



EXTERNAL EVALUATION REPORT

Title of the action: Promoting Human Rights and Inclusion of Roma Women and Youth

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ACRONYMS

BiH - Bosnia and Hercegovina

CSO - Civil Society Organization

EU - European Union

LAP - Local Action Plan

LAG - Local Action Group

MHRR - Ministry of Human Rights and Refugees

NAP - National Action Plan

RBA - The Rights based approach

ACKNOWLEDGMENT

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This report shall be used as an evaluation report for the purposes of Care International Balkans - Sarajevo and other project stakeholders, in order to receive an insight into the project scope of implementation, outcomes, conclusions, and recommendations for further developments.

EXECUTIVE SUMMARY

The following report represents the external evaluation conducted on the implemented EuropeAid/EIDHR project: Promoting Human Rights and Inclusion of Roma Women and Youth.

The project lasted 21 months, and has been implemented by CARE Deutschland e.V. / CARE International Balkans, office in Sarajevo. The project aimed at the promotion and protection of civil, political, social, economic, and cultural rights of the Roma minority by strengthening Roma civil society organizations and democracy activists in BIH. More specifically, the objective of the respective project was to protect and enhance the social, cultural, and economic rights of Roma women and youth and increase their influence in decision making processes.

The project has been implemented with co-applicants' organizations Romani Ćej- Romska djevojka from Prnjavor and Roma association Jačanje - Zuralipe- from Vitez, and with the participation of local stakeholders like municipal departments responsible for social issues as well as economic departments from Vitez, Travnik, Donji Vakuf, Prnjavor, Modriča and Vukosavlje municipalities. The action has derived from the rich experience of CARE in working with grass root organizations, CSOs, and local stakeholders to promote political, social, and economic rights of the Roma minority with a clear focus on women's and youth's empowerment. CARE has been active in implementing Roma inclusion and capacity building projects since 2005.

The objectives of the external evaluation process are to: evaluate the achievement of the overall impact, evaluate if all partners worked toward the aims and objectives of the project.

The external evaluation has been conducted through the desk review, interviews and focus groups. The sample of the respondents consisted of: project staff from applicant and co-applicants' organizations, the representatives of local municipalities, the representatives of youth and woman beneficiaries. The evaluation process has generated results across the following indicators: relevance; coherence; effectiveness; efficiency; impact and sustainability.

The respondents have repeatedly confirmed, independently from one another their high satisfaction with the approach introduced and activities implemented by CARE. Respondents' level of satisfaction has also been expressed in terms of their acquired benefits and the added value that the respective project activities have brought to them. Additionally, all individual and focus group interviews carried out for the purpose of this evaluation testify to the high importance of the project for actively engaging Roma women and youth in decision-making processes. As such, the need for projects entailing activities for these beneficiaries' groups is evident.

The project implementation was efficient and demonstrated high value of the used funds from the donor. The implementing organization has also been efficient in engaging respective stakeholders and participants.

Overall, the action had achieved its expected results. All components; the raise of awareness of Roma women and youth needs among local institutions; capacity building of co-applicant’s organizations, women and youth from 6 municipalities were successfully implemented. Generally, the project has been highly effective at the local level, whereas the local level institutions have actively contributed to the project implementation and have expressed their readiness to actively engage the Roma population in municipalities’ plans and activities, as well as budget planning.

Thanks to this action, the direct communication channels between local institutions/municipalities and co-applicant Roma organizations were re-opened. The increased level of awareness of the local officials toward Roma youth and women’s necessities, thanks to project activities, was translated into practical steps (drafting the Local Action Plans and communication policies, supporting the small grants, etc). Based on interviews with municipal stakeholders, the communication and cooperation with co-applicants will continue after the action ends. However, additional advocacy is necessary to be conducted in the future, especially towards elected municipal officials (politically appointed assembly members) who have actual power of decision-making at the local level.

One of the expected results – influencing Roma policies on state (central) level – was not achieved. The main hindering factors that influenced on result achievement are political (total blockade of state processes) that put BiH state in deadlock and COVID 19 pandemic challenges. During the project implementation, almost all decision at state level that were not essential for state functioning were put on hold or constantly delayed. As stated in the EU Country Report for BiH 2021, “Regarding the political criteria, legislative and executive authorities had a low output due to political polarization and the disruption caused by pandemic.(...) Gender-based violence, ill-treatment of detainees, and the protection of minorities, including the Roma, are also issues of concern”¹ According to interview with CARE project staff, having in mind these circumstances, the project team decided to put more efforts on a local level. Regarding the work on a central level, it was mostly done through participation in state level activities of other CARE partners. For example, CARE’s project staff with the members of the partners organizations participated in conferences about Roma influence on the state level, especially the National Action Plan for Roma,

¹ Full Report can be found and downloaded from following link https://ec.europa.eu/neighbourhood-enlargement/bosnia-and-herzegovina-report-2021_en

organized by BiH Ministry for Human Rights and Refugees. That was the was hot to influence on one of the State strategies on national level.

Based on the findings, it can be concluded that the project goal “To improve the capacity of the selected co-applicant organizations, improve Roma women position and Roma youth activism in targeted municipalities, and establish an instrument for Roma participation in the decision-making process” was achieved.

BACKGROUND

1.1. Project Background

The project “Promoting Human Rights and Inclusion of Roma Women and Youth”, lasted 21 months² and was implemented during the period: January 2020 – September 2021, in the following areas: Bosnia and Herzegovina Region 1: Vitez, Travnik, Donji Vakuf and Region 2: Prnjavor, Modriča, Vukosavlje. This evaluated action expands on the experiences and capacity gained within CARE’s projects “Support to National Action for Roma Inclusion”, “Active Participation for Roma Inclusion”, and “Active Roma Youth for Rights and Inclusion” also funded through the EIDHR mechanism. In this action, as well as within the previous, the co-applicant organizations have taken part in the design of the project proposal and activities.

The project targeted the following groups:

- Staff of the co-applicants’ organizations, Romani Ćej – Romska djevojka from Prnjavor and Roma association Jačanje – Zuralipe from Vitez;
- Women and Young Roma from target areas;
- Representatives of municipal administration and local institutions;
- Representatives of BiH Ministry for Human Rights and Refugees.

The Final beneficiaries of the project are Roma in targeted communities (ca 5.000) and Roma women and youth (ca 60.000) in Bosnia and Herzegovina at large, who face poverty, discrimination, and generally severe problems in enjoying their rights.

The main area of intervention of this project was to contribute to the promotion and protection of civil, political, social, economic, and cultural rights of the Roma minority by strengthening Roma civil society organizations and democracy activists in BiH.

² The donor, European Union in BiH, has approved three months non-cost extension as requested by CARE.

The specific objective of the project was to protect and enhance the social, cultural, and economic rights of Roma women and youth and increase their influence in decision making processes. The decision-making processes were targeted twofold: on the one hand strengthening the decision-making power of Roma women within their community and on the other, empower Roma women and youth to have political influence by being represented in local actions groups.

1.2. Evaluation Objectives, Scope and Indicators

The objectives of the external evaluation process are to: evaluate the achievement of overall impact and objectives, evaluate if all partners worked toward the aims and objectives of the project; assess the monitoring tools and documentation of the project files; assess which were the most useful and the least useful aspects of the project; evaluate the level of involvement of project actors and stakeholders and their level of satisfaction with implemented activities; evaluate the level of outreach of the target groups and their level of satisfaction; best practices and lessons learnt that can be derived from this project.

The final evaluation of this action was undertaken on all major project topics, context, activities and compared with the log frame indicator levels set within the baseline. The goal of this evaluation was to combine desk review of project documents, including the baseline study and regular monitoring data and existing documents from various resources (official, civil society data, shadow reports, media reporting, etc.) with field research, through interviews, group discussions with the target CSOs, their beneficiaries, and stakeholders of importance for the implementation of the project (local, entity, national).

Following the theoretical and practical principles of the evaluation process, six basic criteria for the project evaluation were applied. These criteria match the key questions from the Terms of Reference. They are as follows:

Indicator	Description
Relevance	The extent to which the intervention objectives and design respond to beneficiaries', global, country, and partner/institution needs, policies, and priorities, and continue to do so if circumstances change. "Respond to" means that the objectives and design of the intervention are sensitive to the economic, environmental, equity, social, political, and capacity conditions in which it takes place. "Partner/institution" includes government (national, regional, and local), civil society organizations, private entities, and international bodies involved in funding, implementing, and/or overseeing the intervention. Beneficiaries are defined as: "the individuals, groups, or organizations, whether targeted or not, that benefit directly or indirectly, from the development intervention."
Coherence	The extent to which other interventions (particularly policies) support or undermine the intervention, and vice versa. It includes internal coherence and external coherence: Internal coherence addresses the synergies and interlinkages between the intervention and other interventions carried out by the same institution/government, as well as the consistency of the intervention with the relevant international norms and standards to which that institution/government adheres. External coherence considers the consistency of the intervention with other actors' interventions in the same context. This includes complementarity, harmonization, and coordination with others, and the extent to which the intervention adds value while avoiding duplication of effort.
Effectiveness	The extent to which the intervention achieved, or is expected to achieve, its objectives, and its results, including any differential results across groups. Analysis of effectiveness involves taking account of the relative importance of the objectives or results.
Efficiency	The extent to which the intervention delivers, or is likely to deliver, results in an economical and timely way. "Economic" is the conversion of inputs (funds, expertise, natural resources, time, etc.) into outputs, outcomes, and impacts, in the most cost-effective way possible, as compared to feasible alternatives in the context. "Timely" delivery is within the intended timeframe, or a timeframe reasonably adjusted to the demands of the evolving context. This may include assessing operational efficiency (how well the intervention was managed).
Impact	The extent to which the intervention has generated or is expected to generate significant positive or negative, intended or unintended, higher-level effects. Impact addresses the ultimate significance and potentially transformative effects of the intervention. It seeks to identify social, environmental, and economic effects of the intervention that are longer term or broader in scope than those already captured under the effectiveness criterion. Beyond the immediate results, this criterion seeks to capture the indirect, secondary, and potential consequences of the intervention. It does so by examining the holistic and enduring changes in systems or norms, and their potential effects on people's well-being, human rights, gender equality, and the environment.

Sustainability	The extent to which the net benefits of the intervention continue, or are likely to continue. This includes an examination of the financial, economic, social, environmental, and institutional capacities of the systems needed to sustain net benefits over time. It involves analyses of resilience, risks, and potential trade-offs. Depending on the timing of the evaluation, this may involve analyzing the actual flow of net benefits or estimating the likelihood of net benefits continuing over the medium and long-term.
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1.3. Evaluation Methodology

The evaluation methodology consisted of the following phases:

- Desk Review

The desk review consisted of an analysis of the existing documentation: a) Project Proposal and the Logical Framework for the Project; b) Interim Narrative Report; c) Baseline Study d) Project Success Story Brochure; e) Policy documents etc.

The desk review has provided information on: project necessity, its background, its main objectives and achievement; project implementation flow; project indicators; and the general context related to Roma rights. Desk review has supported the development of the approach for field analysis. Hence, both, the desk review and the field analysis have been complementary tools in the project evaluation.

- Field Analysis

The field analysis consisted of data collection through semi-structured interviews and organized focus groups with beneficiaries and local representatives, in total 22 persons. External evaluator outsourced the assistant for field support, and data collection.

a. The semi-structured interviews

Interviews aimed at understanding stakeholders' perceptions of the project, the added value that the project has brought, their satisfaction with the project implementation, their perception of the need and relevance of the respective project, and their perception and attitude towards project sustainability. There have been 6 (six) semi-structured interviews conducted (please see the list of interviewees in the Annexes).

The main components of the developed questionnaire for the semi-structured interview were:

- Introduction (about process, evaluation, etc.)
- Key questions: questions designed in order to elicit more revealing information about Roma communities, socio economic integration of women and youth, co-applicants' history and achievement within project

- Probing questions: Probing questions encouraged informants to reflect more deeply on the meaning of their comments, lessons learnt, obstacles overcome, etc.
- Closing question: Provided an opportunity for the key informant to give additional information or comments, their recommendations or solutions in addressing the main topics.
- The summary: the major comments heard throughout the interview are summarized and the informant asked if all the major points were covered.

b. Focus Groups

The 4 (four) focus groups were conducted, with the aim gaining better insight into project implementation. Two groups were composed of local municipal representatives (5 person in total, 1 representative was absent due to health issues), and two of project beneficiaries, women and youth (in total 17 persons, please see the list of the Annexes) .Focus groups were structured around a set of carefully predetermined questions, but free flowing discussion was encouraged as well. The discussion components were:

Introduction (about process, evaluation, participants' role within the municipality, Roma community and Project.); **key questions** (questions designed in order to elicit more revealing information about municipalities, socio economic integration and other integration services, local action plans and budget, and small actions) and **Closing question** (an opportunity for the respondents to give additional information or comments, their recommendations or solutions to address the main topics).

Due to the COVID 19 health security measure, with approval from CARE, the interviews and focus groups were conducted via zoom-application and phone conversation when technical equipment did not support the zoom app. The discussions from the focus groups have been moderated by the evaluator and recorded.

- *The Report*

The report consists of desk research and field research data collection, synthesis, and analysis, and it is based on a qualitative research approach. Data collected during the semi-structured interviews and focus groups has been clustered into the pre-defined categories/ 6 evaluation indicators. The outline of the report is as requested by CARE. The evaluator ensured to maintain its independence throughout data collection and analysis.

1.5. *Sample of Respondents*

The selection of the respondents' sample has been based on target groups and beneficiaries identified in the project application, as well as on the requirements of CARE's Evaluation Report Terms of Reference. The selected respondents have been representatives of local institutions, co-

applicant and beneficiaries (women and youth). The majority of interviewed beneficiaries (women and youth) do not have an official educational background and have never before participated in any kind of focus group discussions or evaluation processes. Therefore, the consultant put additional effort into communicating the purpose of the discussion to the beneficiaries and establishing the circle of trust, in order to receive their truthful opinions and comments.

FINDINGS

1.1. Overall Implementation of Project Activities

(This section analyses the findings of the evaluation process for the overall implementation of project activities, reflecting project’s outcome and outputs)

The Roma population in BiH faces discrimination in all its forms. They are socially and economically excluded, and live in a vicious circle of poverty. There is no full implementation of action plans on Roma inclusion, political engagement of Roma in BiH is insignificant, so they do not get involved in the creation of policies that regulate Roma inclusion. Roma women and young people generally suffer from a lack of basic knowledge and education, which affects employment opportunities. Women and young people are still not represented in their local communities, since they are not recognized as a valuable capacity by the authorities or Roma leaders.

This action aimed to protect and enhance the social, cultural and economic rights of Roma women and youth and increase their influence in decision making processes by strictly following the rights based approach (RBA). The evaluation shows that implemented activities had a significant impact on the social, cultural and economic rights of Roma women and youth in targeted municipalities, some of them long lasting and even transformative. Respondents expressed a high level of satisfaction in terms of the acquired benefits and added value that the respective project activities had brought to them.

All outputs were achieved in full, being: O1 Roma women from target municipalities are empowered to participate in social, cultural, and economic activities and actively contribute to formal and informal decision making in their communities; O2 Young Roma activists are effectively using newly acquired skills, advocacy tools, and digital technologies to bring positive changes to their communities and influence decision making at all levels and O3 Local authorities and local Roma CSOs are jointly creating an enabling policy environment and implementing activities that ensure better living conditions for the Roma population while making sure women and youth are actively participating in and benefitting from these interventions.

The interviewers identified the establishment of educational and business hubs , as well as business units as one of the most significant project results. The project established the foundation for business hubs in Vitez and Prnjavor under the wing of project partners: Romani Ćej and Zuralipe. One of the main obstacles for Roma women in target municipalities to be more actively involved in economic activities is the lack of skills and capacities. Therefore, the business hubs were initiated with a goal of supporting women and youth through various forms of economic empowerment, from the volunteers' interventions in Roma communities to educational and informational programs and services.

In synergy with another CARE project, "Safe Working Practices & Global Strategy on COVID-19" the team managed to develop two business units within the partner organizations. The goal was to include Roma women from Prnjavor and Vitez in economic education programs, to decrease negative economic influence of the COVID-19 pandemic on the target population and for long-term business development. Thus, ROMANI ĆEJ established a business unit for decoupage (DIY technique), with the purchase of a CNC machine, and ZURALIPE established a sewing business unit, purchasing a sewing machines and other equipment. CARE provided mentoring and consultancy in the creation of business plans for the sustainability of the business unit.

Other activities that were highly praised by respondents as valuable for the Roma population are (Re-) establishing the local action groups for Roma inclusion, six small action projects (small grants mostly for infrastructural interventions) and "small initiatives" (actions done by Roma youth to aid Roma communities).

According to testimonies from co-applicants, the support for six small action projects (mostly for infrastructural interventions) was important not only for direct beneficiaries, but also for respective Roma communities and almost 5000 indirect beneficiaries.

1.2. Relevance

The extent to which the intervention objectives and design respond to beneficiaries', global, country, and partner/institution needs, policies, and priorities, and continue to do so if circumstances change. ³

³ Note regarding indicator Relevance: "Respond to" means that the objectives and design of the intervention are sensitive to the economic, environmental, equity, social, political economy, and capacity conditions in which it takes place. "Partner/institution" includes governments (national, regional, and local), civil society organizations, private entities and international bodies involved in funding, implementing, and/or overseeing the intervention. Beneficiaries are defined as, "the individuals, groups, or organizations, whether targeted or not, that benefit directly or indirectly, from the development intervention."

According to data available during the desk review, project local communities (Vitez, Travnik, Donji Vakuf, Prnjavor, Modriča and Vukosavlje), are home to around 5.000 Roma whose largest problems are insufficient education and unemployment. Consequently, the majority of them live on unstable incomes from collecting recyclable materials and occasional work for wages during agricultural seasons. Additionally, in all mentioned municipalities, the rate of formal employment of Roma women is under 1 % which puts Roma women below any social and economic equality standards.⁴ According to an interview with the CARE project manager, it was noticeable at the beginning of the project that the youth in these municipalities were suffering from negative trends, such as an increase in juvenile marriages, drug addiction, lack of motivation and optimism.

The evaluation finding is that the action intervened in the most needed areas: Roma inclusion policy implementation, lack of conditions for (Roma) CSO engagement in the decision making process, absence of local initiatives and actions designed and implemented by Roma women and young people.

In general, all individual and focus group interviews carried out for the purpose of this evaluation testify to the high importance of the project for actively engaging Roma women and youth in decision-making processes, economic and leadership empowerment activities.

“This is the first time that the Roma community has gotten united, thanks to project activities, through the distribution of COVID 19 humanitarian packages and the engagement of young in communities.” (Respondent from Prnjavor Youth)

Implemented activities, agreed all interviewees, were sensitive to the economic, environmental, equity, social, political economy, and capacity conditions in which Roma population lives. Creation of educational and business hubs, teaching the young the soft skills and leadership, economic empowerment of unemployed women, and reestablishing of local action groups for Roma inclusion, are some of the implemented activities that responded to the target groups’ requirements.

⁴ From “Baseline research on economic empowerment and inclusion in the decision making process of Roma women and youth in: Vitez, Travnik, Donji Vakuf, Prnjavor, Modriča and Vukosavlje”; CARE International, 2020

As such, the need for projects entailing activities for this group is evident.

The extent to which almost all intervention objectives respond to beneficiaries at a local level overcomes initial indicators. The % of Roma women and youth represented in advisory and decision-making bodies at local levels was raised from 3 women and youth representative to 8 women and 6 youth representatives in Local Action Groups. Instead of the development of the capacities and skills of 40 Roma women, at the end, 50 Roma women were empowered. The capacity building activities related to increasing women employability, social skills and participation in social, political and cultural activities in the communities, for example workshops on how to write business plan, how to work on CNC machine (decoupage techniques), sewing skills etc.

The number of local initiatives climbed from 15 to almost 50 in total, and small grants were raised from envisioned 4 to 6 at the end of the project.

The capacities of co-applicants were increased through the CARE mentoring activities. During the implementation of this action, co-applicants gained new knowledge in the following areas: financial reporting, public procurement procedures, and developing small initiatives for local communities. Establishing the education-business hubs with CARE’s assistance also created new business ventures for co-applicants.

According to the statements of interviewed representatives of municipalities, local governments recognized the raised capacities of co-applicants and start considering them as valuable Roma and CSO representatives.

“For our municipality, they (aka Romani Ćej) are now the first source of information on the Roma population’s needs, as well as key stakeholders in developing the local plans and projects for Roma.”

(interview with municipality Prnjavor representative)

1.3. Coherence

The extent to which other interventions (particularly policies) support or undermine the intervention, and vice versa.⁵

⁵ Includes internal coherence and external coherence: Internal coherence addresses the synergies and interlinkages between the intervention and other interventions carried out by the same institution/government, as well as the consistency of the intervention with the relevant international norms and standards to which that institution/government adheres. External coherence considers the consistency of the intervention with other

Apart from working with Roma professionals and activists, the project provided support to the local government structures to fulfil their mandate and deliver policies to benefit the local Roma population, with a particular focus on Roma women and youth.

One of the major interventions was the jointly creation of an enabling policy environment and implementation of activities that ensure better living conditions for the Roma population by local authorities and local Roma CSOs. In six targeted municipalities there were already established coordination bodies between the municipality and Roma CSO`s, but during the time they became inactive. Those bodies (Local Action Groups or LAG`s) were re-activated during the action. The representatives of municipal administration and Roma CSOs have participated in the project in the following activities: meetings, education, re-establishing the local action groups, drafting the policies, and supporting the small grant implementation.

The two policy documents per municipality were drafted, 12 in total: “Policy on mutual cooperation of municipality institution and CSOs on local (municipality) level” and “Policy on establishing the cooperation and communication mechanism between local municipality and Roma CSOs.”

The policy on mutual cooperation was dedicated to establishing the mechanism of cooperation and roles & responsibilities of key stakeholders, responsible for the wellbeing of the Roma community. The main purpose of Policy for communication was to increase information exchange related to the Roma population: present all relevant data regarding the Roma population`s needs; increase Roma CSO participation in decision making processes, and solve crisis situations with mutual understanding and acceptance.

The fundamentals of these policy documents were drafted during the workshop with local authorities and Roma CSO representatives in the last year of the project implementation. The workshop offered the space for all involved stakeholders to contribute on joint work focused on the Roma population in order to define steps, public policies, and strategies that should significantly contribute to improving the quality of life of the Roma population in project communities. The result of this workshop was drafted versions of municipal policy documents. The finalization of these documents was left to the LAG`s, as well as their eventual adoption at the municipality level:

“We wanted that ownership of these policies become recognized as local from the beginning to the end of the process. The final steps for their adoption are left to the local key stakeholder to undertake.” (representative of CARE)

actors’ interventions in the same context. This includes complementarity, harmonization, and coordination with others, and the extent to which the intervention adds value while avoiding duplication of effort.

In some of the municipalities, the Local Action Plans (LAP) for Roma were active during the action implementation and they valued drafted policies very highly:

“This project is very connected with the realization of our Roma LAP. The policy documents are very useful and will encourage us to improve the position and living conditions of Roma community in Modriča.” (Respondent from Modriča Municipality)

The stakeholders at the municipal level by their own admission lack capacities and tools to effectively plan and execute the actions that would contribute to a greater inclusion of Roma and improvement of living conditions in Roma communities. Some of them even have had previous negative experience working with Roma CSOs. But according to their statements, they found reliable partners for any future interventions in CARE and co-applicants Romani Ćej and Zuralipa.

“We had very good cooperation with CARE and Romani Ćej, and we will include Romani Ćej in future work. We are now in the process of preparing the general Memorandum of Understanding between the Municipality and Romani Ćej for signing!”
(Respondent from Vukosavlje Municipality)

There is enough evidence to confirm that this project provided a platform for inclusive, qualified, and efficient work on Roma inclusion at the local level, and through offering additional capacity and proven methodologies, the action supported the authorities in their comprehensive and integrated social inclusion of Roma. Representatives of municipal administration and local institutions participated in the project in the following activities: meetings, education, re-establishing the local action groups, drafting the policies, supporting the small grant implementation.

The envisioned participation of state and entity government representatives responsible for different sectors related to National Action Plans for Roma (including the staff of the state Ministry for Human Rights and Refugees) was not realized. Moreover, the target of 2 new or amended policies, legislation, public programs, and/or budgets responsive to the rights, needs, and demands of (Roma) people of all genders at the national level was not achieved. According to the interview with CARE project staff the reasons for that are the challenges of fighting the COVID 19 pandemic (which started in 2020 and continues) that heavily influenced the work of and with the institutions at all levels of government and, consequently, the project itself.

But the representative of CARE stated that despite the circumstances *“the project did participate in the process of the National Action Plan for Roma Revision in 2020 to some extent and offered suggestions regarding NAP components. The co-applicant representatives are the members of the Roma Council within Council of Ministers of BiH therefore in a position to influence some of the processes. In the end, the successful creation of two local level policies, which are derived from the National Action Plan for Roma, will contribute to the realization of the national program to some extent.”*

1.4. Effectiveness

The extent to which the intervention achieved, or is expected to achieve, its objectives, and its results, including any differential results across groups.

In general, CARE has been very effective in implementing project activities as per the initial design. It has drawn upon its previous cooperation with CSOs and municipalities’ operating networks and physical presence to effectively carry out all project activities and overcome most of the obstacles encountered during the implementation due to COVID 19.

For the main part of the project duration, the implementation of the project has been influenced by the COVID-19 pandemic. While the activities had to be adjusted to the new circumstances, the project team has implemented the main activities planned for the first phase as uninterruptedly as possible: building capacities of Roma youth and Roma women, facilitating the implementation of 16 Roma youth initiatives, establishing Business Hubs, and creating a business unit for education and economic support of Roma women and youth. These activities were organized following all the health and preventative measures related to the COVID-19 pandemic. Due to travel restrictions and restrictions on the number of people attending the same event, the action implementation in the second phase suffered hindrances, mostly planned meetings, conferences, and presentations for further strengthening of the Business Hubs and cooperation with municipalities. The mitigated strategy of the implementation was to organize more meetings in smaller groups, which was time-consuming, and therefore became one of the factors for non-cost extension request to the donor. During the last quarter of action implementation, the pandemic was in decline, so CARE decided to organize one large event – workshop with stakeholders from municipalities and Roma CSOs on drafting the policy documents.

Overall, the project, through its activities, has managed to achieve around 80 % of its expected results, some of them even over-achieved (e.g. number of small initiatives), and has also successfully applied its methodology and Rights Base approach, be it the raise of awareness of local institutional

officials; the level of Roma youth and women’s participation in decision-making; capacity building of local CSOs and beneficiaries, and the raise of youth activism.

One of the expected results – influencing Roma policies at the state (central) level – was not achieved. The main hindering factors that influenced on result achievement are political (total blockade of state processes) that put BiH state in deadlock and COVID 19 pandemic challenges.

Generally, the project has been highly effective at local level, whereas the local level institutions have actively contributed to the project implementation and within the Roma communities in targeted 6 areas. Specifically, the project activities have provided an insightful analysis of the current status of women and youth Roma, especially in employment sector, the situation of the implementation of LAP and the adoption of necessary policy documents, as well as opportunity for strengthening the Roma CSOs capacity and influence. The following adopted logical framework and activity matrix with additional column of achievements will illustrate the effectiveness indicator:

	Results chain	Indicator	Target	Extend of achievement
Impact (Overall objective)	Contribute to the promotion and protection of civil, political, social, economic and cultural rights of the Roma minority by strengthening Roma civil society organizations and democracy activists in Bosnia and Herzegovina.	<p>1) # of new or amended policies, legislation, public programs, and/or budgets responsive to the rights, needs and demands of (Roma) people of all genders</p> <p>2) # of Roma women and youth represented in advisory and decision making bodies at all levels</p> <p>3) % of Roma CSO represented in the overall Civil Society Sector</p>	<p>1) 1 local level policies (municipalities) and 2 at the national level of new or amended policies, legislation, public programs, and/or budgets responsive to the rights, needs and demands of (Roma) people of all genders</p> <p>2) 20% increase of Roma women and youth represented in advisory and decision-making bodies</p> <p>3) Roma CSOs make up to 1% of total CSOs in BiH.</p>	<p>1) Partially achieved. Fully Achieved 12 local policies (2 x 6 municipality). None on national level.</p> <p>2) Achieved. On local level from 3 representatives of youth and women on the beginning of the project, 8 women and 6 youth represented in 6 local action groups on the end. Representatives of co-applicants are members of state Roma Council.</p> <p>3. n/a There is no comprehensive data available about exact number of existing (and working) CSOs in BiH, especially classified or profiled, therefore there is no reliable finding.</p>
Outcome (s) (Specific objective(s))	To protect and enhance social, cultural and economic rights of Roma women and youth and increase their influence in decision making processes by strictly following the Rights based approach (RBA).	<p>1) % of Roma women and youth actively participating in programmes that enhance their social, cultural and economic rights,</p> <p>2)% of women who (report they) are able to equally participate in household financial decision-making</p> <p>3) % of Roma women and youth who take part in formal decision making in their communities</p> <p>4)Influence on # of policies affecting Roma women and youth at national level.</p>	<p>1)At least 25% of Roma women and youth in targeted municipalities participate in programmes that aim to enhance their social, cultural, and economic rights.</p> <p>2)At least 30% of Roma women (report they) are able to equally participate in household financial decision-making</p> <p>3)At least 3 Roma women and youth participate in decision making body/process in their communities</p> <p>4)At least 2 national policies are affected by effective advocacy and sharing the best practice experience.</p>	<p>1) Achieved. The total number of direct beneficiaries is more than 100, indirect beneficiaries around 5000.</p> <p>2) Achieved. 20 women involved in small initiative “house work”</p> <p>3) Achieved, 8 women and 6 youth participate in 6 LAG</p> <p>4) Partially achieved in 1 national document – contribution to the Revision of National Action Plan for Roma 2020</p>

Outputs	<p>Output 1: Roma women from target municipalities are empowered to participate in social, cultural and economic activities and actively contribute to formal and informal decision making in their communities.</p> <p>Output 2: Young Roma activists are effectively using newly acquired skills, advocacy tools and digital technologies to bring positive changes to their communities and influence decision making at all levels.</p>	<p><i>OP 1.1# educational and # business hubs established</i></p> <p><i>OP 1.2# of Roma women have capacity to engage effectively in social, cultural and economic activities in target municipalities</i></p> <p><i>OP 2.1# of policies affected by sharing best practice</i></p> <p><i>OP 2.2 # young Roma activists (at least 40% women) have capacity to mobilize their communities and implement actions</i></p> <p><i>OP 2.3# of local initiatives implemented and documented by effective use of digital technologies</i></p>	<p><i>OP 1.1 2 educational and 2 business hubs</i></p> <p><i>OP1.2 Capacities and skills of at least 40 Roma women developed</i></p> <p><i>OP 2.1 At least one national and 6 municipal policies influenced</i></p> <p><i>OP 2.2 Capacities and skills of at least 40 young Roma women and men built</i></p> <p><i>OP 2.3 25 initiatives implemented and documented using digital technologies. One additional workshop to increase the capacities of the Roma youth for Roma youth activism and their respective implementation of the small initiatives.</i></p>	<p><i>OP 1.1 Achieved, established 2 educational and 2 business hubs</i></p> <p><i>OP 1.2 Achieved, Capacities and skills of 50 Roma women developed</i></p> <p><i>OP 2. Not achieved on national level. Fully achieved on local level 2 policies per municipality (12 in total)</i></p> <p><i>OP 2.2. Achieved. Capacities and skills of 50 young Roma women and men and 60 women built</i></p> <p><i>OP 2.3 Achieved. 30 initiatives implemented and documented using digital technologies. 2 workshops for Roma Youth held</i></p>
	<p>Output 3: Local authorities and local Roma CSOs are jointly creating an enabling policy environment and implement activities that ensure better living conditions for Roma population while making sure women and youth are actively participating and benefitting from these interventions.</p>	<p><i>OP3.1 6 municipal local action groups (LAGs) for Roma inclusion (re)-established</i></p> <p><i>OP3.2 # of women and youth members of LAGs</i></p> <p><i>OP3.3# of policies created and adopted by local action groups</i></p> <p><i>OP3.4 # of local actions in Roma communities implemented</i></p>	<p><i>OP 3.1.: 6 LAGs (re)-established</i></p> <p><i>OP3.2 At least 1 woman and 1 youth representative participating in each LAG for Roma inclusion</i></p> <p><i>OP3.3 At least 6 policies adopted</i></p> <p><i>OP3.4 6 local actions implemented Instead of 6 one day educational meetings, 16 one day meetings for educational purposes: a stronger communication between the Municipality actors and the Roma women and youth is established.</i></p>	<p><i>OP 3.1: Achieved. 6 LAGs (re)-established</i></p> <p><i>OP3.2 Achieved. Of total 24 LAG members in 6 municipalities, 14 are Roma (8 F and 6 M)</i></p> <p><i>OP3.3 Partially achieved. 12 policies are created, none officially adopted until the end of the project.</i></p> <p><i>OP3.4 Achieved. 6 local actions/small grants implemented.</i></p> <p><i>Due to relaxation of COVID 19 health measures instead of 16 individual meetings 2 large meetings & workshops were held.</i></p>

1.5. Efficiency

The extent to which the intervention delivers, or is likely to deliver, results in an economical and timely way.⁶

In general, the project implementation was efficient and demonstrates high value of the utilized funds from the donor. The approved three months non-cost extension gave the team time and opportunity to implement all activities that elevate the overall implementation, including relationship building between Roma communities and their political representatives, Influence at the policy level, collaboration of local action groups and extended support for Roma youth activism. Given the nature of the project, the implementing organization has also been efficient in engaging respective stakeholders and participants.

Both partners' CSOs had limited technical and administrative capacities, but vast social capital and influence in their communities. CARE acted as a project leader and as a mentor (providing technical assistance and mentoring to partners).

Specifically, CARE, as lead implementer of this project, has been responsible for the overall project execution, coordination and guidance, training and mentoring of partners, local stakeholders and young Roma activists, establishing cooperation with government officials, local media, and contacts with the donor including project reporting. During the evaluation, the representatives of co-applicants accentuated the positive influence of CARE mentorship on the capacity development of their organizations.

The project management structure and the role distribution among implementing partners have reflected an efficient approach to project management and implementation. CARE and partners have organized a team for management and coordination of project activities, consisting of the CARE Project Manager, two Project Coordinators (one per co-applicant) and one Project Admin / Finance Assistant engaged in both Romani Ćej and Zuralipe. The main responsibilities of the partners' project coordinators were to oversee the implementation of day-to-day activities; be in charge of mobilizing communities, youth and women in particular, and cooperate with local stakeholders.

⁶ "Economic" is the conversion of inputs (funds, expertise, natural resources, time, etc.) into outputs, outcomes and impacts, in the most cost-effective way possible, as compared to feasible alternatives in the context. "Timely" delivery is within the intended timeframe, or a timeframe reasonably adjusted to the demands of the evolving context. This may include assessing operational efficiency (how well the intervention was managed).

The project team was supported by administrative staff of CARE and co-applicants, responsible for administrative and logistical support during the implementation of the Action: CARE advisory/administrative/finance staff and one Admin Assistant from each of the partner organizations.

The stakeholders have also contributed to the implementation of the project, mainly representatives from 6 municipalities. They show a high level of readiness to engage with Roma CSO's and work on Roma issues. However, the engaged stakeholders from municipalities were civil servants without decision-making power. It was noted during the evaluation discussions that it could be more effective in future projects regarding the Roma population to involve elected municipality officials (mayors, assembly presidents, etc). Being decision-making stakeholders on the local level, they may influence and adopt further changes in the area of Roma participation.

1.6. Impact

The extent to which the intervention has generated or is expected to generate significant positive or negative, intended or unintended, higher-level effects. Impact addresses the ultimate significance and potentially transformative effects of the intervention. ⁷

The evaluation findings show that the project had a significant impact on the local level, project partners and target groups. There is evidence that this project contributed to more clear and visible articulation of Roma community needs and requirements, especially in the area of social and economic rights.

The activities that interviewees assessed as very influential on their personal lives (direct beneficiaries) and on the Roma community (indirect beneficiaries) are as follows:

- Increasing the activism and mobilization of youth,
- the economic empowerment of unemployed Roma women,
- capacity building of co-applicants,
- development of leadership skills among young Roma as well as their knowledge base,

⁷ It seeks to identify social, environmental, and economic effects of the intervention that are longer term or broader in scope than those already captured under the effectiveness criterion. Beyond the immediate results, this criterion seeks to capture the indirect, secondary, and potential consequences of the intervention. It does so by examining the holistic and enduring changes in systems or norms, and their potential effects on people's well-being, human rights, gender equality, and the environment.

- education of women in new skills,
- opening a dialogue among Roma representatives and municipalities,
- creating a policies for better communication and mechanisms for cooperation.

Developments of leadership skills among young Roma as well as their knowledge base was one of the significant interventions within the action. The CARE Baseline research from 2020 stated that in targeted municipalities there are approximately 442 Roma families, with ca 2500 family members in total. The estimated percentage of Roma youth is 30% (ca 750). Among them, at least 40% are not included in the educational system (or they quit after completion of basic school). According to baseline findings, only 15 Roma youth activists were involved in some form of activism prior to this project. Therefore, within this action, the following activities were undertaken to strengthen the Roma youth, their’s knowledge and leadership skills:

a) The project team identified, invited and motivated the young Roma girls and boys to participate in the project activities in various ways.

b) After the initial phase, the team conducted workshops on the capacity building of young Roma men and women on various topics, for example, “Youth Activism”:

Why is it important to be an activist? What skills do we need to develop as activists? How are community needs defined? How to develop an idea for activistic initiative? Steps in planning an activist initiative and Presentation & communication skills.

“This workshop was of great importance to me because I learnt how to communicate with institutions, how to plan and implement initiatives in my community”
(Media statement from beneficiary, Roma girl from Vitez)⁸

And c) the support and means for design and implementation of the activist’s initiative were provided to young Roma. The beneficiaries were able to put all the gathered knowledge into the practice.

“We included them in COVID 19 humanitarian aid. They conducted small initiatives in Roma communities, helped the elderly Roma, cleaned, trained on wrote CVs...Now we have more than 20 volunteers who come every day, who write new projects. Some of their projects even received support from other donors!”

⁸ <https://www.portal-udar.net/mlade-romkinje-i-romi-se-uce-komuniciranj-sa-institucijama>

(Respondent from Prnjavor Business Hub)

Establishing the educational and business hubs as well as distribution of small grants to small initiatives are evaluated as activities that has potentially most transformative effects on Roma civil society. The young especially appreciate the small initiatives since they allow them to recognize problems in the community and address them. Being the one who assists, instead of being the recipient of a donation, was big a motivator for younger project participants.

“Thanks to the educational and business hub we manage to give education and trainings to young people, more than 10 workshops, where they learnt how to write CVs, project proposal, etc.!”

(Respondent from Prnjavor Business Hub)

Educational activities for women included trainings on vocational occupation (CNC operator and sewing) after which they received official Certificates. These certificates are valid in the job market and will help them in their search for employment. Having in mind that the majority of beneficiaries do not have finished elementary or high school education, the impact of provided education on their self – esteem was very high.

“This shows the women that even if they do not finish school they can still learn and gain a certificate that will help you to find a job.” (Respondent from Vitez)

The women and young respondents from focus groups claimed that the project had a great impact on their lives.

“I did not know how to sew before this project. Now I know and I am earning some money by sewing at home for others.” (Respondent from Vitez)

One of the beneficiaries said during the focus group discussion:

“This education means a lot to me because when we work on education, we work on building ourselves.” (Respondent from Vitez)

The project has had a positive impact in raising awareness among municipality representatives about Roma community needs. The raising of awareness has been achieved mostly through meetings of LAGs and cooperation on small grant implementation. All of the municipality representatives praised the small grants activities as a tool for improving the living conditions of Roma populations. Most municipalities even contributed to the small grant implementation.

The following small grants were awarded for a total amount of 20.000 EUR:

- Vitez: Grant for the formal education of 10 Roma Women for vocation "sewing and tailoring" (5000 EUR).
- Travnik: Reconstruction of residential building (house) for a family of 8 (2500 EUR).
- Donji Vakuf: Reconstruction of the road infrastructure section (2500 EUR).
- Prnjavor: Grant for the formal education of 10 Roma women and man for work on a CNC machine for engraving (5000 EUR).
- Modriča: Reconstruction of road infrastructure section (2500 EUR).
- Vukosavlje: Reconstruction of road infrastructure section (2500 EUR).

1.7. Sustainability

The extent to which the net benefits of the intervention continue, or are likely to continue.⁹

Some of the project results (establishing the educational and business hubs, educating and skilling women and youth, for example) have great potential for sustainability. Co-applicants recognized the value of hubs as a platform for further capacity building of their members, volunteers, and target groups and also as a channel to support beneficiaries to gain some measure of financial recompensating. Based on their business plans, co-applicants expect that business hubs provide better integration of Roma in local community and contribute to the economic empowerment of unemployed Roma women and Roma youth in the future. Through empowering women and strengthening their capacities, women were encouraged to equally participate in household financial decision-making as well.

Furthermore, as mentioned earlier in the report, two non-formal business units were established in cooperation with other donors: in Vitez sewing operation with 10 sewing machines, in Prnjavor CNC operation unit.

The project ensured that beneficiaries (Roma women and youth) improved their skills and capacity to engage in economic activities. In addition, through this action, the space and equipment's for

⁹ Includes an examination of the financial, economic, social, environmental, and institutional capacities of the systems needed to sustain net benefits over time. Involves analyses of resilience, risks, and potential trade-offs. Depending on the timing of the evaluation, this may involve analyzing the actual flow of net benefits or estimating the likelihood of net benefits continuing over the medium and long-term.

future business operations were put in place. Therefore, it is from this evaluation finding that the door toward beneficiaries' financial sustainability is open.

25 initiatives were implemented and documented using digital technologies. For the first time, the co-applicants set up the activity Facebook pages: <https://www.facebook.com/groups/376967503546153/> and <https://www.facebook.com/biznis.hubvitez>. They were administered by the Roma youth volunteers and served as information points for sharing the project related information and inviting the Roma youth to participate in the project.

Institutional sustainability was one of the expected results, and it has been achieved to a significant level. New linkages and cooperation between existing structures - Roma CSOs and local authorities are created. Roma CSO`s were included in all project segments. Their internal capacities were strengthened. Therefore they have a good foundation for the utilization of the gained knowledge and experience to advocate for the continuation and further improvement of the successful practices initiated within the project. The project also invested in capacity building of co-applicants for advocacy and soft lobbying, which will be an asset in their future advocacy for the achievement of Roma rights. During the project, CARE provided mentoring services to representatives of partner organizations in order to strengthen their negotiation skills with authorities, and their participation in designing the policy documents regarding the Roma population, thereby establishing more firmly their position as Roma CSO leaders.

The local authorities were also capacitated to develop two policy documents thanks to the constant communication and meetings with the team and the conducted workshop (mentioned earlier in the report). Additionally, LAG`s reestablishment offered the opportunity for a constructive dialogue with Roma civil society actors and representatives of the target population. This opportunity was tested during the drafting of the policy documents and the implementation of 6 small grants and resulted in positive effects. All municipalities supported in some way these small grants and even participated.

Local Action Groups are one of the key stones of future cooperation and participation of Roma in the local politics. (Re-) establishing the local action groups for Roma inclusion is a continuation of previous CARE projects' efforts to realistically plan and implement policies and actions that would improve living conditions and ensure the successful social inclusion of Roma. LAG`s are consistent with local stakeholders and Roma representatives, including youth and women. Based on available data, the LAG`s were active in the second year of the project, mostly on topics of the development, adoption, and implementation of Local Action Plans for Roma inclusion, ensuring the participation of Roma youth and women in LAG, introducing new policies and supporting small community

projects prioritized by the project team and beneficiaries. The representatives of local municipalities who were involved in the creation of local action plans have also been included in the groups for the design and implementation of local actions. This proved to be a valuable local resource for Roma inclusion in decision making processes.

The composition of the (re)established LAG shows that Roma are represented by 37% of total members (14 of 38), with 8 women and 6 men.

Location	LAG Representatives						Nationality		Gender	
	Municipality	Police Force	Centre for Social Work	School	Employment Bureau	Roma CSO	BCS	Roma	F	M
Prnjavor	1, BCS, M	1, BCS, M	1, BCS,, F	1 BCS, M	1, BCS, F	3, R, 1-M, 2-F	5	3	4	4
Modriča	1, BCS, M	1, BCS, M	1, BCS, M	/	/	3, R, 1-M, 2- F	3	3	2	4
Vukosavlje	2, BCS, 1-M, 1 F	1, BCS, M	1, BCS, F	1, BCS,F	/	3, R, 1-M, 2- F	5	3	5	3
Vitez	1 BCS, F	/	1, BCS, M	/	/	2, R, 1-M, 1- F	2	2	2	2
Donji Vakuf	1, BCS, M	1, BCS, M	1, BCS, M	1, BCS, F	/	1, R, M	4	1	1	4
Travnik	1, BCS, F	1, BCS, M	1, BCS, M	1, BCS, F	1, BCS, F	2, R, 1-M, 1-F	5	2	4	3

#BCS=Bosniak/Croat/Serb

#R= Roma

CONCLUDING REMARKS AND KEY RECOMMENDATIONS

Overall, the evaluator believes that the project has been implemented responsibly and with great commitment by the implementing organizations. The project has been in alignment with CARE's Rights Based Approach and ensured a participatory approach of all involved stakeholders.

Professionalism and attention to capacity building of partners and target groups are also visible in the field. The changes made in the activity plan and matrix are justifiable and contributed to the overall implementation. The project objectives are in alignment with the objectives of the EU Call for proposal.

The project has effectively managed to achieve most of its expected results and has been highly effective at local level institutions (municipalities), whereas the local level institutions have actively contributed to the project implementation and have expressed their readiness to actively engage Roma representatives in decision-making processes.

The action did not have an impact on at the national/state level due to continued political blockage as well as COVID 19 challenges. According to available data, the project did participate in the process of the National Action Plan for Roma Revision in 2020 to some extent and offered suggestions regarding NAP components.

Key Recommendations

The following recommendations emphasize the importance of the continuation of this action.

- a. Advocacy at the national, entity and local level of government toward achieving the social, economic and other human rights for Roma needs to be continuously done in the following years. The participatory approach is the right approach for the successful integration of the Roma minority into society and the establishment of Roma representatives in decision-making positions.
- b. The development and adoption of Roma LAPs and related policy documents in targeted and other municipalities, with the assistance of LAG.
- c. The further support to development of educational and business hubs as focal points for capacity building and economic sustainability of Roma Women and youth.
- e. The introduction of the educational and business hubs as a 'best practice' for empowering the vulnerable groups of Roma and other minorities in other municipalities.

- f. Continue with programs of capacity building of Roma CSOs, especially women leaders and future decision makers.
- g. Develop the programs of support to the women and youth who wants to continue with formal education
- h. Continue with the small grants program and financial support to small initiatives that will inspire more Roma to develop an original idea or initiative for their respective communities.
- i. Promote positive examples of action via traditional and new media (tv shows, 1 min movies, social media etc.).

ANNEXES

Annex 1 The list of interviewed persons and focus groups

Interviews

- *Mr. Ševko Bajić, CARE, December 6, 2021
- *Ms. Snježana Mirković, Romani Ćej, December 6, 2021
- *Mr. Sabahudin Tahirović, Zuralipe December 7, 2021
- *Ms. Jadranka Tahirović, Zuralipe December 7, 2021
- *Ms. Dajana Mirković, Romani Ćej December 10, 2021
- *Ms. Šejla Mujkić, Zuralipe December 13, 2021

Focus Group 1 from Region 2 Prnjavor, on December 8, 2021.

Mr.Ljubiša Sikarac (Prnjavor), Ms. Dušanka Lejić (Modriča) and Mr.Zekerijah Bahić (Vukosavlje)

Focus Group 2 from Region 1 Vitez, on December 9, 2021.

Ms. Adna Islambašić (Travnik), Mr. Izet Balihodžić (Donji Vakuf).

Focus Group 3 from Region 2 Prnjavor, on December 13, 2021.

Ms. Biserka Šlapak, Ms. Nada Svjetličić, Ms. Zorica Marinković, Ms. Anđa Novaković, Ms. Tanja Živković, Ms. Julijana Pejzer, Ms. Dajana Mirković

Focus Group 4 from Region 1 Vitez, on December 14, 2021.

Ms.Elmedina Tahirović, Ms.Amela Tahirović, Ms.Džana Tahirović, Ms.Mirnesa Musić, Ms.Jasmina Fafulović

Annex 2 Semi structured questionnaires

Guidelines for Focus Groups with project beneficiaries

- What do you know about the project?

- What do you like about working with CARE and its partners?
- How were you involved in project?
- What do your participation in these activities and project bring to you? Is there any change (knowledge, skills, attitudes, behavior)?
- How would you rate the level of satisfaction with the project activity? The impact on your life and live conditions?
- How would you rate the relationship with the partner organization?
- What are other needs of beneficiaries (target group) that you recommend to be met by the partner organization in the future?

Guidelines for Semi-Structured focus group discussions with representatives of local municipalities

- How were you involved in the action?
- What is your opinion on the role of CARE and the organizations of civil society in the area of social rights and protection of Roma population?
- Did you have a chance to cooperate with a CARE and partners CSO so far and what are your experiences?
- What is your assessment of the quality of implemented activities? The most effective activity?
- Is this project relevant for Roma in your municipality and if yes, please elaborate? Where do you recognize the biggest impact?
- How was the cooperation among your municipality, CARE, and CSOs? How would you rate it?
- Do you have any recommendations for future projects and in what ways could the system institutions be included in them?

Guidelines for Semi-Structured Interviews with Partner Organizations/targeted CSOs

- In your opinion, what are the main achievements of the project? Could you explain it to me?

- What this project bring in the area of Roma related issues? What makes it different from other projects?
- Did the project result in the improvement of equal opportunities for Roma youth and women?
- How has this project affected your organization? What were the benefits?
- Does this project influence the cooperation between your organization and municipalities? If so, describe it.
- What is your assessment of the overall quality of implemented activities?
- Could you assess the project’s implementation according to the following indicators and related questions?
 - Relevance: is the intervention doing the right things?
 - Coherence: how well does the intervention fit?
 - Effectiveness: is the intervention achieving its objectives?
 - Efficiency: how well are resources being used?
 - Impact: what difference does the intervention make?
 - Sustainability: will the benefits last?
- What to do and how to go further on? Lessons learned and recommendations