

KALI SARA ROMA INFORMATION CENTER

DECADE WATCH

REPORT

ON THE IMPLEMENTATION OF THE BOSNIA AND HERZEGOVINA ACTION
PLAN FOR ADDRESSING ISSUES FACED BY THE ROMA IN THE FIELDS OF
EMPLOYMENT, HOUSING AND HEALTCARE

Sarajevo, April 2011

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Background

The Roma are Bosnia and Herzegovina's most numerous ethnic minority. Although there are no exact statistical data as to their numbers, estimates indicate that between 80,000 and 100,000 Roma live in Bosnia and Herzegovina (BiH), and that their numbers are increasing. Nevertheless, the Roma have for centuries lived on the margins of society. Their social and economic status is poor. They face abysmal living conditions; no facilities for personal hygiene and health; inferior (or non-existent) education levels, particularly for women; and unemployment. Further, the lack of acceptance exhibited by the non-Roma majority population, as well as their ignorance of Roma culture, tradition and customs, are often at the root of enmity between the two communities, and can also cause discrimination and segregation of the Roma. Faced with these conditions, the Roma become socially excluded.¹

Having recognised the issue and the needs of the socially excluded Roma, several European countries launched the Decade of Roma Inclusion 2005-2015, aiming to integrate the Roma into the broader community. A total of twelve countries are taking part in the Decade, including BiH. In addition to common goals and tasks, each member state has undertaken to implement national action plans dealing with housing, employment, healthcare, education and poverty reduction, discrimination and gender issues. A key role in the implementation of the Decade – especially as regards the monitoring of the implementation of planned activities – is played by Roma themselves. Decade Watch is an initiative that brings together Romani activists and researchers who aim to monitor and improve the accomplishment of planned activities.

The purpose of this Report is to evaluate the Bosnia and Herzegovina Action Plan for Addressing Issues Faced by the Roma in the Fields of Employment, Housing and Healthcare. Its results will serve to identify any shortcomings, but also to provide guidelines for future success in implementing planned activities.

¹ Social exclusion may be defined as being unable to exercise one's basic rights or as being denied access to a legal and political system necessary for exercising these rights (for more on the subject see Šućur, 2006). Exclusion is most often based on race, ethnicity and nationality (and other attributes). In practice, it involves four aspects: financial poverty, (un)employment, healthcare, and education.

1. Decade of Roma Inclusion 2005-2015

The Decade of Roma Inclusion 2005-2015 is an international initiative bringing together governments and non-governmental organisations with the aim of improving the socio-economic and political status of the Romani population. The idea of the Decade emerged from ‘Roma in an Expanding Europe: Challenges for the Future,’ a high-level regional conference on Roma held in Budapest, Hungary, in 2003. Adopted in February 2005, the Declaration of the Decade of Roma Inclusion defined the rules of the initiative, as well as the obligations and agendas of countries participating in the Decade. It must be stressed that the Decade agenda is closely linked with two other programmes – the United Nations Millennium Development Goals and the European Union social inclusion policy.

Declaration of the Decade of Roma Inclusion 2005-2015

(Obligation undertaken by the signatories)

Building on the momentum of the 2003 conference, ‘Roma in an Expanding Europe: Challenges for the Future,’ we pledge that our governments will work toward eliminating discrimination and closing the unacceptable gaps between Roma and the rest of society, as identified in our Decade Action Plans.

We declare the years 2005–2015 to be the Decade of Roma Inclusion and we commit to support the full participation and involvement of national Roma communities in achieving the Decade’s objectives and to demonstrate progress by measuring outcomes and reviewing experiences in the implementation of the Decade’s Action Plans.

We invite other states to join our effort.

Sofia, Bulgaria, 2 February 2005

The essence of the Decade is the undertaking of heads of government of the signatories to the Declaration² and international bodies (founding organisations of the Decade)³ that they will work towards establishing institutional mechanisms for a lasting solution of Romani issues, eliminating discrimination, and closing the gap between Roma and the rest of society. Governments undertook to adopt action plans

² The signatories to the declaration were the Czech Republic, Slovakia, Hungary, Romania, Croatia, Bulgaria, Serbia, Montenegro and Macedonia, with Albania, Spain and Bosnia and Herzegovina joining at a later date.

³ The international organisations that played a key role in founding the Decade and continue to have a crucial role in its implementation are the World Bank, the Open Society Institute (OSI), the United Nations Development Programme (UNDP), the Council of Europe (CoE) Development Bank, the Contact Point for Roma and Sinti Issues of the Office for Democratic Institutions and Human Rights of the Organisation for Security and Co-operation in Europe (OSCE-ODIHR-CPRSI), the European Roma Information Office (ERIO), the European Roma and Traveller Forum (ERTF), the European Roma Rights Centre (ERRC), and, since 2008, UN-HABITAT, UNHCR and UNICEF.

for addressing Romani issues in four crucial areas: employment, housing, healthcare and education. In addition to these priority areas, the government of each participating state will take into account other key issues, such as poverty, discrimination and gender mainstreaming.

Each country participating in the Decade is required to hold the Presidency of the Decade at least once in the 2005-2015 period. The country holding the Presidency of the Decade has the following responsibilities: develop a work plan that describes the priority areas for its Presidency, co-ordinate the exchange of information and the implementation of jointly agreed Decade activities at the international level, convene, organise, conduct and chair roundtables and conferences, co-operate with international and Romani organisations, donors etc. The country holding the Presidency bears all expenses for the duration of the Presidency year.

The following countries have held or will hold the Presidency of the Decade:

- Romania 1 July 2005 – 30 June 2006
- Bulgaria 1 July 2006 - 30 June 2007
- Hungary 1 July 2007 - 30 June 2008
- Serbia 1 July 2008 - 30 June 2009
- Slovakia 1 July 2009 - 30 June 2010
- Czech Republic 1 July 2010 - 30 June 2011
- Macedonia 1 July 2011 - 30 June 2012
- Croatia 1 July 2012 - 30 June 2013
- Montenegro 1 July 2013 - 30 June 2014

Bosnia and Herzegovina in the Decade of Roma Inclusion

BiH Authorities did not take part in the 2003 Budapest regional conference that initiated the Decade of Roma Inclusion, nor did they participate in the 2005 conference which saw nine countries sign the Declaration and formally launch the Decade. Bosnia and Herzegovina's failure to take part can be explained by either a lack of interest for addressing Romani issues or a view of Roma as "less important". At the same time, representatives of the Romani non-governmental sector and international organisations based in BiH did take part in these events. The non-governmental sector was aware of the importance and possibilities offered by the Decade, and lobbied all institutions in Bosnia and Herzegovina for the country to take part in the initiative. The authorities relented and agreed to undertake the pre-accession activities of drafting a Strategy and Action Plans only after coming under political pressure from the US Embassy to Bosnia and Herzegovina.

The Strategy for Addressing Problems faced by the Roma was adopted in 2005. A major role in its adoption, as well as in the drafting of the Action Plans, was played by the Roma Committee, an advisory body of the Council of Ministers of Bosnia and Herzegovina.

The Action Plan for Addressing Issues faced by the Roma in the fields of employment, housing and healthcare was drafted in 2007 and 2008, with the financial assistance of World Vision and Sweden's SIDA.

Over 100 contributors participated in drafting the Action Plan (representatives of local authorities and line ministries, experts of international organisations active in the field, and representatives of the Romani non-governmental sector). A total of 21 representatives of Romani NGOs took part.

In September 2008, Bosnia and Herzegovina officially joined South-Eastern and Central European countries taking part in the Decade aimed at improving the position of Roma. Twelve countries are thus now Decade members, with Slovenia taking part as an observer.

Given the agreed-upon goals, the activities of member countries must be harmonised, co-ordinated and implemented under (nearly) equal conditions: this is ensured by the institutional mechanism of the Decade as defined by the Terms of Reference adopted by the International Steering Committee (ISC) on 18 November 2005 in Bucharest, Romania, and amended at the 19th meeting of the ISC held on 1 October 2011 in Prague, Czech Republic.

The Terms of Reference define the aims, priorities, obligations and responsibilities of participating countries, the participation of international organisations and the Romani non-governmental sector, the operation of the International Steering Committee, the Decade Secretariat and the Decade Trust Fund.

Countries participating in the Decade are required to:

- Appoint a national Decade Co-ordinator;
- Establish an institutional framework for implementing the Decade;
- Establish an effective monitoring mechanism, which includes a way to measure progress at the national level of the National Decade Action Plan;
- Develop and implement the national communication plan for the Decade implementation at national level;
- Ensure co-ordination between line ministries and government institutions/offices for Roma in order to maintain coherence and continuity in implementation of the Decade Action Plan;
- Consider to facilitating and supporting the work of a Roma Consultant or of a Romani consultancy body for the Decade;
- Ensure an effective participation of the Romani civil society in the National Working Groups, or similar bodies, in order to allow for their participation in the implementation and monitoring of the National Decade Action Plans;
- Strengthen the capacity of Romani organisations in order to ensure their effective participation in the Decade process;
- Ensure transparency in exchanging information on the implementation of the Decade with all stakeholders;
- Make available disaggregated data in accordance with the international standards on data collection and data protection;
- Provide funds for implementing Decade Action Plans;

- Ensure the efficient accomplishment of Action Plans;
- Revise Action Plans as needed;
- Inform at the annual meetings of the ISC on the progress made in the implementation of the National Decade Action Plan;
- Contribute €20,000 to the Decade Trust Fund;
- Hold the Decade Presidency at least once in the 2005-2015 period.

The key institutional bodies of the Decade are the International Steering Committee (ISC), the Decade Trust Fund and Decade Watch.

The **International Steering Committee (ISC)** is the highest administrative and co-ordinating body of the Decade. It is made up of representatives of Decade participating countries and international organisations, as well as representatives of the Romani non-governmental sector (Decade Watch).

The ISC is responsible for:

- Drafting the annual Decade plan that defines priorities for the country holding the Decade Presidency;
- Providing information on the implementation of Action Plans proposed by ISC member states;
- Reviewing and adopting the annual Decade report, presented by the Government holding the Presidency at the end of its term in office;
- Drawing conclusions from the reports and, based on an exchange of experiences, taking relevant decisions;
- Proposing changes to the Decade Terms of Reference if necessary;
- Reviewing and approving the annual report on activities and expenses to be incurred on the international level;
- Approving the budget for the following financial year of the Decade for expenses to be incurred with the Decade Trust Fund.

The initiative for establishing the **Decade Secretariat** was put forward at the 9th ISC meeting in 2006. The Decade Secretariat can be seen as the Decade's technical support division, headquartered in Budapest; its establishment was supported by the Open Society Institute in Budapest. The Decade Secretariat began work in 2008 and is tasked with the following:

- Providing technical support to the Decade Presidency in organising ISC meetings and other meetings and conferences;
- Ensuring co-ordination between all Decade stakeholders and co-operating with countries wishing to join the Decade;
- Assisting in the drafting or reviewing of Action Plans;
- Co-ordinating and exchanging information with the European Commission and other stakeholders.

The **Decade Trust Fund** is a fund administered by the World Bank and funded by contributions of countries participating in the Decade and donations of international organisations. The ISC meeting held in Bucharest in November 2005 resolved that all

countries participating in the Decade would provide an initial contribution to the fund amounting to €20,000.

The Declaration of the Decade stresses the role of Roma in its establishment and implementation, under the slogan ‘Nothing about us without us: Roma participation will make or break the Decade’. Roma representatives, or rather the Romani non-governmental sector, should be included in every phase of the Decade, as follows:

- Actively participating in decision-making and defining the aims and priorities of the Decade;
- Actively participating in the implementation and monitoring of Decade Action Plans;
- Contributing to the implementation of Decade Action Plans by initiating dialogue between the Romani community and local authorities.

One of the key initiatives with respect to Roma participation in the decade is Decade Watch.

Decade Watch is a network/coalition of Romani non-governmental organisations from countries taking part in the Decade that monitor the implementation of the entire Decade 2005-2015 process in their respective countries and assess the degree and quality of activities carried out. Decade Watch is currently supported by the Open Society Institute and the World Bank.

This support involves education – monitoring training, developing monitoring methodology, mentoring research, and taking part in ISC meetings and other consultative meetings relevant to the Decade.

The first Decade Watch report was published in 2007; additional reports are also available:⁴

- Decade Watch Report 2005-2006
- Decade Watch Update 2007
- Decade Watch: Results of the 2009 Survey

Decade Watch in Bosnia and Herzegovina

In 2009, the Kali Sara Roma Information Center was selected by the Open Society Institute as the relevant Decade Watch organisation for Bosnia and Herzegovina.

Decade Watch has carried out the following activities in Bosnia and Herzegovina:

- The Kali Sara RIC took part in developing the monitoring methodology and the questionnaire for the Decade Watch: Results of the 2009 Survey report;
- In 2009-2010, with financial support of the OSCE Mission to Bosnia and Herzegovina, a set of training events in monitoring and reporting was

⁴ The reports are available on the Decade Secretariat web site.

organised. Fifteen representatives of local Romani organisations took part in these events;

- Representatives of six local Romani non-governmental organisations took part in drafting the first Results of the 2009 Survey report and the attendant local-level research, which was carried out in Sarajevo, Kakanj, Tuzla, Bijeljina, the Brčko District, Bihać, Ključ, Srebrenica, Doboј, Prnjavor, and Banja Luka;
- The report was drafted in co-operation with Romani NGOs from throughout BiH and with the assistance of project implementers and the BiH Ministry for Human Rights and Refugees.

In addition to these activities, Kali Sara representatives took part in meetings of the ISC, regional Decade Watch consultative meetings, and seminars and conferences of relevance to the Decade. We have also been involved in consultations on the progress of BiH towards integration into the European Union.

Decade Action Plans (DAPs)

The first Decade Watch evaluation in BiH was carried out from November 2009 to January 2010. The results indicate that the approach to addressing Roma issues has been one of neglect and, almost, frivolity. Although the evaluation was complete in January 2010, and the subsequent period did bring improvements in certain areas, the data obtained are beyond a doubt an important indicator of the progress of accomplishment of the Action Plan.

Results of the evaluation can be grouped into areas according to criteria outlined below.

The Government adopted the Decade Action Plans on 3 July 2008. Prior to its adoption, the DAPs were never debated in parliament. The DAPs contain/propose a monitoring mechanism; this was, nonetheless, never implemented by the Government, nor was an appropriate general report ever published. The DAPs in Bosnia and Herzegovina encompass three areas – or, rather, three action plans – pertaining to employment, housing and healthcare, and not including education, anti-discrimination, gender mainstreaming and poverty.

The BiH Action Plan contains timeframes for implementing activities. However, their accomplishment has not been running as planned. Thus, most planned (yet unfinished) activities in the field of healthcare are being implemented by international NGOs, while their implementation began before the DAPs were adopted.

The above findings indicate that activities planned under DAPs were either partly achieved (in the case of employment and housing), or not achieved at all.

Best and Worst Practices

We consider the following as the **five best practices** related to Roma issues adopted by the Government since the initiation of the Decade: 1) providing €1.5m in funding from the national budget for implementing 2009 Action Plans; 2) launching a census

to create a database of the needs of Roma in Bosnia and Herzegovina; 3) publishing a call for applications for housing projects; 4) publishing a call for applications for Roma self-employment and employment projects; and 5) revising the Roma Education Action Plan.

The **worst practices** were the following: 1) the BiH Council of Ministers appointed a pensioner as Decade national co-ordinator; 2) the BiH Council of Ministers established a Co-ordinating Committee to monitor the implementation of the Decade, but gave it powers similar to those enjoyed by the Roma Committee (both bodies are responsible for monitoring); 3) the Operational Plan did not follow the agreed timescale and deadlines; 4) only €1.5m in funding was provided in 2009 of the €40m required; and 5) a census designed to capture Roma needs began in November 2009 instead of in March that year, and was not accompanied by an adequate information campaign, which resulted in a poor response from Roma.

National Parliament Inclusion

From 2005 to January 2010 the Parliament debated national Roma policy, or the Decade Action Plan, on only one occasion, while programmes/projects within the remit of line ministries were not discussed even once.

The Council of National Minorities of the BiH Parliament debated Roma issues twice in 2008 and twice in 2009, and also put forward initiatives to improve the Roma Education Action Plan and amend the BiH Constitution; however, all these initiatives never progressed past the proposal stage and were never included in the parliamentary agenda.

The Parliament never requested the Decade Co-ordinator and/or relevant ministries for access to information on the implementation of the DAPs or the implementation of Roma-related policies in general; similarly, the Parliament never held expert hearings on the Decade or Roma-related policies in general.

Government Activities

The Government debated the national Roma policy and the Decade Action Plan on two occasions from 2005 to January 2010, while programmes/projects within the remit of the relevant ministries were debated more than three times. During this period the Government never reported to Parliament on the implementation of the DAPs or Roma-related policy in general, nor did Parliament ever ask the Decade Co-ordinator for information.

A Roma Co-ordinating Committee was established within the Government, and was tasked with drafting operational plans for implementing Action Plans, identifying priorities and developing project selection criteria, apportioning funds from the budget for Action Plan implementation; and monitoring project implementation. The Roma Co-ordinating Committee debated Roma-related issues eight times in 2008, and nine times in 2009.

Both the concept and the establishment of the Co-ordinating Committee tasked with monitoring the implementation of the Decade in BiH came under criticism from Decade Watch and other Romani activists, but their objections went unheeded. World Vision and SIDA provided funding for the Committee in its efforts to draft Action Plans in the fields of housing, employment and healthcare for Roma, which proved complementary to the interests of the BiH Ministry for Human Rights and Refugees. The Co-ordinating Committee was unexpectedly wound down after having been operational for over a year, as the national budget lacked funds for keeping it open and the NGO projects came to a close.

A Roma Committee with the Council of Ministers of Bosnia and Herzegovina was formed in 2002 by the Council of Ministers as an advisory body for Roma issues. Bearing in mind its powers and make-up, this Committee should have been selected to monitor the implementation of the Decade, yet instead we were faced with two Roma bodies with overlapping powers and operations. It would appear that this state of affairs arose because it suited the individual interests prevailing at the time at the BiH Ministry for Human Rights and Refugees.

The **appointment of the National Co-ordinator of the Decade:** Bosnia and Herzegovina was the only country to appoint a **pensioner** as National Co-ordinator. In other countries taking part in the Decade the role, office and powers of the National Co-ordinator were taken very seriously, and co-ordinators were appointed based on their political influence on decision-making related to the implementation of Decade programmes. So, for instance, in Croatia, Jadranka Kosor was appointed National Co-ordinator while in office as Deputy Prime Minister and retained this responsibility when she became Prime Minister; in Serbia, Božidar Đelić, the Deputy Prime Minister, was appointed National Co-ordinator; in Macedonia, the National Co-ordinator is Mustafa Neždet, Government Minister without Portfolio (and the only Romani Minister in any national government). Objections made by Romani representatives to the appointment of a pensioner as National Co-ordinator did not meet with understanding on the part of either the BiH Ministry for Human Rights and Refugees or the Council of Ministers of Bosnia and Herzegovina. Citing a complete lack of any resources, the Co-ordinator never initiated any activity aimed at better implementation of the Action Plans. His reporting on the implementation of the Decade in BiH at ISC meetings, both in writing and orally, was minimal. We can therefore say that the appointment of a pensioner as National Co-ordinator for the Decade was a truly irresponsible and scandalous move. Further, the role of the BiH Ministry for Human Rights and Refugees was unclear – all the more so as the Ministry employs no staff tasked exclusively with the Decade, regardless of whether dealing with monitoring, data collection or co-ordination. It is thus necessary to rescind the appointment made by the Council of Ministers and appoint a new National Co-ordinator, as well as to redefine the institutional framework for the Decade.

The process outlined above should begin as soon as possible, in consultation with Romani experts and the Romani NGO sector in BiH, whereby the experiences of both BiH and other countries participating in the Decade should be taken as guidelines. Such an approach will make it possible to develop the optimal and most functional framework that will clearly define the role and operation of the National Co-ordinator and establish the body or institution responsible for implementing Action Plans, as well as the body tasked with monitoring implementation. The institutional framework

needs to contain a clearly defined description of obligations and powers, a financial framework, decision-making procedures and the roles of all relevant ministries in realising Action Plans from the local to the national level, procedures for co-ordination and communication between all stakeholders, the means by which funding is apportioned, as well as definitions of the roles of Romani experts and representatives of the Romani NGO sector.

Financial Issues

In 2009, for the first time since the Decade was initiated, Bosnia and Herzegovina allocated funding for implementing the Action Plan. The funds amounted to BAM 3m, or €1.5m, making up 0.01% of the total national budget. In addition, SIDA donated BAM 1,885,714 (€1m) in funding for housing projects as bilateral donor, while the Federal Ministry of Spatial Planning devoted BAM 312,800 (€160,000) for implementing the 2009 Housing Action Plan. Total funding for the implementation of the Decade Action Plan policies therefore amounted to BAM 5,198,514, or €2,660,000. This is certainly far from enough if one bears in mind the fact that expenses of some BAM 93m (€47,550,000) had been planned for the first year of implementation of the Action Plans.

Gender Mainstreaming

Improving the social status of Romani women is one of the key challenges of the Decade. This primarily involves their education, employment and healthcare. Decade Action Plans in Bosnia and Herzegovina comprise only two activities involving *specifically* Romani women, and these deal with the field of employment (no activities have either commenced or been completed). A Gender Strategy was adopted, explicitly mentioning the situation faced by the Romani women. Its pace of implementation, however, is very slow, and we can safely say that the resolution of issues faced by the Romani women is lagging behind other activities contained in the Action Plan.

Participation in Political Life and Roma Representation

There are no formal, national Roma representative bodies established by law in Bosnia and Herzegovina, nor are there any Romani civil society umbrella organisations. This indicates that the Romani civil society sector is poorly structured. Further, there is no co-operation between government officials and the Romani civil society sector; meetings take place between individual Romani organisations and government officials who meet as and when necessary.

An important issue is the participation of Roma in politics, as well as their representation. The BiH Constitution does not allow ethnic Roma to run for the office of member of the Presidency.⁵ Members of the Presidency may only come from the

⁵ Article 5 of the BiH Constitution stipulates that ‘the Presidency of Bosnia and Herzegovina shall consist of three Members: one Bosniak and one Croat, each directly elected from the territory of the Federation, and one Serb directly elected from the territory of the Republic of Srpska.’

three constituent peoples of Bosnia and Herzegovina (as Bosniaks, Serbs and Croats are often termed). Thus it seems fair to assume that each of them will work primarily for the benefit and the status of the group he or she belongs to, and only then for the common interest. In that sense, we cannot but ask the question of who is to represent and advocate the interests and welfare of ethnic minorities if they may not take an active part in serving on the BiH Presidency.

2. Action Plan for Addressing Issues Faced by the Roma in the Fields of Education, Housing and Healthcare

2.1 Roma Employment Action Plan

Providing employment for the Romani population is most certainly a key element of their inclusion into society. There are no official data on the employment of the Romani population in Bosnia and Herzegovina – or lack thereof – for the following reasons: analyses and reports made by state-level, federal and cantonal statistical agencies do not disaggregate unemployment data by ethnicity; many Roma are not registered with the civil registry and are thus not eligible for social assistance and, as such, do not appear on employment agency lists. Data on the (lack of) employment of Roma can be found only in reports prepared by non-governmental and international organisations. Thus, according to Save the Children UK (2001:19), 80% of Romani families surveyed have no permanently employed members, while most earn a living by doing seasonal work and taking occasional jobs. The Directorate for Economic Planning estimates that unemployment among the Roma runs at nearly 100%.⁶

The **Roma Employment Action Plan** involves improving the employment of Roma in Bosnia and Herzegovina, increasing employment levels, fostering entrepreneurship and encouraging Roma to become included in all employment processes – and thereby in all other social activities and processes in Bosnia and Herzegovina – to alleviate poverty.

⁶ More information available at www.dep.gov.ba.

The Roma Employment Action Plan comprises the following aims and measures:

AIM	MEASURES
1. Defining and updating information	<ol style="list-style-type: none"> 1. Systematic collection of data on unemployed Roma 2. Establishment and maintenance of appropriate records 3. Training for database developers
2. Developing incentive programmes	<ol style="list-style-type: none"> 1. Regular adoption of annual Roma employment programmes 2. Employing Roma at employment agencies at the cantonal and regional levels and in local communities 3. Providing funds for subsidising employers who employ Roma and supporting Roma employment (starting a family-owned or small business) 4. Streamlining procedures, introducing incentives and providing professional assistance in local communities for Roma self-employment 5. Granting preference to Roma-owned construction companies (requiring changes to legislation) in implementing projects involving the construction or refurbishment of housing or business premises in Roma communities 6. Providing funds for co-financing employment programmes aimed at Roma and Roma youth 7. Providing funds in Entity, cantonal and municipal budgets for active employment programmes 8. Introducing incentives for employing Roma by providing payroll tax breaks and subsidising social security contributions over a period of two years for employers who recruit Roma workers 9. Supporting the adoption of recycling programmes as a precondition for accession to the EU, a source of income, and a chance to employ Roma; formation of a recycling agency and an association for solid waste management 10. Ensuring equal treatment in being granted financing by micro-credit lenders (with lower interest rates and longer grace periods) 11. Supporting programmes fostering the registration of companies by Roma 12. Developing specific incentive programmes for employing Roma in commercial and social sectors attracting Roma interest (e.g. traditional arts and crafts, small businesses) 13. Developing specific incentive programmes for employing disabled Roma, Roma women and youth 14. Waiving municipal and other fees payable for the allocation of municipally-owned office space and land for Roma-owned companies and employers who recruit Roma 15. Stimulating Roma employment at registered Romani associations 16. Using specific programmes to prioritise Roma in the allocation of rights to use government-owned land (e.g. to grow organic food) 17. Including Roma in public works programmes in local communities
3. Amending, modifying and implementing legislation	<ol style="list-style-type: none"> 1. Analysing general employment conditions and overseeing employment to prevent any form of discrimination 2. Accelerating the adoption of legislation governing the establishment and operation of private employment agencies 3. Adhering to statutory provisions that introduce specific measures aimed to enhance Roma employment 4. Introducing tax breaks for Roma-owned companies lasting two years from their date of registration

	5. Involving and consulting Romani NGOs in the process of analysis and law drafting
4. Education, additional training and re-training of Roma	<ol style="list-style-type: none"> 1. Adopting programmes and operational plans regarding the educational needs of unemployed Roma 2. Adopting an additional training and re-training plan, in line with labour market needs, aimed at fostering Roma self-employment 3. Adopting a plan of professional rehabilitation of persons with disabilities, in line with labour market needs, aimed at fostering self-employment 4. Adopting a primary education plan for Roma registered with employment agencies 5. Enabling Roma to actively seek employment, open their own business and become self-employed
5. Raising awareness and providing information	<ol style="list-style-type: none"> 1. Informing Roma of labour market needs and opportunities for additional training, re-training and professional rehabilitation, as well as of existing benefits, incentives and other measures designed to assist in fostering employment and self-employment 2. Creating conditions for Romani associations to function as information centres 3. Establishing partnerships between Romani associations and authorities 4. Raising awareness on the part of both the society and Romani organisations as to the need for greater solidarity and responsibility for socio-economic situation, along with a greater degree of co-ordination 5. Raising awareness on the part of Roma on the need to register with employment agencies and being involved with all programmes 6. Raising awareness on the part of Roma on the necessity of being involved with all education, additional training and re-training programmes, as well as of the need to comply with systemic legislation 7. Adopting programmes aimed at improving Roma treatment in the media (public broadcasters) operating in BiH 8. Initiating a public outreach campaign (publications and manuals) 9. Raising awareness on the part of the society of the need to employ Roma (educational organisations, media) 10. Preventing discrimination through a system of advertisements (specific advertisements, trafficking) 11. Promoting positive examples from Roma communities 12. Establishing a (bilingual) Roma newspaper to be published through the Roma Information Centre

In November 2009, the BiH Ministry for Human Rights and Refugees⁷ began a census designed to capture information relating to Roma needs across the fields defined in the Action Plan. As regards employment, the indicators collected were (un)employment, data on registration with employment agencies, and the preferred jobs of the persons surveyed. However, data collection began only after public calls for applications were issued for the Roma Employment and Self-employment Programme. This denied employment agencies access to these data that could have proved a significant criterion in developing programmes and selecting end-users.

The above demonstrates that the aim of developing and updating the database was only partly achieved.

The BiH Council of Ministers contributed BAM 702,000 for the accomplishment of the Roma Employment Action Plan; under the Memorandum of Understanding,⁸ the funds were allocated to Entity employment agencies and the Brčko District Employment Agency in the following amounts:

- a) For Roma employment in the Federation of Bosnia-Herzegovina ...BAM 440,000
- b) For Roma employment in the Republic of Srpska.....BAM 220,000
- c) For Roma employment in the Brčko District.....BAM 42,000

2.1.1 Employment Agency of the Federation of Bosnia and Herzegovina

On 17 August 2010, the Employment Agency of the Federation of Bosnia and Herzegovina (FBiH) published the first call for applications for taking part in the 2009 Roma Employment and Self-employment Programme in daily newspapers and online. The Programme aims to provide incentives for employers to recruit unemployed Roma and provide them with job-specific training, as well as to create an environment conducive to Roma self-employment. The Programme is designed to contribute to an improvement of the socio-economic status of the Romani population, and thereby to foster their inclusion into the broader community.

A Commission was formed to select, evaluate and appraise the applications filed; this body was made up of:

- 1) Haris Huskić, Chairman
- 2) Cvijeta Vuković, member
- 3) Dervo Sejdić, member – Roma representative
- 4) Ivan Tomić, Commission Secretary

Funds amounting to BAM 440,000 were apportioned as follows:

- Subsidies to employers for recruiting Roma registered with employment agencies amounting to BAM 4,500 per person, with BAM 3,000 slated for refitting business premises and BAM 1,500 for job-specific training;
- Subsidies to self-employed Roma amounting to between BAM 4,000 and BAM 5,000 per person for the following occupations:

⁷ Hereinafter referred to as 'MHRR'.

⁸ The Memorandum of Understanding for Plan Implementation was signed in July 2009, its primary aim being the financing of programmes that will ensure the employment of the Romani population.

- Sole proprietorship or similar activity (in fields such as traditional arts and crafts, putting-out, small-scale manufacturing and crafts), with subsidies amounting to BAM 5,000;
- Collection of secondary raw materials, with subsidies amounting to BAM 4,500, and
- Agriculture (greenhouse growing, beekeeping or other agricultural activity) or other occupation, with subsidies amounting to BAM 4,000.

The end-users of these grants are employers in the FBiH and unemployed Roma registered with employment agencies in the FBiH.

The **criteria for evaluating applications filed by individual members of the public** in the Roma Employment and Self-employment Programme are:

- 1) Type of occupation, with preference given to, in descending order, sole proprietorship or similar activity, collection of secondary raw materials and agriculture, and other forms of small business;
- 2) Age, with preference given to, in descending order, young people aged from 18 to 30, followed by the unemployed between 30 and 45, and those over 45 years of age;
- 3) Self-employment of specific categories of the unemployed, with preference given to, in descending order, those with major disability (i.e. in excess of 20%), family members of casualties of war, and single parents,⁹ and
- 4) Length of time spent actively seeking employment through an employment agency, with preference given to persons seeking employment for over 60 months.

The **criteria for evaluating applications filed by legal entities** in the Roma Employment and Self-employment Programme are:

- 1) Type of activity, with preference given to, in descending order, manufacturing or export-oriented operations, followed by agriculture or production of organic food, and small-scale manufacturing and crafts and other occupations;
- 2) Intended use of funds, with preference given to, in descending order, refitting business premises and acquisition of equipment and means of production;
- 3) Existing number of employees, with preference given to companies employing over 30 people;
- 4) Number of jobs to be created, with one point awarded for each new job;
- 5) Number of jobs to be created as percentage of total workforce, with the lowest score awarded to companies that intend to employ people making up less than 10% of their total workforce, and preference given to companies intending to employ people who make up more than 40% of their total workforce,¹⁰ and
- 6) Employment of specific categories of the unemployed, with preference given to applications involving people with major disability, family members of casualties of war, civilian victims of war, and single parents.

A total of 37 individuals filed applications for self-employment subsidies, while 22 legal entities filed applications intending to create jobs for 64 unemployed Roma. The

⁹ In case multiple applications are awarded the same score, preference was given to applications that scored higher according to this criterion.

¹⁰ The criterion of the number of jobs to be created as percentage of total workforce was the tie-breaker in cases where multiple applications were awarded the same score.

Commission tasked with selecting, evaluating and appraising the applications filed a proposal with the FBiH Employment Agency, which resulted in the adoption, on 29 October 2010, of a decision to grant funds amounting to BAM 283,000 in total for the employment and self-employment of 33 Romani individuals (BAM 143,500) and the recruitment of 31 Roma by 13 employers (BAM 139,500).¹¹ A total of 13 individuals, who had been granted subsidies amounting to BAM 55,000, pulled out of the Programme, as did five legal entities that were awarded a total of BAM 99,000 to recruit 22 Roma. Thus, out of the total of BAM 283,000 awarded, BAM 154,000 remained unallocated; the total amount of funds intended for Roma employment and self-employment that remained unallocated was BAM 311,000. The FBiH Employment Agency duly published a second call for applications for the same project on 6 November 2010, and, on 10 February 2002, its Governing Board adopted a decision granting funds amounting to BAM 256,500 to subsidise the self-employment of 27 Romani individuals (with BAM 121,500) and support the employment of 30 Roma with 21 employers (with BAM 135,000). Two individuals pulled out of the Programme (having been granted BAM 8,000), as did three legal entities that had intended to employ four people (having been granted BAM 18,000). Therefore, it can be seen that, of the total BAM 440,000 in funds earmarked for the Roma Employment and Self-employment Programme, BAM 359,500 was expended. A third call for applications using the remaining funds, amounting to BAM 80,500, was announced at a press conference and in the media. These assets were used to their full extent for applications received following the third call for applications. **We can conclude that this round of funding resulted in the employment of 98 people, of which 33 found jobs with employers and 65 became self-employed.**

As reported by the FBiH Employment Agency, the main obstacle to realising the Roma Employment and Self-Employment Programme was the lack of education on the part of the Romani population, which makes it difficult and at times nearly impossible to find employment, and also presents a hurdle with registration for sole proprietorship.¹² Having recognised the need for education and job-specific training, the Agency earmarked BAM 1,500 for each job for this purpose. As the development of a database on Roma needs – to include educational structure – has been initiated, the Employment Agency will provide additional training and re-training in the course of future Roma employment and self-employment trainings, in line with the Memorandum of Understanding on the Implementation of the Bosnia and Herzegovina Action Plan. A crucial recommendation for the future implementation of Roma employment projects has to do with the gender mainstreaming issue: criteria for assessing applications under the Roma Employment and Self-employment Programme did not include gender as a category of importance for the selection of end-users.

2.1.2 Brčko District

¹¹ FBiH Employment Agency, Report on the Accomplishment of the 2009 FBiH Roma Employment and Self-employment Programme, March 2010.

¹² Any interested Roma also had the opportunity to become involved in the *Uspjet ću!* ('I Will Succeed') project, initiated by the Federal Employment Agency and aiming to prepare them for employment and provide the skills necessary for active job seeking.

The Brčko District Employment Agency issued its first call for applications for Roma employment and self-employment on 14 October 2009; the deadline for filing applications was 28 October 2009. Another call for applications was issued on 15 February 2010, and remained open until 31 December 2010 or until all funds were allocated.

The criteria for being granted funding were as follows:

- That the employer has the financial and market standing enabling it to implement the programme;
- That the programme is economically feasible and ensures greater employment;
- That the unemployed person intended to be recruited by the employer is an ethnic Roma who has been registered with the Agency for at least three months before the subsidy contract is signed, and
- That the employer has been regularly paying salaries and social security contributions for all its employees, as well as all direct and indirect taxes.

The evaluation of Roma employment and self-employment projects was carried out by a commission made up of:

- 1) Borka Radić,
- 2) Majazudin Vehabović,
- 3) Nenad Vuković, and
- 4) Sabit Muratović, representative of the *Romski San* Roma Association.

Only one employer, JP Komunalno Brčko (Brčko Public Utility Company) filed an application. At the Commission's proposal, the Governing Board resolved to grant funds to JP Komunalno Brčko. However, the utility company backed out of employing any Roma with the explanation that the funds granted were insufficient to realise the project. This should serve as a clear warning that funds earmarked for Roma employment and self-employment programmes are insufficient and that they do not ensure long-term sustainability; if changes are not made, this will remain a barrier to realising employment activities. No individuals applied for self-employment subsidies.

As reported by the Brčko District Employment Agency on 10 August 2010, no funds earmarked for the employment and self-employment of Roma in the Brčko District were expended; no ethnic Roma were employed. **A meeting held in Fojnica resulted in changes to the criteria, which was followed by the employment of six Roma.**¹³

As reported by the Brčko District Employment Agency, the reason for the failure of activities aimed at Roma employment and self-employment was the lack of interest among employers. However, the poor response to the call for applications could also mean that the Romani population was poorly informed and inadequately aware of the opportunities for employment and self-employment. Any future call for applications should be preceded by activities designed to inform the Romani population and prepare them for applying for funding. In addition, activities implemented by the FBiH Employment Agency in providing professional assistance to Roma in preparing employment and self-employment projects can be taken as an example of good practice.

¹³ Information provided by the BiH Ministry for Human Rights and Refugees.

2.1.3 Republic of Srpska Employment Agency

The Republic of Srpska Employment Agency issued a call for applications for funding under the Republic of Srpska Roma Employment Support Project. The call was published on 3 August 2009 in the *Glas Srpske* daily and posted on the Agency's website and bulletin boards at local employment centres. As the Project was not fully realised, in October 2009 the Employment Agency issued a repeated call for applications for funding in support of self-employment and employment, to remain open until all assets were expended. However, the call for applications closed on 31 July 2010 as new criteria for allocating funds were adopted.

The criteria for allocating funds are governed by the Regulation on the Use of Funds of the Republic of Srpska Employment Agency (*Official Gazette of the Republic of Srpska*, No. 38/08); a list was included in the Project proposal approved by the Employment Agency Governing Board.

The criteria for employers were:

- Being registered as required by law;
- Having paid taxes and social security contributions as required by law;
- Being financially able to take part in the Project;
- Having submitted a programme clearly stating its needs and reasons for employing new staff;
- Not being subject to insolvency or liquidation proceedings;
- Intending to employ persons registered with the Employment Agency for at least one month, excepting users of unemployment benefits; persons registering with the Agency for the first time after completing their education; unemployed persons opening a company or sole proprietorship; and persons made redundant due to previous employer's insolvency or liquidation, and
- Not intending to employ persons terminated by the same employer in the previous 24 months.

The criteria for granting self-employment subsidies were:

- Having registered, or initiated the registration of, a private activity as provided for by law;
- Being registered with the Employment Agency and being a member of the appropriate target group, and
- Having submitted a programme clearly explaining his or her proposed activity and a business plan.

The call for applications for funds in support of employment of the Romani population defined the amounts of funding available:

- 1) Self-employment subsidies for the unemployed, amounting to BAM 3,000 per person, and
- 2) Subsidies for employment amounting to BAM 2,500 per person.

A total of 14 legal entities and six individuals applied for funding under the Project

Members of the Commission tasked with processing and appraising programmes were:

- 1) Luka Glibo, BA(Econ), Chairman;
- 2) Mirjana Jakovljević, BA(Econ), member;
- 3) Danijela Mrdić, BA(Finance), member;
- 4) Ševko Tahirović, Roma representative, member, and Ramo Salešević, deputy

Out of a total of BAM 220,000 available, BAM 200,500 was granted after the applications received following the first public call were processed.

- Six people received self-employment subsidies amounting to BAM 18,000, and
- Seventy-three people received employment subsidies totalling BAM 182,500.

In all, 79 people were employed.

During the course of implementation of the Project, three employers with four intended employees pulled out, one employer failed to follow through with the hiring of six out of the seven people proposed, one person backed out of self-employment, while the Banja Luka-based company Mobil Emporio, which had intended to employ 50 people, had its contract terminated for not providing a bank guarantee required under Art. 19 of the Regulation on the Use of Funds.

A total of BAM 47,500 was granted to support the employment of 18 people:

- **Five people became self-employed, with subsidies totalling BAM 15,000, and**
- **Thirteen people were employed, with subsidies to employers amounting to BAM 32,500.**

The Project was overseen and evaluated in accordance with the Regulation on Internal Control Proceedings, Policies and Procedures of the Republic of Srpska Employment Agency and the implementation guidelines for the project in question. The Employment Agency regularly notifies its Governing Board, the Republic of Srpska Ministry of Labour and Veterans' Affairs and the BiH Ministry for Human Rights and Refugees.

When performing oversight, each local employment centre manager is required to monitor the accomplishment of the Project and regularly file oversight reports with the appropriate regional office and the Sector for Intermediation and Active Employment Measures. The report should contain:

- Record prepared by the employment centre manager stating whether the person in question is employed and whether his or her employer has been fulfilling its contractual obligations (this record must be countersigned by the employer), and
- Properly completed employment programme oversight form.

The specific nature of the target group makes the Roma Employment and Self-employment Programme rather complex. In addition to the difficult economic situation, employers cited the lack of availability of potential Roma employees with appropriate qualifications. This is an important indicator of the fact that additional

training and re-training of Roma should unfold in parallel to (or, in some cases, even precede) the accomplishment of activities aimed at boosting Roma employment.

Further, the issue of Roma registration with employment agencies manifests itself in two ways: they either do not register, or, if they do, they do not identify themselves as Roma.

2.2 Roma Housing Action Plan

The Roma Housing Action Plan calls for the following aims and measures:

AIM	MEASURES
1. Urbanisation of Romani settlements (localities inhabited by Roma) and legalisation of individual housing units	<ol style="list-style-type: none"> 1. Recoding and assessing existing housing inhabited by Roma and creation of a unified database, using findings of studies carried out by the OSCE Mission to BiH and social research conducted by the BiH Roma Council 2. Defining the legal status of plots of land where housing inhabited by Roma is located 3. Legalising housing constructed without permits, subject to provision of appropriate planning documentation and payment of municipal fees – urbanisation of Romani settlements in line with spatial planning documentation (subject to creation and/or amendment of regulation and spatial plans) 4. Allocating replacement housing locations, in line with regulation plans, for the purpose of permanent housing where relocation is necessary 5. Construction and reconstruction of infrastructure in line with planning documentation in Romani settlements 6. Refurbishment and reconstruction of existing legally-constructed or subsequently legalised structures with the aim of improving living conditions 7. Creating a more favourable legal environment (drafting new and amending existing laws and bylaws governing areas covered by this Action Plan) 8. Strengthening the capacities of the BiH Ministry of Human Rights and Refugees, appropriate Entity ministries and the BiH Roma Council for implementing Action Plans (and establishment of appropriate institutions)
2. Educating and sensitising the society at large and the Romani population about addressing housing issues, legislation, culture of living, etc.	<ol style="list-style-type: none"> 1. Processing information contained in the database in preparation for its publication 2. Creating, producing and broadcasting/publishing video, audio and print features about Roma housing issues 3. Support for a bilingual Romani magazine

	<ol style="list-style-type: none"> 4. Organising public discussions, conferences and other events devoted to addressing Roma housing issues 5. Establishing professional teams for supporting Romani associations and individuals in addressing housing issues 6. Organising specialised seminars for a) the Romani population and b) other target groups
<p>3. Planning and constructing new housing using social, donor and lending programmes</p>	<ol style="list-style-type: none"> 1. Creating housing financing programmes: a) social programme, b) donor funding, c) lending 2. Planning and constructing collective and individual housing, bearing in mind the need for the inclusion of Roma

Aims envisaged by the Housing Action Plan are being realised rather slowly due to the administrative procedures required.

The methodology for allocating funding for Roma housing defines activities required of the Ministry for Human Rights and Refugees, as the line ministry. These are as follows:

1. Adopt a decision on criteria for using funds for the accomplishment of the Roma Housing Action Plan;
2. Publish a call for projects;
3. Adopt a decision appointing a commission to select Roma housing projects in BiH;
4. Design a project application form;
5. Adopt a decision on the selection of projects, and
6. Define how funding for the same purpose may be obtained from other sources and draft a Memorandum on Understanding.

The following is a table showing the status of the above activities:

No.	Activity	Realised (Yes/No)
1	Decision on criteria for using funds for the accomplishment of the Roma Housing Action Plan adopted	Yes
2	Call for projects published	Yes
3	Decision appointing a commission to select Roma housing projects in BiH adopted	Yes
4	Project application form designed	Yes
5	Decision on the selection of projects adopted	Yes
6	Funding from other sources defined and Memorandum of Understanding drafted	Yes

On 11 June 2009, the Council of Ministers of Bosnia and Herzegovina ruled to allocate funds from the budget for addressing issues faced by the Roma in the fields of employment, housing and healthcare, and for implementing a programme of data collection and creation of databases on Roma living in Bosnia and Herzegovina. Roma housing was allocated a sum of BAM 1,863,000, to be expended as follows:

- For Roma housing in the Federation of Bosnia-Herzegovina...BAM 1,167,000
- For Roma housing in the Republic of Srpska.....BAM 583,000
- For Roma housing in the Brčko District.....BAM 113,000

Additional funding provided under an agreement with the FBiH Ministry of Spatial Planning amounted to BAM 312,800.

The total funding allocated by the Government for Roma housing in BiH thus amounted to BAM 2,175,800 (the amount for the Federation was increased to BAM 1,479,800).¹⁴

¹⁴ According to information provided at the time the agreement with SIDA on Roma housing was signed, on 23 November 2009.

On 23 June 2009 the BiH Ministry for Human Rights and Refugees issued a public call for project proposals for addressing Roma issues in the field of housing with the aim of implementing the BiH Roma Housing Action Plan.

The call for applications was open to all municipalities, cities, cantons and Entities, national and foreign government and non-governmental and non-profit organisations and institutions, as well as domestic and foreign donors in co-operation with municipalities where projects are intended to be implemented.

The call for proposals defined general eliminatory conditions for taking part that are binding for all bidders:

- 1) End-users of the projects must be Roma and Romani households in need of housing or improved housing conditions;
- 2) End-users are selected based on the Rules on the Manner and Procedure of Selecting Roma Housing Beneficiaries in Bosnia and Herzegovina, adopted by the BiH Ministry for Human Rights and Refugees, and
- 3) The amount of funding requested by any single proposed project may not exceed BAM 300,000 (note: a project's funding may exceed this sum if funds from additional sources have been secured).

The Ministry for Human Rights and Refugees established a commission to select Roma housing projects made up of:

- 1) Saliha Đuđerija, Chairperson
- 2) Danijel Čapelj, member
- 3) Fehim Osmanović, member, Romani representative
- 4) Saša Mašić, member, Romani representative
- 5) Ivica Kovačević, member
- 6) Ljiljana Šantić, member

The commission evaluated the proposed projects in line with established criteria, while the Minister made the decision as to which projects were to be selected.

Funds for Roma housing contributed from the BiH budget, amounting to BAM 2,175,800, were fully expended on the nine highest-scoring projects that provided for the construction of some 104 housing units and a sewage system in a locality inhabited by 15 Romani families.

A significant role in funding Roma housing was also played by SIDA, the Swedish development agency. As joint donor, SIDA provided additional funding for the remaining eight projects proposed in 2009 amounting to BAM 1,885,714 in total, which ensured the construction of another 80 housing units and the reconstruction of 29 more, as well as the rehabilitation of a local road leading to a Roma locality.

Total funding provided by the project implementers from their own sources amounted to some BAM 1,822,200. This amount includes funds contributed by project applicants Hilfswerk Austria (BAM 730,700) to cover administrative costs such as salaries, vehicles, fuel etc.,¹⁵ Caritas Sarajevo (BAM 150,000) and Leda Zenica

¹⁵ Source: commission minutes for January-February 2010

(BAM 80,000), whose funds we believe to also have been used for the same purpose, although expense reports do not indicate this.

The total value of the 2009 Roma Housing Programme amounted to **BAM 5,883,714.50**, including BAM 392,000 in funds contributed by the City of Banja Luka. These assets were allocated in 2007-2008, before Bosnia and Herzegovina joined the Roma Decade.

Source of Funding	Amount (BAM)
Bosnia-Herzegovina budget	1,863,000.00
SIDA	1,885,714.50
Federal Ministry of Spatial Planning	312,800.00
Project implementers	1,882,200.00
TOTAL	5,883,714.50

If funding provided by the implementers and assets previously committed by the City of Banja Luka are excluded from the total value of the Project, it will be seen that funding amounting to BAM 4,060,514 was provided for the construction and reconstruction of housing and infrastructure; of this sum, BAM 2,175,800 was provided from the BiH budget, while SIDA contributed BAM 1,885,714.

2.2.1 Project implementation

The call for project applications for addressing Roma housing issues was published on 23 June 2009 and remained open until 23 July 2009. Total funds available for subsidising Roma housing projects amounted to BAM 2,175,800. Successful projects called for BAM 5,503,675.62, while the total amount requested, including projects that did not meet selection criteria, stood at BAM 11,891,753.72. This leads us to conclude that the need for funds in the area of housing is much greater than what the Government has earmarked for addressing this issue.

A total of 34 project applications were received, of which 19 were not taken into consideration as they did not contain documentation required by the call for applications. Once evaluation was complete, the following projects were selected to receive funding from the budget.

FEDERATION OF BIH

No.	Applicant	Municipalities Involved
1	Hilfswerk Austria	Kiseljak, Zenica and Jajce
2	Municipality of Maglaj	Maglaj
3	Municipality of Sanski Most	Sanski Most
4	Municipality of Kladanj	Kladanj
5	Municipality of Ključ	Ključ
		BAM 1,479,000

REPUBLIC OF SRPSKA

No.	Applicant	Municipalities Involved
1	Hilfswerk Austria	Bijeljina

2	Municipality of Teslić	Teslić
3	Kozarska Dubica	Kozarska Dubica
		BAM 583,000

BRČKO DISTRICT

No.	Applicant	Municipalities Involved
1	Brčko District	Brčko District
		BAM 113,000

The following Table lists all Roma housing projects for 2009 covering 17 municipalities in Bosnia and Herzegovina, including projects funded by SIDA.

No.	Applicant, Municipality/ Entity	Budget Funding Amounting to BAM 1,167,000 + BAM 312,000 FBiH Assets in Joint Funding	Amount of SIDA Assets Committed per Project (BAM)	Share of Project Applicant or Municipality (BAM)
1	Hilfswerk Austria for FBiH municipalities of Kiseljak, Zenica and Jajce	1,173,000.00	0	783,700.00
2	Municipality of Maglaj	49,856.70	0	5,000.00
3	Municipality of Sanski Most	150,000.00	0	1,500.00
4	Municipality of Kladanj	17,386.00	0	4,000.00
5	Municipality of Ključ	88,757.30	331,242.70	100,000.00
6	Hilfswerk Austria for RS municipality of Bijeljina	380,000.00	0	100,000.00
7	Municipality of Teslić	103,000.00	0	25,000.00
8	Municipality of Kozarska Dubica	100,000.00	0	20,000.00
9	Brčko District	113,000.00	0	30,000.00
10	Caritas, Sarajevo Canton	0	595,684.28	150,000.00
11	City of Banja Luka	0	95,954.50	392,000.00
12	Kladanj	0	37,833.02	4,000.00
13	Leda, Zenica	0	200,000.00	80,000.00
14	Vitez	0	130,000.00	30,000.00
15	Municipality of Bihać	0	375,000.00	95,000.00
16	Travnik	0	120,000.00	2,000.00
	TOTAL	2,175,000.00	1,885,714.50	1,822,200.00

Data in columns 1 and 2 were provided by the BiH Ministry for Human Rights and Refugees.

Data in column 3 were obtained from implementers or their partners, or the BiH Ministry for Human Rights and Refugees. Some of the data are not precise as, unfortunately, certain implementers would not provide data claiming they were not required to do so.

We received a letter from the BiH Ministry for Human Rights and Refugees informing us that ‘the BiH Ministry for Human Rights and Refugees regularly monitors the implementation of Roma housing projects as well as the expenditure of funding. All projects are subject to mandatory oversight by auditors authorised to inspect financial documentation. To avoid misunderstandings and reactions by implementers, we kindly ask you to contact the Ministry. The implementers are not required to provide you with financial documentation.’

We therefore feel it is necessary to reiterate that it was the nation of Bosnia and Herzegovina that signed the Declaration of the Roma Decade and consented to be bound by the rules and obligations of the programme. One of the rules of the Decade involves **publicity** and **transparency**. As the Kali Sara Roma Information Center is part of the **Decade Watch network of Romani non-governmental organisations from countries taking part in the Decade charged with overseeing and implementing the entire Decade 2005-2015 process in their respective countries and evaluating the degree and quality of activities realised**, we are evidently faced with obstruction of our activities in monitoring the implementation of the Action Plans. We are thus prevented from airing our professional views on how the funds were expended; the amounts committed by implementers; and the quality of contracts entered into by the partners, implementers and end-users, as well as denied the chance to provide advice on how some of the issues should be addressed. The lack of transparency leads us to suspect that data are being concealed for some reason.

Below is a list of activities realised by the projects approved.

	Activity	Accomplishment
Brčko District	1. Did Romani representatives take part in project development?	Yes, representatives of the <i>Romski San</i> association
	2. Preliminary list of end-users:	
	a) Was a preliminary list of end-users prepared?	a) Yes
	b) Was a public call for end-user applications published?	b) Yes, the call for applications was published on 30 November 2009
	c) What were the criteria for establishing a preliminary end-user list?	c) General conditions: <ul style="list-style-type: none"> - Applications limited to Roma and Romani households lacking housing; proof of ownership of housing unit involved in project or ownership of unimproved residentially-zoned land; housing units to be reconstructed/refurbished must meet criteria for being declared unfit for habitation; end-user or head and members of household must not own any other housing fit for habitation in BiH Specific conditions: <ul style="list-style-type: none"> - Number of family members; persons receiving social assistance; disabled persons; families of casualties of war; families of missing persons and former camp inmates; users of alternative housing
	d) How was information provided by potential end-users of housing assistance verified?	d) Information was verified at the local Social Services Centre at the time Roma were registered; through field visits; in contacts with representatives of Romani associations; and using databases provided by other projects realised.
	e) When and how was the preliminary list of end-users published?	e) On 26 February 2010 the preliminary list of end-users was posted on the notice boards of the Brčko District Department of Displaced Persons, Refugees and Housing; the Social Services Centre; the Government of the Brčko District of BiH; local community offices in localities inhabited by Roma; and the notice board of the <i>Romski San</i> association
	f) Were there any objections?	f) One objection was filed and rejected as unfounded.
	3. When was the final list of end-users established and/or published?	On 15 March 2010.
	4. What was the make-up of the Commission?	The first-instance Commission was made up of: <ol style="list-style-type: none"> 1) Slavica Mihajlović, Department of Health and Other Services, Chair 2) Sabit Muratović, <i>Romski San</i> Association, member 3) Dragana Simić, Department of Displaced Persons, Refugees and Housing, member The second-instance Commission was made up of: <ol style="list-style-type: none"> 1) Fatima Fazlović, Department of Health and Other Services, Chair 2) Avdo Aljić, Member of the Brčko District Assembly, member 3) Mitar Milić, Department of Displaced Persons, Refugees and Housing

	5. What was the procedure for contractor selection?	Call for bids published on 2 July 2010 and remained open until 19 August 2010
	6. Were there any problems or obstacles?	N/A

Note: Although the call for bids was published on 2 July 2010 and remained open until 19 August 2010, no construction had begun by the time of our visit in late September 2010. Although the head of the Brčko District Department of Displaced Persons, Refugees and Housing assured us that construction would begin in early October and end by the end of that month, this did not occur. The reason for such sluggishness in the administration and implementation of the activities planned is to be found in the lack of interest on the part of local authorities and the rather poor organisational structure and capacities of the local Romani association, primarily its lack of staff. This is further borne out by the fact that end-user lists were prepared on 15 March, while the call for bids was issued as late as July 2010. At the time of our visits no contracts with end-users or the selected contractor had been drafted. Here, as in many other areas of Bosnia and Herzegovina, these activities were neglected due to the parliamentary election campaign then under way.

	Activity	Accomplishment
Municipality of Ključ	1. Did Romani representatives take part in project development?	Yes, representatives of the <i>Ponjir</i> association
	2. Preliminary list of end-users:	
	a) Was a preliminary list of end-users developed?	a) Yes
	b) Was a public call for end-user applications published?	b) N/A
	c) What were the criteria for establishing a preliminary end-user list?	c) N/A
	d) How was information provided by potential end-users of housing assistance verified?	d) The preliminary list was prepared based on data provided by the <i>Ponjir</i> Association and field visits
	e) When and how was the preliminary list of end-users published?	e) The preliminary list was prepared before the project proposal was developed, and thus provided the basis for evaluating and planning funding necessary for construction and refurbishment
	f) Were there any objections?	f) N/A
	3. When was the final list of end-users established and/or published?	The final list was established after the required documents were submitted (proof of ownership and list of household members); the lists differ by two users
	4. What was the make-up of the Commission?	N/A
5. What was the procedure for contractor selection?	Call for bids published on 19 July 2010 and remained open until 16 August 2010; construction slated to start in September 2010	
6. Were there any problems or obstacles?	Municipality reported no problems. Members of Romani community complained to Kali Sara that some end-users selected actually live outside of BiH	

Note: The Municipality of Ključ applied for funds for its Roma Housing Project. The project envisages the construction of six housing units and the refurbishment of another 31, while a total of 159 Roma are intended to be the end-users. According to an evaluation carried out by the BiH Ministry for Human Rights and Refugees, the Municipality of Ključ is in possession of proof of ownership of the housing units (logical framework), certificates issued by the local police department of being entitled to use the housing units (logical framework), as well as proof of meeting requirements under the Construction Law (logical framework). The Project also meets requirements relating to asset utilisation, as it envisages the construction of housing units and improvements to living conditions, as well as the refurbishment and urbanisation of Romani settlements. The overall value of the Project is BAM 520,000, while the funding requested amounts to BAM 420,000.

	Activity	Accomplishment
Municipality of Vitez	1. Did Romani representatives take part in project development?	Yes, representatives of the <i>Ternipe</i> and <i>Romano Zuralipe</i> associations.
	2. Preliminary list of end-users:	a) No preliminary list of end-users was developed for the duration of the project. A list of proposed end-users was prepared only after the project was developed.
	a) Was a preliminary list of end-users developed?	b) No.
	b) Was a public call for end-user applications published?	c) The main criterion was the social need of each Romani family and the state of their housing unit. The list of end-users was prepared at meetings of the municipal commission, with suggestions provided by the Vitez Social Services Centre and Vitez-based Romani NGOs <i>Ternipe</i> and <i>Romano Zuralipe</i> .
	c) What were the criteria for establishing a preliminary end-user list?	d) Verification was based on documents provided by the Vitez Social Services Centre, field visits, inspection of real estate data held by the Vitez Municipality Office of Property, Cadastre and Urban Planning.
	d) How was information provided by potential end-users of housing assistance verified?	e) No preliminary list was published; the Romani community was informed of it through the <i>Ternipe</i> and <i>Romano Zuralipe</i> associations.
	e) When and how was the preliminary list of end-users published?	f) N/A
	f) Were there any objections?	Note: The Commission ruled to prioritise applicants based on their refurbishment and construction needs. If there is no funding for all applicants, housing is to be refurbished, starting with the first household on the list, until available funding is exhausted
	3. When was the final list of end-users established and/or published?	1. Ružica Marić, Officer in Charge of Surveying and Calculations, member 2. Osman Smajić, Officer in Charge of Displaced Persons, member 3. Fehim Osmanović, <i>Ternipe</i> Association, member 4. Sabahudin Tahirović, <i>Romano Zuralipe</i> Association, member 5. Milica Garić, Head of Social Services Centre, member
	4. What was the make-up of the Commission?	Construction timescale: Housing construction to start on 1 September 2010 Housing construction to end on 15 October 2010 Inspection, technical acceptance, project evaluation etc. to take place on 1 December 2010
5. What was the procedure for contractor selection?	- The largest single issue was the selection of end-users, due to poorly defined criteria at the level of the relevant Ministry - Relatively large number of Romani associations for the small Roma community in Vitez, creating confusion and to some extent disunion among its members - No funds – not even symbolic remuneration – available for the municipal commission, resulting in some of its members refusing to take part in any future	
6. Were there any problems or obstacles?		

	projects
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Note: The Municipality of Vitez applied for funding for a project of refurbishing housing units occupied by 36 Romani families. According to an evaluation carried out by the BiH Ministry for Human Rights and Refugees, the Municipality of Vitez was in possession of proof of ownership of the housing units (logical framework), certificates of being entitled to use the housing units (logical framework), as well as proof of meeting requirements under the Construction Law (logical framework). The Project also meets requirements relating to asset utilisation. The overall value of the Project was BAM 160,000, while the funding requested amounted to BAM 130,000.

Although municipal authorities did prove very committed in their efforts to ensure the timely completion of the activities planned, certain difficulties in implementation were encountered due to the lack of co-ordination between Romani representatives regarding the preparation of the list of end-users and the rather poor communication between the Social Services Centre and the Municipality. The Social Services Centre exhibited a marked lack of interest and willingness to take part in the selection of end-users based on data available to it. Romani associations developed their own versions of lists of end-users and were unwilling to co-operate mutually or enter into any compromise. In a clear case of conflict of interest, the Romani representative on the government-level project selection committee at the same time served as member of the municipal end-user selection committee.

	Activity	Accomplishment
Municipality of Bihać	1. Did Romani representatives take part in project development?	Yes, Romani representatives of the Bihać Municipality.
	2. Preliminary list of end-users:	a) The preliminary list was developed based on data provided by the Social Services Centre and suggestions made by the <i>Rom</i> Association.
	a) Was a preliminary list of end-users developed?	b) No.
	b) Was a public call for end-user applications published?	c) N/A
	c) What were the criteria for establishing a preliminary end-user list?	d) Verification was based on field visits made by officials of the local Spatial Planning Agency and property checks carried out by the <i>Rom</i> Association
	d) How was information provided by potential end-users of housing assistance verified?	e) The preliminary list was also the final list, and was posted on the Bihać Municipality web site on 13 July 2010
	e) When and how was the preliminary list of end-users published?	f) There were no objections.
	f) Were there any objections?	The list was published in July on the Bihać Municipality web site.
	3. When was the final list of end-users established and/or published?	1. Izolda Osmanagić, Assistant to Mayor for Social Activities and Youth, Project Co-ordinator 2. Jasmina Ibrahimpašić, Head of Department, Urban Planning and Construction Service, member 3. Jadranka Redžić, Assistant to Mayor for Property Issues, member 4. Aida Omanović, head of Social Services Centre, member 5. Sead Džemali, Chairman of <i>Rom</i> Association, member
	4. What was the make-up of the Commission?	The call for initial and main projects of roads and utility infrastructure and housing units was published on 7 July 2010.
5. What was the procedure for contractor selection?	- Harmonisation of list of end-users - Lack of education on the part of the Romani population	
6. Were there any problems or obstacles?		

Note: The Municipality of Bihać applied for funding for its project of reconstructing the Maskare area to provide housing for Roma. The intended end-users of the project are 25 Romani families. As evaluated by the BiH Ministry for Human Rights and Refugees, the Municipality of Bihać was in possession of proof of ownership of the housing units (logical framework), certificates of being entitled to use the housing units (logical framework), as well as proof of meeting requirements under the Construction Law (logical framework). The overall value of the Project was BAM 475,000, while the funding requested amounted to BAM 370,000.

An issue arose in drafting the list of end-users. This project, like many others, saw leaders of Romani associations proposing – and strongly advocating – the inclusion of their own family members in lists of end-users. Further, the area envisaged for construction was not sufficiently large to accommodate the proposed number of housing units, which additionally slowed down the project. This issue was resolved, at our

suggestion, by providing for the construction of multi-storey housing units – although this was initially not accepted by the Romani association, allegedly due to “unresolved issues” within the Romani community.

	Activity	Accomplishment
Municipality of Travnik	1. Did Romani representatives take part in project development?	Yes.
	2. Preliminary list of end-users:	
	a) Was a preliminary list of end-users developed?	a) Yes.
	b) Was a public call for end-user applications published?	b) No.
	c) What were the criteria for establishing a preliminary end-user list?	c) Social status, living conditions, number of household members
	d) How was information provided by potential end-users of housing assistance verified?	d) Verification was based on field visits made by commission members and project experts
	e) When and how was the preliminary list of end-users published?	e) N/A
	f) Were there any objections?	f) There were no objections.
	3. When was the final list of end-users established and/or published?	The list was published.
	4. What was the make-up of the Commission?	N/A
5. What was the procedure for contractor selection?	Procedure initiated on 5 May 2010. Construction was to begin on 1 July 2010, and end on 15 September 2010.	
6. Were there any problems or obstacles?	Problems expected when construction ends due to lack of building permit.	

Explanation: The Municipality of Travnik applied for funding for its project to provide housing for Roma in the localities of Radalji and Bešlike. As evaluated by the BiH Ministry for Human Rights and Refugees, the Municipality of Travnik was in possession of proof of ownership of the housing units (logical framework), certificates of being entitled to use the housing units (logical framework), as well as proof of meeting requirements under the Construction Law (logical framework and planning permission). However, after the building was constructed, the local Travnik power distribution company did not allow the existing legal power connection to be transferred from the old building, requiring the payment of a BAM 700 fee; these funds were provided for neither by the project proposal nor in the municipal budget. Thus the building remained unoccupied. The project's end-users were 65 families with 400 members. The overall value of the project amounted to BAM 575,900, while the amount requested was 570,000.

	Activity	Accomplishment
Municipality of Kozarska Dubica	1. Did Romani representatives take part in project development?	Yes.
	2. Preliminary list of end-users: a) Was a preliminary list of end-users developed?	a) The preliminary list of end-users was not prepared at the time the project was implemented; instead, a draft list was provided by the Kozarska Dubica Romani Association
	b) Was a public call for end-user applications published?	b) No.
	c) What were the criteria for establishing a preliminary end-user list?	c) No criteria were defined; recommendations and suggestions made by Romani associations were taken into account, as were case reports provided by the local Social Services Centre and those obtained through field visits.
	d) How was information provided by potential end-users of housing assistance verified?	d) Verification was based on field visits of housing units and families.
	e) When and how was the preliminary list of end-users published?	e) No preliminary list of end-users was published.
	f) Were there any objections?	f) There were no objections.
	3. When was the final list of end-users established and/or published?	The list was published.
	4. What was the make-up of the Commission?	No commission was formed.
	5. What was the procedure for contractor selection?	A call for bids was published on 29 March 2010. However, due to omissions in the bidding documentation, the Complaints Office annulled the call. A second call for bids was published on 9 August 2010.
6. Were there any problems or obstacles?	Problems associated with repeating the call for bids.	

Note: The Municipality of Kozarska Dubica applied for funding for its project involving the creation of housing for five Romani families. The end-users of the project were 18 Romani families, or a total of 75 individuals. As evaluated by the BiH Ministry for Human Rights and Refugees, the Municipality of Kozarska Dubica was in possession of proof of ownership of the housing units (logical framework), certificates of being entitled to use the housing units (logical framework), as well as proof of meeting requirements under the Construction Law (logical framework). The total value of the project was BAM 120,000, while the amount requested was BAM 100,000.

	Activity	Accomplishment
Municipality of Teslić	1. Did Romani representatives take part in project development?	Yes.
	2. Preliminary list of end-users:	a) Yes.
	a) Was a preliminary list of end-users developed?	b) Yes, on the notice board of the Social Services Centre; the Centre also notified all Romani families in Teslić.
	b) Was a public call for end-user applications published?	c) Criteria provided in the Rulebook on the Selection of End-users of Roma Housing Assistance Projects issued by the MHRR; overall assessment of each individual family based on social security case files.
	c) What were the criteria for establishing a preliminary end-user list?	d) Verification was based on field visits (inspection of social security case files).
	d) How was information provided by potential end-users of housing assistance verified?	e) The preliminary list of end-users was also published on the notice board of the Social Services Centre.
	e) When and how was the preliminary list of end-users published?	f) Only oral objections were recorded, with none filed in writing.
	f) Were there any objections?	
	3. When was the final list of end-users established and/or published?	The final list was identical to the preliminary list.
	4. What was the make-up of the Commission?	The commission was established by the Mayor of Teslić; it was made up of: <ol style="list-style-type: none"> 1. Saša Mašić, Chairman of the Republic of Srpska Roma Association, Chair 2. Dragica Buzaković, Social Services Centre representative, member 3. Meho Đogić, head of local community predominantly inhabited by Roma, member 4. Hajrudin Huseinović, representative of Roma in the locality of Dulić 5. Dragan Mišić, representative of the Municipality, member
5. What was the procedure for contractor selection?	A call for bids was published on 23 February 2010. Construction is progressing as planned and is expected to finish by late August 2010.	
6. Were there any problems or obstacles?	- Construction location: difficulties in resolving property-related issues - Residents' dissatisfaction with the construction of Roma housing in the area - Dissatisfaction of one Romani family with the location of the housing (they prefer the town centre, although there are no available locations for construction there)	

Note: The Municipality of Teslić applied for funding of its project involving the provision of housing for the most vulnerable Roma in Teslić. As evaluated by the BiH Ministry for Human Rights and Refugees, the Municipality of Teslić was in possession of proof of ownership of the housing units (logical framework and Municipal Council decision) and proof of meeting requirements under the Construction Law (logical framework). However, in its project implementation report, the applicant noted that there were issues involving the resolution of property-related issues. The total value of the project was BAM 168,000, while the amount requested was BAM 134,400.

	Activity	Accomplishment
Municipality of Sanski Most	1. Did Romani representatives take part in project development?	Yes, although there is no registered Romani association in Sanski Most. Unofficial Romani representatives were consulted, as was the Republic of Srpska Roma Association.
	2. Preliminary list of end-users:	
	a) Was a preliminary list of end-users developed?	a) Yes.
	b) Was a public call for end-user applications published?	b) Yes.
	c) What were the criteria for establishing a preliminary end-user list?	c)
	d) How was information provided by potential end-users of housing assistance verified?	d) Information was verified based on documents supplied according to the criteria established. Further, field visits were used for additional fact-finding, which resulted in the deletion of one end-user from the list.
	e) When and how was the preliminary list of end-users published?	e) The preliminary list of end-users was published.
	f) Were there any objections?	f) No objections were recorded.
3. When was the final list of end-users established and/or published?	The final list was verified by the MHRR.	
4. What was the make-up of the Commission?	<ol style="list-style-type: none"> 1. Enis Džanić, representative of the Municipality of Sanski Most, Chair 2. Jasmin Bilajbegović, representative of the Municipality of Sanski Most, member 3. Aida Imamović, representative of the Social Services Centre, member 4. Ismet Bošković, representative of Romani civil society organisations, member 5. Saliha Đuderija, MHRR representative, member 6. Ljiljana Šantić, MHRR representative, member 	
5. What was the procedure for contractor selection?	The tender procedure is in progress. Construction is expected to start in mid-October and end in mid-December 2010.	
6. Were there any problems or obstacles?	- Inadequate methodology and guidelines (e.g. unified call for bids for contractor selection; scoring applications; etc)	

Note: The Municipality of Sanski Most applied for funding for its project involving the provision of housing for Roma returnees in the municipality. As evaluated by the BiH Ministry for Human Rights and Refugees, the Municipality of Sanski Most was in possession of proof of ownership of the housing units (logical framework), certificates of being entitled to use the housing units (logical framework), and proof of meeting requirements under the Construction Law (logical framework). End-users of the project were 22 Romani families. The total value of the project was BAM 775,200, while the amount requested was BAM 750,200.

The project implemented by the Municipality of Sanski Most can be criticised in one crucial aspect: representatives of the BiH Ministry for Human Rights and Refugees should not have been allowed to serve as members of the end-user selection commission.

	Activity	Accomplishment
Municipality of Maglaj	1. Did Romani representatives take part in project development?	Yes.
	2. Preliminary list of end-users:	
	a) Was a preliminary list of end-users developed?	a) N/A
	b) Was a public call for end-user applications published?	b) No preliminary list was published as the project entailed the refurbishment of a building jointly occupied by 10 Romani families.
	c) What were the criteria for establishing a preliminary end-user list?	c) N/A
	d) How was information provided by potential end-users of housing assistance verified?	d) N/A
	e) When and how was the preliminary list of end-users published?	e) N/A
	f) Were there any objections?	f) N/A
	3. When was the final list of end-users established and/or published?	N/A
	4. What was the make-up of the Commission?	<ol style="list-style-type: none"> 1. Enis Džanić, representative of the Municipality of Sanski Most, Chair 2. Jasmin Bilajbegović, representative of the Municipality of Sanski Most, member 3. Aida Imamović, representative of the Social Services Centre, member 4. Ismet Bošković, representative of Romani civil society organisations, member 5. Saliha Đuderija, MHRR representative, member 6. Ljiljana Šantić, MHRR representative, member
5. What was the procedure for contractor selection?	The tender procedure is in progress. Refurbishment was expected to start in mid-September and end in late October 2010.	
6. Were there any problems or obstacles?	- Inadequate methodology and guidelines (e.g. unified call for bids for contractor selection; scoring applications; etc)	

Note: The Municipality of Maglaj applied for funding for a project involving the refurbishment of the Old Court Building in Maglaj. As evaluated by the BiH Ministry for Human Rights and Refugees, the applicant was in possession of proof of ownership of the housing unit (logical framework), the title deed and copies of identity documents, certificates of being entitled to use the housing units (logical framework), and proof of meeting requirements under the Construction Law (logical framework). End-users of the project are 10 Romani families. The overall value of the project is BAM 54,856.70, while the amount requested is 49,856.70. The fact that a house of multiple occupancy was selected for refurbishment under the project caused adverse reactions in the media and the public, with Roma representatives claiming that the building did not house Romani families as the occupants allegedly did not consider themselves Roma.

		Activity		Accomplishment			
Hilfswerk Austria (Municipalities of Kiseljak, Zenica, Jajce and Bijeljina)	1. Did Romani representatives take part in project development?		Yes.				
	2. Preliminary list of end-users:		a) No preliminary end-user list was developed for the project.				
	a) Was a preliminary list of end-users developed?		b) Yes, a public call was issued.				
	b) Was a public call for end-user applications published?		c) Criteria were defined by the Commission following State-level Ministry recommendations				
	c) What were the criteria for establishing a preliminary end-user list?		d) Accuracy of information was verified through the appropriate services of each municipality and their Social Services Centres, as well as through field visits made by the entire Commission to all potential end-users.				
	d) How was information provided by potential end-users of housing assistance verified?		e) Preliminary end-user lists were published.				
	e) When and how was the preliminary list of end-users published?		f) The Commission responded to all appeals and objections within the specified period of time.				
	f) Were there any objections?						
	3. When was the final list of end-users established and/or published?						
	4. What was the make-up of the Commission?		Municipality of Kiseljak	Municipality of Zenica	Municipality of Jajce	Municipality of Bijeljina	
5. What was the procedure for contractor selection?		The call for bids was issued on 12 July 2010. Construction is expected to start within 60 days of the signature of the contract with the winning bidder (selection in progress) and end within 90 days of the contract being signed.					
6. Were there any problems or obstacles?		N/A					

Note: Hilfswerk Austria applied for funding for a BiH-wide Roma housing project. The project involves 16 Romani families in Zenica, 19 in Jajce, 15 in Kiseljak, and 20 in Bijeljina. As evaluated by the BiH Ministry for Human Rights and Refugees, the applicant was in possession of proof of ownership of the housing unit (logical framework), certificates of being entitled to use the housing units (logical framework), and proof of meeting requirements under the Construction Law (logical framework). The overall value of the project is BAM 1,553,000. It is important to underline that the applicant contributed BAM 783,700 to cover the costs of its administration (salaries, vehicles, fuel etc.).

	Activity	Accomplishment
LEDA, Zenica	1. Did Romani representatives take part in project development?	Yes, Romani representatives of the Bihać Municipality.
	2. Preliminary list of end-users:	a) The preliminary list was developed based on data provided by the Social Services Centre and suggestions made by the <i>Rom</i> Association.
	a) Was a preliminary list of end-users developed?	b) No.
	b) Was a public call for end-user applications published?	c) N/A
	c) What were the criteria for establishing a preliminary end-user list?	d) Verification was based on field visits made by officials of the local Spatial Planning Agency and property checks carried out by the <i>Rom</i> Association
	d) How was information provided by potential end-users of housing assistance verified?	e) The preliminary list was also the final list, and was posted on the Bihać Municipality web site on 13 July 2010
	e) When and how was the preliminary list of end-users published?	f) There were no objections.
	f) Were there any objections?	The list was published in July on the Bihać Municipality web site.
	3. When was the final list of end-users established and/or published?	1. Izolda Osmanagić, Assistant to Mayor for Social Activities and Youth, Project Co-ordinator 2. Jasmina Ibrahimpašić, Head of Department, Urban Planning and Construction Service, member 3. Jadranka Redžić, Assistant to Mayor for Property Issues, member 4. Aida Omanović, head of Social Services Centre, member 5. Sead Džemaili, Chairman of <i>Rom</i> Association, member
	4. What was the make-up of the Commission?	The call for initial and main projects of roads and utility infrastructure and housing units was published on 7 July 2010.
5. What was the procedure for contractor selection?	- Harmonisation of list of end-users - Lack of education on the part of the Romani population	
6. Were there any problems or obstacles?		

	Activity	Accomplishment
Caritas Schweiz Sarajevo Canton	1. Did Romani representatives take part in project development?	Yes, representatives of the <i>Naša Budućnost</i> Association.
	2. Preliminary list of end-users:	
	a) Was a preliminary list of end-users developed?	a) Yes, the list was developed after field visits with potential end-users.
	b) Was a public call for end-user applications published?	b) N/A
	c) What were the criteria for establishing a preliminary end-user list?	c) General conditions: Property owner's need for assistance in reconstruction; clear ownership status of housing unit; applicant must be BiH national and not a recipient of any donations or insufficient donations. Specific conditions: Living conditions below minimum established standards; end-user or household members belong to vulnerable
	d) How was information provided by potential end-users of housing assistance verified?	d) Verification was based on field visits to potential end-users and interviews, as well as on the inspection of required documentation.
	e) When and how was the preliminary list of end-users published?	e) The preliminary is yet to be published.
	f) Were there any objections?	f) N/A.
	3. When was the final list of end-users established and/or published?	N/A
	4. What was the make-up of the Commission?	1. Fuad Imamović, Caritas, Chair 2. Peter Amhof, Caritas, member 3. Ljiljana Šantić, MHRR, member 4. Bajro Beganović, <i>Naša Budućnost</i> Association, member 5. Latifa Kapetanović, Cantonal Social Services Centre, member
5. What was the procedure for contractor selection?	The procedure was finalised on 26 July 2010. Construction expected to start in September, and end as envisaged by the winning bidder.	
6. Were there any problems or obstacles?	- Most Romani families own no property and either live as tenants or illegally squat in abandoned and damaged buildings, often moving from one location to the next. This shows that there is a need for new housing construction, which is however limited by the lack of locations subject to municipal planning authority. ¹⁶ - Potential end-users who do own property face legal ownership issues, e.g. are not in possession of appropriate documents such as construction permits; - Existing structures are often constructed inexpertly and of very poor-quality	

¹⁶ A decision has been issued by the High Representative prohibiting the sale of municipally-owned property; this is another issue of relevance to the implementation of this project.

		materials and never underwent technical acceptance; - Existing structures are not maintained, some locations are very inaccessible, and houses of multiple occupancy lack defined standards for the use of living areas.
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Note: On 22 July 2010, Caritas Schweiz applied for funding for a 2009-2010 Roma housing project covering the Sarajevo Canton. The total value of the project was BAM 1,510,000, while the amount requested was BAM 980,000. End-users were Romani families to be housed in 42 housing units. As evaluated by the BiH Ministry for Human Rights and Refugees, the applicant was in possession of proof of ownership of the housing unit (logical framework),¹⁷ certificates of being entitled to use the housing units (logical framework), and proof of meeting requirements under the Construction Law (logical framework).

¹⁷ The *project logical framework* requires the applicant to provide activity and budget calendars for the project, as well as to *tick the appropriate boxes* in the application form if it is in possession of proof of legal status and if there are no outstanding property issues related to any type of construction.

ACCOMPLISHMENT OF 2009 ROMA HOUSING PROJECTS

COMPLETED PROJECTS:

No.	Project and Location	No. of Housing Units / Families	Project Completion Date	Note
1	Hilfswerk Austria Kiseljak	12	29/11/2010	A total of 12 housing units were transferred to users. Problems were encountered with 3 units as the local Municipality failed to meet its obligations in finding a suitable location and contributing funds. As the Municipality of Kiseljak failed to contribute the BAM 30,000 and provide a location by 28 February 2011, the contract was terminated and the remaining funds were allocated for use in the Municipality of Jajce.
2	Hilfswerk Austria Jajce	19	15/12/2010	The project was fully realised.
3	Municipality of Maglaj	10 Romani families in quality-of-living improvement project (refurbishment of bathroom facilities)	October 201	The project was fully realised.
4	Municipality of Sanski Most	6	25/1/2010	The project was fully realised.
5	Municipality of Kladanj	15 Romani families in sewage system repair project	November 2010	The project was fully realised.
6	Municipality of Ključ	36	January 2011	The project was fully realised.
7	Hilfswerk Austria Bijeljina	20 + 3 + 5 septic tanks	8/12/2010	The project was fully realised. Savings were made and used for the reconstruction of an additional 3 housing units and 5 septic tanks. Transfer slated for April.
8	Municipality of Teslić	3	August 201	The project was fully realised.
9	Brčko District	8	December 2010	The project was fully realised.
10	City of Banja Luka	7 + 6	December 2010	The project was fully realised.
11	Municipality of Travnik	3 + 10 Romani families in road infrastructure repair	September 2010	The project was fully realised.

No.	Project and Location	No. of Housing Units / Families	Project Completion Date	Note
		project		
12	LEDA, Zenica	6	April-May 2011	Project completed. Access road needs to be constructed by the local municipality.

TOTALS:

139 housing units constructed/reconstructed (living conditions improved for 10 Romani families occupying one house of multiple occupancy)

30 Romani families benefited from infrastructure improvement projects

PROJECTS BEING IMPLEMENTED:

No.	Project and Location	No. of Housing Units / Families	Expected Project Completion Date	Note
1	Municipality of Kozarska Dubica	5	January 2010 (nearly 90% of construction complete) Completion expected in March/April 2011	Romani families insisted that flooring and tiling should be postponed until weather improves. Construction in progress.
2	Hilfswerk Austria Zenica	16	May 2011	Project completed. Local authorities expected to construct access road; transfer slated for May 2011.
3	Hilfswerk Austria Jajce	3	May 2011	Municipality of Kiseljak failed to contribute BAM 30,000 and provide location, so contract was terminated. Remaining funds will be used to reconstruct an additional 3 housing units in Jajce.
4	Caritas Sarajevo	27 + 3	June 2011	SIDA, the donor, approved extension. Contract with initial builders terminated due to objections to their work. Two additional contractors selected; end of construction expected by late April, although SIDA approved extension to June 2011
5	Municipality of Kladanj	30 Romani families in road repair project	March 2011	Construction in progress after having been suspended due to poor weather.
6	Municipality of Vitez	9	April-May 2011	SIDA, the donor, approved extension to date indicated.
7	Municipality of Bihać	10 + 25 Romani families in infrastructure repair project	June 2011	SIDA, the donor, approved extension to date indicated.

TOTALS:

73 housing units to be constructed/reconstructed

60 Romani families to benefit from infrastructure improvement projects

2.3 Roma Healthcare Action Plan

The Roma Healthcare Action Plan calls for the following aims and measures:

AIM	MEASURES
1. Ensuring access to healthcare by Roma	<ol style="list-style-type: none"> 1. Registering new-born children and other non-registered Roma with civil registries, as mandated by law 2. Developing a database of Roma with health insurance and users of healthcare disaggregated by gender and age 3. Harmonising legislation to ensure equal access to healthcare by Roma across BiH 4. Requiring authorities at all levels of government in BiH to provide funding to ensure access to healthcare by all Roma not otherwise insured
2. Raise awareness of healthcare	<ol style="list-style-type: none"> 1. Providing additional training to healthcare staff to combat prejudice and stereotypes involving Roma Providing additional training on specific risks to the health of this population group and specific healthcare programmes 2. Implementing awareness-raising campaigns on the right to healthcare and working on raising awareness of the importance of healthcare among Roma 3. Training of Roma local community trainers on preventative healthcare measures (50 trainers in total nominated by the BiH Roma Council, with equal representation by gender) 4. Implementation by local educators of health education activities on the importance of prevention in healthcare 5. Financial support by government institutions and NGOs for educating and training Romani healthcare staff
3. Ensure and implement preventative measures aimed at improving Roma health	<ol style="list-style-type: none"> 1. Priority preventative healthcare programmes: <ol style="list-style-type: none"> 1.1 Reproductive health and motherhood; 1.2 Sexually-transmitted diseases, primarily HIV/AIDS; 1.3 Early diagnosis of TBC; 1.4 Growth and development of children; 1.5 Addictions; 1.6 Greater reach of immunisation of Romani children; 1.7 Communicable diseases and widespread non-communicable diseases; 1.8 Oral health (disorders of the mouth and oral cavity), and 1.9 Other programmes aimed at improving health as required, depending on specific local community factors. 2. Ensuring the provision of health insurance, including immunisation and general medical examinations for groups at risk at each primary healthcare unit dealing with Roma patients 3. Integration with Roma programmes defined by strategies in other fields

Although the implementation of the Roma Healthcare Action Plan is of crucial importance for the improvement of the health of the Romani population, the planned activities have unfortunately not been realised. According to the Report on the accomplishment of 2009 Roma healthcare programmes, a total of BAM 135,000 was expended for this purpose, with BAM 84,500 expended in the Federation of Bosnia and Herzegovina, BAM 42,300 used in the Republic of Srpska, and BAM 8,200 used in the Brčko District.

The following measures and activities were realised.

Aim 3 of the Action Plan, dealing with **ensuring and implementing preventative measures aimed at improving Roma health**; specifically:

- Measure 1.6, relating to the greater reach of immunisation of Romani children, and
- Measure 1.9, relating to the provision of other programmes aimed at improving health as required, depending on specific local community factors, if funding was available after the implementation of Measure 1.9.

All funds were expended on the immunisation of Romani children in Bosnia and Herzegovina. However, as the immunisation of (non-Romani) children is free of charge, as well as that the appropriate line Ministry is responsible for providing funding and purchasing vaccines, the question needs to be asked of *why the immunisation of Romani children must be paid for*.

Although Healthcare Agencies were required to provide reports, they did so only after receiving complaints from the Romani non-governmental sector relating to the inadequate provision of funds and activities aimed at improving Roma health – or their complete absence. Once published, Healthcare Agency reports proved rather controversial.

For instance, in early 2010, the **Federal Public Healthcare Agency** attempted to pass off a report concerning the construction of an outpatient clinic in the locality of Kobilja Glava, near Sarajevo, inhabited, according to the report, mainly by Roma. In actual fact, this locality has 5,000 inhabitants, of which a mere three families – some 35 people – are Roma. The report was retracted immediately after Romani activists denounced it as untrue and a deliberate attempt to mislead the public. Funds earmarked for activities involving Romani children (such as immunisation) had long remained in the Agency's bank account, as that body had no plans to implement these activities.

The report provided to Kali Sara by the Agency claims that a programme was implemented with the following specific aims:

1. Health education of Roma aimed and improving maintaining the reach of vaccination of Romani children;
2. Improving the knowledge and raising the awareness of the Romani community of the importance of vaccination and the availability of preventative healthcare services;
3. Directly improving healthcare delivery to inhabitants of Romani localities by providing additional opportunities for vaccination using

- mobile field teams and calls for regular vaccination at the local Health Centre;
4. Distribution of vaccination IDs and vouchers for reporting to vaccination posts, and creation of database, and
 5. Raising awareness among healthcare staff of the need for continuous action and the establishment of rapport with the target population if the delivery of healthcare services is to be improved.

The programme was implemented in two phases:

Phase I – 04/2010: The Agency realised the first two of the above activities in co-operation with UNICEF. Six mobile teams were established; following a one-day workshop designed to acquaint them with the aims and content of the activities, they visited Romani communities at six locations throughout the Federation of Bosnia and Herzegovina. The mobile teams were made up of an epidemiologist, a paediatrician, a nurse, and a Romani representative (depending on location). Five Romani localities were visited from 27 April to 30 April 2010 in the areas of **Visoko, Malo Čajno, Konjic, Zavrtnice, Kralupi, Mostar, Karašerbeš, Vitez, Sofa, Sarajevo, Švrakino Selo, Tuzla, and Kiseljak.**

Phase II – 2010: Ten teams were formed and visited **12 Romani communities** from 24 November 2010 to 31 March 2011 in five selected cantons, covering the localities of Breza near Kiseljak, Svatovac, Kuljen, Kralupi-Zavrtnice, Ada, Gorica, Aneks, Mojmiilo, Dolovi, Novo Naselje, Rupni Dol and Jajce. The report provided to the BiH Ministry for Human Rights and Refugees lists dates and (in some cases) the number of children inoculated. There are no precise data as to how many children were inoculated in total or in each individual locality.

The report claims that the Agency had expended some BAM 40,000 on recruiting Romani health mediators and organising training sessions devoted to healthcare issues, but does not state which associations or activists were engaged and to what end, nor does it indicate whether they received any remuneration. The report goes on to claim that the unexpended amount of BAM 39,970 would be used for services contracted for.

The report contained an attempt at presenting falsified information and was poorly structured; the project co-ordinator had not been involved in the project from its beginning; and we were unable to verify the information provided. Thus we believe there are grounds to doubt the accuracy of the information, and, thus, the validity of the report as a whole.

Based on the report provided by the **Republic of Srpska Healthcare Agency** to the Roma Committee of the BiH Council of Ministers and the BiH Ministry of Human Rights and Refugees, the Agency implemented Measure 1.6, relating to the **greater reach of immunisation of Romani children.**

The RS Public Health Agency report states that local inpatient clinics and/or health centres, in co-operation with Romani non-governmental organisations, carried out activities aimed at inoculating children in the municipalities of Banja Luka, Gradiška, Prijedor, Prnjavor, Laktaši, Kozarska Dubica, Derventa, Doboje, Modrić-

Vukosavljevo, Bijeljina, Šamac, and Zvornik. To verify the accuracy of these claims (as the report fails to identify Romani associations or activists involved), we contacted the Republic of Srpska Roma Association and the Banja Luka-based Veseli Brijeg Roma Association. The feedback received was negative: neither the bodies contacted nor their activists had any information as to any activities having taken place in the field, especially not in connection with the immunisation of Romani children. The report provides no information as to whether any of the Romani activists received remuneration for engaging in the activities listed.

The report, thus, states that the funds were expended on a census of non-inoculated and partially-inoculated children and on creating immunisation and inoculation case files, as well as that the project resulted in the inoculation of 371 children. It does not, however, provide a detailed breakdown of operating expenses (fees, administrative expenses, purchase of vaccines, etc.).

The Project Co-ordinator, recruited after the project had ended,¹⁸ stated that the project memorandum was unclear and that it did not contain a detailed breakdown of project activities, expense plan or reporting forms, as well as that it was due to these reasons that the project budget was expended on fees of healthcare staff engaged in fieldwork.

The report of the **Department of Health and Other Services of the Brčko District** states that the programme was aimed at immunising the Romani population and implemented at three locations: Prutače, Mostarska Street and Suljagica Sokak. Sixty-two children were inoculated, representing 59% of the children called in for inoculation. A total of 102 doses of various types of vaccines were used. As the programme had not been developed in co-operation with Romani non-governmental organisations, the report recommends that the active co-operation of NGOs should be ensured for future projects, as well as that Romani NGO members should receive training to that end. Another recommendation is that areas and local communities with increased numbers of non-inoculated children should be re-assessed each year. The report does not clearly indicate to what end BAM 8,200 was expended. The Project Co-ordinator believes that the project memorandum lacked precision.

We also underline that no expert group was established to implement the Roma Healthcare Action Plan. This omission contributed to the failure to utilise the funds earmarked for this area appropriately, i.e. to use them to improve the health of the Romani population. The Ministry for Human Rights and Refugees had been required to establish an expert group.

To underline once again:

The Decision of the Council of Ministers of Bosnia and Herzegovina on expending and allocating funds for the implementation of 2009 Action Plans prohibits the financing of administrative expenses, fees and retainers from funds earmarked for the implementation of Roma housing, employment and healthcare Action Plans.

¹⁸ The Project Co-ordinator was not directly involved in the accomplishment of project activities, but had rather collected information from the relevant institutions for the purposes of drafting the report.

Another substantial omission that makes it possible for funds to be expended indiscriminately, regardless of the aims of the Roma Healthcare Action Plan, is to be found in the Memorandums of Understanding signed by the Ministry and Entity-level healthcare bodies. None of the Memorandums includes clauses prohibiting the use of these funds for financing administrative expenses and fees, regardless of the Decision of the Council of Ministers prohibiting such use.¹⁹ We believe this omission to have been made partly due to a lack of interest in the successful implementation of the Healthcare Action Plan, and partly due to the important contribution made by officials of the BiH Ministry for Human Rights and Refugees to the implementation of the Roma Housing Action Plan. The Draft Amended Report on Activities Aimed at Realising the 2009 Action Plan for Addressing Roma Issues in the Fields of Employment, Housing and Healthcare, provided by the Ministry for Human Rights and Refugees, states that the Federal Public Health Agency and the Brčko District Department of Health failed to provide reports on activities realised under Article 7 of the Memorandum, despite being urged to do so multiple times, both orally and in writing. Further, although they were invited, representatives of the Brčko District Health Department failed to attend a meeting held on 21 July 2010 by the MHRR and attended by the authorised representatives of the RS Ministry of Health and Social Welfare, the FBiH Ministry of Health, the FBiH Public Healthcare Agency and the RS Healthcare Agency. The meeting resolved to provide reports on project implementation and the expenditure of assets provided for under the 2009 Memorandum on Understanding, as well as to provide a harmonised and clarified draft of Article 4, covering the manner of using assets provided for under Aim 3 of the Action Plan ('Ensure and implement preventative measures aimed at improving Roma health').

A clear definition of activities under Article 4 would certainly provide an opportunity to remedy the omissions identified as to the manner of expending funds and improve the quality delivering healthcare to Roma.

¹⁹ SIDA, the Swedish International Development Agency, contributed funds to be used for fees and salaries of Ministry officials involved in implementing the Housing Action Plan.

2.4 Roma Education Action Plan

Education is one of the key mechanisms that contribute to the improvement of the socio-economic status of the Romani population, as it provides Roma with the necessary qualifications and ensures their competitiveness in the labour market, which, in turn, makes them candidates for employment. Employed Roma contribute to their families, as well as to society at large, which also reduces the risk of poverty they so often face.

As important as it is to address the issues facing the Roma in the fields of housing, employment and healthcare, if their educational needs are not met, Roma will enter a vicious circle of poor education, unemployment and poverty. This leads to the social exclusion of the group.

Nevertheless, the implementation of the Roma Education Action Plan has not been running in parallel to the accomplishment of Action Plans in the other areas. This is further borne out by the fact that the Action Plan Regarding the Educational Needs of Roma and Other Ethnic Minorities, drawn up as early as 2004, was revised and adopted only in June 2010.

The Action Plan Regarding the Educational Needs of Roma and Other Ethnic Minorities had initially envisaged the following aims:

- 1) Promoting systemic changes aimed at meeting Roma educational needs;
- 2) Removing financial and administrative barriers to school enrolment and attendance faced by the Romani children;
- 3) Preserving the Romani identity, language and culture;
- 4) Building awareness of the support and participation of Romani parents and communities in the education process;
- 5) Increasing Romani representation among teaching staff and sensitising non-Romani teaching staff with regard to the needs of Romani students, and
- 6) Incorporating the histories, cultures and literatures of ethnic minorities into regular school curricula.

Activities were defined for each individual aim, as were the bodies responsible for their attainment. Responsibility varies by area of activity; the bodies involved included institutions and organisations dealing with human rights, Entity- and Cantonal-level education ministries, educational agencies and teaching institutions, local communities, Romani associations, social services, etc.

The following paragraphs detail other documents of relevance for the improvement of the educational status of the Romani population.

A significant document with respect to the education of Roma is the 2005 BiH Strategy for Addressing Roma Issues. The Strategy is based on international human rights treaties and instruments, as well as local legislation and other documents. It provides for the adoption of 15 distinct programmes in all walks of life that will contribute to the improvement of Roma status, with education as one of its areas of

intervention.²⁰ In order for the activities and measures envisaged under each activity to be successfully realised, it is important for them to be fully harmonised and systematic, as the fields themselves are interconnected, interlinked and conditionally related to one another. The final goal of the Strategy is to alleviate and even eliminate discrimination and the distance kept by the society from Roma. The accomplishment of education-related activities must not fail or even lag behind, as education is a complementary part of the Strategy.

The reform of education in Bosnia and Herzegovina commenced with the adoption in 2002 of Education Reform: A Message to the People of Bosnia and Herzegovina, a document outlining five pledges to undertake activities necessary for achieving the final aim of the reform – de-politicising education and creating an environment that ensures equal access to high-quality, modern education in BiH. Of especial significance to the Romani ethnic minority are the aims and activities relating to the de-segregation of education, as well as the principle of inclusive education. Pledge 1 states: ‘We will ensure that all children have access to quality education, in integrated multicultural schools, that is free from political, religious, cultural and other bias and discrimination and which respects the rights of all children.’ We will accomplish this by: [...] Ensuring that all children who are members of national minorities (particularly Roma children) are appropriately included in the education system throughout the country.’ This pledge calls for the creation of conditions for the integration of Romani children into regular primary and secondary schools. Of course, by ‘creating conditions’ we mean not only legal requirements, but also combating stereotypes and prejudices about Roma, training teachers to work with Romani children, educating and training Romani teachers, recruiting Romani assistants for schools attended by significant numbers of Romani children, sensitising teachers and non-Roma parents about issues and difficulties primarily faced by the Roma, acquainting teachers with Romani culture, tradition and customs, etc.

The Framework Law on Primary and Secondary Education in Bosnia and Herzegovina (2003) is the key education document adopted at the State level. It has its foundations in the Constitution of Bosnia and Herzegovina and other documents that enshrine fundamental human rights, especially the right to education. Article 3(1) of the Framework Law provides a definition of the general aims of education, which result from ‘generally accepted, universal values of democratic society, as well as its own value system based on specific qualities of national, historical, and cultural tradition of nations and national minorities living in Bosnia and Herzegovina.’ Of particular significance for safeguarding the right of ethnic minorities to education is Article 8, which states: ‘The language and culture of any significant minority in BiH shall be respected and accommodated within the school to the greatest extent practicable, in accordance with the Framework Convention for Protection of National Minorities.’ Article 10(1) prohibits teachers and other school staff from using or

²⁰ The areas covered by the BiH Strategy for Addressing Roma Issues (2005) are: education; employment; housing; healthcare; social welfare; registration with civil registries and provision of other personal and identity documents; population census; participation in and partnership with government bodies; organisation and networking between NGOs dealing with Romani issues; information; development of own cultural identity; co-operation and exchange of ideas with Romani and other NGOs active in neighbouring and other countries; demographics and population policy; family issues, gender equality and children’s rights; and non-discrimination of Roma and raising awareness of the necessity of including Roma into all social processes in BiH.

presenting any teaching materials or other resources and making statements offensive to members of any ethnic group. Schools shall promote and protect religious freedom, tolerance and dialogue in BiH (Art. 9(1)).

These legislative requirements certainly indicate an improvement in the field of education of Roma. Nevertheless, the crucial instrument, which should serve to integrate the fundamental concepts outlined in other education-related documents, is the Roma Education Action Plan. It should provide definitions of the specific activities and measures to be taken, as well the manner of their implementation. The Action Plan was adopted as late as June 2010, which indicates that education issues have unjustly been neglected in relation to other fields covered by the Action Plan.

2.5 Roma Census Programme

At the suggestion of the Ministry for Human Rights and Refugees, the BiH Council of Ministers adopted a decision apportioning budget funding for addressing the needs of Roma living in BiH; this decision allocated BAM 300,000 for a census of Romani households and their needs, with the aim of establishing a database on Roma living in Bosnia and Herzegovina.²¹

The sum of BAM 300,000 was allocated for the following purposes:

- a) Census expenses..... BAM148,951
- b) Educating census-takers..... BAM 57,760
- c) Purchase of equipment.....BAM 73,500
- d) Services contracted for.....BAM 19,500

The BiH Ministry for Human Rights and Refugees designed and organised the census, and established a Central Team to implement it. In addition to the Central Team, another 10 operational teams took part in the census, as did independent representatives of the Romani non-governmental sector – 237 people in total. The census was partly funded by UNHCR, and involved the provision of training for all the people involved in its accomplishment, including representatives of local Romani associations, staff at Social Services Centres, and members of the Central Team. The training was made up of the following modules: introduction to the purpose and aims of the census; introduction to the structure and organisation of the census-taking process, including its timeframes; introduction to materials used in the census-taking process; introduction to the rules and procedures regarding the census; and introduction to the Law on the Protection of Personal Data and other regulations governing the census process. Training sessions for all people involved in the census were held in Zenica, Mostar, Banja Luka and Brčko.

The census was carried out to capture data on Roma living in Bosnia and Herzegovina relating to their personal information, citizenship and presence status, access to healthcare and social welfare, education, employment, housing, access to identification documents, etc. In capturing the data, census-takers used household questionnaires, housing questionnaires, forms for recording household members, household member questionnaires, and control forms.

²¹ See *Official Gazette of Bosnia and Herzegovina*, No. 55/09.

The census began on 23 November 2009; data capture in the field ended on 23 December 2009, while the entire process was complete on 20 February 2010.

According to the census tally, some 25 to 30 thousand Roma reside in Bosnia and Herzegovina, of which about 19,500 people, or 4,500 households, will be in need of any of the forms of assistance provided under the Strategy and the Action Plan. It is important to stress that in some parts of BiH as many as 30% of households did not wish to participate or were not present at the time the census was taken.

Funds earmarked for the census were expended as follows:

- a) Payments to members of 10 operational teams under temporary service agreements.....BAM 66,560.00
 - b) Travel and communication expenses of members of 10 operational teams.....BAM 16,320.80
 - c) Purchase of equipment as provided for under the Decision on restructuring the budget for the census of Roma following a call for bids for the purchase of equipment, for 15 computers, servers, QSL servers, three laptop computers, a photocopier, a scanner, a digital camera.....BAM 46,817.00
- Total.....BAM 132,697.00

Therefore, a total of BAM 132,697 were expended, out of a total of BAM 300,000 earmarked for the census. According to the Draft Amended Report on Activities Aimed at Realising the 2009 Action Plan for Addressing Roma Issues in the Fields of Employment, Housing and Healthcare, the remaining assets were refunded to the budget. The reasons given were the fact that the initial assumption used in planning for the census was that some 45,000 Roma lived in BiH, a figure greater than the 25-30,000 recorded by the census, and the fact that the Ministry acknowledged the request of Romani associations to maximise the participation of Roma in the census and remunerate census-takers in proportion to the number of people recorded (the census-takers received BAM 5 for each set of forms completed). As the recorded number of Roma proved to be smaller than had been envisaged, fewer funds were expended.

UNHCR BiH approved BAM 87,250 for the implementation of the census and the establishment of the database on Roma in BiH. Funds amounting to BAM 86,108.02 were expended on educating the 237 members of the 10 operational teams; these expenses comprised accommodation, per diems, refreshments, trainers' fees, vehicle repair, office supplies, and the printing of forms and publications appropriate to the type of work to be performed by members of the operational teams.

Field activities planned for the census were mainly realised; however, it is important to note the issues and difficulties that undoubtedly affected the outcome of the entire census process. Fieldwork took place at a time of heavy rains and snowfall; the sun set at 3.30 pm, which made it impossible to complete a full day's work, all the more so because most social workers would do fieldwork only after completing their regular shifts, which further affected their capability for adequate data collection and entry; some female social workers did fieldwork in high-heeled footwear completely

inadequate for working in the generally poorly accessible Romani communities, indicating an irresponsible approach to their duties; some Romani activists also took a frivolous and negligent approach to their tasks. The completion of fieldwork also meant the end of data collection by Social Services Centres, who claimed that they received no payment for any further census activities. The Personal Data Protection Agency, however, recommended that data should be accessed and processed at Social Services Centres, which slows down the creation of the database. Data entry and software design have not been completed; this process should continue into the future.

Conclusions and Recommendations

The Decade of Roma Inclusion 2005-2015 is the most important international initiative aiming to improve the socio-economic status of the Romani population. In 2005, Bosnia and Herzegovina adopted a Strategy for Addressing Roma Issues designed to meet conditions for applying to take part in the Decade. In 2008 the BiH Council of Ministers adopted the Decade Action Plan and, in September of that year, BiH became a Decade member, thereby undertaking to draft and implement a National Action Plan to address issues faced by the Roma in the fields of housing, employment, healthcare and education.

The Action Plan for Addressing Issues Faced by the Roma in the Fields of Housing, Employment, Healthcare and Education was adopted in July 2008, and defines the aims, measures and activities to be undertaken, as well as the timeframe for their accomplishment. However, the timescale of accomplishment does not follow the plan.

The Action Plan contains and mandates evaluation and monitoring mechanisms. Yet a serious evaluation of the Action Plans by government bodies has yet to be performed.

The Kali Sara Roma Information Centre began its first evaluation in November 2009; the resulting report was published by the Open Society Institute.²²

The Decade Watch Report showed that substantial progress had been made in improving the status of the Romani population. Among the activities that contributed to this were the allocation of €1.5m in funds from the budget for the implementation of Action Plans in 2009; the completion of the census aimed at capturing data and creating a database on the needs of Roma in Bosnia and Herzegovina; the publication of the call for applications for Roma self-employment and employment projects; and the adoption of the Roma Education Action Plan. Nevertheless, issues remain that pose obstacles to the successful accomplishment of the Action Plan, primarily the appointment of a pensioner as National Decade Co-ordinator and the formation of a Co-ordinating Committee with powers similar to those of the Roma Committee (both are monitoring bodies). The institutional framework for realising Decade aims is unclear and, at present, inadequate. The improvement of the status of the Romani population is being attempted without serious Government involvement, as is borne out by the fact that these issues are rarely or never debated by either the Government or the Parliament. One way of resolving this problem could be the integration of a formal Romani body, established by law, into Government structures, where its purpose would be twofold: on the one hand, it would advocate Romani interests at the State level, and, on the other hand, it would provide a link between Romani organisations and so contribute to strengthening Romani civil society.

Another, no less important, task for the Government would be to recruit Roma to work in government bodies and involve Romani representatives in politics. The BiH Constitution does not make it possible for Roma to run for office of member of the Presidency. This also makes it impossible for them to exercise their basic human rights.

²² The report can be downloaded from <http://www.soros.org/initiatives/roma> as Decade Watch: Results of the 2009 Survey.

The Decade of Roma Inclusion 2005-2015 puts particular emphasis on **gender mainstreaming**. Although a Gender Strategy has been adopted, the issue of improving the status of Roma women – not only within the Romani community, but also in society at large – is a challenge that the main stakeholders have not addressed when it came to implementing the planned activities. In the future, therefore, additional efforts must be taken to ensure the employment of Romani women and the delivery of healthcare to this group (with special emphasis on motherhood), as well as the accomplishment of other activities planned under the Decade framework.

We therefore recommend that:

- 1) The Roma Strategy should be revised in line with European Union principles and standards;
- 2) The Action Plan should be revised to provide clearly and realistically defined measures and aims, emphasising gender mainstreaming and combating poverty and discrimination, and contain clearly defined indicators and timeframes;
- 3) Priority-based funding aimed at achieving aims under Action Plans should be regulated for institutions across all levels;
- 4) An Operational Plan, both long- and short-term, should be developed to contain clearly and realistically-defined priorities;
- 5) Representatives of Romani NGOs, as well as Roma experts (both men and women) in the relevant fields should be included in the revision of the Strategy and Action Plans;
- 6) Experts should be included in the revision process with the aim of meeting European Union and European Commission drafting standards, and
- 7) The institutional framework for implementing the Decade Action Plan should be redefined through the establishment of a de-centralised/regional implementation system, establishment/appointment of a State-level/regional expert monitoring body, and the inclusion of Romani NGO representatives and Romani experts (both men and women).

Roma **employment** is one of the key factors for improving the overall socio-economic status of this group. It provides means for overcoming poverty, creates preconditions for the education of Romani children, and contributes to the improvement of the health of Romani families. To finance Roma employment and self-employment programmes, employment agencies were allocated funds amounting to BAM 440,000 in the Federation, BAM 220,000 in the Republic of Srpska, and BAM 42,000 in the Brčko District. Activities envisaged under the Employment Action Plan were realised at differing speeds in the two Entities and the Brčko District. The sum of BAM 440,000 was fully expended in the Federation. We can highlight the Federal Employment Agency's *Uspjet ću!* ('I Will Succeed') project as an example of good practice; this programme was aimed at giving Roma the skills required to engage in job-seeking and, ultimately, gain employment. As employment agencies in both the Republic of Srpska and the Brčko District found that Roma lacked both the skills and the education to apply for education or self-education programmes, the type of training organised by the Federal Employment Agency could prove of use in realising future employment-oriented activities. The funds allocated were not used in the Brčko District; no ethnic Roma found employment until changes were made to criteria governing the selection of users and the amount of subsidy.

Subsidies were used for only six newly-employed people. The reason given for this is the lack of interest on the part of employers, as well as the inadequate level of knowledge on the part of the Romani population. Assets allocated for Roma self-employment and employment in the Republic of Srpska were also not expended in full. Although there were interested Roma, the authorities discontinued the project, believing that the funding allocated did not guarantee the future sustainability of the project. One of the criteria for awarding subsidies that proved controversial was the requirement for the employer to provide a bank guarantee before signing the employment contract; this meant prospective applicants had to deposit rather large sums with their banks. Another obstacle to employing Roma was their lack of qualifications for performing certain activities.

We can therefore provide the following recommendations for greater success in implementing future employment and self-employment activities:

- 1) Employment Agencies should develop employment programmes that are sustainable, provide a balance in the employment of both Roma men and Roma women, and foster or initiate the recruitment of Roma men and women by government bodies at all levels;

Subsidies

- 2) Criteria for awarding subsidies for the employment and self-employment of Roma men and women at the BiH level should be harmonised;
- 3) Subsidy amounts should be made equal across BiH;
- 4) An educational workshop should be held to draft project proposals on employment and self-employment;
- 5) In addition to employment and self-employment programmes aimed at both Roma men and women, Employment Agencies should organise additional training and re-training programmes in line with the needs of the labour market, and include gender as a component in their implementation;
- 6) A public outreach campaign should be launched to present opportunities for employment and self-employment;
- 7) A campaign should be launched to sensitise the (non-Roma) community at large about employment issues faced by the Roma men and women, contribute to overcoming stereotypes and prejudices, and possibly create opportunities for finding employment for Roma men and women;
- 8) Employment Agencies should actively oversee programme implementation, as well as to verify whether employers are actually meeting their contractual obligations towards their new employees, and
- 9) A unified BiH-level database of programme users should be developed.

Roma **housing** is the most complex area covered by the Action Plan, partly because of the complexity of the procedures for applying for funding and meeting construction and refurbishment permitting requirements, and partly because of the high cost of these activities. This fact notwithstanding, these tasks were not approached with due care, which resulted in numerous difficulties. On 11 June 2009, the BiH Council of Ministers adopted a decision apportioning BAM 1,863,000 for Roma housing, with BAM 1,167,000 allocated for the Federation of BiH, 583,000 for the Republic of Srpska, and BAM 113,000 for the Brčko District. The Ministry for Spatial Planning of the Federation of BiH agreed to provide additional funding, amounting to BAM 312,800. This project received financial support from SIDA, the Swedish

Development Agency, to the tune of BAM 1,885,714. Total funding provided by project implementers amounted to BAM 1,722,200, bringing the total value of the 2009 Roma Housing Programme to some BAM 5,782,914.70. Funding applied for by the projects that met all criteria amounted to BAM 5,503,675.72, while the amount of funds required by all projects, including those that did not meet criteria, stood at BAM 11,891,753.72. These figures indicate that the need for financing in the field of housing is much greater than the sum allocated by the Government for addressing this issue. It is crucial to ensure that other levels of government in Bosnia and Herzegovina (municipalities, cantons, Entity governments and the Brčko District) continue to provide regular contributions, through the relevant line ministries, to the budget for implementing Roma Action Plans in the fields of housing, employment, education and healthcare.

Having evaluated the proposed Roma housing projects, the Commission decided to allocate funding for 16 projects, including some to be financed using SIDA funding. Obstacles were encountered in the course of the implementation of project activities, the largest one being the lack of clarity as to ownership, and the attendant difficulties in obtaining planning permissions and construction permits. The application form contained a 'Project Logical Framework', which required the applicant to *tick the appropriate boxes* in the application form if it is in possession of proof of legal status and if there are no outstanding property issues related to any type of construction. The applicants were not required to actually *supply* proof of ownership, which resulted in false information provided in the application forms.

Such a superficial approach, involving as it did the presentation of no actual documents, resulted in numerous difficulties when construction work actually started on locations where ownership was contested. It is therefore important to prevent such problems from occurring again. Some of the project implementers did not budget for the costs of providing connections to utility services, while the users were not in a position to pay some BAM 1,200 for these connections due to their financially straitened circumstances.

Further, not all applicants included Romani experts in the drafting of their project proposals; where international organisations implemented projects, in some cases the proposals were not developed in co-operation with municipalities or social services centres.

Criteria for selecting users were not clearly defined, nor were they accompanied by scoring and decision-making guidelines; there were no harmonised standards for housing construction.

Applicants mainly failed to create preliminary lists of end-users in the course of developing their projects. Even where they did so, the applicants-implementers employed differing methods of preparing the lists. Some compiled the lists with the assistance of social services centres, while others consulted local Romani NGOs. Not all implementers published preliminary lists.

During the course of the programme it was noticed that some contractors did not adhere to their contracts, thus forcing implementers to terminate these contracts.

Another obstacle to the resolution of Roma housing issues was the lack of interest on the part of some municipalities in applying for Roma housing grants. It was found that the key factor for success was the willingness or interests of the municipality in applying for or partnering in the implementation of the Roma Housing Programme.

Recommendations relating to public calls for proposals:

- 1) Public calls for proposed Roma housing projects should clearly define criteria for end-user selection, end-user categories and scoring lists, and contain clearly defined standards for construction of housing meeting minimum living conditions, implementation deadlines and conditions for the utilisation of grant; to ensure the transparency of the process, applicants-implementers should issue public calls for proposals, as well as preliminary end-user lists to provide members of the public with opportunities for appeal if they believe families or individuals do not meet criteria set by applicants;
- 2) Project proposals should be drafted in co-operation with representatives of Romani communities or NGOs, municipalities and social services centres;
- 3) Project proposals should be drafted on the basis of preliminary end-user lists;
- 4) Representatives of Romani communities or NGOs, municipalities and social services centres should serve on committees tasked with selecting end-users;
- 5) After projects are approved, applicants should publish calls for applications by end-users.

Recommendations relating to projects:

Proposed Roma housing projects should meet international standards of minimum living conditions. Ownership should be clearly regulated; however, where problems are encountered, decisions should be obtained from municipal authorities to regulate ownership and clear the way for planning permissions and building permits to be obtained, and thereby ensure that, once built, the structure can be connected to utility networks (power, water, etc.). The costs of utility connections should be budgeted for by the implementers.

Recommendations relating to contracts:

Contracts between implementers, municipalities (project partners) and end-users should be clear. Each contract should specify the type of work to be undertaken for each user, and each user should be given a copy of the blueprints for the works planned and completed, as there were instances where all construction works were completed, but connections to utilities (power, water, etc.) were not established. One of the ways to overcome this issue is to provide clearer contracts between municipalities (who are often also project implementers) and end-users, where end-users should consent to move into structures without utility connections provided that the implementer undertakes to ensure connections are delivered by a certain deadline (e.g. when ownership issues are resolved, when funding becomes available, etc.).

Recommendations relating to databases:

- 1) Establish an end-user database available to institutions and project implementers;
- 2) Establish a database of contractors who took part in housing construction that would include an assessment of the quality of their work, in order to avoid any future dealings with firms whose contracts were terminated for breach of contractual obligations.

Roma healthcare entails the improvement of the health of this group, and, as such, is of undoubted importance. However, the frivolity of the BiH Ministry of Human Rights and Refugees and the Health Agencies, as well as their lack of due care when dealing with healthcare activities, resulted in the inappropriate expenditure of funds for purposes not provided for by the Action Plan. A Health Agency report thus claims that funds were expended on the immunisation of Romani children. As vaccines are free of charge for all children – *including Romani children* – the question needs to be asked of why the immunisation of Romani children had to be financed? The report goes on to assert that the funds were used to prepare and co-ordinate activities and prepare for and hold workshops, all of these being completely vague and imprecise. In point of fact, it can be said that Health Agency reports were this vague and imprecise in an attempt at preventing anyone from finding out what the funds were actually spent on.

Recommendations for future activities aimed at realising the Roma Healthcare Action Plan:

- 1) An expert team or working group should be formed, including Romani NGO representatives (experts/consultants), to take an active part in revising the Roma Healthcare Action Plan; drafting a new programme to re-define priorities, implementation, timeframe, co-operation with other institutions and the post-completion evaluation of these activities; take part in drafting a Memorandum between the BiH Ministry of Human Rights and Refugees and the health agencies;
- 2) Memorandums on Understanding should be drafted, clearly describing project activities, their implementation, timeframe, financial plans (manner and purpose of expending financial assets in any given area) and unified reporting forms;
- 3) Operational Teams, led by Co-ordinators, should be formed by Health Agencies in charge of implementing projects. These teams would have to include representatives of the Romani NGO sector, who would form links between the Health Agencies, the Romani community and the Romani NGO sector. Operational plans would also be necessary if the projects are to be implemented successfully;
- 4) Project activities should be realised by Health Agencies in co-operation with Romani NGOs in each local community, and the inclusion of Romani health mediators who completed training programmes provided by the Global Fund on HIV/AIDS, other sexually-transmitted diseases and TBC, and who have experience in working at the local level;
- 5) In redefining priorities and operational requirements for implementing projects, Health Agencies should take into account the sustainability of programmes and the institutionalisation of activities into the healthcare system;
- 6) Funds should be budgeted for expert healthcare groups, and
- 7) An expert monitoring team should be formed at the BiH level to oversee all phases of accomplishment of the Roma Healthcare Action Plan.

Education provides qualifications needed for doing a job and means a person can be competitive in the labour market and able to gain employment, which, in turn, means overcoming poverty. Yet the Education Action Plan was revised only in June 2010. It

was preceded by many other documents underscoring the importance of Roma and other ethnic minorities in Bosnia and Herzegovina being able to exercise their rights to education. Only small steps were made towards the full inclusion of Romani children and youth – and even adults – into the education system. Reports provided by Employment Agencies cite the lack of education in Roma as one of the key hurdles to implementing initiatives in the field, since it means Roma cannot apply to employment and self-employment projects. Roma are also poorly qualified to take jobs needed by the labour market. Roma housing projects also cite the lack of education and the illiteracy of this group as an obstacle to their active participation in project implementation. Therefore, providing Roma with education is important in several ways, and it is necessary to do so in parallel with the accomplishment of activities in the other three fields covered by the Action Plan (i.e. employment, housing and healthcare).

Recommendations:

- 1) Establish an expert working group to draft an operational plan for implementing the revised Action Plan; this document is to contain a work plan and a definition of priorities, and its members should include Romani experts, both men and women;
- 2) Regulation should be provided of the way financial contributions are made at all levels of government for the accomplishment of the Education Action Plan, and funding should be contributed towards this end;
- 3) A communication plan involving all stakeholders should be drafted, a
- 4) A State-level expert monitoring team should be formed to oversee the Roma Education Action Plan.

Exact knowledge of the needs of the Romani population in the field had to be obtained if activities defined in the Action Plan were to be achieved successfully. To this end a **Roma census** was undertaken. The census was aimed at capturing data about Roma in Bosnia and Herzegovina relating to their personal information, citizenship and presence status, access to healthcare and social welfare, education, employment, housing, access to identification documents, etc. The census began on 23 November 2009 and its first phase closed on 20 February 2010. According to its results it can be estimated that some 25 to 30,000 Roma in need of any of the forms of assistance contained in the Strategy and the Action Plan live in BiH. However, we must underline that, in some parts of BiH, up to 60% of households were not covered by the census.

Several issues were encountered with the census of Roma needs. Firstly, the BiH Ministry of Human Rights and Refugees included Romani representatives in the process by making them members of local-level operational teams. Yet, it must be underscored that the criteria for selecting census-takers were not in line with the initial proposal, which had called for census-takers to have at least secondary education or be in secondary school at the time of the census. Representatives of the Romani NGO sector nominated people who did not meet this criterion, and in doing so significantly degraded the quality of the work performed: cases where reported where census-takers themselves were unable to understand what was meant to be asked by a question.

Other issues included the lack of awareness of the Romani population as to why the census was being undertaken, the short deadlines for collecting data, and the varying methodologies used in capturing data. The accuracy of data can be called into question as cases were reported where the Roma surveyed proved unable to understand what questions meant, so census-takers proposed answers. There were situations where data were collected at one location or at one house (contrary to the proposed methodology, which called for census-takers to visit individual houses), which again casts doubt on the accuracy of data since census-takers did not visit the households intended to be surveyed and thus did not have full access to information, particularly when it comes to living conditions. The time that census-takers could devote to the survey was also inadequate: fieldwork was done after regular working hours of social services staff, i.e. after 3 or 4 pm, and amounted to some 3 to 4 hours per day. This resulted in a greatly reduced number of families covered by the census, if one takes into account the fact that the questionnaires for each family required about one hour to complete. Given the complexity of the questionnaire, this proved a formidably difficult and demanding task; unfortunately, neither Romani representatives nor the staff of Social Services Centres – nor, indeed, officials of the BiH Ministry for Human Rights and Refugees – grasped its importance and consequence. Some of the stakeholders acted in a frivolous matter, and we can especially single out Romani activists for criticism, as they failed to take their tasks seriously enough and did not give provide full contribution to its accomplishment.

The main issue encountered during the survey of Roma was the fact that the indicators obtained on Romani needs were neglected in the implementation of other activities envisaged under the Action Plans. The planning of activities in the fields of housing, employment, healthcare and education should be harmonised with the actual/recorded needs of Roma. To ensure that the census of Roma and their needs and issues is fully achieved and relevant, an outreach campaign is needed to notify the Romani population of any possible late inclusion in the census, require Social Services Centres to continually work on recording data, and keep updating the database once it is complete. Social workers need to be given additional training in maintaining the database and using its specialised software.

Recommendations:

- 1) Data capture should continue as an on-going activity at Social Services Centres;
- 2) The database should be updated quarterly and annually;
- 3) The totality of the data captured should be available to all institutions planning programmes and projects aimed at addressing Romani issues, and
- 4) Local-level campaigns should be launched to inform Roma of the importance of the census and the uses to which collected data will be put.

Sources

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6. Decision on Criteria for the Use of Funding Intended for Addressing Issues Faced by the Roma in the Field of Housing, Ministry for Human Rights and Refugees of Bosnia and Herzegovina
7. Framework Law on Primary and Secondary Education in Bosnia and Herzegovina (2003)
8. BiH Strategy for Addressing Roma Issues (2005)
9. Constitution of Bosnia and Herzegovina