



# FINAL NARRATIVE REPORT

**Croatia**

Thematic window  
Conflict Prevention and Peacebuilding

## **Joint Programme Title:**

Closing the Chapter: Social Inclusion and  
Conflict Transformation in War-Affected Areas  
of Croatia

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August | **2011**

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**MDGF-1975: Closing the Chapter**  
**Social Inclusion and Conflict Transformation in**  
**War Affected Areas of Croatia**

*Final Report*



*August 2011*

**Country:** Croatia

**Programme Title:** Closing the Chapter: Social Inclusion and Conflict Transformation in War Affected Areas of Croatia

**MDG-F Thematic Window:** Conflict Prevention and Peacebuilding

**Joint Programme Number:** MDGF-1975

**ATLAS Project ID:** 00067230

**Joint Programme Outcome:** Regional Development, Safety and Social Inclusion in War Affected Areas Enhanced

Programme Duration: **24 Months**

Official Starting Date: **15 May 2009**

Official Closing Date: **14 May 2011**

Anticipated start/end dates: **02/09 – 02/11**

Fund Management: **"Pass through"**

Total approved budget: **\$3,000,000**

- UNDP: \$1,587,090
- UNHCR: \$834,110
- UNICEF: \$280,900
- IOM: \$297,900

Formulation Advance: **\$20,000**

Participating UN Agencies:

- UNDP
- UNHCR
- UNICEF
- IOM

Implementing Partners:

- On behalf of the Government of the Republic of Croatia: Mr. Slobodan Uzelac, Vice Prime Minister for Social Issues and Human Rights.

Sources of funded budget:

- MDG-F **US\$3,000,000**

Matching funds mobilized:

- **US\$1,204,460**

**Cover photo:** MDG-F beneficiaries from Dubica Womens' Association in Hrvatska Dubica demonstrating local handicrafts (Photo courtesy of Ms. Nevenka Lukin).

## BACKGROUND

Under the MDG Achievement Fund's Thematic Window for Conflict Prevention and Peace Building, four participating agencies in Croatia's UN Country Team implemented the joint programme entitled "Closing the Chapter: Social Inclusion and Conflict Transformation in War-Affected Areas of Croatia" from 15 May 2009 to 14 May 2011. The UN Programme set out to tackle the endemic social, economic and political exclusion of returnees, minorities, veterans and economically-disempowered women whose marginalization most jeopardizes peaceful coexistence and sustainable return, and risks cementing the emergence of 'Two Croatias'; one relatively well off, vibrant and Euro-centric; the other home to the poor disempowered and excluded.

The Programme employed a 'root cause' methodology that pioneers the integration of a community decision-making methodology into the socio-economic recovery of war-affected areas through shared needs / interest projects. This methodology introduced peace-building mechanisms into existing local structures that provide social services, education, community policing, justice, and stimulate job creation. The Joint Programme was nationally owned at all levels and coordination was institutionalized by the Vice Prime Minister for Return, Reconstruction and Regional Development<sup>1</sup>, and supported by a joint programme implementation unit.

At the local level, the agencies of the UNCT have always concentrated their work in the war-affected Areas of Special State Concern (ASSC) where the development indicators are weakest, and post-war legacy strongest. That said, there was often insufficient coordination between agencies on working in particular locations. Under the Joint Programme and across thematic areas, components coalesced in six counties in the ASSC, that met the following criteria: i) the propensity for violent conflict was high and increasing (based on armed violence data cited in the Programme Document); ii) the socio-economic indicators spanning social exclusion, unemployment, access to basic services were least developed; iii) local administrative and partnership capacity was sufficient; and iv) UN agencies had established local expertise, a track-record of delivery, and field offices capable of delivering. The following counties were identified as the most appropriate locations for the Programme, with an emphasis on small urban centres where the aforementioned dynamics were especially aggravated:

- Vukovarsko-Srijemska
- Sisacko-Moslavacka
- Karlovacka
- Licko-Senjska
- Zadarska
- Sibensko-Kninska

As identified in the Joint Programme Document, the principal beneficiaries of the Programme intervention were those excluded groups at-risk of poverty and violence whose predicament most risked

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<sup>1</sup> As a result of a cabinet reshuffle in July 2009, the Vice Prime Minister received a new mandate and title. From the summer of 2009 onwards his title has been Vice Prime Minister for Social Issues and Human Rights, while the regional development mandate was assumed by another vice prime minister.

peaceful coexistence in Croatia, and whose exclusion jeopardises Croatia's achievement of MDG targets. These groups are:

- Women facing the risk of violence, exclusion and structural unemployment
- Returnees facing institutional and human obstacles to reintegration
- War veterans facing social exclusion and at risk of committing violence
- Children and youth facing exposure to prejudice and intolerance, and at risk of violence

In order to accomplish the ambitious goals of this Programme, the UNCT engaged and reinvigorated a network of partners in those mentioned counties with identified aptitude, relevant experience, and a fundamental understanding of conflict dynamics and the local terrain. Partners worked in support of two existing, accountable and democratic conflict management mechanisms – Community Councils and Community Crime Prevention Councils were supported by UN agencies and local partners to identify and formulate needs for their communities through a series of trainings, capacity building initiatives and especially through learning-by-doing. Communities were empowered to formulate projects which then competed for funding and implementation, whether they are services or infrastructure. At the county level, steering committees, chaired by the County Prefects, and including representatives from local NGOs, vulnerable groups and local businesses will approve lists of projects on the basis of pre-set criteria. Parallel to these community-level, socio-economic development activities, UN agencies and local partners worked to strengthen conflict prevention mechanisms and methodologies into local communities through NGO networks and schools. The Joint Programme's activities at the national level sought to ensure continuity of projects and provide top-down support to locally-formulated initiatives. Thereby providing an enabling environment at the national level to ensure links between under-developed and developed parts of Croatia could be established to address regional disparities by channeling resources to the disadvantaged.

The Joint Programme officially commenced implementation on 15 May 2009, ran without any significant delays and closed on time on 14 May 2011.

## **EXPECTED RESULTS**

The Programme was prefixed around the empirically-supported notion that exclusion from socio-economic life based on identity aggravates conflict and inhibits development. In order to address socio-economic exclusion of vulnerable communities in war affected areas, the Programme endeavored at the national level to coordinate all activities related to the recovery of war affected areas and post conflict reconciliation (Outcome 1). Under the leadership of the Vice Prime Minister, these national level activities under outcome 1 aimed to support the integration of peace building activities into existing national development mechanisms. Concurrently, a supporting rule of law component supported adequate access to law and justice for those groups whose current exclusion most risks a deepening of tensions. The Joint Programme's work at the national level directly supported existing community-based mechanisms for sustainable reintegration of targeted populations through safer community plans, violence prevention in schools and issue-based conflict resolution (Outcome 2). This mechanism, in turn,

facilitated the economic recovery of socially excluded and at-risk groups in Areas of Special State Concern (Outcome 3). Taken together, these three concrete and mutually reinforcing levels of support constituted the Programme aimed at consolidating Croatia's tenuous peace-building gains and help guard against future conflict.

## **CONSTRAINTS**

During the Programme cycle, external factors beyond the control of the joint programme arose, which limited the impact the outputs delivered by the Joint Programme could have on the larger socio-economic situation:

- Impact of global financial crisis in Croatia: As a result of the global financial crisis, the government of Croatia initiated budget cuts and austerity measures in 2009. As social programmes and government projects were reduced or delayed, most of the country was impacted but particularly vulnerable groups in the war-affected Areas of Special State, where the MDG-F programme was working. On a macro-economic level, the financial crisis exacerbated existing difficulties. Wages, employment and labour conditions of Croatian workers and especially workers from ASSC suffered, slowing domestic consumption and perpetuating economic downturn. The budget cuts also diminished the possibility of government co-financing of MDG-F related activities.

- Political transition: The surprise resignation of the Croatian Prime Minister in July 2009 led to a transition in the ruling government and a cabinet re-shuffle. As a result of the transition, the government representative on the National Steering Committee, Vice Prime Minister Uzelac, received a new mandate significantly increasing his engagement in human rights issues, while handing the coordination of regional development to the Minister of Regional Development. The political transition in summer of 2009 meant a re-engagement with the Ministry of Regional Development. Despite the joint programme's best efforts to engage the Ministry of Regional Development, offers of assistance to coordinate development initiatives in the ASSC were not accepted. Engagement of local level authorities ensured that MDG-F activities in the field continued regardless of the political changes at the national level.

- During the programme cycle, Output 2.2 faced several challenges due to a series of changes in management and staff within the responsible UN agency. In order to mitigate the risk of any delay to the programme, the JP Manager worked closely with the responsible agency to revise the workplan and implement the necessary workshops to achieve the expected results.

## **JOINT PROGRAMME'S ACHIEVEMENTS (results by outcome and output)**

**Outcome 1: National policy coordination on conflict prevention, reconciliation and recovery strengthened**

**Status: Partially Achieved**

The primary intention of this outcome was to support national institutions to enhance coordination of national policies related to the recovery of the war affected areas of special state concern (ASSCs). This would primarily be achieved by providing support to the Vice Prime Minister's office to organize quarterly coordination meetings among government institutions providing support and social-services to the ASSCs (Output 1.1). Rule of Law activities, namely UNHCR's support to free legal aid (Output 1.2) and UNDP's witness victim support, were included in this outcome since they primarily dealt with national judicial institutions and legislation. The implementation of these outputs was meant to provide an improved environment for sustainable local development, access to justice and integration of conflict prevention into regional development policies for the ASSCs. The result was partially achieved when the MDG-F Programme provided assistance to the office of the Vice Prime Minister to organize the first coordination meeting in June 2009, which was very positively received by all involved. However, the programme suffered a setback when the Vice Prime Minister lost his mandate for 'regional development', which was passed to another vice prime minister in the cabinet reshuffle in summer 2009. Despite the best efforts of the Programme to engage the ministry and new vice prime minister responsible for regional development, there was no willingness from these government institutions to organize additional coordination meetings for assistance to the ASSCs. Had further coordination meetings taken place, it was the intention of the MDG-F programme to better integrate the activities of the UN into the government's own activities to achieve more sustainability.

Despite this setback, the programme continued to provide support under output 1.1 to the Vice Prime Minister's office under his expanded mandate for human rights and returnees, particularly on legal issues. The Witness Victim Support activities implemented by UNDP under Output 1.1 also improved access to justice by providing better services at courts in Osijek, Vukovar, Zadar and Zagreb. Likewise, UNHCR's work on free legal aid led to engagement of the Ministry of Justice to reform the free legal aid law in order to enable more individuals to qualify for free legal aid assistance. These recommendations are now being considered by the Ministry and Parliament in order to revise the law.

In conclusion, the goal of this outcome was partially achieved by sustainable improvements to access to justice represented by the completion of the UNHCR free legal aid output and UNDP WVS output. Support was provided to the Vice Prime Minister's office, but when the Vice Prime Minister's mandate no longer included regional development, the programme was unable to achieve the enhanced coordination of assistance to the ASSCs that the outcome originally intended, which would of provided the sustainable linkages at the regional and national levels for the MDG-F's activities at the local level.

**Outcome 2: Enhanced community integration, safety and social cohesion**  
**Status: Achieved**

Outcome 2 was focused on local initiatives in the ASSCs designed to improve safety and social cohesion through conflict prevention and peacebuilding activities. In order to achieve this, each of the

participating agencies implemented a specific output within their area of expertise related to conflict prevention and social cohesion in local communities.

UNDP implemented Safe-Community Plans designed by Crime Prevention Councils (Output 2.1), which are sustainable mechanisms for communities to jointly discuss, analyze and agree courses of action to improve safety and security. A total of 10 safe-community plans were developed by local crime prevention councils and implemented under the MDG-F Programme. The safe-community plans focused on common problems affecting communities and included traffic safety, education on alcohol abuse, creating recreational opportunities and safe environments for youth as well as refurbishing community centers.

IOM's activities (Output 2.2) focused on those vulnerable groups most likely to be excluded in the ASSCs, namely women and war veterans. Under this output, IOM conducted a total of four studies, 12 workshops for war veteran's associations and 10 trainings and workshops for women's NGOs.

UNICEF's violence free schools initiatives (Output 2.3) taught youth the necessary skills to prevent conflict and violence. In total, UNICEF engaged 25 schools and communities in the violence prevention programme resulting in 14 new schools in the ASSC and 157 schools nationwide adopting the violence prevention standards and 14 new schools from the ASSC joining the National Network of Violence-free schools.

Under Output 2.4, UNHCR's activities focused on providing grass roots community groups with the skills to prevent conflict and overcome divisions in order to better their communities through local community building projects. UNHCR organized two 4-day peace building forums and 3 leadership trainings for participants from the 20 targeted communities. As a practical exercise, grass-roots community leaders developed and implemented community projects intended to bring communities together to solve common problems or benefit all community members. Support was provided to the 20 targeted communities to develop and implement a total of 20 small-scale development projects formulated by local communities to improve life for all citizens in the community.

Where ever possible, UN agencies coordinated the local community activities implemented under Outcome 2 to provide synergies and increase the impact in local communities. Put together the implementation of these activities did lead to improved conflict prevention and social cohesion in the communities that the MDG-F engaged as evidence by the results on the ground in local communities thereby fully achieving the goals of this outcome.

**Outcome 3: Enhanced socio-economic recovery of areas of Special State Concern  
Status: Achieved**

Outcome3 focused on the local level in order to provide socio-economic recovery of the ASSCs, without which there could be no sustainable livelihoods or peace. The activities of UNDP and UNHCR in this outcome aimed to provide enhanced local capacities for socio-economic recovery including improved social services to vulnerable communities in ASSCs, implementation of economic activities to increase the likelihood of sustainable employment, capacity of the local communities, county and municipal

governments to absorb EU funds for the betterment of their local communities. Put together, these activities would form the basis for an improved socio-economic situation necessary for sustainable returns to the ASSCs.

Output 3.1 aimed to develop the capacity of local authorities, communities and regional development agencies to plan, prioritize and deliver projects for their communities. In order to achieve this, UNDP planned to organize trainings for local authorities, communities and regional development agencies to improve applications to EU funds, project planning/design and implementation. The target for this output was to organize 8 certified trainings organized for local authorities, communities and regional development agencies in project development management implementation and fundraising for EU funds. To increase synergies within the MDG-F activities, the trainings were also targeted towards individuals involved in implementing or benefitting from other MDG-F activities. By the end of the two year programme, UNDP organized 5 certified trainings. The initial target to organize a total of 8 trainings was not met due to increased costs of organizing the trainings and reduced parallel funding. However, the trainings organized under this output did achieve the goal of building the capacity of the local authorities, communities and regional development agencies. In total the trainings benefitted a total of 46 men and 35 women from 23 national institutions and 39 local institutions including NGOs, county and municipal administrations and the private sector. The vast majority of beneficiaries attending the training expressed satisfaction and ranked the training as high quality in evaluation surveys completed at the end of the training.

Under Output 3.2, UNHCR worked with County Social Services and the Croatian Red Cross to provide immediate support and provisions of services to refugees, returnees and vulnerable populations in remote areas of the ASSC in order to include them in the national social protection schemes. On-the-job training and workshops were organized to train a network of red cross volunteers to provide support and services for vulnerable people living in remote areas of the war-affected ASSC. During the programme cycle, an estimated 12,000 beneficiaries received assistance through the Croatian Red Cross mobile teams. Working jointly with the line ministry, UNHCR organized County Social Planning exercises in four counties in the ASSC with high rates of returns and poor social infrastructure. As a result, County Plans were delivered for 2011- 2014 ensuring sustainability of the outputs results beyond the MDG-F programme cycle.

The UNDP implemented Output 3.3 aimed to benefit returnees, women, youth, elderly and war veterans in the ASSC through job creation and business development. This was done through various assessments, publications, vocational trainings and workshops on EU funding opportunities. As a result of these activities 50 cooperatives, associations and family farms in the ASSC improved their business processes and access to market and 10 micro-projects were implemented to improve business and community infrastructure in the targeted ASSC.

Under Output 3.4, UNDP worked with local communities and county project boards to identify sub-projects to enhance the connectivity of divided communities and associated business development. In total, 12 new infrastructure sub-projects were implemented in conflict affected communities. In addition, 13 sets of technical documentation and preparatory documents for infrastructure project

proposals were developed in order to enable local communities, municipalities and counties in the ASSC to apply for additional funding.

Whenever possible, UN agencies coordinated the local community activities implemented within Outcome 3 and under Outcome 2 to provide synergies and increase the impact in local communities. Unfortunately, the indicators (e.g. successful applications for EU funds, reduced unemployment and increased absorption of EU funds in the ASSCs) to measure the programme's effectiveness in this area will only be seen in the next year or two after the programme's closure when decisions on project proposals to the EU are made. Furthermore, the economic crisis made it unlikely that employment would improve during the programme cycle, but it is hoped that the seeds were sown to enable improved employment in the ASSCs once the Croatian economy begins to grow again. Despite the limitations in available data and the challenges caused by the global economic downturn, the joint programme and government partners feel the objectives of this outcome were fully achieved.

A summary of the results at Output levels is included in more detail below:

## Summary of Output Results

Expected Results (Implementing Agency)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date
<b>Outcome 1: National policy coordination on conflict prevention, reconciliation and recovery strengthened.</b>				
From Results Framework	From Results Framework	Baselines are a measure of the indicator at the start of the joint programme	The desired level of improvement to be reached at the end of the reporting period	The actual level of performance reached at the end of the reporting period Color Code Key: <b>ACHIEVED</b> , <b>Partially Achieved</b> , <b>Not Achieved</b>
<b>Output 1.1</b> <b>Establishment of a coordination mechanism for regional development of war affected areas and violence prevention / safety mechanisms under Vice Prime Minister</b>  <b>(UNDP)</b>	1) Coordination mechanism established and coordination meetings amongst five line ministries, UN and IFIs on regional development and peace-building held	1) No co-ordination mechanism on regional development & conflict recovery;	Coordination mechanism established; 8 coordination meetings organized	<b>1 coordination meeting organized.</b>  Assistance no longer required since govt. reshuffle in Aug.2009.
	2) Witnesses and victims supported by WVS support officers;	2) Not fully developed policies and implementation mechanisms on violence prevention or Witness and Victim Support  In 2008, 4 pilot offices were opened in 4 courts.	Pilot Offices supporting Witness/Victims in 4 Courts: Zagreb, Zadar, Osijek and Vukovar.  Estimated 4,000 Persons (1,000 per court) will benefit from WVS offices  Sustainability achieved when Ministry of Justice finances operations of pilot WVS offices and amends procedures to align with WVS procedures.	<b>Witness and Victims Support offices working in 4 county courts (Zagreb, Zadar, Osijek and Vukovar) with new offices opened in 2 additional courts (Sisak and Karlovac).</b>  <b>WVS Info Campaign in Nov-Dec 2009 led to ca. 50% increase in number of witness/victims benefiting from WVS offices. Total WVS beneficiaries: 4209 by Jan 2010 (2269 beneficiaries in Oct 2009).</b>  <b>Ensured sustainability through govt. financing and integration into court procedures – new civil servant positions for Staff of WVS offices.</b>

Expected Results (Implementing Agency)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date
<b>Outcome 1: National policy coordination on conflict prevention, reconciliation and recovery strengthened.</b>				
<b>Output 1.2. Support to the implementation of fundamental rights for returnees</b>  (UNHCR)	Returnees receiving legal aid through the programme	1) Number of returnees requesting legal aid (2009)  2) Number of beneficiaries before new restrictive norms of Legal Aid Act (2009)	Please state the number of direct beneficiaries that this programme has helped (or provide percent% info)	Govt of Croatia report during Feb 2009 - 31 Dec 2010, 71% of requests for free legal aid were approved (6,248 out of 8,755 requests).  UNHCR implementing partners provided some 8,000 free legal advice and other type of legal assistance. Some 20% under MDG project.
	NGOs and associated attorneys at law trained on returnee rights, the Law and Free Legal Aid and provide support in the implementation of the Law on Anti-Discrimination	Baseline: No. of NGOs/people providing this service in 2009	<b>Number of NGOs</b> supporting the implementation of the Law on Anti-Discrimination;  <b>Number of NGOs</b> and associated attorneys at law trained on returnee rights, the Law and Free Legal Aid;	27 NGOs registered as legal aid providers under the Law. 80 participants of the Conference on Law on Free Legal Aid.
	Monitoring and evaluation and the analysis of the implementation of the Law on Free Legal Aid and its shortcomings;	Baseline: No law on Free Legal Aid	4) Number of coordination meetings to monitor and evaluate the implementation of the Law on Free Legal Aid;  5) Number of roundtables to analyze, discuss and plan to mitigate the shortcomings of the Law on Free Legal Aid;	6 coordination meetings with NGOs. 1 conference on Law on Free Legal Aid with 80 participants. The Ministry of Justice has also recognized the shortcomings of the Law and announced changes in the future implementation.

Expected Results (Implementing Agency)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date
<b>Outcome 2: Enhanced community integration, safety and social cohesion</b>				
From Results Framework	From Results Framework	Baselines are a measure of the indicator at the start of the joint programme	The desired level of improvement to be reached at the end of the reporting period	The actual level of performance reached at the end of the reporting period Color Code Key: <b>ACHIEVED</b> , <b>Partially Achieved</b> , <b>Not Achieved</b>
<b>Output 2.1. Enhanced ability of local population to plan and realize Safe Community Plans in conjuncture with Community Policing (UNDP)</b>	Community plans development supported and implemented in cooperation with Community policing, local government, citizens and other major community stakeholders	Baseline: 3 safer community plans – piloted – Bjelovar, Vukovar and Cakovac (2008)	10 Safe-Community plans implemented.	<b>10 Safe-Community Plans implemented</b> - Safe-Community Plans were developed by local crime prevention councils and focused on traffic safety, education on alcohol abuse; creating recreational opportunities and safe environments for youth, and refurbishment of community centres.  1) Reconstruction of a playground and installation of new windows in the Gračac Kindergarten; 2) reconstruction of the sports ground in a Knin Elementary School; 3) reconstruction of the gym in the Gračac High School; 4) speed bumps installed near schools and reconstruction of multipurpose playground and access road in Slunj; 5) protective fence installed around kindergarten and lighting part of yard in Grabrik Primary School in Karlovac and organized lecture on alcohol abuse for youth in Grabrik Youth Center in Karlovac; 6) 2 sets of outdoor fitness equipment installed in Vukovar; 7) 1 set of outdoor fitness equipment installed in Tenja area of Osijek; 8) equipped a playground next to women’s centre in Dvor; 9) Wooden materials provided for community centre in Šaš area of Sunja; 10) refurbishment of the Sporting Recreational Centre in Banovac.
<b>Output 2.2. War veterans’ and women’s associations enabled to actively support conflict prevention activities, rehabilitate and reintegrate communities</b>	Conflict resolution and management trainings organized for veterans associations and NGOs.	Baseline: 7 war veterans cooperatives and 5 veterans associations (2008/2009)	6 2-day workshops in war affected areas (including at least 10 veterans associations/ cooperatives (at least 90 war veterans)	7 2-day workshops for War Veterans organized in Skradin, Benkovac, Gospić, Slunj, Petrinja (x2) and Tovarnik  4-1 day workshops addressing the issue of employment of the war veterans population (120 participants)  1-1 week workshop held in Knin in order to build capacity of local War Veterans NGO.

Expected Results (Implementing Agency)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date
<b>in Areas of Special State Concern (ASSC)</b>  <b>(IOM)</b>	Trainings organized for women on conflict prevention, reconciliation and peace building through a women's NGO;	Baseline: Social exclusion of women (national statistics 2008)	1 NGO educated/ToT in capacity building of women NGOs  9 2-day workshops in war affected areas (10-15 women per session – at least 90 women participants)	<b>1 women NGO targeted and trained.-APR2010, 3 workshops with women NGOs held in Drniš (NGO Žena), Benkovac (NGO Maslina) and in Gračac (NGO Prospero); on conflict, reconciliation, gender equality and recognition of women's needs and possible future partnership of local institutional arrangements for the provision of services for self – employment and employment; 3 workshops organized in Dvor (Dvor Women's Association) and 3 in Gračac (NGO Prospero) for empowerment and job skills of local women.</b>
	Situation analysis of war veterans and women in war affected areas.	Baseline: 2006 labour market analysis on war affected areas.	4 studies – 1) Mapping and capacity assessments of CSOs for war veterans and women 2) Labour market analysis 3) Field Mapping of war veteran associations.4) Involvement of women in social and political life in war affected areas.	<b>4 studies finished – 1) Mapping and capacity assessments of CSOs for war veterans and women 2) Labour market analysis and 3) Field Mapping of war veteran associations.4) Involvement of women in social and political life in war affected areas.</b>
<b>Output 2.3 Protection of children &amp; youth from peer violence &amp; bullying in schools</b>  <b>(UNICEF)</b>	Schools and communities educated for prevention of peer violence.	Baseline: 12 schools (2008)	25 schools	<b>25 schools and communities engaged (12,142 schoolchildren, 1,084 teachers and school counsellors)</b>
	Violence prevention and conflict resolution content in school standards introduced in ASSC and nation-wide.	Baseline: Criteria of quality and sustainability adopted in 2007.	20 schools adopt standards in ASSC; 150 school adopt standards nation-wide.	<b>14 schools adopted standards in ASSC and 157 schools adopted standards nation-wide.</b>
	ASSC schools involved in the National Network of Violence-free Schools; Number of meetings/exchanges for National Network of Violence-free School.	Baseline: Network established in 2007 with 89 schools, 11 from ASSC.	Extend network to include at least 50% of targeted 25 schools from ASSC and organise 2 national and 6 regional meetings.	<b>14 schools included in National Network of Violence-free Schools; 2 national and 6 regional meeting organized.</b>

Expected Results (Implementing Agency)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date
	Decrease of exposure of children to school violence (data from 11 target schools)	Baseline: Survey data (2008) – <i>Determining level of peer violence in schools</i>	Improved data/statistics in repeat Survey in school year 2011/2012	Data to be collected in 2011/2012 school year.
<b>Output 2.4. Development of conflict resolution skills amongst grassroots groups, women and municipal/ county authorities</b>  (UNHCR)	Local stakeholders and communities equipped with conflict prevention skills	Baseline: Divided communities in former war affected areas lack conflict prevention and project development skills.	2 peace-building forums and trainings on conflict prevention; at least 20 community leaders participate in 3 leadership trainings.	Two 4-days peace-building forums co-funded by EU/IPA total 97 participants and 3 leadership trainings for participants from 20 project communities.
	Support in development and implementation of joint small-scale projects formulated by local stakeholders	Baseline: insufficient engagement of local communities in conflict areas to prepare development projects to unify and benefit entire community.	20 joint small-scale development projects proposals implemented in 20 communities with financial programme support	20 community projects supported in Biskupija, Karin, Kasic, Ervenik, Udbina, Gospic, Lipik, Donji Lapac, Kistanje, Barilovic, Plaski, Sunja, Vukovar x2, Gracac, Hrvatska Dubica, Dvor, Glina, and Vojnic. Two technical support trainings for 20 selected local projects representatives organised.

Expected Results (Implementing Agency)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date
<b>Outcome 3: Enhanced socio-economic recovery of areas of Special State Concern</b>				
From Results Framework	From Results Framework	Baselines are a measure of the indicator at the start of the joint programme	The desired level of improvement to be reached at the end of the reporting period	The actual level of performance reached at the end of the reporting period Color Code Key: <b>ACHIEVED</b> , <b>Partially Achieved</b> , <b>Not Achieved</b>

Expected Results (Implementing Agency)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date
<b>Output 3.1 Capacity Development of local authorities, communities and regional development agencies to plan, prioritize and deliver projects for their communities (UNDP)</b>	Trainings organized for local authorities, communities and regional development agencies for better EU funds application, project planning/design and implementation	Baseline: Training Needs Assessment findings (2008). Weak knowledge of project management, resource mobilization and knowledge of EU funding opportunities.	8 certified trainings organized for local authorities, communities and regional development agencies in project development management implementation and fundraising for EU funds	<b>5 Certified trainings organized on topics of Project Cycle Management, Managing Successful Programmes, LEADER Approach to Rural Development, Prince 2 Foundation, and Prince 2 Practitioner level.</b>
<b>Output 3.2 Immediate support and provision of services to refugees, returnees and vulnerable populations in remote areas prior to their inclusion in national social protection schemes</b>	Number of trainings organized for local/regional authorities on outsourcing social and communal services;	Poor ability of regional and local authorities to provide social and community services, esp. to vulnerable groups (returnees, veterans, elderly, children, people with disabilities);	4 county social plans established to provide improved social and community services in areas of return.	<b>Jointly with the line ministry, County Social Planning process organised in 4 counties with high rate of returns and poor social infrastructure. County plans delivered for period 2011-2014</b>
<b>(UNHCR)</b>	Trainings, workshops and coaching provided for CRC teams and their volunteers' programs in the areas of return	Poor ability of regional and local authorities to provide social and community services, esp. to vulnerable groups (returnees, veterans, elderly, children, people with disabilities)	On-the-job trainings, workshops and coaching provided for CRC teams and their volunteers' programs, coordination meetings (topics, no. of trainees, locations)	<b><i>Volunteer Grassroots Network:</i> Red Cross volunteers in the villages provide information on the needs of the vulnerable persons and support them accordingly, directly or through mobile teams. Their work gives contribution to better reintegration of returnees into receiving communities. On the job training provided by Mobile teams members with minimal budget.</b>

Expected Results (Implementing Agency)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date
	Returnees and other vulnerable population in remote areas receive immediate arrival assistance	Baseline: local statistics in areas of programme focus (2009)	Target: ca12,000 beneficiaries (returnees and other vulnerable populations) in 14 remote areas of Croatia receiving immediate assistance from CRC mobile teams.	Some 12,000 beneficiaries received assistance through CRC mobile teams (19 members) programme in 14 locations in Croatia – Karlovac, Sisak Novska, Slunj, Gvozd, Glina Donji Lapac, Benkovac, Gracac, Knin Korenica, Otocac, Darda, Slatina.

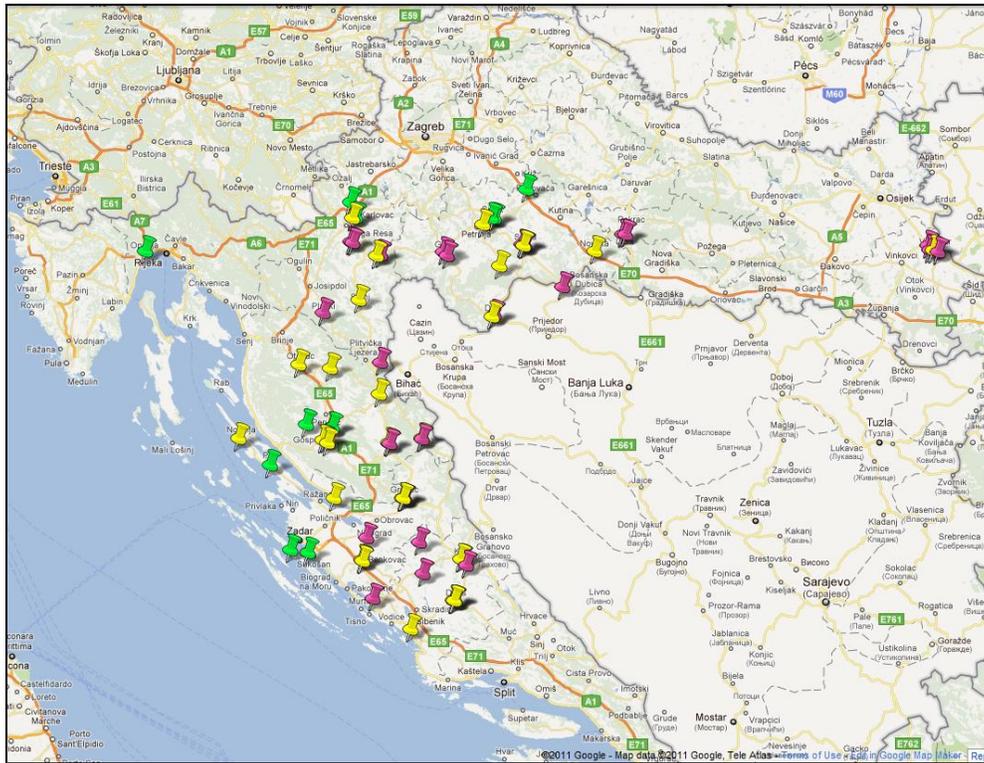
Expected Results (Implementing Agency)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date
<b>Output 3.3 Job creation and business development benefiting returnees, women, youth, elderly, war veterans</b>  <b>(UNDP)</b>	Increased number of business support services and improved business infrastructure in target area  Cooperatives / associations increase and improve business processes and access to market	Poor business support services, infrastructure and information on incentives for war affected areas in Croatia  Baseline: No LAGs exist and LEADER concept not introduced in Croatia (2008)	At least 40 Cooperatives / associations and small family farms improve business process and access to market	50 Cooperatives, associations and family farms improved business processes and access to market through implementation of following activities: <ul style="list-style-type: none"> <li>- Assessment of training needs of family farms in Lika-Senj County;</li> <li>- 3 certified vocational trainings organized for dairy and cheese makers in Zadar county, Cattle breeders in Sisak-Maslova County and Sheep breeders in Lika-Senj County;</li> <li>- 8 training workshops on EU Leader approach to Rural Development, management of entrepreneurial zones and EU IPARD funding opportunities.</li> <li>- Support in establishment of 3 Local Action Groups (LAGs) in Sibenik-Knin and Zadar Counties to develop local development strategies in accordance with LEADER approach to rural development.</li> <li>- 4 publications produced on orchard and agricultural zones, guide for investors and business zones.</li> <li>- Education conducted in Lika-Senj County on arable lands suitable for various fruit production.</li> <li>- Analysis of secondary and higher education in Sibenik-Knin County to highlight improvements needed to reduce barriers to higher education.</li> <li>- Establishment of radio program in Vrhovine, a returnee area, to distribute information on trainings and job opportunities;</li> <li>- Joint fund established for technical documentation for agricultural processing facilities in Lika-Senj County (fund of 125,000 HRK);</li> <li>- Purchase of IT equipment and renovation of IKS Women's Association in Petrinja to enable organized computer training of 20 members of Petrinja War Veteran's Association (HVIDRA)</li> <li>- Co-financing one-day study visit to Slovenia for members of ecological association IZVOR to farm households, companies, associations that bring together farmers with similar activities and cost of making a catalogue of products for farm households.</li> </ul>

Expected Results (Implementing Agency)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date
	Job creation through development of business infrastructure benefiting returnees, women, youth, elderly, war veterans	Baseline: Lack of adequate infrastructure in selected communities.	No. of business infrastructure projects, locations, type of projects, beneficiaries, potentially jobs created – potential impact  Direct/indirect beneficiaries (families x 3-4)	<b>10 micro-projects implemented to improve business and community infrastructure including:</b> <ul style="list-style-type: none"> <li>- Hygiene training and equipping of 11 milk cooling tanks for 70 dairy farmers in Dvor.</li> <li>- Equipped school and agro-cooperative in Mecencani for agricultural production benefiting 142 pupils and 27 staff members.</li> <li>- Supported women association in Dvor (Enabled heating and repairs of toilet facilities) to expand training facilities</li> <li>- Prepared project documentation for the Women’s Association to restore a traditional house to be a tourist center in Hrvatska Dubica,</li> <li>- Repaired Vojnic Cultural Centre</li> <li>- Procured IT equipment and organized 1 IT courses for unemployed women in Topusko.</li> <li>- Purchase of a hydraulic mulcher for mounting on municipal vehicle to serve population of Lišane Ostrovičke Municipality.</li> <li>- Provision of sporting equipment to 3 Sports Associations in the Town of Slunj.</li> </ul>

Expected Results (Implementing Agency)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date
<b>Output 3.4. Community - identified sub-projects implemented to enhance the connectivity of divided communities and associated business development</b>  <b>(UNDP)</b>	Prepared documentation for community infrastructure project proposals (conflict prevention community projects)	Insufficient engagement of local communities (esp. conflict affected) in preparing development projects and mobilization of additional funds (EC, WB, Government)	20 sets of technical documentation produced for  water supply system and community infrastructure	<b>Completed total of 13 sets of technical documentation and other preparatory documentation for infrastructure project proposals in war affected areas. Including:</b>  - 1 set of Technical documentation for reconstruction of ex-military building into the Benkovac Cultural Center;  - Technical documentation produced, wells repaired and equipment procured to resolve conflicts over water supply systems in Sunja (Kinjacka and Bestрма) and Vojnic.  - 1 set of technical documentation prepared for business zone in Udbina  - 3 Feasibility studies conducted for new business zone in Petrinja, <u>Donji Kukuruzari</u> cross border business zone and <u>Krnjak</u> road project.  - Designed plans of architectural, landscaping, parking space, water and sanitation installation on multi-purpose object "Eko Etno Adica Center" in Vukovar for entrepreneurs and handicrafts.

Expected Results (Implementing Agency)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date
	2) Number of small primary community infrastructure and other sub-project interventions for conflict affected communities supported		<p>12 new infrastructure and other sub-project interventions implemented.</p> <p>LEADER, and LAGs – how many LAGs (4 established 3 more in process), how many people (30,000 people each LAG)</p> <p>Co-financing secured from local governments (500,000 contributions to date)</p>	<p>Completed 12 new infrastructure sub-projects in conflict affected communities. Including:</p> <ul style="list-style-type: none"> <li>- Refurbishment of "Outward Bound Leadership training Centre" in Perusic;</li> <li>- Construction of education center for traffic safety and bus stop shelter at Elementary School in Gracac;</li> <li>- Procured and installed 16 bus station shelters for settlements around Drniš, Lički Osik and municipalities of Barilovic and Cetingrad;</li> <li>- New windows for the Gračac High School 's gym;</li> <li>- Equipment purchased for Croatian Mountain Rescue Service in Zadar;</li> <li>- Setup of children's playground in Lišane Ostrovičke and settlement of Ostrovica;</li> <li>- Replanted orchards with 2309 seedlings in former landmined agricultural land in Nova Drencina (Petrinja Municipality);</li> <li>- Preparatory work done to resolve ownership issues of 10 abandoned schools and prepared documentation including geodesy survey for renovation of 3such schools in Karlovac County.</li> <li>- Renovation of Library in the Centre of Generalski Stol Municipality.</li> </ul>

### GEOGRAPHICAL COVERAGE OF MDG-F ACTIVITIES:



The map above demonstrates the geographical coverage of MDG-F activities in the Republic of Croatia. An interactive version of the map with details on specific community level activities is available on the UNDP Croatia website:  
<http://www.undp.hr/show.jsp?page=114283>

### CONTRIBUTION TO MDG ACHIEVEMENT AND NATIONAL DEVELOPMENT PRIORITIES

The Programme is directly linked to the achievement of three national Millennium Development Goals, namely:

- The ‘Mitigation of Poverty’ (N-MDG1), through empowering those groups most likely to be long-term unemployed and through supporting the creation of improved local development conditions and access to basic services in those areas most prone to poverty and conflict;
- ‘Education for All’ (N-MDG2); supported by UNICEF’s ‘Protecting children from violence’ project that worked to ensure children do not enter adulthood as individuals likely to become prejudiced, or socially / economically excluded. This situation is particularly acute for national minorities that face added ethnic intolerance barriers to accessing education; and,
- Gender equality (N-MDG3) was advanced by supporting relevant legal frameworks, national strategies and substantive projects that target women at high risk of poverty and violence, particularly those in rural areas with lower levels of education and those living in areas of former conflict. This is particularly important given that women – nation-wide - are 20% more likely to be at risk of poverty than men.

Despite the best efforts of the UNCT, the Ministry of Foreign Affairs did not produce a new national MDG report for 2010 which would have provided better data on the progress towards achievement of the MDGs in Croatia. Instead the MFA will focus on meeting EU requirements for accession which incorporates similar targets to the MDGs. At the Regional MDG+10 Conference held in Istanbul, 9-10 June 2010, the Republic of Croatia was highlighted as a best practice case for achieving the MDGs. At the MDG Summit in September 2010, Croatia reported that multiple economic difficulties have caused growth and development rates to decline, thus affecting progress on MDG1. Croatia reported continuing progress in achievement of MDG2 and MDG3. Overall, the Republic of Croatia remains on-track to achieve the MDGs and is set to become the newest EU member-state in 2013.

## **UN COORDINATION**

The UN in Croatia does not operate under an UNDAF, but rather, all four participating agencies work in accordance with national strategies for furthering regional development, safety and social inclusion in war affected areas. The UNCT in Croatia is composed of seven resident agencies and organizations. The relatively small size of the country team provides incentive and rationale to work together; however, the MDG-F Joint Programme was the first time agencies were engaged in a joint programme framework.

During the MDG-F Programme's cycle, the first UNRC in Croatia assumed her post in July 2010. The formal establishment of the UNRC provided a formal framework for interagency work beyond the joint programme. As a result, the personal effort and leadership of the UNRC greatly enhanced interagency coordination under the MDG-F programme in Croatia.

As planned in the Programme document, the management and coordination of the Joint Programme during the reporting period involved a Programme Manager overseeing the implementation of all outputs; a Programme Implementation Unit and a Programme Management Committee ensuring due coordination; and a National Steering Committee providing oversight and strategic guidance. In addition, each output of the Joint Programme was managed by a single designated UN agency that is responsible for that output's timely and cost-effective implementation. Wherever possible, the programme implementation unit sought to maximize the impact of MDG-F activities in the field by coordinating UN agencies activities in targeted communities.

As the agencies with an established field presence, UNDP and UNHCR included their field offices and associated personnel as crucial elements of its programme delivery. These offices effectively coordinated field operations, logistics and ensured national ownership at the local level in the communities and municipalities. Field personnel liaised with the PM for those activities that related to the Joint Programme.

This programme was the first truly joint UN programme in Croatia. This meant that at first the UN agencies in Croatia had little experience in closely coordinating and planning joint activities. Through the active engagement of the focal points in the joint programme, the UN agencies built further experience and knowledge necessary to work together in a more coordinated and

synchronized manner. Strengthened by the arrival of Croatia's first UNRC in July 2010, the joint programme provided the participating UN agencies with additional experience to become a well coordinated UNCT with strengthened capacity for joint UN programming. All participating UN agencies stated that the joint programme had vastly improved UN joint programming in Croatia and would of strengthened UN coordination further if the programme was extended for a third year.

## LESSONS LEARNT

- National ownership was critical for the success of the programme. High-level engagement of government partners in the governance structure of the programme allowed for sustainable results. At the community level, local project boards and community councils provided the political and managerial framework to ensure communities felt a sense of ownership of the programme activities and ensured long-term sustainability. Co-financing of project activities with local governments ensures buy-in and ownership of the project outputs.
- Conflict Sensitive Development is vital to ensure no harm is done. Ensuring that one part of a community is not advantaged over another is important to avoid furthering conflict. Addressing common problems that affect the entire community increases social interaction and reduces tensions in the community by not privileging the needs of one part of the community over another.
- The two-year programme cycle for the MDG-F in Croatia was too short to see significant changes at the outcome level. A more long-term development approach is required to see the types of aggregate change in socio-economic indicators originally envisioned at the outcome level of the programme document. The participating UN agencies, government and local partners all felt that the results of the programme would have been more sustainable and results more measurable if the programme was extended for a third year.
- Monitoring and Evaluation of a multi-agency programme requires thorough planning and agreement with all partners. Realistic mechanisms for regularly updating data on indicators are absolutely necessary to achieve solid monitoring of programme results. Such monitoring and evaluation mechanisms should be properly budgeted and included in annual work plans.
- Joint UN programming is about more than just coordinating parallel projects. It requires joint planning, common tools and lots of cooperation among the UN agencies both at HQ level and in the field. Joint Programme management is essential for planning, coordinating and implementing joint programme activities. A realistic assessment of the staff time and resources required for joint programme management is necessary and should be properly budgeted accordingly.

**Annexes:**

- 1. Financial Summary**
- 2. Beneficiaries table**
- 3. Updated Monitoring and Evaluation Framework**

**Annex 1: Financial Summary – Estimated delivery in USD by UN Agency as of 30 June 2011**

<b>UN Agency</b>	<b>Total Approved Allocation (whole Period)</b>	<b>Formulation advances Nov 2008</b>	<b>1<sup>st</sup> Installment May 2009</b>	<b>2<sup>nd</sup> Installment May 2010</b>	<b>Total Committed in USD</b>	<b>Total Expenditure in USD</b>	<b>Total Delivery as of 30 June 2011</b>
UNDP	1,587,090	20,000	911,400	655,690	1,587,090	1,587,090	100%
UNHCR	834,110		470,710	363,400	834,110	834,110	100%
IOM	297,900		149,300	148,600	297,900	297,900	100%
UNICEF	280,900		142,750	138,150	280,900	280,900	100%
<b>AVG Delivery Rate</b>							<b>100%</b>

## Annex 2: Beneficiary Table

### Total estimated number of Direct Beneficiaries of the MDG-F Programme in Croatia

	Men	Men from Ethnic Groups	Women	Women from Ethnic Groups	Boys	Girls	National Institutions	Local Institutions
<b>Targeted Number</b>	19436	0	21023	0	22971	20689	6	361
<b>Reached Number</b>	19729	0	20963	0	22991	21074	29	406

### Total estimated number of Indirect Beneficiaries of the MDG-F Programme in Croatia

	Men	Men from Ethnic Groups	Women	Women from Ethnic Groups	Boys	Girls	National Institutions	Local Institutions
<b>Targeted Number</b>	330834	0	334517	0	6384	5758	13	52
<b>Reached Number</b>	271751	0	276969	0	6384	5758	13	52

### Annex 3: Updated Monitoring and Evaluation Framework

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
From Results Framework	From Results Framework	Baselines are a measure of the indicator at the start of the joint programme	The desired level of improvement to be reached at the end of the reporting period	The actual level of performance reached at the end of the reporting period	From identified data and information sources	How is it to be obtained?	Responsibilities of participating UN agencies	Summary of assumptions and risks for each result
<b>Outcome 1: National policy coordination on conflict prevention, reconciliation and recovery strengthened.</b>								
<b>Output 1.1 Establishment of a coordination mechanism for regional development of war affected areas and violence prevention / safety mechanisms under Vice Prime Minister</b>  UNDP	1) Coordination mechanism established and coordination meetings amongst five line ministries, UN and IFIs on regional development and peace-building held	1) No co-ordination mechanism on regional development & conflict recovery;	Coordination mechanism established; 8 coordination meetings organized	1 coordination meeting organized.  Assistance no longer required since govt. reshuffle in Aug.2009.	<ul style="list-style-type: none"> <li>- Government official minutes and short term action plans</li> <li>- Court reports on victims and witness support activities</li> <li>- Reports on returnees and refugees using free legal aid</li> <li>- Reports on remaining cases related to</li> </ul>	<ul style="list-style-type: none"> <li>- Data presented at the Co-ordination for Regional Development, Reconstruction and Return - quarterly</li> <li>- Ministry of Justice Data - annually</li> <li>- Court and Ministry of Justice data - twice a year</li> <li>- Ministry of Regional Development, Forestry and Water Management data, regular publication - quarterly</li> </ul>	UNDP	<u>Risks:</u>  <ul style="list-style-type: none"> <li>- Unclear division of responsibilities for regional development and return of refugees issues due to restructuring of Government institutions resulting in difficulties in decision making</li> <li>- Victim &amp; Witness Support: Delays in enactments of new regulations.</li> </ul> <u>Assumptions:</u>  <ul style="list-style-type: none"> <li>- VPM's Office able to proactively lead</li> </ul>
	2) Witnesses and victims supported by WVS support officers;	2) Not fully developed policies and implementation mechanisms on violence prevention or Witness and Victim Support  In 2008, 4 pilot offices were opened in 4 courts.	Pilot Offices supporting Witness/Victims in 4 Courts: Zagreb, Zadar, Osijek and Vukovar.  Estimated 4,000 Persons (1,000 per court) will benefit from WVS offices	Witness and Victims Support offices working in 4 county courts (Zagreb, Zadar, Osijek and Vukovar) with new offices opened in 2 additional courts (Sisak and Karlovac).  WVS Info Campaign in Nov-Dec 2009 led to ca. 50% increase in number of witness/victims benefiting from WVS offices. Total WVS beneficiaries: 4209 by Jan 2010 (2269 beneficiaries in Oct 2009).				

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
			Sustainability achieved when Ministry of Justice finances operations of pilot WVS offices and amends procedures to align with WVS procedures.	Ensured sustainability through govt. financing and integration into court procedures – new civil servant positions for Staff of WVS offices.	returnees legal rights	- Data from Office of the Vice-Prime Minister for Social Issues and Human Rights		the co-ordination and enforce implementation of taken decisions - Continuity of MoJ senior management
<b>Output 1.2. Support to the implementation of fundamental rights for returnees</b>  UNHCR	Returnees receiving legal aid through the programme	1) Number of returnees requesting legal aid (2009)  2) Number of beneficiaries before new restrictive norms of Legal Aid Act (2009)	Please state the number of direct beneficiaries that this programme has helped (or provide percent% info)	Govt of Croatia report during Feb 2009 - 31 Dec 2010, 71% of requests for free legal aid were approved (6,248 out of 8,755 requests).  UNHCR implementing partners provided some 8,000 free legal advice and other type of legal assistance. Some 20% under MDG project.	- Government official minutes and short term action plans  - Reports on returnees and refugees using free legal aid  - Reports on remaining cases related to returnees legal rights	- Ministry of Justice Data - annually  - Court and Ministry of Justice data - twice a year  - Data from Office of the Vice-Prime Minister for Social Issues and Human Rights	UNHCR	<u>Risks:</u>  - Overly strict requirements for access to institutions providing free legal aid - Limited funds available for the implementation of the Free legal Aid act - Slow implementation not benefiting persons of UNHCR concern.  <u>Assumptions:</u>  - Continuity of MoJ senior management
	NGOs and associated attorneys at law trained on returnee rights, the Law and Free Legal Aid and provide support in the implementation of the Law on Anti-Discrimination	Baseline: No. of NGOs/people providing this service in 2009	<b>Number of</b> NGOs supporting the implementation of the Law on Anti-Discrimination;  <b>Number of</b> NGOs and associated attorneys at law trained on returnee rights, the Law and Free	27 NGOs registered as legal aid providers under the Law. 80 participants of the Conference on Law on Free Legal Aid.				

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
			Legal Aid;		- Official registry of NGOs certified to provide legal aid			<ul style="list-style-type: none"> <li>- Available info and professional capacity for provision of free legal aid</li> <li>- Clear role given to NGO in implementation of Free Legal Aid with continuous provision of free legal aid to returnees.</li> <li>- expected sharp decrease of number of beneficiaries due to new restrictive norms of Legal Aid Act</li> </ul>
	Monitoring and evaluation and the analysis of the implementation of the Law on Free Legal Aid and its shortcomings;	Baseline: No law on Free Legal Aid	<p>4) Number of coordination meetings to monitor and evaluate the implementation of the Law on Free Legal Aid;</p> <p>5) Number of roundtables to analyze, discuss and plan to mitigate the shortcomings of the Law on Free Legal Aid;</p>	6 coordination meetings with NGOs. 1 conference on Law on Free Legal Aid with 80 participants. The Ministry of Justice has also recognized the shortcomings of the Law and announced changes in the future implementation.				

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
<b>Outcome 2: Enhanced community integration, safety and social cohesion</b>								

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
<p><b>Output 2.1. Enhanced ability of local population to plan and realize Safe Community Plans in conjuncture with Community Policing</b></p> <p>UNDP</p>	Community plans development supported and implemented in cooperation with Community policing, local government, citizens and other major community stakeholders	Baseline: 3 safer community plans – piloted – Bjelovar, Vukovar and Cakovac (2008)	10 Safe-Community plans implemented.	<p><b>10 Safe-Community Plans implemented</b></p> <p>- Safe-Community Plans were developed by local crime prevention councils and focused on traffic safety, education on alcohol abuse; creating recreational opportunities and safe environments for youth, and refurbishment of community centres.</p> <p>1) Reconstruction of a playground and installation of new windows in the Gračac Kindergarten; 2) reconstruction of the sports ground in a Knin Elementary School; 3) Reconstruction of the gym of the High School in Gračac; 4) speed bumps installed near schools and reconstruction of multipurpose playground and access road in Slunj; 5) protective fence installed around kindergarten and lighting part of yard in Grabrik Primary School in Karlovac and organized lecture on alcohol abuse for youth in Grabrik Youth Center in Karlovac; 6) 2 sets of outdoor fitness equipment installed in Vukovar; 7) 1 set of outdoor fitness equipment installed in Tenja area of Osijek; 8) equipped a playground next to women’s centre in Dvor; 9) Wooden materials provided for community centre in Šaš area of Sunja; 10) refurbishment of the Sporting Recreational Centre in Banovac.</p>	<ul style="list-style-type: none"> <li>- Public surveys on quality of police services</li> <li>- Reports on cases handled by community police</li> <li>- Reports on school and juvenile violence</li> </ul>	<ul style="list-style-type: none"> <li>- Ministry of Interior - annually</li> <li>- Ministry of Interior - quarterly</li> </ul>	UNDP	<p><u>Risks:</u></p> <ul style="list-style-type: none"> <li>- Local elections outcomes create unstable local level administrations</li> <li>- Formation of community crime prevention groups too process-oriented and too lengthy</li> <li>- Reluctance of MoI to form the Community Policing Department</li> <li>- Documentation related to building and reconstruction projects delayed</li> </ul>

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
<b>Output 2.2. War veterans' and women's associations enabled to actively support conflict prevention activities, rehabilitate and reintegrate communities in Areas of Special State Concern (ASSC)</b>  IOM	Conflict resolution and management trainings organized for veterans associations and NGOs.	Baseline: 7 war veterans cooperatives and 5 veterans associations (2008/2009)	6 2-day workshops in war affected areas (including at least 10 veterans associations/cooperatives (at least 90 war veterans)	7 2-day workshops for War Veterans organized in Skradin, Benkovac, Gospić, Slunj, Petrinja (x2) and Tovarnik  4-1 day workshops addressing the issue of employment of the war veterans population (120 participants)  1-1 week workshop held in Knin in order to build capacity of local War Veterans NGO.	Attendance list and evaluation sheets	Collection of data on the spot, at the beginning and the end of the workshop	IOM	During the reporting period risks have appeared due to the floods in Eastern Slavonia so 1 war veteran workshop planned to be held in that area had to be cancelled.
	Trainings organized for women on conflict prevention, reconciliation and peace building through a women's NGO;	Baseline: Social exclusion of women (national statistics 2008)	1 NGO educated/ToT in capacity building of women NGOs  9 2-day workshops in war affected areas (10-15 women per session – at least 90 women participants)	1 women NGO targeted and trained.- APR2010, 3 workshops with women NGOs held in Drniš (NGO Žena), Benkovac (NGO Maslina) and in Gračac (NGO Prospero); on conflict, reconciliation, gender equality and recognition of women's needs and possible future partnership of local institutional arrangements for the provision of services for self – employment and employment; 3 workshops organized in Dvor (Dvor Women's Association) and 3 in Gračac (NGO Prospero) for empowerment and job skills of local women.	Training materials for the education of NGO	Materials obtained upon the completion	IOM	
	Situation analysis of war veterans and women in war affected areas.	Baseline: 2006 labour market analysis on war affected areas.	4 studies – 1) Mapping and capacity assessments of CSOs for war veterans and women 2) Labour market analysis 3) Field Mapping of war veteran	4 studies finished – 1) Mapping and capacity assessments of CSOs for war veterans and women 2) Labour market analysis and 3) Field Mapping of war veteran associations.4) Involvement of women in social and political life in war affected areas.	Studies completed	3 Completed studies available in electronic and hard copy, both on English and Croatian language	IOM  Audeo	

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
			associations.4) Involvement of women in social and political life in war affected areas.					
<b>Output 2.3 Protection of children &amp; youth from peer violence &amp; bullying in schools</b>  UNICEF	Schools and communities educated for prevention of peer violence.	Baseline: 12 schools (2008)	25 schools	25 schools and communities engaged (12,142 schoolchildren, 1,084 teachers and school counsellors)	<ul style="list-style-type: none"> <li>- Training reports from schools on conducted training and workshops</li> <li>- Official minutes and conclusions from meetings</li> <li>- Survey results collected from each school</li> </ul>	<ul style="list-style-type: none"> <li>- Continuously from schools under MoSES</li> </ul>	UNICEF	<u>Risks:</u> <ul style="list-style-type: none"> <li>- Prolonged implementation and progress in schools toward reaching status of Violence-free School.</li> <li>- Reluctance of the MoSES to improve Codes of Conduct and integrate violence prevention in schools quality standards.</li> </ul>
	Violence prevention and conflict resolution content in school standards introduced in ASSC and nation-wide.	Baseline: Criteria of quality and sustainability adopted in 2007.	20 schools adopt standards in ASSC; 150 school adopt standards nation-wide.	14 schools adopted standards in ASSC and 157 schools adopted standards nation-wide.				<u>Assumptions:</u> <ul style="list-style-type: none"> <li>- Schools willing to implement all activities as per project plan.</li> <li>- MoSES willing to implement all suggestions to</li> </ul>
	ASSC schools involved in the National Network of Violence-free Schools; Number of meetings/exchanges for National Network of Violence-free School.	Baseline: Network established in 2007 with 89 schools, 11 from ASSC.	Extend network to include at least 50% of targeted 25 schools from ASSC and organise 2 national and 6 regional meetings.	14 schools included in National Network of Violence-free Schools; 2 national and 6 regional meeting organized.				
	Decrease of exposure of children to school violence (data from 11 target schools)	Baseline: Survey data (2008) – <i>Determining level of peer violence in schools</i>	Target: Improved data/statistics in repeat Survey in school year	Data to be collected in 2011/2012 school year.				

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
			2011/2012					improve school quality standards.
<b>Output 2.4. Development of conflict resolution skills amongst grassroots groups, women and municipal/ county authorities</b>  UNHCR	Local stakeholders and communities equipped with conflict prevention skills	Baseline: Divided communities in former war affected areas lack conflict prevention and project development skills.	2 peace-building forums and trainings on conflict prevention; at least 20 community leaders participate in 3 leadership trainings.	Two 4-days peace-building forums co-funded by EU/IPA total 97 participants and 3 leadership trainings for participants from 20 project communities.	- Training reports, officially submitted joint project proposals  - Reports on resolved and remaining housing care cases	- Local authorities, CSOs, media – occasionally and upon project finalisation  - Ministry of Regional Development, Forestry and Water Management (Refugees directorate), Office of the VPM - quarterly	UNHCR	
	Support in development and implementation of joint small-scale projects formulated by local stakeholders	Baseline: insufficient engagement of local communities in conflict areas to prepare development projects to unify and benefit entire community.	20 joint small-scale development projects proposals implemented in 20 communities with financial programme support	20 community projects supported in Biskupija, Karin, Kasic, Ervenik, Udbina, Gospic, Lipik, Donji Lapac, Kistanje, Barilovic, Plaski, Sunja, Vukovar x2, Gracac, Hrvatska Dubica, Dvor, Glina, and Vojnic. Two technical support trainings for 20 selected local projects representatives organised.				

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
<b>Outcome 3: Enhanced socio-economic recovery of areas of Special State Concern</b>								
<b>Output 3.1</b> <b>Capacity Development of local authorities, communities and regional development agencies to plan, prioritize and deliver projects for their communities</b>  UNDP	Trainings organized for local authorities, communities and regional development agencies for better EU funds application, project planning/design and implementation	Baseline: Training Needs Assessment findings (2008). Weak knowledge of project management, resource mobilization and knowledge of EU funding opportunities.	8 certified trainings organized for local authorities, communities and regional development agencies in project development management implementation and fundraising for EU funds	5 Certified trainings organized on topics of Project Cycle Management, Managing Successful Programmes, LEADER Approach to Rural Development, Prince 2 Foundation, and Prince 2 Practitioner level.	<ul style="list-style-type: none"> <li>- Signed grant contracts with respective Government institutions</li> <li>- Minutes of Regional and local partnership meetings</li> </ul>	<ul style="list-style-type: none"> <li>- VPMs office data, Ministries, Central Financing and Contracting Agency (Ministry of Finance) – regular reports and updates</li> <li>- Ministry of Regional Development, Forestry and Water Management – quarterly</li> </ul>	UNDP 75%  UNHCR 25%	<u>Risks:</u> <ul style="list-style-type: none"> <li>- Delays in adoption of Regional Development Strategy and Act, affecting the establishment of institutional framework;</li> <li>- Local elections in May 2009 may cause decision-making delays at local level</li> <li>- Local level organisations too weak to be agents for development.</li> <li>- Difficult communities not willing to cooperate in project development and implementation.</li> <li>- Social Welfare system not cooperative and necessary matching funding for sustainable mobile-teams and volunteers operation not</li> </ul>
<b>Output 3.2</b> <b>Immediate support and provision of services to refugees, returnees and vulnerable populations in remote areas prior to their inclusion in national social protection schemes</b>  UNHCR	Number of trainings organized for local/regional authorities on outsourcing social and communal services;  Trainings, workshops and coaching provided for CRC teams and their volunteers' programs in the areas of return	Poor ability of regional and local authorities to provide social and community services, esp. to vulnerable groups (returnees, veterans, elderly, children, people with disabilities);  Poor ability of regional and local authorities to provide social and community services, esp. to vulnerable groups (returnees, veterans, elderly, children, people with	4 county social plans established to provide improved social and community services in areas of return.  On-the-job trainings, workshops and coaching provided for CRC teams and their volunteers' programs, coordination	Jointly with the line ministry, County Social Planning process organised in 4 counties with high rate of returns and poor social infrastructure. County plans delivered for period 2011-2014  <i>Volunteer Grassroots Network:</i> Red Cross volunteers in the villages provide information on the needs of the vulnerable persons and support them accordingly, directly or through mobile teams. Their work gives contribution to better reintegration of returnees into receiving communities. On the job	<ul style="list-style-type: none"> <li>- Reports on return process, CSOs data</li> <li>- Official minutes and action plans, local and regional authorities, media</li> <li>- Co-operatives registry, signed contracts</li> </ul>	<ul style="list-style-type: none"> <li>- Project teams – reports throughout the progress and final stage of implementation – twice a year</li> <li>- Regular UN agencies' press clipping - everyday</li> <li>- Relevant ministries and Funds- occasionally</li> </ul>		

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
		disabilities)	meetings (topics, no. of trainees, locations)	training provided by Mobile teams members with minimal budget.	- Contracts, permits, media			available. - Local level organisations too weak to be agents for development. - Difficult communities not willing to cooperate in project development and implementation. - Social Welfare system not cooperative for sustainable mobile-teams and volunteers operation not available.
	Returnees and other vulnerable population in remote areas receive immediate arrival assistance	Baseline: local statistics in areas of programme focus (2009)	Target: ca12,000 beneficiaries (returnees and other vulnerable populations) in 14 remote areas of Croatia receiving immediate assistance from CRC mobile teams.	Some 12,000 beneficiaries received assistance through CRC mobile teams (19 members) programme in 14 locations in Croatia – Karlovac, Sisak Novska, Slunj, Gvozd, Glina Donji Lapac, Benkovac, Gracac, Knin Korenica, Otocac,Darda, Slatina.	- Submitted project proposals, signed grant contracts, media  - Contracts, permits, progress reports, media			
<b>Output 3.3 Job creation and business development benefiting returnees, women, youth,</b>	1) Increased number of business support services and improved business infrastructure in target area	1) Poor business support services, infrastructure and information on incentives for war affected areas in Croatia  Baseline: No LAGs exist and LEADER concept not	Increased number of business support services and improved business infrastructure in target area	50 Cooperatives, associations and family farms improved business processes and access to market through implementation of following activities: - Assessment of training needs of family farms in Lika-Senj County; - 3 certified vocational trainings organized for diary and cheese makers				<u>Assumptions:</u>  - Positive examples from similar projects motivate communities to participate.

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
<p><b>elderly, war veterans</b></p> <p>UNDP</p>	Cooperatives / associations increase and improve business processes and access to market	introduced in Croatia (2008)	At least 40 Cooperatives / associations and small family farms improve business process and access to market	<p>in Zadar county, Cattle breeders in Sisak-Maslovina County and Sheep breeders in Lika-Senj County;</p> <ul style="list-style-type: none"> <li>- 8 training workshops on EU Leader approach to Rural Development, management of entrepreneurial zones and EU IPARD funding opportunities.</li> <li>- Support in establishment of 3 Local Action Groups (LAGs) in Sibenik-Knin and Zadar Counties to develop local development strategies in accordance with LEADER approach to rural development.</li> <li>- 4 publications produced on orchard and agricultural zones, guide for investors and business zones.</li> <li>- Education conducted in Lika-Senj County on arable lands suitable for various fruit production.</li> <li>- Analysis of secondary and higher education in Sibenik-Knin County to highlight improvements needed to reduce barriers to higher education</li> <li>- Establishment of radio program in Vrhovine, a returnee area, to distribute information on trainings and job opportunities;</li> <li>- Joint fund established for technical documentation for agricultural processing facilities in Lika-Senj County (fund of 125,000 HRK);</li> <li>- Co-financing one-day study visit to Slovenia for members of ecological association IZVOR to farm households, companies, associations that bring together farmers with similar activities and cost of making a catalogue of products for farm households.</li> </ul>				<ul style="list-style-type: none"> <li>- Mobile-teams and volunteers supported through local and central funds ensuring sustainability. Positive examples from similar projects motivate communities to participate.</li> <li>- Mobile-teams and volunteers supported through local and central funds ensuring sustainability</li> </ul>

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
	Job creation through development of business infrastructure benefiting returnees, women, youth, elderly, war veterans	Baseline: Lack of adequate infrastructure in selected communities.	No. of business infrastructure projects, locations, type of projects, beneficiaries, potentially jobs created – potential impact  Direct/indirect beneficiaries (families x 3-4)	10 micro-projects implemented to improve business and community infrastructure including: <ul style="list-style-type: none"> <li>- Hygiene training and equipping of 11 milk cooling tanks for 70 dairy farmers in Dvor.</li> <li>- Equipped school and agro-cooperative in Mecencani for agricultural production benefiting 142 pupils and 27 staff members.</li> <li>- Supported women association in Dvor (Enabled heating and repairs of toilet facilities) to expand training facilities</li> <li>- Prepared project documentation for the Women’s Association to restore a traditional house to be a tourist center in Hrvatska Dubica,</li> <li>- Repaired Vojnic Cultural Centre</li> <li>- Procured IT equipment and organized 1 IT courses for unemployed women in Topusko.</li> <li>- Purchase of a hydraulic mulcher for mounting on municipal vehicle to serve population of Lišane Ostrovičke Municipality.</li> <li>- Purchase of IT equipment and renovation of IKS Women’s Association in Petrinja to enable organized computer training of 20 members of Petrinja War Veteran’s Association (HVIDRA)</li> <li>- Acquisition of sport equipment for 3 sport association in Slunj Municipality.</li> </ul>				
<b>Output 3.4. Community - identified sub-projects implemented to enhance the connectivity of divided</b>	Prepared documentation for community infrastructure project proposals (conflict prevention community	Insufficient engagement of local communities (esp. conflict affected) in preparing development projects and mobilization of additional funds (EC,	20 sets of technical documentation produced for  water supply system and community	Completed total of 13 sets of technical documentation and other preparatory documentation for infrastructure project proposals in war affected areas. Including: <ul style="list-style-type: none"> <li>- 1 set of Technical documentation for reconstruction of ex-military building into the Benkovac Cultural Center;</li> <li>- Technical documentation produced,</li> </ul>				

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
<b>communities and associated business development</b>  UNDP	projects)	WB, Government)	infrastructure	wells repaired and equipment procured to resolve conflicts over water supply systems in Sunja (Kinjacka and Bestрма) and Vojnic. - 1 set of technical documentation prepared for business zone in Udbina - 3 Feasibility studies conducted for new business zone in Petrinja, <u>Donji Kukuruzari</u> cross border business zone and <u>Krniak</u> road project. - Designed plans of architectural, landscaping, parking space, water and sanitation installation on multi-purpose object "Eko Etno Adica Center" in Vukovar for entrepreneurs and handicrafts.				
	2) Number of small primary community infrastructure and other sub-project interventions for conflict affected communities supported		12 new infrastructure and other sub-project interventions implemented.  LEADER, and LAGs – how many LAGs (4 established 3 more in process), how many people (30,000 people each LAG)  Co-financing secured from local governments (500,000 contributions to date)	Completed 12 new infrastructure sub-projects in conflict affected communities. Including: - Refurbishment of "Outward Bound Leadership training Centre" in Perusic; - Construction of education center for traffic safety and bus stop shelter at Elementary School in Gracac; - Procured and installed 16 bus station shelters for settlements around Drniš, Lički Osik and municipalities of Barilovic and Cetingrad; - New windows for the Gračac High School 's gym; - Equipment purchased for Croatian Mountain Rescue Service in Zadar; - Setup of children's playground in Lišane Ostrovičke and settlement of Ostrovica; - Replanted orchards with 2309 seedlings in former landmined agricultural land in Nova Drencina (Petrinja Municipality); - Preparatory work done to resolve ownership issues of 10 abandoned schools, and prepared documentation for renovation of 3such schools in				

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP Expected target	Achievement of Target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Respons ibilities	Risks & assumptions
				Karlovac County. - Renovation of Library in the Centre of Generalski Stol Municipality.				