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**[Name of Fund or Joint Programme]
MPTF OFFICE GENERIC FINALPROGRAMME¹ NARRATIVE REPORT
REPORTING PERIOD: FROM *mm.yyyy* TO *mm.yyyy***

<p align="center">Programme Title & Project Number</p> <ul style="list-style-type: none"> • Programme Title: Durable solution for refugees, displaced and domiciled Roma in Montenegro Project; • Programme Number (if applicable) ID 00077014 • MPTF Office Project Reference Number:³ 76864 	<p align="center">Country, Locality(s), Priority Area(s) / Strategic Results²</p> <p>(if applicable) Country/Region: Montenegro</p> <hr/> <p>Priority area/ strategic results: Social Inclusion</p>
<p align="center">Participating Organization(s)</p> <ul style="list-style-type: none"> • Organizations that have received direct funding from the MPTF Office under this programme 	<p align="center">Implementing Partners</p> <ul style="list-style-type: none"> • National counterparts: Local NGOs, Ministry of Labor and Social Welfare
<p align="center">Programme/Project Cost (US\$)</p> <p>Total approved budget as per project document: MPTF /JP Contribution⁴: USD 209,000</p> <ul style="list-style-type: none"> • by Agency (if applicable) Agency Contribution • by Agency (if applicable) <p>Government Contribution (if applicable)</p> <p>Other Contributions (donors) (if applicable)</p> <p>TOTAL: 209,000</p>	<p align="center">Programme Duration</p> <p>Overall Duration (months): 36 months Start Date⁵ (dd.mm.yyyy): 17/11/2010</p> <p>Original End Date⁶ (31/12/2012) Actual End date⁷(30/06/2013)</p> <p>Have agency(ies) operationally closed the Programme in its(their) system? Yes No <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>Expected Financial Closure date⁸: 31/12/2014</p>
<p align="center">Programme Assessment/Review/Mid-Term Eval.</p> <p>Evaluation Completed/ <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Date: dd.mm.yyyy Evaluation Report - Attached <input type="checkbox"/> Yes <input type="checkbox"/> No Date: dd.mm.yyyy</p>	<p align="center">Report Submitted By</p> <ul style="list-style-type: none"> o Name: Miodrag Dragisic, o Title: Social Inclusion Team Leader o Participating Organization (Lead): UNDP o Email address: miodrag.dragisic@undp.org

¹ The term “programme” is used for programmes, joint programmes and projects.
² Strategic Results, as formulated in the Strategic UN Planning Framework (e.g. UNDAF) or project document;
³ The MPTF Office Project Reference Number is the same number as the one on the Notification message. It is also referred to as “Project ID” on the project’s factsheet page on the [MPTF Office GATEWAY](#).
⁴ The MPTF or JP Contribution, refers to the amount transferred to the Participating UN Organizations, which is available on the [MPTF Office GATEWAY](#)
⁵ The start date is the date of the first transfer of the funds from the MPTF Office as Administrative Agent. Transfer date is available on the [MPTF Office GATEWAY](#)
⁶ As per approval of the original project document by the relevant decision-making body/Steering Committee.
⁷ If there has been an extension, then the revised, approved end date should be reflected here. If there has been no extension approved, then the current end date is the same as the original end date. The end date is the same as the operational closure date which is when all activities for which a Participating Organization is responsible under an approved MPTF / JP have been completed. As per the MOU, agencies are to notify the MPTF Office when a programme completes its operational activities. Please see [MPTF Office Closure Guidelines](#).
⁸ Financial Closure requires the return of unspent balances and submission of the [Certified Final Financial Statement and Report](#).

FINAL PROGRAMME REPORT FORMAT

EXECUTIVE SUMMARY

- In ½ to 1 page, summarise the most important achievements of Programme during the reporting period and key elements from your detailed report below. Highlight in the summary, the elements of the main report that you consider to be the most critical to be included in the MPTF Office Consolidated Annual Report.

The main aim of the Project was to assist the refugees, displaced and Roma residing in Montenegro through the following activities:

- i) conducting a research studies on durable solutions for some 30,000 people residing Konik (suburb of Podgorica, Capital of Montenegro where more than half of displaced/Roma reside) and
- ii) to support the target group in regulating their legal status in Montenegro.

The studies had assessed the problems, challenges and needs of target population by determining the sectors and specific challenges and defining the priority actions and recommendations which once implemented could produce maximum effect.

Despite certain delays in finalization of studies, the findings and recommendations were widely used by many stakeholders. For example, recommendations of the Study were largely used by UN agencies, other donors to Montenegro (such as European Union) and Government partners in developing national strategic framework addressing the issue of Roma and displaced. Thus, it could be said that draft studies has strongly supported the evidence-based policy making in the country. Finally, the studies have been made available for all interested parties, NGOs, CSOs, and the public institutions responsible for Roma and displaced issues.

The support provided to Roma and displaced in obtaining their personal documents and regulating their status in Montenegro had addressed the root causes of the target group poverty.

Both Roma and Displaced are in average three to four times poorer than citizens of Montenegro. The status resolution opened many possibilities for them to benefit from social and employment programmes offered by the State, while at the same time status resolution grants regular access to health, education and other public services is enabled.

The project supported issuance of some 3,500 personal documents and has covered some 20% of the total displaced population caseload.

End beneficiaries of the project are Roma and Displaced residing in Montenegro who will, with legal status regulated have fair chances to get out of vicious cycle of poverty, unemployment and social exclusion other beneficiaries are relevant state institutions who, based on Studies findings can better plan their actions in addressing the issue concerning Roma and displaced.

I. Purpose

- Provide a brief introduction to the programme/ project (*one paragraph*).
- Provide the main objectives and expected outcomes of the programme in relation to the appropriate **Strategic UN Planning Framework (e.g. UNDAF) and project document (if applicable) or Annual Work Plans (AWPs) over the duration of the project.**

The purpose of the project is to provide support for refugees, displaced and domicile Roma in Montenegro in two ways: i) conducting a research study on durable solutions for some 30,000 people residing in Konik and ii) to support the target group in regulating their legal status in Montenegro. The goal is to be achieved in partnership with civil society organizations (CSOs), think tanks and public entities that support vulnerable populations to achieve civil registration and

personal documents needed for the legal status resolution. The complex nature of displacement requires comprehensive activities by all entities in Montenegro, including regional cooperation in the West Balkans; such as cooperation among public services (both central and local) responsible for regulating the status of displaced and those at risk of statelessness.

By assisting vulnerable DPs and IDPs to acquire the legal status in Montenegro, this group of population will be enabled to access basic social security services such as social, employment, educational, health, etc. Thus, it could be said that it is directly contributing towards reducing this population's poverty and social exclusion

II. Assessment of Programme Results

- This section is the **most important in the Report** and particular attention should be given to reporting on **results / and changes** that have taken place rather than on activities. It has three parts to help capture this information in different ways (i. Narrative section; ii. Indicator based performance assessment; iii. Evaluation & Lessons learned; and iv. A specific story).

i) Narrative reporting on results:

From January to December 2012⁹, respond to the guiding questions, indicated below to provide a narrative summary of the results achieved. The aim here is to tell the **story of change** that your Programme has achieved over its entire duration. Make reference to the implementation mechanism utilized and key partnerships.

- **Outcomes:** Outcomes are the strategic, higher level of change that your Programme is aiming to contribute towards. Provide a summary of progress made by the Programme in relation to **planned outcomes from the Project Document / AWP**s, with reference to the relevant indicator(s) in these documents. Describe if final targets were achieved, or explain any variance in achieved versus planned results. Explain the overall contribution of the programme to the Strategy Planning Framework or other strategic documents as relevant, e.g.: MDGs, National Priorities, UNDAF outcomes, etc. Explain who the main beneficiaries were. Highlight any institutional and/ or behavioural changes amongst beneficiaries at the outcome level.

The project directly contributes towards the achievement of Integrated UN Programme outcome 1.3 – “Montenegro reduces disparities and gaps in access to quality health, education and social services, in line with EU/UN standards”, and in a broader sense towards overall Social inclusion goal of: “Montenegrin society that is progressively free of social exclusion and enjoys a quality of life that allows all individuals and communities to reach their full potential.

There were two main project components: i) analytical work on identifying the needs of the target group (Roma, displaced and refugees) and ii) direct support in resolving legal status.

In this regard project contributed to the development of the overall strategic framework as the studies on legal status and social –economic situation of Roma, displaced and refugees had provided source of data for decision makers to develop adequate responses to the concerns raised. In practical terms, the studies were used by the Government in the process of development of National Strategy for Roma, the Strategy and Action Plan for durable solutions of displaced/refugees and a number related programmatic documents (e.g. project documentation addressing housing issues in Konik supported by the EU Instruments for Pre-accession Assistance _IPA).

Direct support in resolving the legal status, addressed the root cause of poverty and exclusion of the target group-lack of adequate personal documents. Regulated legal status through issuance of personal documents for Roma and displaced opened a possibility to benefit from the social security services and employment. Those whose status was legalized have now access to social assistance,

⁹ The Project ended in May 2013, thus the Report covers period December 2010 – May 2013.

employment programmes and regular access to health and education services, and have fair chances to be lifted out of poverty. In other words with the documents issued and the legal status regulated Roma and displaced became legally ‘visible’ and in position to access basic public and social security services

- **Outputs:** Outputs are the more immediate results that your Programme is responsible for achieving. Report on the key outputs achieved over the duration of the Programme , in relation to **planned outputs from the Project Document / AWP**s, with reference to the relevant indicator(s) in these documents. Describe if final targets were achieved, or explain any variance in achieved versus planned results. If possible, include the number of beneficiaries. Report on how achieved outputs have contributed to the achievement of the outcomes and explain any variance in actual versus planned contributions to the outcomes.

The following outputs of the Project were envisaged:

1. Development of Konik studies addressing the issue of legal status and social economic status of Roma, displaced/refugees residing in Konik area
2. Roma and displaced provided support in regulating their legal status in Montenegro through facilitation of issuance of personal IDs.

In relation to **Output 1** sectors covered by the Studies were:

- The study on Durable Solutions for Konik residents including :
 - a. Health; Collected data indicated health risks, main obstacles in accessing health services and degree of satisfaction with health protection services in this area and in general;
 - b. Education; Collected data indicated main obstacles in accessing kindergarten and school, the main challenges children encounter in education and degree of satisfaction with quality of education provided;
 - c. Habitat (housing, environment); The survey outlined the main challenges related to housing and immediate environment in which residents of Konik area live;
 - d. Child and Social protection; The survey addressed the main child and social protection challenges encountered by residents of Konik area;
 - e. Economy (income generation, employment, entrepreneurial activity); The survey provided data on the employment and income generation patterns and main obstacles for accessing labour market for residents of Konik area.

Whenever possible, data were broken down by age, gender, ethnicity, and household type.

- Legal status of Persons living in Konik area: The data collected indicated the current legal status of Konik residents (Montenegrin citizens, foreigners with permanent residence, displaced persons, internally displaced persons or persons at risk of statelessness) including their need of personal documentation to regulate their stay in the country. In order to address the issue of legal status properly, an additional questionnaire was developed and the interviews were held on individual basis with all DP/IDP Konik residents.

The research components and the first drafts of the Studies were produced already in June 2011. Nevertheless, due to unexpectedly long period of consultations with the Government (partly caused by personnel changes in the Government - Ministry of Labour and Social Welfare) the final draft of the studies was produced by mid-2012. Finalization of the Legal study was done in late 2012, while final Study was agreement among the stakeholders was achieved in April 2013 and Study was published in May 2013.

Output 2

The support provided in obtaining personal documentation for Roma and displaced was facilitated in partnership with local partners (NGOs), experienced in the area of legal aid support and status resolution. The following steps were undertaken:

1. With support of UNHCR a local partners (NGO Legal Centre and NGO Kosmet) were identified in facilitating the issuance of personal documentation. The partners were provided financial support (in a form of grants) for the implementation of outreach activities
2. Local partner provided legal aid and information to the target group on procedures for obtaining the documents
3. Direct legal aid support was provided to the individual specific cases of ID issuance
4. Visits to the countries of origin were organized for Roma and Displaced in order to enable access to country of origin local/state authorities and to submit applications for IDs (and other relevant documents) issuance

In terms of results, since November 2011 until April 2013, NGO Legal Centre had supported issuance of 2,875 documents from Serbia. The majority of requests are concerning birth certificates and citizenship certificates.

Also, the NGO had supported issuance of some 175 documents from Croatian authorities.

In the period of February - December 2012, in cooperation with the local partners in Serbia, Bosnia and Herzegovina and Croatia, NGO Legal Centre obtained 1,700 personal documents for displaced and internally displaced persons, such as birth certificates, proof of citizenship, certificate of non-criminal punishment, etc. The geographic distribution is as follows:

- 1,700 documents from Serbia were obtained for internally displaced persons from Kosovo;
- 80 documents were obtained for displaced persons from Bosnia and Herzegovina
- 175 documents were obtained for displaced persons from the Republic of Croatia.

As one of the basic aims of the project was higher number of displaced and internally displaced persons who should have applied for the status of foreigner in Montenegro, with the obtaining of these documents about 1,000 persons gained conditions for submitting the application.

	2011	2012		2013
		1 semester	2 semester	
Documents Serbia	400	975	1000	500
Documents Bosnia	-	80	-	-
Documents Croatia	125	-	50	-
Passports Serbia	-	59	63	-
Passports Croatia	-	-	30	1
Passports Bosnia	-	-	36	-
Documents Kosovo	-	87	11	-
ID Foreigners with regulated status	-	24	23	-
TOTAL Documents issued	525	1225	1213	501

NGO Kosmet, had in a period of July –December 2012 supported issuance of personal documentation for 101 displaced persons from Kosovo and Serbian authorities.

In total, since 2011 through this project, more than 3,500 persons were supported in obtaining personal documents, which represent some 20% of total Roma/Displaced caseload residing in Montenegro.

In addition, more than 10 bus - visits were organized for 228 Displaced/Roma who were, in this, way supported to apply for ID issuance in their countries of origin – Serbia and Kosovo.

- **Qualitative assessment:** Provide a qualitative assessment of the level of overall achievement of the Programme. Highlight key partnerships and explain how such relationships impacted on the achievement of results. Explain cross-cutting issues pertinent to the results being reported on. Has the funding provided by the MPTF/JP to the programme been catalytic in attracting funding or other resources from other donors? If so, please elaborate. For Joint Programmes, highlight how UN coordination has been affected in support of achievement of results.

Despite the fact that the studies were late with its finalization, the findings and recommendations were widely used by many stakeholders. For example, recommendations of the Study were largely used by UN agencies, EU Delegation to Montenegro and Government partners in identifying the actions to be undertaken for resolving the challenges faced by the population residing in Konik area. Both parts of the Study played particularly important role in devising specific actions targeting Konik population, such as development of two Project fiches for Instrument for Pre-Accession (IPA) Funding (both focusing on Konik area) as well as in the process of development of the Action plan for Durable Solutions for Displaced and Refugees

In regard to the Output 2 - support in the process of ID issuance; the results achieved are quite notable. With 20% coverage of the total estimated caseload (of Displaced/Roma) with unresolved status, it could be said that the Project has really contributed towards reduced social exclusion of the most vulnerable ones.

Both Roma and Displaced are in average three-to four times poorer than citizens of Montenegro. The status resolution opens possibilities to address the issues of acute poverty by including them in social and employment programmes offered by the State, while at the same time status resolution grants regular access to health and education services is enabled.

In terms of project implementation Monitoring of the activities was mostly performed by UNDP (administrative and financial) while UNHCR is engaged in monitoring of the field work related activities (documents collection, legal status resolution, free legal aid, bus-visits).

Close cooperation with UNHCR and the Government of Montenegro (Ministry of Labor and Social Welfare and Government's Bureau for care for Refugees (BRC) in all stages of project implementation was in place.

ii) Indicator Based Performance Assessment:

Using the **Programme Results Framework from the Project Document / AWP**s - provide details of the achievement of indicators at both the output and outcome level in the table below. Where it has not been possible to collect data on indicators, clear explanation should be given explaining why.

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
<p>Outcome 1¹⁰ Social norms are changed in order to facilitate age and gender sensitive inclusive attitudes and practices towards vulnerable and excluded populations’</p> <p>Indicator: -Number and type of standards and measures against discrimination and exclusion (including referral mechanisms) integrated into organisational policies and practices in the public sector</p> <p>Indicator:</p> <p>Baseline:</p> <p>Planned Target:</p>			
<p>Output 1.1 Development of Konik studies addressing the issue of legal status and social economic status of Roma, displaced/refugees residing in Konik area</p> <p>Indicator 1.1.1 Conduct studies on Konik area: Recommendations for the development of a comprehensive plan for Konik area, provided to the Government</p> <p>Baseline: No disaggregated socio-economic data and data on legal status of DPs and Roma available for Konik area.</p> <p>Planned Target: Studies on durable solutions and legal status of Konik Residents developed</p>	<p>Two draft Studies in relation to both Legal status of refugees and Durable Solutions for Konik residents (including recommendations), were developed and submitted to the Government partners for their review. Legal status study completed in February 2013</p>	<p>Due to delays in provision of feedbacks by the Government, the final Studies had been finalized in 2013</p>	<p>Studies finalized and published and available on the UNCT website</p>

¹⁰ Note: Outcomes, outputs, indicators and targets should be as outlines in the Project Document so that you report on your actual achievements against planned targets. Add rows as required for Outcome 2, 3 etc.

<p>Output 1.2 Roma and displaced provided support in regulating their legal status in Montenegro through facilitation of issuance of personal IDs</p> <p>Indicator 1.2.1 NGO partners selected; support provided to the beneficiaries in obtaining personal documents</p> <p>Baseline: 50% of DPs from Croatia and Bosnia-Herzegovina and 70% of IDPs from Kosovo with unresolved legal status in Montenegro</p> <p>Planned Target: DP population from Croatia, Bosnia and Kosovo, residing in Montenegro, supported in obtaining the documents as precondition for legal status resolution</p>	<p>Approximately 3,500 cases of displaced population and Roma requests for obtaining personal documentation positively resolved</p>		<p>Personal document issued for 3,500 beneficiaries NGOs' and UNHCR Reports</p>
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iii) Evaluation, Best Practices and Lessons Learned

- Report on any assessments, evaluations or studies undertaken relating to the programme and how they were used during implementation. Has there been a final project evaluation and what are the key findings? Provide reasons if no programme evaluation have been done yet?
- Explain challenges such as delays in programme implementation, and the nature of the constraints such as management arrangements, human resources etc. What actions were taken to mitigate these challenges? How did such challenges and actions impact on the overall achievement of results? Have any of the risks identified during the project design materialized or were there unidentified risks that came up?
- Report key lessons learned and best practices that would facilitate future programme design and implementation, including issues related to management arrangements, human resources, resources, etc. Please also include experiences of failure, which often are the richest source of lessons learned.

The Output 1 has been finalized with significant delay. Due to unexpectedly prolonged consultations with the Government (Ministry of interior), due to personnel changes in the Ministry of Labor and Social Welfare, as well as later on early elections held in October 2012, the finalization of the Studies was postponed the Studies finalization for 2013.

Following the outcome of the Elections and election of the new Government, intensive coordination with Ministries took place in order to finalize the work on the Studies. Until 28th February, the UN team managed to finalize the Legal Status Study was finalized. The Study on Durable Solutions was finalized in April 2013.

Both studies were published at the UNCT website:

http://www.un.org.me/uploads/Documents/2013/ENG_Study%20on%20durable%20solutions_Konik.pdf

In terms of work on ID issuance - it is worth of mentioning that the obtaining valid travel documents from the country of origin create serious obstacles for persons who are not able to travel outside Montenegro (and they currently reside in Montenegro). This problem is particularly visible with Roma population who are not able to prove their citizenship, either they were never registered at birth or their documents were lost / destroyed during the conflict.

Part of the problem had been solved by organizing the bus 'go and see' visits, which in addition to supporting ID issuance process (in many instances the application with local authorities must be done in person), but also provides opportunity for displaced to visits their country of origin, their birthplace (place of residence prior to a conflict) thus contributing to the overall process of repatriation.

iv) A Specific Story (Optional)

- This could be a success or human story. It does not have to be a success story – often the most interesting and useful lessons learned are from experiences that have not worked. The point is to highlight a concrete example with a story that has been important to your Programme.
- In ¼ to ½ a page, provide details on a specific achievement or lesson learned of the Programme. Attachment of supporting documents, including photos with captions, news items etc, is strongly encouraged. The MPTF Office will select stories and photos to feature in the Consolidated Annual Report, the GATEWAY and the MPTF Office Newsletter.

Problem / Challenge faced: Describe the specific problem or challenge faced by the subject of your story (this could be a problem experienced by an individual, community or government).

Programme Interventions: How was the problem or challenged addressed through the Programme interventions?

Result (if applicable): Describe the observable *change* that occurred so far as a result of the Programme interventions. For example, how did community lives change or how was the government better able to deal with the initial problem?

Lessons Learned: What did you (and/or other partners) learn from this situation that has helped inform and/or improve Programme (or other) interventions?