



SMALL STEPS FOR BETTER FUTURE

SUPPORT TO IMPLEMENTATION OF THE NATIONAL
ACTION PLANS FOR ROMA INCLUSION 2011-2013

MARCH 2013



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Contents

INTRODUCTION.3
GENERAL DESCRIPTION OF THE PROJECT.6
WHAT WE ARE PROUD OF OUR SMALL STEPS FOR BETTER FUTURE!8
SMALL STEPS FOR BETTER FUTURE	11
FIRST STEP DEPLOYMENT OF ROMA.	11
SECOND STEP OPERATIONAL TEAMS.	13
THIRD STEP SMALL GRANTS “FOR BETTER AND MORE DIGNIFIED LIFE”	14
FOURTH STEP PUBLIC ADVOCACY CAMPAIGN.	21
FIFTH STEP PROGRAMS OF EDUCATION SUPPORT TO ROMA COORDINATORS AND GOVERNMENT REPRESENTATIVES . .	24
SIXTH STEP PROGRAMS OF SUPPORT AND EDUCATION FOR ROMA NON-GOVERNMENTAL ORGANIZATIONS	25
SEVENTH STEP PUBLICATIONS “MANUAL ON RIGHTS” AND “MONITORING GUIDELINES”	26



The publication is published within the project “Support to implementation of the National Action Plans for Roma inclusion” implemented by the CARE International in cooperation with the Ministry for human rights and refugees of BiH and the Roma non-governmental organization “Euro Rom” from Tuzla with the financial support from the European Union.

“Contents, views and information provided in this publication have been consolidated for purposes of the project “Support to implementation of national action plans for Roma inclusion” and do not reflect official views of the European Union in BiH”.



Sumka Bučan, Director CARE International

This publication is product of the project “Support to implementation of the National Action Plans for Roma inclusions”, which was in the period 1/2010 – 3/2013 implemented by the organization CARE INTERNATIONAL in cooperation with the BiH Ministry for human rights and refugees and Roma non-governmental organization Euro Rom from Tuzla, with the financial support from the European Union. The publication was made with intention to represent successes and lessons learned through selected stories of the project’s participants and review of good practices in the field.

This project was challenging in many ways, but we readily accepted the challenge, because activities and the project

INTRODUCTION

goals are completely in line with the mission and the program goals of our organization. The main challenges were absence of the monitoring mechanisms for implementation of the National action plans (NAPs) for Roma inclusion in Bosnia and Herzegovina and lack of coordination between the actors involved in implementation of the NAPs. But also in some cases the lack of willingness of Roma organizations and representatives to participate in the decision making processes on equal terms.

The needs of Roma women and men in the field, visited daily by the project team, were the biggest challenge.

During the project we were often asked: “What is the biggest problem of Roma women/men in Bosnia and Herzegovina, which area out the four that are frequently mentioned: health care, employment, housing or education!” In a country that is, according to unofficial data, home to approximately 80000 – 100000 Roma women/men, in which more than 95% of target population is unemployed or their only source of income is picking waste and secondary materials, in which over 60% of persons is excluded from the health care system and education system for various reasons, it is very difficult to choose a priority.

CARE INTERNATIONAL had put its efforts in answering these challenges through following project activities:

- Within the project we recruited and trained 6 qualified Roma women/men for the position of state or regional coordinators. Their engagement will be continued through other projects, and we hope that some of them will find their place in the civil service;
- Through the project we initiated and formed operational teams in 4 regions: Tuzla, Banja Luka, Sarajevo and Zenica, which gathered together the most important regional or local actors in order to discuss approaches, strategies and the ways to truly solve problems of Roma women/men living in these areas at the local or regional level;
- Through the program of small grants together with the Roma non-governmental organizations, we realized 8 project activities, directed towards solving concrete problems as street-lights, road reconstruction or road paving, reconstruction or re-design of housing units, cleaning Roma settlements – everything that could make the life of Roma women/men in these communities at least a little bit better;
- We also organized numerous workshops and education programs in the areas that were needed both to representatives of institutions and Roma non-governmental organizations. Capacity building of all



The official signing of the Memorandum of Understanding between the Ministry for Human Rights and Refugees and CARE International, May 2011



actors was one of our strategic aims and we believe that we have truly succeeded in reaching this aim. During our workshops the participants mastered the following skills management skills, project writing, negotiating and lobbying, media communication, organizing trainings and educations, financial reporting and at the end education in the area of Monitoring – for the first time organized for different actors working on the NAP's implementation in BiH.

- We published the “Manual on rights” that can be significantly used in the Roma non-governmental sector. We also published the “Manual for monitoring NAP's implementation” that should be used to measure the results, but also in an efficient and effective implementation of the National Action Plans.

Many of these activities could have been called “first timers” and they required not only commitment of our project staff, and also exceptional cooperation with partner Roma and other organizations, but also good support of the Roma community. At the end, we are delighted by the fact that during the project implementation CARE INTERNATIONAL was recognized by huge number of Roma women/men in BiH as not only responsible and honest partner, but also as a benevolent friend of the Roma population.

Sumka Bučan, MSc
Director
Care International NWB

GENERAL DESCRIPTION OF THE PROJECT

The project: "Support to implementation of the national action plan for Roma inclusion", which is funded by the European Union (through IPA 2008), was launched in January 2011. The aim of this project was capacity building of the BiH Ministry for human rights and refugees through establishing and improving different mechanisms for implementation of the national action plans for the Roma population (in the area of housing, employment, health care and education). At same time project provides support to Roma non-governmental organizations through 8 small grants intended to solve concrete problems in the local community, which will subsequently serve for broader outreach and information on issues Roma population is facing.

One of most important goals of the project was to increase inclusion of the Roma population in the decision making process. This was achieved through various project activities, which inter alia included employment of 6 Roma coordinators (one position within the BiH Ministry for Human rights and Refugees and 4 Roma coordinators

for regions Tuzla, Banja Luka, Mostar and Sarajevo and 1 Roma coordinator for the Kalesija municipality). Other way for achieving this aim was to provide support to Roma representatives and increasing their capacity to participate in the decision making processes.

Implementing partner in this project is non-governmental organization Euro-Rom from Tuzla since this organization has experience in capacity building of other Roma NGOs in the area of project implementation, but also throughout BiH. Therefore one of the main roles of this organization is implementation of training component of the project and the component of capacity building of the Roma NGOs. The project was implemented throughout BiH with a focus on four regions: Tuzla, Banja Luka, Zenica and Sarajevo. These regions were selected because of the highest number of Roma settlements, but also because of the possibility of receiving additional support for the implementation of the project by the representatives of local institutions.

GENERAL DESCRIPTION OF THE PROJECT

MAIN PROJECT GOALS

Fostering social integration of Roma national minority in BiH, and increasing adherence to rights set in ratified Conventions and adopted legal regulations.

SPECIFIC PROJECT GOALS

Establishing effective and participatory mechanisms for implementation and monitoring of the National Action Plans in the areas of employment, housing and health care through support, institutional strengthening and capacity building of both governmental and non-governmental representatives.

The total amount of the project is 555.000 Euro, whereof 500.000 Euro is EU grant, and 55.000 Euro are CARE INTERNATIONAL's funds.

LOCATION OF PROJECT IMPLEMENTATION

BiH

PARTNER ORGANIZATION

Euro-Rom, Tuzla

DONOR

the European Union

DURATION

27 months (from January 1, 2011 – march 31, 2013)

WHAT WE ARE PROUD OF

OUR SMALL STEPS FOR BETTER FUTURE!

Between 80 000 to 100 000 Roma women/men are living in Bosnia and Herzegovina according to unofficial data. Most of them have no income, more than a half of them live in unconditional housing units that are reminiscent to pictures from old movies rather than being dignified “accommodation” for any human being. More than half of Roma population has no education whatsoever, or the right to social and health insurance, so they live their life with very little possibilities, and very often without any hope.

It was a huge challenge to realize such a project in this environment. Almost at every step we faced various difficulties and challenges. The needs of such a highly endangered population as it is Roma population are enormous, and everything you do might seem insufficient. This is the reason why it is so difficult to say what we are proud of in this project; nevertheless several key points can be pointed out:

Firstly our project team is proud of the possibility to cooperate with numerous Roma organizations, but also with individuals, female and male leaders, during the implementation of this

project. All of them are devotedly and dedicatedly working for years already on implementation of various projects in order to make the life of their population, the Roma population, at least a little bit better. We are proud of being able to “get in” the Roma settlements, into the homes of Roma women/men and into their lives. Very often we could not be of any assistance, but the fact that we only listened to their story, helped them, as they told us, to feel a bit better.

Project team, Ševko Bajić and Maja Petek with Roma Coordinators



During the project we employed 6 Roma women/men as the Roma coordinators. Except for being a great opportunity for these terrific and educated people to work together and alongside with the government representatives, it was also a great opportunity for them to send a message: “In this country, with a little bit of sensibility and better planning, it is possible to create A LIFE OF EQUAL OPPORTUNITIES for Roma women and men”. LIFE OF EQUAL OPPORTUNITIES was the slogan of the project during implementation.

We have established operational teams at the regional level. Through 16 joint meetings in Sarajevo, Tuzla, Zenica, Banja Luka and on the mountain Vlačić we connected with more than 50 Roma representatives, and more than 100 representatives of regional and local institutions. These meetings were a great opportunity to discuss important issues for the Roma population (e.g. participation of municipalities with the support of the Roma non-governmental organization in the housing projects, which are being realized by the BiH Ministry for human rights and refugees), but also the opportunity to initiate dialogue and cooperation. This dialogue either did not exist before or it was very rare.

Together with the Roma non-governmental organizations we implemented 8 “small” grants through the Program of small grants. The total amount of the funds was around 40,000 KM, but that is only a part of the “story”. The other important part of the story is that the municipalities got involved in

implementation of these grants, which all together donated the same amount of funds, and that the concrete results of these projects are reconstructed housing units, paved or reconstructed roads to and through the Roma settlements, installed street lights, cleaned illegal waste dumps, the bottom line being the fact that the life of Roma women and men in Sarajevo, Tuzla, Zavidovići, Bijeljina, Visoko and Prnjavor, where the projects were implemented, is at least a little bit better!

We are also specially proud of more than 40 workshops we organized for the government representatives, our Roma coordinators and numerous non-governmental organizations, not only because of the fact that the workshops were attended by more than 300 participants, Roma women and men, representatives of almost all of 77 Roma organization in BiH, but because these workshops were genuine opportunity to honestly discuss “our” responsibility for the life of Roma population and to acquire necessary knowledge and skills to be able to raise to this challenge.

During the project we prepared and realized two important publications “Manual to rights” and “Monitoring Guidelines”. Both brochures were made based on analyses that showed that these are genuine necessity. “Manual to rights” will assist Roma women and men to exercise their fundamental rights that they are entitled to; also to get the basic ID documents, birth certificate, and the unique identification



number. The “Monitoring Guidelines” will encourage preparation of imperatively needed monitoring system, firstly by understanding what this process really means and then also identifying who are the “actors” necessary for establishing this mechanism.

During the whole project we have, with the support from INFOHOUSE organization, which was carrier of this activity, realized an information campaign. Over 200 media appearances and also more than 15 or 20 media present at every important event were not only “media coverage” for us. The presence of the media helped us to be the voice of the ones who will never be able to speak to the public about their life, for those “invisible” Roma women and men, who live lives that we sometimes wish not to see, the lives without minimal conditions for a dignified living, not one the margin of survival, but beyond it.

These are only a few steps that we are genuinely proud of in this project. We are specially honored if our work has contributed to improving the life of Roma women and men and we would like to sincerely thank everyone who helped us in our mission that we live both as the organization, but also as the project team.

Ševko Bajić

Project manager
CARE INTERNATIONAL

SMALL STEPS FOR BETTER FUTURE

Roma Coordinators: Hedin Sijerčić, Alen Gavranovic, Admir Pindžić, Adnan Schubert, Mujo Fafulić, Mustafa Alimanović



1 FIRST STEP – DEPLOYMENT OF ROMA

The positions of Roma coordinators are proposed and initiated by the project “Support to implementation of the National Action Plans for Roma inclusion”, which was realized by the CARE INTERNATIONAL in cooperation with the BiH Ministry for human rights and refugees and the partner Roma non-governmental organization EURO-ROM from Tuzla.

The need of deployment Roma on these positions was the suggestion by the Ministry’s representatives in the preparatory phase of project proposal and as such it was incorporated into the final version for several reasons:

- At the moment there were no officially employed Roma women and men at any level of government, at or in institutions, dealing with implementation of the National Action Plans (NAP);
- The specificities of the Roma community suggested that some process and activities would be easier to implement if there would exist a connection between the institutions, Roma population and the local Roma NGOs;
- It is necessary to build additional resources in the process of NAP implementation Monitoring and there

the network of Roma coordinators can have a significant role.

During the period of realization of the project activities (since May 2011) 6 Roma women and men were recruited thus forming a network of Roma coordinators (1 position with the BiH Ministry for human rights and refugees, 4 Roma coordinators for the regions Tuzla, Banja Luka, Mostar and Sarajevo, and 1 Roma coordinator with the Kalesija municipality).

Even though all coordinators were faced with various types of pressures at the very beginning, later on they got positioned within the Roma community and were recognized as an important “resource”. Until today, over 100 Roma individuals turned to the coordinators proposing concrete initiatives and seeking support in solving individual problems, even though the public was several times informed that the Roma coordinators do not have such decision-making power. Certain coordinators are already recognized by local institutions (in Kalesija, Banja Luka, Bugojno...) that contact them more frequently aimed at establishing efficient cooperation for solving the Roma problems. Thanks to promotional campaign the Roma coordinators were accepted also by the media as a relevant source of information. At least 10 other donors’ organizations either contacted the Roma coordinators or expressed the readiness to financially support their work (OSCE, SOROŠ...).

The Roma coordinators became a recognized resource both for the Roma population, but also for the representatives of various institutions (Centers for social work, etc.). All Roma coordinators received support through series of educational seminars and trainings in order to additionally improve their capacities, from workshops in the area of strategic planning, monitoring, training for trainers to education in the area of negotiation, team and team work, management and governance.

Along all mentioned problems the results that Roma coordinators achieved so far, (and for most of them this is first professional engagement) starting with organization of various events, collection of necessary data, indicate that the establishment of Roma coordinators network is an important resource, which with minimum of additional investment and support can play a significant role in the further activities of the Ministry in implementation of the NAPs. Their role, based on qualifications showed so far, can specially be significant in the processes of Monitoring of NAP Implementation and preparation of assessments, analyses and guidelines for more efficient implementation of concrete activities, especially at the local level with the support of established operational teams. As formal employees of the Ministry, they could be part of necessary structure in increasing efficiency of implementation of the National Action Plans and monitoring of this process.

2 SECOND STEP: OPERATIONAL TEAMS

Initial idea behind establishment of operational teams was to gather together at one place all regional “actors” so they could more specifically deal with and discuss the ways for solving the problems of Roma community. Even though the problems of Roma are identical everywhere, still there are differences that must be taken into consideration for solving the problems. In some regions more attention must be paid to so-called social housing, while in other regions so-called daily centers for homeless persons must be launched. There is much specificity, but the topic is the same –housing problem for the Roma population.

Operational Team meetings - Roma representatives and representatives of regional governmental institutions



Therefore we formed operational teams in four regions; Sarajevo, Zenica, Tuzla and Banja Luka. These teams consisted of representatives of the most important local, that is, regional institutions, from Centers for social work, Employment centers to representatives of municipalities, its services or the mayor’s office. Additionally, this small regional “team” included 4 Roma representatives upon proposal of Roma Resource Center, and additional 2 or three Roma representatives upon proposal of other Roma non-governmental organizations.

Even though it was envisaged as an informal body of 10 to 15 participants, who would discuss important regional topics and launch initiatives for solving the problems at regional level, very soon the need to formalize this body had risen. This was done through an official letter from the Ministry to above-mentioned institutions.

Strengthening dialogue and cooperation at the local, that is, regional level is of vital importance for implementation of the national action plans, because various researches exactly identified that this so- called middle level of communication is either very poor or non-existing. Through 16 joint meetings, held in Sarajevo, Tuzla, Zenica, Banja Luka, and Vlačić, we connected over 50 Roma representatives with more than 100 representatives of regional and local institutions. But, this is not the actual result of these “Operational teams”. The actual result is these meetings being an opportunity to discuss the most important issues for the Roma population



Operational Team meetings - Roma representatives and representatives of regional governmental institutions

(e.g. participation of municipalities with the support of the Roma non-governmental organization in the housing projects, which are being realized by the BiH Ministry for human rights and refugees), but also the opportunity to initiate dialogue and cooperation. This dialogue either did not exist before or it was very rare.

3 THIRD STEP: SMALL GRANTS “FOR BETTER AND MORE DIGNIFIED LIFE”

Initially planned funds in our project should have been directed towards some kind of campaign in order to additionally attract attention of the public to numerous problems with which Roma women and men live in BiH. Nevertheless, while travelling through the Roma settlements we could not avoid asking ourselves: “What the Roma population really needs?”

Therefore, the Steering Committee of the project, consisting of representatives of all partners (the Ministry, Euro Rom, EU), had decided to implement this activity through the small grants' program. The aim of these grants was to solve one or more actual problems in the local community and in that way, with promotion through the media, to direct attention to the life of Roma women and men in BiH. When we started implementing 8 small grants we actually did not realize what kind of a challenge it was. The Roma organizations from Sarajevo, Tuzla, Zavidovići, Bijeljina, Visoko and Prnjavor needed all support they could get, from preparation of project applications, implementation up to narrative and financial reporting. During the 8 months for us it meant constant work in the field, visiting locations, negotiating with the providers and everything that was needed to implement the project and remove all eventual obstacles.

And it was an honor for us to provide this kind of support, because in this way we could send another, for us even more important message – Roma women and men in BiH are ready to do a lot for their population – only if they are given the right opportunity. Eight Roma organizations were awarded with small grants (up to 2500 Euro) for direct investments in their communities aimed at solving actual livelihood problems: water supply system, reconstruction of damaged houses, installing street lights, fight against children mendicancy and poverty, reconstruction of roads for Roma settlements.... being only some of the results achieved in implementation of

this activity. These, mostly infrastructure projects, managed to mobilize not only the Roma community, but also the local institutions, which provided significant financial support. Five BiH municipalities donated additional 35,500.00 KM on top of initial funds of the Care International in the amount of almost 40.000,00 KM, so that the total value of the project was 74,433.00 KM.

Even though we were constant support to the Roma organizations in realization of their projects, the true “heroes”

of this story are they. They are the ones who recognize the most important needs of their Roma population, transfused them into a project and at the end put additional efforts to realize the projects. In most of the cases the leaders of these organizations invested their time and actually voluntarily realized the project – as one of our colleagues said – just to leave more money for concrete work. Here is what they said about the projects they implemented:



The reconstruction of the roads in Roma settlement Red Njive - Tuzla

Roma Association “Povratnici” from Tuzla –
Project *“Better life for Roma in the community.”*
Contact: Husein Biberović, 061/675-351,
u.g.roma.povratnika@hotmail.com

For the first time in several generations Roma in our settlement now have a paved road. Now, for us this is a life dignified to a human being!

The project of building communal infrastructure in the Roma settlement Crvene njive for more than 500 Roma. Support to this project was provided by the local Roma community through voluntary work. The total value of the project is 10.000 KM, whereof 4890,00 KM are funds provided by the CARE international and remaining funds were provided by the Tuzla municipality and the Center for education, development and employment of Roma of Tuzla canton.

Association "Otaharin" from Bijeljina -
project "Let's protect children from the street"
Contact: Dragan Joković, 055/250-543, 065/931-984,
ugotaharin@teol.net

Talking to the parents about children mendicancy organized within the project and 4 families with around 30 members that got the water for the first time will certainly make the life of Roma in Bijeljina at least a little bit better. This is a proof that small steps can make big difference!

The main aim of the project was prevention of children mendicancy at the streets and direct work with and education of both parents and children. Additional value of the project is investment made to infrastructure that brought water to 4 Roma families with 27 members (they became part of the water supply system).

Partner: Municipality Bijeljina that made possible connection to water supply system for 4 Roma families. The total value of the project: 11.000,00 KM, whereof CARE International donated 4890,00 KM.

Connection with official water supply for Roma families in the municipality of Bijeljina





Association “Romska djevojka – Romani Čej” from Prnjavor
– “We do not want to be different that the others”
Contact: Snježana Mirković, 065/897-148,
msd1997@hotmail.com

A Roma settlement can be for the first time reached by a road worth of a human being. This is a small step, but for the Roma people it means a big change and a better life!

The aim of the project was reconstruction of the roads for 10 Roma families on three locations. Partners: volunteers from the community and Prnjavor municipality. The total value of the project was 6.135,00 KM, whereof CARE International donated 4890,00 KM.

The reconstruction of the roads in Roma settlements in municipality Prnjavor



Setting up street lighting in Roma settlement Mušinac-Tuzla

Citizens' association “Sretni Romi” from Tuzla -
project “*Exist from the dark – Exist from the darkness!*”
Contact: Osman Biberović, 061/649-393,
admirbiberovic@yahoo.com

Now our children can finally go to school freely and without fear. After several generations the Roma in our settlements finally have street lights and can live a life without dark!

The project was intended for reconstructing and set up of street lights throughout the Roma settlement “Mušinac” in Tuzla municipality for 450 Roma and their 400 neighbors. Partners: RO “Đelem Đelem” and Tuzla municipality. Total value of the project: 9.584,41 KM, whereof CARE International donated 4890,00 KM.



The residential building was reconstructed for 6 Roma families in Roma settlement of Sarajevo

Association "Romas" from Sarajevo - project "Old as new"
 Contact: Dragiša Radić, 033/664-377, 062/141-444,
 romas_sa@yahoo.com

More than 20 families certainly live a better life after this project. Bathrooms, façade arrangement, painted rooms, can seem insignificant to someone, but for the Roma living in the settlement where we implemented the project, this means a better life.

Roma Association "Život Roma" from Sarajevo - project
 "Improving living conditions in a Roma settlement".
 Contact: Muharem Tahirović, 033/212183, 061/565-989,
 zivotroma@net.hr

Fixed roof and at least a little bit reconstructed house, new bathroom so the family has the place to wash, represents only the beginning of better, more dignified life for Roma in our settlement.

The project was intended for reconstruction of existing facilities and landscaping aimed at improving living conditions for 6 families with more than 20 members. Partners: volunteers from the community and organization "Amaro Ternipe – Naša mladost". The total value of the project: 4890,00 KM completely financed by the CARE International.



Settlement for about 20 Roma families Reconstructed in Sarajevo

The project was intended to reconstruct a Roma settlement in Sarajevo canton, landscaping and reconstruction of existing facilities. The project was realized aimed at improving living conditions for more than 20 Roma families. Additional value of the project was networking of Sarajevo Roma organizations (6 organizations) that initiated establishment of a Roma network and a culture center in the future. The total value of the project is 4890,00 KM and it was completely financed by the CARE international.

Roma Association "Amaro Kham – Naše Sunce"
from Visoko - project "Streetlights"
Contact: Mujo Musić, 062/503-010,
mujomusic1@hotmail.com

We never had the issue of streetlights in our community solved. Now, the "light" shines on our Roma people announcing a better life!

The aim of the project was set up of the streetlights in the Roma settlement Ljetovik for 94 families. The total value of the project: 9.022,85 KM, whereof 4890,00 KM was donated by the CARE International.

The 94 families in the settlement Ljetovik in Visoko now can have street lighting



Citizens' association "Romi bez granica"
from Zavidovići, project
"Cleaning and arranging Roma settlements
on the territory of Zavidovići municipality"
Contact: Redžo Seferović,
032/877-002, 066/725-557,
romibezgranica@yahoo.com

*With this project the Roma people
showed that they can take care of
their community. We cleaned our
community and now we know that
the Roma can do anything only if
they are given a chance!*

The aim of the project was cleaning and
arranging Roma settlements Rupin Dol,
Dragova and Dolovi on the territory of
Zavidovići municipality, a raising awareness
of the Roma people about the living culture
through holding ecological workshops.
Partners: 70 volunteers for the community
and Public communal enterprise "Radnik"
Zavidovići. The total value of the project
is 5.835,00 KM, whereof the CARE
International donated 4890,00 KM.



Roma activists in action of cleaning the Roma settlement in the municipality Zavidovići

4 FOURTH STEP – PUBLIC ADVOCACY CAMPAIGN

Bosnia and Herzegovina has four years ago acceded to the Roma Decade, when the state committed itself to work on removing discrimination of Roma. The condition for acceding to the Decade was adoption of the National Action Plans for solving the issues of employment, health care, housing and education of Roma population, which was done, but the quality of life for this population did not significantly improve. Certainly one of the reasons is that the competent institutions are not using comprehensive and understandable language when informing the public about the results of the Action plan nor they have clearly communicated campaign of getting the activities and the Ministry for human rights and refugees closer to the final beneficiaries, which automatically deprives the BiH citizens, and specially the representatives of national minorities of the possibility to feel as being called upon to support its activities and in that sense also the National Action plan for Roma inclusion.

We launched a campaign that was realized by the organization INFOHOUSE with the purpose of talking even more about the problems of Roma women and men in BiH, so that the life of this population would not stay on the margins of the public interest.

The strategic priority of the campaign that was proposed by the Association INFOHOUSE was: through understandable, attractive, informational and provocative PR tools and activities to present to the public that THERE IS a solution for solving burning issues of the Roma population (employment, housing and health care, education) and that is “The Action Plan of BiH for solving the Roma problems” that needs strong public pressure for its implementation.

The objective of the campaign was: To create and to implement campaign about importance of implementation of the BiH Action Plan for solving Roma issues, but also to present its key actors on the territory of BiH. The campaign would provide more information to the public about consequences of failure to implement the plan by using promotional and informational material, public events and media presentation.

During the campaign the Association INFOHOUSE opted for the presentation of the action plan through real examples from the life, since we believe that the citizens would more easily be intrigued by the campaign topic if they are to see “alive people”, that means if the implementation of the action plan is represented through the problems and persons with whom they have something in common.

As the most important activities of so-called Milestones campaign we will point out:

- Establishing cooperation with the media
Special attention in this campaign was paid to the media, so the first activity that had been selected was

one-day training for the media under title “Raising sensitivity of the media for the Roma issues and for implementation of the National Plan” that was attended by 7 journalists as participants, and four media reported about the event. Almost all journalists, who attended the workshop, are following the campaign every month.

- Informing the public
Mid March was the period when the first media announcements regarding the overall presentation of the



Roma coordinator Allen Gavranovic in a street action “Pillar of Shame” held in Sarajevo

project to the media started, as well as announcements about future campaign’s activities (15 appearances in the media/publications).

- Press conference on the occasion of celebrating the International Romani Day
On April 5, 2012, just a few days before the International Romani Day, a press conference was held in the conference room of the BiH Council of Minister with the support of Nedžad Jusić. During the press conference a contract was signed with eight organizations about realization of eight concrete projects of support to Roma population in the amount of 40.000 KM. The conference was attended by 12 different media, even though according to the announcements we received for the news agency that day was full of “other crucial events”, as for example protests of demobilized soldiers before the Parliamentary Assembly. The total number of publications/guest appearances during and after the conference is 21 and encompasses period from April 3 to April 30, 2012.
- Raising sensitive of the public in general
Street actions were held at the beginning of June in six BiH cities: Banja Luka, Tuzla, Bijeljina, Visoko, Kakanj and Sarajevo with assistance by six partner organizations/coordinators. Judging from the reports we received from the partner organizations and the media reports, the street gatherings/actions were

followed by the public and by the media in all cities – in only 7 days a total of 85 publications/texts on street actions were published even by the media!

- Public debates and “Manual to rights”
Two public debates were organized in Sarajevo and Tuzla within the campaign. The aim of these public debates was to initiate a broader discussion on practical steps for exercising basic human rights (birth certificate, ID card, unique identification number), as a precondition for exercise of all other rights. The needs of the community showed that more than 30% of the Roma women and men are losing their rights and are becoming “invisible” population in BiH only because

they were not informed what obligations they need to meet in order to obtain the basic documents. The result of these debates is rather practical and concrete “Manual to rights” that can be used as practical educational “tool” for disseminating information within the Roma community.

The biggest result achieved by this campaign is not more than 200 media appearances. The biggest results is that messages and stories of these “invisible” got their place in the media space, and the Roma population left its place in the “forgotten” category. The problems with which the Roma women and men are living with should be sufficient incentive to have these topics always present in the media reporting. This is the only way for the Roma population to have more changes for a life of equal possibilities.

Promotional “street campaign” “Pillar of Shame”, Sarajevo





Educational workshops for centers for Social work



5 FIFTH STEP – PROGRAMS OF EDUCATION SUPPORT TO ROMA COORDINATORS AND GOVERNMENT REPRESENTATIVES

Implementation of the national action plans as an obligation accepted by the BiH is not an easy task. Jurisdictions are overlapping even over several levels, which at the end cause the whole process to develop slowly even though we are having certain indicators of success. Therefore it was necessary to design adequate education programs, which would additionally empower representatives of the institutions in such a demanding task. On the other hand the “financial” possibilities of BiH are not sufficient to address all needs of the Roma population. A total of 3 million KM is set aside from the state budget for solving “problems” of the

Roma population. Even though this amount is increasing by the funds allocated at the lower levels and by donors, it is still not sufficient to speed up this process.

At the end recruiting the Roma as the Roma coordinators is additional way of strengthening capacity of the institutions to implement the National Action Plans.

Therefore we organized series of 10 workshops of Roma coordinators in different areas, from management and governance, negotiation skills, media communication, team and team work, up to education in the area of monitoring, public advocacy and lobbying.

A special workshop in the area of monitoring was organized for the employees of the BiH Ministry for human rights and refugees. This is the first time such a workshop, based on drafted Monitoring guidelines, was organized.



Educational workshops for Roma coordinators

We organized two types of workshops for representatives of Centers for social work. First workshop was on use of software to record the needs of Roma population for the Data base that is being developed, and second one about cooperation of local institutions, centers for social work and non-governmental organizations and preparation of a project for solving the Roma problems at the local level. These workshops were attended by more than 200 participants. We are delighted by the fact that the participants' experience had showed that this was the right move, since not only they acquired new knowledge together, but for the first time they had opportunity to talk on various aspects of the cooperation and establish much needed dialogue.



Educational workshops for representatives of the Roma

6 SIXTH STEP: PROGRAMS OF SUPPORT AND EDUCATION FOR ROMA NON-GOVERNMENTAL ORGANIZATIONS

More than 30 workshops were organized for the Roma non-governmental organizations in Sarajevo, Tuzla, Zenica and Banja Luka. The workshops dealt with various topics: drafting a project, communication with the media and establishing cooperation at the local level. These workshops were attended by more than 120 participants. The workshops were also, among others, held for leading Roma networks, Women Roma network Uspjeh, Roma Committees BiH, Roma Council of Federation of BiH and the resource center Kakanj. These workshops were not only the

possibility to acquire new knowledge. Even though similar workshops were organized numerous times before, these were for the first time the opportunity to discuss strategic commitments of the organization, like for example what they wish to be in the future, how to successfully raise to the challenges before them as representatives of its Romani people, how to usefully contribute to better life of its Roma women and men in the communities in the right way, using good and concrete projects. This is not only the question of their mission, but the question of life and expectations of the Romani population.

Educational workshops for representatives of the Roma



7 SEVENTH STEP: PUBLICATIONS “MANUAL ON RIGHTS” AND “MONITORING GUIDELINES”

MANUAL TO RIGHTS

The need to prepare the manual, which should assist the Roma population in exercise of their fundamental rights, had raised after numerous visits to the Roma communities. We saw that many Roma women/men do not have basic ID documents, that they do not have unique identification number, birth certificate; they are not registered with the employment bureau nor included into the social and health care system. One of the frequent reasons is that at a given moment they did not know legally set deadlines or did not know how to get these documents.

Due to this situation many Roma women/men in BiH are practically “invisible”. They are not registered “in the system” and as such they do not have any rights, even not the fundamental human rights guaranteed to every person at birth in Bosnia and Herzegovina.



“Manual to rights” was done within the project: “Support to implementation of National Action Plans for Roma inclusion” implemented by the CARE International in cooperation with the BiH Ministry for human rights and refugees and the Roma non-governmental organization Euro Rom from Tuzla with the financial support by the European Union. The Manual itself was prepared by the Roma non-governmental organization “Kali Sara” within the information campaign of the project “Support to implementation of National Action Plans for Roma inclusion” realized by the INFOHOUSE Association.

During preparation of this manual two public debates were organized in Sarajevo and Tuzla. At the debates representatives of the Center for social work, other institutions and Roma non-governmental sector could give their concrete suggestions and instruction for exercise of certain rights based on their experience in the work with the Roma population.

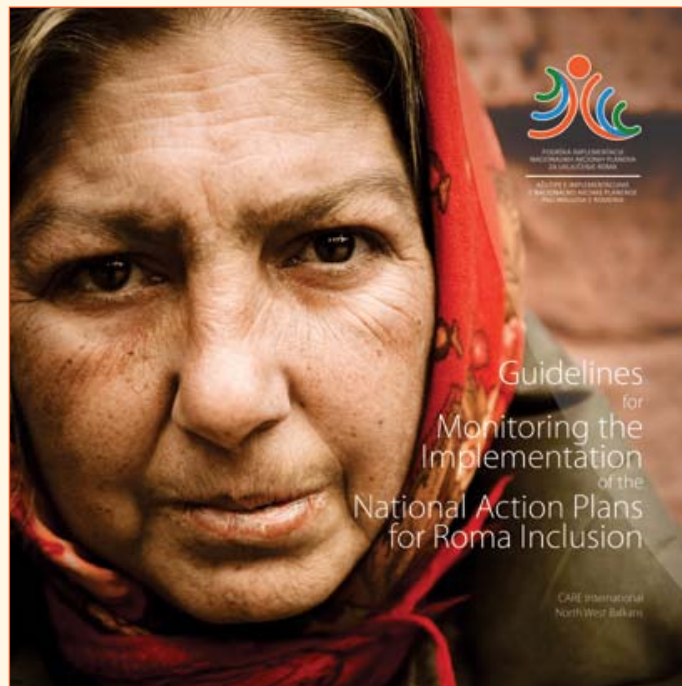
This manual represents a certain contribution to the discussion on education of all male and female citizens in BiH, and on the manner in which the rights guaranteed by the Constitution and other conventions are exercised.

The competences in certain areas are sometimes overlapping between institutions at different levels in BiH (entity, canton, and municipality) and there are many particularities regarding priority areas in the National Action Plans for

Roma community – education, employment, housing and health care. Preparation of a comprehensive manual would require investing significant funds and engagement of higher number of experts in certain areas.

Therefore we decided to keep a simple form of the manual, having the basic instructions that can assist anyone working within the Roma community to adequately inform Roma women and men on concrete steps that need to be taken in exercise of their actual rights. We sincerely hope that this manual will be our modest contributions to improving the life of Roma population in BiH.

It was impossible to incorporate all particularities in the manual firstly because time and the resources did not allow such an approach, and secondly because we live in a country that has the most complicated administrative set-up in the region.



GUIDELINES FOR MONITORING

Preparation of the “Guidelines for monitoring/surveillance of implementation of the National Action Plans for Roma inclusion” was realized within the project: “Support to implementation of the National Action Plans for Roma inclusion” that is funded by the European Union and implemented by the CARE International in cooperation with the BiH Ministry for human rights and refugees and the Roma non-governmental organization Euro Rom from Tuzla.

There are several reasons that lead us to drafting these guidelines.

The monitoring itself, namely surveillance of implementation, is according to all reports and researches one of the greatest weakness in implementation of the National Action Plans for education, housing, health care and employment of Roma in Bosnia and Herzegovina, whether it is represented by lack of necessary capacities, knowledge or insufficient knowledge of various aspects of monitoring. Additional problem is the institutional structure of BiH and unclear competences and obligations of various stakeholders involved in process of implementing the National Action Plans. The lack of needed monitoring system is the most frequent reason of lower efficiency in implementation of the National Action Plans even in cases when significant results are achieved in the field.

Monitoring is of outmost importance for the process of implementation of action plans, since it is the only mean that can provide high quality inputs for creation of public policies, the ones that will through various project certainly make the life of Roma population better and higher in quality. Therefore by working in the field, both with the Roma organization and the government representatives, we realized that it is needed to accede to serious discussion which will at the end lead to establishment of adequate surveillance system or monitoring system for implementation of the National Action Plans for Roma inclusion.

“The guidelines for monitoring / surveillance of implementation of the National Action Plans for Roma inclusion” offer answers to questions: what is monitoring, who in BiH and to what degree is involved in various forms of monitoring, and it also offers recommendations for all actors involved in the implementation of the National Action Plans. All data and views expressed in the “Guidelines” were obtained through a serious process of researching existing documents, strategies, but also through direct interviews and discussions with actors individually.

These “Guidelines” are only the base for establishing efficient monitoring system and we do sincerely hope that they will find their purpose and that they will be of use in implementation and monitoring of the National Action Plans for Roma inclusion.

At the end, even though all project goals are met; some of them with implementation of additional activities that were reflection of the genuine wish to perform the activities in the right way so they would have a true affect in the Roma communities. Only the time will show whether we did succeed in this. The gratitude of many Roma organizations and individuals, good relationship of the project staff with the Roma population, is an indicator to us that we done the “right” thing at the right time and have made together with the Roma men and women small, but valuable steps – for better future!



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