



‘Seeking Care, Support and Justice for Survivors of Conflict Related Sexual Violence in Bosnia and Herzegovina’ Joint Programme UNA037 CRSV BIH Project ID 00096500	
UN ACTION MPTF PROJECT ANNUAL REPORT	
Country	Bosnia and Herzegovina
Project Start Date	September 2015
Project Completion Date	August 2017
UN Implementing Entities	UNDP, UNFPA, UN Women, (IOM) ¹
Name of Reporting Focal Point	Nina Kovac
Title of Reporting Focal Point	Joint Programme Manager
Report Date	February 9th, 2018

IMPORTANT NOTE: all references to specific locations in which programmatic activities have been implemented with CRSV survivors have been coded for the purpose of protecting survivors' anonymity and preventing their stigmatization or stigmatization of the communities they live in. Pictures have also been blurred to avoid recognition of persons and locations.

¹ At the time when the application was submitted, IOM was not a UN Organization, hence, funds were channeled to IOM through UNDP with the Letter of Agreement modality.

ACRONYMS

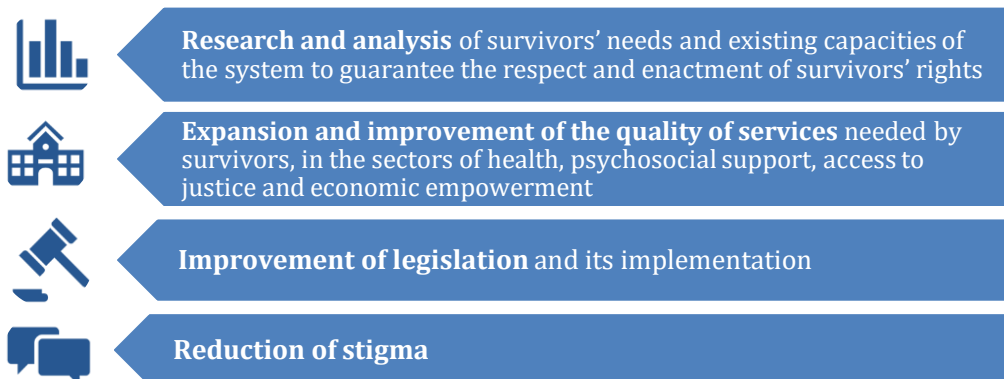
BD	Brcko District
BIH	Bosnia and Herzegovina
CAT	Committee Against Torture
CSOs	Civil Society Organizations
CRSV	Conflict-Related Sexual Violence
FB	Facebook
FLA	Free Legal Aid
FBIH	Federation of Bosnia and Herzegovina
GBV	Gender Based Violence
IDP	Internally Displaced Person
IOM	International Organization for Migration
JPSC	Joint Programme Steering Committee
MHRR	Ministry of Human Rights and Refugees (State level)
MPTF	Multi Partner Trust Fund
NGOs	Non-Governmental Organizations
PSVI	Preventing Sexual Violence Initiative
RS	Republika Srpska
SAP	Stigma Alleviation Programme
SOP	Standard Operating Procedures
SRSG - SVC	Special Representative of the Secretary General on Sexual Violence in Conflict
ToT	Training of Trainers
UK	United Kingdom
UNCT	United Nations Country Team
UNDP	United Nations Development Programme
UNFPA	United Nations Population Fund
UNJP	United Nations Joint Programme
UN Women	United Nations Entity for Gender Equality and Empowerment of Women
VWS	Victim/Witness Support

1. Background

In 2014, the UN Country Team (UNCT) in Bosnia and Herzegovina (BiH) developed a Joint Programme to comprehensively address the unresolved legacy of conflict-related sexual violence (CRSV) from the 1992-1995 conflict in BiH. The aim of the Joint Programme is to enhance the status of, and provide redress to, survivors of CRSV by advocating for equal access to reparations, ensuring further development and expansion of services in the health and economic sectors, improved access to justice, and combatting stigmatization towards survivors of CRSV.

As recognized in the reports of the UN Special Rapporteur on Violence against Women, its Causes and Consequences, and of the Special Representative of the UN Secretary-General on Sexual Violence in Conflict (SRSG – SVC), more than 20 years after the war, the need to provide redress to survivors of CRSV is greater than ever. Indeed, both societal and governmental recognition of the harms suffered by CRSV survivors - both women and men - during the war is lacking. Survivors and their families are often isolated from society and struggling to maintain an adequate income, while at the same time receiving insufficient support from the authorities. Limited knowledge of legal rights, resources and available services, as well as restricted physical mobility contribute to make it difficult for survivors to access their rights, seek justice and demand support and rehabilitation. The overall stigma and the attitudes of society towards survivors of CRSV serve as another form of victimization, thus explaining why most survivors of CRSV in BiH prefer to maintain their silence, seeking neither services nor justice. Moreover, survivors often lack access to tailor-made services, such as free legal advice and access to affordable and appropriate psycho-social and health care services, including mental, sexual and reproductive health services, as well as economic empowerment.

In order to address these diverse challenges, the UNCT in BiH chose a holistic approach that builds on the mandates and combines the expertise of four UN Organizations: The International Organization for Migrations (IOM), the United Nations Development Programme (UNDP), the United Nations Population Fund (UNFPA) and United Nations Entity for Gender Equality and the Empowerment of Women (UN Women). As recognized within the Guidance Note of the UN Secretary General on Reparations for Conflict-Related Sexual Violence, comprehensive programmes are in fact key in providing redress to survivors of CRSV². Thanks to this approach, the UNCT in BiH is able to address the issue in a number of sectors that are of relevance for survivors. The Joint Programme is in fact structured in four main components:



² "The UN should promote comprehensive programmes which may also include all or some variation of individual, collective, symbolic, and material reparations as well as priority access to services." [Guidance Note of the UN Secretary-General on Reparations for Conflict-Related Sexual Violence, page 6]

The Programme is implemented throughout BiH, in both its entities, the Federation of Bosnia and Herzegovina (FBiH) and Republika Srpska (RS) as well as in the autonomous District of Brcko (BD). While some activities – such as legislation - focus on entity and district level, some others tackle the problem at the local, municipal or cantonal level.

The Joint Programme started in September 2014 with initial funding from the United Kingdom (UK) Government and continued with renewed support from the Government of the UK, the Government of Canada and the UN Action. The Government of the UK is highly likely to continue supporting the Programme until March 2020, with a focus on alleviation of stigma against CRSV and improvement of legislation³. The other components may receive further support from the UN Action in 2018.

2. Project Implementation – Overview & Results in 2017

a) Activities Undertaken

Activity 1: Update the compendium on actors, available services, and applied standards and practices related to CRSV (UNFPA)

The compendium has been only partially updated, and will be published in April. It will be hosted on UNFPA's website and it will be offered to BiH MoHRR for long term hosting.

Activity 2: Strengthen and broaden the scope of cross-sectorial referral mechanisms by including employment bureau as a service for CRSV survivors (UN Women)

As illustrated in the 2016 report, when it comes to the integration of the employment sector in a comprehensive service provision system, analysis conducted by UN Women demonstrated that survivors in BD and the FBiH do not enjoy their right to preferential treatment in employment, despite the fact that this provision is included in legislation for both administrative units. UN Women has therefore focused on advocating with BD and FBiH institutions for the implementation of existing legislation. In addition, since legislation in Republika Srpska (RS) does not currently recognize CRSV as a specific category of survivors, UN Women supported the RS Gender center in advocating for the inclusion of the right to economic empowerment in the new draft Law on Protection of Victims of War Torture, prepared in 2016-17 by a working group led by the RS Ministry of Labor, Protection of Persons with Disabilities and Veterans' Affairs.

In light of the above, in the reporting period, UN Women has developed road maps delineating the necessary steps for the enactment of this right: amendment or development of primary and secondary legislation, capacity building of professionals and establishment of referral pathways. The road maps are planned to be implemented under a new phase of the Joint Programme and pending additional resources, in close cooperation with employment-related institutions in the two entities and BD.

³ Project proposals have been submitted to UN Action and the UK Government, in December 2017 and January 2018, respectively; feedback from donors is currently pending.

Furthermore, in 2016, UN Women supported the Government of location B in the development of an economic empowerment programme for CRSV survivors. The programme was based on the experience of the three pilot economic empowerment schemes realized by the UN in the target locations and was supposed to be implemented in 2017. However, the implementation of this programme had to be put on hold for lack of available resources. This intervention is included in the new proposal submitted to the UN Action for further contribution to the Joint Programme.

In parallel, the Guidelines on Data Exchange and Protection for CRSV Cases initiated in 2016 have been finalized and shared with government stakeholders. The recommendations of the Guidelines have already been incorporated in the procedures for the work of the Commission established in the FBiH for the recognition of the status of CRSV survivor, thus complementing IOM's work in that field.

This activity has been co-funded by the Governments of Canada and the United Kingdom (UK).

Activity 3: Strengthen health (and psychosocial support) sector response to GBV/CRSV (UNFPA)

In the reporting period, UNFPA has continued providing technical support to entities and BD authorities to strengthen the capacities of professionals delivering health care and psychosocial support to Gender-Based Violence (GBV) and CRSV survivors. The intervention involved 38 municipalities in the country.



Training for medical professionals in location A

Building upon the resource packages and training programmes for the health sector developed in 2016, UNFPA supported the creation of two pools of experts including 10 health care professionals each, respectively within RS and FBiH health ministries. These pools have received training on norms and best practices in service provision to GBV and CRSV survivors and have been instructed to become trainers themselves. This approach will ensure the transferability of knowledge to new staff within the sector. UNFPA also supported a first round of training for local medical staff in 19 municipalities⁴. In locations A, B and C, UNFPA also supported the development of medical protocols within local health

care institutions. Protocols describe the procedures medical staff need to follow when faced with a GBV or CRSV case and indicate the pathways for referring survivors to other institutions that may provide other types of support, such as legal aid or social welfare.

On the model of the health care sector, UNFPA initiated the capacity building of the psychosocial support sector, targeting centers for mental health and centers for social work, which offer psychological and psychiatric support to survivors. Resource packages have been developed by a working group comprised of entities' ministries of health and social welfare representatives, thus

⁴ The list of municipalities has been removed to avoid stigmatization of local communities.

ensuring the documents are fully aligned with existing norms and practices. Based on the resource packages, a training programme was developed for each entity, including two manuals each: a training for trainers and a training for local staff. Pools of experts have been formed within respective ministries and trained on the issue as well as on techniques for adult learning, to be able to transfer their knowledge to future generations of professionals. Training of local level psychosocial professionals have also taken place, with psychologists, psychiatrists and social workers trained in 18 locations⁵.



Republika Srpska resource package for psychosocial support professionals

In addition, UNFPA supported Entities’ institutions in the development of a module on first contact with CRSV survivors, including elements of stigma-alleviation. The module is primarily targeting medical and psychosocial support providers, but has also been piloted with other municipal officers that may come in contact with survivors. A total of 16 municipalities have been covered through this intervention⁶.

These activities have been co-funded by the UK and Canadian Governments. UNFPA plans to complete trainings on health and psychosocial support service delivery for GBV/CRSV as well as development of protocols in all 40 locations with additional resources committed by the UK Government for the period 2018-20.

Activity 4: Increase the CRSV awareness and capacity of witness support services (VWS) and legal aid providers (FLA), including the institutionalization of practice, services and referral mechanisms linking witnesses with protection services, psycho-social support before, during and after trials (UNDP)

This activity has been completed and reported in 2016 annual report.

Activity 5: Ensure that the rights and dignified treatment of survivors in court cases are safeguarded through civil society organizations (CSOs) services (UN Women)



Cover of the book "Women's Court: the Sarajevo event and way forward"

In 2017, a collection of testimonies of women victims of the 90s’ wars in the Balkans was published as a book in English and in the local language, with UN Women support. “Women’s’ Court: the Sarajevo event and way forward” describes the structure and functioning of the [Women’s Court](#), whose first session was organized in Sarajevo in 2015, as well as its following activities. The book also gives voice to the witnesses who spoke about the crimes they survived during the war, both in the preparation of the public event and during the Sarajevo hearings. Finally, the book presents experts and activists’ views of Balkan feminist approaches to justice and alternative justice, thus providing a wider contextual description of the philosophy behind the initiative.

⁵ The list of municipalities has been removed to avoid stigmatization of local communities.

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In addition, in order to document and draw from the experiences of the Women’s Court for the former Yugoslavia, UN Women conducted an external peer review of the process from its inception until December 2016. The review is based on interviews with 23 women witnesses who testified at the Women’s Court, 12 individuals from involved organizations, and five members of the Judicial Council. The report is intended for internal use within UN Women, to provide analysis on the initiative, guidance on lessons learned and good practices to be considered in future similar projects. The report’s broad conclusion is that the Women’s Court was an important cross-country feminist project that clearly empowered most of the women witnesses who gave testimony. However, several lost opportunities limited the Women’s Court’s potential to transcend national and ethnic narratives, reach a broad cross-section of women affected by the Yugoslav conflict, and promote a longer-term feminist impact on political, legal and social institutions. The Women’s Court is best viewed as an important symbolic first step in an ongoing feminist project that continues to reach and empower increasing numbers of women across different countries in the region.

Activity 6: Improve professional capacities and CRSV-awareness of first responders (police/investigators), judges, prosecutors, media and CSOs and ensure that CRSV is mainstreamed in regular training programmes (UNDP)

This activity was completed in 2015 and fully reported in 2015 annual report.

Activity 7: Strengthen grass-root CSOs capacities to support CRSV survivors (UN Women)

This activity was completed in 2016 and fully reported in 2016 annual report.

Activity 8: Follow up to the research recommendations on socio-economic impediments of CRSV survivors with a small targeted intervention (UN Women)

This activity was completed in 2016 and fully reported in 2016 annual report.

Activity 9: Organize targeted schemes for the economic empowerment of CRSV survivors including scholarships for children of CRSV survivors (UN Women, UNDP)

Under this activity, UN Women and UNDP developed three economic empowerment schemes, in locations A, B and D. The scheme in location D was concluded in 2016 ad fully reported in 2016 annual report.



Training on product design for beneficiaries of Location A economic empowerment scheme

When it comes to **location A**, the economic empowerment scheme rests on training women to produce woolen weaved products with the traditional kilim technique, to be purchased by local firms or through the establishment of a new brand.

The association in location A which coordinates the scheme has been awarded 8 regular and two semi-automatic looms. Throughout 2017, weaving training sessions were organized for the 40 women who applied to the scheme. Different groups of trainees were established to allow beginners to learn at a slower pace, while more expert participants could directly be trained on specific products designs and patterns. Beginners' training was provided by trainers who were themselves CRSV survivors, thus building their confidence and empowering them to share their skills. Advanced training was run by the company YYYYY, which guided the women in the weaving of tissues and patterns designed by the company and later assembled to create the final products (pillow cases, purses, boxes, etc.). In total, 28 beneficiaries have been trained in hand weaving, with four who have been trained also in using semi-automatic looms. Dropouts were due to family reasons as well as to some beneficiaries having found a job in the meantime. Simultaneously, participants were offered psycho-social support sessions, to help manage expectations and the group dynamics, as well as to offer individual assistance to strengthen participants' resilience.



Laptop bags made by location A economic scheme participants as part of the XXXX collection

After the training, the women who had acquired a more advanced technical level and were able to respect YYYYY's standards were engaged for a first order of pillow cases for a high-end hotel in Sarajevo. UN Women and UNDP, in agreement with municipal authorities and in consultation with local survivors' NGOs, initially agreed to accept all eligible applicants, despite the high number. Consequently, being aware of the limited employment capacity of YYYYY (max 10 persons) and the different preferences/necessities of such a large number of beneficiaries, the two Agencies planned an alternative form of engagement for those women who could not reach the level of weaving proficiency requested by YYYYY or who did not have the time availability requested by the company (some, in fact, also need to take care of children or their family orchard). Therefore, a design company (ZZZZ Creative Agency) was engaged to develop a new brand and line of products that could make best use of all the skills of remaining participants.

The result of cooperation with the company ZZZZ are the brand 'XXXX' and the production of a first collection of personal and home accessories. The collection combines modern design and traditional handicrafts and was inspired by traditional Bosnian motifs. All designs were created in consultation with survivors to ensure the feasibility of products. In respect to the women's wish, branding does not refer in any way to the project or to the fact that the weavers have survived CRSV or other forms of torture during the war. However, labels clearly indicate that the products contribute to women empowerment and to the preservation of local traditions. ZZZZ developed for XXXX the entire branding set and supported beneficiaries in setting-up social media channels and in promoting the collection online and through local shops.



XXXX catalogue and contacts are available on Facebook

Currently, XXXX mostly sells online and through a local concept store. The UN further supported the launch of the collection at the 2017 Diplomatic Winter Bazaar, where the first consistent sale was

made. The partnership between ZZZZ and XXXX has continued as they are seeking ways to raise additional funds for continuing the venture and expanding the collection, through joint applications to other donors or through crowdfunding.



Beneficiary of location B economic empowerment scheme in her new greenhouse donated by the UN

When it comes to the third and last economic empowerment scheme established in **location B**, it focused on small scale agriculture and involved some 24 beneficiaries, including all categories of civilian victims of war⁷, who received a 100m² greenhouse each⁸, as well as necessary seedlings and fertilizers for the initial production. 2017 winter period was intensively dedicated to preliminary soil assessment, to the identification of necessary fertilizers for increasing productivity, as well as to theoretical training on greenhouse agriculture. Education targeted both beneficiaries and their family members involved in the production and focused on farm management and greenhouse cultivation (including soil preparation, seedling, irrigation and fertilization, prevention of diseases, harvesting, transportation, etc.). In spring, beneficiaries were assisted in planting the seedlings and underwent the practical part of the education programme: how to prepare supports for the growing plants, how to cure diseases, how to dose fertilizers and plants protection kits. As part of the practical trainings, in addition to group and personalized assistance on the spot and via telephone, beneficiaries also participated in a study visit to a big-scale greenhouse production site, where they had the opportunity to see the farm as well as freezing equipment. Following a market assessment conducted by a consulting company and in consultation with beneficiaries, UN Women and UNDP concluded that given the initial small quantities of products, this first batch would be mainly sold at open markets/smaller shops in the neighboring communities. However, contacts have been established for linking producers with supermarkets and other local wholesalers, once the production scale will be increased.

To conclude, UN Women conducted an **assessment of the schemes in location A and D** to evaluate the appropriateness of the schemes design as well as their impact on final beneficiaries. The assessment was done through self-administered questionnaires and measured the perceptions of beneficiaries with regard to their participation to the schemes. The results of the assessment have been included in detail in the results section. When it comes to location B, since the agriculture cycle went beyond the end of the project, it was difficult to make a valid assessment. However, a preliminary overview of results has been collected by the consulting company that oversaw the education and tutoring of beneficiaries. UN Women plans to continue monitoring the impact of these interventions in the future and has planned a dedicated activity in the new project application submitted to the UN Action in December 2017.

This activity has been co-funded by other donors.

⁷ Reasons for this choice are described in detail in 2016 report.

⁸ One beneficiary already had a greenhouse, so only 23 greenhouses were purchased. However, all 24 beneficiaries participated in education activities.

Activity 10: Develop a training programme on linkages between service provision, reparations efforts and transitional justice for survivors of sexual violence, and conduct trainings for relevant stakeholders (IOM)

This activity was completed in 2016 and fully reported in 2016 annual report. However, it has to be noted that the training programme developed thanks to UN Action co-funding has been further utilized in activities of awareness raising of government and parliament representatives to advocate for adoption and amendment of legislation relevant for CRSV survivors.

Activity 11: Facilitate and support various aspects of reparations processes, including the right to reparations, with a focus on CRSV, through consultative roundtables and workshop. (IOM)

This activity was completed in 2016 and fully reported in 2016 annual report.

Activity 12: Continuation of the study on masculinities and gender based violence against women in BiH. (UNFPA, UN Women)

The study on masculinities and GBV against women in BiH has been finalized and it will be published in the first quarter of 2018.

Activity 13: Develop and implement an advocacy plan to address social stigma against CRSV survivors (UNDP, UNFPA, UN Women)

This activity was completed in 2016 and fully reported in 2015 and 2016 annual reports. However, recognizing the importance of fighting stigma towards CRSV survivors, advocacy and awareness raising activities aiming at the reduction of stigma have been continued and further scaled up with additional support from the UK Government. Building upon the research conducted by UNFPA on stigma in 2015, the advocacy briefs and pilot activities led by all Agencies, a much broader Stigma Alleviation Programme (SAP) has been developed and launched in October 2017, also integrating the Preventing Sexual Violence Initiative (PSVI) Principles on the subject. Implementation of the SAP at the local level has commenced, including some activities initially piloted through UN Action co-funding, such as interactive theater plays focusing on the life experiences of CRSV survivors.

Activity 14: Develop standards for CRSV media reporting, including reporting on court cases, and establish targeted capacity development training of media representatives to address the stigmatization of CRSV survivors (UNFPA)

This activity was already completed in the previous reporting period and reported in 2016 annual report. Nevertheless, considering the importance of media reporting on sensitive topics such as CRSV, it has been decided to include the issue of CRSV in a training for media professionals through the lens of the Sustainable Development Goals (SDGs). 14 media experts have thus been introduced to the current work of UNFPA with local communities on fighting stigma, and how the media can help the cause by amplifying activists' voices. Although the training has been organized thanks to other donor funding, it demonstrates the commitment of the UN to mainstream CRSV through its different projects and initiatives.

Activity 15: Facilitate activities related to inter-agency / inter-governmental co-ordination, resource mobilization, and support to UN corporate and mandate-related issues (All Agencies)

With the objective of ensuring a broad consensus around the activities undertaken by the UN within the CRSV Joint Programme, PUNOs have created two advisory bodies: the Joint Programme Steering Committee (JPSC) and the Civil Society Organizations Group (CSOs Group). The Steering Committee was established in 2016 and gathers government representatives from almost all administrative levels: state, entities and Brcko District, and from the different sectors that are relevant for the issue of CRSV in BiH: health, social welfare, justice, internal affairs, human rights, gender. The CSOs Group, instead, was created in 2017 and gathers civil society organizations that represent CRSV survivors and other civilian victims of war with the aim of providing inputs, advice and feedback on the Programme’ design and implementation.



Second CSOs Group meeting, Sarajevo 2017



Fourth Steering Committee meeting, Banja Luka 2017

In 2017, two Steering Committees were organized to update government partners at all levels on progress and seek their feedback on project implementation and plans. One of the meetings was also the occasion for presenting the work done at the local level more in detail, with presentations of local stakeholders and government institutions’ representatives. Furthermore, in the reporting period, two CSOs group meetings were organized: the first served to approve the Terms of Reference and Rules of Procedure of the Group, as well as to select the member that would represent civil society organizations within the Steering Committee; the second meeting was focused on the preparation of a list of priorities for CRSV survivors to

convey to the Steering Committee and to external partners. The CSOs Group representative participated in both 2017 Steering Committee meetings, relating to the Committee members the conclusions and recommendations of the CSOs Group members.

Moreover, June 19th, International UN Day for the Elimination of Sexual Violence in Conflict, was jointly commemorated with an online campaign and with a small fair of products made by organizations and brands supported by the Joint Programme and run by survivors.

Given that two of the three funding streams that supported the Joint Programme (UN Action and Canadian Government) were ending in August 2017, the joint Programme devised a resource mobilization plan and started looking for potential donors to ensure continuity of the work.

Finally, although these events happened after the closure of the project, it needs to be noted that in September-October 2017, the Joint Programme facilitated the visit of the SRSG – SVC, Ms. Pramila Patten, and a mission of the UN Action. During her visit, the SRSG met with main stakeholders at the state and entities level, as well as with representatives of survivors and the



UK Ambassador in BiH participating in the 19th June campaign to challenge stigma against CRSV

international community. The visit was used to raise the profile of the Programme as well as to strengthen advocacy messages to relevant stakeholders. Ms. Patten also participated as key note speaker at the conference on stigma organized under the leadership of UNFPA on 4 October.

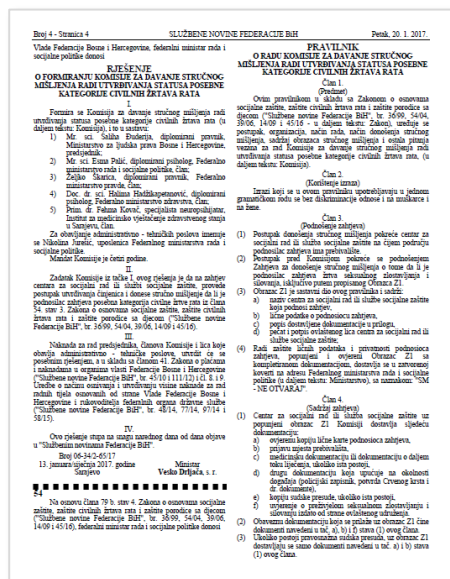
Activity 15 has been co-funded by the governments of the UK and Canada.

b) Results & Impacts

In 2017, 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 – further 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.

1) 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 obsolete⁹ 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; in the reporting period, 40 files were submitted to the two commissions, 33 in the FBiH and 7 in BD. In total, 21 survivors received the status (18 in the FBiH and 3 in BD), while 3 requests got negative answers. 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.



Rules of Procedure of FBiH status-granting commission

⁹ In the FBiH, the status-granting Commission substituted the certificate produced by a medical commission; the medical commission had, in fact, warned the FBiH Government that more than 20 years after the violence was perpetrated, a medical examination cannot provide evidence of rape. On the other hand, BD legislation previously required survivors to get a final court verdict in order to be eligible for the status, which was a long and painful process not all survivors were ready to face.

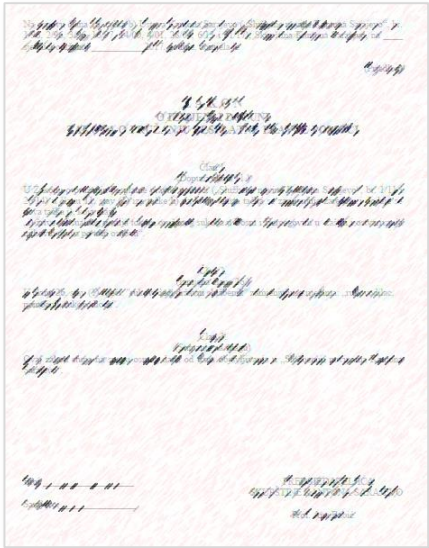
In RS, where CRSV survivors have limited chances to acquire the status of civilian victim of war due to restrictive criteria¹⁰, the RS Government had tasked an inter-ministerial working group to draft a new law that would re-open the application process and include categories of survivors excluded so far. In 2016, the pre-draft text was finalized and submitted to the Government for its opinion. In the last quarter of 2017, **the RS Government approved the draft 'Law on Protection of Victims of War Torture'** and secured funding for its implementation in the 2018 budget. The text is expected to be submitted to parliamentary procedure in February 2018 and it is expected that public debates will be organized across the entity to collect public feedback on the draft. The new 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 as well as other victims of war-related torture. Under this law, a person with the status of a victim of torture may exercise the following rights:

- 1) right to monthly financial compensation
- 2) right to health insurance
- 3) right to exemption from health care costs
- 4) right to spa rehabilitation
- 5) priority in employment and self-employment through special programmes
- 6) right to special psychological support in accordance with the regulations governing the field of health care
- 7) right to social protection, free legal aid and exemption from payment of administrative and court fees in accordance with the regulations governing those areas.

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 that will be discussed with RS key decision-makers and the International Community in BiH, to address any risk of discrimination.

¹⁰ Notably, in RS, the law currently in force is the Law on Protection of Civilian Victims of War of RS. This law has significant limitations when it comes to CRSV survivors: a) The deadline for application was closed in 2007; b) The requirement for 60% physical disability made it difficult for CRSV survivors to get the status, since they mostly suffer from psychological consequences of their trauma.

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. Canton Z 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 Cantons X and Y. In addition, in Canton Y the cantonal Free Legal Aid Agency has already started de facto providing services to survivors. In Canton X, implementation of the Government workplan for advancing the enactment of the FBiH Framework Law and addressing CRSV survivors' needs is ongoing. As reported by Canton X Minister of Education 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 Canton Z 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 members¹¹.

¹¹ These trainings were conducted with funding from the Government of the UK.

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



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

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.

2) 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 **health and psychosocial support sectors**, line ministries in both Entities, RS and FBiH, are now provided with resource packages and training programs for continued education of professionals working in health, mental health institutions and in social work 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 (A, B, C), 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 locations was made possible also with the contribution of the UK

Government. If additional resources will be available, UNFPA plan is to extend trainings and protocols to all health care and mental health institutions across 40 municipalities by 2020. Furthermore, Entities ministries of health and social work have established and trained pools of experts to ensure the replicability of knowledge in the remaining municipalities and with new staff.

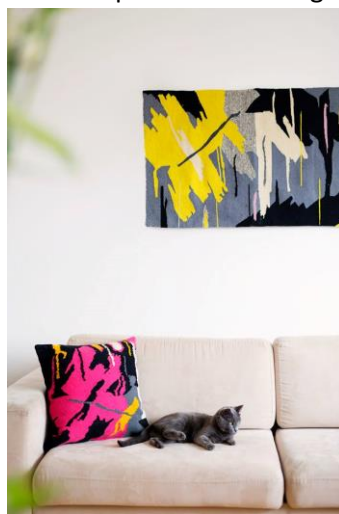
In the **justice and security sector**, results have been already reported in 2016. However, with further funding from the UK Government, work in this sector has continued with focus on free legal aid. As for the health and psychosocial support sectors, resource packages and training programs have been 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.



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

In three locations (A, B and D), 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 location D, thanks to training on business planning and administration and a small grants scheme, 26 beneficiaries¹² 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 location B, quality equipment and improved knowledge in greenhouse production

allowed 24 beneficiaries¹³ 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 July¹⁴. In location A, 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 YYYYYY for the production of pillow cases destined to a hotel in Sarajevo and their monthly income has increased (this was 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 YYYYYY . 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.



Products of the XXXX collection, from location A economic empowerment scheme

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

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

¹⁴ 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.



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

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 location A, survivors reported they feel ready to work in cooperatives (53%

of participants) or in their own businesses (18%); in location D, they showed optimistic views concerning future operations, having new ideas for business (65%) or willing to operate in the same branch (35%), either with current capacities (52%) or by expanding their business (44%). In location B, 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.

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”¹⁵, 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. At the time of writing of this report, the RS Gender center had secured additional funds to support the scheme in location D, 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.

¹⁵ UN Women evaluation report “Economic Empowerment of CRSV Survivors in BiH”.

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!”

(CRSV survivor and Representative of the CSOs Group to the Steering Committee)

3) 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



BiH Stigma Alleviation Plan cover



1 Conference on stigmatization of CRSV survivors, 4 October 2017

Conference on Stigmatization of Survivors of Conflict-related Sexual Violence: Civic Engagement and Responsibility for Stigma Alleviation in Local Communities across BiH, on October 4th, at 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 A, E and F 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 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



Poster of one of the theater plays on CRSV

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, 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, these achievements would have not been possible without the intensive preparatory work conducted under the UN Action grant.

c) Sustainability

In the past two years, the UN Action contribution has been instrumental for developing key tools – such as resource packages and training programmes – for education of professionals on sensitive treatment of CRSV survivors. Trainings based on these tools were initially held in the three target locations (A, B, C), as foreseen in the project plan. Thanks to positive feedback of trained professionals and government counterparts on the quality of education programmes and to additional funds raised by the UN, trainings have been extended to additional 36 municipalities. In addition, the health sector model has been replicated in the psycho-social and justice sectors, thus contributing to a more comprehensive and harmonized service provision across the country. It is to be noted that all education programmes and guidelines have been developed by working groups composed of Entities and BD line ministries' representatives. This ensures not only complementarity with existing training programmes and procedures, but also a commitment by BiH institutions to take ownership over the process. The development of protocols within local medical and justice institutions will complete this process, making sure that standard procedures are localized and fully owned by those establishments. The objective of the UN for the period 2018-20 is to complete the education and development of protocols in the health and psychosocial support sectors in 40 locations and to conclude the education of professionals in the justice (free legal aid) sector. Discussion with potential donors for funding these activities is currently on-going. Finally, the establishment of experts' pools in all sectors of engagement is a guarantee against loss of knowledge due to staff turnover and a key tool for knowledge replicability.

Regarding economic rights, the UN work has been groundbreaking: for the first time, survivors' economic rights are being recognized in draft legislation and policies. In addition, the implementation of the three pilot economic empowerment schemes has allowed gathering a wealth of experience in this field. Lessons learnt from the three different schemes models will be applied in the development of institutional employment programmes. This process has already been initiated in location B, and pending additional funds, will be extended to the FBiH and RS Entities. Municipal, District and Entities institutions have been involved during the whole implementation of the schemes, from the selection of beneficiaries, to the monitoring of the activities. In some cases, governments have agreed to co-fund the initiative or have committed to co-fund future institutional schemes based on these pilots.

The intensive work conducted in 2015 and 2016 to sensitize decision-makers on CRSV survivors' right to reparations and best worldwide practices for their administration has resulted in an increased engagement of governments at different levels to improve current legislation and status-recognition procedures. Despite the fact that one single reparations model may not be viable at the moment because of political impediments, both entities – RS and FBiH – as well as BD have demonstrated willingness to improve survivors' conditions. Cantons have also started further harmonizing their legislation with the FBiH Framework Law on civilian victims of war. Implementation of legislative provisions is progressively improving as well. These changes certainly do not represent yet a holistic and definitive answer to survivors' needs and rights; however, they pose the basis for further work that can be finally grounded on more solid legislation. If additional resources are available, the UN commits to continue following this process closely and to assisting government authorities in their efforts.

Finally, initial work related to advocacy and awareness raising with the purpose of reducing stigma towards CRSV, has led to an upscaling of the intervention. A full-fledged Stigma Alleviation Plan has consolidated all lessons learnt and experiences from previous work co-funded by UN Action – including theater plays, work with universities, with associations, etc. The plan has already been localized in three local communities, raising considerable interest amongst youth, decision-makers and the general population. The religious communities of BiH have also been involved, thus representing another important pillar of support for survivors. Programmes and lessons learnt from the education of health professionals will be used for the sensitization of religious leaders as well, while work with the media will also be expanded in the future.

3. Lessons-Learned & Best practices

Challenges

Irregular, short-term and insufficient funding remains 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.

Lessons learnt and good practices

Fighting preconceptions that prevent discussion on CRSV

Primary observation from this cycle of 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, 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.

5. Project Data¹⁶

‘Seeking Care, Support and Justice for Survivors of Conflict Related Sexual Violence in Bosnia and Herzegovina’ Joint Programme

- LOGFRAME -

	Project Summary	Indicators	Results		Verification Method
			Planned	Actual	
JP OVERALL GOAL	Access to justice, care, empowerment and reparations for the survivors of CRSV, and their families, enhanced in line with UN and European standards.	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).	Planned Target: 3 locations with comprehensive CRSV support network, by the end of 18 months.	In 3 locations (A, B, C/D), support is provided with increased sensitivity and awareness by service providers; capacities for more targeted and sensitive service provision have been enhanced also in additional 45 locations ¹⁷ . However, gaps still exist, since not all sectors (health, psychosocial support, economic empowerment and justice) have been equally capacitated in the said locations, due to insufficient funding. At the same time, networks have not been formalized yet, but links for services inter-operability have been included in guidelines, training tools and protocols between medical, psychosocial support and parts of justice sector.	UNFPA and UNDP Resource packages, ToTs and training materials; ¹⁷ ‘Report Delineating an Optimal Referral Model for Comprehensive Support Services to Conflict-Related Sexual Violence Survivors in BiH’, social media.

¹⁶ NB: The Logframe reflects the entire Joint Programme, hence indicators, targets and reported progress reflect contributions from all donors: the UN Action and the governments of UK and Canada.

¹⁷ Free legal aid micro-credit grants: 19 locations; medical support trainings: 19 locations (including locations A, B and C – the three target locations); psychosocial support training: 18 locations (including locations A and C – two of the three target locations) – some locations overlap, hence the total is 45+3 target locations = 48.

OUTCOME(S)	Outcome 1. Evidence-based targeted research intervention facilitates design of CRSV relevant policies and provision of CRSV sensitive practice and service delivery.	Indicator [IOM, UNFPA, UNDP, UN Women]: Number of capacity needs assessments and review of types of services required for CRSV survivors available	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.	Data has been collected and databases/reports developed. However, due to the high sensitivity of data included, information contained has only been shared in aggregated manner through published reports and during development of interventions.	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'; 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
OUTPUTS	Output 1.A 3 studies are carried out as a part of an assessment of legislation and capacities of local institutions and CSOs to provide comprehensive support to CRSV survivors (social, health, employment, and judiciary).	Indicator [UNDP, UNFPA, 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	Target: Minimum standards, protocols and action plans are used appropriately in all 3 target locations	Minimum standards (resource packages) for medical and psychosocial support as well as for FLA have been developed and endorsed by line ministries in RS, FBiH and BD. Protocols for health care institutions have been developed and endorsed in 3 locations.	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'; 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
		Indicator [IOM, UNFPA, UNDP, UN Women]: Knowledge products available on CRSV	Target: Minimum 7 knowledge products available by 2017.	Target reached. 8 knowledge products developed (for more information, see 2015 MPTF report).	
		Indicator [IOM, UNFPA, UNDP, UN Women]: Reliable data on existent CRSV systems available and data managed.	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 (for more information, see 2015 MPTF report) and database including all collected data shared with the other UN Agencies. Report shared with all BiH stakeholders. Guidelines on data management have been finalized and shared.	

		Indicator [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.	Target: Gaps are filled in 3 target locations by 2017	In the 3 target locations, gaps are partially filled: public health care, mental health and social work institutions (and partially FLA Agencies) have improved capacities to address GBV and CRSV cases thanks to targeted training and protocols (protocols currently developed only for the health sector. Protocols for the psychosocial support sector and for additional locations will be completed in 2018-20 pending additional funding). As already reported in 2016, in 4 areas, through small grants, capacities of three CSOs, members of FLA Network have been strengthened for better provision of FLA services. Finally, capacities of four associations of survivors have also been enhanced.	Support (RS, FBIH); Protocols for health care services in A, B and C; Report 'Guidelines on Protection and Exchange of Personal Data of CRSV Survivors'.
Output 1.B An updated compendium of data on actors, available services, and applied standards and practices.	Indicator [UNFPA]: Compilation of information on CRSV existing practices, standard, stakeholders with harmonized methodology and reliable data.	Target: Reliable data collection methodology revised and updated if necessary and compendium regularly updated and maintained.	No further update since 2016.		
	Indicator [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 UNJP.	Target: Study on masculinities and community values regarding violence, CRSV and GBV is available by 2016.	Research on masculinities finalized and will be published in the first quarter of 2018.		

ACTIVITIES (INPUTS)	<p>Activity 1: Update the compendium on actors, available services, and applied standards and practices related to CRSV (UNFPA)</p> <p><i>Note: activities related to the masculinity study are included in Outcome 4.</i></p>				
OUTCOME	<p>Outcome 2. Comprehensive care and support services (in accordance with UN and European standards) are more effective, responsive and accessible.</p>	<p>Indicator [UNFPA, UNDP, UN Women]: Comprehensive care and support services facilitated in target locations in line with EU and UN standards.</p>	<p>Target: Comprehensive care models facilitated in 3 target locations and setting the standards for other locations/actors involved in provision of services to CRSV survivors.</p>	<p>In the 3 target locations, services and institutions in the health, mental health, social work and partially in the FLA sectors have increased capacities for delivery of more sensitized, responsive and accessible services and for referral of survivors to other competent authorities. In the health and psychosocial support sectors the education model has been already replicated in more than 30 additional locations (thanks also to other donors' contributions).</p>	<p>Resource packages, ToT and training material, implementing partners' reports, 'Report Delineating an Optimal Referral Model for Comprehensive Support Services to CRSV Survivors in BiH'</p>
OUTPUTS	<p>Output 2.A 3 locations with strengthened and broadened scope of cross-sectorial referral mechanisms with inclusion of employment bureau as service provider and economic empowerment schemes for CRSV survivors.</p>	<p>Indicator [UNFPA, UN Women]: Data on socio economic impediments available contributing to policy development at the local level.</p>	<p>Target: Accurate, updated data in 3 target locations maintained and updated on annual basis.</p>	<p>UN Women/UNFPA Report 'Social and Economic Rights of Conflict Related Sexual Violence Survivors in BiH, Obstacles and Challenges' finalized and published, including data on socio economic impediments for CRSV survivors across BiH. Since update of the data on annual basis was deemed not possible, UN Women chose to use the report as a baseline for assessing the impact of economic schemes on the lives and socio-economic situation of survivors. The assessment has been completed in 2017, showing positive impact of the intervention on both survivors' social reintegration and economic well-being.</p>	<p>UN Women/UNFPA Report 'Social and Economic Rights of Conflict Related Sexual Violence Survivors in BiH, Obstacles and Challenges'; UN Women report 'Mapping of Existing Targeted Economic Empowerment Schemes for CRSV Survivors'; Report</p>

		Indicator [UN Women, UNDP]: Number of users of care and support services in particular of economic empowerment programmes in target locations increased.	Target: Increase by 5% by 2017 (baseline determined by initial Study on socio economic impediment research).	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 45 CRSV survivors and 45 other vulnerable beneficiaries participating.	'Economic Empowerment of CRSV Survivors in Bosnia and Herzegovina'; UN Agencies' websites and social media: * Economic empowerment scheme in location D: <i>link removed for privacy reasons</i> * Economic empowerment scheme in location A: <i>link removed for privacy reasons</i> * Economic empowerment scheme in location B: <i>link removed for privacy reasons</i>
		Indicator [UN Women, UNDP]: Quality of services.	Target: An increase in service satisfaction in 3 target locations visible in results of user survey in 2017.	The assessment of the economic empowerment schemes has shown clear satisfaction of the users with the offered programmes, as well as a positive impact on their psychosocial wellbeing, attitudes towards work and family income. Nevertheless, it may be too early to assess the full impact of the scheme that has been initiated the last, thus requiring additional follow-up monitoring.	
		Indicator [UN Women, UNDP]: 3 locations implement targeted schemes for the economic empowerment of CRSV survivors.	Target: Roll out of targeted economic schemes for CRSV survivors in at least 2 other locations by 2017.	Target met. Three schemes developed and finalized in three locations, with co-funding from other donors.	
Output 2.B 3 locations with strengthened health sector response to GBV/CRSV (with focus on establishing a special system of health care for this category of survivors).	Indicator [UNFPA]: Number of medical and mental health service points offering comprehensive care and support to CRSV survivors.	Target: all medical and mental health services in 3 locations are equipped and offer comprehensive care and support to CRSV survivors.	3 medical centres and 2 institutions offering psychosocial support in the 3 target locations have increased capacities in place to offer quality care to GBV and CRSV survivors. Additional 31 locations in BiH offer improved medical (16 locations) and mental health services (16 locations – 1 overlapping).	Resource packages (including minimum standards and guidelines) for RS and FBiH for Health and Psychosocial Support, ToT material for the health sector, Protocols	

		<p>Indicator [UNFPA]: Number of staff trained in CRSV medical and mental health service provision and for ToT in design of medical protocols for CRSV.</p>	<p>Target: 10 professionals in each entity trained and lead in drafting of medical guidelines.</p>	<p>Target met. In each Entity, pools of trainers for health and psychosocial support have been formed and trained within the Entities' health and social welfare ministries: RS - health care experts pool: 10 experts - psychosocial support experts pool: 8 experts FBiH - health care experts pool: 10 experts - psychosocial support experts pool: 10 experts The health care trainers have also led the development of medical protocols in the 3 target locations.</p>	<p>for municipalities A, B and C health care institutions, social media:</p> <p>* Psychosocial support expert pool training: <i>link removed for privacy reasons</i></p>
		<p>Indicator [UNFPA]: Quality of services.</p>	<p>Target: increase in utilization of services and service satisfaction in 3 target locations visible in results of user survey in 2017.</p>	<p>Service satisfaction survey dropped for lack of funding.</p>	
		<p>Indicator [UNFPA]: Minimum standards, protocols and action plans are used appropriately.</p>	<p>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 and psychosocial support have been finalized in cooperation with relevant ministries and institutions. Health care tools have been put in use in all 3 locations, while psychosocial support tools are only partially utilized. Work in the psychosocial support sector will be to be finalized in 2018-20, pending additional funding.</p>	
<p>Output 2.C 3 locations with increased awareness of CRSV and strengthened capacities of CSOs, witness support services (VWS) and</p>	<p>Indicator [UNDP]: Models on rehabilitation and psychosocial support for CRSV survivors and witnesses before the courts developed.</p>	<p>Target: Introduction of standards applying to CRSV services and support in 3 target locations.</p>	<p>This indicator has been discontinued already in 2016 because this activity has been conducted by the BiH Court Victim/Witness Support Department.</p>	<p>FLA grantees final reports, Resource Package for FLA/Justice Sector, VWS quarterly reports.</p>	

legal aid (FLA) providers (including the institutionalization of practice, services and referral mechanisms linking witnesses with protection services, psycho-social support before, during and after trials).	Indicator [UNDP]: Number of service providers compliant with minimum standards.	Target: 14.	Minimum standards (resource package) for free legal aid have been developed and 14 service providers trained on its use and to lead training of other staff members.	
	Indicator [UNDP]: Local protocols are developed that stipulate cooperation between governmental and non-governmental institutions and organizations within the CRSV Support Network.	Target: 3 locations.	Target met: cooperation protocols established between 3 FLA NGOs part of the FLA network and municipalities, welfare centers, other NGOs, etc. in 4 cantons/districts.	
	Indicator [UNDP]: Number of interventions recorded by witness/victim support services and number of users of care and support services.	Target: Increase by 5% by 2017.	Victim/witness support: 40% increase with co-funding from other donors and RoL Project	
Output 2.D 3 locations with improved professional capacities and CRSV-awareness of first responders (police/investigators), judges, prosecutors, media and CSOs.	Indicator [UNDP]: Capacities developed for targeted stakeholders.	Target: Capacities developed for approximately fifty relevant decision makers at three distinct levels of governance.	Target met: 140 first responders trained	Training reports.
	Indicator [UNDP]: First responders trained on gender sensitivity, with a particular focus on CRSV.	Target: 4 trainings/year.	Target met: 8 trainings held between 2015 and beginning of 2016 (the original duration of the UN Action funding was 2 years)	

	<p>Output 2.E CRSV relevant CSOs with strengthened organizational and technical capacities support CRSV survivors throughout BiH.</p>	<p>Indicator [UNFPA, UN Women]: Number of organizations capacitated to work with CRSV survivors and whose partnerships with the governmental sector are improved.</p>	<p>Target: At least 3 CSOs in target locations fully capacitated to work with CRSV in partnership with governmental institutions.</p>	<p>Target achieved and already reported in 2016: 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). This activity has been co-financed by other donors.</p>	<p>UN Women report 'Mapping of CSOs Associations of Survivors working with Survivors of CRSV in BiH', 4 grantees reports, social media</p> <p>YYYY, label established by survivors of torture: <i>link removed for privacy reasons</i></p>
ACTIVITIES (INPUTS)	<p>Activity 2: Strengthen and broaden the scope of cross-sectorial referral mechanisms by including employment bureau as a service for CRSV survivors (UN Women)</p>				
	<p>Activity 3: Strengthen health sector response to GBV/CRSV (UNFPA)</p>				
	<p>Activity 4: Increase the CRSV awareness and capacity of witness support services (VWS) and legal aid providers (FLA), including the institutionalization of practice, services and referral mechanisms linking witnesses with protection services, psycho-social support before, during and after trials (UNDP)</p>				
	<p>Activity 5: Ensure that the rights and dignified treatment of survivors in court cases are safeguarded through CSOs services (UN Women)</p>				
	<p>Activity 6: Improve professional capacities and CRSV-awareness of first responders (police/investigators), judges, prosecutors, media and CSOs and ensure that CRSV is mainstreamed in regular training programmes (UNDP, UN Women)</p>				
	<p>Activity 7: Strengthen grass-root CSOs capacities to support CRSV survivors (UN Women, UNFPA)</p>				
	<p>Activity 8: Follow up to the research recommendations on socio-economic impediments of CRSV survivors with a small targeted intervention (UN Women)</p>				
	<p>Activity 9: Organize targeted schemes for the economic empowerment of CRSV survivors including scholarships for children of CRSV survivors (UN Women, UNDP)</p>				

<p style="text-align: center;">OUTCOME(s)</p>	<p>Outcome 3. Equal access to reparations is advanced at all levels.</p>	<p>Indicator [IOM]: Number of key stakeholders strengthened and participating in workshop, roundtables, trainings and working groups on designing of the reparation model for BiH</p>	<p>Target: At least 30 key stakeholders participating in 4 working groups (at different levels (CSOs, FBiH, RS, State)</p>	<p>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.</p> <p>Over 200 participants from different levels of government (State, the Entities of RS and FBiH, BD, Cantons) as well as civil society participated in thematic working groups on improvement of legislation relating to reparations measures.</p>	<p>Workshops reports and conclusions, workshops satisfaction surveys.</p>
<p style="text-align: center;">OUTPUTS</p>	<p>Output 3.A Trainings delivered on linkages between service provision, reparations efforts and justice for survivors of sexual violence for relevant stakeholders.</p>	<p>Indicator [IOM]: Relevant stakeholders' capacities and understanding of linkages between service provision and reparation processes strengthened.</p>	<p>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.</p>	<p>Target already achieved in 2015-6:</p> <p>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 through other donors' funding in autumn 2015.</p> <p>Further training of additional 47 participants delivered in 2016 with co-funding from other donors, Additional training sessions targeted 15 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.</p> <p>In 2017, with co-funding from other donors, elements of the training were also used for raising awareness of a number of decision-makers in BiH governments and parliaments at different levels, to increase their understanding of the issue and advocate for improvement of legislation relevant for CRSV.</p>	<p>Trained stakeholders survey, Training report from Vlastic</p>

	Output 3.B 38 consultative roundtables and workshop facilitating and supporting design of BiH specific reparation process/model.	Indicator [IOM]: Relevant stakeholders' participation in consultative roundtables and workshops.	Target: 13 at FBiH-level, 13 at RS/BD level, 8 at State-level, 4 CSO feedback meetings.	Target met: 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. The implementation of the activities within this Output is co-funded by other donors.	Training Reports/Satisfaction Surveys, Consultancy Reports, media. Consultations on education and free legal aid in the FBiH, May 2016: news link
		Indicator [IOM]: Designed and developed BiH specific reparation model.	Target: One BiH specific reparation model designed by 2017.	As previously reported, no single specific reparations model is viable due to the constitutional set up of the country and to divergent political visions. Output 3C applicable instead.	
	Output 3.C Reparation package conceptualized at all levels. [IOM]	Indicator [IOM]: Reparation packages conceptualized at all levels.	Target: One BiH specific reparations operational strategy designed by 2017.	As above, no single specific reparations strategy is viable. However, improvements in legislation at entity/BD level are being supported: <ol style="list-style-type: none"> 1. RS new Law on Protection of Victims of Torture (currently approved by the RS government and ready to be submitted to parliamentary procedure). 2. Amendment to the FBiH Law to establish a status-granting commission and following by-laws (amendment and RoP approved). 3. Establishment and operationalization of new status-granting commissions in FBiH and BD (both operational in 2017). 	RS draft Law: news link (additional news links available); FBiH Law amendment ; FBiH Commission RoP, BD Decision amendment, BD Commission RoP.
ACTIVITIES (INPUTS)	Activity 10: Develop a training programme on linkages between service provision, reparations efforts and transitional justice for survivors of sexual violence, and conduct trainings for relevant stakeholders (IOM)				
	Activity 11: Facilitate and support various aspects of reparations processes, including the right to reparations, with a focus on CRSV, through consultative roundtables and workshop. (IOM)				

OUTCOME	<p>Outcome 4. Outreach and advocacy programmes to combat stigmatization and ensure equality of citizens are developed in co-operation with all relevant stakeholders.</p>	<p>Indicator [IOM, UNFPA, UNDP, UN Women]: Number of public statements and commitments that result from successful advocacy initiatives</p>	<p>Target: 1 per entity and 1 per target location</p>	<p>2017:</p> <ul style="list-style-type: none"> * On 29 June 2017, UNFPA facilitated the adoption of Interreligious Council of BiH’s Declaration on Denouncing Stigmatization of Survivors of CRSV (co-funded). * In December 2017, the RS Government adopted the draft RS Law on Protection of Victims of War Torture (co-funded). * Some cantons in the FBiH have adopted or 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'. Canton Z 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 Cantons X and Y. In addition, in Canton Y the cantonal Free Legal Aid Agency has already started de facto providing services to survivors. <p>2016:</p> <ul style="list-style-type: none"> * Canton X, 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 amendment of cantonal legislation and policies is half-way (co-funded). * In location B, 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 new Mayor, associations and the new commission for the recognition of the status of civilian victim of war (co-funded). 	<p>Declaration on Denouncing Stigmatization of Survivors of Conflict-related Sexual Violence (Links: UN news, UK Embassy news, local news agency FENA, Interreligious Council – press clipping available)</p> <p>RS Government commitment to support the adoption of the draft RS Law on Protection of Victims of War Torture (link to the news – press clipping available)</p> <p>Canton Z amendment to FLA Cantonal Law (link omitted for privacy matters)</p> <p>Location A meeting invite and minutes</p> <p>Memorandum on the implementation of economic rights in location B.</p> <p>Presentation of UNFPA Report ‘Stigma against</p>
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		Indicator [UNFPA]: Increase in proportion of people who are informed about current position and problems CRSV survivors face	Target: 5% increase	190 service providers acquainted in-depth with stigma impacts onto survivors. 350 people took direct participation in stigma alleviation activities in locations A, E and F.	Survivors of Conflict-Related Sexual Violence in BiH' (link)
OUTPUTS	Output 4.A Finalized study on masculinities and violence against women (VAW) in BiH, CRSV and GBV informs the advocacy strategy for CRSV.	Indicator [UNFPA, UN Women]: Available data on this phenomenon.	Target: Disaggregated data and insights into linkages between gender identities and GBV/CRSV.	Qualitative data has been gathered and its analysis completed. Due to shortages of funding, quantitative disaggregated data was not gathered. The report has been finalized and will be published in 2018.	Draft report on masculinities and GBV in BiH.
	Output 4.B Established inter-agency/ inter-governmental co-ordination and resource mobilization (in line with UN corporate and mandate-related issues).	Indicator [All Agencies]: Inter-agency/inter-governmental outreach events of awareness raising/advocacy initiatives.	Target: 3 per year.	Target met: 19 June 2017: joint commemoration of the International UN Day for the Elimination of Sexual Violence in Conflict with online campaign and presentation of economic schemes products (co-funded). 29 June 2017: signing of the Declaration on Denouncing Stigmatization of Survivors of Conflict-related Sexual Violence by the BiH Interreligious Council (funded by UK). 4 October 2017: UNFPA Conference on Alleviating Stigma against CRSV in BiH (funded by UK). 2-4 October 2017: Visit of the SRSG - SVC Pramila Patten to BiH (funded by UK). For events held in the previous years, see 2015 and 2016 reports.	19 June online campaign links (full list of links available): <i>links removed for privacy reasons</i> Declaration on Denouncing Stigmatization of Survivors of Conflict-related Sexual Violence (Links: UN news , UK Embassy news , local news agency FENA – press clipping available) UNFPA Conference on Alleviating Stigma against CRSV in BiH (link BHS language – press clipping available)

		Indicator [All Agencies]: Analysis prepared on methodologies and approaches to outreach, data collection.	Target: Analysis prepared by month 5 of implementation.	Methodology for data collection included as first step in each study/research.	Visit of the SRSG - SVC Patten to BiH (link BHS language, Keynote speech ENG)
		Indicator [All Agencies]: Number of joint advocacy initiatives that address key challenges faced in the development and implementation of CRSV policies.	Target: 3 joint initiatives by 2017.	5 initiatives already reported in 2015 and 2016 MPTF report with contribution from other donors: For 2017, please see indicator 4.B.1 above.	Methodologies developed for the different studies/researches.
		Indicator [All Agencies]: Number of institutions reached by advocacy.	Target: 4 institutions per target location.	Target met: more than 4 institutions per location reached by advocacy, including government representatives, parliamentarians, public institutions (centers for social work, health and mental health centers, FLA Agencies, employment bureaus, etc.). Additional stakeholders at Entities and State level also reached by UN advocacy related to legislation at those levels.	
	Output 4.C Developed standards for CRSV media reporting, including reporting on court cases, and establish targeted capacity development training of media representatives to	Indicator [UNFPA, UNDP]: Number of media outlets representatives trained in preventing stigmatization of CRSV survivors.	Target: At least 3 representatives from each major media outlets throughout BiH (BiH state level, FBiH, RS and BD) trained in addressing CRSV stigma in media reporting.	Target met and previously reported: 14 representatives of media outlets trained. Additional 14 journalists informed about work on fighting stigma against CRSV through the SDG lens in 2017 through UK funding.	Training reports, Standards for CRSV media reporting, social media (link)

	address the stigmatization of CRSV survivors, including exchange of good practices.	Indicator [UNFPA]: Number of media outlets reached by advocacy and reporting according to developed standards.	Target: 4 media outlets adopt/endorse standards for CRSV media reporting.	Target met and reported in 2015 MPTF report with contribution from other donors: 7 media outlets have validated the standards for media reporting.	
ACTIVITIES (INPUTS)	Activity 12: Continuation of the study on masculinities and gender based violence against women in BiH. (UNFPA, UN Women)				
	Activity 13: Develop and implement an advocacy plan to address social stigma against CRSV survivors (UNDP, UNFPA, UN Women)				
	Activity 14: Develop standards for CRSV media reporting, including reporting on court cases, and establish targeted capacity development training of media representatives to address the stigmatization of CRSV survivors (UNFPA, UNDP)				
	Activity 15: Facilitate activities related to inter-agency / inter-governmental co-ordination, resource mobilization, and support to UN corporate and mandate-related issues (All Agencies)				
PROBLEM STATEMENT	<p><i>More than 20 years after the end of the war in Bosnia and Herzegovina, survivors of conflict-related sexual violence have not received full redress and justice. Indeed, both societal and governmental recognition of the harms suffered by CRSV survivors - both women and men - during the war is lacking and survivors suffer from widespread stigma. Moreover, survivors need enhanced access to tailor-made services, such as free legal advice and access to affordable and appropriate psycho-social and health care services, including mental, sexual and reproductive health services, as well as economic empowerment. There is also a need for governmental institutions at all levels in BiH to recognize CRSV survivors as a specific category of war victims, and provide equal access to reparations, both symbolic and material, across the entire territory.</i></p>				