month of July. Official support from the local authorities provided for a possibility of having a sustainable program.

***OUTCOME 3. More interest and participation of citizens and NGOs/governmental organizations***

Increased interest and participation of citizens in promotion of alternative forms of care for children with developmental difficulties in Bosnia and Herzegovina is manifested by their massive attendance in the conferences and meetings organized under this project, their interest in radio and TV programs, small donations for equipping the center. The non-governmental organizations have shown the effectiveness of their informal network that has developed around this project through introduction of the necessity of establishing day centers for children with special needs in the Strategy of public-private partnership of the Doboј Municipality and the Action Plan for Children in the Doboј Municipality.

***3.2 Activities: Description of project activities as given in the work plan, including "additional" unforeseen activities (activities that had not been planned, but followed from the project and its outcomes)***

- 30 meetings of volunteers who had been working directly with the children were held; in a follow-up training the skills of 21 volunteers were confirmed;
- Two training courses were organized (i) for facilitators/volunteers for work in community – successfully completed by 23 volunteers and 4 volunteers from partner organizations, which means that 27 volunteers were trained to work in community and transfer their knowledge on the others; (ii) training for facilitators/coordinators of creative work in Day Center where the volunteers, based on their experience in the work of the day center for children with special needs, created their workshops independently;
- Two mobile teams were formed – a community work team and team for work in day center;
- 19 meetings of the project team were held in which activities conducted and omissions made during previous months were analyzed, there were meetings on a specific topic related to improvement of work under the project; in addition, an informative meeting/presentation of the Child Protection Policy of the Save the Children UK was also held.
- A total of 45 working meetings of the volunteers/members of mobile teams were held;
- 26 consultative meetings of volunteers and CSW staff were held in which the work programs were harmonized, experiences of individual work with children were shared and proposals were given as to how to overcome specific difficulties that occurred in the work with children;
- In 25 local communities, 120 citizens were surveyed on their level of information/interest for fostering; survey results were sent to the Center for Social Work for processing and use of data;
- Activities of data gathering on children who needed care were conducted by a Mobile Team for Community Work and a general observation of the volunteers was that it was easier to obtain information on children with special needs, that their education was not adequately organized in extension schools, that very few schools were using services of the mobile team for inclusion. None of the schools had organized education for children with special needs, and they had no information on how the children really lived in their families. There was a lack of understanding in the local communities on the necessity to resolve the problem of children who needed help or support believing that to be "private matter of such families", "most families have problems", "nobody has the right to interfere with their relationships". Information on children who are not attending schools is not available because people know very little about such families;

- Group work with parents included joint meetings, sharing of experience and stay of parents in the day center when their children were there. Working like this helped realize the planned activities:
  - education and development of parents of children with special needs through organization of or participation in public gatherings, workshops<sup>5</sup> organized by the UG ToPeeR or some other organization;
  - making available the literature and learning about new technologies and methods of work (one family went to Bulgaria to learn about the methods used by Dr. Hohlov (and they are implementing that method), and one other family, having learned of the Sun Reis<sup>6</sup> method, got in touch with the center in Sarajevo to start using this method);
  - discussion with experts: meeting with a neurologist was organized;
  - sharing experiences and deciding on targeted action.

Although the continued work with children at home as a project activity had foreseen that the volunteers and project team members would be working with children in their homes<sup>7</sup>, in the beginning the work was restricted to completion of homework the children were supposed to do at home, and after two visits and a number of cancellations, and due to discrepancy between the needs and abilities of the child and our wish to work at home, this activity was analyzed and a conclusion was made that most families lived in very poor conditions and it was impossible to have any quality work with children, and it was necessary to meet many conditions to accommodate the child's wishes and adjust the times of visits. For those reasons this activity was given up in the last two months of the project implementation.

- Presentation of program and need to provide care to children was implemented in six public events – the *conference* to which citizens of the municipality, representatives of governmental and public institutions, representatives of non-governmental organizations were invited, one *thematic conference*; two *public panels* and a *presentation* of final outcomes and achievements of the project. The meetings were attended by representatives of the council of local communities, interested citizens from the municipality, parents, representatives of local administration and representatives of other non-governmental organizations. Program presentation was done also through activities that had not been planned by the project, such as the meetings of the Reference group Dobož, meetings in local communities in connection with public discussions and municipal budget, so that the citizens in local community would receive explanation of the proposal for 2009 to include in the municipal budget the financing of this service to the children with special need to be provided by Center for Social Work. Presentation of project activities was also done in regular sectoral meetings of non-governmental organizations, and in meetings organized by other organizations in connection with social programs in the Dobož Municipality. Also, the program was promoted as part of other activities of the ToPeeR / particularly those related to urban environment and culture of life with proposals to organize whole day work with children with special needs. A total of 180 citizens attended those events.
- 10 meetings were held with official representatives of the authorities in the Dobož Municipality. In addition, meetings were held with assistant minister of health and social protection of the RS and with the mayor of the municipality Dobož South and Petrovo for the purpose of transfer of experience and gaining support for resolving and promoting the service of day care of children with special needs on regional level;
- A manual for work of volunteers – internal document was developed;
- Presentation of networking was given a lot more attention than originally planned by the project, so in addition to 4 meetings with representatives of non-governmental, governmental and public institutions, presence was made in all gatherings that were organized for the purpose of improving services of social protection. Also, one of activities (not planned) included visits/contacts with other informal and formal network that had achieved certain results in this area;
- An informal network was created including 16 organizations;
- 2 informative newsletters on the project KORAK (167 copies of newsletter no. 1 and 2,350 copies of newsletter no. 2) were distributed to citizens of Dobož, as well as conclusions of the thematic conference and the copies of the Convention on the Rights of the Child, NGO Guidelines for Operation in the Area of Social Programs and Action Plan for Children of BiH.

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<sup>5</sup> For the Association of Parents of Children With Problems in Mental Development ToPeeR organized 2 round tables and one workshop on the topic “Social Exclusion of Mentally Underdeveloped Persons”, a thematic conference “How do We Use the Urban Space”, and also workshops organized by the NGO CORNO and Save the Children under two different projects.

<sup>6</sup> This is original spelling. (translator's note)

<sup>7</sup> The project proposal was made before we knew how many children would be coming to the Center.

- The media coverage of the project KORAK exceeded all expectations. The media representatives came to the association and published articles on work and activities under this project, and the BHTV and BH Radio expressed a strong interest in the project.

### **3.3 Target beneficiaries – changes, contributions, beneficiary participation, beneficiary statements**

Project has achieved positive changes in development of direct beneficiaries – children and their parents, as well as indirectly, in the community:

- The knowledge of the day care for children were confirmed in practice and an initiative was started to establish (form) a Day Center;
- Data was gathered on the families interested in fostering;
- A mobile team of volunteers for work in community was created and a network of interested organizations and individuals was established with the purpose of acting through institutions of the system (advocating, lobbying).

### **3.4 Partners: activities undertaken, cooperation, difficulties, protocols, continued partnership, plans**

The project was implemented in partnership with the Center for Social Work. Following the project, a *partnership statement* and *protocol on cooperation* (attachment 1) were signed, and cooperation continues through joint preparation of project proposals. During implementation of the project, typical difficulties in communication between ToPeeR and the CSW were identified, confirmed, but also overcome, as well as the lack of motivation and lack of understanding of methods that are different on the part of the CSW staff, including the non-acceptance of limited systematic solutions and lack of understanding the rights from social protection by the ToPeeR staff. This confirms the necessity of having agreed plans, clear communication and clear division of tasks among the partners, as well as acceptance of *differences* from the very beginning of the process.

The project has lead to (unplanned) partnership with the local voluntary service, Center for Informal Education and the Advisory Council of the Young. The UG ToPeeR will continue working with partner organizations in other projects too.

### **4. Outcomes that are related to the agreed performance indicators, achieved effects, replicability**

- **Outcome 1:** *A group of 27 volunteers was trained to work in/with community and transfer their skills to future volunteers for work in community and mobile teams were also formed*

The project has planned training of 15-20 volunteers to work with children directly or through community (data gathering) in order to identify needs of the community.

During the project implementation, two mobile teams were formed – a team for support in work with children with special needs (15 volunteers) and team for community work (12 volunteers). Following the project implementation, a standing team of 27 volunteers was formed.

- **Outcome 2:** *Established cooperation/active partnership and experience sharing with the Center for Social Work Dobož*

A Protocol on Cooperation with the CSW Dobož was prepared and signed and two project proposals were developed that were submitted to the RS Government and the Italian Government.

- **Outcome 3:** *Data gathered on families at risk of separation in the Dobož Municipality, potential foster parents and children who need help and support*

The Center for Social Work uses the information on families and children gathered in a survey conducted in local communities for their future work (a survey covered 120 citizens in 25 local communities).

- **Outcome 4:** *Day care provided to 15 boys and girls in the Day Center for Children With Special Needs*

This outcome is not to be measured with large numbers, and it can be said that it is of lasting character, but the model of work of this pilot program showed it was possible even for the *non-professionals* to achieve some positive changes in behavior of children that are seen as small steps. Over the eight months (37 weekends), the average of 20 girls and boys spent time in the Day Center, they made 148 various drawings, some 40 objects of modeling clay, assembled 38 cardboard “toys”, learned to drink using a straw, pronounced a sentence or used a pen for the first time. Five new friendships were made and 8 friends who did not attend the Center met. Four birthday parties were organized, Santa Clause visited the Center, many games were played outside on the playground or inside, four poems were learned (and one written as a gift to the Day Center). A special event was organized on the occasion of opening the Day Center for children with special needs. All 20 boys and

girls who were regular visitors to the center continued to do the same kind of activities at home: drawing, inserting shapes, “reading” from the picture books they were given, which had not been the case before with the things they did at school. According to parents, significant results were achieved, and here are some examples:

Kristijan had no difficulties meeting new children for the first time, and he was very much loved by other boys and girls. Apparently, he gained new confidence in communicating with unfamiliar persons and four months later, he started again with his therapy with speech specialist (something unthinkable, says his mother, they were unable to talk him into that). Spending time in the center was a welcome change to his sister too because she “kept her brother company” and this helped her painless transition to school and in her mother’s words, she passed all the tests without problems (which had not been the case several months before, when she was examined by a doctor).

In Boris’ case the progress was not that obvious. Only after a month or two he started showing interest in work with Sanja (a volunteer). After three months, he was not so aggressive towards other children any more, and he showed interest to participate in their joint drawings, he did not participate in playing with blocks or other joint games, but he observed everything very carefully. His parents say he would tell them what was going on in the day center, and he accepted the volunteers (Sanja, Dunja and Vedrana) as family members. That was the first time for him to drink or eat on his own, as he had never done that at home (his mother used to feed him).

Ana, compared to other boys and girls, influenced her surroundings-her family- with the change in her behavior, they started accepting her as a girl with her own requirements, who is different from them (Ana lives with her father and brother). During the time she was in the center, her shyness and insecurity in communication with other boys and girls disappeared, she gained new skills (her reading improved, use of paints, and she even made some progress with pronunciation). She became better in terms of personal hygiene, because it became obvious she was paying more attention to choice of her clothes, and, in her father’s words, she started deciding for herself what she would wear.

Nikolina made no visible progress, but in her case, the mere fact that the stay in the day center had not provoked negative reaction was a big thing. According to her parents, she had very good attitude towards the center and she expressed great joy every week for being able to go there. As far as they knew, no other situation (except their closest relatives) had ever provoked such emotions with her, without their having to work on it.

*Most boys and girls continued attending the Day Center even though there are no more organized workshops for them.*

A Work Program was made for children with special needs (internal document) – since the concept of the Program was to follow development of each individual child instead of forcing them to do certain activities before they freely choose to do them, one might have expected that the children would have “realized” the plan. This Project has shown a positive experience that the children need to be put in an environment where they can express their own creativity, ability to innovate, and then each of them will know, within the scope of their abilities, how to express themselves in an educational game. *“Qualitative observation of child’s play gives us an opportunity to discover at which level that play is and that may help us involve the child in the learning process”* – was a statement said in the program that was fully proved right.

- **Outcome 5:** *Parents understand the importance and necessity of professional work outside their home, and get to know methods to continue that work in the family*

Parents independently take steps to improve themselves (education) using the Internet and by sharing their experiences: five parents improved their work with their own child with the help of Internet; two other parents contacted doctors in Belgrade whom they had learned of in the Center and achieved certain improvements by changing their children’s therapy; one family approached the Ministry of Health and Social Welfare directly; four parents requested professional help of a defectologist as a form of additional work with their child; one mother decided against sending her child to an institution thanks to exchange of experiences with other parents. Parents took active part in creating program (project) activities and they organized themselves to approach the local authorities jointly. Association of Parents of Children with Special Needs, with the help of the ToPeeR, submitted a project proposal about the necessity to establish a Counseling Center for Parents to the Government of the Republika Srpska.

- **Outcome 6:** *An initiative was started to establish a day center as a permanent activity in the Doboј Municipality*

Official support was obtained from the Doboј Municipality to establish a day center. The initiative was recognized by primary schools as priority, and a proposal was made to build/upgrade a building to provide this sort of services by people from the Center for Social Work and primary schools. The

decision-makers have made a public promise to establish the day center for children with special needs.

- **Outcome 7: *The work of the Day Center for vulnerable groups of children was promoted through public and media presentations***

The work of the Day Center had been continually promoted through media, which contributed significantly to the level of information and sensitization of citizens and target population on the status of children with special needs. 40-minute program on TV Patria, a series of three programs on the topics of foster care, day care and the role of NGOs in social protection on the Radio Dobo, programs in the morning program of the RTRS (two reportages on the Center, not a part of the planned media coverage of the project activities), interview with the Director of the Center for Social Work and the Project Coordinator for 1<sup>st</sup> Program of the RTRS were only some of the promotional activities. Recording and live broadcasting of a radio program on the work of the day center for BH Radio 1 was scheduled for early September.

- **Outcome 8: *An informal network – coalition of interested civil society organization, governmental and public institutions was formed to improve the work in the area of social and child protection***

16 NGOs and other public institutions supported establishment of the network for advocating improvement of position of children with special needs: Association of Dystrophy Sufferers Dobo, Association of Paraplegics of Dobo region, CORNO, Merhamet, Europlus, Association of the Blind and Poor Sighted People, Advisory Board of the Young, Mak Most, Association of Journalists, Association of Pensioners, Association "Hope", Reference group Dobo. Organizations of persons with disabilities offered to form coalitions with the UG ToPeeR in their activities. Citizens are offering their assistance by phone and provide help to the initiatives to establish day center for children with special needs.

- **Outcome 9: *Official initiative to establish a Club of Foster Parents was presented through media or in special events in the Dobo Municipality***

The outcome 9 was not realized because during the process a decision was made that the club could not be founded because of the delays in activities of the CSW Dobo in terms of selection of foster parents. The CSW Dobo will implement this activity later on as a part of the fostering activities.

During the month of August 2008, the UG ToPeeR conducted a series of consultations with representatives of local authorities, Center for Social Work, members of the informal network of the project KORAK, and came up with general conclusion that the Project has paved the road for future projects with similar aims because it showed as a practical example:

- They identified an actual problem;
- They proposed a realistic and possible solution.

### **5. *Lessons learned, problems/difficulties encountered and solutions that were found***

Problems the Project has dealt with require systematic solution, not partial one that would last as long as the project. All segments of the community should be involved in implementation of solutions: from non-governmental organizations promoting human rights, to organizations gathering people with disabilities, to local administration, public institutions (health, police, judiciary), and they need to be well coordinated.

The associations implementing such projects need to have their own capacities developed and financing provided in order to have a more flexible approach in implementation of the donor's procedures.

Structure of the target group should be well understood before the project implementation begins – it should be known at the time of making the project proposal.

### **6. *In what way the project promoted changes in terms of advocating for the rights of the child and whether the project has promoted the rights of the child?***

The project activities, public events, conferences and media coverage have all drawn the public attention to the rights of children with special needs and their protection.

#### **6.1 *In what way the Project promoted the SCUK Child Protection Policy?***

- The members of the organization are more confident that they can recognize and respond to the violence against children.
- The Board of Directors of the Organization made a decision to adopt an UG ToPeeR child protection policy.
- A team was formed to give peer education on protection from violence against children.
- Young people using our services know what to do if they were concerned about violence.

**7. Promotion activities (materials, articles, etc.) and media activities (announcements, recordings, TV/Radio reports, etc...)**

During the project, the following was done:

- 5 statements to the Radio Doboј
- 3 reports on the Doboј Chronicles
- 3 statements for the TV Doboј
- announcement to TV Patria
- 2 newsletters on project activities
- 3 prime time reports at the RTRS
- 2 reports in Morning Program of the RTRS
- two press conferences
- 1 reportage in Morning Program RTV BN
- a report on the TV Džungla
- 2 reports with statements of beneficiaries on "Srpska Today " on RTRS
- statement of the coordinator in the program "In our way" on the BH Radio1
- two articles in each of the two written media - Blic and Glas Srpske.

Total of 27 published reports and statements related to project activities, two newsletters and two press conferences, as well as the project activity involving a serial of three thirty minutes radio shows and one TV report.

**8. Issue of project sustainability: has the project helped you secure funds for continued operation of your organization or other similar projects in future? What activities from this project will continue? What concrete activities have you done with respect to achieving the planned sustainability and advocacy for sustainability?**

The activity of piloting the day center for children with special needs will continue from September 1, 2008, as well as the work of an informal network that will run a campaign to adopt a Law on Special Protection in RS.

ToPeeR had not fundraised with other donors during the project implementation. Upon project completion, the UG ToPeeR applied for funds from the Government of RS and based on information obtained from the Ministry of Local Administration, it met all the criteria and entered the short list of project proposals. Final decision will be made by the end of 2008. An Italian NGO GVC expressed an interest in financing activities related to promoting alternative forms of care and they offered to work with the ToPeeR on projects that would be implemented as of January 2009. Based on activities and interests expressed in August 2008, one may conclude that the project KORAK, with the help of the USAID, helped and facilitated recognizability of the ToPeeR as a responsible partner for implementation of this kind of projects.

**9. Administration and support– description of changes and description of expenses**

**a. Administration**

There have not been significant changes that would affect quality of project activities, and all the changes received adequate response. Project team expanded to include two parents.

**b. Financing**

There have been problems in project financing due to irregularities in reporting, so regular payments were stopped (three months) and this caused a slight slowdown in activities, which was subsequently compensated thorough budget adjustment, and had no effect on quality of activities.

| Project<br>"Korak" ("Step") | Children<br>contacted<br>directly | Children<br>contacted<br>indirectly | Girls | Boys | Children from<br>minority<br>communities | Urban | Rural | Children with<br>special needs | Number of<br>professionals<br>covered by the<br>project directly | Number o<br>professionals<br>covered by the<br>project indirectly | Others (parents,<br>NGO) |
|-----------------------------|-----------------------------------|-------------------------------------|-------|------|--|-------|-------|--------------------------------|--|---|--------------------------|
| <b>Total beneficiaries</b>  | 29                                | 10                                  | 8     | 21   |  | 22    | 7     | 27                             | 1  | 9   | 31                       |

| Age of the children                                  | Up to<br>6<br>years | 7 years  | 9 years  | 10<br>years | 11 god   | 12 god   | 14<br>years | 16<br>years | 19<br>years |
|--|---------------------|----------|----------|-------------|----------|----------|-------------|-------------|-------------|
| <b>Number of<br/>children coming<br/>regularly</b>   | 5                   |          | 1        | 4           | 4        | 1        | 3           | 2           |             |
| <b>Children who are<br/>not coming to the<br/>DC</b> |                     | 1        |          |             |          | 1        | 3           |             | 2           |
| <b>TOTAL</b>   | <b>5</b>            | <b>1</b> | <b>1</b> | <b>4</b>    | <b>4</b> | <b>2</b> | <b>6</b>    | <b>2</b>    | <b>2</b>    |

**PROTOCOL**  
**on Cooperation between the UG ToPeeR and the Center for Social Work Dobož**

Protocol on cooperation concerns activities of the signatories aimed at improvement of quality of life of children with disturbed development in the municipality Dobož.

The cooperation will aim at:

- improvement of quality of life of children with disturbed development;
- socialization of children with special needs;
- improvement of quality of support provided to parents of children with developmental problems, and particularly of the children with special needs;
- capacity building in organizations gathering parents of children with special needs through training, information, consultations;
- developing and promoting alternative forms of care of children with developmental problems.

I

The Center for Social Work Dobož undertakes to support and help the work of the UG ToPeeR through:

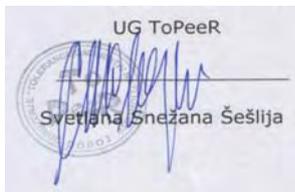
- provision of data in connection with children with developmental problems in order to provide necessary support to the families;
- involvement of volunteers-non-professionals educated in the UG ToPeeR in activities of surveying, visiting and provision of support to families and children with developmental problems;
- involvement of the UG ToPeeR volunteers to strengthen the volunteers – non-professionals in provision of psycho-social support to families and children with developmental problems;
- involvement of the UG ToPeeR in development and implementation of strategy at local and entity level through establishment of a consultative process;
- involvement of staff in activities organized by the UG ToPeeR (training, education, provision of information, and other civil society activities);
- participation in and development of joint projects and programs aimed at improving the inclusion of people with special needs.

II

Through their activities, UG ToPeeR shall contribute to cooperation by:

- providing services to children with disturbed development, parents of children with special needs and their organizations, in accordance with their capacities;
- conducting joint programs and projects with the Center for Social Work Dobož with the aim of improving provision of services to the beneficiaries;
- establishing a partnership with governmental organizations and institutions at the entity and state levels;
- providing information from the field, work program and previous experiences, as well as the human resources in accordance with the abilities;
- establishing contacts with prospective donors for the purpose of fundraising to improve the services provided to clients of the Center for Social Work.

UG ToPeeR



UG ToPeeR  
Svetlana Snežana Šešlija

CENTER FOR SOCIAL WORK



CENTAR ZA SOCIJALNI RAD  
Slobodan Mitrović

**Organization Name: Udruga »Humanitarna organizacija Altruist« (Association „Humanitarian Organization Altruist“)**

**Project Name: Helping Children from Families at Risk, Holders of Social Cards**

## **FINAL PROJECT REPORT**

**Implementation period: 01.08.2007. – 31.07.2008.**

**Total budget of the project: 23,067.00 USD**

**Total spent: 22,546.59**

**Report date: 20.08.2008.**

### **1. Environment-Context**

The social image of the city of Mostar, viewed in the context of social protection of children from vulnerable families, is not at any satisfactory level. Adoption of the Cantonal Law on Protection of Families with Children is expected, and that would certainly improve the social status of the mentioned categories of children. The Center for Social Work Mostar is trying to provide as much help as possible to those children, in a variety of ways, so their protection is currently provided on the basis of applicable legislation and decision made by the City of Mostar.

The Center for Social Work is encouraging networking of all non-governmental and governmental organizations that in their program have this form of protection. This activity and activities of the mentioned subjects are improving every day.

Humanitarian Organization “Altruist” from Mostar is a leader in all those activities.

It is important to mention that not all the children from socially vulnerable families are evenly covered. This is mostly a consequence of a number of children living rather far from the city, and they are unable to come to attend various educational, entertaining, sports and other activities. Under this project, and in partnership with the Center for Social Work, educational-creative workshops were organized over a period of twelve months. They were attended by a group of 40 children aged 10 – 16 from the socially most vulnerable families, i.e. families holders of social cards. The children were provided help in learning at their homes, and their success in schools was monitored through visits to schools and talking to their home class teacher. It showed that through this work and approach, with enough effort and will, a help may be provided to any child requiring help, and that this work had a strong effect on socialization of the children and changes in their behaviors and habits.

This one year project was actually a pilot project that was expected to prove that a need existed to open a day center for socially vulnerable children where they would have the possibility of attending additional classes, studying, but also spending time with their peers on daily basis. The results of the project and the materials developed under the project will be used for lobbying and advocating for the day center.

### **2. Program development**

HO “Altruist” was established in 1999 at initiative of citizens who recognized the need to provide help to socially vulnerable groups, and presented it to the broader public through public advocating for them by explaining their problems and difficulties, and advocating the humanitarian and voluntary work among the young people.

The Association “Altruist” operates with the mission **“Happy and successful youth – safe and cared for in the older age”**.

The program and goals of work of the Organization:

- Helping people without assets or those in difficult social circumstances - vulnerable groups (the elderly, the ill, the returnees),
- Helping people with disabilities,
- Providing for sustainable return,
- Collecting and distributing humanitarian aid,
- Integration into the network of psychosocial and health care,
- Helping people, victims of all sorts of violence, and mitigating physical and mental pains and misfortune of the displaced, returned, traumatized or abused and delinquent persons,
- Ensuring and improving quality of life of vulnerable categories, particularly their health and diet,

- Developing volunteer and humanitarian work,
- Education of the young,
- Sexual and reproductive health of the young,
- Strengthening local democracy and development of civil society through public advocacy.

As a part of the above, we implemented a number of successful projects, for which we were commended and awarded by, among others, the following:

- For successful work in 2000, our organization received an award from the High Representative in BiH, Mr. Wolfgang Petritsch.
- For successful implementation of project of Education of Volunteers to provide home care we were commended by the donor the BHWI;
- For successful implementation of the project Campaign for Creation a Unified Center in Mostar we received recognition from our donor, the USAID ADF.

Most activities of this Association are focused on provision of assistance to socially vulnerable population. On the basis of our long experience, we also put a lot of will, effort and energy into implementation of this project so that the beneficiaries, in this case the children and indirectly their parents, would be provided with the best possible service and be absolutely satisfied, thus the project achieving good results.

### **3. Progress, key achievements and impacts, versus goals:**

After the contract with the donor was signed in August, contracts with volunteers and other technical preparations were completed, including organization of all necessary meetings, presenting the rules and procedures of the donor, and then the children were selected by social workers of the Center for Social Work. Two social workers, Ms. Emina Mehić and Ms. Janja Mijatović, were designated to take active part in the project implementation. Over the following months, the English language and creative workshops were implemented in accordance with the plan. Also, lectures were given on the topic "Rights of the Child" – by CSW Lawyer, Ms. Zdravka Maric, Abuse and Violence in Family and Society – by social worker in the CSW, Mr. Tomo Pucic, Addictions – by social worker in the CSW Mr. Ratko Pejicic, Sexual and Reproductive Health and Adolescence – by CSW psychologist Ms. Ivana Jarak, followed by development of brochures on the same topic later illustrated by children's' drawings made on the respective topics. The choice of lecturers was made in agreement with director of the Center for Social Work, and the lecturers were the workers in the Center who were, according to their education and engagement, deemed most appropriate to work on the specific topics.

It proved that all children had the need to learn English, so a lot more attention was given to this, which facilitated the work and assistance in studying at home, but also their success at school. Although the children were of different age, almost all children needed to start learning English from the very start. The workshops were attended by 25-30 children (average 30). The number kept changing, as well as the children who came, because the level of interest among children and parents varied in the beginning. While some were happy for being given this opportunity for their children to have additional classes, to study and be with peers, others refused to bring their children and allow the volunteers to their homes. Due to specific characteristics of the target group, such problems were resolved by the director of the Altruist and the Center for Social Work, together with the social workers in this Center. At a later stage, everything stabilized. Children were not only happy to come to the workshops, but it was obvious that they were happy and eagerly expecting every lesson. A feeling of responsibility woke up in them, and those who were unable to come to some of the workshops, sent messages by their friends as to why they were not there (e.g. extra-curricula activities, volleyball training, cold, toothache). Friendships were made, and children were happy to be together in the workshops, as well as outside of workshops.

The holiday season largely affected the moods of children and the project, and many children made cards at home for their volunteers, and gave them out at the workshop. By giving their self-made cards, the children showed their affection towards the volunteers, their gratitude and joy they felt because of this project. The cards were made on the occasion of other holidays as well, such as the Labor Day (May 1<sup>st</sup>), as children used all possible occasions to express their feelings.

#### **3.1 Objective – overview of the objectives achieved**

##### ***Objective 1: Ongoing education to provide help to 40 children from the families most at risk***

Creative workshops and lectures on topics that are important for children (rights of the child, violence against children, addictions, the age of adolescence, sexual and reproductive health) were intended to

encourage the children's creativity and imagination and empower them and raise their level of knowledge and awareness of certain threats that may affect them during their development, all for the purpose of preventive work and children's involvement. Achievement of this objective proved that the children needed help in the form of lectures by experts on a variety of topics, and especially somebody to talk to about their problems, including the delicate matters they have nobody else to ask or talk to about (e.g. at the lecture on the topic of puberty).

### ***Objective 2: Improved success at school of the 40 children***

This objective was achieved in full: all the children who were regular at the workshops and worked hard with the volunteers during the home visits successfully completed the grade, which means that no child had to repeat the grade or take autumn exam. Most children achieved success in various subjects and made significant progress compared to the situation before the project. According to the school diaries and students' cards, children met the expectations and proved to be hard working. The volunteers also sought information about a couple of boys and girls who had stopped coming to the workshops and learned that their school success had not changed significantly compared to the years before.

### ***Objective 3: Conditions provided in the Daycare Center***

This objective has not been achieved during the project implementation. The city administration of Mostar had not approved financing of the project of daycare center, so in August 2008, the same project was prepared and submitted to cantonal authorities.

### ***3.2 Activities: Description of all project activities in accordance with the work plan, including "additional" unforeseen activities (activities that had not been planned, but have stemmed from the project and results)***

- Choice of children to participate in the project, in agreement with the Director of the Center for Social Work made at project preparation phase, was made by the social workers of the Center for Social Work on the basis of their existing records and lists. The engagement of social workers in this project was not satisfactory considering that the problem of number of children emerged at the very beginning of the project and stayed there throughout the project implementation. The foreseen number of 40 children has never been achieved, and the social workers who were engaged on the project kept inviting new children to the project workshops until the very end of the project. Although this had been planned under the project, that each of the ten social workers working in the center was supposed to identify 1-2 families with 2-4 children, which was realistic and achievable, the number has never been achieved. At the beginning, the lists of children included children from rural areas, which was unacceptable because the project had been designed for children from urban areas because of the problems they were exposed to. Also, the approach and methodology of work with children from rural areas are different, and it would require a new project and a new approach to work.
- During the project, a total of 45 creative and educational workshops were held on regular basis, each Saturday over 12 months, and they were successful, without significant deviations from the project plan. Also, 5 educational and informational lectures were given, 5 brochures developed on the given topics, and a calendar was made for 2008. All necessary reference books were provided for creative workshops, which helped choose the topics and methods of work. In the creative workshops, at the beginning, the children drew some familiar and simple things, such as their family, so that the volunteer could assess their creativity and artistic skills, and this too helped choose appropriate topics later on and explaining the drawing to each individual child. After the lectures on various topics, the children had made drawings on the topics, which were then published in the respective brochures. At the time before the New Year, the children made drawings for calendar for 2008, which was printed in subsequent months.
- A drawing made by a girl A.M. was also used for the promotional poster and brochure of the CSW Mostar in their foster care campaign.
- The children themselves gave out the calendars and brochures as gifts to their parents, family, friends, proudly showing that they took part in their development. The materials were distributed to media, all workers in the Center for Social Work, the NGOs and citizens (500 copies of each brochure). All the materials were found to be very good, and it was said they should be translated into English.
- Besides drawing, the children also worked with cereal grains, i.e. they glued various types of grains on paper plates producing pictures of various motives. When creating various interesting motives, we encouraged their imagination and creativity, but without too much effort. Children also worked with colored paper (collage) making origami tree decorations, and in December, as

an introduction to the next year, in the last workshop we explained them the techniques of working with clay and modeling. Also we used the technique of painting on mugs and picture frames, and each child took their work home with them.

- On December 15, 2007, a special workshop was held where children received holiday gifts and food packs for their families, which was attended by a representative of the Save the Children UK who distributed T-shirts and key chains with the Save the Children Logo, which made the children particularly happy. The director of the Center for Social Work in Mostar and Director of Altruist were also present at the workshop, and a press conference was held too. Considering that this workshop was different from other workshops, children repeated in front of the parents and guests their knowledge of English language they learned in the workshop, and they distributed the greeting cards they had made to their guests.
- Exhibition of the children's works was organized during the holiday season (December) because, again in agreement with the Center for Social Work, we wanted to use the time when many officials visit the Center giving presents, and many media were there too, so the children's works were exhibited every day at the lobby of the Center where anybody could see them and learn about the project. The citizens who came to the Center also paid attention to the drawings, and the children were particularly happy to see their drawings exhibited.
- The English language workshops were taken more and more seriously over time, and especially, when doing the tasks at the English language workshops, a team work developed strongly among the children. Many children, wanting to get better final marks at the end of school semesters, stayed longer at the English language workshops and brought their homework to the workshops in order to practice English more. We tested their knowledge and we used various teaching methods to teach and test the children who were present at the workshops. Concretely, the knowledge was checked by use of tests (of course, they were not graded), and more advanced children were commended.
- For the needs of the project, a camera was bought and video recordings and photographs of children were taken regularly. The camera recorded parts of the lectures given by the Center for Social Work workers, as well as of the creative workshops and English language workshops. The recordings will be used exclusively for internal promotion of the project (*enclosure*).
- According to the project plan, at the end of each month the best works made by children were awarded. The children wanted and were given mostly the dolls, wall clocks, clothes or footwear, and other toys and candies. The children were more than obviously happy, especially since many of them were dreaming of such gifts, which they could not get otherwise. Before the award ceremony, we asked them who, in their opinion, was the most active one and who should be awarded. The opinions of the children were taken into account, and typically, the awards were given to the children they proposed. Their happiness and delight with their presents were obvious even in home visits, and the parents were also happy for their children. A few children celebrated their birthdays and a small party was prepared for them, with cake, juice and gifts. Unfortunately, for some of them, this was the first time they celebrated their birthday in their lives. All the children received awards on (9) various occasions during the project implementation.
- Since the children generally had bad grades in mother tongue, the volunteers helped them during their home visits with that subject, together with mathematics and physics, biology and chemistry. At the beginning of the project, the parents were explained that the home visits were part of the project and that the volunteer would come to visit the children and help them study and do their homework. Most parents welcomed the idea, but there were a few parents who opposed it because of the overall family situation. Recognizing their reasons, the volunteers paid special attention to such children at the workshops and help them with their studying. Visits were made to each child (30) and each family (17), on the average, 27 home visits were made each month, and the effects were very satisfactory from the start. Volunteers were cordially received in most families. Many thought that the help would not be needed at the beginning of the school year, but they realized that it was much easier to learn new things if the children repeated the lessons at home: regular writing of the homework, reading the books, studying regularly. The children were told nicely that they needed to take better care of their personal hygiene and they were taught to behave properly in class. A total of 305 home visits were made during the project implementation.
- Although the evaluation was only planned for the final month of the project, already after a couple of months, a need appeared to conduct a small evaluation among the children. With the help of Save the Children UK, a special child-friendly questionnaire was developed for them to fill every couple of months in order to adjust the work to their wishes and suggestions.

- Since September 2007, the volunteers started with school visits and meetings with home class teachers of the children participating in the project. The home class teachers met the volunteers and received explanations of the project and its goals from them and they developed a friendly relationship. The home class teachers welcomed this approach and provided the volunteers with information on the school success of the children, and their behavior at school. Some home class teachers were especially delighted because at long last, somebody came to ask about a child, because their parents had never come. Total of 44 visits were made to schools during the project implementation.
- Official request to the City Authorities to finance the Day Care Center was sent at the time of visit to the President of the City Council Mostar, in December 2007. The city authorities also received the materials produced under the project – the brochures and calendars, all for the purpose of lobbying for the Daycare Center. Every conversation with city officials, even the informal ones, was taken as an opportunity to draw their attention to the need of having a daycare center, and all of them found the idea good and the center needed. All city councilors and other representatives of city and cantonal authorities received copies of the brochures and a calendar, accompanied with a short letter explaining the outputs of the project activities and describing the results achieved and the need to have a daycare center financed.
- In addition to the project funds, the Altruist workers raised additional funds in form of clothes, footwear, food and hygiene products for the children and their families, provided by the Missions without Frontiers, and from the activity of collecting aid from the citizens of Mostar. A distribution of holiday gifts was organized for children from the funds raised in the humanitarian action, and under the sponsorship of the company “Ledo” the children were given ice creams and were entertained by the Ledo Bear.
- Also, in the month of October 2007, on the occasion of marking the week of the child, with support of the Ministry of Health, Labor and Social Care, the Altruist organized a public panel discussion in the Center for Social Work on the rights of the child, followed by a survey on the same topic in the schools of Mostar. This was also used as an opportunity to present the day center project.

### **3.3 Target beneficiaries – changes, contribution, beneficiary participation, beneficiary statements**

The target beneficiaries were the school age children from socially vulnerable families or families at risk, holders of social cards. Those were mostly the children from families where there were cases of violence, or alcoholism, or PTSD, etc. Many children were neglected, had no hygiene habits, they had no knowledge of basic rules of good behavior. Many were withdrawn, locked within themselves, shy, they did not know what to do in the presence of other children and adults, had problems making friends and being away from their parents. Some expressed themselves through hyperactivity; they sought attention all the time and in all imaginable ways, and had very bad marks and behavior at school.

Most children showed good will to study and work, they were friendly and ready to work, but there were children who gave up coming. Children befriended each other, the volunteers gained their confidence, and they felt free in their discussions, approach, and they even proposed innovations to the work. The parents emphasized that their children were more and more eager to come, and they often told at home and to their friends what were they doing at the workshops.

At the end of the project, children and their parents clearly expressed how sorry they were for the project being completed, and the parents also expressed their concern with respect to studying and learning during the following school year. One example is mother of girl A.M., who had been regular throughout the year, and very active, and in the end, she said that her daughter had completely changed her ways since she got involved in the project. Before, she had been very reserved and shy, while now she was very sociable, happy and glad to express her creativity at home too. Her school grades also improved, and she was commended for that by the teachers, and she began taking care of her hygiene and feeling free in communication.

### **3.4 Partners: activities undertaken, cooperation, difficulties, protocols, continued partnerships, plans**

At the stage of project development, partnerships and scope of activity were defined. Accordingly, the engagement of the social workers from the Center for Social Work was agreed as well as their involvement in the creative workshops, and engagement of the workers of the Center to give lectures. The Altruist engaged the following staff: 4 volunteers. During the whole time of project implementation, the director of the Center remained in contact with the Director of Altruist, monitoring the activities and talking about the future actions. Due to the problem related to finding a sufficient number of children, 3 meetings were held with all social workers in the Center, as well as the meetings with lecturers on specific topics, and the materials for production of brochures were

reviewed jointly. All the problems that emerged during the project implementation were discussed jointly in the attempt to find the best possible solution. In addition to the ever present issue of the number of children, one other problem was the timely engagement of the lecturer, i.e. repeated moving of the date of lecture because of other obligations of the lecturers, vacation, or their illness. Also, the issue of the content of the brochure Violence Against the Children and the brochure Addictions, where the lecturers provided insufficient textual contents, was resolved by the involvement of a team lead by the Director of the Center, which successfully provided the necessary content for printing the said brochures.

Concerning the project follow-up, there certainly is the wish on the part of both the Director and workers of the Center, and on the part of Altruist to continue this project. A project was developed and together with recommendation by the Center submitted to the Ministry of Health, Labor and Social Policy of HNC to support project financing. To this end, the Director of the Center talked and lobbied with the said Ministry. The director of Altruist took upon herself to make a new project incorporating smaller adjustments and pass it on to other donors (the major change here is holding the workshop in the premises of Altruist and occasional engagement of social workers, psychologist, lawyer, pedagogue of the Center) to become partners in the project.

#### **4. Outcomes related to the agreed performance indicators, impacts, replicability**

- **Outcome 1: 40 children protected and empowered to recognize the risks (vice, conflict with law, begging, etc.)**

As of July 2008, 75% of the foreseen number of children were regularly taking part in workshops and fully expressed their sociability, communication, openness and readiness for teamwork. The children who took active part in the project were happy, they received full attention, efforts were made to give equal amount of time and assistance to each child, and that each child is approached in accordance with their needs.

- **Outcome 2: 40 children were informed about the rights of the child, all aspects of violence, addiction, reproductive health and adolescence**

As of July 2008, the level of information was directly increased in 75% of children on the rights of the child, child abuse, reproductive health and addictions. Indirectly, the influence of provision of information to children and distribution of brochures to others (siblings, schoolmates, parents, teachers) was exercised on three times more people, which means 225% of coverage and spread of influence.

- **Outcome 3: 40 children improved their grades and general success at school**

By the end of school year 2008, 30% of children have improved their school results, and all the children were commended by their teachers and successfully completed the grade (of 30 children, 7 were "excellent", 6 were "very good", and 17 "good"; 73% improved their grades and behavior in general). The teachers and parents gained confidence in work of the volunteers.

- **Outcome 4: 40 socially vulnerable families have seen improvement in their mutual relationships**

By July 2008, the risks have been diminished and general status of 17 families improved, and a better relationship and communication in relation parents-child, child-volunteer, volunteer-social worker, volunteer-social workers. Parents said they were happy for their children spending their free time usefully in the place where they know nothing bad could happen to them and that they were in safe hands, instead of just wasting time in the street.

- **Outcome 5: Initiative has been started to provide for continued operation of the Day Care Center**

An application was submitted to city authorities to provide for continued work of the daycare center in cooperation with the CSW. By July 2008, the city authorities have not approved the funds.

The children also accepted the institution, i.e. Center for Social Work as a friendly place and they came there freely, finding their premises pleasant and in a way "their own". Some older children, who lived nearby, started coming to the workshop without their parents. This showed how free the children felt coming to this institution, and the confidence the parents had in volunteers.

The parents who came with their children typically stayed there and waited for the workshops to finish, so some of them became friends too.

Two girls wrote papers in English for school competitions and they wanted the works to be checked at the workshop before having them submitted. They were awarded for their works with a trip to London.

Generally, one may say that all the children were happy, they proposed things they would have liked to do or study, and this resulted with innovation of project. For example, at the proposal by one girl, during the month of May, while the heat was still bearable, the workshops were held in the city park, where the children learned new English words and practiced conversation.

Satisfaction of both children and parents, as well as ongoing contact with workers in the Center for Social Work, provided possibilities to work on finding options and ways to continue this kind of work of the NGO cooperating with the Center for the benefit of children.

## **5. Lessons learned, problems/difficulties faced, solutions found**

Problems we faced in our work were the following:

- The originally proposed number of 40 children has not been achieved. The social workers notified a lot more children and parents, but in spite of all the efforts, not many were interested to come. So new children kept being invited, lists were updated, and continual efforts were made to increase the number of children. Total number of children attracted was 30 on average.
- There were problems related to reporting to donors, both in terms of financial and in terms of narrative reports. The problem was that the persons who were supposed to do the reports were not sufficiently informed about the method of reporting and the project cycle. This caused blocking of the account and spending, however, with regular consultations and cooperation with Save the Children UK, the problems were overcome. Also, the persons doing financial reporting were changed.
- Because of behavior of some children, the psychologist of the Center of Social Work was involved to monitor their behavior. Some children were particularly restless and hyperactive, and tried to draw attention to themselves in the workshops, frequently distracting other children.
- During the last months, because it was the summer break, the interest for learning decreased, however, the problem was resolved in the workshops by redirecting the work to more fun things, which kept the children coming to the workshops.
- The experts' lectures could never be held at the planned times because of their vacations or other obligations. But the lectures were given the next month.
- According to the project and work schedule, during the month of December all city councilors were to receive the calendar and a short video clip (enclosed) on the workshop. Unfortunately, although we tried, we did not succeed in making the calendar or the CD with the recorded materials and distributing them to the city councilors, mostly due to technical reasons (because of the holidays, most printers stopped working on 18<sup>th</sup>, 19<sup>th</sup> or 20<sup>th</sup> of December, they had had a lot of work before that, so they had not sent us bids for our job at the time), so the donors were not contacted to approve the contracts. The calendar was printed in January and distributed accordingly, as well as other materials.

### **6. In what way did the Project promote the change in the area of advocating the rights of the child and does the project improve promote the rights of the child?**

Through the lectures on the rights of the child, the children learned what rights they had and what those rights enabled them to do. This is very important because children had little or no knowledge about this topic.

#### **6.1 In what way did the Project promote the SCUK Child Protection Policy?**

By giving lectures and developing a brochure.

### **7. Promotional activities (materials, articles, etc.) and media related activities (reports, announcements, TV/radio clips, etc.)**

Considering the particularities of the user group, the project was promoted with great attention. It was hard to publicly speak about the project, saying that the children are from vulnerable groups, because the programmes were watched by their school mates and other friends to whom the children bragged they were going to a workshop not knowing why they were chosen. Those friends could start provoking them based on what they heard in the media and that could result in more distrust and even higher walls towards the outer world. Since we had one such case, and also a case where the child's mother contacted the Altruist's director personally strongly expressing her opinion that her child was not coming from a vulnerable family and that her family was exemplary (this, unfortunately, had not been true), we exercised particular caution when approaching this whole matter. It was much easier to provide information by radio because the newspapers also wanted photographs, and on top of that, not all media outlets respected the code of ethics in full when it came to writing about children. We avoided TV, because that would require video recording, and we had experience that it really took

time for children to relax even in front of our internal camera, and we believed that we would have a lot of difficulties recording for the TV.

The project, i.e. the need for the day center, was publicly announced in late November, when the visit to the President of the City Council Mostar was scheduled. On December 15, the project was presented in a press conference, together with all other details related to its implementation. The invitation to media and press release had previously been sent to and approved by the Donor.

Also, considering the situation in the country in February, in relation to offenses and violence among the juveniles, the radio stations Studio 88 and the Omladinski Radio Mostar contacted the volunteer and spokesperson of the Altruist, Ms. Dijana Andric and she gave a statement in which our volunteer provided a short description of the project as one of the forms of prevention and giving positive direction to children from their childhood, presenting them topics and issues they will face (addictions, abuse, etc.). She also mentioned the donors, particularly the Save the Children UK organization, which has been working to find solutions to those problems. Dijana Andric spoke about the project and activities in live program of Radio Station Mostar on April 14, 2008, and she presented our activities to date, our goals and strivings, as well as the achievements. Complying with the rules, she also mentioned the donors and thanked them for their support. Also in May, the radio station Mostar invited our spokesperson to their program, and she was also a guest on July 19 on the Radio Herzeg Bosnia, where she spoke in an hour long show on the project and its achievements, and the lack of a day center and limited possibilities offered to children from families at risk (education, studying, attending courses, sports and other activities). *A total of 5 media activities were conducted during the project implementation.*

**8. *Questions about project sustainability: Has the project helped you secure funds for continued work of your organization or similar projects in future? What activities from this project will continue? What concrete activities have you implemented to achieve the planned sustainability and advocating for sustainability?***

The project had not provided the funds that could be used for securing sustainability, however, due to strong interest on the part of children and parents, and also due to partnership with the Center for Social Work, a project proposal was made that was submitted to the Ministry of Health, Work and Social Care of HNK.

The city authorities approved 1,000 KM for additional activities of children (going to the cinema, theater, etc.) and this amount will be used as a basis for seeking additional financing for the project from the cantonal authorities. Altruist remains under obligation to engage further to provide conditions and open the Day Center in future.

Based on the funds donated by the City of Mostar, some volunteer actions of humanitarian and environmental character are planned to be implemented on the occasion of the Week of the Child which would involve children under this project too.

All the children under the project who need help with studying will be provided such help in the premises of Altruist, where the volunteer will work with them.

**9. *Management and support –description of changes and description of costs***

**a. Administration**

Four volunteers were engaged under the Contract on Performance of Temporary and Occasional Tasks for the period from 1.8.2007 to 31.7.2008. The volunteers were engaged to perform the following tasks: provide help in studying and learning English language, lead the creative half-day long workshops, provide care to children they visited and helped study, and follow the results of learning by visiting the children's home class teachers. In addition, they were expected to help educate the children and monitor the general family situation. They kept track of the situation of the child, home visits and results of their work. They reported on their work once a month to the Directors of the Centers for Social Work and the HO Altruist, and they produced a summary report that was also sent to the Donor.

The volunteers are successful students with experience in work with children and the young, they speak foreign languages and have enough qualities and skills to successfully carry out their above described duties.

Before the lectures, discussions were held with the lecturers. In the very beginning the person responsible for financial reporting was changed.

**b. Financing**

The financing was provided for compensations for work, procurement of materials for workshops, refreshments served at the workshops and awards for the children, the reading materials for the workshop, development of brochures and calendars, a video camera for recording, and administrative costs.

The funds intended for project activities were much lower than initially approved amounts due to unfavorable exchange rate of the USD.

| <b>Project<br/>„Helping children<br/>from families at risk,<br/>holder of social<br/>cards“</b> | <b>Number of<br/>children<br/>contacted<br/>directly</b> | <b>Number of<br/>children<br/>contacted<br/>indirectly</b> | <b>Girls</b> | <b>Boys</b> | <b>Children from<br/>minority<br/>communities</b> | <b>Urban</b> | <b>Rural</b> | <b>Children with<br/>special needs</b> | <b>Number of<br/>professionals<br/>covered by<br/>project directly</b> | <b>Number of<br/>professionals<br/>covered by<br/>project indirectly</b> | <b>Others (parents,<br/>NGO, etc.)</b> |
|---|--|--|--------------|-------------|---|--------------|--------------|--|--|--|--|
| <b>Total beneficiaries</b>  | 40   | 71   | 14           | 16          | -   | 28           | 2            | 3                                      | 5  | 40   | 100                                    |

| <b>Age of the<br/>children</b> | 7 years | 8 years | 9 years | 10 years | 11 years | 12 years | 13 years | 14 years | 15 years |
|--------------------------------|---------|---------|---------|----------|----------|----------|----------|----------|----------|
|                                | 1       | 3       | 2       | 5        | 4        | 6        | 6        | 1        | 2        |

**Organization name:** Association of Citizens (Udruženje građana) „Budućnost“ Modriča

**Project name:** »I too have the right to a family «

## FINAL PROJECT REPORT

**Implementation period:** 01.01.-30.09.2008.

**Total project budget:** 16,000 US\$

**Total spent:** 15,460.96 US\$

**Report submission date:** 30.09.2008.

### 1. *Background - context*

Project activities have been implemented in rural areas of Doboj region, covering villages of Podnovlje, Kožuhe and Osječani. Population of those rural areas is faced with a lot of problems of their own, and they often fail to see problems around them. The level of tolerance of violence, discrimination and poverty is extremely high. That is why they needed some strengthening in order to understand problems of other people, particularly the vulnerable categories and children at risk.

Biological families in which the children at risk are growing up are most frequently numerous and poor, with some form of addiction or mental disorders often present. Such families do not know enough about their rights. One of characteristics of this category of population i.e. its adult members is that they either do not have documents at all, or the documents they do have are not valid. This is only one of the problems they are faced with, which then brings them in situation of not being able to use some of their rights. Children growing up in such families are often victims of violence, they suffer consequences of parental neglect etc. resulting with behavioral problems (if they go to school, their performance is poor, and often they do not continue their education). Many of them can not fit in in the school because they have difficulties in contact with their peers, who often avoid them because they are modestly/inadequately dressed, ill, neglected...

Although BiH is a country signatory of the Convention on the Rights of the Child, that convention is not really implemented in practice. Cases of violation of children's rights are not transparent enough to react on them adequately. There are various explanations of this, and some of the most frequently heard include the lack of knowledge of the Convention and consequent lack of responsibility, traditionally closed society, society in transition, recent war... When we say "traditional", that means that parents here still think of their children as their property and they believe they can do with them whatever they want. This brings us in situation that the whole community is not sensitized on the issue of children's rights because it fails to react to cases of observed violations of the rights of the child. The key factor in inadequate reactions is systematic lack of connection among institutions and therefore lack of responsibility for non-compliance with the Convention. Even in the cases when institutions react in an adequate manner on the cases of violations of the rights of the child, i.e. child abuse, we are often faced with non-respect of the best interest of the child. This means that, when we have a case of abused child in a family, then the children are most frequently placed in institutions, and very rarely in foster families.

For the above stated reasons, the purpose of this project was to prevent violations of the Convention of the Rights of the Child (and therefore the abuse of the child), but also to promote fostering.

### 2. *Program development*

The Associations of Citizens "Budućnost", in addition to the project named "I too have the right to a family" provides the following services:

**Counseling:** legal aid, psychological, social, family and partnership counseling

**Safe houses for women and children victims of domestic violence:** receiving and care of women and children victims of domestic violence, SOS telephone support, legal aid, individual and group psycho-therapy, social work, pedagogical work, occupational activities, after care.

**Community work:** educational workshops for secondary school students on the following topics: domestic violence, gender equality and ethnic tolerance, shows for primary school students, public panels for women in rural areas.

Association of citizens "Budućnost" has experience in dealing with the issues related to protection of children, including domestic violence against children, child trafficking and abuse, and prevention of drug addiction among the children/young people. We may say that this project was a logical follow-up to the said project, although in none of the previous projects the target group i.e. direct beneficiaries had been children at risk and their families. We believe we have proven ourselves as the organization, having in mind here our skilled staff, but also our ability to implement projects of this kind. Regardless of the project staff being located at two different places, we had worked in synchrony, which resulted with the project being implemented in accordance with the schedule. Another very important thing to be mentioned here is the geographic distances we covered with project implementation. Those were not just occasional visits to the three villages in the Doboj municipality, but continual work there. In the field, we played an important role showing to the direct beneficiaries, but also to the indirect ones, that we were willing to work with them, that we were truly there to help and that we would be there for them even once the project was completed. Whatever the direction and the type of services provided to families of children at risk, we provided them with even more. Whatever the concrete help we provided them under this project, we made additional effort to provide them with more using our own stocks and lobbying with other institutions, so packages with clothes were distributed, footwear was provided by the Red Cross Modriča, we managed to enroll two children into the Pupils' Dormitory in Doboj... We worked on raising awareness of both the citizens of Doboj and the Modrica Municipality on the said issues through press releases, but also by speaking with our acquaintances and friends with whom we meet in our free time.

Although we kept in regular contact with victims of violence as a part of our regular activities, meaning here provision of care to victims in violence, this project allowed us to look at the issue from a different angle. It enabled us to see how the beginning of violence in family looked like at the source, i.e. how the poor conditions of life, exclusion from social environment and labeling a family, combined with general lack of care in the society (institutions not caring or being unable to help) open a lot of room for emergence of all forms of violence directed against children. The described conditions are conducive to dramatic increase in violence and its diffusive spread from one generation to another. More precisely, this project guided us towards one of possible methods of prevention- i.e. confrontation with violence at its origin.

### **3. Progress, key achievement and effects against the objectives:**

#### **3.1 Objectives– an overview of objectives realized**

***Objective 1. Improve the system of provision of services to children at risk, i.e. developed a new methodology of work of institutions and improved forms of mutual assistance and information sharing among local institutions up to the level of supporting and understanding discourse, keeping all the time in mind the best interest of the child.***

Through regular meetings with representatives of institutions, we improved the system of provision of services to the children at risk. This objective was realized in full because we managed to increase the awareness of those representatives of institutions who were not in direct contact with biological families of children at risk. It is very important to give an example of a director of a primary school covered by the project who said he had known that some of the children were at risk of poverty, but he had not known that they were at risk of being separated from their family for the reason of being neglected by their biological guardians. We devised a new method and way of information sharing that the institutions had not practiced by organizing regular meetings, but also by giving power point presentations where, in addition to textual data, we showed them pictures of family lives. Also, very importantly, the institutions realized importance of good communication and good mutual cooperation. Institution representatives are professionals in their respective domains of work, but whenever a new problem emerges, one they had never had in the past, it is a new problem that can be dealt with if the institutions work closely and in synchrony with each other. Also, cooperation and close links are also important for the purpose of learning real information about the families. The purpose of those meetings was to encourage representatives of institutions to seek help and support from each

other in order to resolve the problems in the best possible way, keeping in mind the best interest of the child.

***Objective 2. Empower 30-45 children at risk in terms of raising their confidence and self-respect;***

Not only that we had raised the level of self-respect and confidence of those children, but we also taught them to recognize their own and emotions of others, and accept difference, what resulted with provision of assistance to persons who were at the state of need or suffering. In concrete terms, this meant that the peers stopped discriminating children from the group exposed to risk and involved them in their joint activities. As one of sure indicators was the fact that they started spending time together and helping each other both in school, but also in extra-curricular activities. We received a confirmation of the said objective also from the school pedagogue who said that the children at schools were more than happy, laughing, that they were spending more time together, but that they were also much better in terms of personal hygiene.

In order to avoid any additional stigmatization of children at risk, we also included some children that had not been identified as such in the work of the Day Center. By doing this, we effected sensitization of the wider community (teaching and other school staff, parents, citizens...).

***Objective 3. Raise the level of knowledge of biological families of children at risk, some 30-45 of them, on their social, economic and labor-related rights, rights of the children, and sensitize them for more responsible and healthier methods of relating to their children.***

During the nine months of project implementation, we kept visiting on regular basis the biological families of children at risk that we learned of through the work of the Safe House, or that were recommended to us by the CSW Doboj and representatives of the local communities Podnovlje, Osječani, Kožuhe. The said objective covered the minimal number of adults, i.e. 14 families made of 30 adult members. The reason for covering fewer families was the geographical remoteness of the three villages covered by the project, but also the fact that the selected families were given priority over others. Very important thing that should be mentioned here is that we expected to be met with a negative attitude by those families, but we were proven wrong. All families covered by the project could not wait for us to visit them again, they started talking and describing their problems on their own. The objective of our continual visits was to gather basic information on those families (how many members, age of children, whether the adults are employed, whether they received child allowances or other kinds of social assistance...) and their empowering and raising awareness on their parental responsibilities, duties, but also of the rights and obligations of their children.

One of most important outcomes achieved through implementation of this project was that, having worked with 14 families i.e. 30 adults, we gave them back the feeling of belonging to their community, they regained the trust in society and through that their personal responsibility for themselves and their whole family. Families were empowered to know in future who to address in case of what problem, and most importantly, that they are not ashamed to ask what they do not know. Within families, the mutual respect increased, as well as the feeling of wellbeing and self-confidence. The fact that speaks of fulfillment of this goal is that the families took it hard when the project came to its end, in spite of their being informed at the very beginning of the project duration. Some refused to believe us it was really the end, and they just waved their hands and said: *"We will see you next year"*, while some said *"Just call us sometimes, so that we know how you are"*. True, the project had ended, but the families now know of the work of our organization, they have our phone numbers and address, and in addition, as per agreement, they can contact the representative of their local communities with respect to any problem they might have.

***Objective 4. Build capacities of citizens in local communities from which children at risk come in terms of acquiring skills of how to recognize, discover at early stages and refer the potential cases of child neglect or abuse in the community and increase the interest of the wider community for the issues of child protection and rapid response.***

When we started project implementation, in addition to our partner organization/institution-the CSW Doboj, we also contacted representatives of local communities for the purpose of gathering information on biological families of children at risk. An important fact here was that the representatives of local communities, after being provided with explanation as to what families we wanted to work with, immediately knew where to find them, but they were not aware

that the children from those families were at risk of being separated from them. During the project implementation, we remained in regular contact with local community representatives, and we visited some families together in an attempt to find solutions for their priority problems. Through the information sharing, i.e. by data gathering, seeing the conditions in which they lived and other activities planned under the project, we raised awareness of the local community representatives of the children at risk in terms of how to recognize, discover and to whom to refer or address such cases. The progress in terms of the above objective is seen in the efforts made by local community representatives to find jobs to family members of children at risk, but also in their promise that they would continue working with those families once the project is done. The fact that proves us that we managed to influence the citizens in those communities is that we also included in the work of the Day Center the children who had not been identified as children at risk. Their parents wanted to join the activity even though the children at risk were there and in spite of the fact that the children at risk were often avoided and teased by their peers for being not so clean or for being shy.

**3.2 Activities:** *description of all project activities in accordance with the work plan, including "additional" unforeseen activities (the activities that had not been planned, but followed from the project and its outcomes)*

- During the project, we had eight (8) meetings with representatives of the CSW Doboj, where we informed them on biological families of children at risk covered by this project, while the information on families were received from the CSW by phone.
- Eight (8) meetings were held with local community representatives in which we informed them about the project, its objectives and activities, and they gave us positive answers with respect to further cooperation and information gathering on biological families of the children at risk.
- An introductory meeting was held with representatives of institutions, which was attended, besides the persons invited and the UG Budućnost staff engaged on the project, also by a representative of Save the Children UK. The purpose of the meeting was to give a presentation of the project and to provide information on the "Child Protection Policy", as well as the procedures and rules of Save the Children UK.
- The work on empowering 28 children at risk, but also some children that had not been identified as such, included 140 children from three villages in the municipality Doboj: Kožuhe, Osječani, Podnovlje. Empowering was implemented through organization of weekly Day Centers at the three said location where educational and creative contents were offered to children. Topic covered by this activity included:
  - Convention on the Rights of the Child – getting a realistic picture on the rights and obligations of the child, their freedoms and duties, and accepting them as the basis for their behavior both at school and in the family or community;
  - Gender equality – learning about sexual and social differences between men and women, acquiring knowledge of gender equality in society, and work to reduce prejudice;
  - Creative work – encouraging and developing both creative expression and teamwork;
  - Violence against children – learning about the notion, types and forms the violence against children may take, learning the methods how to get out of the conflict, methods of protection from violence, as well as the contact persons or institutions victims of violence can turn for help;
  - Re-socialization – by showing films on re-socialization of juveniles who are in conflict with law... we learn of the consequences of child abuse, peer violence, non-compliance with the rights of the child, and sensitization for timely reaction for such occurrences;
  - Trafficking in humans/children – learning about the notion, types and forms of trafficking, as well as of the mechanisms of protection against exploitation and trafficking with children;
  - Emotions – facing with one's emotions in stressful situations, and learning new forms of dealing with fear, i.e. differentiating between the pleasant from unpleasant emotions;
  - Rage – learning the rage control techniques, recognizing one's own rage and learning how to deal with rage through group interactions;
  - Emotional competence (recognize and differentiate the emotions) –by recognizing and differentiating emotions, and role playing for the purpose of improving the ability of recognizing emotions of one's own or others;
  - Emotional competence (trust game) – interact to build mutual trust;

- Work-action competence (diligence and responsibility) – taking responsibility for one's own tasks;
- Social competence (support to others) – expressing and giving support to others, recognizing the needs and goals of other person, and developing models of cooperation.

During the period from January to September, 75 educational-creative workshops were organized in the Day Centers, i.e. 25 workshops in each of the three said villages. The tasks of the workshops included making a placard presenting the activities of the Day Center, but their objective also included raising awareness among other children (children who were not included in the work of the Day Centers) on the problems the children at risk are faced with and teaching them about the rights of the child that had also found their place on the placard. The placards containing messages of children at risk, photographs and the Rights of the Child were posted at the hallways of schools in Podnovlje, Osječani and Kožuhe.

- Educational-creative workshop in Riječani was implemented in three segments: educational workshop, creative workshop and Games without Frontiers. The topics covered in this activity included:
  - Convention on the rights of the child – reminding the children of the Convention, on their elementary rights and institutions that are there to protect the rights of the Child;
  - Creative work – using a text or picture to present the impressions of the workshops, spending time together in the day centers;
  - Games without Frontiers – competition in four disciplines (relay, carrying rubber balls in wooden spoons, pairs of children carrying balls between their heads, spinning the hula-hop).

One-day workshop was attended by 115 children, participants in the day center to whom the parents gave consent. During their stay in Riječani, the children had an opportunity to meet each other, but also work together on the activities the objectives of which was to additionally empower all participants and strengthen the group cooperation, and to increase their confidence and eliminate (possible) discrimination against individual participants. Also, we used the opportunity to present all the children with their award (school pencil cases) to remind them of the project and their time spent there, but we also gave them awards for the competition part of the one day workshop. Upon completion of competitions, all participants got candies, souvenir and address books, while the winning teams also got balls.

- During the first two months of project period we held two (2) meetings with representatives of two primary schools from three villages covered by the project. The purpose of the meetings was to inform them of the project, its objectives and activities, to obtain information about the children, but also to set the times for holding the Day Centers and premises for that activity.
- Empowering biological families of children at risk included activities that ranged from developing the social case-file of the family – family profile, identification of civic and legal status of family members, to provision of concrete help (whether those were packages of food, hygiene staff or clothes) or advice on responsible parenting, duties and obligations of the parent/guardian, as well as referral to relevant institutions for the purpose of resolving concrete problems the families were faced with. The project covered 17 families, of which three refused to give consent for work with the children and were uninterested in work with the family as a whole. The remaining 14 families were included in the project, so their family profile was made, their material and health status were reviewed, as well as their needs.
- Teamwork with families was organized at the very beginning of project implementation in the form of parental meetings. In cooperation with primary schools in the three villages covered by project, we organized three parental meetings the purpose of which was to inform the parents of the project, its objectives and activities, and to raise awareness of child abuse and violence against children, but also of the importance of preventive action on reduction of such occurrences. The parental meetings were attended by 93 parents.
- The teamwork during the continued project implementation, in addition to the social worker, also involved a lawyer, a psychologist and a pedagogue from the Association. This activity included 12 families through provision of expert assistance in the form of: advice on responsible parenting, counseling meetings for the purpose of reviewing the health status of the family (for the families with poor health and mentally ill parents), counseling for the purpose of dealing with burning problems – i.e. possibility of employment, counseling about enrollment in secondary schools and Pupils' Dormitory, advice on how to choose the

schools, finding solutions how to buy the school books, and referral to the CSW Dobož to help them deal with the identified problems, duties and parental obligations, provision of advice for the purpose of realizing the right to survivor's pension, advising for the purpose of overcoming dissatisfaction by the fact that a juvenile daughter got married, advice and talk about car accident involving a daughter, and provision of information received from the Basic Court from Dobož.

- Direct assistance and support were provided to 11 families, i.e. during the project period, 9 packages of food and hygiene staff were distributed, as well as 8 containing winter footwear for children, 4 packages of clothes, and 1 financial assistance was provided in form of paying a one-day field trip; in addition, counseling was provided to families where the violence against children was observed, and such families were referred to appropriate instances (reported to the CSW Dobož), and attempt was made to resolve the talk through the conflict in the broader family.
- During the project implementation, family sessions covered one family – a counseling service was provided to the whole family for the purpose of motivating the son and other family members to get over problems in studying and general behavior; counseling on most appropriate ways of overcoming a crisis, and referral to professional staff at school for assistance in learning; parents were offered a range of proposals as to how to successfully motivate the child to achieve better results at school.
- The last month of project implementation was devoted to evaluation. All the comments we received from children and biological families of children at risk, which had all been positive, were recorded by camera, and the recording is attached to the report.
- The protocol on mutual cooperation was signed with the CSW Dobož that said that the cooperation would involve regular sharing of information and available information on families, i.e. children at risk, and defined the obligations of the signatories to the Protocol
- During the project period, six meetings were held, both formal and informal, with representatives of institutions. Purpose of these meetings was to present the activities and introduce the biological families and children at risk, in an attempt to join forces in finding solutions for various problems the families face with. Also, one of the goals was to show to the institution how important the referrals, synchronized work and information sharing are, but also how important it is to raise awareness of biological families of children at risk keeping in mind best interest of the child.
- Participation in project evaluation organized by Save the Children UK. Upon completion of meetings with staff who had been involved in project implementation, we organized a workshop for the evaluators in the Day Center, meeting with biological families of the children at risk, i.e. one mother, after which they visited the Director of the CSW Dobož.
- During the final month of project implementation, an evaluation was also carried out with pedagogues and one home class teacher from primary schools covered with the work of the Day Centers. The statements given in writing show progress and illustrate the project outcomes. It has been observed that the level of tolerance among children increased, that the cooperation among children has improved, etc.
- The activity plan had foreseen holding two press conferences, at the beginning and at the end of the project. In accordance with the agreement with a representative of the Save the Children UK, instead of the first press conference, the media received a press release containing information on the beginning of project implementation, project objectives, activities and the donor. Upon completion of project implementation we organized a press conference in Dobož, which was attended by the following media outlets: Euro Blic, RTV "Džungla, Nezavisne Novine, Glas Srpski, and after that, two articles were published in the Euro "Blic" and in the "Glas Srpski". The presenters at the conference were Ms. Gordana Vidović, Director of the UG Budućnost, Ms. Jelena Mišić, Ms. Biljana Đukić and Ms. Šarčević, and they informed the media, and later on the general public, on the results achieved in good cooperation with the institutions.
- During eight months of project implementation, we continually sent press releases to various media containing information on the project and activities conducted during the month to which the release related. The press releases were sent both to media in Dobož and media in Modriča: Euro Blic, Nezavisne Novine, Glas Srpski, Glas Komuna, Dnevni Avaz. During the eight months, 4 articles were published. Also, on July 15, 2008, televisions BN TV and K3 featured programs that contained all the information related to the project "I too have right to a family".

### **3.3 Target beneficiaries – changes, contribution, beneficiary participation, statements of the beneficiaries or quotations**

Thanks to the continual work with children and ongoing insistence on equality, respect of rights of others and understanding one's own rights, focusing on their readiness to help the others – friends in trouble, we tried to strengthen their responsibility, raise self-awareness and by doing this, generally make them stronger personalities and influence their understanding of themselves and the world around them. To confirm that we had achieved this objective we have, besides their own saying, also the statements of their parents and teachers, and concrete changes in behaviors of the children as a result of implementation of the project "I to have right to a family".

- According to the parents "children were happier, less aggressive and more ready to accept their responsibility".
- According to the teachers (and other professional staff at school), the students attending the workshops were noticed to have an increased level of responsibility, that they are less prone to misbehave, that they spent more time with their peers than before. Also, they found a lesser extent of disparaging of peers (one might call it the "peer violence") in the groups that attend the workshops.
- Speaking concretely of the children, in addition to their statements, obvious were changes in their conduct at the end of the workshop compared to the beginning. There were obvious "separations" from children from the risk group (discrimination), "laughing at" the discriminated peers at the beginning, rather soon we achieved that children "found" on their own that such behavior was not good. Already in the first month of work the children became more sensitive to discrimination and this has lead to lesser discrimination. A good illustration of this is the boy from a group at risk from whom other children literary moved away and nobody wanted to sit with him, but after three workshops – the same girl approached him and offered him a handkerchief when he needed one.
- Parental statements also suggest that there were some positive changes resulting from the project implementation and work with the children at risk. Parents said the children were happier, that we had visited them frequently and that meant a lot to them because nobody had ever visited or helped them before, but they also said their children were happier and more satisfied.

### **3.4 Partners: activities taken, cooperation, difficulties, protocols, continued partnerships, plans...**

Concerning the partnership organization, in our case the Center for Social Work Doboj, we must say we had a very good cooperation. Involvement of our partners from this field of work in some of our activities has significantly facilitated the very beginning of implementation of the project "I too have the right to a family". The initial activities went into direction of identifying the families of children at risk in three villages (Kožuhe, Osječani, Podnovlje) to work with during the whole nine months of the project, and whom the Center had already met. The only problem we had with this form of partnership was that the staff from the institutions could not be involved 100% in the project activities, not because they would not want that, but because they have no time to allocate from their busy schedules. In the end, they spend their whole working years with the families living in poverty, lacking basic things they need... like the families covered by our project.

As foreseen in the project, a protocol on cooperation was signed with the Center for Social Work on March 20, 2008, clearly indicating that the Center was to designate a person to be directly involved in project implementation – in this case, that was Director of the CSW Doboj.

We had no problems whatsoever with the CSW during the project implementation. We shared information on regular basis, in meetings or by phone, we got information we needed about the families, for instance, whether they received child allowances and in what amount, and whether they had ever benefited from one-time financial aids. Also, we would like to use this opportunity to say something about the evaluation, which says that the cooperation remained on the paper alone. Perhaps we did have some higher expectations from this partnership, but the mere fact that the activities were ongoing in three remote villages prevented us from realizing the partnership in the fullest meaning of the word. However, the director of the CSW did all he could to help us resolve individual problems, for instance, a scholarship for a student (we secured one-time material assistance in the amount of 900 KM) for 2008 from Municipality Doboj, while regular

scholarships would be provided on continual basis in the next school year, which will be an important help for this family consisting of a single mother and four children. Also, in three reported cases, the CSW came to the field immediately, and were met with denials of any violence, and there were no elements to file a criminal report; still, the CSW increased supervision of those families and they visit them more frequently.

Talking about partnership, we can not but mention some circumstances that have made the successful implementation of activities with our partners more difficult: political involvement into the sphere of social issues that inhibits normal work and provision of services. This was also confirmed to us by the institutions in our joint meetings – this made their work difficult, but they could see no way out of it at the time.

#### **4. Outcomes related to the agreed performance indicators, the effects, replicability**

- **Outcome 1.** *Raised level of knowledge and awareness among children at risk on their rights, resocialised through curriculum and extra-curriculum activities, they attend school more regularly, and their feeling of being of lower value than the children that are growing up in, conditionally speaking, “functional” families*

The key indicator of positive results in work with children at risk is the fact that the children are now integrated in their communities (peer groups), as shown by behavioral changes of the children that are reported not only by their leader, but also by teaching staff, pedagogue, and also by their parents. One proof of their improved self-confidence and self-respect is the fact that they do spend time with their peers, as opposed to the situation before the project implementation, when the children had been obviously and visibly discriminated, when they exhibited behaviors symptomatic of low self-esteem and self-confidence (for instance, a girl from the group at risk who had never used to express her opinion, explicitly asked for her opinion i.e. need to be recognized in a joint activity; or a boy from the group at risk who missed some workshops, but was not forgotten by his peers from the group when they presented their joint work in previous workshops; there are many other examples that may confirm improved self-esteem and self-confidence). Based on the regular attendance of workshops in the Day Centers, statements of the children and parents, but also the school staff, we arrived at the conclusion that in 90% of the children at risk the awareness of their rights has been raised, level of their socialization has been improved through group work and non-discrimination by their peers.

- **Outcome 2.** *Families educated on the rights, obligations and responsible approach to the children and different method of treating the children, i.e. on the models that produce healthy development of the child, which would reduce the risk of separation of the child and the child's placement in other forms of care (institution, foster home).*

During the nine months of implementation of the project “I too have right to a family”, we were continually visiting biological families of children at risk. The purpose of such regular visits and counseling was to get to know them, and to raise their awareness of responsible parenting and of their duties and obligations as parents. Another important thing in those visits was the advice as to how could they motivate their children to achieve more at school, but also to go to school regularly. In all families we had worked with, we tried to resolve their burning and priority problems, whether it meant economic empowering in form of distribution of packages with food or other necessities, or in form of one- time financial assistance. However, we believe that the most important change that we achieved was the change in their self-esteem. They now feel free to ask and explore how to resolve their current problems. Through our continual visits and provision of advice, we got close to the families, and some of them felt for the first time that they were not left on their own, and this resulted in difficult separation from them and repeated explanation that the project “I too have right to a family” has ended, but that they could contact us at any time should they need something.

The project “I too have right to a family”, but also good cooperation with institutions and representatives of local communities, during this short period we managed to resolve some of the burning problems the families faced:

- we managed to find a job for a single mother of five in a plastic factory;
- we secured a municipality Dobož scholarship for a second year student in the Faculty of Mechanical Engineering;
- we mediated in securing a stay for two secondary school students in the Students' Dormitory;
- we provided school textbooks and accessories to five primary school students.

The direct involvement in project activities, the adoption of new methods of work with children, but also provision of advice on responsible parenting and rights and obligations the parents have with respect to their children has resulted with 85% of families being empowered in terms of taking adequate care of their children, and the education provided reduced the risk of separation of children at risk from their families.

- **Outcome 3.** *Institutions sensitized for problems of children at risk in accordance with the best interests of the child, and they adopted a new work methodology in the process of provision of protection to children at risk through development or improvement of the existing internal procedures on protection of children at risk.*
- **Outcome 4.** *Institutions have developed a permanent model of sharing data and taking action (referral mechanisms – written documents) that induces the systems of mutual support and information sharing among professionals to result with more effective provision of services to children at risk and their biological families.*

The best indicators of good cooperation with institutions are seen in the concrete results: the CSW has focused more of its attention to the families in situation of social need, i.e. included in the project, the Centers have learned more about the problems the families had not known or had no means to articulate. During the continual work, i.e. meetings with institutions, they got connected, for instance, the CSW and the Pupils' Home. Representatives of the said institutions met for the first time in our meetings, they had not known each other before, in spite of fact that both institutions were operating in Dobož and could benefit from one another. In our contacts with local community representatives, we tried to raise the level of their responsibility not only towards the families in state of social need, but also generally (they found a job to a family member in a village factory). We had very good cooperation with the schools from the three villages. The mentioned stakeholders (local communities, school staff) knew that the children, the direct beneficiaries of this project, came from poor families, but they were not aware of all the things the families had to cope with, and we let them know formally and informally. Through regular participation in formal but also informal meetings, active participation in attempts to find solutions for problems the biological families of children at risk face, we derived that 89% of institutional representatives supported this model of work, i.e. development of procedures for inter-sectoral and mutual cooperation.

- **Outcome 5.** *Citizens were informed on child protection mechanisms, they were made more sensitive and they are able to recognize cases of child neglect or abuse by parent/guardian, and to react in time whenever they recognize anything indicating such thing.*

During the project implementation, we regularly addressed media with the releases in which we pointed at problems, and this resulted with an increased number of calls to the SOS phone (comparing with the number of calls last year with the same period this year, the number of calls went up by 15%). We believe that this was a direct result achieved under this project.

- **Outcome 6.** *In the local communities Podnovlje, Osječani and Kožuhe, Councils were formed to provide help and support to families which would deal with those issues / recognizing problems and finding the best solutions in cooperation with the institutions.*

Politics interfered with our establishing the Councils for Help and Support at the level of local communities. Cooperation with local community representatives had been satisfactory, we visited some families covered by project together and found solutions for some of their priority problems. However, reserved attitude of the local community representatives to go ahead and establish the Councils for Help and Support was a result of the fact that the elections were scheduled for the month of October, and representatives of local authorities who had appointed them believed they should not sign any documents. On the other hand, their mandate expired immediately after the elections, and no one could tell with any certainty which political party would win the majority.

### **5. Lessons learned, problems/difficulties faced and solutions found**

In spite of us being aware that some families in our communities have problems getting by and are unable to resolve some of the basic problems, we could have never guessed how it looked like in reality. Some families showed evidence of their attempts to realize some of their rights, but since they did not know better, they went to the wrong addresses. What is surprising that the institutions that are not responsible to deal with their problems showed no compassion and never phoned another institution that was responsible to resolve the problem to see what could be done. The biggest disappointment for us was when we realized that the institutions operated completely separately and there was no regular information sharing, and therefore- no finding the common solution.

Having seen the needs of the families we worked with and trying to help them realize some of their rights, we could see what the real problems were, and all those experiences were the key for developing a referral mechanism in cases of gender based violence and violence against children, and that will play a significant role in our future work on establishing multi-disciplinary teams in local communities.

**6. *In what way the project promoted changes in the domain of advocating for the rights of the child and did the project achieve any results in terms of promoting the rights of the child?***

Once we started with project implementation, our first activity was to familiarize the target group with both the project objectives and the rights of the child. The Convention on the Rights of the Child has been incorporated in all activities in work with families of children at risk, but also of the children who have not been identified as such, in form of the Day Centers, and it was also a part of the work with the institutions. We insisted that the families should realize their parental responsibilities reminding them to respect the rights of their children, and at the same time to teach their children to do that too. In the family sessions, work was done with dysfunctional families faced with developmental difficulties related to the problems of their children growing up. For the purpose of achieving adequate parental attitude towards the children in the educational process, we worked to improve their communication, to teach them the parental techniques and support provision techniques. Working in this way, we achieved multiple effects. In addition to helping families resolve their common problems by pointing at some new models of raising the child and dealing with some concrete problems, we also achieved effects with their children, for example, there was a case of a boy, participant in the Day Center, who had suffered from behavioral disorders (avoiding school, low grades at school...) whom we managed to bring back to school and continue his education.

Although the results we achieved were unexpectedly good, we are not sure of whether the positive results would last. This is explained by the fact that the mentioned problems, which we worked to combat, are deeply rooted and lasting years crossing generations. In order to fully change the awareness, values and achieve permanent respect of the rights of the child, what is required are time, broad spectrum of community action and responsibility. In order to achieve lasting changes, what is needed is something that could be called a system overhaul.

**6.1 *In what way the Project promoted the Child Protection Policy***

Implementation of the project "I too have right to a family" had largely influenced the changes in the domain of child protection policy, naturally, in the positive sense, all to the direction of raising awareness among children as well as their parents on the rights of the child. Also, we indirectly affected the teaching staff and the representatives of institutions. A very important fact that we need to keep reminding ourselves of is that the children participating in the day centers had almost no knowledge of the rights of the child. One important thing the project achieved was that the children received information as to whom they can turn to in case their rights are violated, and they also understood better that other children had the same rights and that they could do things that violate rights of others; by this we acted preventively against peer violence.

When talking of our organization, the Association of Citizens "Budućnost", it is an organization that has been working and continues to do so in many projects benefiting children. When we started our work with children, we had to learn about the rights of the child and documents promoting such rights, such as the Convention on the Rights of the Child, but also the SC UK's Child Protection Policy. In addition to all our child-targeted projects, we also have a shelter for women and children- victims of violence, where we noticed this year an increase in the number of children whose parents abused them. Regardless, this project has helped us to remember once more the Child Protection Policy and to continue promoting it in our communities and beyond.

In terms of Child Protection Policy, one thing achieved by the project "I too have right to family" was that we will in future always request parental permission whenever we want to involve children in any activity. We realized that permissions help us maintain better contact with parents and clearly show them that we are taking care of their children.

Another change that took place in the organization that may be credited to the Child Protection Policy is that we made sure that children did not get hurt. This means that we checked safety of premises we used. When we took children to a one day creative workshop in Riječane, couple of days before the workshop we inspected the fields and playgrounds where the children would compete to get them ready and avoid any injuries. We must say that before the project "I too have right to a family", such obligations and rules prescribed under the Child Protection Policy

were not in the focus of our attention – for example, the safety of premises where we conduct our activities involving children.

***Promotional activities (materials, articles, etc.) and media related activities (publications, recordings, radio/TV appearances, etc.)***

One of very important activities that had been going on continually during the nine months of project implementation was regular information of the media and public on the project through press releases. It is also important to mention the support by the local media, i.e. reporters from Modriča who, although the project was implemented in Dobož Municipality, published two press releases in the newspaper available in Dobož.

The press releases were also sent to the following media on regular basis: Euro Blic, Nezavisne Novine, Glas Srpske, Svitjanje, Dnevni Avaz.

In addition to press releases published on 08.04.2008 and 26.06.2008 in the Euro Blic, two other programs have been filmed to be aired on July 15, 2008 on the BN and the K3 televisions. The purpose of both programs was to inform the general public on implementation of the project “I too have right to a family”, activities, direct beneficiaries, but also on the donor who made the project possible.

***7. Question of project sustainability: has the project helped you secure funding for continued work of your organization or other similar projects in the future? What activities from this project will continue? What concrete activities have you conducted in terms of achieving and advocating for sustainability.***

In the segment of work with families, i.e. in the part where we connected the institutions, local community representatives and wider social community with the families that are in state of social need, we had promises of individuals that they would do their best to complete the activities we had started in terms of providing assistance to the said families (for instance, an educator working in the Pupils’ Home promised that he would work more with the children enrolled in this Home and that he would do his best to make sure that the children make successful transition from one environment into another, and he also promised to help them with their studying). Also, the families are now directed to concrete individuals from whom they can expect help where such help can be provided. In addition, the CSW shall pay “special attention” for a while to such families and children who were our target group.

Still, one thing the project could do nothing about was permanent resolution of individual problems, calling on responsible people for not doing the things they should have done, and in particular, we can do nothing about the families that had not been covered by the project but need some kind of help.

The case is similar when it comes to work with children at schools. The teaching staff paid additional attention to the children at risk. It has become clearer for them how they should work and how they should pay attention to children from this group. We have received promises that the model of work in the Day Centers will continue to be used, and the workshops on the topic of the rights of the child and protection against abuse would continue. However, what we can not do is to see whether they would keep their promises.

Some activities conducted under the project Budućnost can continue doing through our work, and here we mean provision of legal services, psychological counseling and all other things our organization normally does, but we are unable to continue with regular visits to the families, children, or get involved with their problems.

It needs to be said that the UG Budućnost entered the final stage of development of the referral mechanisms for cases of gender based violence and violence against children, and started implementing such mechanism in the Modriča municipality. In connection with this, the Assembly of the Modriča municipality, at its session held on July 10, 2008, unanimously adopted the Proposed Protocol on Actions and Cooperation among Responsible Entities in Order to Protect the Victims of Domestic Violence, which was signed by all institutions operating at local level on October 13, 2008. The objective of this Protocol is to ensure better cooperation and work of the responsible entities in the Modriča municipality on the activities of confronting and preventing domestic violence. An integral part of the Protocol is the referral mechanism, and there is also an intention to establish an advisory board and monitoring team, as well as some mobile teams that would go out to the field whenever needed (when a case is reported or on the basis of some other indicators). We started the identical process in the municipality of Dobož, however, due to the summer holidays and the election campaign, the Dobož municipality was not able to devote full attention to this issue. We expect that we will be able to finalize the process in the Dobož

municipality, as well as in other municipalities in the Doboj region, primarily because the local communities need to get together, particularly having in mind that the Safe House, which had been approved by the Government of the Republika Srpska, covers all the municipalities in the Doboj Region.

One circumstance that had disrupted implementation of one our activity – the establishment of the Council for Help and Support at local community level, which would influence the sustainability and continuance of project activities - is the fact that it was an election year. The said activity aimed to “oblige” the representatives of local communities of Podnovlje, Kožuhe and Osječani to continue dealing with those issues even after the completion of the project, to recognize new cases and to work with institutions to find the best solutions for the problems the biological families of children at risk have to deal. Those tasks/obligations would be regulated through establishment of the Council for Help, but this we could not implement. As one may see throughout the report, cooperation with the local community representatives was at a satisfactory level, they did their best to help us resolve the solutions for specific problems, but when we came to the activity involving establishment of the Council for Help and Support, they became reserved. The problems the local community representatives faced at that time was that the October elections were approaching, and the representatives of local authorities who had appointed them were of the opinion that no documents should be signed. On the other hand, their mandate expires immediately after the elections, and nobody can tell with certainty which party would win majority.

## **8. Management and support– description of changes and description of costs**

### **a. Administration**

#### **First months of the project period:**

- “Presentation of administrative-financial management and administration”. The meeting was held on January 25, 2008 in Sarajevo organized by Save the Children UK. The purpose of the meeting was to inform the organizations on the USAID’s procedures when it came to implementation of activities, as well as financial and narrative reporting.

- Due to health problems of social worker Slavojka Peranović, who had been originally planned to work on the project “I too have the right to a family” as a social worker, she was replaced on those jobs by Ms. Biljana Đukić.

#### **Third month of project implementation:**

- In the meeting held on March 20, 2008 with Mr. Slobodan Mitrović, representative of the CSW Doboj, we signed a protocol on cooperation between the UG “Budućnost” and the Center for Social Work Doboj..

#### **Fourth, fifth and sixth months of project implementation:**

- During the project implementation, there was a change of person doing the work of coordinator/administrator – instead of Svjetlana Peranović, the work was done by Jelena Mišić.

### **b. Finances**

#### **First month of project implementation:**

The compensation paid to coordinator of project activities, Ms. Svjetlana Peranović, had not been paid in January because the bank had not notified in time of the transfer of funds, and our method of paying salaries and compensations – i.e. we pay salaries at the end of the month.

#### **Second month of project implementation:**

Expansion of budget line “administrative/indirect costs” – during the implementation of project activities, no office expenditures have been foreseen either in the narrative or financial part, and they do occur occasionally (for instance, developing and printing vouchers). In order to be able to justify occasional office expenditures, we turned to the SCUK with the request to approve them.

#### **Fourth, fifth and sixth months of project implementation:**

During several days of consideration and planning of three-days long educational workshop that was to be held in August in Riječani, some changes were made. Based on discussions and consultations, we decided to hold a one-day workshop because the number of children increased. In our opinion, it would not be fair to separate children at risk from children that were not identified as such, but were regular participants in the work of the Day Center. The changes would lead to increased costs of transport of children and reduced funds for children’s stay, and for that reason we proposed to use some funds foreseen for stay and food of children to pay transport, so that the budget for this activity remained the same.

**Seventh, eighth and ninth months of the project period:**

On September 19, 2008, we sent a written request to the Save the Children UK to conduct budget audit. Upon implementation of most of the activities and completion of activities foreseen in the budget, we realized there would be some remaining funds. In our request we wanted to reduce the costs in the budget line One Day Workshop and to transfer the money to the line "provision of services/assistance to families". This request was approved, and we spent the money by September 26, 2008.

| Project      | Children contacted directly | Children contacted indirectly | Girls | Boys | Children from minorities | Urban | Rural | Children with special needs | Number of professionals directly covered by the project | Number of professionals indirectly covered by the project | Others (parents, NGOs...) |
|--------------|-----------------------------|-------------------------------|-------|------|--------------------------|-------|-------|-----------------------------|---|---|---------------------------|
| <b>Total</b> | 140                         | 37                            | 65    | 75   | -                        | -     | 140   | 4                           | 3   | 10  | 102                       |

**Age of children-direct beneficiaries:** 6 years – 11 ; 7 years – 21 ; 8 years – 21 ; 9 years – 18 ; 10 years – 19; 11 years – 14 ; 12 years – 13 ; 13 years – 8 ; 14 years – 9 ; 15 years – 3 ; 16 years – 1 ; 17 years – 1 ; 18 years – 1;

**+ Including the age of the children**

**Organization name: Udruženje »Žena BiH« Mostar (Association »Women of BiH« Mostar)**

**Project name: »Social Protection of Children Concerns All of Us«**

## **FINAL PROJECT REPORT**

**Implementation period: 1.1.2008 – 30.9.2008**

**Total project budget: 15,360 US\$  
US\$**

**Total amount spent: 15,373.12**

**Report submission date: 9.10.2008.**

### **1. Environment - context**

The issue of domestic violence, although not a new one, got to become socially recognized only after the war thanks to the work of non-governmental organizations and some media, with financial support of international organizations and donors. Unemployment, low standard of living, dissolution of the old patriarchal family, alcoholism, drug abuse, all of those are consequences of social and economic changes taking place in Bosnia and Herzegovina, which in turn lead to increase in occurrence of all forms of violence, of which the domestic violence, and especially violence against children, is a matter of particular concern. We can only estimate the real extent of domestic violence based on world statistics because integrated data on violence against children for the whole Bosnia and Herzegovina simply does not exist, just as there is no institution on the level of the state to deal with this issue. Not a single region in Bosnia and Herzegovina is in any better social and economic situation. One disappointing fact is that in the HNC not a single person has ever been criminally prosecuted for having committed violence against children. Reasons for that are multiple, but in most cases the victims or key witnesses change their testimonies. "Social Protection of Children Concerns All of Us" has been implemented in the Herzegovina-Neretva Canton. During the time from the beginning of project implementation to the end, there had been no significant development in the environment. Certainly, the project has contributed to raising visibility of the problem of violence against children and to better coordination of activities by various organizations and institutions at the level of HNK. One should mention here the activities carried out in our area with the aim of promoting the rights of the child, which are implemented by local and international organizations.

### **2. Program development – assess your role and contribution and influence of the project on your organization achieved under this project compared to the initial status (without deleting the existing text)**

This year, Association "Žena BiH" Mostar implemented a series of activities concerning prevention of violence and provision of help to victims of violence and human trafficking. In addition to the project "Little Telephone – the children SOS telephone", we have been implementing the project of raising peoples' awareness through promotion and affirmation of the rights of the victims of violence in the HNC (supported by the EU), Strengthening the Anti-Trafficking Network in the Western Balkans (supported by the ADA and CARE Int. NWB), the Safe House for the Victims of Violence (supported by the City of Mostar and the Government of FBiH).

The project "Social Protection of Children Concerns All of Us" has strengthened the team of the association "Zena of BiH" and improved services we provide to our beneficiaries- victims of violence through the "Little Telephone - The Children SOS telephone". And of course, the expert team has contributed to better relationships and coordination with the institutions and organizations both in HNC and in BiH, all to the end of preventing violence and helping and supporting children-victims and/or witnesses of violence.

Development and promotion and distribution of the Manual for Professionals has strongly contributed to improved visibility of our organization and the projects concerning prevention of violence against children and better coordination and cooperation with all institutions and organizations in the HNC that work on the problem of violence and/or are focused on children.

### **3. Progress, key achievements and effects versus the goals:**

**The project main goal:** Through joint work with other stakeholders, the Association “Woman of BiH” will contribute to **ensuring comprehensive and adequate** help and support to children-victims of violence and their families in the Herzegovina-Neretva canton.

Although in the beginning the project seemed complex and difficult (and in a certain sense, overly ambitious), we managed to implement the project in accordance with the goals set and within the planned time period, and we provided help, support and information to all individuals who contacted us and who were in the state of need or at risk, particularly to the children – victims and/or witnesses of violence. Together with other stakeholders from the HNC, we have resolved (and we continue to resolve) various cases of violence against children and domestic violence, and we developed a Manual for Professionals – how to recognize violence against children and help the child-victim of violence. Some project activities will continue under other projects of our Association, and the Manual is to be considered a permanent “asset” that would be used by Professionals from institutions and organizations in their daily work, as it had been originally hoped.

#### **3.1 Objectives– an overview of objectives achieved**

***Objective 1: Through the work of the team of the Little Telephone, provide accurate and comprehensive information to children and all other individuals who are in the state of need or at risk***

During the project implementation, an expert team of the Little Telephone had been formed. As it is known, the team is comprised of a psychologist, pedagogue and a social worker, and a lawyer had been continually involved. Actually, the lawyer’s involvement showed that a lawyer should become a regular part of the team. But most importantly, the team gained trust of the children and their parents/guardians, primarily by providing accurate and comprehensive information and by working on the case until its final resolution. Although we are well aware that some cases are more difficult to resolve than others, and that some take particularly long time, we are not giving up, having at heart at all times the best interest of the child.

***Objective 2: Strengthen the cooperation with similar organizations and institutions dealing with similar issues and work jointly to prevent violence and provide help and support to the victims of violence***

Joint work with NGOs and institutions has been achieved when dealing with the Little Telephone cases, and also when developing the Manual for Professionals. All the NGOs and institutions we contacted, except the Primary School “Bijeli Brijeg”, appointed their representatives to a working group. The Working Group carried out their activities as planned under the project, and developed a document that would provide a long term benefit to the NGO and institutional professionals, as well as the children - victims and/or witnesses of violence. All the members of the Working Group expressed their satisfaction (some of them even felt very much honored) with the work in this group and on such a document. They supported our intention to issue the manual and they took active part in creating and distributing the document. Everybody’s opinions were recognized throughout the working process, and that certainly contributed to achieving the best possible result.

***Objective 3: Raise awareness among general public and professionals on the issue of violence against children in the HN Canton***

The manual for professionals: “How to Recognize the Violence against the Children and Help the Child- Victim of Violence” was printed in 500 copies and distributed to institutions and NGOs in all towns in the HNC. In addition, workshops/presentations were organized in all towns. In those workshops/presentations of the Manual, the members of the Working Group presented the document and discussions evolved on cases of domestic violence and ways of resolving such cases. The presentations were attended by around 100 professionals of various profiles. Many professionals were indirectly familiarized with the Manual too. The professionals attending the presentations supported the idea to develop such a document, and all of them expressed hope that the manual would be useful in their future work.

Admittedly, some professionals still deny that the problem of violence against children exists, or they do not believe in government's help mechanisms, and they do not want to go any deeper in the problem, but we hope that with the help of this document, they would change their minds and increase their knowledge.

**3.2 Activities:** *A concise description of all project activities in accordance with the work plan, including "additional" unforeseen activities (activities that had not been planned, but had followed on the basis of the project and its results).*

- As a part of the first activity: *the contact with professionals*, we contacted the appropriate profile of the experts – the pedagogue Tima Macić, psychologist Minela Bakamović, and social worker Enver Pavlović - with the aim of establishing an expert team for the Little Telephone. We held meetings with them to present them the project and their obligations.
- After having successfully established contacts and good communication, we chose the *expert team* (psychologist Minela Bakamović, pedagogue Tima Macić and social worker Enver Pavlović) to work on the Little Telephone. The team had the opportunity to contact, via the phone or directly, victims of violence, families with disturbed relations and all those individuals who had a need or a problem, complying with the principles of work of all SOS phones, such as solidarity, transparency, non-discrimination and victim oriented approach.

- The following framework plan for work of the expert team was made:  
Pedagogue Tima Macić provided service on the Little Telephone every day (except Friday) from 9:00 to 11:00.

Psychologist Minela Bakamović provided services on the Little Telephone every day (except Monday) from 11:00 to 13:00 hours.

Social worker Enver Pavlović provided services on the Little Telephone: on Tuesdays and Fridays from 10:00 to 14:00.

The work plan was very flexible and it changed with consent of the project management. Certainly, all team members were available as needed, on appointment or in a crisis.

The principle of work of the expert team, as we had mentioned before, were solidarity, transparency, non-discrimination and victim-oriented approach, and active listening, emphatic listening, anonymity and confidentiality. Also in crisis intervention, we complied with the principles and procedures prescribed by the Protocol on assistance to victims of violence in the HNC that was signed by the NGOs and the line ministries (the Ministry of Interior, the Ministry of Health, Labor and Social Policy and the Ministry of Finance of the HNC).

- From its establishment, the expert team conducted 63 talks, counseling or contacts by phone or in person with beneficiaries. There were various forms of help and support: from provision of advice to parents in going through a divorce, work with shy or withdrawn children, to the placement of the victims of violence in safe houses, observation of families at risk and direct intervention in some cases of violence against the children.
- During the reporting period, our services were used directly or indirectly by 73 children from urban and rural areas of Mostar and the region, as well from other towns in BiH, and around 50 parents.

The expert team worked together with representatives of institutions and organizations in Mostar and the region and they involved a lawyer of our Association to help resolve most of the cases.

Quality of services provided was at a very high level, which is also helped by the fact that we had conducted supervision of a family for the Cantonal Prosecution Office.

- In mid-January, we sent out a letter informing the institutions/target groups about the project: Ministry of Internal Affairs of HNC, Clinical Hospital Mostar, VI Primary School, Primary School Bijeli Brijeg, Grammar School Mostar, Karadzobegova Medresa (religious school), and Center for Social Work.

In January, we contacted the VI Primary School and the Mol of HNC who had delegated their members to the Working Group. In February we had meetings (5) and project presentation with:

- pedagogue from Primary School Bijeli Brijeg, who agreed to participate in the Working Group developing the Manual. Working Group also included **one student** from the Students' Council;
- pedagogue from the Mostar Grammar School, who delegated **three students** from the school to the working group;
- Director of the Karadzobegova Medresa Mostar (religions school) who appointed **two students** from this school;

- Head of Pediatrics of the Clinical Hospital Mostar, who nominated one Doctor to the Working Group;
- Director of the Center for Social Work Mostar, who will be a member of the working group on behalf of the Center for Social Work.

In addition to the persons identified above, a child psychologist from the SOS Kinderdorf was also invited to the group since she had very rich experience in work with children, particularly the victims of violence, and she had been working for long time with our Association, and the colleagues from the Center for Women – an NGO providing the services of counseling to the victims of violence.

- A Working Group was formed to develop a Manual for provision of help to children-victims of violence. The Work Group had 15 members, as follows:
  1. Mol HNC Criminal Department, Branka Stefanović,
  2. Clinical Hospital, Pediatrics, Dr. Darinka Glamuzina,
  3. Center for Social Work Mostar, Zorica Dujmović,
  4. VI Primary School, Meliha Prguda, pedagogue and a representative of the Students Council Danijela Dugandžić
  5. Primary school Bijeli Brijeg, Mira Vukoja, pedagogue, and one representative of the Students' Council
  6. Karađozbegova Medresa Mostar (religious school), two representatives of the Students' Council Armina Marić and Sedad Batlak
  7. Grammar school Mostar, representatives of the Students' Council: Lejla Pašić, Aida Ovčina and Martina Jakovljević.

In addition to the above, the Working Group also included M.A. Berima Haćam, Child Psychologist of the SOS Kinderdorf, Tima Macić, pedagogue of the Expert Team of the Association "Žena BiH" and Aldijana Trbonja and Azra Hasanbegović from project management.

- The Working Group held six meetings. The meetings were held at the end of the month in the offices of the Association "Žena BiH".

In the first meeting, the children who represented Students Councils were given the forms for their Parental Consent to confirm that the children are allowed to take part in project implementation.

Almost all meetings of the group were attended by all of its members. Those members who had to attend to their previously undertaken obligations sent their written comments or they came afterwards and talked to the project management about the Manual.

Although appointed to the working group, representatives of the Primary School Bijeli Brijeg have not attended the meetings; after a number of failed attempts to contact them, we replaced them with Ms. Minela Bakamovic, psychologist from the IV Primary School Mostar.

In the month of May, a representative of the SC UK responsible for project monitoring gave a presentation of the Child Protection Policy of the SCUK for the members of the Working Group.

- As a part of activity *developing manual for helping children-victims of violence*, initially the discussions evolved about the purpose of the Manual, the target group, and some specific issues concerning children-victims or witnesses of violence, operation of institutions, role of parents and community and general lack of trust in the system were reiterated.

With very active participation of all people present in the meetings, the Manual got the following form:

The manual comprises five chapters: About the Violence Against Children; Models for Rationalizing the Abuse; Definition of the Notion of Violence against Children and Types (physical violence, emotional/psychological violence; sexual violence and neglect); How to Help Children-Victims of Violence, and Referral Mechanisms, and four annexes: International Instruments; Laws of BiH; Protocol on Assistance to Victims of Violence in HNC, and Important Dates.

Each form of violence was supplemented by an example from our own practice or from newspaper.

The role of students in the process was to help us develop the document, particularly in the part containing the recommendations.

As the project foresaw, the target group of the Manual were the professionals from institutions (teachers, health workers, instructors in sports clubs...) with special emphasis on the fact that reporting the violence is a human and moral obligation.

In the end, a donor representative also provided their comments which were taken into account so the document was finalized and prepared for printing under the title „Kako prepoznati nasilje nad djecom i pomoći djetetu žrtvi nasilja – Priručnik za profesionalce“ (“How to Recognize Violence Against Children and Help the Child Victim of Violence – Manual for Professionals”).

- In August, 500 copies of the Manual were printed. The Manual has 78 pages A5 format.
- The first presentation was organized in Mostar on August 27, in the Hotel Bristol. The presentation was attended by around 30 representatives of schools, Center for Social Work, representatives of print and electronic media. After Mostar, the presentations were given in other towns in HNC: Jablanica - August 28; Neum – September 3; Konjic –September 5; Capljina – September 10; Citluk – September 10; Stolac – September 12; Ravno – September 12 and Prozor – September 16.

Although the school year had already started at that time, as well as the election campaign, we managed to give all presentations without problems. We invited representatives from primary and secondary schools – representatives of Council of Parents and Council of Students, and teaching staff; representatives of the police – the criminal department, representatives of health institutions – Emergency Aid and Pediatrics; representatives of the Center of Social Work; and representatives of non-governmental organizations (in those towns where there were some).

The people who came to the presentations represented various structures. The poorest response was from health institutions. The best and the most active in the presentations were the representatives of the police and centers for social work. Each municipality in the canton treats the issue of violence differently, but the issue clearly exists, in spite of the fact that even the professionals start by denying that there is violence against children in their town!

The presentations raised a lot of interest of the general public, particularly since they presented the first document of this kind. The presentations were attended by representatives of the Working Group for developing the manuals – men and women professionals from educational and health institutions and the NGOs.

Also important is to mention that the presentations were used as a place to deal with concrete cases of domestic violence and violence against children.

- The manuals were distributed to all people present, and other professionals received it in the following way: each institution received the number of copies that corresponds to the number of employees. The police administrations and stations received manuals through the Mol of HNC – Criminal Department. This means that each institution or organization focused on children received at least one copy of the Manual. If there are those who have not, they will receive it in near future.

The Manual was distributed also to the donor and local and international organizations in BiH that had expressed the need to have it: OSCE, SOS Kinderdorf BiH, CNF CEE...

To date, 371 Manuals have been distributed. Distribution to the remaining Mostar schools is ongoing.

### **3.3 Target beneficiaries – changes, beneficiary participation, beneficiary statements**

**The target groups** under this project were the organizations/institutions, such as:

- non-governmental organizations implementing programs of prevention of violence and provision of assistance to victims that work with children
- Center for Social Work Mostar (colleagues from other centers for social work in the HN Canton involved as needed)
- Police officials – criminal departments and/or departments for “blood and sexual offenses”
- Pediatrician
- Child psychologists and school pedagogues
- Representatives of the Council of Students from Mostar primary and secondary schools.

Four representatives of the Students’ Council from two primary schools (the Sixth Primary School Mostar and the Fourth Primary School Mostar) and two secondary school (the Grammar School from Mostar and Karadozbeğova Medresa (religious school) were involved in work of this body.

The target group participated in all project activities, particularly when it comes to the part of developing and presenting the Manual, as foreseen in the Project. Contribution of the Work

Group members to development of the Manual was significant. Each of representatives of the target group incorporated some of their knowledge and experience with violence against children and assistance to children-victims of violence. In addition, the students from primary and secondary schools have helped us write a document that is easy to read, and come up with guidelines that are easy to implement, all in accordance with the national laws and best interests of the child.

**Direct beneficiaries of the** project were children victims (or witnesses of violence) and families with disturbed relationships.

During the project implementation, it became possible for the beneficiaries to receive comprehensive and adequate assistance from the experts operating the Little Telephone. Such practice of providing direct help to children-victims of violence and families with disturbed relationships will continue in future under different projects of our Association. The project activities have shown that, by working by law, following referral mechanisms and working with beneficiaries on individual basis until the closure of the case one may provide them help in a simple, effective and inexpensive way.

The beneficiaries were happy with the information and services provided, particularly in cases where emergency action was required: placement in a Safe House of a woman from Dubrovnik with her three months old baby; but also when providing information on development of children, divorce cases, etc.

One particularly interesting comment was given by a mother of a boy who had been a victim of peer violence: "if a conscientious lady had not reported the violence to the Little Phone, nobody would have ever known what was going on in that school, and no proceedings would have been conducted against director of that school".

#### **3.4 Partners: activities taken, cooperation, difficulties, protocols, continued partnership, plans**

ŽENA BiH is the project implementer and it had not had an official partner. However, the project foresaw development of the Manual *in cooperation* with the nominated representatives of institutions and non-governmental organizations focused on children, so the success of project implementation depended on the scope of cooperation that was established. All the people involved in the process of developing the Manual have accepted their obligations and took active part in development of the Manual, and later in its presentation and distribution.

In addition, our partners from institutions and organizations with whom we had signed the Protocol on provision of assistance to victims of violence in the HNC were more or less performing their jobs in accordance with the Laws and Protocol as referral mechanisms, and in accordance with their respective authorities.

Partnership signed by the Protocol is on one hand legally obligatory, and on the other hand, it is the best way of dealing with problem of domestic violence, violence against women and children. It will be maintained in future because each of the institutions and organizations operates in accordance with their authorities and responsibilities. The future plans concern inclusion of educational institutions into this Protocol and finding money for operation of the safe house from the budget of the HNC (and other cantons from which victims come to our safe house).

#### **4. The outcomes versus the agreed performance indicators, outcomes, possibility of replication**

**Outcome 1.** *Through the work of the Little telephone, the children-victims of violence, families with disturbed relationships and all others in state of needs have been provided with help and assistance*

The support was secured through discussions, individual (38) and group (6) counseling meetings, and provision of health and legal advice. During the project implementation, 63 talks, counseling meetings, or contacts by phone or directly with the beneficiaries were made. Provision of direct help to children and their families will in future be provided through other projects.

**Outcome 2.** *Through involvement of stakeholders from institutions and organizations a Manual for Helping Children-Victims of Violence will be developed that would contain: description of*

*types and forms of violence; how to recognize a child-victim of violence, methods of helping the children, institutions for helping the children and referral mechanisms among them...)*

A Manual for professionals was developed – “How to Recognize Violence against Children and How to Help a Child-Victim of Violence”. Representatives of 9 institutions and organizations focused on children were involved in development of this Manual. The Manual for provision of assistance to children who are victims of violence includes: description of type and form of violence, how to recognize a child who is victim of violence, how to help the children, institutions for helping children and referral mechanisms among them...). The Manual was printed in 500 copies.

**Outcome 3.** *All institutions in HN Canton that work with children were given a presentation of the Manual so that the guidelines and good practices featured in the Manual could be used in their daily work.*

So far, 371 copies of the Manual were distributed. The distribution was done by post mail or at presentations. The presentations were held in all municipalities in the HN Canton, and they were attended by around 100 professionals from institutions and organizations.

The Manual is the first of its kind in BiH and in the region, and we believe that it would serve as a basis for developing different and better documents.

### **5. Lessons learned, problems/difficulties faced and solutions found**

During the work on development of the Manual, we had difficulties with one primary school – the PS “Bijeli Brijeg”, the representatives of which (the pedagogue and a representative of the Students’ Council) had originally accepted to be part of the Working Group. However, when they failed to come to the third meeting in a row, we replaced them in the working group by Ms. Minela Bakamović, psychologist from the Fourth Primary School in Mostar. Ms. Bakamović has also been a member of our expert team. On top of this, we had delays in printing the manual, but that had no negative effect on later activities and the project in general.

### **6. How did the project promote the changes in the domain of advocacy for the rights of the child and whether the project has improved the rights of the child?**

The rights of children-victims of violence have been protected in a series of international documents and national laws. However, it is very difficult to exercise such rights in practice. This has been particularly obvious in (non)actions of the health and educational institutions when they noticed a child to be victim of violence. The project activities, related to both the expert team and the Manual, aimed at provision of comprehensive assistance to children, both in our own organizations and in other involved institutions and organizations. Besides, through the Manual for professionals we included various stakeholders in a joint fight against violence against children. It is important to say that positions of each individual does affect decision making, and because of that we tried to remind the professionals of their professional, but also moral obligation to help a child who is victim of violence.

#### **6.1 In what way the project promoted the child protection policy**

Although our Association had understanding of violence against children, having the Child Protection Policy presented by the SC UK gave us more confidence to recognize and respond to the violence against children, particularly since we had coordinated our activities with the SC UK. The child protection policy was also presented to the members of the Working Group.

### **7. Promotional activities (materials, articles, etc.) and media activities (recordings, announcements, TV/radio programs, etc.)**

During the months of February and August, we sent out press releases to the following electronic and printed media and agencies: FENA, FTV, BHT, RTM, HTV OSCAR C, HTV Mostar, Omladinski radio X, Dnevni avaz, Dnevni list and Agency NINA.

The first release was about establishment of the Expert Team of the Little Telephone, and the second concerned promotion of the Manual in the towns of the HN Canton. The second release was also sent to the Radio Mir Međugorje, Radio Konjic and Radio Rama.

When appearing in media in connection with the two releases, emphasis was placed on the project objectives and activities, particularly formation of the expert team of the Little Telephone and/or development of the Manual and its content, types and manifestations of

violence and frequency of calls to the Little Telephone and contacts with children. Certainly, in each of the public appearances the financial support provided by the USAID was mentioned, as well as the project implementer – Save the Children UK.

We were guests twice in the program called Grad of the RTM, and once in the program “Something for Everybody” of the HTV, and stations: BHT, FTV, RTM, HTV, HTV Oscar C, Radio Konjic all had programs on our project. The Dnevni list featured an article. The article was also posted on the bljesak.info.

We must admit that we were very happy with the attention the media bestowed on us and the way they reported on our activities. There were a total of 24 media announcements, both in written and in electronic media or web portals.

**8. Issue of project sustainability:** *has the project helped you secure funds for continued operation of your organization or future similar projects? What project activities would continue? What concrete activities have you done in terms of planned sustainability and advocacy for sustainability.*

This kind of activity can only be possible with help of donors, local or international. Although the project implementation ended, we failed to secure funds to continue the activities in spite of our sending the project proposals and applications for financing to two international organizations and government ministries, but the project did help us secure funds from the local authorities and companies for similar projects. So we secured some money to form the national Little Telephone (seated at three locations) that would be supported by the Council for Children of BiH, i.e. the ministry of Civil Affairs of BiH (5,000 KM) and BH Telecom (2,000). Besides, the funds were secured for continued operation of the expert team, but through the Safe House (around 10,000 KM from the Ministry of Labor and Social Policy of FBiH).

So the expert team will continue their work both on the Little Telephone and through the Safe House and other projects of our Association.

In addition, we expect to become member of the Child Helpline International – an international network of SOS lines that would help us strengthen our resources and improve cooperation with governments at all levels in BiH.

**9. Administration and support – description of changes and description of costs**

**a. Administration**

A number of consultations were held with the SCUUK regarding the whole project. In addition, the project team attended meetings organized in the Save the Children UK office in February and May. Although the project had originally foreseen that the social worker in the expert team would be Ms. Emira Fetić, she was replaced by Mr. Enver Pavlović because she had moved to the USA. Also, in the second month of implementation Ms. Aldijana Trbonja replaced Ms. Mevzeta Behram on the position of Project Manager because Ms. Behram had got a different job.

**b. Finances**

Financial management was done within the framework of the approved budget.

| Project      | Children contacted directly | Children contacted indirectly | Girls | Boys | Children from minority communities | Urban | Rural | Children with special needs | Number of professionals covered by the project directly | Number of professionals covered by the project indirectly | Others (parents, NGO) |
|--------------|-----------------------------|-------------------------------|-------|------|------------------------------------|-------|-------|-----------------------------|---|---|-----------------------|
| <b>Total</b> | 45                          | 28                            | 46    | 27   |                                    | 48    | 23    |                             | 172   | 203   | 57                    |

Children-beneficiaries' age ranged from three months to 17 years.

**+ Including the age of children**

**Name of the Organization:** UG MEDICA ZENICA

**Name of the Project:** Children House Medica– A place where children and parents resolve issues the children and families at risk of separation face

## FINAL PROJECT REPORT

**Implementation period:** January 15, 2008 – October 15, 2008

**Total project budget:** 13,095.00 US\$

**Total spent:** 12,856.06 US\$

**Date of report:** October 20, 2008

### 1. Background – Context

**Children House** is a project developed by the UG Medica Zenica to provide a service to children exposed to violence and/or poverty. In addition to basic qualifications required for work with children, our staff has also undergone a set of specific training courses on how to work with children from vulnerable categories, and they have a continual support by an expert team. Thanks to existence of this center for children, we have taken care of a total of 660 children from our establishment to the end of 2007.

Children's stay in the day center for the purpose of their socialization with their peers has been developed as an educational process, and it is implemented in a way that suits the age of the children served. We work with pre-primary age children (3-7 years), younger primary school age (7-10) and pre-teenage group of children (10-13).

In addition, for children from vulnerable categories we have developed therapeutic and supportive work the purpose of which is to enable the child to work out the trauma they had lived (violence and trauma) and learn mechanisms to cope with difficult situations, and also to learn to demand their rights and satisfy their needs without hurting others in the process.

In addition to the regular work program, the Project contains some additional educational blocks where interactive learning in group is implemented. Some of the topic covered in this way include: Children's Human Rights and Non-Violent Communication Skills.

In addition to the work with children, we have had ongoing and intensive contacts with the parents of the children, but what we want to achieve under this program is to further intensify their involvement. Work with parents will expand in a form of supportive work with a group of parents in attempts to strengthen their parenting skills and providing them with support in development of better relationships with their children.

- The idea of the Project is to provide protection to children exposed to violence, trauma and/or poverty.
- **The Project shall provide assistance to children and parents from target group in order to strengthen their personal capacities and to provide them a normal childhood and responsible parenting in their families.**
- The Project attempts to prevent separation of children from their families and their placement into institutions.

Removing children from streets, where they are without any supervision and having them stay in the center would reduce the risk of the children being exploited or starting to consume alcohol or drugs or developing delinquent behaviors, and thus become potential candidates for placement in correction institutions or institutions for children without or with inadequate parental care.

Through the project "Children House", the Medica offered to the city of Zenica, to the Zenica-Dobojo canton, but also to other municipalities in Bosnia and Herzegovina a service and support to efforts to provide the marginalized children, children affected by various forms of violence and their parents the best possible social protection and appropriate expert psychological aid so that they can effectively organize a good quality lives.

Simultaneous work on education and provision of support to groups of children and parents resulted with improved relationship between children and parents, also in those cases where the escalation of conflicts in the families was such that they were under threat of permanent separation. This mere fact

illustrates well our contribution to the efforts to prevent situations where the institutions have to take over care of the children.

During the project implementation, none of the participating children have avoided coming, they were not without supervision or under risk of becoming victims of exploitation. Quite the contrary, during this period, all the children we worked with learned new skills and ways of self-protection and they learned about the existing systems and institutions for protection from violence.

## **2. Development of the program**

Medica Zenica is a women's non-governmental organization specialized in fighting violence against women and children and provision of aid to persons who have survived domestic violence or various forms of sexual/gender caused violence or trauma.

In addition to provision of direct assistance in the form of work of a safe house, psychological counseling, Children House and education center, the Medica Zenica is an active factor in BiH civil society in all the processes of advocating and lobbying for changes that would lead to better position of women and children in BiH society.

### **An overview of achievements and results of work of the UG Medica Zenica in 2007**

#### **Direct work -**

During the last year, 2007, total number of therapeutic sessions in the Medica's psychological counseling was 951. Of this number, 231 were first-time clients, and the same number of sessions was held with them. Total number of women, juvenile girls and children who stayed in the Medica's shelter /safe house during 2007 was 60 individuals.

During the last year of 2007, we took care and worked with total of 42 children in the Children House. The report on the work of Medica's services for the previous year 2007, titled as **"Work of Medica's Services – In Words and In Statistics"** includes:

#### **Advocacy work:**

From the beginning of 2007, responding to the needs of local community and our beneficiaries, the Medica has begun the process of initiating integration of the Medica Zenica Service in the existing system of social and health protection through combined/multi-disciplinary model of fighting violence against women and children, in the attempt to achieve sustainability of good practices and improvement of the existing system. The purpose of the integration is to partner with the government institutions to create a sustainable mechanism of referring, taking care and protecting individuals affected to violence, which would be designed in a way that meets the needs of the victims.

In early February 2007, the Protocol on Cooperation on Improving Effective Psycho-Social Protection with the aim of providing care to victims of violence in the territory of municipality Zenica was signed between the Zenica Municipality, Zenica Center for Social Work and the Medica Zenica. This Protocol relies on the Plan for Development of Social Protection in Zenica Municipality for period 2005-2008.

The object of this Protocol was regulation of mutual obligations in a partnership forged for the purpose of achieving a more efficient implementation of regulations on achieving social protection of women and children who are victims of violence, as well as other members of families living in Municipality Zenica, partnership among actors in psycho-social protection and formation of a coordinating body comprising representatives of the signatories to the protocol.

On March 30, 2007, a Protocol on Cooperation and Work of the "Safe House and Counseling Center for Women and Children who are Victims of Domestic Violence" was signed between the Zenica Municipality and NGO Medica Zenica.

The object of this Protocol was regulation of mutual relationships with the aim of achieving integration of activities of the NGO Medica Zenica that are directed towards protection of women and children and family members who are victims of domestic violence into a system of social and child protection on the territory of Zenica Municipality. From early 2007, in the joint Center for Social Work, the Medica's psychological counseling center was also located, and the Municipality provided free premises and payment of utility costs. Medica's counseling center is independent in their work, but they have a good cooperation with the institutions in community. The people/therapists of the Medica Zenica work in the Center. For the first time in 2007 Medica received donor support from the community where it exists. The Municipality Zenica allocated around 30,000 KM for the needs of the Medica, which is a symbolic amount with respect to need, but it is not something that should be dismissed as unimportant either.

In early 2008, Medica Zenica continued its engagement to have the project “Combined Model of Combating Violence against Women and Children”, the purpose of which is to prevent domestic violence and provide direct assistance to women and children suffering violence accepted by other municipalities in Zenica-Doboj canton, and the next step is to present this model to all cantons in FBiH and propose to partner up in combating the violence.

In late 2007, the UG Medica Zenica made a report on their operation and activities, which was distributed to the cantonal governments in Zenica-Doboj and Central Bosnia cantons with the aim of informing them of the results achieved and to encourage them to join the protocol on cooperation on development of a combined social protection model.

In February 2008, the Protocol on Cooperation with Municipality was renewed and amended and the funds helping the work of the safe house and counseling center for the victims of violence have been increased.

In cooperation with the Gender Center of FBiH, as well as other NGOs having safe houses, the Medica Zenica had been advocating throughout the year 2007 for survival of the safe houses and other services intended for victims of domestic and other forms of violence through various activities including: round tables and other meetings on topic Implementation of the Law on Protection from Domestic Violence, and developing a Proposal for organization of work and financing of safe houses in FBiH. For this purpose, Medica has published a brochure titled “*For Survival of Safe Houses in BiH*” that summarizes and lists all the mentioned activities, which is attached hereto.

Advocacy in this area shall continue during this 2008.

Medica Zenica was nominated in 2008 to be a member of working group of the Gender Center of FBiH formed to work on development of a strategy for fighting domestic violence during period 2008-2011.

**\*Educational work of the Medica** in the area of preventing gender based violence, as well as teaching non-violent communication methods continued during the last year in form of holding preventive-educational workshops for the young – students in primary and secondary schools in ZE-DO canton, as well as students of pedagogical faculties in Zenica, and for staff in secondary schools and centers for social work. To that end, for the participants in the mentioned workshops, two brochures were published titled “***Education for the young on preventing gender based violence and on non-violent communication***”, and the other one titled “***We are changing bad habits together***”.

**Research work:** Following the preventive-educational work with the student population in the area of gender based violence the Medica Zenica has continued cooperating with them by involving them in research work in 2007. Students of Pedagogical Faculty and Islamic Pedagogical Faculty – department of social pedagogy in Zenica made an Analysis of Questionnaires on implementation of the Law on Protection from Domestic Violence. Representatives of 11 institutions from Zenica responded to this questionnaire. The results obtained, along with other contents discussing the issues of gender based violence, were published in a brochure titled – “*Violence in words and statistics*”.

“The current comprehensive project that is being implemented by the Infoteka team, which is a department of the Medica is “***Research on occurrence of violence against women and children under the project “Development of referral mechanisms for cases of gender based violence and violence against children.”*** The first stage of the project was done during 2007: An overview of current mechanisms of referral of victims of violence in selected municipalities of BiH and development of a proposed referral mechanism. One of the objectives of this research is to register violence on the basis of 600 interviewed women from Zenica and 100 women in Modrica, and to make an overview of violence cases reported, registered and processed by institutions (police, centers for social work, social protection institutions, prosecution office, judiciary and NGOs) in Zenica, Travnik, Prijedor, Modrica, Visegrad, and Gorazde. Also, the objective is to make an overview of operation and effectiveness of current mechanisms of referral while providing assistance and help to the survived victims of violence in those towns and to make a proposed model of mechanism of referral of victims of gender based violence and violence against children in BiH, in cooperation with the above mentioned institutions. It is expected that the processing of the data obtained, implementation and finalization of those research activities would continue in 2008.

**Medica Zenica** is member of several working bodies and advocating networks in BiH that are involved in development of relevant strategies and laws concerned with gender equality, issue of violence and human trafficking, as well as with status of non-governmental organizations. In addition, it pays a significant amount of attention in its work to the **public relations segment** primarily through

ongoing communication and commitment to present and former clients, and other beneficiaries of this project. Then through informative and promotional presentation of the overall work of the Medica Zenica projects in community and beyond, through various visits from the country and from abroad, through contacts with media, with donor representatives, and institutions and NGOs from the country and abroad. To this end, the Medica's informative-presentational brochure – ***“For the right to life without violence or discrimination”*** in Bosnian and English languages, which is, in the shortest, a kind of ID card of this project, and which we are attaching hereto and wholeheartedly recommend as a means of familiarization with our current work and activities. Besides, in the past years, and in previous year, we were doing monitoring and analysis of media writings on gender violence. Only in 2007 we published the results of that work in the brochure titled ***“Media in BiH on Occurrences of Gender Based Violence”***.

The funds approved for implementation of the project “Children House” have made it possible for the Medica Zenica to continue providing direct assistance to children in 2008, but also to start doing some more in terms of preventing abuse and exploitation of children. Professional and ethical standards by which we comply, and the name and reputation earned through our activities to date and results and achievements in work with children have helped us attract one more donor to provide support to the project. That re-confirms to us, the helpers, the value of our efforts, and also supports us continuing our activities advocating and lobbying for adoption of policies that would improve protection of human rights and guarantee service of quality social protection for all citizens.

Cooperation with other institutions working with children (public kindergartens, schools, police, faculty, CSW, NGOs) enabled us to communicate our positions and convictions on necessity to implement child protection policies to other helpers and to get together people who share our views and thus strengthen the front of citizens who want to improve civil society. Also, we are continuing the process of integration of the Medica's model in the existing system of social protection, whereby we are striving to improve quality of the existing capacities. Our recent experiences in practice of protecting the rights of the child would thereby be multiplied and incorporated in all bodies and institutions responsible for provision of social protection, what would in turn improve quality of services provided to children.

### ***3. Progress, key achievements and influences with respects to the objectives***

#### ***Main objectives of the Project:***

Improve position of children in Zenica who are under risk of being separated from their families (children exposed to violence, children with difficulties in development, children with inadequate parental care, children from families affected by poverty).

To move children from streets, where they are unsupervised, into child's center and by doing that diminish the risk of such children being exploited, becoming alcohol or drug users, or to develop delinquent behavioral patterns and thus potentially be placed in correctional institutions or institutions for children without or with inadequate parental care.

Improve position and strengthen capacities of parents in families of children at risk of separation.

#### **3.1 Objectives – an overview of objectives achieved**

***Objective 1. Improve the child protection services in Zenica and enable the continued existence of the Children House the purpose of which is to help children at risk.***

***Support and empower children from such families to realize their rights with their parents and in community.***

Educational work with children from various groups through daily directed activities and playgroups provided a safe space, time, attention and support in adoption of new knowledge and skills. Individual and group therapeutic work has provided safe conditions for processing and overcoming trauma-caused emotions, giving back to the beneficiaries of the “Children House Project” feeling of safety, and strengthening personal capacities of children in terms of enabling them to better achieve their rights in family and taking a better position among their peers.

***Objective 2. Encourage active parenting in incomplete families, families of divorced couples, families exposed to poverty and families at risk of domestic violence***

The project supports active parenting in incomplete families (single parents), families of divorced parents, families exposed to poverty and families at risk of domestic violence. The Project has also supported parents of the children. Through educational-therapeutic activities, and through individual and group consultations, the parents receive guidance, support and instruction in active parenting and

their relationship with the children, damaged by the violence-caused trauma, gets improved or re-established.

**Objective 3: Continue work on networking in the NGO sector and institutions of the system for the purpose of developing the more advanced models of social protection in community and strengthen the professional capacities of the Center for Social Work of Zenica, and thus provide better service in the community.**

In the middle of project implementation, a good relationship with the CSW was established as a precondition for the Medica to offer to the CSW officials support in taking care of parents and children at risk of being separated by including them in the project of the “Children House”. After the procedures of mutual referral of clients have been developed and adopted and contact persons designated, a practical cooperation has been implemented and the children were provided with assistance in a more expeditious way and removed from streets and protected from various forms of abuse or exploitation. In addition, representatives of the CSW were informed about the SC UK Child Protection Policies. The mere existence of the Children House that has the capacity to deal with specific problems of children exposed to violence improves the child protection service the city of Zenica could offer to families who need such assistance.

**3.2 Activities: Description of all project activities in accordance with the work plan, including “additional” unforeseen activities (activities that had not been planned, but have emerged from the project and its results).**

- Individual work with children went on as considered needed – if the teacher in the Children House or the parent observes unusual behavior of the child. Before the beginning of individual therapeutic work with the child, the parental consent was sought. During the project, it was estimated that 8 of total number of 27 children with whom we worked needed individual psycho-therapeutic support. With consent of their parents, the children were included in individual therapeutic work which had achieved their psychological and emotional stabilization by processing the traumatic event and by teaching the child methods of coping with consequences of traumatic event. In all children, reduction in manifestation of traumatic symptoms has been observed (sleep disorders, feeding disorders, behavioral disorders).
- Group supportive educational and therapeutic work and work on raising awareness of the risks went on at the pace of two sessions per week (every other week), each lasting 90 minutes. During the project, a total of 18 meetings with children were foreseen (9 months, 2 meetings a month).

**Topic covered during the project include:**

- „Group – what is it “- learning and setting the rules of the group
- „Our group is a team “- strengthening the feeling of belonging to the group and feeling of being safe in the group
- „Me in the Mirror “- creating and strengthening positive self-image
- „Children are precious – I am a child “- reconfirmation of one’s own values, values of others, one’s own positive characteristics and characteristics of others
- „Good team can achieve a lot “– Encouraging cooperation; development of resourcefulness and creativity
- „When things get hard...” Learning skills of coping with anxiousness and fear
- „Loves me/Loves me not“ or love and hate among us – notions and emotions
- Kalimero or „It is not fair “- Justice and injustice – notions and emotions
- „One needs to learn to forgive” - emotions-understanding-management
- „Happiness and sorrow“- emotions, link with expressions
- „Earth-Skies “ emotions-understanding, management, link to expression, integration
- „Future “- emotions-integrations
- In addition, two larger thematic units were covered that are of supporting-educational nature, and their aim was to guide children in terms of education and draw attention to the consequences of risky behavior
  1. Communication and non-violent conflict resolution
    - Ways and models of communication, violence and non-violence. What is a conflict, How to negotiate, How to resolve a conflict and retain/acquire a friend “
  2. 21 century Children
    - UN Charter on child rights – abstracts, Rights and Obligations, Rights and Obligations of the Children

- Families in world – notion of a family, notion of a parent, parental rights and responsibilities: how the children may help their parents get better in their work
- The risks to which our peers are exposed – dropping out of school, alcohol or drug abuse, abuse of power
- How to avoid and stop violence among peers/in school; Adults who care for us – Mechanisms of Help and Self-Help.

This large thematic unit – *21<sup>st</sup> century children* is a set of contents the purpose of which is to inform the children on different positions of children in world, make them aware of the rights of the child, but also of their obligations, and empower the children to cope with life in family, school, among their peers, in company of adults, etc. In the process of formulating the unit, we followed recommendations of the UNICEF and the Save the Children UK as the leading world agencies when it comes to helping children, so we included some of their publications in this unit too. Under the project, all topics were covered in 18 meetings. All the topics were considered in accordance with the system of self-experience workshops, which means that the children were offered a theoretical block as a form of introduction to the topic, and then the topic was elaborated through guided games, prepared exercises, recitals, drawing and dramatization.

- Work on socialization of children with their peers – creative workshops have been organized on daily basis with the aim to provide support to children from risky groups in socialization with their peers through the day stay in the child's center and prevention of their being on the street without supervision and strengthening the children's capacities to go through the education with help in learning the school matter and/or preparation of pre-school children for starting school. Also, this work has helped educationally neglected children to adopt the norms of socially accepted behavior and personal hygiene sooner. When performing our activities, we tended to use the method Step by Step a lot. The topics covered:
  - „LOVE – what is that?“ Notion, meaning and manifestation of the notion of love so that the children would recognize this emotion, accept it and enjoy in it. After group discussion, the children were offered a choice of thematic corner in which they would continue studying and expressing themselves on the topic of discussion. This has motivated children to adopt new knowledge, and in parallel, to develop their own style of learning and integrating new knowledge and skills. Many interesting children's comments and works followed from this activity and the workshops on how the children understand love.
  - Spring, implemented through sub-topic: 1. Weather changes; 2. Nature is waking up; 3. What do people do in spring; 4. Ecology, what is that? The sub-topics were covered through various activities and creative expressions and techniques as well as learning songs and reading stories. Under the sub-topic "Nature is Waking Up" they learned on the tree flowering, the swallows are coming back, animals are waking up, animal young, and What do people do in spring: Garden in Spring; Spring in an Orchard and vegetable garden, country yard (works at the country, cleaning the city, let's clean our environment). The children showed a lot of interest in topics related to changes of weather. Some of the classes were held in nature, so the children were able to learn about changes at the site and obtain and observe new information.
  - The workshops for expressing creative potentials of the children: "My Hideout", "What Scares Me", and "Powerful and Powerless". The same as before, the work was focused on acceptance of emotion, work on feelings and becoming aware and developing respect to one's own and others' limits;
  - "Life in the water and around it ", with sub-topic: river and animals living in it, Lake and Sea, Life in Sea. Children have taken active part in implementation of this topic, and some very interesting works have followed from this workshop, which are now exhibited in our premises.
- Educational work was marked by the following topics and activities:
  - Dramatization of stories: "Bambi", "A Girl with Matches", the fable "A Cricket and an Ant", "Rabbit and Turtle", as well as dramatization of the poem "Cleanliness is One Half of Health", and "Kind Words".
  - Organizing games in drama-family center; Me at Doctor's Office, Me in Town, Me in a Picnic, Me on School Break, Me and My Friends, Summer Holidays.
  - Work on the topic of spring – through stories, songs and creative workshops.
  - Workshops: «Communication», «Work on Feelings, Accepting Emotions, Look Inside, Trust-Doubt, Security-Fear; Friendship-Love, Goal-Future.

- Happy Workshops-Classrooms conducted in this period: Life in water and beside it, River and its inhabitants, Sea and the Sea World, What is Interesting in Our Town?
- „Summer “ (weather changes, high temperatures, longer days) and fruit and vegetables summer and summer works, summer and holidays, importance of fruits and vegetables in lives of humans; A visit was organized to the city produce market with the aim to show to the children a lot of all kinds of fruits and vegetables at this season. The end of the school year was marked and a performance was organized at the occasion of completion of the small school. At this event, diplomas were given to our little students.
- „School Break and How Am I Spending It“. Some of our children, 5 to be precise, have changed schools, and some have even changed the town because of their situation, and they had concerns and fear of the new environment, new class, so we devoted more attention to such children during that period in order to help them get ready for their new schools and we tried to convey to them that they could get new friends and have good relationship with other children and teachers if they learned well and behaved well. We tried to discover their biggest concerns, and to make them try to express their fears first in words, and then through forms artistic expressions (drawings, paintings, sculptures), literature (papers), psychological drama. The workshops showed that the children are most afraid of uncertainty, change as such, that other children would not accept them, or the teachers, etc.
- Child Trafficking;
- Work on the topic of autumn.

- Additional activities:

In our Children House, a small carnival was organized: children enjoyed being somebody else – somebody or something – whatever they wanted, so they wore masks; besides the costumes the children improvised with our help, the favorite part of preparation of their character was of course face painting and putting on make up. A boy who used to come to the Children House before, and now lives with his parents in Köln, sent carnival sweets and photographs from a carnival. We used an opportunity to talk about carnivals and to show to children how do they looked in other parts of the world.

Learning English language – children were very interested and motivated to come to English classes. Two age groups were organized in two classes, and each educator worked with one group, while the classes took place at the same time for both groups. English lessons were held every month.

Celebration of March 8 (The Women’s Day); the children were explained what the date really meant, why the flowers are its symbol. After that, in the art center, the children made paper, or modeling clay flowers for their mothers, and they also made a large bouquet for our teachers.

In the Children House, together we made a mothers’ corner, where the children devoted some time to their mothers during that period. Older children used to think up and write poems for their mothers.

Dance classes, i.e. “dance therapy”: children like dancing very much, so we had dance classes twice a week. We advised the children to try to express their feelings and emotions, their awareness, present feelings through song and music.

Visiting cultural events organized in the Book Club: Days of the Book. Visits to various institutions in the city of Zenica (post office, library, school, university, museum); the Youth Day was celebrated; there were also visits to library, hairdresser, tailor shop.

Supervision meetings of the Children House were held once a month with the purpose of strengthening capacity and team spirit of the project.

- Provision of help to school age children who are having problems learning in school as a consequence of violence suffered and/or inadequate previous knowledge was realized through repetition of school matter and paying additional attention to subjects where the children had *difficulties* in the previous semester. With most children, the name of the problem is mathematics, so we organized math classes and included all children in preparation and exercises. “Little Math” was done with smaller children. Older children were invited to assist the teacher when working with small children, so every day, a different class was “giving a class” and assisting the teacher. We expanded this practice to Bosnian language – the older children selected a story every day for the younger children. The younger group had fun listening to the story, while the older children practiced reading. In addition, homework was done and stuff learned from the subject that was the most difficult for the children. The work was done in groups and individually, and the older children who had

- no problems in school and who were good there were involved in showing and helping with homework through the daily block called “help your younger friend”.
- Children of pre-primary age were prepared for formal education by teaching them to count and write through game. The book called “*Amila’s Alphabet*” was used, and in addition, all children received a quite likable book “*Good Manners for Children*” and books on dinosaurs. Children had two hours of classes of Bosnian, Mathematics and My Environment. The curricula was realized in accordance with the plans used for public kindergartens, so that the children would be better prepared for school and start the school with more self-confidence for not being different from other children. Two children who had attended this program in our Children House enrolled the first grade of primary school.
  - Parent empowering activities were conducted through individual consultations and group work of parents – support to active parenting (assistance in processing one’s trauma resulting from violence and empowering them to re-establish and improve the relationship with the child). *Individual consultations* between the parent and the teacher usually took place in the morning, when the parent brought the child in the Children House, or at the end of the workday, when they came to pick them up. At those times, the parents and teachers consulted if there were any unusual things observed with behavior of the child. Parents were informed that at the end of each working day they could spend 15-20 minutes speaking with the teacher, if they wanted to hear more details about behavior of their child, the child’s success or teacher’s observations about the child. In addition to those regular consultations, every month we had one or two mothers who wanted some more intensive contacts to discuss their child’s behavior. Also during the projects, three mothers came to us for help to help them go to the Medica Zenica Psycho Team for psychological help they needed during a difficult period.
  - Educational and therapeutic work – support groups for parents were organized every other week as a thematic workshop lasting 90 minutes. The topics we selected to work on with parents enabled the participants to learn and feel difference, through their own experience and in a comfortable atmosphere, between the communication that erects walls and communication that opens windows and paths between individuals. In other words, the purpose of this work was to have parents work with their children to discover the sources of their misunderstandings and conflicts and overcome them in a constructive way, and in addition, to master the skills of expression and listening that provide them with more satisfaction, more harmonious relationships and better achievements. In 9 months, a total of 14 meetings were held. Overall, 8 mothers participated in the meetings. With the parents, the feelings of safety, being protected and belonging to a group were discussed, and what benefit one has from belonging to a group. Also, discussions evolved around raising awareness of one’s own personality, developing positive self-image, feeling of one’s individual value and human dignity, encouraging cooperation, development of confidence,
  - Developing awareness on one’s own personality, developing a positive self-image, feeling of value and human dignity, encouraging cooperation, development of confidence, respect, empathy and understanding among group members, as well as building capacities to cope with fear and anxiousness. One mother said: “*For me, the support the educators here give me is very important. They have made me strong so I can explain to my son my relationship with his father whom he had never met.*”

### **3.3 Target beneficiaries – changes, contribution, participation of beneficiaries, beneficiaries’ statements or quotes**

During the nine months of project implementation, we worked directly and on daily basis with a total of 27 children. Indirectly, we provided support to additional 6 children through occasional visits and contacts by phone. In the workshops or playgroups 4 Roma children were also involved as a part of prevention of marginalization and fight against prejudice. Children who were directly included in activities achieved successes and improvements in terms of their communication skills, reduced aggression, improved concentration, improved school success, more openness and clarity when communicating the needs. Also observed was the team spirit with all children and taking the initiative among the school age children when making detailed activity plans, and also taking the obligations and liabilities and tasks of assistance in work. In children with inadequate hygiene habits and poor social skills, a success was achieved with respect to adoption of hygiene and socially acceptable behavior.

*Children’s statement that have particularly resonated with us:*

**Topic „justice and injustice “ or „Kalimero“:** *„Kalimero always seeks fairness and he criticizes the ones who are being unfair. Kalimero is very brave because he confronts those who are stronger than him and warns them that what they are doing is not right. “*

All mothers cooperated very well the teachers in the Children House, and they often availed themselves of the possibility of individual consultations. A total of 8 mothers responded to the group work for parents, five of whom were regular attendees of the workshops throughout the cycle. During the project, a total of 8 parents were provided an active support for strengthening their capacities for active parenting with the direct effect of improving relationships with their children. *A comment provided by one mother during the project evaluation: “Children House made my life possible – to go to work, to earn money for me an my girls, so that we are burden to no one and that we are together. Without this – I do not know what would I do – probably stay at home with them; but then, who would earn us livelihood ... ?*

### **3.4 Partners: activities undertaken, cooperation, difficulties, protocols, continued partnerships, plans**

This project of Children House was an attempt to support the capacities of CSW Zenica in their work with families where the children are exposed to violence or were deprived of adequate parental care. The purpose of cooperation was to have the experts of the Center refer the child to the Children House where they would socialize with their peers without being marginalized or stigmatized, and receive adequate support to process the stress they survived and have a chance to adequately understand their emotions and gain control of their behavior. We should emphasize that the cooperation with the CSW was uneven during the project – there were two periods, one before the change of director of the Center, which may be described as unsatisfactory, and the one after the new director came in the office, when much better relationships were established that reflected in a better communication between the Medica and the CSW. A contact and good cooperation was established with the CSW officials to the benefit of children who needed this form of care. With the joint efforts of representatives of the Medica Center, the Children House project and representatives of responsible departments of the CSW, procedures of mutual referral of clients to the safe house, counseling center and children house were developed and adopted. Referral methods were defined for all categories and contacts persons were designated to expedite the process. The procedures have amended the Protocol on Cooperation between the AC Medica Zenica, Municipality Zenica and the Center for Social Work. There is an intention on the part of the Medica of continuing the work on strengthening cooperation and partnership with the CSW and work on integration of this project in the current system of social protection in Zenica.

### **4. Outcomes in terms of the agreed indicators, impacts, possibilities of replication**

- **Outcome 1:** *The children from the target group/group under risk are not in the street without supervision but instead in the center for children, with their peers, where the work is being done on their education and upbringing<sup>1</sup>.*
- **Outcome 2:** *Children affected by dissolution of their families are being provided with a safe environment and support in processing their emotions caused by such developments*

The reduced incidence of traumatic symptoms in children included in individual work (normalization of their functioning, sleep patterns or eating, improved communication and socialization) was achieved. The group dynamics – children have been showing interest and motivation to take part in organized activities, which suggests diminished potency of the factors that disturb their concentration. The children exhibit confidence in staff of the Children House, and they are coming regularly.

- **Outcome 3:** *Socially deprived children attended the “little school” as a form of preparing them for formal education.*

Children (2) who completed the “little school” with us enrolled the primary school in June. Their performance at the test was excellent. The information we receive from their home class teachers and their parents indicate that the children are well prepared, socialized, responsible, behaving maturely, and tolerant towards other children, full of understanding, confident, well integrated with their classmates, liking school and their new friends. The plan and program of education and upbringing had been fully realized during this period.

- **Outcome 4:** *The children from the target group of children with difficulties in learning were provided with help and support in adopting the school contents*

According to parents of school children, the children have become much more independent and more responsible with respect to the schoolwork (built and established work habits, improved time planning

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<sup>1</sup> Originally “*Obrazovanje i odgoj*”. “*Obrazovanje*” means education in terms of acquiring knowledge, while “*odgoj*” means education in terms of teaching children social skills and ethical behaviors. (Transl. Note)

skills). Not a single child had negative grades at the end of the school year, and all of them have improved their general success. According to their home class teachers, the children are well integrated with their classmates, and the same feedback we receive from most of the children. Work with school age children who had difficulties in learning resulting from their trauma contributed to their better adoption of the school matter, to having more self-confidence when it comes to studying and demonstrating the learned. In addition, improved school results contributed to the children's improved self-image and perception of their own capacities, and improved position among their peers. When implementing those activities, we worked closely with school, the subject teachers, as well as the school pedagogue, in order to provide as best as possible monitoring of the children. The school age children, six of them, have completed their year with good grades, three have improved their final grade by one, and three managed to finish the school year with no negative grades, what may also be considered a success. One boy boasted that *the success in learning had earned him new friends and that he felt good when he could pass the knowledge on to somebody else.*

- **Outcome 5:** *Children are informed of the consequences of dropping out of school, risks of exploitation and consequences of alcohol and drug abuse*
- **Outcome 6:** *Children are removed from the street thus reducing the risk of their developing delinquent behaviors*

During the project implementation, the program covered a total of 27 children, and indirectly, through occasional meetings, activities and contacts, additional six children. 27 children were spending their time under supervision, studying and working instead of being exposed to the risks of being out in streets without supervision. Observation provided by teachers in children's workshops and staff in the children house: based on the indicators, it was noted that the children had proposed various games, but rarely topics, as may be expected considering their age.

- **Outcome 7:** *Raised awareness of parents from the target group of importance and obligations of parenting, the parents were provided instruction and support in the process of building their active relationship with their children*
- **Outcome 8:** *Prevented separation of children from their parents*

The mothers who attended the group work were happy with the topics and methods of work, and they did not consider the meetings as being imposed on them, but as time set aside for them. Five mothers of children who were not placed in the safe house regularly took part in the activities in meetings. A good relationship and communication between children and parents was established.

- **Outcome 9:** *A self-help group of parents of children under risk was formed*

A group of mothers who had taken part in the work created an informal self-help group. Four mothers started spending time together outside the group work, and provided support to each other in dealing with situations of life, directly or by telephone.

## **5. Lessons learned, issues, difficulties faced, and solutions**

During the project implementation, we were faced with a number of issues and unforeseen situations that we managed to resolve:

Difficulties in establishing contact and cooperation with the CSW departments through meetings with the Municipality Zenica, CSW Zenica and the Medica Zenica in order to analyze the work and implementation of the protocol for the last year. During the meeting, the director of the Medica used the opportunity to inform the Mayor and the CSW Director on the results of our children related project. So both the Mayor and the CSW Director were informed of activities and assistance the SC UK provided to this Project. Finally, the communication issue with the CSW was resolved in May 2008, when the new Director of the CSW Zenica was appointed. After we presented the project to the new Director, contacts were established with the departments and cooperation achieved under the project "Improving social care for victims of domestic violence through the operation of the safe house and counseling center for women and children".

Poor response of the parents to the group work – educational workshops for parents attracted only a handful of parents. The first attempt to improve the situation was through organization of parental meeting and reiteration of the purpose for organizing a time for work of the group of parents. Unfortunately, only the mothers who had been regular in all other activities showed up. After this, we sent out a questionnaire to all parents inquiring about reasons for their absence. Their responses indicated that they did not have enough time to do this. The third step was to develop an acceptance sheet for children that clearly spelled out the responsibilities of the parents to take active part in activities the purpose of which is to improve positions of theirs and of their children. Also, the parents were explained that any non-compliance of obligations is a potential threat to reputation and continued efforts to keep this community project going. From our interviews with parents who had not been coming to the workshops we could infer that they were not fully clear as to what would be the purpose of the workshop. Most thought that the workshops had a therapeutic purpose and they were

uncomfortable responding to them. We presume that such a position largely follows from the stigmatization of the mothers who had decided to stop the violence even if that meant divorce, what is in this society still viewed from the prism of patriarchal role of the wife and mother as the one who has to sacrifice to keep the family together. Educational workshops for parents should most certainly be re-examined and perceived in a different way in future.

Lice in the kindergarten: parents were informed in writing on the new development and they were asked to examine their children and regardless of the result, to take measures to disinfect their clothes and places where they lived. Special medical shampoos were provided to the families who could not afford them. The kindergarten was closed for three days, and all the rooms and toys were disinfected.

Theft: the following property has been alienated: stereo, DVD, and food. Police was called, statements were given, and we also requested to receive the records from the investigation.

Necessity to relocate the kindergarten: the grant funds were available by October 15, and after that, we would have not been able to stay in the same premises from the above stated reasons. After the theft, the problem of security of premises emerged because the theft made it obvious that the security we had was definitely not enough. The decision on relocation was made on the basis of consideration of present state and the opportunities we had. The parents were informed on individual basis on the necessity of reallocation and they understood our reasons. The work of the kindergarten will be organized in a small house that has been used for craft training and occupational therapy.

## **6. *In what way the project promoted changes in the domain of advocating for the child's rights and whether the project had promoted the rights of the child?***

### **6.1 *In what way the project promoted the Child Protection Policy***

Medica Zenica, and therefore our Children House, has been working in accordance with the SC Child Protection Policy. When working with children, we used the papers developed by the SC and the UNICEF (UNICEF – “How to Prevent Bulling”, manual for parents and children; UNICEF: the Notebook – “Everyone is entitled to respect and has a duty to respect others; SCT – “Safe me, Safe You”).

Each person engaged in the Medica Zenica, and therefore in our Children House, had to sign, together with their engagement agreement also the Rules of Behavior that promote the Child Protection Policy. In all their premises, the Medica Zenica posted the list of the behavioral rules that are in accordance with the CPP. Cooperation with other institutions working with children (public kindergartens, schools, the police, the faculty, the CSW and NGOs) made it possible to use to communicate our position concerning the necessity of child protection policy to other providers and to get the ones who share our opinion to work with us strengthening the front of citizens who want to see improvements of civil society. Further on, in our contacts with representatives of schools that were attended by our children, and also all other experts working with children, our colleague presented the significance of CPP and explained that in the Medica, the work with children is done in accordance with this policy and provided copies of the Rules of Behavior for them.

## **7. *Promotional activities (papers, articles, etc.) and media activities (recordings, announcements, TV/radio clips, etc.)***

Unfortunately, although the work on the project went on without problems, we had failed to communicate our successes to the media. The project promotional activities were more oriented towards informing the relevant expert services on the existence and importance of this project.

## **8. *Project sustainability: whether the project could have secured the funds for continued work of your organization or future similar projects? What activities from this Project would continue? What concrete activities have you done in terms of planned sustainability and advocating for sustainability.***

The organizational capacities, professional profiles of people working in the Medica and the needs for this sort of activities certainly make the project and its outcome sustainable, primarily since the beneficiaries and the community clearly need this kind of assistance, but the Medica should also be open to have more flexible approach in work with their beneficiaries and enable their active involvement in terms of identification of their needs and the appropriate methods. The professional and ethical standards that we use, the name and reputation we had earned in the past and results in work with children all contributed to another donor exhibiting interest in the project. The funds approved for the work of the Children House Project enable the Medica Zenica to continue the work in 2008 providing direct help to children, but also to work more in the domain of preventing abuse and

exploitation of children. This development has encouraged us to continue advocating and making efforts to achieve adoption of policies that would better protect human rights and guarantee services of good social protection for all citizens. All activities that are supported by this donor will continue even after their help ceases. Most probably, some modification will be made in terms of frequency of activities depending on the funds available, but the daily work with children and strengthening their personal capacities will continue at the same pace. During the project implementation, our students, in their informal discussions, attracted interest of some ambitious students who expressed their willingness to volunteer in work with children under our project. Also, even after the completion of the USAID/SC UK financial assistance, the work will continue on the process of integration of the Medica's model (with all services) in the existing social protection system, with the intention of improving the existing capacities. Our new experiences from practical work on protection of the rights of the child would be multiplied by that and incorporated in all bodies or institutions providing social assistance, what would in turn improve the child services.

## **9. Management and support – description of change and description of costs**

### **a. Administration**

Because of their personal reasons, some therapists that had been originally planned to implement those activities have declined working with us, what threatened the individual therapeutic and supportive/educational work with the children. In consultations with a representative of the SC UK, this problem was resolved by proposing replacement therapists. Having understanding for the stated reasons, the SC UK representative allowed us to make certain changes.

The project administration was regular during the whole life of the project, and everything was done in consultations with the UG Medica Zenica. Each month, short regular team meetings were held, and in addition, individual consultations were set as needed. The whole team participated in developing the report, as a part of our strategy of strengthening management and progress reporting capacities. All narrative reports were approved by the SC UK and delivered to all team members and filed in our archive. The whole Children House team took part in the meeting with external evaluators. The results of the project evaluation were sent to all Children House team members and to the Executive Director of the Medica Zenica. The supervision meetings also helped strengthen the team work.

### **b. Financing**

Financial management was done within the framework of the approved budget. All questions and ambiguities have been resolved with the SC UK representative. On August 26, 2008, the SCUK were addressed with a request to reallocate the budget funds because the project had moved to a different location and as a result made some savings of money.

| Project      | Number of children contacted directly | Number of children contacted indirectly | Girls        | Boys         | Children from minority communities | Urban | Rural | Children with special needs | Number of professionals covered by project directly | Number of professionals covered by project indirectly | Others (parents, NGO, etc.) |
|--------------|---------------------------------------|---|--------------|--------------|------------------------------------|-------|-------|-----------------------------|---|---|-----------------------------|
| <b>Total</b> | 27                                    | 6                                       | 15D<br>+4ind | 12D<br>+2ind | 4                                  |       |       | 1                           | 6 (due to change of therapist)                      | 13  | 17                          |

**+ Including the age of children**