

# Midterm project evaluation: One-day workshop

Project:

- Enhancing social protection by empowering CSOs in Bosnia  
and Herzegovina -

Location: Hotel Holiday Sarajevo

Date: September 10, 2019

Activity: Crosscutting activity 3 'Baseline, mid-term (internal) and final evaluation

Service contract: BA 349/10-19

Contract due date: September 15th, 2019

Contractor: NGO Naša Perspektiva Sarajevo

Projektni partneri:

# Agenda

**11:00 - 11:15** Introduction and Midterm project evaluation  
presentation

- *Branislav Tanasijević, CARE International, Project Manager*
- *Armin Alijagić, Naša Perspektiva*

**12:15 - 12:30** Conclusions

**12:30 - 13:30** Lunch

Projektni partneri:



Ovaj projekat je finasiran u okviru razvojne saradnje Češke Republike



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# Project

General objective:

*'Enhance the role of civil society actors in BiH, in providing services for marginalized populations and participating in design and implementation of relevant policies.'*

Expected results:

O1 Strengthened organisational capacity and management of 7 targeted civil society organisations (CSOs) in BiH.

O2 Service provision of 7 targeted CSOs improved to meet the needs of their target groups (TG).

O3 7 targeted CSOs have strengthened their advocacy position and improved policies in specific areas of their mandate.

Projektni partneri:



O1 Strengthened organisational capacity and management of 7 targeted civil society organisations (CSOs) in BiH.

Ind. 1.1 7 CSO strategic and action plans updated (by the end of 2018).

Ind. 1.2 At least 7 in-kind and 14 development grants (7 annually) implemented/realized in all 7 CSOs.

Ind. 1.3 At least 14 young professionals successfully finalized their project deployment engagement by the end of the project implementation.

Projektni partneri:

O2 Service provision of 7 targeted CSOs improved to meet the needs of their target groups (TG).

Ind. 2.1 20% increased CSOs service /activity portfolio by the end of the project.

Ind. 2.2 Raised level of beneficiaries' and clients' satisfaction with CSO services by at least 25% (by the end of the project).

Ind. 2.3 At least 6 best practices documented. (2nd and 3rd project year).

Projektni partneri:



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O3 7 targeted CSOs have strengthened their advocacy position and improved policies in specific areas of their mandate.

Ind. 3.1 At least 14 advocacy meetings with governmental officials held by the end of the project.

Ind. 3.2 At least 4 advocacy initiatives of the 7 CSOs initiated with other NGOs and networks by the end of the project.

Projektni partneri:





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Activities - O1 Strengthened organisational capacity and management of 7 targeted civil society organisations (CSOs) in BiH.

1.1 Tailored made capacity building program for 7 CSOs (training, mentoring, coaching).

1.2 Study visits to Czech Republic, for practical insight in the Czech best practices, exchange and learning.

1.3 Design/update of strategic plans of 7 CSOs and their organisational policies.

1.4 Provision of grants to target CSOs, to support their development plans.

1.5 – Young professionals/graduate students' deployment program.

Projektni partneri:





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Activities - O2 Service provision of 7 targeted CSOs improved to meet the needs of their target groups (TG).

2.1 Mapping of services the 7 CSOs provide to their beneficiaries.

2.2 Revision and enhancement of CSOs service portfolio and practice.

2.3 Promote best practice of CSO initiatives and effective service provision.

Projektni partneri:







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Activities - O3 7 targeted CSOs have strengthened their advocacy position and improved policies in specific areas of their mandate.

3.1 – Design/update communication and advocacy strategies of the target CSOs.

3.2 – Enhance advocacy mandate and initiatives of targeted CSOs: information exchange and networking, policy dialogue meetings, foster cooperation with media.

Projektni partneri:





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# Cross-cutting activities

- C.1 Regular, semi-annual meetings with target CSOs.
- C.2 PR for the project and creation of promotional material.
- C.3 Baseline, mid-term (internal) and final evaluation.

Projektni partneri:





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# Preparation activities

- Consultations with partner CSOs during May and June 2018
- Hiring of project staff
- Quitting of Fondacija Lokalne Demokratije (FLD) from Sarajeva

Projektni partneri:



## 1.1 Tailored made capacity building program for 7 CSOs (training, mentoring, coaching)

- Job descriptions planned hiring of students developed, including Expressions of interest for the engagement of Czech interns developed,
- Two-day training on business planning in November 2018 organized
- Business plans for social enterprises finalized in December 2018
- Technical support provided for the improvement of admin policies (HR, finance, procurement), their documentation (including job descriptions, performance management tools, staff development plans etc.)
- Two-day training workshop was organized on administrative policies, organizational documentation and the Policy on Protection from Sexual Exploitation and Abuse and Child Protection.
- Planed for the next reporting period: Communications training, Web design improvements, PRAG training, Horizon 2020 training, etc.

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## 1.2 Study visits to Czech Republic, for practical insight in the Czech best practices, exchange and learning

- First group of 8 individuals visited Czech Republic in May 2019 (Budućnost, SOC and Otaharin)
- Two joint meetings with NGO Accorus and Slovo 21 performed, while separate meetings between SOC and PragPride and between Otaharin and Romanonet have been held.
- A direct result from the meetings are two visits from Czech organizations to BiH between July-December 2019. Namely, PragPride will visit SOC and Slovo 21 will visit Otaharin as a result of their conversations in Czech Republic.
- Second visit to be performed in September/ October 2019

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## 1.3 Design/update of strategic plans of 7 CSOs and their organisational policies

- Existing strategic plans have been reviewed and updated
- The consultants provided two months of engagement, coaching and mentoring of partner CSOs, in close cooperation with CARE

Projektni partneri:



## 1.4 Provision of grants to target CSOs, to support their development plans.

- 2018: During August and September 2018, all seven project partners signed contracts for implementing Grants for Action/service enhancement with maximum budget of 12.500,00 BAM per organization and implementation period from 1 July until 31 December 2018.
- 2019: In March 2019, all seven project partners signed the first round of contracts for implementing Grants for Action/service enhancement.
  - Note: It has been decided to finance two rounds of project applications in 2019, each round providing approximately 5.000 EURO per application. The first round provided 7 grants (50% of the available budget, while the second round (and the remaining 50%) is to be provided for a period of July-December 2019. The applications from the second round are expected to include findings and activities that are to be implemented as a result of the recommendations of the recently developed C&A strategy.
- During September and October 2018, CARE collected applications from the partner CSOs, for the project donation in equipment, in the amount of 6.600 KM per partner CSO. These grants were planned to respond to CSOs' practical needs and applications consisted of specifications of the needed equipment and materials (such as: computers, furniture, air conditioning devices, joinery and other facility restorations, etc.).
- During September and October 2019, the project plans to carry out procurement procedure and supply partners in accordance to their needs shown in applications for donations what they submitted during July and August 2019.

## 1.5 – Young professionals/graduate students' deployment program

- Preparatory activities for this activity started in September 2018 – selection criteria, description of needs and candidates' profiles were designed (Activity 1.1)
- Furthermore, based on assessing the needs of the target CSOs, their capacities, skills and job descriptions of the employees, the project facilitated development of the staff development plans.
- As of January 2019, 6 project partners contracted young interns with 12 months contracts, who passed selection process during end of 2018. NGO DUGA hired their intern as of 1th of February.
- During first implementation period NGO Budućnost reported that their intern got another job offer what resulted in another public call and selection process done by our project partner. It resulted in hiring Mr. Dejan Lazarević.
- The Czech interns will be hired as of September 2019 for a period of three months.

Projektni partneri:



## 2.1 Mapping of services the 7 CSOs provide to their beneficiaries

- The project selected the consultant to carry out this activity in March 2019, and the mapping was finalized in June 2019.
- The consultant carried out a beneficiary/client satisfaction survey. The project team and consultant assisted them with the survey design and with establishing a more systematic way of assessing beneficiary / client satisfaction and needs at the more regular basis.

Projektni partneri:

## 2.2 Revision and enhancement of CSOs service portfolio and practice.

- As a result of the mapping and beneficiary/client satisfaction survey, target CSOs will design new services and activities and will have an opportunity to incorporate the new activities and services into their action plans and operationalize those through sub-grant project component, while best practices, particularly those with potential for multiplication, are going to be documented and presented to stakeholders, other NGOs and the market.
- This activity is expected to be finalized by the end of 2019.

Projektni partneri:

## 2.3 Promote best practice of CSO initiatives and effective service provision

- In the upcoming months, the project will seek innovative and user-friendly ways to document and present best practice models target CSOs implement to generate attention and interest from the stakeholders. More concretely, during September and October 2019 an external expert will be engaged to produce the best practice brochure in cooperation with 7 project partners.
- This activity is expected to be finalized by November 2019.

Projektni partneri:

## 3.1 – Design/update communication and advocacy strategies of the target CSOs.

- The project engaged an expert to work with CSOs on their C&A strategy in February 2019, and first of all a review existing C&A strategy or documents of target CSOs has been performed.
- In addition, all CSOs filled informative questionnaire which enabled the consultant to shape the agenda of the planned 2-days workshop which was organized accordingly to staff members of all partner CSOs.
- The consultant designed the communication strategies which are to be accepted by their relevant bodies within their organization.
- Furthermore, the consultant will hold C&A workshop for target CSOs' managers and communications and advocacy professionals and provide the necessary TA and mentoring services. After this expert service is completed project partners will include recommendations from the above activities in their project proposals which will be awarded with grant agreement for period July-December 2019.

Projektni partneri:

## 3.2 – Enhance advocacy mandate and initiatives of targeted CSOs: information exchange and networking, policy dialogue meetings, foster cooperation with media.

- This activity will enable targeted CSOs to fulfil their advocacy mandate by going through the process of generating C&A strategy and drafting key advocacy messages. The project will provide the support to CSOs to gain greater knowledge and keep abreast of latest developments also through providing networking opportunities and information exchange.
- This activity is expected to be initiated in the next reporting period.

Projektni partneri:

# C.1 Regular, semi-annual meetings with target CSOs.

- Activity implemented in line with the project activity plan. 5 meetings organized so far.
- In order to stimulate idea and knowledge share between partners, every meeting has been organized within premises of a different partner CSO. This enables other partners to learn more about the organization hosting the meeting and its work. The meeting is often followed-up by a joint visit to where their social business production takes place.

Projektni partneri:



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## C.2 PR for the project and creation of promotional material.

- Project's motto and logo were created, along with the project leaflet, promotion stickers and calendars for 2019. Furthermore, a PR agency was engaged and semi-annual meetings were covered by the media.

Projektni partneri:



## C.3 Baseline, mid-term (internal) and final evaluation.

- Baseline study developed, and an expert engaged to perform the mid-term (internal) evaluation.

Projektni partneri:



# Discussion

- How to measure indicators in 2nd component?
  - No.of services and beneficiaries (↑20%)
  - Level of beneficiaries' and clients' satisfaction with CSOs services (↑25%)
- How to measure indicators in 2nd component?
  - 14 advocacy meetings with governmental officials
  - 4 advocacy initiatives initiated

Projektni partneri: