

Seeking Care, Support and Justice for Survivors of Conflict Related Sexual Violence in BiH
MPTF OFFICE GENERIC FINAL PROGRAMME NARRATIVE REPORT
REPORTING PERIOD: September 2015 – August 2017

Programme Title & Project Number <ul style="list-style-type: none"> Programme Title: Seeking Care, Support and Justice for Survivors of Conflict Related Sexual Violence in BiH Programme Number (if applicable) MPTF Office Project Reference Number: 00091268 		Country, Locality(s), Priority Area(s) / Strategic Results													
Participating Organization(s) <ul style="list-style-type: none"> IOM UNDP UNFPA UN Women 		<i>Country/Region</i> Bosnia and Herzegovina <i>Priority area/ strategic results</i> UNDAF Outcome 1: By 2019, access to justice, non-discrimination and equality under the rule of law is improved. UNDAF Outcome 13: System of public services and CSOs strengthened to respond better to the rights of survivors of CRSV.													
Programme/Project Cost (US\$)		Implementing Partners <ul style="list-style-type: none"> National counterparts (government, private, NGOs & others) and other International Organizations Human Rights Center Mostar, Association of Citizen “Buducnost” Modrica, Legal Aid Center for Women Zenica, SULKS – Section of Women Camp Detainees, Association Sehara, Association Nas Glas, Association Zvezda Vares, Udruženje žena Maja Kravica, Partnership for Public Health													
<table border="1"> <tr> <td>Total approved budget as per project document:</td> <td>USD 4,144,441</td> </tr> <tr> <td>MPTF /JP Contribution: <i>by Agency (if applicable)</i></td> <td>IOM USD 354,068 UNDP USD 390,673 UN WOMEN USD 412,226 UNFPA USD 574,510</td> </tr> <tr> <td>Agency Contribution • <i>by Agency (if applicable)</i></td> <td>UN WOMEN USD 60,000 UNFPA USD 64,748.10</td> </tr> <tr> <td>Government Contribution <i>(if applicable)</i></td> <td>RS Gender Center USD 9,829</td> </tr> <tr> <td>Other Contributions (donors) <i>(if applicable)</i></td> <td>UN ACTION USD 500,009 UK USD 418,376</td> </tr> <tr> <td>TOTAL:</td> <td>USD 2,719,691</td> </tr> </table>		Total approved budget as per project document:	USD 4,144,441	MPTF /JP Contribution: <i>by Agency (if applicable)</i>	IOM USD 354,068 UNDP USD 390,673 UN WOMEN USD 412,226 UNFPA USD 574,510	Agency Contribution • <i>by Agency (if applicable)</i>	UN WOMEN USD 60,000 UNFPA USD 64,748.10	Government Contribution <i>(if applicable)</i>	RS Gender Center USD 9,829	Other Contributions (donors) <i>(if applicable)</i>	UN ACTION USD 500,009 UK USD 418,376	TOTAL:	USD 2,719,691	Programme Duration	
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		Start Date:	15 Sept. 2014												
		Original End Date	31 August 2017												
		Actual End date	31 August 2017												
		Have agency(ies) operationally closed the Programme in its(their) system?	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>												
		Expected Financial Closure date ¹ : May 2018													
Programme Assessment/Review/Mid-Term Eval.		Report Submitted By													
Evaluation Completed <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Date: <i>March 2017</i> Evaluation Report - Attached <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Date: <i>March 2017</i>		<ul style="list-style-type: none"> Name: Gabrijela Jurela Title: ad-interim Joint Project Manager Participating Organization (Lead): UNFPA Email address: jurela@unfpa.org 													

¹ Financial Closure requires the return of unspent balances and submission of the [Certified Final Financial Statement and Report](#).

ACRONYMS

BD	Brcko District
BIH	Bosnia and Herzegovina
CSOs	Civil Society Organizations
CRSV	Conflict-related Sexual Violence
FB	Facebook
FLA	Free Legal Aid
FBIH	Federation of Bosnia and Herzegovina
GBV	Gender Based Violence
IDP	Internally Displaced Person
IOM	International Organization for Migration
MHRR	Ministry of Human Rights and Refugees of BiH
MPTF	Multi Partner Trust Fund
NGOs	Non-Governmental Organizations
OHCHR	Office of the High Commissioner for Human Rights
PTSD	Post-trauma stress disorder
PUNO	Participating United Nations Organizations
RS	Republika Srpska
SOP	Standard Operating Procedures
ToT	Training of Trainers
UK	United Kingdom
UN	United Nations
UNCT	United Nations Country Team
UNDAF	United Nations Development Assistance Framework
UNDP	United Nations Development Programme
UNFPA	United Nations Population Fund
UNJP	United Nations Joint Programme
UNRCHCO	United Nations Resident Coordinator and Humanitarian Coordinator's Office
UNSG	United Nations Secretary General
USA	United States of America
VWS	Victim/Witness Support

EXECUTIVE SUMMARY

This reports reflects the overall outcome of a multi-year, multi-sectorial and multi-agency programme. One of the most visible achievements of the Joint UN Programme is the lasting impact in three programmatic **pillars**: a) Empowerment of individuals and improving the quality of their lives through access to rights and claims, including associated public services aimed at alleviating their trauma and suffering; b) Strategic capacity building of public service providers to support survivors; and c) High-level and grass-roots advocacy for inclusive, non-discriminatory policies and public attitudes towards CRSV survivors, and local community mobilization of youth leaders to alleviate stigmatization and societal exclusion of survivors.

More than 200 persons from about 50 institutions and 30 NGOs have been involved in this consultative process that has led to several advancements: in Republika Srpska (RS) **a new law has been drafted to re-open the application procedure to gain the status of victim of torture**, which gives right to compensation and rehabilitation. The Draft Law is currently discussed at the RS National Assembly. If adopted, it will reopen the application procedure that was closed in 2007 and for the first time will specifically recognize CRSV survivors as right-holders. **Access to free legal aid was extended to more rural and remote areas** in 4 Cantons/Districts through free legal mobile aid teams, reaching 78 CRSV survivors and more than 1,942 other vulnerable beneficiaries. Capacities of FLA and victim/witness support (VWS) providers - in terms of renovation of premises, provision of IT equipment, office supplies and training of staff - have been enhanced in more than 7 locations and one new FLA. Also, 140 prosecutors, judges, police officers, free legal aid (FLA) providers and victim/witness support officers (VWS) have acquired better knowledge on CRSV survivors' rights and standards for processing of war crimes cases involving sexual violence.

The Programme initially planned to build capacities of **90** health and psychosocial support providers **in 3 locations**, but through targeted advocacy we managed to include **40 locations and reach 358 service providers**, forming the backbone of a referral support network for CRSV. In parallel, Programme developed **Stigma Alleviation Plan (SAP)** – it integrates PSVI Principles for Global Action on Tackling the Stigma of Sexual Violence in Conflict. The SAP was officially launched at the **Conference on Stigmatization of Survivors of Conflict-related Sexual Violence: Civic Engagement and Responsibility for Stigma Alleviation in Local Communities in BiH**, on October 4th 2017, in the presence of the BiH Ministry of Human Rights and Refugees and the SRSG – SVC Ms. Pramila Patten. On the basis of the SAP, **pilot municipalities of Bijeljina, Gorazde and Sanski Most** have taken direct ownership over both the issue of stigma prevention and the solution: youth leaders and activists engaged in public awareness campaigns (traditional and social media, public lectures), mobilizing decision-makers and religious leaders in support to the cause, raising awareness of local first-line responders on the issue, etc. Activities involved youth, **clergy members from four main confessions present in BiH (Islam, Catholic and Orthodox Christianity, Judaism)**, civil society, women's groups and associations, civil servants, politicians, etc. A total of **350 persons directly participated in the activities** aimed at alleviating stigmatization in pilot communities, while the awareness raising campaign reached 20,000 people. On June 29th, 2017 on the occasion of the 20th anniversary of the **BiH Interreligious Council**, the leaders of the Orthodox, Islamic, Jewish and Catholic communities signed a **landmark declaration denouncing stigmatization of survivors of sexual violence in war**, calling religious leaders in local communities to actively fight against social exclusion and condemnation of survivors of sexual violence. This major breakthrough has been lauded by the SRSG - SVC Patten and by the UK Foreign Secretary, Mr. Boris Johnson. The signing of the Declaration has paved the way for more intensive work with religious communities, which are being trained on first contact with CRSV survivors as well as on delivering sermons denouncing any form of stigmatization of the victims.

The empowerment of individuals and improving the quality of their lives through economic empowerment and support to local survivor associations and their leaders resulted in several individuals

standing out as leaders in their communities. Small associations became vocal and to took an active role in representing the associations' members before government authorities. **Three economic empowerment schemes have been set up in Bratunac, Brcko and Gorazde, involving 87 survivors and their families in the productive value chains in micro business, agriculture and textile industry. Economic rights have been embedded in the revised and newly adopted legislation in Federation BiH and Republika Srpska respectively, and comprehensive analysis and policy proposals have been developed in collaboration with the relevant ministries and local authorities for the active labor market measures targeting CRSV survivors specifically.**

I. Purpose

UNDAF Outcome 1: By 2019, access to justice, non-discrimination and equality under the rule of law is improved.

UNDAF Outcome 13: System of public services and CSOs strengthened to respond better to the rights of survivors of CRSV.

Overall Outcome: Access to justice, care, empowerment and reparations for the survivors of CRSV, and their families, enhanced in line with UN and European standards.

- **Outcome 1.** Evidence-based targeted intervention facilitates design of CRSV relevant policies and provision of CRSV sensitive practice and service delivery.
- **Outcome 2.** Comprehensive care and support services (in accordance with UN and European standards) are more effective, responsive and accessible.
- **Outcome 3.** Equal access to reparations is advanced at all levels.
- **Outcome 4.** Outreach and advocacy programmes to combat stigmatization and ensure equality of citizens and social reintegration, are developed in co-operation with all relevant stakeholders.

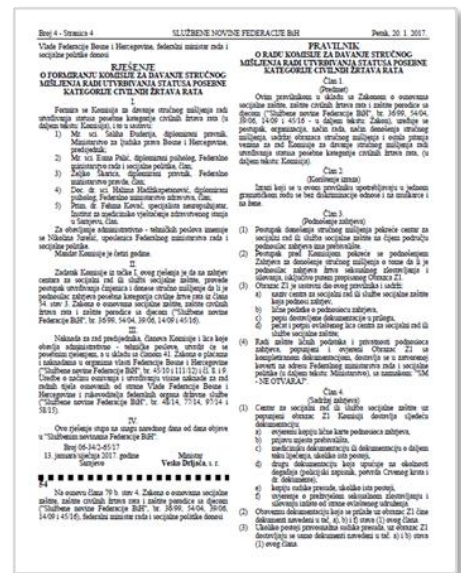
II. Assessment of Programme Results

i) Narrative reporting on results:

Since the project onset in September 2014, through the combined efforts of four Agencies – IOM, UNDP, UNFPA and UN Women – and thanks to support of multiple donors – the UN Action Against Sexual Violence in Conflict, UK and Canadian Governments – evident progress has been achieved when it comes to granting access to rights and services to CRSV survivors across BiH, improving the quality and accessibility of services as well as reducing the impact of stigma against CRSV.

- Access to rights and benefits

Amended legislation and new procedures to acquire the status of civilian victim of war have eased survivors' access to rights in the FBiH and in BD. In both territories, in 2016, governmental commissions were established to grant the status of "civilian victims of war – special category" to CRSV survivors, thus substituting previously existing procedures which had become obsolete and ensuring a more equal review of applications. In 2017, both commissions became operational: members were selected, Rules of Procedure developed and the budget for their basic functioning was approved. Centers for social work and municipalities started accepting applications for the status across the FBiH and in BD; 43 and 6 CRSV applications have been completed in FBiH and BD, respectively since 2017. In 2017, both commissions became operational: members were selected, Rules of Procedure developed and the budget for their basic functioning was approved. Centers for social work and municipalities started accepting applications for the status across the FBiH and in BD; 40 and 8 CRSV applications have been completed in FBiH and BD, respectively since 2017. In total, 43 survivors received the status



Rules of Procedure of FBiH status-granting commission

(36 in the FBiH and 7 in BD), while 4 requests got negative answers in FBiH and 1 in BD. During this first year of work of the two commissions, IOM worked alongside the FBiH Ministry of Labor and Social Welfare and BD Government to address a number of procedural issues that had arisen. Thanks to IOM support, centers for social work and municipalities have improved understanding of the new procedures and required documentation that needs to be collected ex officio and submitted to the FBiH Commission; budgetary issues preventing commissioners to meet in BD or travel in the FBiH have or are being addressed; and two-way communication has been established with non-governmental organizations (NGOs) and associations of survivors to overcome problems flagged by the latter.

In RS, where CRSV survivors have limited chances to acquire the status of civilian victim of war due to restrictive criteria, the RS Government had tasked an inter-ministerial working group to draft a new law that would re-open the application process and include categories of survivors excluded so far. In 2017, the Government of Republika Srpska (RS) approved the draft 'Law on Protection of Victims of War Torture' and secured funding for its implementation in the 2018 budget. The draft Law regulates the requisites and procedure for acquiring the status of victim of torture as well as the rights that stem from the status. The definition of 'victim of war-time torture' includes camp inmates and victims of conflict-related sexual violence (CRSV) as well as other victims of war-related torture. The law not only opens the opportunity to CRSV survivors to apply, but also extends the list of rights, including the right to special employment programmes, which is only reserved to this category of survivors. This right has been introduced thanks to coordinated lobbying efforts by the RS Gender Center and UN Women and aims to introduce a transformative element in the list of benefits survivors are entitled to. Despite the very positive developments, the text still presents some shortcomings and potentially discriminative clauses, which will hopefully be addressed and resolved in the coming period through public debates and targeted advocacy.

When it comes to the FBiH, **one canton has adopted, and two cantons drafted amendments to bring cantonal legislation more in line with the FBiH 'Law on Social Protection, Protection of Civilian Victims of War and Protection of Families with Children' (Framework Law), which disciplines the access to rights and services for all civilian victims of war, including CRSV survivors.** This is important since FBiH legislation is mostly implemented through the Cantons and, so far, many of them have not ensured harmonization of their legislation with the FBiH Framework Law. Sarajevo Canton adopted an amendment of the Law on Free Legal Aid allowing CRSV survivors to get free access to legal support. Similar amendments have been drafted in Tuzla-Doboj and Bosnia-Podrinje Cantons. In addition, in Tuzla-Doboj Canton the cantonal Free Legal Aid Agency has already started *de facto* providing services to survivors. In Bosnian-Podrinje Canton (BPC), implementation of the Government workplan for advancing the enactment of the FBiH Framework Law and addressing CRSV survivors' needs is ongoing. As reported by Mr. Zuga, BPC Minister of Education, Youth, Science, Culture and Sport at the last Steering Committee meeting, amendments have been drafted for exempting survivors from payment of administrative and court fees, as well as for officially granting them free legal assistance (*de facto*, the FLA Agency already received the instruction to provide it). These amendments show a positive trend; however, we are still far from a complete harmonization of legislation and its implementation across the FBiH.



Amendment to Sarajevo Canton Law on Free Legal Aid extending access to free legal advice to CRSV survivors



Workshop with associations of survivors from Republika Srpska

Given the substantial changes brought about by legislative amendments and the establishment of novel status-granting bodies, government authorities and IOM experts joined efforts to ensure that survivors across the country are informed about

the changes. In 2017, **more than 200 survivors have received information on the new application procedures in the FBiH and in BD and on the changes foreseen by the RS draft ‘Law on Protection of Victims of War Torture’**. Survivors’ associations have also received training on advocacy and communication, with the objective of strengthening their capacity to monitor the implementation of the recent legislative changes and effectively voice any concern of their members.

From 2-4 October 2017, **Pramila Patten, SRSG – SVC, visited BiH** to participate to the conference entitled Stigmatization of Survivors of Conflict-related Sexual Violence: Civic Engagement and Responsibility for Stigma Alleviation in Local Communities across Bosnia and Herzegovina. The visit raised BiH institutions’ awareness of the need to guarantee CRSV survivors’ equal access to justice, redress and compensation and to advocate for changes in law and practice across the country. On the occasion of this visit, Ms. Patten met with the BiH Minister of Human Rights and Refugees (MHRR), Semiha Borovac. Ms. Borovac reiterated the MHRR commitment to re-launch the process of drafting a **State law on torture**, which would provide the right to reparations to all survivors of war time torture on equal grounds, regardless of their place of residence or ethnicity. The commitment has been also confirmed during the [BiH Delegation presentation of the 6th Periodic Report front of the Committee Against Torture \(CAT\) on 13 November 2017](#). At the end of 2017, the draft has been published for public consultations. Although this represents a positive development which could give further impulse to the harmonization of legislation defining the rights of civilian victims of war at all governmental levels, the draft still does not have the support of the Entity of RS. This undermines the possibility that the text is submitted to the BiH Government and Parliament for approval.



Meeting between the SRSG - SVC Patten and the Minister of Human Rights and Refugees of BiH Borovac, Sarajevo, October 2017

- *Improved quality and sensitivity of care and support services*

In 2017, UN Agencies further strengthened BiH institutional capacities to respond to the needs of CRSV survivors across the country, improving the knowledge of more than 250 health care, psychosocial support and justice sector professionals across around 40 locations and completing the piloting of economic empowerment schemes in 3 locations.



Meeting of the RS inter-ministerial working group for the development of education materials for psychosocial support professionals

When it comes to the **medical and psychosocial support sectors**, line ministries in both Entities, RS and FBiH, are now provided with resource packages, training programs and ToT (trainers of trainers) pools for continued education of professionals working in medical and mental health institutions including social welfare centers. With contribution from multiple donors, a total of 238 medical professionals and social workers in 38 municipalities have been educated on establishing first contact with survivors and providing them with targeted services. In addition, in the three pilot locations of Gorazde, Brcko and Banja Luka, medical institutions have been

equipped with protocols defining standard procedures to be adopted in GBV and CRSV cases. The geographical extension of this intervention beyond the three initial target



Opening of Domaljevac free legal aid office

locations was made possible through continued contribution of the UK Government (phase IV). If additional resources will be available, UNFPA plan is to extend trainings and protocols to all medical care and mental health institutions across 50 municipalities by 2020. Abovementioned trained ToT pools of experts will ensure the replicability of knowledge even when the project intervention winds down.

In the **justice and security sector**, in 2016, focus was placed on strengthening the outreach and institutional capacities of free legal aid (FLA) providers and to a minor extent of victim/witness support (VWS) offices. **Access to free legal aid was extended to more rural and remote areas** in 4 Cantons/areas (Doboj area, Herzegovina – Neretva, Zenica-Doboj and Central-Bosnia Cantons for a total of 19 municipalities) through free legal mobile aid teams, outreach and cooperation agreements with public institutions and civil society, **reaching 78 CRSV survivors and more than 1,942 other vulnerable beneficiaries**. Capacities of FLA and VWS providers have been further strengthened through infrastructural upgrades, provision of equipment, orientation training for new staff - including for the first-time elements on CRSV cases -, sharing of experiences at the regional level, training on stress management and further education on judicial compensations claims in criminal proceedings². Institutionalization of FLA and justice & security capacity building will be conducted in 2017, in collaboration with the Ministry of Justice of BiH.

With further funding from the UK Government, work in this sector has continued throughout 2017 with focus on strengthening free legal aid. As for the health and psychosocial support sectors, **resource packages and training programs have been developed also for the justice sector**, putting the basis for education of free legal aid staff in the field. Capillary training of field staff and the establishment of an expert pool of trainers for knowledge replication are planned for 2018-19, pending approval of further funding from the UN Action. UNDP plans to further fundraise for extending this intervention also to victim/witness support offices within courts and prosecutors' offices and to the law enforcement institutions.

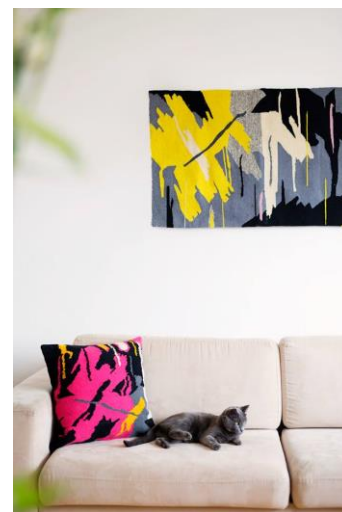
In three locations, Bratunac, Brcko and Gorazde, pilot **economic empowerment** schemes have been concluded, involving around 80 beneficiaries and around 150 family members of CRSV survivors, members of other marginalized groups such as civilian victims of war, and victims of domestic violence. In Bratunac,



Beneficiary of Bratunac economic empowerment scheme with equipment purchased with the UN micro-credit grant

thanks to training on business planning and administration and a small grants scheme, 26 beneficiaries³ started or expanded small individual or family businesses. Businesses ranged from fruit or vegetable production, bee-keeping and dairy production, to services, such as dance and gymnastics classes. In Brcko, quality equipment and improved knowledge in greenhouse production allowed 24 beneficiaries⁴ to grow a total production of 13,135 kg tomatoes, cucumbers and peppers, making a total profit of 19,500 BAM only in the months of June and July⁵. In Gorazde, 28 women have learnt or improved their

knowledge of weaving with the traditional kilim technique on ordinary manual looms or semi-automatic ones. Two beneficiaries have been employed by the French-Bosnian company Woolfabrique for the production of pillow cases destined to a hotel in Sarajevo and their monthly income has increased (this was



Products of the QVA collection from Gorazde economic empowerment scheme

² The education session was based on TRIAL report "Compensating survivors in criminal proceedings: perspectives from the field".

³ 24 CRSV survivors and 2 vulnerable persons, all female.

⁴ 10 CRSV survivors and 14 other civilian victims of war, of which 15 are women

⁵ The months of August and September were probably equally if not more productive. Unfortunately, for lack of resources and because of the end of the project funding the economic schemes, it was not possible to monitor the production afterwards. UN Women plans to do so through a new application to UN Action.

yet the first employment, and more is to follow). In addition, a new brand, has been developed for the association and its beneficiaries who have not met the standards and requirements of Woolfabrique: [OVA Handmade Products](#). A collection of three items available in different color combinations has already been developed and launched at the 2017 Diplomatic Winter Bazaar and through social media. Products are currently being sold online and in a concept store in Sarajevo old town.

A preliminary assessment of the schemes has shown that beneficiaries have increased their monthly income and taken an active role and ownership over their business – although it is early to have a complete picture, since impact can only be measured in the long term. In addition, survivors have reported positive effects on their knowledge, practice and attitude to business. While baseline assessments showed survivors were very reluctant to enter the business world and the labor market, the use of intermediaries and accompaniment throughout the process with occupational group therapy and psychosocial support have delivered some results: in Gorazde, survivors reported they feel ready to work in cooperatives (53% of participants) or in their own businesses (18%); in Bratunac, they



Beneficiary of Brcko economic empowerment scheme controlling the tomato production started with UN support

showed optimistic views concerning future operations, having new ideas for business (65%) or willingness to operate in the same branch (35%), either with current capacities (52%) or by expanding their business (44%). In Brcko, the extension service company responsible for technical advisory in the field, reported that most beneficiaries are willing and have the means to continue the production and have generally responded very positively to the intervention. Considering the average advanced age of survivors and their vulnerable health conditions, this is a remarkable result. Although most beneficiaries have a vision concerning future entrepreneurial undertakings, many of them are still not prepared to actively enter the market, interact and negotiate with stakeholders (customers, suppliers, financial institutions, legal government representatives etc.). Further work will be necessary to work on this element and ensure sustainable and trusted connections with suppliers and customers. Also, despite the fact that beneficiaries largely stated they would be willing to apply again or encourage their children to apply to similar programs, most of them are reluctant to do so if these are run by public institutions. Further trust building is necessary, thus, in view of establishing institutional economic empowerment programmes.

Furthermore, in a pilot attempt to tackle the trans-generational consequences of CRSV, 26 children of survivors have been involved in activities aimed at increasing their employability (life skills, job searching, CV writing, preparation for interviews, etc.), activities which had immense success and created more demand.

With regard to the integration of the employment sector in a comprehensive service provision system, analysis conducted by UN Women demonstrated that survivors do not enjoy their right to preferential treatment in employment, despite the fact that this provision is included in legislation in both BD and the FBiH. To ensure the enjoyment of economic rights for the survivors in each entity, **three road maps were developed for governments in FBiH, RS, and BD to use which presuppose amending of legislation, capacity building and establishing of referrals.** The maps are planned to be implemented under a new phase of the project in close cooperation with employment related institutions in the two entities and Brcko District.

Through the lens of economic empowerment, safe spaces have also been created for the group to give and receive support and increase social and inter-ethnic cohesion. Thanks to the schemes, survivors have reported they feel more empowered and noted that relations with family members have improved. The

schemes gave them “the strength to fight for themselves and for their children”⁶, as well as a wish to help other survivors. A lesson learnt from this intervention is that economic empowerment – beyond the monetary element - has positive impact on alleviating survivors’ self-stigma.

Public authorities have shown great interest and support to the initiative. Notably, the RS Gender Center co-financed one of the schemes and one municipality established a working group to select beneficiaries and monitor the impact of the scheme. The RS Gender center had secured additional funds to support the scheme in Bratunac, enabling participants to meet and plan new activities under the scheme. If further resources are made available by donors, UN Women intends to build upon this experience and support the institutionalization of economic empowerment programmes.

Finally, when it comes to the assistance provided to survivors through **survivors’ associations**, it has to be noted that capacity building on project development and management organized by UN Women in 2015 and 2016 gave some first results: one of the trained associations applied for the first time to a local call for proposals and was selected amongst the winning grantees. The association was also selected to participate in a crowdfunding academy organized by UNDP through a different project, where it won two prizes for the best product presentation and the best campaign. As previously mentioned, survivors’ associations’ leaders involved in several activities of the project have become more vocal in advocating for their rights as well as in representing their associations’ members. This is particularly evident in the more prominent role they have attained in the meetings of the CSOs Group and through their representative to the Steering Committee.

“The silence on CRSV brought injustice upon those who experienced it. This injustice made me step up and speak publicly about this social taboo and become a human rights advocate, especially for the women survivors of sexual violence during war. [...] We are not hiding anymore, we are proud!”

(Mirsada Terzic, Nas glas association and Representative of the CSOs Group to the Steering Committee, [Interview with UN Women](#))

- Stigma alleviation and awareness raising

The work conducted in 2016 by the UN Agencies to combat stigma towards CRSV and raise awareness amongst key stakeholders, such as health professionals, the media, youth, academia and the general public has converged into a holistic programme, developed in 2017 by UNFPA upon extensive consultations with stakeholders on the ground. The **Stigma Alleviation Plan (SAP)** also integrates the PSVI Principles for Global Action on Tackling the Stigma of Sexual Violence in Conflict. The SAP was officially launched at the **Conference on Stigmatization of Survivors of Conflict-related**



BiH Stigma Alleviation Plan cover



Conference on stigmatization of CRSV survivors, 4 October 2017

Sexual Violence: Civic Engagement and Responsibility for Stigma Alleviation in Local Communities across BiH, on October 4th 2017, in the presence of the BiH Ministry of Human Rights and Refugees and the SRSB – SVC Ms. Pramila Patten. On the basis of the SAP, pilot municipalities of Bijeljina, Gorazde and Sanski Most have taken direct ownership over both the issue of stigma prevention and the solution: young community leaders and activists have engaged in a number of activities, ranging from public awareness



Poster of one of the theater plays on CRSV

⁶ UN Women evaluation report “Economic Empowerment of CRSV Survivors in BiH”.

campaigns through traditional and social media to public lectures, mobilizing government decision-makers and religious leaders in support to the cause, raising awareness of local first-line responders on the issue, etc. Activities involved youth, clergy members from three main confessions present in BiH (Islam, Catholic and Orthodox Christianity), civil society, women's groups and associations, civil servants, politicians, etc. As a result, a total of 350 persons directly participated in the activities aimed at alleviating stigmatization in pilot communities, while the awareness raising campaign reached 20,000 people.

In addition, on June 29th, 2017 on the occasion of the 20th anniversary from the foundation of the **BiH Interreligious Council**, the leaders of the Orthodox, Islamic, Jewish and Catholic communities signed a **landmark [declaration denouncing stigmatization of female and male survivors of sexual violence in war](#)** and calling religious leaders in local communities to actively fight against social exclusion and condemnation of survivors of sexual violence. This major breakthrough has been lauded by the [SRSG - SVC Patten](#) and by the [UK Foreign Secretary, Mr. Boris Johnson](#). The signing of the Declaration has paved the way for more intensive work with religious communities, which are being trained on first contact with CRSV survivors as well as on delivering sermons denouncing any form of stigmatization of the victims.



The leaders of the four main religious communities of BiH sign the Declaration denouncing stigma against CRSV, Sarajevo, June 2017

Although these latest activities have been mostly financed by the Government of the UK additional contribution made available in March 2017 (phase IV), these achievements would have not been possible without the intensive preparatory work conducted under the UN Action grant and the MPTF project with funding from Canadian Government and previous phases of UK funding.

- **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 of the fact that it took more than 20 years to BiH authorities to address the needs of CRSV survivors and their children, positive moves have been finally made. After a long time, society started to talk about CRSV and governments made some concrete steps to uphold CRSV survivors' rights.

ii) Indicator Based Performance Assessment:

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
<p><u>JP Overall Outcome</u></p> <p>Indicator [IOM, UNFPA, UNDP, UN Women]: 3 locations with fully functioning CRSV Support Network (adapted and tested model of full and comprehensive support network provision to CRSV survivors).</p> <p>Baseline:</p> <p>a) 12 locations where GBV support network model is developed</p> <p>b) 5 locations where Medical Referral Mechanisms are developed.</p> <p>Planned Target: 3 locations with comprehensive CRSV support network, by the end of 18 months.</p>	<p>In 3 locations (Banja Luka/Bratunac, Gorazde, Brcko) service providers, which are part of the support network, have improved capacities and protocols to address CRSV survivors' needs in the health sector, work is on-going in the justice, psycho-social and employment sectors. The Support Network Model is in development.</p> <p>With regards to the employment sector, three roadmaps for institutions have been developed and are to be implemented through a new phase of the project. A total of 90 beneficiaries and at least twice as many family members have benefitted from the three schemes.</p>	<p>With regard to the employment sector, part of the work has taken a different turn from initially envisaged. Namely, UN Women foresaw the broadening of the scope of referral mechanisms by integrating employment bureaus, which was planned to be done in cooperation with a project developed and implemented by four NGOs. Two are the reasons for this change of approach: one was the general direction of the work on referrals, focusing on building capacities vertically in single sectors, and the second was the fact that analysis conducted by UN Women demonstrated that survivors do not enjoy their right to preferential treatment in employment, and thus, working only on integrating employment bureaus horizontally would not have the necessary impact.</p> <p>With regard to the justice sector, focus was initially put on strengthening the capacities of FLA and VWS service providers; in late 2016 and 2017, capacitation of FLA was aligned with the health and psycho-social support sectors through the development of resource packages. The activity has been slightly delayed due to unavailability of the working group members who were busy with providing answers to the EU questionnaire due in 2017.</p>	<p>Resource packages, Training of Trainers (ToTs) and training materials, 'Report Delineating an Optimal Referral Model for Comprehensive Support Services to Conflict-Related Sexual Violence Survivors in BiH'. UN Women assessment of impact report which covers all three schemes</p>

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
Outcome 1 Indicator [IOM, UNFPA, UNDP, UN Women]: Number of capacity needs assessments and review of types of services required for CRSV survivors available Baseline: Information on number and types of services is scattered and out dated Planned Target: Information hubs in 3 locations contain information on existing services, and their capacities and are updated on annual basis. Databases are used by authorities for design of CRSV policies in health, employment and justice sectors.	Assessments completed: 1. Assessment of available data and capacities of providers of services for CRSV survivors; 2. Mapping of CSOs and victims' associations; 3. Mapping of existing economic schemes for survivors of CRSV; 4. Research on socio-economic impediments to reintegration of CRSV survivors in the society.	Data has been collected and databases/reports developed. However, due to the high sensitivity of data included, results were only shared in aggregated manner with relevant policy- and decision-makers	IOM database on data holders and service providers' capacities; IOM report 'Reparations for Survivors of Conflict Related Sexual Violence (CRSV) in Bosnia and Herzegovina: Analysis of services and data holders, in view of moving forward'; UN Women/UNFPA Study on Masculinities and GBV in BiH; UN Women report 'Mapping of CSOs Associations of Survivors working with Survivors of CRSV in BiH', UN Women report 'Mapping of Existing targeted Economic Empowerment Schemes for CRSV Survivors'; UN Women/UNFPA Report 'Social and Economic Rights of Conflict Related Sexual Violence Survivors in BiH, Obstacles and Challenges', UNFPA Compendium, UNFPA Resource Packages for health and Psychosocial Support (RS, FBIH); UNDP Resource package for FLA providers; Protocols for health care services in Banja Luka, Brcko and Gorazde; UN Women report 'Guidelines on Protection and Exchange of Personal Data of CRSV Survivors'.
Output 1.A Indicator 1.1.a [UNFPA, UNDP, UN Women]: Minimum standards, protocols and action plans are in place in 3 locations and are used appropriately by key stakeholders to plan all needed services to support CRSV. Baseline: Minimum standards, protocols and action plans exist but are incomplete. Planned Target: Minimum standards, protocols and action plans are used appropriately in all 3 target locations.	Minimum standards (resource packages) for health, free legal aid and psychosocial support developed and endorsed by relevant line ministries.. Pools of trainers established and provided with educational tools and materials to continue training new staff. Protocols for health care institutions developed and endorsed in 3 locations.	See JP Overall Outcome indicator	
Indicator 1.1.b [IOM, UNFPA, UNDP, UN Women]: Knowledge products available on CRSV. Baseline: Knowledge products exist for some sector/thematic areas. (N/A). Planned Target: Minimum 7 knowledge products available by 2017.	Target Exceeded, 11 knowledge products developed; 1. Assessment of available data and capacities of providers of services for CRSV survivors; 2. Mapping of CSOs and victims' associations; 3. Mapping of existing economic schemes for survivors of CRSV; 4. Research on socio-economic impediments to reintegration of CRSV survivors in the society; 5. Research on stigma against CRSV survivors; 6. Survey on perceptions, attitudes and opinions of medical and social services professionals towards GBV and CRSV issues and survivors; 7. Research on masculinities and gender-based violence against women in BiH;	-	

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
	8. Mapping of media reporting on CRSV; 9. Analysis of FBIH/ cantonal legislation on CRSV rights 10. Regulatory Impact Assessment of FBIH legislation on CRSV rights; 11. Comparative analysis of CRSV legislation (FBIH, RS and BD). 12. Referral model report for CRSV survivors 13. Guidelines on Data Exchange and Management of CRSV files		
Indicator 1.1.c [IOM, UNFPA, UNDP, UN Women]: Reliable data on existent CRSV systems available and data managed. Baseline: No reliable data available. (N/A). Planned Target: Reliable data existing in all 3 target locations in accordance with international standards of data management.	Data gathered in 2015 by IOM across all BiH (and database including all collected data shared with the other UN Agencies. UN Women-UNFPA research on socio-economic impediments has been completed and complements IOM database with qualitative data. Guidelines on data management developed and widely shared with all key stakeholders	-	
Indicator 1.1.d [UNFPA, UNDP, UN Women]: Capacities and coverage of governmental and civil society capacities, services, infrastructures, and referral mechanisms are enhanced in all 3-targeted locations based on recommendations and best practices deriving from research interventions. Baseline: As determined at the start of activity. Planned Target: Gaps are filled in 3 target locations by 2017.	In the 3 target locations, public health care institutions have improved capacities, internal guiding documents and approaches to address GBV and CRSV thanks to targeted training and localized protocols. Capacity building of the psychosocial support sector is on-going. In 4 additional areas, through small grants, capacities of three CSOs, members of FLA Network have been strengthened for better provision of FLA services. In three locations, schemes for economic empowerment have been set up/initiated. Capacities of four associations of survivors have also been strengthened. These interventions have been informed by recommendations and findings from previously conducted studies.	See JP Overall Outcome indicator	
Output 1.B Indicator 1.2.a [UNFPA]: Compilation of information on CRSV existing practices, standard, stakeholders with harmonized methodology and reliable data. Baseline: Pilot compendium in place. Methodology and software developed.	The compendium has been only partially updated and its launching has been delayed.	Delay in finalization and launch of the compendium is due to delays in the decision on what institution will assume the ownership and host the compendium on their website as well as on the identification of modalities for diffuse data update. The compendium will be launched	

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
Planned Target: Reliable data collection methodology revised and updated if necessary and compendium regularly updated and maintained.		in mid-2018, on UNFPA's website, and it will be offered to BiH MHRR for long term hosting.	
Indicator 1.2.b [UNFPA, UN Women]: Research on masculinities, and violence against women in BiH provides a broad view of masculinities across the BiH and informs the advocacy strategy for UN Baseline: No such study is available for BiH/SEE. Planned Target: Study on masculinities and community values regarding violence, CRSV and GBV is available by 2016.	Research on masculinities finalized.	The research underwent international peer-review, due to sensitive nature of the issues it tackles.	

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
Outcome 2 Indicator [UNFPA, UNDP, UN Women]: Comprehensive care and support services facilitated in target locations in line with EU and UN standards. Baseline: Support and care are available for CRSV victims in BiH, however currently highly fragmented and not reaching all survivors. Planned Target: Comprehensive care models facilitated in 3 target locations and setting the standards for other locations/actors involved in provision of services to CRSV victims.	In the 3 target locations, in the health care sector, capacity building of service providers is concluded (trainings, protocols in place) and CRSV sensitive services are available to survivors. In the justice and employment sectors, capacity building of public services to be more sensitive and responsive to CRSV survivors' needs is on-going, with some delays. In the justice sector, resource packages and training material have been developed and endorsed, and FLA professionals have received preliminary training. Full capacitation of FLA providers will be reached in the next phase of programme implementation. In the employment sectors, roadmaps have been prepared for each entity and Brcko District and capacity building should take place in a new phase of the project.	See JP Overall Outcome indicator	Resource packages, ToT and training material, protocols in health care institutions, implementing partners' reports, 'Report Delineating an Optimal Referral Model for Comprehensive Support Services to CRSV Survivors in BiH'
Output 2.A Indicator 2.1.a [UNFPA, UN Women]: Data on socio economic impediments available contributing to policy development at the local level.	UN Women and UNFPA have established a baseline through the research on socio economic impediments of CRSV survivors in 2015. The surveying of beneficiaries on the impact of the economic schemes was finalized	Due to scarcity of funding it was not possible to repeat the study every year. The UN decided rather to focus on assessing the impact of economic empowerment schemes.	UN Women/UNFPA Report 'Social and Economic Rights of Conflict Related Sexual Violence Survivors in BiH, Obstacles and Challenges'; UN

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
Baseline: No data available. Target: Accurate, updated data in 3 target locations maintained and updated on annual basis.	in 2017 and complements the report on socio-economic impediments.		Women report ‘Mapping of Existing targeted Economic Empowerment Schemes for CRSV Survivors’; Report ‘Bratunac Economic scheme– assessment summary’; UN Agencies’ websites and social media: Economic empowerment scheme in Bratunac: link to the news Economic empowerment scheme in Gorazde: FB link
Indicator 2.1.b [UNDP, UN Women]: Number of users of care and support services in particular of economic empowerment programmes in target locations increased. Baseline: As determined by initial Study on socio economic impediment research. Target: Increase by 5% by 2017.	Target reached. As assessed in 2015, through the Study on Socio-Economic Impediments of CRSV Survivors and a mapping of existing economic empowerment schemes, there were no schemes targeting specifically CRSV survivors in the 3 selected locations. Now 3 schemes have been initiated with a total of 90 beneficiaries and approximately 150 family members.	-	
Indicator 2.1.c [UNDP, UN Women]: Quality of services (economic empowerment). Baseline: Results of user survey/assessments in 2015. Target: An increase in service satisfaction in 3 target locations visible in results of user survey in 2017.	A preliminary assessment of the schemes has shown that beneficiaries have increased their monthly income and taken an active role and ownership over their business. “Survivors fully agree on positive effects of the program on their empowerment, attitudes, knowledge and practice, their relations with household members and people surrounding them” (Assessment Summary)	-	
Indicator 2.1.d [UNDP, UN Women]: 3 locations implement targeted schemes for the economic empowerment of CRSV survivors. Baseline: No baseline is available currently available Target: Roll out of targeted economic schemes for CRSV survivors in at least 2 other locations by 2017.	Three schemes developed and completed.	-	
<u>Output 2.B</u> Indicator 2.2.a [UNFPA]: Number of medical and mental health service points offering comprehensive care and support to CRSV survivors. Baseline: there is no comprehensive medical and mental health service support offered in targeted locations. Target: all medical and mental health services in 3 locations are equipped and offer comprehensive	The response of the health sector to gender based violence, including conflict related sexual violence, was strengthened to integrate in the overall referral mechanisms for survivors. Medical professionals are capacitated to provide support to survivors of violence in: Banja Luka, Bihać, Bileća, Brčko, Bugojno, Foča, Gacko, Gorazde, Kozarska Dubica, Livno, Mostar, Nevesinje, Novi Grad, Novi Travnik, Odžak, Orašje, Prijedor, Sanski Most and Trebinje. Psycho-social support	-	Resource packages (including minimum standards and guidelines) for RS and FBiH for Health and Psychosocial Support, ToT material for the health sector, Protocols for Banja Luka, Gorazde and Brcko health care institutions, social media.

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
care and support to CRSV survivors.	professionals (centres for social welfare and mental health) are capacitated to provide services to survivors of violence in Banja Luka, Bijeljina, Doboj, Goražde, Gradiška, Jajce, Kakanj, Ključ, Knežev, Laktaši, Maglaj, Mrkonjić grad, Sanski Most, Sarajevo, Široki Brijeg, Tuzla, Vitez, Zenica and Žepče. Finally, first line responders from both medical and psycho-social support sectors have been sensitised for initiating first contact for Conflict Related Sexual Violence Survivors in Bihać, Bosanski Petrovac, Bužim, Cazin, Goražde, Ključ, Odžak, Orašje, Sanski Most, Sarajevo, Široki Brijeg, Tuzla, Velika Kladuša, Vitez, Zenica and Žepče. Furthermore, work with first-line responders included members of faith-based organisations from: Banja Luka, Bihać, Bijeljina, Brčko, Bugojno, Foča, Gacko, Goražde, Livno, Mostar, Novi Travnik, Orašje, Sanski Most, Sarajevo, Tuzla, Zenica and Žepče. Upon availability of funds, full integration of health, psycho-social and stigma-prevention support expected fully available in 40 municipalities by the end of 2018. Total number of capacitated staff: 358		
Indicator 2.2.b [UNFPA]: Number of staff trained in CRSV medical and mental health service provision and for ToT in design of medical protocols for CRSV. Baseline: no training currently on CRSV and their specific needs. Target: 10 professional in each entity trained and lead in drafting of medical guidelines.	In each BiH Entity, a pool of trainers has been formed and trained within the relevant Entity ministries (health and social protection) for continued professional development of medical, mental health and social protection service-providers. The trainers have lead the development of medical protocols in the 3 target locations. With contribution from multiple donors, a total of 238 medical professionals and social workers in 40 municipalities have been educated on establishing first contact with survivors and providing them with targeted services.	-	
Indicator 2.2.c [UNFPA]: Quality of services. Baseline: Results of user survey in 2015. Target: increase in utilization of services and service satisfaction in 3 target locations visible in results of user survey in 2017.	-	Systemic tracking of user satisfaction was considered not feasible at this point.	

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
<p>Indicator 2.2.d [UNFPA]: Minimum standards, protocols and action plans are used appropriately. Baseline: Minimum standards, protocols and action plans are incomplete. Target: Minimum standards, protocols and action plans are designed in cooperation with professionals and relevant institutions and are used appropriately in 3 target locations.</p>	<p>All tools for the improvement of health care have been finalized in cooperation with relevant ministries and institutions and have been put in use in all 3 locations. Resource tools have been developed and endorsed, and staff capacitated, for survivor-centered psychosocial support – their localization through institutional protocols is foreseen in the next phase of programme implementation.</p>	-	<p>FLA grantees final reports, draft Resource Package for FLA/Justice Sector, VWS quarterly reports.</p>
<p><u>Output 2.C</u></p> <p>Indicator 2.3.a [UNDP]: Models on rehabilitation and psychosocial support for CRSV survivors and witnesses before the courts developed. Baseline: Standardized services and support to survivors of CRSV as determined by Outcome 1 activities. Target: Introduction of standards applying to CRSV services and support in 3 target locations.</p>	Discontinued	<p>This indicator has been discontinued because this activity has been conducted by the BiH Court Victim/Witness Support Department.</p>	
<p>Indicator 2.3.b [UNDP]: Number of service providers compliant with minimum standards. Baseline: 0. Target: 14.</p>	<p>Three resource packages (stipulating minimum standards), training and ToT packages for FLA providers developed, validated and endorsed (FBiH, RS, BiH-BD). 14 FLA experts trained on sensitive service provision to GBV/CRSV survivors and basics of replicability of knowledge.</p>		
<p>Indicator 2.3.c [UNDP]: Local protocols are developed that stipulate cooperation between governmental and non-government institutions and organizations within the CRSV Support Network. Baseline: Protocols exist but they incomplete and need improvement. Target: 3 locations.</p>	<p>Target achieved: cooperation protocols established between 3 FLA NGOs part of the FLA network and municipalities, welfare centers, other NGOs, etc. in 4 cantons/districts</p>	-	
<p>Indicator 2.3.d [UNDP]: Number of interventions recorded by witness/victim support services and number of users of care and support</p>	<p>Target achieved - Victim/witness support: 40% increase with co-funding from RoL Project</p>		

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
services. Baseline: As determined by Outcome 1 activities. Target: Increase by 5% by 2017.			
<u>Output 2.D</u> Indicator 2.4.a [UNDP]: Capacities developed for targeted stakeholders. Baseline: Available in Transitional Justice Strategy (draft 2012). Target: Capacities developed for approximately fifty relevant decision makers at three distinct levels of governance.	Target achieved: 140 first responders trained	-	Training reports.
Indicator 2.4.b [UNDP]: First responders trained on gender sensitivity, with a particular focus on CRSV. Baseline: No training. Target: 4 trainings/year.	Target reached: 8 trainings held between 2015 and beginning of 2016	-	
<u>Output 2.E</u> Indicator 2.5.a [UNFPA, UN Women]: Number of organisations capacitated to working with CRSV survivors strengthened to enhance and built upon in cluster areas where gaps have been identified, and whose partnerships with the governmental sector is improved. Baseline: As determined by research activities within Outcome 1. Target: At least 3 CSOs in target locations fully capacitated to work with CRSV in partnership with governmental institutions.	Target achieved, with four associations fully capacitated through training (2015), purchase of equipment (2015). and mentoring during the implementation of small grants directed at provision of services to associations' members (2016) [UN Women]. Additional four associations had been capacitated to facilitate CRSV survivors' self-help groups [UNFPA] in 2015.	-	UN Women report 'Mapping of CSOs Associations of Survivors working with Survivors of CRSV in BiH', 4 grantees reports, social media Woolmania, label established by survivors of torture: FB link UNFPA reports

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
<u>Outcome 3</u> Indicator [IOM]: Number of key stakeholders strengthened and participating in workshop, roundtables, trainings and working groups on designing of the reparation model for BiH. Baseline: No working groups on CRSV Planned Target: At least 30 key stakeholders	Target achieved. Over 88 (41 in 2015 and 47 in 2016) representatives of State, Entities, BD and CSOs acquired better knowledge of the concept and implementation of reparations programs. Over 200 participants from different levels of government (State, the Entities of RS and FBIH, BD, Cantons) as well as civil	No single specific reparations model for BiH is viable, therefore IOM focused its intervention on improving existing legislation at the entity, cantonal and Brcko District level and on supporting the drafting and implementation of new legislation in RS, where the previous law	Workshops reports and conclusions, workshops satisfaction surveys.

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
participating in 4 working groups (at different levels (CSOs, FBiH, RS, State)).	society participated in thematic working groups on improvement of legislation relating to reparations measures.	could not be further amended.	
<u>Output 3.A</u> Indicator 3.1.a [IOM]: Relevant stakeholders' capacities and understanding of linkages between service provision and reparation processes strengthened. Baseline: No training programme developed, and no stakeholders trained in reparations. Target: Initial 2-day training for each of the 4 groups (State, FBiH, RS, CSO pool), and specific trainings incorporated into workshops as required throughout process.	Target achieved. Initial training on the concept of reparations and its linkages with service provision already delivered to 41 participants from all levels of government and CSOs in autumn 2015. Further training of additional 47 participants delivered in 2016, Additional training sessions targeted 10 members of the newly established commissions for the recognition of the status of civilian victim of war (which encompasses CRSV) in the FBiH and BD, some 20 representatives of cantonal authorities, as well as 32 representatives of associations from BD.	-	Trained stakeholders survey, Training report from Vlastic
<u>Output 3.B</u> Indicator 3.2.a [IOM]: Relevant stakeholders' participation in consultative roundtables and workshops. Baseline: No on-going roundtables. Target: 13 at FBiH-level, 13 at RS/BD level, 8 at State-level, 4 CSO feedback meetings.	Target achieved. 38 round tables and workshops organized with participation of over 200 representatives from governmental and non-governmental sector at all levels and in different sectors: education, health services, financial compensation and employment.	-	Training Reports/Satisfaction Surveys, Consultancy Reports, media. Consultations on education and free legal aid in the FBiH, May 2016: news link
Indicator 3.2.b [IOM]: Designed and developed BiH specific reparation model. Baseline: No reparation model exists in BiH. Target: One BiH specific reparation model designed by 2017.	n/a	No single specific reparations model is viable due to the constitutional set up of the country and too divergent political visions. Output 3C applicable instead.	
<u>Output 3.C</u> Indicator 3.3.a [IOM]: Reparation packages conceptualized at all levels. Baseline: No reparation model or operation strategy exists in BiH. Target: One BiH specific reparations operational strategy designed by 2017.	Improvements in legislation at entity/BD level are supported: 1. RS new Law on Protection of Victims of Torture in the draft form at the end of 2017. 2. Process of amending the FBiH Law facilitated at the beginning of 2016. 3. New governmental bodies in FBiH and BD for the granting of CRSV status operational by 2017. 4. Assembly of Canton Sarajevo adopted the amendments to the Cantonal Law on free legal	As above, no single specific reparations strategy was deemed viable, therefore IOM focused its intervention on improving existing legislation at the entity, cantonal and Brcko District level and on supporting the drafting and implementation of new legislation in RS, where the previous law could not be further amended.	Minutes of meetings, project progress reports

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
	aid which prescribes free legal aid services for CRSV survivors on the basis of their status.		

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
Outcome 4 Indicator [IOM, UNFPA, UNDP, UN Women]: Number of public statements and commitments that result from successful advocacy initiatives. Baseline: N/A. Planned Target: 1 per entity and 1 per target location	<p>Gorazde canton, in cooperation with IOM, organized a meeting with associations of survivors from the area and committed to improve the respect of survivors' rights. As a result, an action plan was drafted and changes in secondary legislation have been initiated. Children of CRSV survivors were awarded primary school books by the cantonal Ministry of Education and Centre for Free Legal Aid started with provision of free legal aid services to the survivors on the basis of their status.</p> <p>In Brcko, thanks to UN Women advocacy, authorities agreed to the formation of a working group to create a district-level program for the implementation of survivors' economic rights. Additionally, upon survivors' associations' request and IOM advocacy, a dialog has been opened between the Mayor, associations and the new commission for the recognition of the status of civilian victim of war.</p> <p>Advocacy initiatives undertaken by UNFPA resulted in Banja Luka, Gorazde and Brcko medical institutions adopting internal protocols on service provision to survivors of violence.</p>	-	Gorazde meeting invite and minutes, Memorandum on the implementation of economic rights in Brcko District, UNFPA Report 'Stigma against Survivors of Conflict-Related Sexual Violence in BiH', social media (link)
Indicator [UNFPA]: Increased in proportion of people who are informed about current position and problems CRSV survivors face Baseline: As determined by activities under Outcome 1. (Meaning N/A). Planned Target: 5% increase	190 service providers acquainted in-depth with stigma impacts onto survivors.	-	

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
<u>Output 4.A</u> Indicator 4.1.a [UNFPA, UN Women]: Available data on this phenomenon. Baseline: No data available. Target: Disaggregated data and insights into linkages between gender identities and GBV/CRSV.	Analysis report on masculinities and GBV in BiH, including policy recommendations developed		
<u>Output 4.B</u> Indicator 4.2.a [IOM, UNFPA, UNDP, UN Women]: Inter-agency/inter-governmental outreach events of awareness raising/advocacy initiatives. Baseline: 0. Target: 3 per year.	<p>8-9 June 2016: in collaboration with UN Women regional office and OHCHR, hosting of the regional launch of the UNSG Guidance Note on Reparations for CRSV (which also gathered public institutions and NGOs from BiH)</p> <p>19 June 2016: Webinar - knowledge exchange with UN Agencies from 7 countries (Bosnia and Herzegovina, Croatia, Kosovo*, Nepal, Turkey, Switzerland and the USA) and 6 UN Agencies, Funds, Offices and partner organizations (IOM, UNDP, UNFPA, UN Women, UNRCHCO and UN Action)</p> <p>19 June/10 December 2016: On the occasion of the International Day for the Elimination of Sexual Violence in Conflict, UNFPA launched an annual award for the most notable contributions in this field in BiH, which was awarded on 10 December, Human Rights Day.</p> <p>In addition, several lectures with students, legal clinics and workshops between FLA NGOs and local authorities have been organized throughout the year.</p>	-	Media clipping; Webinar report; draft report on the regional launch of the UNSG Guidance Note; social media (link); Gorazde meeting minutes and invite; FLA grantees final reports; Brcko, Gorazde meeting minutes; Steering Board meeting minutes; methodologies developed for the different studies/researches; communication plan.
Indicator 4.2.b [IOM, UNFPA, UNDP, UN Women]: Analysis prepared on methodologies and approaches to outreach, data collection. Baseline: Inadequate analysis on methodologies and approaches. Target: Analysis prepared by month 5 of implementation.	Methodology for data collection included as first step in each study/research;	-	
Indicator 4.2.c [IOM, UNFPA, UNDP, UN Women]: Number of joint advocacy initiatives	Advocating for the best interests of CRSV survivors was a continuous activity within the	-	

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
that address key challenges faced in the development and implementation of CRSV policies. Baseline: 0. Target: 3 joint initiatives by 2017.	<p>UNJP. Some key initiatives are highlighted below: UNFPA lead several advocacy initiatives aimed at alleviating stigma against CRSV survivors from wide public discussions and consultations on stigma (with govt, service-providers, CSOs) to supporting the Interreligious Council of BiH in adopting a landmark Declaration on denouncing stigma against CRSV survivors</p> <p>As a result of IOM support, the FBIH approved amendments to its legislation that initiated the creation of a status-granting commission for CRSV survivors, responding to the need to substitute the previous application procedure which was considered too restrictive and insensitive.</p> <p>UN Women successfully worked together with the RS Gender Center to advocate for the inclusion of economic rights in the new RS Law on Protection of War Torture Victims.</p>		
Indicator 4.2.d [IOM, UNFPA, UNDP, UN Women]: Number of institutions reached by advocacy. Baseline: 0 Target: 4 institutions per target location.	<p>Target reached. Banja Luka: 5 (Center for War Crimes Investigation and Search for Missing Persons of RS, Ministry of Labour, War Veterans and Disabled Persons' Protection of RS, Center for Gender Equality of RS, Ministry of Interior of RS, RS Ministry of Health)</p> <p>Brcko: 8 (Mayor, Mayor's Cabinet, Commission, Department for health and other Services, Health institutions, Employment bureau, Center for Social Welfare, Department for Education, Finance Department and Brcko Assembly representatives)</p> <p>Gorazde: 9 (Prime Minister; Cantonal Ministry of Welfare, Health, IDPs and Refugee; Cantonal Ministry of Education,</p>	-	

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
	<p>Cantonal Ministry of Justice, Public Administration and Labor; Director of the Cantonal Hospital; Directress of the Mental Health Center; representative from the Welfare Center, Director of the Cantonal free legal aid office, Directress of the cantonal Employment Bureau.)</p> <p>More institutions throughout BiH were reached in the presentation of UNFPA research on stigma and through IOM consultative roundtables.</p>		
<u>Output 4.C</u> Indicators 4.3.a [UNFPA, UNDP]: Number of media outlets representatives trained in preventing stigmatization of CRSV survivors. Baseline: 0. Target: At least 3 representatives from each major media outlet throughout the BiH (BiH state level, FBiH, RS and Brcko District) trained in addressing CRSV stigma in media reporting.	<p>Target reached. 14 representatives of media outlets from FBiH and RS trained.</p>	<p>The activity was completed by UNFPA and UNDP funds for this activity were reprogrammed for other activities.</p>	<p>Training reports, Standards for CRSV media reporting</p>
Indicator 4.3.b [UNFPA]: Number of media outlets reached by advocacy and reporting according developed standards. Baseline: 0. Target: 4 media outlets adopt/endorse standards for CRSV media reporting.	<p>Target reached: 7 media outlets have validated the Guidelines for media reporting on cases of conflict related sexual violence.</p>	-	

iii) Evaluation, Best Practices and Lessons Learned

- Programme Review and Studies

A mini-review of the Joint Programme was conducted in early 2017. The mini-review was an excellent opportunity to take stock of all the work done thus far under the JP, and to examine the drivers of success and barriers with which the programme had been faced. The overall assessment of the review was that the programme had done and achieved more than was recorded. Overall, it is the finding of the mini review that the programme has indeed managed to **make improvements within the regulatory/legal/normative framework and had improved cooperation and dialogue at policy level/s** on this subject. Furthermore, the four elements of the programme - legislative changes, service capacity strengthening, knowledge amassing and advocacy/stigma alleviation - make the programme **unique among other CRSV programmes** and offer comprehensive approach to addressing CRSV. The review findings have informed programming and its recommendations have been taken into account in the development of subsequent phases of implementation.

A number of studies⁷ have been conducted since the project onset. In order to better understand the specific needs of CRSV survivors and base following interventions on solid evidence, UN Women, UNDP, UNFPA and IOM have developed a significant body of knowledge, assessing the capacities of service providers, both institutional and from the civil society sector, mapping the gaps in existing referral mechanisms, researching ways to improve the socio-economic reintegration of survivors, and identifying root causes and societal trends of stigmatization and gender-based violence. These studies have informed the on-going development of reparation measures for CRSV survivors and the development of plans for improving quality and access to CRSV-sensitive services in target locations.

- Challenges

Irregular, short-term and insufficient funding remained the greatest challenge for the Joint Programme. Given the magnitude of the problem and the challenges posed by both the political environment and the sensitivity of the subject, long-term interventions are the best suited to ensure sustainable and fully owned results. However, donors' priorities and limited attention to war-related issues have hampered the UN's ability to guarantee such strategy in all four sectors of the Joint Programme. In the future, the UN plans to scale down activities in the sectors where there's less opportunity to find resources, and to develop an exit strategy that can ensure governments take over the responsibility over results and further actions.

Work at the State level also represents a great challenge. Despite state-level legislation has been recognized as the most efficient way to guarantee equal access to reparations to all BiH CRSV survivors, the administrative complexity of the country – which delegates important responsibilities to the Entities - and the political environment do not currently allow such a solution. The UN will continue monitoring the situation closely, to identify any opportunity to reopen a discussion on this route.

⁷ Assessment of data and capacities of service-providers for CRSV (IOM); Mapping of CSOs and victims' associations capacities and resources (UN Women); Mapping of existing economic schemes for survivors of sexual violence (UN Women); Research on socio-economic impediments to reintegration of CRSV survivors in the society (UN Women and UNFPA); Research on stigma against CRSV survivors (UNFPA); Survey on perceptions, attitudes and opinions of medical and social services professionals to GBV/CRSV (UNFPA) Research on masculinities and gender based violence against women in BiH (UNFPA and UN Women); Mapping of media reporting on CRSV (UNFPA); Analysis of FBIH/ cantonal legislation on CRSV rights (IOM)

- *Lessons learnt and good practices*

Fighting preconceptions that prevent discussion on CRSV

Primary observation from UNJP implementation is that both the general public and service providers/decision makers believe they are wary of this topic, regarding it as stale, controversial or foregone. However, when confronted with baseline data on public perceptions, with survivors' testimonials and with service providers' push to improve services, these beliefs were quick to change, opening room for more debate on peacebuilding, reconciliation, and a frank discussion on gender norms and how they disproportionately punish women.

Lessons learnt from economic empowerment schemes

During the development, implementation, monitoring and assessment of the economic empowerment schemes in Breko, Bratunac and Gorazde, UN Women and UNDP gathered the following lessons:

- In order to prepare survivors to participate in economic activities, it is fundamental to provide them with some psycho-social support, both individually and as a group. It is, in fact, necessary to build their confidence and trust before starting an activity that can be somehow stressful or take them out of their usual comfort zone.
- Individual business plan development has proven to be more effective in contexts where survivors do not know each other or are not grouped in an association. However, all participants have underscored the importance of holding some activities as a group, to have the opportunity to interact, create safe spaces for talking and exchange impressions on the work being done.
- Survivors initially display a distrust in their abilities to take part in economic schemes and to commit to work deadlines and tasks. However, once they start being engaged, their reluctance reduces and they acquire more confidence in themselves.
- As shown in the study on stigma against CRSV, one of the aspects of stigma is survivors' auto or self-stigma, i.e. survivors' perception of being guilty and responsible for the violence perpetrated against them and a consequent feeling of worthlessness. A lesson learnt from this intervention is that economic empowerment – beyond the monetary element - has positive impact on alleviating survivors' self-stigma.

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.