



MIDTERM PERFORMANCE EVALUATION OF USAID/BIH'S INSPIRE- Human Rights Activity

October 2024

FINAL REPORT

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MONITORING AND EVALUATION SUPPORT ACTIVITY II (MEASURE II)

MIDTERM PERFORMANCE EVALUATION OF USAID/BIH'S INSPIRE- HUMAN RIGHTS ACTIVITY

Final Report

October 2024

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ABSTRACT

The United States Agency for International Development (USAID) INSPIRE-Human Rights Activity (INSPIRE) (2020–2025) is a \$8.8 million activity implemented by the Institute for Youth Development KULT (KULT). INSPIRE aims to empower citizens and government institutions to improve the human rights protection, services, and employment prospects for Bosnia and Herzegovina’s (BiH) most vulnerable persons. The Activity is a continuation of Marginalized Populations Support Activity (PPMG) (2015–2022).¹This midterm performance evaluation, conducted between May and September 2024, assessed the Activity’s results in grants implementation; grantees’ capacity development and sustainability; improvement in the protection of human rights of persons with disabilities (PWDs), victims of human trafficking; the lesbian, gay, bisexual, transgender, queer, intersex, and other (LGBTQI+) community; marginalized women and other disadvantaged groups; and INSPIRE’s advocacy results.

The findings showed that INSPIRE successfully implemented the grants, despite some delays. In cooperation with relevant institutions, the Activity defined priority areas for grantees’ interventions and developed specific grant selection criteria to address beneficiaries’ primary needs. Most grantees found capacity-building activities and training useful and beneficial for their sustainability. The Activity provided direct and indirect assistance to the marginalized groups (MGs), thus contributing to the protection of their human rights. INSPIRE’s initiatives helped improve policies, promote advocacy, and raise public awareness about the MGs on which its interventions focus. Recommendations include continuing government representatives’ involvement in designing and coordinating interventions, tailoring trainings to participants’ needs, focusing on identification and specialized safehouses for victims of trafficking in persons (TIP), intensifying assistance to service centers (SCs) and the Sumero Center for Support to PWDs in the Community (SUMERO) in funds diversification, providing additional capacity building to Entrepreneurial Fund (EF) beneficiaries, and providing additional support for LGBTQI+ interventions.

¹ PPMG supported local organizations by supporting activities that advocate for the rights and dignity of under-represented groups and building the capacity of local CSOs.

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ACRONYMS

AIR	The American Institutes for Research
ACOR	Alternative Contracting Officer's Representative
BAM	Bosnian Convertible Mark
BCS	Bosnian, Croatian, and Serbian language
BiH	Bosnia and Herzegovina
CDCS	Country Development Cooperation Strategy
COR	Contracting Officer's Representative
CSW	Center for Social Work
C-TIP	Countering Trafficking in Persons
CSO	Civil Society Organization
DO	Development Objective
EQ	Evaluation Question
ET	Evaluation Team
EF	Entrepreneurial Fund
FBiH	Federation of Bosnia and Herzegovina
FGD	Focus Group Discussion
GEA	Agency for Gender Equality
GRETA	Group of Experts on Action against Trafficking in Human Beings
HJPC	High Judicial and Prosecutorial Council
IEE	Initial Environmental Examination
IP	Implementing Partner
IR	Intermediate Result
INSPIRE	INSPIRE- Human Rights Activity
KI	Key Informant
KII	Key Informant Interview
KULT	Institute for Youth Development KULT
LGBTQI+	Lesbian, Gay, Bisexual, Transgender, Queer, Intersex and Other
LGU	Local Government Unit
MEASURE II	Monitoring and Evaluation Support Activity in Bosnia and Herzegovina II
MEL	Monitoring, Evaluation and Learning
MG	Marginalized Group
MoU	Memorandum of Understanding
MP	Master Plan
NGO	Non-governmental Organization
NGOBA	NGO and Business Audit Sarajevo
PGR	Pre-award audit
POK	Organizational Capacity Assessment
POP	Organizational Performance Assessment
PPMG	Marginalized Populations Support Activity
PWDs	Persons with Disabilities
RfA	Request for Application
RS	Republika Srpska
SC	Service Center
SUMERO	Sumero Center for Support to PWDs in the Community
TIP	Trafficking in Persons
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
USAID	United States Agency for International Development
USAID/BiH	United States Agency for International Development Mission in BiH
VAT	Value-Added Tax

EXECUTIVE SUMMARY

INTRODUCTION AND BACKGROUND

The United States Agency for International Development (USAID) INSPIRE-Human Rights Activity (INSPIRE) is an \$8.8 million Activity, implemented by the Institute for Youth Development KULT (KULT). INSPIRE seeks to enable citizens and government bodies in Bosnia and Herzegovina (BiH) to enhance human rights protections, service delivery, and employment opportunities for the country's most vulnerable individuals. INSPIRE is a follow-up to another USAID-funded Activity, also conducted by KULT, called Marginalized Populations Support Activity (PPMG²), which lasted from 2015 to 2022.

The performance evaluation examined INSPIRE's progress in implementing grants and responding to the most pressing needs of the marginalized groups (MGs) on which INSPIRE focuses (victims of human trafficking; persons with disabilities [PWDs]; the lesbian, gay, bisexual, transgender, queer, intersex and other [LGBTQI+] community; marginalized women and members of disadvantaged groups); the success and sustainability of the grantees' capacity development; improvement in the protection of human rights of the MGs; and results achieved through advocacy and awareness-raising campaigns. The Mission and the implementing partner (IP) can use the evaluation results to make adaptations during the remaining period of the Activity implementation.

METHODS

The midterm performance evaluation of the INSPIRE Activity took place between May and September 2024. The evaluation design included multiple methods, including a desk review of Activity documents and secondary data sources, 36 individual key informant interviews (KIIs), 3 group KIIs, 8 focus group discussions (FGDs), and 2 online surveys of grantees and grantees' partners. The evaluation team (ET) sampled individuals from USAID, the IP, grantees from all components, grantees' partners, INSPIRE partners, and other donors. The ET triangulated data across sources to identify the findings, conclusions, and recommendations.

FINDINGS AND CONCLUSIONS

EVALUATION QUESTION 1. HOW HAS THE INSPIRE ACTIVITY IMPLEMENTED ITS GRANTS?



INSPIRE distributed three types of grants: directed grants,³ solicited proposals⁴ (public requests for applications [RfAs]), and in-kind grants. Most grantees considered the application process to be simple. Starting in Year 3, INSPIRE introduced information workshops for countering trafficking in persons (C-TIP) and LGBTQI+ grants that included relevant government representatives to provide expert opinions and comments on applications. Information workshops were organized for Service Centers (SCs) and Sumero Center for Support to PWDs in the Community (SUMERO) to provide guidance in project proposal development.

² PPMG was evaluated by MEASURE-BIH in 2019. More information is available at <https://measurebih.com/uimages/MEASURE-BiH20PPMG20Performance20Evaluation20Final20Report.pdf> (Retrieved on September 17, 2024)

³ Directed grants were distributed to SCs and SUMERO.

⁴ Solicited proposals were submitted for grants supporting activities of Civil Society Organizations working on countering trafficking in persons and LGBTQI+ community, and grants supporting marginalized women and other disadvantaged groups in developing businesses.



Most grantees working on C-TIP, SCs, and SUMERO stated that they did not face major implementation issues, while grantees focusing on LGBTQI+ issues mentioned several challenges. INSPIRE and NGO and Business Audit Sarajevo (NGOBA) conducted regular monitoring visits and focused on the grant implementation and fulfillment of recommendations from their capacity-building plans.



Most grantees agreed that INSPIRE was available, was helpful, and emphasized having good communication with the Activity. Beneficiaries of the Entrepreneurial Fund (EF) praised their cooperation with the IP as well as local government units (LGUs) that assisted them in grant applications and during implementation. Grantees expressed mixed opinions about reporting requirements, with one-third of surveyed grantees not finding them difficult and one-third taking the opposite view and suggesting a shift to quarterly instead of monthly reporting.



Most grantees considered payment dynamics adequate and that payments were made as agreed in the contract. However, some EF beneficiaries encountered challenges regarding the Value-Added Tax (VAT) refund and purchases.



INSPIRE faced several delays in distributing grants for C-TIP, LGBTQI+, and the EF. Specifically, delays related to C-TIP and LGBTQI+ grants were caused by changes to INSPIRE's grants manual requested by the Mission and postponement of signing of the grant agreements for C-TIP and LGBTQI+. The implementation of the EF faced two delays: one related to the Mission's requirement to transfer funds to EF beneficiaries instead of LGUs and an issue with the classification of the Activity during the Initial Environmental Examination (IEE).

EVALUATION QUESTION 1A. TO WHAT EXTENT HAVE INSPIRE'S GRANT SELECTION CRITERIA ENSURED THAT AWARDED GRANTS RESPOND TO THE MOST PRESSING NEEDS AND REACH THOSE WHO NEED ASSISTANCE THE MOST?



INSPIRE included specific grant selection criteria for both phases (concept paper and full applications) of the application process for grantees working on C-TIP and LGBTQI+ issues to assess whether the grantees would address the primary needs of the beneficiaries. In addition, the Activity checked the grantees' background and the detailed description of the project's problem to assess whether grantees would focus their activities on addressing the priority needs of beneficiaries. Two out of three grantees agreed that the selection criteria were defined such that they address the priority needs of MGs with whom they work. LGUs required an official document from beneficiaries proving their MG status to ensure that the grants under the EF were distributed to the MGs specified in the RfA.



The Activity defined the priority areas of grantees' interventions in cooperation with relevant government institutions. Specifically, for grants focusing on C-TIP, the State Coordinator for Combatting Trafficking in Human Beings from the BiH's Ministry of Security was involved in identifying priority areas of grantees' interventions and providing an expert opinion on grantees' project proposal development during information workshops, while an expert associate at the BiH Agency for Gender Equality (GEA) did the same for the grants focused on LGBTQI+ issues. Most grantees agreed that the areas covered by the RfAs address the MGs' priority needs. Most organizations that were awarded INSPIRE grants were established to meet the needs of a particular MG, and they have been working in the field for many years. SCs conduct annual surveys of beneficiaries or have a working group that comprises parents and professional associates that identify beneficiaries' needs, which are subsequently incorporated into their annual project proposals.

EVALUATION QUESTION 2. TO WHAT EXTENT HAS THE INSPIRE ACTIVITY IMPROVED THE CAPACITIES OF CIVIL SOCIETY ORGANIZATIONS (CSOS) THEY WORK WITH AND RENDERED THEM SUSTAINABLE?



Grantees emphasized multiple benefits of INSPIRE's capacity and performance development interventions, although they initially found them complicated and time consuming. The capacity development process resulted in the improvement of grantees' administrative operations, including the adoption of procedures and rulebooks as well as the improvement of the quality of applications for other projects. The Organizational Performance Assessment (POP) retest showed an improvement in the performance of the retested organizations, although there was a delay in the retesting process for some grantees, resulting in a small number of retested organizations.



Grantees viewed the training provided as useful but emphasized the need to tailor trainings to participants'/organizations' level of knowledge and avoid their repetition. Furthermore, the LGUs' representatives involved in the EF found INSPIRE's assistance helpful for the process of implementation of the EF, while beneficiaries expressed a need for additional training and mentorship in business development. Multiple key informants (KIs) and survey respondents confirmed that the capacity development process contributed to their sustainability by improving their chances of securing projects from other donors, gaining new contacts, and improving the internal processes of their organization.



Grantees working with PWDs (SCs and SUMERO) showed an improvement in the mobilization and diversification of their funding sources by conducting various fundraising activities. However, these grantees had mixed opinions about their future sustainability.

EVALUATION QUESTION 3. TO WHAT EXTENT HAS THE INSPIRE ACTIVITY CONTRIBUTED TO AN IMPROVEMENT IN THE PROTECTION OF HUMAN RIGHTS OF DISADVANTAGED GROUPS THAT IT WORKS WITH (VICTIMS OF TRAFFICKING, PWDs, MARGINALIZED WOMEN, AND THE LGBTQI+ POPULATION)?



INSPIRE provided both direct and indirect support to TIP victims. Direct support, aligned with the BiH government's main C-TIP strategic document, included legal, psychological, and logistical assistance. Indirect support focused on safeguarding the human rights of TIP victims through collaboration with government and public institutions and by enhancing these institutions' capacities to improve their services to this MG.



For PWD, INSPIRE emphasized the work of SCs that provide assistance with daily challenges faced by children and adults with disabilities and their families. This approach was highly successful and well received by beneficiaries. In addition, INSPIRE's support for the provision of services through SUMERO's community-based living model, for which beneficiaries expressed great appreciation, contributed to the protection of the human rights of persons with psychosocial and intellectual disabilities. However, replication of the SUMERO community-based living model in new local communities remained partial.



INSPIRE supported the establishment of an EF to support businesses started and run by women and other MGs, which helped them improve their socio-economic status by increasing their home budgets and enhancing their self-confidence and self-esteem.



Protection of the human rights of the LGBTQI+ community focused on capacity building and collaboration with government and public institutions to improve the services these institutions provide to the community, while direct support under INSPIRE primarily provided psychological assistance to the members of this community. Assistance to this MG was provided against the backdrop of declining public support and steadily low political support for this population.

EVALUATION QUESTION 4. WHAT RESULTS HAS THE INSPIRE ACTIVITY ACHIEVED THROUGH ITS ADVOCACY AND AWARENESS-RAISING CAMPAIGNS?



Key advocacy achievements include contributing to the development of the new BiH C-TIP strategy (2024–2027) and the adoption of judicial guidelines intended to improve the handling of human trafficking cases. These guidelines focus on the non-punishment of TIP victims, prosecution of consumers of TIP-related services, compensation for damages to TIP victims, and prosecution of legal entities involved in TIP. INSPIRE's advocacy also led to the adoption of the law on the status of parents-caregivers, which provides them with financial and social benefits, despite some limitations.



Additional advocacy efforts relating to PWDs contributed to the adoption of the entity and cantonal legislation that improved support for this MG, primarily enhancing its social benefits. INSPIRE's support for LGBTQI+ rights involved various initiatives, including creating a joint platform of politicians and advocating for a more accommodating public assembly law in Tuzla Canton. Efforts to improve health care access for transgender persons and to allow legal gender designation changes without prior medical examination are ongoing. Awareness-raising activities, such as cultural events, publicized stories, and media campaigns, focused on increasing visibility and understanding of issues that affect MGs supported by INSPIRE. These efforts have fostered a more inclusive and supportive environment in BiH, promoting social inclusion and improving the visibility of MGs' challenges and achievements.

RECOMMENDATIONS

Based on the findings and corresponding conclusions, the ET identified the following recommendations for USAID's consideration.

Capacity Building and Support:

1. Ensuring that the training is tailored to the needs of different grantee organizations.
2. Providing additional support to EF beneficiaries through mentorship/training on business planning, operations and financial management, and marketing.
3. Developing a business guide for the EF beneficiaries, including information on business registration, procurement, and tax requirements.

Stakeholder Engagement and Collaboration:

4. Continuing to involve government representatives while also seeking input from grassroots organizations and members of the MGs in designing interventions.
5. Creating a platform for collaboration among relevant government agencies, public institutions, CSOs, and informal groups working on LGBTQI+ rights.
6. Using both traditional and new media to reach marginalized women and other MGs who typically remain uninformed about EF public calls to encourage them to apply for grants.

7. Continue encouraging CSOs that focus on human rights in general to apply for grants focused on the rights of the LGBTQI+ community.

Targeted Interventions and MG-Specific Support:

8. Focusing on the identification of TIP victims and supporting safehouses specialized for this MG in C-TIP interventions.
9. Intensifying assistance to SCs and SUMERO in the diversification of their funding sources to further support their sustainability.
10. Continuing to explore new approaches that introduce LGBTQI+ topics indirectly to a wider audience to avoid the initial resistance that is typical of traditional audiences.

Advocacy and Legal Framework Development:

11. Continuing efforts to improve BiH's overall legal and regulatory framework related to the rights of the MGs with whom INSPIRE works.
12. Advocating for enhanced inclusion of members of MGs and victims' voices in the development of the government's strategic framework.
13. Intensifying advocacy to ensure LGUs' long-term support of businesses run by marginalized women and other MGs.

INTRODUCTION

The United States Agency for International Development Mission in Bosnia and Herzegovina (USAID/BiH) issued a request to the USAID/BiH Monitoring and Evaluation Support Activity (MEASURE II), implemented by the American Institutes for Research® (AIR®), to perform a midterm performance evaluation of the USAID/BiH INSPIRE-Human Rights Activity (INSPIRE). This midterm performance evaluation focused on understanding the achievements of the Activity during the first three and a half years of implementation and provides actionable recommendations to inform decision making for the remainder of Activity implementation.

BACKGROUND

This section of the report describes basic information about the INSPIRE Activity, expected results, and performance indicators. In USAID/BiH’s 2020–2025 Country Development Cooperation Strategy (CDCS), INSPIRE contributes to Development Objective (DO) 2: Socio-Economic Conditions Improved, with a primary focus on Intermediate Result (IR) 2.1: Social Cohesion Strengthened. The Activity also contributes to IR 2.2: Private Sector Growth Increased and to DOI: Accountability of Government to Citizens Strengthened, specifically to IR 1.1: Impact of Inclusive Citizen Engagement Improved and IR 1.2: Governance Effectiveness in Targeted Areas Strengthened.

INSPIRE SUMMARY INFORMATION

In August 2020, the United States Agency for International Development (USAID) awarded \$8.8 million to the Institute for Youth Development KULT (KULT) to implement INSPIRE. INSPIRE is a follow-up to another USAID-funded Activity conducted by KULT-Marginalized Populations Support Activity (PPMG) (2015–2022)—which assisted local organizations that advocate for the rights, empowerment, and dignity of under-represented groups of Bosnia and Herzegovina (BiH) society and which built the capacity of local civil society organizations (CSOs) and BiH institutions in doing so. INSPIRE aims to enable citizens and government institutions to enhance human rights protections, service delivery, and employment opportunities for the most vulnerable individuals in BiH. The program runs from August 13, 2020, to August 12, 2025. The Activity details are shown in Exhibit I.

Exhibit I. INSPIRE: Basic Information

Activity Name	INSPIRE–Human Rights Activity
Implementing Partner	Institute for Youth Development KULT
Contract Number	72016820C00002
Contract Modification Number	72016820C00002/P00006
Total Estimated Cost	\$8,769,193.00
Life of Activity	August 13, 2020 to August 12, 2025 (5 years)
Active Geographic Region	Bosnia and Herzegovina
CDCS Intermediate Result and Sub-Intermediate Result	<ul style="list-style-type: none">• The Activity primarily contributes to:<ul style="list-style-type: none">– IR 2.1 Social Cohesion Strengthened• The Activity also contributes to:<ul style="list-style-type: none">– IR 2.2 Private Sector Growth Increased– IR 1.1 Impact of Inclusive Citizen Engagement Improved– IR 1.2 Governance Effectiveness in Targeted Areas Strengthened

ACTIVITY DESIGN

The objective of INSPIRE is to empower citizens and government institutions to improve overall human rights protections, provide services, and employment prospects for BiH's most vulnerable persons. To accomplish this, the implementing partner (IP) offers technical assistance and support to disadvantaged and vulnerable individuals through five project components:

1. Awarding and managing grants to CSOs for enhancing the BiH government's counter-trafficking response.
2. Strengthening the current system of services provided through the seven service centers (SCs), achieving a fiscally sustainable model. The resulting model must be replicable by other communities to provide support to disabled children and their families. The IP supports de-institutionalization by strengthening the current system of services provided by the community-based living model established by local non-governmental organization (NGO) Sumero Center for Support to Persons with Disabilities in the Community (SUMERO), resulting in a fiscally sustainable model. The resulting model must be replicable by other communities to provide support to deinstitutionalization efforts.
3. Building the capacity and commitment of at least ten municipal governments (at least five in the Federation of Bosnia and Herzegovina [FBiH] and at least five in the Republika Srpska [RS]) to develop a sustainable model that promotes formal employment opportunities for marginalized women and members of disadvantaged groups.
4. Awarding and managing grants to local partners for awareness campaigns on human rights issues of the lesbian, gay, bisexual, transgender, queer, and intersex and other (LGBTQI+) community.
5. Providing training on an ad hoc basis to the grantees. Although these trainings are intended for the organizations receiving funds under component four, they may be used for ad hoc training to organizations under components one and two.

EVALUATION PURPOSE AND QUESTIONS

The midterm performance evaluation of INSPIRE investigated the results achieved during the first three and half years of implementation with regard to empowering citizens and government institutions to improve the overall human rights protections, providing services, and enhancing employment prospects for BiH's most vulnerable persons. Specifically, the evaluation examined the results achieved regarding marginalized populations in BiH that are the focus of the INSPIRE Activity (persons with disabilities (PWDs), victims of human trafficking, LGBTQI+, vulnerable women, and members of other disadvantaged groups). The purpose of this midterm performance evaluation is to provide USAID/BiH with actionable data and information to inform decision making for the remainder of the Activities' implementation to maximize the likelihood of achieving the intended Activity results. The Mission and the IP will use the evaluation results to take corrective actions to the Activity designs and/or implementation practices. The evaluation team (ET) assessed the Activities' progress to date using the following evaluation questions (EQs):

EQ 1. How has the INSPIRE Activity implemented its grants?

EQ 1a. To what extent have INSPIRE's grant selection criteria ensured that awarded grants respond to the most pressing needs and reach those that need assistance the most?

EQ 2. To what extent has the INSPIRE Activity improved the capacities of CSOs they work with and rendered them sustainable?

- EQ 3. To what extent has the INSPIRE Activity contributed to an improvement in the protection of human rights of disadvantaged groups that it works with (victims of trafficking, PWDs, marginalized women, and the LGBTQI+ population)?
- EQ 4. What results has the INSPIRE Activity achieved through its advocacy and awareness-raising campaigns?

When addressing the evaluation questions above, the ET reviewed the Activities' progress reports and relevant secondary documentation, and conducted key informant interviews (KIIs), focus group discussions (FGDs), and online surveys. The ET addressed the Mission's relevant key learning priorities outlined in the USAID/BiH's current Performance Management Plan document. Learning priority 1⁵ was addressed through EQs 2, 3, and 4, and the second learning priority⁶ was addressed through EQ 3.

EVALUATION METHODS AND LIMITATIONS

DATA COLLECTION APPROACH

The ET used a mixed-methods approach, relying on quantitative and qualitative data collected through structured techniques, including a review of relevant secondary documents; two online surveys of INSPIRE grantees and grantees' partners; and other methods, including KIIs and FGDs with key interlocutors, grantees, grantees' beneficiaries and partners, and international organizations. Details of those techniques are explained next.

Desk review: The ET started the evaluation by reviewing the Activity's and grantees' documents as well as secondary documents relating to the human rights of MGs in BiH. The desk review helped the ET better understand the nuances of the project implementation before conducting KIIs and FGDs and to ensure the use of existing information.

Before and during the data collection, key stakeholders provided the ET with additional documents for review. The ET used these additional documents to inform the evaluation findings, conclusions, and recommendations. The list of the documents reviewed is available in Annex 2.

KIIs: The ET conducted 36 individual and 3 group KIIs with a representative from the USAID/BiH, the IP, grantees from all components, grantees' partners, government and public institutions, and international organizations. The majority of the KIIs were conducted online, with five interviews conducted in person. The KII guides are provided in Annexes 4

FGDs: The ET conducted 8 FGDs with INSPIRE grantees and grantees' beneficiaries, divided into groups based on the type of support they received from INSPIRE. The FGDs were mostly organized online, and only one FGD was conducted in person, facilitated by an experienced moderator due to the high sensitivity of SUMERO beneficiaries (persons with psychosocial and intellectual disabilities). All FGDs involved four to ten people. The FGDs guides are presented in Annex 4.

The ET relied on SUMERO and SCs in organizing group interviews and FGDs with their beneficiaries, as the personal identification information about beneficiaries (end users such as PWDs,

⁵ Learning priority 1: Understanding approaches and methods for supporting and facilitating the demand for improved governance.

⁶ Learning priority 2: Understanding the relationship between inclusion of marginalized groups and social cohesion.

trafficking in persons [TIP] victims, etc.) is not shared with the IP. Instead, grantees store these data on their premises.

The ET did not collect information directly from the vulnerable groups under components one and four—TIP victims and members of the LGBTQI+ population—given the sensitivity of their position. Furthermore, most interventions under component four (LGBTQI+) focus on awareness campaigns, advocacy, and encouraging relevant institutions to support and affirm the human rights of this community. Therefore, to collect additional information under components one and four, the ET organized two FGDs with the partners of grantees under these two components.

Online surveys: The ET conducted online surveys with INSPIRE grantees and grantees' partners. The surveys were conducted online and administered using the SurveyMonkey® platform by sending it via email to grantees and grantees' partners. The surveys were conducted only in the local language. Surveys were open for 21 days for the partners of grantees and 20 days for the grantees. The ET sent two reminders about the surveys, and the response rate was 56 percent for INSPIRE grantees and 31 percent for grantee partners.

LIMITATIONS

The primary limitations of the evaluation involve potential recall bias, response bias, interview bias, and survey response rate. These limitations are explained in detail next.

Recall Bias. Remembering the interventions may have been difficult for some INSPIRE beneficiaries/stakeholders who were involved in the early stages of the Activity's implementation. The ET members reviewed the Activity documents to prepare for the interviews and reminded KIs of relevant interventions.

Response Bias. KIs and FGD participants may have overstated the outcomes of INSPIRE's interventions with which they were familiar. The ET sought to mitigate this by cross-checking such inputs with information obtained from other sources. In addition, the ET outsourced a moderator (a relevant experienced expert) for an FGD with SUMERO beneficiaries to ensure effective communication and a safe environment, as the individuals belong to a vulnerable group.

Selection Bias. The ET had limited access to vulnerable groups (TIP victims, LGBTQI+ members, and PWDs). Per USAID's instruction, INSPIRE did not keep records of its grantees' beneficiaries (e.g., TIP victims and PWDs) to protect their identities. Therefore, the ET was not able to ensure random selection of grantees' beneficiaries without the grantees' assistance. Accordingly, the ET organized FGDs and a group interview by contacting the beneficiaries from the lists that the grantees provided.

Interview Bias. Interviewers' behavior and reactions may have led KIs to respond in a certain way. Therefore, the interviewers were trained to ask non-leading questions, assuring respondents that their opinions were valued and responses confidential.

Survey Response Rate. Since the survey was conducted online, the response rate depended on respondents' willingness to participate. To improve the response rate, the ET designed a survey that was not time consuming or burdensome for the respondents, explained the purpose of the survey and its duration, and sent two reminders.

FINDINGS AND CONCLUSIONS

EQ I. HOW HAS THE INSPIRE ACTIVITY IMPLEMENTED ITS GRANTS?

FINDING 1. While grants for SCs and SUMERO were awarded directly, grants supporting the activities of CSOs in countering trafficking in persons (C-TIP), grants supporting the activities of the LGBTQI+ community, and grants supporting marginalized women and other disadvantaged groups in developing businesses (Entrepreneurial Fund [EF]) were distributed through public requests for applications (RfAs). EF grants were awarded in cooperation with local government units (LGUs).

According to INSPIRE's grants manual, the Activity distributed three types of grants: directed grants, solicited proposals,⁷ and in-kind grants. Directed grants were distributed directly to SCs and SUMERO through a restrictive call for submitting project proposals.⁸ Initially, SCs signed a memorandum of understanding (MoU) with the IP to support grantees' sustainability over five years, while the MoU with SUMERO was signed for a period of three years. After signing the MoUs, grantees submitted yearly project proposals.⁹ Grants for C-TIP, LGBTQI+, and the EF were distributed through RfAs. RfAs for grants under C-TIP and LGBTQI+ were developed solely by the IP and were prepared in cooperation with government representatives.¹⁰ EF grants were awarded in cooperation with the partner LGUs.¹¹

In-kind grants were given on a few occasions. Specifically, in-kind grants were provided to two grantees who lacked the capacity to administer and implement a regular grant¹² but were recognized by government institutions as organizations with expertise and credibility. After INSPIRE supported the improvement of these grantees' capacities, both CSOs later applied for and received regular grants.

FINDING 2. The Activity introduced a co-creation approach in the grant application process by organizing information workshops to assist CSOs in application development, also including representatives of relevant government institutions. The application process for grantees focusing on C-TIP and LGBTQI+ initially encompassed two steps: concept papers and full applications; however, SCs, SUMERO, and EF beneficiaries were required to submit full applications. Except for the applications for the EF, which were submitted in hard-copy format to LGUs, applications for other grants were submitted through the IP's APPLY online grant management platform. Most grantees considered the application process to be simple (including concept note and full application). They cited benefits such as the possibility of saving their progress when composing the online application and the option of submitting applications in the Bosnian, Croatian, and Serbian language (BCS).

Starting in Year 3 of implementation,¹³ the IP introduced the new strategy of organizing information workshops for all grantees who submitted full applications. These information workshops aimed to improve project proposals and included representatives of government institutions who provided

⁷ Grants awarded through RfAs.

⁸ As noted by the IP, the reason for the distribution of directed grants was that SCs and SUMERO were defined in the Award.

⁹ Project proposals included financing the grantees' regular operations and improving their sustainability in line with the developed Master Sustainability Plans.

¹⁰ More broadly explained in Finding 9.

¹¹ First, INSPIRE published an RfA for LGUs to apply to support the implementation of the EF. After the LGUs were selected, INSPIRE signed a three-year contract with each LGU that outlined the rights and obligations of both parties. Subsequently, the LGUs published RfAs for the EF, while INSPIRE assisted LGUs in the grant management process and provided related capacity-building support.

¹² Based on the pre-award assessment.

¹³ Third RfA for C-TIP and LGBTQI+ and fourth restrictive call for SCs and SUMERO.

expert opinions and comments.¹⁴ As noted by the IP, their comments proved to be helpful because they have knowledge about the needs of the MGs in the field, have a broader perspective of interventions in those areas, and could assist in avoiding duplication with other donor projects. One grantee appreciated the workshops for offering insights into other projects and fostering collaboration.

“I would say that it is a good practice [information workshops], because then you can see the ecosystem where people deal with similar issues and see how things can complement each other, or it is simply good to know what is happening in parallel in the context of other projects that have been approved.”

– Grantee

FINDING 3. While grantees focusing on LGBTQI+ issues encountered several implementation challenges, other grantees did not. Most grantees working on C-TIP and PWDs stated that they did not face major implementation issues. On the other hand, several grantees who focus on LGBTQI+ issues cited challenges. For example, one grantee pointed out challenges in getting politicians to participate in training on LGBTQI+ issues, another mentioned the silence of the administration of a cantonal ministry of internal affairs regarding a request for cooperation, and a third described (politically motivated) challenges when organizing events, especially in the RS. However, these challenges are not surprising because the LGBTQI+ community generally lacks public and political support.¹⁵

To overcome these challenges, grantees employed different mitigating measures. For example, the lack of politicians among participants in the training on LGBTQI+ issues was mitigated by organizing one-on-one meetings and establishing contacts with individuals from several political parties who demonstrated willingness to cooperate despite the official stance of their political parties. In terms of silence of the administration of a cantonal ministry of internal affairs regarding a request for cooperation with an LGBTQI+ CSO, the grantee called out the ministry publicly in the presence of media representatives, after which the ministry started cooperating.

“We had a planned conference for institutions and the public. Then an official from the Ministry of Internal Affairs appeared. My colleague and I used the opportunity to call them out very publicly in front of the media, given that they do not respond to letters, that they have administrative silence. After that, we started getting answers from them.”

– Grantee

FINDING 4. Almost all grantees highlighted having good cooperation with INSPIRE. INSPIRE and its sub-contractor NGO and Business Audit Sarajevo (NGOBA¹⁶) conducted regular monitoring visits. During monitoring, the IP focused on the grant implementation and grantees’

¹⁴ The State Coordinator for Combatting Trafficking in Human Beings from the BiH’s Ministry of Security was involved in the workshops on TIP, while an expert associate at the BiH Agency for Gender Equality participated in the workshops on LGBTQI+ issues.

¹⁵ More broadly explained in Finding 22 (EQ 3).

¹⁶ NGOBA is INSPIRE’s subcontractor, who works with all grantees (except EF beneficiaries) to improve their organizational capacities.

fulfillment of recommendations from their organizational performance strengthening plan.¹⁷ For its part, NGOBA concentrated on grantees' fulfillment of the recommendations in their organizational capacity-strengthening plans.¹⁸ These monitoring visits were also used to discuss issues and risks that grantees faced during the implementation, thus identifying interventions in which grantees needed the IP's support, as explained by some KIs. Almost all grantees praised the support received from INSPIRE and emphasized the good cooperation they had with the Activity. According to the survey of grantees, most respondents (84 percent) agreed that INSPIRE was available and helpful to all questions during grant implementation. Grantees emphasized having good communication and receiving INSPIRE's support whenever required.

Similarly, beneficiaries of the EF praised the cooperation with the IP and especially LGUs that assisted them with grant applications and during implementation. An LGU representative mentioned reaching out directly to marginalized women in his municipality to encourage them to apply for the EF calls, which helped disseminate information that members of MGs otherwise would not have received. Smaller LGUs provided more hands-on assistance, often guiding grantees through the business registration process, and created Viber groups to facilitate communication with beneficiaries.

FINDING 5. Grantees expressed mixed opinions about reporting requirements, with one-third of surveyed grantees not finding them difficult and one-third taking the opposite view. According to grant agreements, grantees were required to submit monthly narrative and financial reports and monthly financial plans. Grantees were also required to submit quarterly narrative reports and final narrative and financial reports. Besides the beneficiaries of the EF, whom the rules and agreements made with each LGU individually may require to report in hard-copy format, all other grantees submitted their reports online. Almost one-third of surveyed grantees (32 percent) did not report having issues with reporting requirements. However, a slightly larger group of surveyed grantees (36 percent) found INSPIRE's grant reporting procedures complicated.¹⁹ Some KIs agreed, noting that they considered the monthly reports to be demanding and suggesting that quarterly reporting would be sufficient to adequately capture grant results. On the other hand, to submit the required monthly achievements/special reports to USAID/BiH, the IP needed timely information from the grantees, which was collected in the form of one-page monthly reports. In addition, as noted by the IP, monthly reporting is important for managing financial flows effectively and ensures proper fund usage while adhering to USAID's requirements.

Apart from reporting requirements, several grantees reported technical issues with locked Microsoft Word and Excel documents, which hindered editing and consumed time for formatting. While some grantees recommended unlocking these documents, the IP explained that the locking mechanism is a preventive measure against unauthorized changes to formulas that potentially could lead to miscalculations. Other grantees suggested increasing the memory allocation for the Smartsheet application, as the current 30-megabyte limit forces them to split larger reports into smaller files. However, according to the IP, this is a standard information technology (IT) allocation for users.

FINDING 6. Most grantees consider payment dynamics to be adequate. However, some EF beneficiaries faced challenges regarding the Value-Added Tax (VAT) refund and purchases. According to the IP, most payments were made once a month after grantees

¹⁷ Organizational performance-strengthening plan recommendations are guidelines for improving grantees' performance provided through their self-assessment process, a pre-award assessment conducted by NGOBA as well as by KULT/POP expert committee, and the compilation of analyses.

¹⁸ Organizational capacity-strengthening plan recommendations are guidelines for improving grantees' capacity provided through their self-assessment process, pre-award assessment conducted by NGOBA, and by a KULT/POK expert committee along with the compilation of analyses.

¹⁹ The rest of the respondents consider reporting procedures neither simple nor complicated (32 percent).

submitted the monthly financial plan. For a few larger organizations, the IP organized quarterly payments. Most KIs consider payment dynamics adequate. According to the survey of grantees, three out of four respondents (75 percent) agree that the payments from INSPIRE were made as agreed in the contract.

Some EF beneficiaries, however, faced challenges regarding the payment process. Several participants in the FGD with the EF beneficiaries reported miscommunication about excluding the VAT from the grant budget. Specifically, beneficiaries were not instructed to separate the tax base in their grant applications, leading to budgets that included the VAT. Because USAID funding cannot be used to cover the VAT, beneficiaries were subsequently informed (after they had signed the grant agreements) that they needed to modify their budgets to exclude it. This adjustment meant that they had to use their funds to pay the VAT and request a VAT refund later. This miscommunication inconvenienced several beneficiaries because they originally had not planned to cover the VAT from their funds. However, the IP explained that both RfAs issued by the LGUs and informational workshops conducted in each LGU emphasized that the grant amount excludes the VAT. In addition, the VAT refunds procedures, along with related obligations, were explained thoroughly during each contract-signing meeting and were included in the text of the contracts signed with beneficiaries.

Other challenges included purchasing of agricultural products. For example, grantees needed to solicit three offers for any purchase above 1,000 Bosnian Convertible Mark (BAM), but they often encountered farmers unwilling to issue preliminary invoices. In those situations, LGUs had to step in and explain to farmers that they would not face any financial consequences if they issue preliminary invoices. In addition, purchasing of animals required a contract between the farmer and the grantee that needed to be signed and certified in the municipality, and some farmers did not want to take the time to go to the municipality.

FINDING 7. INSPIRE faced several delays in distributing grants for C-TIP, LGBTQI+, and the EF. Procedural changes related to the EF distribution increased the IP's administrative burden. INSPIRE faced a delay in distributing grants for C-TIP and LGBTQI+ due to USAID's instructions to revise the grants manual and update the documentation necessary for grant approval. As the IP noted, after the Activity submitted the results of the LGBTQI+ RfA for review by INSPIRE's Contracting Officer's Representative (COR), the response from the Mission indicated that the documentation provided was insufficient for approval and suggested that the IP revise the grants manual to better align with USAID's procedural requirements.²⁰ After INSPIRE revised the grants manual and updated documentation for grant approval, the grant implementation was continued. This issue delayed signing of the grant agreements with grantees working on C-TIP and LGBTQI+ issues as well as a planned C-TIP roundtable from May to September/October 2021.

Delays in distributing EF grants have occurred twice. First, according to the IP and progress reports, USAID informed INSPIRE that the IP cannot directly transfer funds to LGUs although the contract between the IP and the Mission specified otherwise. INSPIRE received this information only after finalizing the selection procedure for the first ten LGUs. According to INSPIRE's progress reports, the IP and USAID spent several months overcoming this issue. Finally, the IP amended the contract with USAID to transfer funds directly to beneficiaries instead of LGUs. This adjustment created an additional administrative workload because the new arrangement required monthly payments to all EF beneficiaries²¹ instead of 20 direct transactions to LGUs.

²⁰ The Mission requested that the IP update the grants manual and specify that INSPIRE is authorized to execute sub-grants to U.S. and non-U.S. NGOs upon receiving written approval from the COR.

²¹ By the time of the evaluation, grant agreements were signed with 114 beneficiaries of the EF.

“We did not foresee that it would turn out that way. We thought that we would make payments to LGUs and that every LGU would transfer the funds to beneficiaries . . . now we have to pay funds to 114 beneficiaries almost every month, then issues with the VAT and VAT refund. Administratively, it was more difficult after that (contract modification).”

– IP

The IP mentioned an issue with USAID’s classification of the Activity during the Initial Environmental Examination (IEE), which caused a delay in the distribution of EF grants because some LGUs had to wait months for approval. The Activity originally was listed as not affecting the environment, which proved to be problematic once it was established that the Activity distributed grants for agriculture and livestock farming, which may have an environmental impact. This resulted in INSPIRE having to fill out an environmental review checklist for each grant awarded to assess how they affect the environment. However, despite these delays, INSPIRE successfully maintained the planned dynamics of grant allocation and even exceeded the planned number of supported businesses.

EQ 1 CONCLUSION

Overall, INSPIRE effectively administered grants across different Activity components. Grantees considered the application process to be straightforward and uncomplicated. They cited several benefits, such as the possibility of saving their progress when composing the online application and the option of submitting applications in BCS. Apart from grantees focusing on LGBTQI+ issues, most grantees did not face implementation issues and emphasized good cooperation with INSPIRE. Grantees expressed mixed opinions about reporting requirements, with one-third of surveyed grantees not finding them difficult and one-third taking the opposite view. Some grantees faced technical issues with the APPLY software and recommended that it be upgraded and that memory allocation be increased for the Smartsheet application.

Most grantees were satisfied with the payment dynamics and agreed that they were made as stipulated in the contract. However, EF beneficiaries faced challenges regarding the exclusion of the VAT from the grant budget and purchases (mainly in agriculture). INSPIRE faced several delays in grant distribution. USAID’s instructions to revise the grants manual and update documentation for grant approval delayed grant distribution and the planned intervention for C-TIP and LGBTQI+ grants, while the Mission’s instruction to IP to transfer funds directly to beneficiaries and the misclassification of the Activity during the IEE delayed the EF grant distribution for several months. Despite these delays, INSPIRE successfully distributed the grants.

EQ 1A. TO WHAT EXTENT HAVE INSPIRE’S GRANT SELECTION CRITERIA ENSURED THAT AWARDED GRANTS RESPOND TO THE MOST PRESSING NEEDS AND REACH THOSE THAT NEED ASSISTANCE THE MOST?

FINDING 8. INSPIRE contributed to addressing priority needs of TIP victims and the LGBTQI+ community by including grant selection criteria that focus on beneficiaries in the RfAs. With respect to improving employment opportunities of marginalized women and other disadvantaged groups, specific documents were required to prove their MG status. To assess whether the grantees would address the primary needs of the beneficiaries of the grantees working on C-TIP and LGBTQI+ issues, INSPIRE included specific grant selection criteria for both phases of the application process—the concept note and full application. The scoring criterion for the concept note phase was set to ensure that the selected grantees do

address the priority needs of the MG with whom they work by adding the following text: “the connection between the mission of the organization and the problems that the project deals with.”²² This criterion was assigned 10 out of the total of 70 points that could be awarded in this phase.²³ In the second, full application phase, the relevant criterion “target group, project beneficiaries and other parties involved”²⁴ focused on the needs of the MG on which the grantee’s work focuses. This criterion was assigned 10 out of the total of 100 points that could be received in this phase.²⁵

As noted by the IP, in addition to examining the scoring criteria, INSPIRE checked the grantees’ backgrounds and detailed descriptions of the problems that the project proposal focuses on to assess whether grantees will focus their activities on addressing the priority needs of beneficiaries. According to the survey of grantees, two out of three respondents agree that the selection criteria were defined in such a way that they address the priority needs of the MGs with whom they work.

“We asked exactly that (whether the grantees would reach the beneficiaries most in need), and they had to describe the target group and beneficiaries in detail in the project application. . . . We looked at whether they work directly with beneficiaries. [The] problem description reveals if an organization has been working with beneficiaries or if they have no idea what is happening in the field.”

– IP

To ensure that the grants under the EF were distributed to the MGs specified in the RfA, LGUs required an official document proving their MG status. According to the FGD held with LGUs’ representatives, examples of such documents include an unemployment certificate, a certificate of disability, a certificate of divorce (if the person is a single mother), a certificate of residence confirming that the person is from a rural area, or a court certificate if they are a victim of violence.

“We also asked, since it was an additional criterion for marginalization, if they are victims of violence, if they are a single parent or a person with a disability, we asked them for proof. If the person is disabled, we ask for a certificate from the Center for Social Work or if they are a victim of violence, we ask for a certificate from the court, etc.”

– FGD with LGUs

²² The criteria were divided into three questions: (1) Is the target group from the public call one of the main target user groups of the activities carried out by the organization? (2) Is the organization currently dealing with issues in the field of public call or providing support in resolving this issue? and (3) Is the organization professionalized to provide support in working on issues listed in the areas of public call? The grantee could receive a maximum of three points for each of the first two questions and four points for the third question.

²³ The concept note phase included six scoring criteria. To pass the concept note phase, the grantee had to score at least 56 points, or 80 percent of the total points.

²⁴ The criteria were divided into four questions: (1) Does the project proposal plan direct cooperation with victims of trafficking/LGBTQI+? (2) Does the organization demonstrate the ability to successfully partner with the authorities, other organizations, and various stakeholders working with the marginalized population in BiH? (3) Are missing or possible partnerships identified? (4) Does the organization create synergies by involving other organizations as formal partners or recipients of funds? The grantee could receive a maximum of four points for the first question, three points for the second question, two points for the third question, and one point for the fourth question.

²⁵ The full application phase included 12 scoring criteria. To pass this phase, the grantee had to score at least 80 points, or 80 percent of the total points.

FINDING 9. To ensure that the priorities of members of the LGBTQI+ community and TIP victims are addressed, INSPIRE incorporated the priorities identified by relevant government strategic documents into its RfAs. Before publishing RfAs for LGBTQI+ and C-TIP grants, INSPIRE defined the priority areas of grantees’ interventions in cooperation with relevant government institutions. Specifically, for grants focusing on C-TIP, the State Coordinator for Combatting Trafficking in Human Beings from the BiH’s Ministry of Security was involved in identifying priority areas of grantees’ interventions and providing an expert opinion on grantees’ project proposal development during information workshops,²⁶ while an expert associate at the BiH Agency for Gender Equality (GEA) did the same for the grants focused on LGBTQI+ issues. As noted by a KI, cooperation with government institutions ensured that grantees focus on priority areas as identified in the BiH governments’ strategic documents.²⁷ Several KIs agree that the identified areas of intervention (specified in the RfAs) included the most pressing needs of these MGs. According to the survey of grantees, most respondents (85 percent) agree that the areas covered by the RfAs address the MGs’ priority needs. Moreover, a few representatives of international organizations agree that involving government actors in choosing the areas of intervention is the right approach and that the most pressing needs of MGs were chosen.

“Knowing that the project published all its calls for applications after consultations with government actors involved in the fight against human trafficking, of course, the most pressing issues were chosen. That is indeed so. I think that is the only correct approach.”

– International Donor

A few KIs pointed out, however, that when defining priority areas in the RfA, it would be useful to ensure a wider perspective by consulting civil society and members of MGs.

FINDING 10. Most grantees are CSOs that focus on the needs and priorities of their respective MGs, and their mission centers around those MGs. SCs conduct annual surveys to identify their beneficiaries’ priority needs. Most organizations that were awarded INSPIRE grants were established with the purpose of meeting the needs of a particular MG. As noted by the IP, these are dedicated organizations that have been working in their fields for many years, as evident from their project proposals. One grantee mentioned that they have been working with the LGBTQI+ population for 15 years and have information and data on the status and problems of each group within the community.

“Especially with C-TIP and the LGBT component, these are organizations that have been working in the field for many years. Most of them deal only with this topic. . . . They do not outsource work on these topics because they are experts that even ministries use for their needs. These are people who work in organizations that deal with a given topic or have safe houses and work with the end users.”

– IP

²⁶ More broadly explained in Finding 2 (EQ 1).

²⁷ For TIP, priority areas included activities from the BiH Strategy for the Fight against Human Trafficking 2020–2023, while for the LGBTQI+ community, priority areas followed the Action Plan for the Improvement of Human Rights and Basic Freedoms of LGBTQI+ Persons in BiH 2021–2024.

To identify the most pressing needs of MGs, SCs conduct annual surveys of beneficiaries or have a working group that comprises parents and professional associates. The working group defines the needs of beneficiaries, which subsequently are incorporated into their annual project proposals. This way, beneficiaries can prioritize services they think are the most needed and recommend additional services. One grantee stated that, owing to the working group’s analysis, their organization introduced a new method of sound therapy (the TOMATIS method²⁸), which included purchasing a specialized device to support beneficiaries. The method proved to be highly useful because in the past, they had to go to Belgrade for such treatments.

“The TOMATIS method was introduced, and my son underwent two or three treatment cycles. After the first cycle, he wouldn’t stop talking. He is incomprehensible, but he talks; you can communicate with him. So, some things that are financially unavailable to me as a parent, and I’m unemployed, he has it there for free. And it works; it is effective.”

– FGD with SC beneficiaries

EQ 1A CONCLUSION

INSPIRE set specific grant selection criteria in both phases of the application process to assess whether the grantees working on C-TIP and LGBTQI+ issues aim to address the primary needs of their respective MGs, while EF beneficiaries were required to prove their MG status. Two-thirds of surveyed grantees agree that the way in which grant criteria were formulated does address the priority needs of the MGs with whom they work.

To ensure that the MGs’ priorities were addressed, INSPIRE incorporated priorities identified in the relevant strategic documents, such as the C-TIP Strategy into the RfAs. Most grantees agreed that the intervention areas defined in the public call cover the MGs’ priority needs, and representatives of a few international organizations praised INSPIRE’s approach of involving government actors in selecting the areas of interventions, asserting that the right interventions were selected. However, a few KIs suggested ensuring a wider perspective by involving civil society and members of MGs in defining priority areas.

Most organizations that were awarded grants are dedicated organizations that have worked in their fields for many years. In addition, SCs conduct annual surveys of beneficiaries or form a working group consisting of parents and professional associates to prioritize beneficiaries’ most pressing needs and to recommend additional services.

EQ 2. TO WHAT EXTENT HAS THE INSPIRE ACTIVITY IMPROVED THE CAPACITIES OF CSOS THEY WORK WITH AND RENDERED THEM SUSTAINABLE?

FINDING 1.1. Most grantees found the capacity-building process demanding and difficult, especially in the early stages. INSPIRE provided capacity-building services for its grantees²⁹ using two instruments for measuring organizational capacities and performance: the

²⁸ The TOMATIS method is a form of sound therapy that uses music and sound to improve the motor, emotional, and cognitive abilities of beneficiaries. More information is available at <https://www.tomatis.com/en> (Retrieved on August 20, 2024).

²⁹ Beneficiaries of the EF do not participate in these capacity-building activities.

Organizational Performance Assessment (POP³⁰) and the Organizational Capacity Assessment (POK³¹). The POK comprises 14 categories³² that assess the internal structure of organizations,³³ and the POP contains four components³⁴ that assess the external impact of an organization. As explained by the IP, all grantees undergo the POP process, and the first four categories of POK (called the *pre-award audit*³⁵ [PGR³⁶], or the process of the pre-grant assessment). All other POK categories are limited only to SCs and SUMERO. When conducted,³⁷ POPs and POKs are valid for three years. According to the Activity documentation, both POPs and POKs identify capacity and performance gaps for each assessed organization and provide recommendations for establishing organizational procedures, documents, and new practices to improve their capacity/performance.

Grantees shared several concerns about capacity building, especially in its early stages. First, some grantees were not aware of the complexity or time needed for the process. Around one-quarter of surveyed grantees confirmed this for both POPs (25 percent) and PGRs/POKs (26 percent). Most interviewed grantees reported that the capacity-building process was stressful and demanding, especially in the beginning. In the survey of grantees, more than one-third of respondents (38 percent for POPs and 35 percent for PGRs/POKs) viewed the two processes as exacting. Grantees also reported that they needed to submit many verifications and develop new strategies and plans. The submission process was time consuming, and it took time away from their implementation of activities, especially because they lack human resources. The survey of grantees confirmed that more than half of the respondents (54 percent for POPs and 59 percent for PGRs/POKs) said the lack of staff makes capacity-building activities difficult. Finally, a few KIs recognized that capacity-building requirements set for different grantees did not take into consideration the lack of human resources in some of these organizations.

“Yes, it (capacity building) takes a lot of time. I must say that we had a little resistance at the beginning regarding it. . . . But again, it was useful. . . . I honestly think that most organizations exhibited a little resistance at the beginning.”

– Grantee

³⁰ Translated to BCS: Procjena organizacijskih performansi.

³¹ Translated to BCS: Procjena organizacijskih kapaciteta.

³² The POK categories are as follows: human resources, finance and administration, project management, procurement procedures, official travel, technical IT support, organizational sustainability, relations with membership and target groups, advocacy capacities of the organization, cooperation, partnership and networking, management structure of the organization, media and public relations, social responsibility, and customer service. POK is implemented by KULT.

³³ The POK process starts with the organization’s self-assessment, consists of 90 questions in 14 categories, verifications of the self-assessment, KULT’s assessment of the organization’s status, the organization’s selection of 2–4 categories to focus on, creation of capacity development plans, mentoring process, and retesting and exit interviews.

³⁴ The POP (implemented by KULT) covers the organization’s relations toward itself, target group, interest group, and community.

³⁵ Translated to BCS: Predgrantovska revizija.

³⁶ PGRs are implemented by the NGOBA. The PGR for C-TIP and LGBTQI+ grantees involves the following steps: grantees’ self-assessment, a visit by the NGOBA to the grantee to check the verifications, the NGOBA assessment, NGOBA monitoring visits, and post-grant assessment. The process for SCs and SUMERO is different. A post-award evaluation of the SCs and SUMERO (after the PPMG program) was conducted and served as the entry point to the INSPIRE program. Initial recommendations from the report were used, with additional recommendations developed during further evaluations of the grantees. The process for SCs and SUMERO also includes monitoring visits and post-award assessment.

³⁷ So far, retesting has been performed for the POPs and is planned to be performed for the POKs to determine the results of the interventions. Retesting is not performed for PGRs.

FINDING 12. Most grantees found the capacity development process useful for their work. According to a KI, the results of capacity development vary depending on the organization, as some are more interested in developing their capacity than others. While some organizations leverage technical support and knowledge for future benefits, others just comply with contract requirements. However, some organizations that initially lacked interest later became interested as they realized the value of capacity building. The grantees mentioned various examples of the usefulness of capacity building, such as the improvement in their capacity to apply for other projects and in their administrative work.

“Thanks to the NGOBA, we have developed new procedures that are adapted to the NGO sector.”

– Grantee

According to the survey of grantees, most (83 percent for POKs/PGRs and 75 percent for POPs) considered the practices and documentation developed through capacity-building interventions to be useful for their current and future work. The grantees also agreed that the POP process improved their performance, including improved cooperation with organizations and donors.

“Performance has definitely improved. . . . This (capacity building) also facilitated our cooperation with other organizations due to our good procedures. It improved our image with other donors.”

– Grantee

FINDING 13. Almost all grantees who were retested for POP improved their performance. INSPIRE conducted the POP process to improve organizations’ performance and to meet the requirements of the CBLD-9³⁸ indicator. The POP process involved multiple steps.³⁹ INSPIRE measured improvement by comparing the baseline index with the retest index.⁴⁰ So far, according to the documentation provided by the IP, the initial POP test was performed for 23 organizations under INSPIRE, and only seven organizations working on LGBTQI+ issues and C-TIP took the retest. Out of these seven organizations, six exhibited improved performance, with one organization reaching level two (“you’re exemplary”) and five organizations reaching level three (“you have a positive impact”) out of four possible levels.⁴¹ However, the organization that did not improve its performance had a high index for the initial test. The IP explained that organizations with lower indices could progress more easily, while those with higher initial indices faced greater challenges.

According to the IP, INSPIRE had a delay in the retesting process due to the postponement in signing grant awards with LGBTQI+ and C-TIP grantees and consequent implementation delays. In addition, INSPIRE decided to postpone retest of SCs because the Activity established that SCs needed more time to show progress.

³⁸ CBLD-9 Indicator: Percent of USG-assisted organizations with improved performance.

³⁹ In the beginning, with a self-assessment test for the organization that consisted of 18 questions in 4 components, verifications of the self-assessment, INSPIRE’s assessment of the organization’s status, the organization’s selection of 1 or 2 components to focus on, creation of the capacity development plans/strategies, mentoring process, retesting, and exit interviews.

⁴⁰ The index change of 1.25 and above is regarded as improvement.

⁴¹ The POP index ranges from 0–10. The four levels of POP index are as follows: Level 1 (0–2.0): You’re fully responsible! Level 2 (2.1–4.0): You’re exemplary! Level 3 (4.1–7.5): You have a positive impact! Level 4 (7.6–10.0): You’re a stable leader!

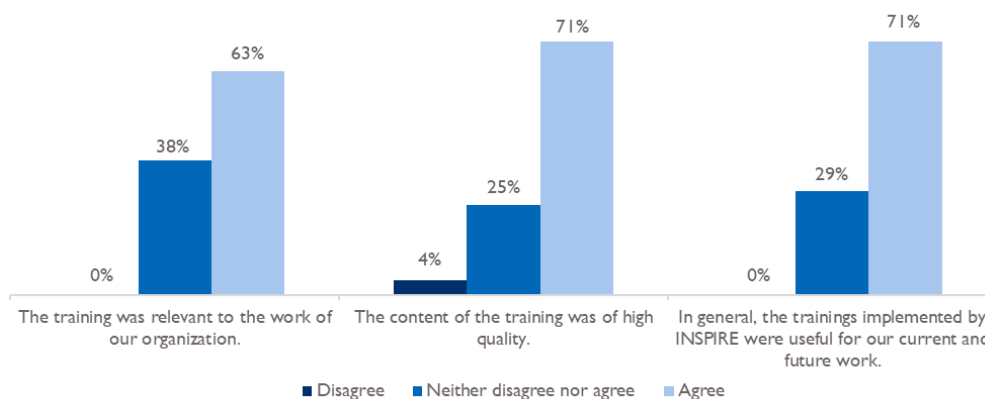
FINDING 14. Most grantees found the training useful. However, they noted that there is room for improvement. In addition to capacity and performance development focusing on establishing organizational procedures, documents, and new practices, INSPIRE provided training for all grant beneficiaries with the exception of EF beneficiaries. According to the progress reports, KULT organized between 8 and 11 trainings annually, including webinars and a workshop. Some of the training events provided general training that is important for the work of CSOs, while 3 annual training events were topic specific, with a focus on specific components of C-TIP, LGBTQI+, or the SC/SUMERO’s work. The KIs revealed that such training was planned primarily for and mandatory for grantees; however, if the IP’s capacity allowed, it was also open to other organizations that showed interest. Many KIs found the training useful, noting its contribution to the improvement of their work. Almost three-quarters (71 percent) of surveyed grantees saw the trainings as useful for their current and future work and the content of training as high quality, while around three out of five respondents (63 percent) considered trainings relevant to the work of their organization (Exhibit 2).

“Some ambiguities I had [before the training] were cleared up, and the training conducted by USAID INSPIRE was productive, constructive and detailed.”

– Grantee

Grantees found useful that the Activity evaluated participants’ overall training experience and used the feedback to refine their plans for the following fiscal year. . INSPIRE also measured the effectiveness of the training by conducting pre- and post-tests, which, according to progress reports, demonstrated an improvement in the participants’ knowledge and understanding of the training topics.

Exhibit 2. Grantee Survey Respondents’ Opinions About Training (n = 24)



However, several concerns were expressed about INSPIRE training. Even though half (50 percent) of the surveyed grantees viewed the training as sufficiently adapted to all participants, some grantees who were interviewed identified a need to tailor the training to different levels of participants’ knowledge. They suggested providing training at various levels to accommodate different participant capacity levels. The IP was aware of the issue and plans to address it in the future. Another issue identified by grantees was the repetition of trainings. Some of the beneficiaries viewed this repetition as a problem; others used it as an opportunity to send other staff who had not participated in the training. On the other hand, the IP noted that organizations sometimes did not experience the full benefit of the training because they sent participants (such as volunteers) who were not fully involved in the organization, presumably due to the lack of human resources; this was corroborated

by other MEASURE II research.⁴² The issue of limited staffing of the recipient organizations was recognized by many interviewed grantees, who thought that INSPIRE did not take this into consideration and that the timing of some training coincided with the peak of the grantees' activities.

“There was also a little [issue] about the timing. The education about LGBTQI+ rights was in the Pride month, a few days before the parade, when we are focused on that, and of course, we can't leave, so there was a problem with timings.”

– Grantee

INSPIRE'S COOPERATION WITH LGUS AND BENEFICIARIES OF THE EF

During the data analysis, the ET learned about the activities undertaken by INSPIRE to build the capacity of LGUs and EF beneficiaries, described below.

Cooperation with LGUs included capacity development of LGUs and additional education for marginalized women and other disadvantaged groups on developing their business plans.

According to the IP, INSPIRE provided two types of capacity development for LGUs. First, the Activity supported the LGUs' grant administration by clarifying their responsibilities toward USAID and businesses and by guiding them through reporting and financial procedures. INSPIRE also supported LGUs in their marketing and promotion efforts, business networking, and organization of fairs to enhance LGUs' cooperation with businesses. Most participants in the FGD with LGU representatives perceived these forms of support as useful, not only to help them implement the public calls but also to teach them more about the sustainability of businesses, fund management, business plan creation, etc.

“Considering that we have fears when it comes to those categories of the population regarding the application itself and conducting the public call, our partners put themselves at our disposal, they held trainings for our employees who dealt with the issue on how to implement it, how to lead those procedures, which certainly helped us a lot both in the application phase and later during the implementation of certain projects. These unemployed women and us in the administration, we make a good team ... we've got a nice working environment with people who trust each other.”

– FGD with LGUs

Moreover, according to progress reports, INSPIRE supported LGUs in developing their Private-Sector Engagement Strategies to create opportunities for sustainable entrepreneurship and economic growth. So far, Gračanica and Banja Luka have adopted the strategic document, while eight LGUs (Bosanska Krupa, Ljubuški, Doboj, Han Pijesak, Kozarska Dubica, Zenica, Modriča, and Banovići) are still developing their strategies. The strategies for Banovići and Modriča were completed and are in the final review process.

In addition to LGUs, INSPIRE provided capacity-building support to beneficiaries of the EF. Together with the first 10 selected LGUs, INSPIRE organized information sessions and presented the criteria, application process, and other technical details related to the public call. As part of the sessions organized with 10 additional LGUs, the Activity held workshops for business plan development for beneficiaries. Finally, the Activity signed an agreement with OREA Bazaar to provide mentorship support in business operations and marketing to five selected businesses. However, most participants of the FGDs held with beneficiaries of the EF expressed a desire for additional training and mentorship.

⁴² Midterm Performance Evaluation of USAID's Local Works Activities in Bosnia and Herzegovina.

FINDING 15. Most grantees agreed that capacity-building activities improved their organizational sustainability, at least to some extent. According to some KIs and surveyed grantees, the capacity-building process improved the sustainability of organizations by improving their internal processes—both documentation and practices. Grantees mentioned that the improvement of internal processes included refining their organizational structure; introducing new practices; and developing new and enhancing existing procedures, rulebooks, and strategies. In addition, capacity-building activities helped grantees identify the organizations’ strengths and weaknesses and target areas for organizational improvement. Furthermore, INSPIRE helped organizations establish new contacts and find partners for other projects. According to the survey of grantees, around two-thirds of respondents (65 percent) considered that the implementation of POK activities⁴³ contributed to their organization’s sustainability. Similarly, more than half of the respondents (54 percent) agreed that POP activities increased their organization’s sustainability.

“[The capacity-building helped] well, first of all, for the sustainability of the organization and better structuring of the organization’s work.”

– Grantee

To enhance the sustainability of SCs, INSPIRE supported the creation of an informal network of SCs, which supported the finalization of the Book of Standards of SCs in BiH, offering standardization of their services, programs and methods, as described in the progress report. In addition, INSPIRE supported the development of a document titled “Strategic Impact of Network Members on Service Center Sustainability in BiH,,” developed as a result of a joint workshop of SCs on sustainability, which assessed each SC’s internal strengths and the network’s overall potential to offer valuable recommendations for future meetings and informal network activities.

The training (e.g., business plan development) and OREA Bazaar⁴⁴ mentorship (e.g., online product placement) mentioned above were provided under EF-related interventions to support businesses and their sustainability. The vast majority of surveyed EF beneficiaries (95 percent) confirmed that their businesses are still active, demonstrating the sustainability of businesses supported through the EF. However, many EF beneficiaries pointed out that additional support is needed. They cited the case in which one LGU covered social security contributions for several beneficiaries for two years after the grant completion, which was a result of INSPIRE’s advocacy efforts.

FINDING 16. According to grantees’ Sustainability Master Plan (MP) indicators, grantees working with PWDs demonstrated a noticeable increase in the diversification of their funding sources. However, the grantees had mixed opinions about their financial sustainability. The INSPIRE Activity supported SCs and SUMERO (grantees working with PWDs) in drafting Sustainability MPs⁴⁵ to assist them in reaching self-sustainability. Many grantees working with PWDs recognized that the MPs improved their sustainability, and about half of the surveyed grantees believe that their organization has managed to meet between one-half and two-thirds of the MP objectives so far.

⁴³ PGR—for all grantees. POK—for SCs and SUMERO.

⁴⁴ Mentorship was provided over six months, for three hours per month, and the businesses featured their products on the OREA platform for one year without the requirement to pay the annual fee.

⁴⁵ The plans cover a five-year period for SCs and a three-year period for SUMERO. The Sustainability MP consists of strategic plans for sustainability development, a plan for mobilizing resources, and a strategy and plan of communications alongside the action plan and annual action plans.

“The Master Plan helped us a lot, no matter how demanding it was at the beginning.”

– Grantee

An important part of each MP is dedicated to financial sustainability and related diversification of funding sources of the SCs and SUMERO, which are tracked through five indicators.⁴⁶ The Activity documentation shows that in the first three years of implementation, SCs reached 95 percent of the overall targeted amount under these five MP indicators⁴⁷ that track funding sources diversification, while SUMERO managed to reach 65 percent of the overall target.⁴⁸ SCs’ performance varied by source of funding⁴⁹ and over the years. However, when asked about the diversification of funds achieved so far, more than two-thirds (67 percent) of surveyed grantees working with PWDs stated that they had achieved a “limited degree” of funding diversification, while about a third (33 percent) said they had managed a “considerable degree” of diversification. The respondents identified different levels of current financial dependence on USAID’s support, with the amount of funding coming from USAID ranging from 20 to 80 percent.

The progress reports showed that SCs and SUMERO mobilized funding from various sources, such as an increase of funding from public budgets (e.g., municipalities), and financial support from businesses and international donors. Additional evidence of fund diversification is that the Activity managed to exceed the targets for non-donor resources mobilized⁵⁰ for financing their operations and the services they provide to PWDs by more than 100 percent.⁵¹

The progress reports noted that SCs performed various activities to mobilize funds, such as opening a café in the Youth Center that employs young persons with intellectual disabilities; developing the clothing brand Šansa with the Bosnian Kingdom, a local fashion brand; implementing a fundraising campaign and receiving support from another USAID/BiH Activity⁵² for installing a heating and cooling system in an SC; and organizing a humanitarian bazaar that sells unique artwork, such as jewelry made by SC users during workshops.

To steadily increase SCs’ and SUMERO’s self-reliance, INSPIRE gradually reduced its annual funding for the SCs and SUMERO each year. Several KIs reported that this approach hindered the implementation of their activities and, in one instance, resulted in a decrease in the number of employees as the organization struggled with funding diversification.

“[We cut the number of employees] because the budget was being reduced....Activities have not been reduced, but the number of employees has been cut.”

⁴⁶ MPs included five indicators to track resource mobilization, including the percentage of funding raised from private companies, individuals, government institutions, other international donors, and SCs’ commercial activities.

⁴⁷ The five indicators track funds raised from five different types of sources. SCs reached 95 percent of the sum of targets for all five indicators.

⁴⁸ The largest percentage of annual funds mobilized by SUMERO came from the private sector, followed by international organizations.

⁴⁹ For example, one SC managed to attract 62 percent of its total annual funding from government institutions, while another SC collected 44 percent of its total annual funding from international donors. Smaller shares of SCs’ annual funding came from other funding sources. For example, the biggest share of annual funds raised by an SC from the private sector was 12 percent, followed by 10 percent raised through individual philanthropy and 4 percent raised by another SC through its own commercial activities.

⁵⁰ CBLD-10 Indicator: Value (\$) of non-donor resources mobilized for local development priorities.

⁵¹ Year 1 target: 240,000 BAM; actual: 596,089.38 BAM. Year 2 target: 320,000 BAM; actual: 856,520.30 BAM. Year 3 target: 400,000 BAM; actual: 1,009,929.58 BAM.

⁵² USAID/BiH Local Works Our Community is Our Responsibility Activity.

When asked about financial sustainability, half of the surveyed grantees working with PWDs reported that the MPs increased their organization’s financial sustainability; however, KIs provided mixed answers. Some of the KIs stated that their organizations’ financial sustainability achieved to date was enhanced to an extent, while several KIs from other SCs believed that they would be fully or partially financially sustainable, even in the future. According to one KI, one SC would be closed without USAID’s support. Furthermore, only 17 percent of the surveyed grantees working with PWDs believe they will be able to operate at full capacity without USAID support after INSPIRE ends, and as many as half (50 percent) feel uncertain about their financial sustainability; they neither agreed nor disagreed with this statement.

Some KIs see future adoption of the FBiH Law on Social Services⁵³ as a solution for SCs’ financial sustainability. According to KIs, the draft of this law clearly defines SCs as providers of social service, which would result in financial support from the public budget.

EQ 2 CONCLUSION

INSPIRE provided numerous capacity development interventions to grantees. Although POPs and POKs initially were seen as complicated and time consuming, grantees consider them useful. Grantees cited numerous benefits from the capacity-building process, including the improvement of their applications for other projects, improvement in their administrative work, and the adoption of procedures and rulebooks important for the organization. In addition, the POP retest demonstrated improvements in the organizations’ performance. The training provided for the grantees was seen as valuable, with certain suggestions for improvements, such as the need to tailor the training for the participants’/organization’s level of knowledge and to avoid their repetition. LGUs’ representatives were satisfied with the assistance they received during the EF implementation process, while the beneficiaries of the EF expressed a need for additional training and mentorship.

According to KIs and surveyed grantees, the capacity-building process improved the sustainability of organizations. Most grantees found that capacity development positively influenced the work of their organizations as they became more competitive for other donors’ projects, established new contacts, and improved their organizations’ internal processes. While grantees working with PWDs demonstrated increasing diversification of funding sources, they expressed mixed opinions about their financial sustainability, with only a small portion of surveyed grantees believing they will be able to operate at full capacity without USAID support after INSPIRE ends.

⁵³ INSPIRE supports advocacy efforts aimed at the adoption of the law, as discussed in EQ 4. The basic goal of the Law on Social Services is the regulation of areas, the determination and regulation of quality frameworks in which social services will be provided and of a stable and sustainable system of social protection that will address the various needs of children, the elderly, PWDs, people experiencing homelessness, victims of family and other forms of violence, individuals who have a substance abuse disorder, and other persons in a state of social need.

The Draft Law on Social Services available for comments and suggestions (2023). Government of FBiH. Available at: <https://fbihvlada.gov.ba/bs/fmrsp-prednact-zakona-o-socijalnim-uslugama-dostupan-za-komentare-i-prijedloge> (Retrieved on August 2, 2024)

EQ 3. TO WHAT EXTENT HAS THE INSPIRE ACTIVITY CONTRIBUTED TO AN IMPROVEMENT IN THE PROTECTION OF HUMAN RIGHTS OF DISADVANTAGED GROUPS THAT IT WORKS WITH (VICTIMS OF TRAFFICKING, PWDS, MARGINALIZED WOMEN, AND THE LGBTQI+ POPULATION)?

FINDING 17. INSPIRE’s support to TIP victims was informed by the BiH government’s main C-TIP strategic document. The Activity contributed considerably to the protection of the members of this MG by providing direct legal, psychological, and logistical assistance. According to progress reports and KIs, INSPIRE’s assistance in the protection of the human rights of TIP victims relied primarily on the BiH government’s main strategic document to inform its interventions. The Activity also worked with the BiH authorities, whose scope of activities included combating human trafficking. Specifically, INSPIRE involved the State Coordinator for Combatting Trafficking in Human Beings in planning and coordinating its C-TIP interventions to ensure that their interventions were in line with relevant strategic documents and to avoid overlaps between different donors’ interventions.

INSPIRE interventions aimed at providing direct assistance to fill institutional support gaps were recognized by several KIs. As mentioned in the third Group of Experts on Action against Trafficking in Human Beings (GRETA) evaluation report, legal representation of TIP victims provided by BiH authorities is lacking due to limited capacity, and, consequently, it relies mainly on CSOs.⁵⁴ INSPIRE grantees provided various types of legal assistance to this MG. According to KIs and progress reports, this assistance included familiarizing victims with judicial proceedings and preparing them to appear before police, prosecutors, or courts; representing TIP victims before judiciary institutions; assisting TIP victims in acquiring personal and residence documents; and assisting victims in submitting compensation demands. INSPIRE interventions reached minors, persons with psychosocial and intellectual disabilities, and marginalized persons who often lack knowledge of basic legal procedures.

“[The protection process] looks like guiding a victim of human trafficking through a labyrinth of institutions providing protection.”

– Grantee

Several KIs outlined a recent increase in the number of TIP court cases while progress reports mention TIP-related verdicts passed in Sarajevo and Brčko. One major milestone was reached when the Cantonal Court of Tuzla sentenced six defendants for exploitation of children in the form of forced begging, and in the course of this court case, an INSPIRE grantee provided various forms of legal aid and support to the victims.

In addition to legal assistance, INSPIRE provided psychological support to TIP victims. First, psychological assistance was provided as a part of trial preparation. As noted by several KIs, psychological assistance consists of preparing victims to share with the court what they had endured, understanding the consequences of their testimony, facing perpetrators and their attorneys, and undergoing questioning by prosecutors, defense attorneys, and judges. They concluded that providing both legal and psychological assistance to victims is essential for their potential to influence the results of criminal proceedings. INSPIRE’s psychological assistance also encompassed working with victims outside of court, encouraging them to share experiences, emotions, and expectations,

⁵⁴ GRETA. (June 28, 2022). *Evaluation Report Bosnia and Herzegovina*. Available at: <https://rm.coe.int/greta-evaluation-report-bosnia-and-herzegovina-3rd-evaluation-round/1680a70b3b> (Retrieved on September 5, 2024)

and supporting them in overcoming trauma and avoiding re-traumatization. Apart from directly supporting TIP victims, progress reports and KIs noted that interventions incorporated preventive measures such as family counseling, typically provided at day centers, particularly for the Roma population. Services provided by daily centers included other preventive assistance with acquiring information on social protection rights, maintaining hygiene, and helping children join and remain in the schooling system and participate in extracurricular activities.

“Parents themselves don’t have the capacity to [help children to stay in the schooling system and with extracurricular activities] because most of them are illiterate.”

– Grantee

Interventions conducted by INSPIRE grantees included other support for TIP victims, such as funding operations of safe houses and daily centers as preventive mechanisms for persons at risk or supportive mechanisms for victims in resocialization. However, several KIs pointed out that the only specialized shelter for TIP victims closed at the end of 2023 because of limited finances. Upon learning about the potential closure, INSPIRE organized a meeting with relevant stakeholders at the premises of the Ministry of Security of BiH, which resulted in finding alternative accommodations in three other safe houses for the TIP victims from this shelter. However, these TIP victims were housed with victims of domestic violence, and several KIs feel that such arrangements may have negative effects on both MGs because their needs often diverge.

FINDING 18. INSPIRE’s indirect assistance for the protection of the human rights of TIP victims focused on cooperation with relevant government and public institutions and on building their capacities. INSPIRE’s indirect assistance included supporting the development of C-TIP documents, such as the Evaluation of the Implementation of the Strategy to Suppress Trafficking in Human Beings in BiH 2020–2023—the document whose implementation laid the foundation for the development of a new strategy for 2024–2027. Another document that INSPIRE helped develop was an analysis of TIP-related court cases over 2003–2021. Several KIs emphasized that this analysis of jurisprudence related to human trafficking in BiH served as the basis for the development of the Guidelines for Judicial Proceedings in Cases of Human Trafficking in BiH,⁵⁵ which covers victims’ immunity, prosecution of consumers of trafficked services and legal entities involved in TIP, and victims’ compensation rights.⁵⁶

“Our Judicial Quality Committee assessed the guidelines as very useful and pertinent and decided to share them with all courts.”

– A KI from the judiciary

Most indirect interventions aimed to strengthen existing capacities or build new capacities of institutions involved in countering human trafficking or at cooperation with such institutions. For example, INSPIRE’s cooperation and capacity-building interventions described in progress reports and by KIs included trainings for representatives of centers for social work (CSWs), police, health care institutions, and schools; establishing working groups on child protection; securing LGUs’

⁵⁵ Mujanović, E., Datzer, D., Vučinić, H., Mešić, A., Buha, M., & Gutić, M. (2023). *Smjernice za učinkovitije procesuiranje predmeta trgovine ljudima*. Centar za istraživanje politike suprotstavljanja kriminalitetu (CPRC). Available at: <https://trgovinaljudima.ba/wp-content/uploads/2024/03/Trgovina-ljudima-smjernice.pdf> (Retrieved on September 5, 2024)

⁵⁶ INSPIRE’s support for the development of these documents is discussed further under EQ 4.

support for building a shelter for children, including those at risk of becoming TIP victims; etc. In the Herzegovina-Neretva Canton, INSPIRE's contribution in the domain of psychological assistance was recognized as a model that can be replicated in the protection of other vulnerable groups. Namely, two CSWs and a children's home in this canton concluded agreements with one of INSPIRE's grantees to provide psychological assistance to other MGs with whom they work, such as domestic violence victims. As a good model of reaching out to TIP victims and those at risk, INSPIRE engaged 11 Roma mediators to act as a link between civil society, institutions, and the Roma community, which is of particular importance since increasing number of identified victims comes from this population, according to a 2024 TIP Report.⁵⁷

A large majority of surveyed partners⁵⁸ whose capacities were built by grantees (89 percent) as part of indirect assistance or who participated in C-TIP-related events (77 percent) stated that training/events helped them protect TIP victims better. Specifically, they referred to improved understanding of TIP phenomena, identification or protection of TIP victims, and prosecution of perpetrators.

However, KIs highlighted persistent challenges regarding protection of TIP victims' rights, such as inadequate police treatment of child begging driven by common stereotypical biases, particularly against the Roma population, in which child begging is purportedly deeply rooted in Roma tradition, and because relevant institutions treat child begging as a minor offense. Furthermore, interviewed grantees, experts, representatives of relevant institutions, and donors emphasized the identification of victims as one of the key issues that continues to hamper successful C-TIP.

FINDING 19. All beneficiaries highly valued the services provided by SCs that support children and adults with disabilities as well as their family members. INSPIRE supports seven SCs that provide a variety of rehabilitation treatments to PWDs. Although the provision of such services is the government's responsibility,⁵⁹ SCs close the existing institutional gap by providing services that responsible institutions either offer with limited availability or do not provide. According to progress reports and parents of SCs' beneficiaries, the services that the SCs provide to PWDs and their families include day care; individual treatments for PWDs, such as speech therapy, special education services, and psychological support; psychological support for family members; sports activities; limited legal aid (e.g., informing them about their rights); workshops; and field trips. A large majority of surveyed SCs partners (90 percent) found that the work of SCs improved the protection of human rights of children and adults with disabilities.

The assistance provided by seven SCs varies in scope and type, depending on available funds and the size of the local community. According to INSPIRE's progress reports, beneficiaries received tens of thousands of individual services. For example, in Year 3 alone, the SC Dian provided 5,993 services for 128 beneficiaries, and the SC Tračak made provided 12,296 services for 147 families. FGDs revealed that SCs' beneficiaries highly value those services and the changes they saw in their children's abilities.

⁵⁷ U.S. Department of State. *2024 trafficking in persons report Bosnia and Herzegovina*. Available at: <https://www.state.gov/reports/2024-trafficking-in-persons-report/bosnia-and-herzegovina/> (Retrieved on September 11, 2024)

⁵⁸ Partners typically included prosecutor's offices, courts, CSWs, police, and schools.

⁵⁹ Convention on the Rights of PWDs. (May 2, 2017). According to the UNCRPD Committee's concluding observations, providing children with disabilities with sufficient early childhood intervention and development services in their communities in cooperation with organizations of parents of children is the government's obligation. Available at: <https://documents.un.org/doc/undoc/gen/g17/109/47/pdf/g1710947.pdf> (Retrieved on September 5, 2024)

“My child learned to write and pronounce words she had not been able to and to use objects she could not master at home with our help. Things that empowered her for everyday life.”

– SC beneficiary

Besides direct services provided to PWDs, parents find day care services very important for their everyday quality of life because these services enable them to set aside time for other tasks. Most parents noted that the SCs are highly supportive settings in which they feel profoundly understood.

“By contacting a CSO, and later by joining an SC, we learn many things. In some way, we are stronger psychologically, both parents and our children; we’ve found some peace here.”

– SC beneficiary

However, according to three KIs, the achievements of SCs potentially could backslide in the event of changes in local or higher-level government because in such cases, advocacy efforts (e.g., for public budget funding) of some SCs come to a halt while others have to start over. As a result, SCs’ already limited resources—resources that otherwise would be focused on the needs of beneficiaries—are further dissipated.

FINDING 20. INSPIRE contributes to the protection of the human rights of persons with psychosocial and intellectual disabilities by providing services to the members of this MG through SUMERO’s community-based living model. However, replication of the SUMERO model remains partial. INSPIRE contributed to the protection of the human rights of this group of PWDs by supporting the provision of services that members of this MG need for community-based living.⁶⁰ These services are provided by INSPIRE’s grantee SUMERO, which enables persons with psychosocial and intellectual disabilities to live in households within local communities, outside of institutions where members of this MG are traditionally placed. This model of living enables deinstitutionalization of this MG and offers a model to prevent future placement in institutions. Services provided include the provision of accommodations for beneficiaries; everyday assistance in households;⁶¹ emotional support;⁶² and other types of assistance, such as accompanying them to medical appointments. According to the participants of the FGD held with SUMERO beneficiaries, most of them are satisfied with the services provided. When asked to compare their current way of living to how they lived before,⁶³ beneficiaries felt that becoming responsible for their own lives and having independence was the fundamental change.

⁶⁰ The term *community-based living*, as used by the INSPIRE Activity, refers to the right to independent living, in line with article 19 of the UNCRPD, which includes PWDs’ freedom to choose their place of residence without a requirement to live in a particular living arrangement and services that encourage inclusion of PWDs into the community. Freedom to choose also pertains to choice of everyday essentials (e.g., what to do, what to wear, what to cook), life-changing matters (pursuit of further education, employment, activism), and supporting mechanisms that ensure that the right to choose is respected (living premises, personal assistants, supportive peer groups, supportive neighborhood).

⁶¹ Assistance with household chores, grocery shopping, hygiene, etc.

⁶² Direct emotional support to beneficiaries and support in their activities (at university, with sports activities, or with PWDs’ rights activism).

⁶³ When they were housed in some form of institutional accommodation (e.g., children’s homes, youth homes, or institutions with persons with mental health difficulties, but also with parents who performed all daily activities on their behalf).

“... I was very skeptical. I couldn’t understand that this model of social care exists here (in BiH)...When the social worker explained it to me, I couldn’t believe it, but I decided to give it a chance, and today, I’m here and I’m satisfied and glad that I’ve met all these people within the organization.”

– SUMERO beneficiary

To ensure a successful transition of members of this MG to community-based living, SUMERO undertook a range of activities to reduce stigmatization and resistance of the local communities to having members of this MG living in the neighborhood, including preparation of households, informing neighbors about beneficiaries, and involving PWDs in local NGO activities. Two-thirds of surveyed SUMERO partners (67 percent) agreed that overall, SUMERO work improved the protection of human rights of this MG.

Besides direct support to beneficiaries, according to progress reports and KIs, SUMERO invested considerable efforts into promoting the model already in place in several communities as a successful example and into developing partnerships with new LGUs. According to the IP, as of September 2024, SUMERO signed memoranda of cooperation with eight new local communities. Beneficiaries from five of the communities had already been placed in the households previously established by SUMERO, and payments to SUMERO were made for all five, either by LGUs or competent cantonal ministries. This means that SUMERO’s de-institutionalization model was replicated in five out of eight LGUs planned for the first three years of implementation. Nevertheless, according to the IP, progress reports, and Activity documents, no households were established in new LGUs.

Several KIs and participants in the FGD with SUMERO’s partners reported challenges that they faced in their efforts to replicate the model, the first of which was a misunderstanding of the deinstitutionalization model by government representatives. Namely, government representatives often recognize only traditional institutions for providing accommodations and specialized care services for PWDs and do not understand the benefits of independent, community-based living. The situation is exacerbated by the political instrumentalization of institutions that provide services to this MG (e.g., in Pazarić) to advance their own political parties’ interests (by installing political appointees as managers, which results in ineffective management and uninformed services). Furthermore, although few LGUs were interested in de-institutionalization, the de-institutionalization model was not replicated, due either to the small number of potential users in these communities or to lack of funding. According to a KI, while there is an interest in both the FBiH and RS, the District of Brčko is not interested in the de-institutionalization model and remains unresponsive to obligations imposed by the UNCRPD.

FINDING 21. Most beneficiaries of the EF stated that their socio-economic status has improved. The EF supported 114 businesses in 20 LGUs,⁶⁴ exceeding the target set in the Activity’s Monitoring, Evaluation and Learning (MEL) plan.⁶⁵ Marginalized women constituted a majority of the Fund’s beneficiaries.⁶⁶ Most EF beneficiaries found the support they received useful, while some of them noted that the support represented a unique business funding opportunity in their local

⁶⁴ For more information on the establishment of the EF, please refer to Finding 1.

⁶⁵ According to the INSPIRE MEL Plan, the indicator “Number of businesses started and run by women or members of other disadvantaged groups” Life of Activity target was 60.

⁶⁶ RfAs published by LGUs selected in the first call (10 LGUs) included only marginalized women. After receiving instructions from the Mission, INSPIRE instructed 10 LGUs selected in the second call to include other disadvantaged groups (unemployed persons under 35 years of age, PWDs, etc.).

community. According to the survey of grantees, seven out of ten respondents (70 percent) would not have been able to start their own business without the financial support of the Fund.

Most participants of the two FGDs held with EF beneficiaries agreed that their socio-economic status had improved. They stated that their social status had improved, as society perceives employed women differently than they do housewives. For example, they feel more respected in their families and the wider community and believe that their efforts are recognized. In addition, most participants of the two FGDs mentioned that their family budget has increased. According to the survey of grantees, more than two-thirds of respondents (68 percent) agreed that receiving grants and establishing businesses helped them increase their home budget. For example, more than seven out of ten survey respondents (71 percent) reported that their home budget increased by up to 50 percent, and one-third of respondents (29 percent) that their home budget increased by more than 50 percent.

“I am satisfied with where I am.... I had to register—that was not a matter of choice—but I would have had to get a loan if it had not been for this [project]. I believe that I am making more than a year ago, for sure.”

– Participant of the FGD with beneficiaries of EF

Besides improving their socio-economic status, starting a business had a spillover effect on other aspects of their lives, such as self-confidence and self-esteem. After finding employment, two women were motivated to continue their education. One of them finished elementary school and is currently attending high school; the other is saving money for further education.

“I don’t refer only to finances, which made my dream come true, but to self-esteem.... After that professional empowerment, I devoted more energy to my family. I cannot ascribe that to USAID’s assistance, but it did start the cascade, and it contributes to the overall improvement of my life.”

– Participant of the FGD with beneficiaries of EF

FINDING 22. Most INSPIRE interventions for the protection of the LGBTQI+ population’s human rights focus on capacity building and cooperation with their partners (government and public institutions), and most partners found that training helped them better protect the rights of this MG. Direct assistance was concentrated on providing psychological support to help members of this MG face prejudice-related challenges present in BIH society. INSPIRE interventions for the protection of the LGBTQI+ population’s human rights focused on strengthening institutional capacity of both public and government institutions, not only to enhance their capacity to provide adequate services to this MG but also to address biases and discrimination against the LGBTQI+ population often encountered in these institutions, according to several KIs.

In their capacity-building interventions, according to KIs and progress reports, INSPIRE focused on institutions such as employers’ associations, prosecutor’s offices, police, or health care organizations. For example, interventions included training and meetings with labor unions and employers’ associations that aimed to create a safer work environment for the members of this MG. To enhance their knowledge of the human rights of this MG, trainings and meetings were organized

with school psychologists and teachers. Other interventions included training on the gender designation change process for representatives of public administration across BiH. Health care-related interventions focused on working with medical staff from public health institutions on transgender-inclusive health care as well as on the efforts of psychologists and psychotherapists to improve the mental health of LGBTQI+ persons. Contacts with the FBiH Medical Chamber led to unforeseen success when 173 specialists from various fields of medicine completed an online program in transgender-inclusive health care.

“I believe that it is a signal of openness ... of this community to additionally educate themselves about these issues, because typically they did not have such opportunities ... through their professional development.”

– Grantee

To avoid the initial rejection expected from more conservative audiences, an INSPIRE grantee opted for a new, less direct approach to addressing LGBTQI+ issues by advocating for the introduction of sexual education in schools aimed at relaxing and accepting the LGBTQI+ population as normal. Sexual education was chosen as a more general approach because it is a subject that relates to people in general rather than to a specific population. Similar approaches were applied by other grantees, who opted for innovative interventions that indirectly introduce LGBTQI+ topics to broader audiences. Such interventions include producing theater plays that explore the position of the LGBTQI+ community, organizing forum theater workshops, and mentoring psychology students on the specificities of the psychological support for this MG.

A large majority of surveyed LGBTQI+ partners whose capacities were built by grantees (100 percent) or who participated in LGBTQI+ related events (86 percent) found the training/events helpful in their efforts to better protect the rights of this community. In their own words, training/events improved their limited knowledge and understanding of LGBTQI+ rights and the community’s needs; strengthened intersectoral partnerships among institutions, CSOs, and informal groups; and expanded the formal space for preventing discrimination and violence against LGBTQI+ persons.

In addition to indirect assistance, INSPIRE provided limited direct psychological support to the members of this MG, helping them face everyday challenges that arise from prejudices present in the BiH society. This support had notable results in helping them address issues related to discrimination at work or hostility faced when requesting specific medical services (e.g., human immunodeficiency virus testing), as explained by a KI.

However, general public support for this MG seems to be declining; the percentage of citizens with a positive attitude about social inclusion of LGBTQI+ decreased from 10.53 percent in 2021⁶⁷ to 8.30 percent in 2023.⁶⁸ Furthermore, several grantees mentioned the lack of support, including from political parties, which influences how they engage with political representatives: Those who publicly champion LGBTQI+ rights are willing to attend any type of event, whereas most politicians prefer discreet collaboration to avoid alienating their supporters. This causes implementation challenges in LGBTQI+ related interventions as explained by a grantee.

⁶⁷ USAID MEASURE II. (2022). *National Survey of Citizens’ Perceptions in Bosnia and Herzegovina 2021 Final Report*. USAID MEASURE II. Available at: <https://www.measurebih.com/uimages/2021-NSCP-BiH-Report.pdf> (Retrieved on September 12, 2024)

⁶⁸ USAID MEASURE II. (2024). *National Survey of Citizens’ Perceptions in Bosnia and Herzegovina 2023 Final Report* [forthcoming].

“Few politicians ... are truly interested or showing willingness to work on issues that impact the position of LGBTQI+ persons or to change laws or policies that affect the LGBTQI+ population.”
– Grantee

EQ 3 CONCLUSION

INSPIRE interventions overall made a notable improvement in the protection of human rights of TIP victims, PWDs and their families, marginalized women, and the LGBTQI+ population. INSPIRE grantees who focused on C-TIP provided a range of services directly to TIP victims, as well as indirect assistance in developing a C-TIP strategic and regulatory framework. The design of these interventions was informed by government strategic documents and driven by a lack of the government’s and public institutions’ capacities. While the contribution to direct protection of TIP victims achieved under INSPIRE may not be large in scale, its importance lies in offering services to meet the needs that relevant institutions often fail to address. Still, identification of potential TIP victims remains insufficient, and specialized shelters for this MG are lacking, resulting in TIP victims being placed in safe houses intended for domestic violence victims.

Children and adult PWDs and their families received support, and their needs were addressed largely by the activities of SCs, despite limited or inadequate support by public institutions. A key success of INSPIRE regarding persons with psychosocial and intellectual disabilities was in ensuring the continuation of services that support the de-institutionalization and prevention of institutionalization. However, effective replication of the SUMERO model in new LGUs remained partial. INSPIRE’s financial support to businesses owned by women and other MGs has made noteworthy contributions to improving the position of these MGs within both their families and their local communities. The Activity’s efforts to improve the position of this MG focused on working with and strengthening the capacities of government and public institutions to improve services that these institutions provide to this MG and to address their biases. The Activity also introduced new interventions that address LGBTQI+ issues indirectly (e.g., as part of sexual education as a wider topic that relates to people in general) to circumvent the initial opposition of the general public and politicians to traditional interventions that seek advancement of LGBTQI+ rights more directly.

EQ 4. WHAT RESULTS HAS THE INSPIRE ACTIVITY ACHIEVED THROUGH ITS ADVOCACY AND AWARENESS-RAISING CAMPAIGNS?

FINDING 23. INSPIRE’s advocacy efforts under C-TIP contributed to the development of the strategic and regulatory framework on human trafficking. INSPIRE supported the development of the Strategy to Suppress Trafficking in Human Beings in BiH for 2024–2027, although this strategy has not yet been adopted. A KI noted that before the development of the strategy, INSPIRE supported the Ministry of Security of BiH by engaging an independent consulting firm to evaluate the existing Strategy to Suppress Trafficking in Human Beings in BiH 2020–2023; supporting the monitoring of the evaluation process; and providing feedback on the methodology.

According to progress reports, the evaluation informed the development of the new four-year strategy as the key state document that provides a general C-TIP framework in BiH and defines the general and specific strategic goals in the prevention, suppression, and combating of human trafficking. Several KIs noted that an INSPIRE grantee supported the development of the new strategy by facilitating the meetings of the BiH Ministry of Security’s working group who drafted the strategy. The Activity progress reports stated that the new strategy includes measures to prevent

the supply chain of forced labor, prosecute entities involved in human trafficking, and involve former victims of human trafficking in the strategic coordination mechanism while aligning the BiH legal framework for C-TIP with international standards. The IP noted that they organized advocacy meetings for the adoption of the strategy and that they would continue to offer support, including for translation and printing, once the strategy is adopted. In addition, several KIs noted that some CSOs working on C-TIP were included at the end of the development of the new strategy when it was difficult to have a meaningful influence on its content.

In addition to supporting the development of the key C-TIP strategic document, INSPIRE contributed to the regulatory framework by supporting the development of the Guidelines for Judicial Proceedings in Cases of Human Trafficking in BiH, which focus on more effective handling of TIP cases and cover non-punishment of TIP victims, prosecuting consumers of services of human trafficking, compensation for damages to TIP victims, and prosecution of legal entities involved in TIP.⁶⁹ The guidelines are intended for judicial institutions, police, their training institutions, universities, and NGOs active in this field,⁷⁰ and according to progress reports, they focus on reducing the demand that drives TIP by punishing the consumers of services⁷¹ that are based on TIP. Several KIs noted that the guidelines, which were adopted by the High Judicial and Prosecutorial Council (HJPC), have the potential to improve the prosecution of TIP perpetrators and victim identification. According to both a grantee and a government institution representative, the guidelines were helpful in identifying a five-year-old girl as a victim and providing her with initial assistance. One grantee partner highlighted that the guidelines improved the position of this MG, while according to a government institution representative, the guidelines could help prosecutors in new and unfamiliar types of cases. INSPIRE advocated for the HJPC to adopt the guidelines and for the guidelines to be included as training materials by both entity's Centers for Education of Judges and Prosecutors.

“What creates added value is that it (the guidelines) is a good platform for progress in this field in the future. As far as I can see, the emphasis is on (...) reducing the demand for human trafficking, as well as on punishing the consumers of all those services within the framework of human trafficking.”

– Grantee partner

Finally, INSPIRE supported the Protocol for Procedures for Prevention and Treatment in Cases of Begging and Other Forms of Child Exploitation. According to progress reports, this referral protocol aims to enhance national and local capacities for more effective prevention, proactive identification, protection, and rehabilitation of TIP victims. The grantee who supported its adoption noted that the protocol defines the roles and responsibilities of local institutions involved in the child protection system,⁷² in both prevention and action in cases of suspected TIP. The grantee also provided professional, technical, and logistical support during the protocol drafting process, which was, according to KIs and progress reports, adopted by several LGUs—specifically, by relevant institutions in the child protection system in Cazin, Bosanska Krupa, and Kladanj. The grantee noted that progress

⁶⁹ Mujanović, E., Datzer, D., Vučinić, H., Mešić, A., Buha, M., & Gutić, M. (2023). *Smjernice za učinkovitije procesuiranje predmeta trgovine ljudima. [the Guidelines for Judicial Proceedings in Cases of Human Trafficking in Bosnia and Herzegovina]*. Centar za istraživanje politike suprotstavljanja kriminalitetu. Available at: <https://trgovinaljudima.ba/wp-content/uploads/2024/03/Trgovina-ljudima-smjernice.pdf> (Retrieved on September 5, 2024)

⁷⁰ Ibid.

⁷¹ For example, sexual services, labor services, domestic servitude, etc.

⁷² This includes city administration, schools, CSWs, local health centers, police stations, and NGOs.

toward adopting protocols was also made in Kakanj and Tešanj. Two surveyed grantee partners also recognized the improvement in the protection of this MG brought about by the protocol.

Despite the aforementioned results achieved, the INSPIRE indicator that measures the number of advocacy initiatives focusing on the status of human trafficking at-risk groups⁷³ did not reach the target for the first three years of its implementation⁷⁴. However, the IP explained that to address this issue, they mandated that all grants awarded under the C-TIP component in fiscal year 2024 include advocacy initiatives and expect to meet the Life of Activity target for this indicator by the end of the Activity.

FINDING 24. INSPIRE contributed to the adoption of the Law on Parents-Caregivers in the FBiH that granted parents of children with disabilities an employee-like status along with limited financial and social benefits. However, some KIs identified several limitations of the law. The Association of Families of Children and Persons with Developmental Disabilities Dajte nam Šansu initiated the creation of the FBiH Law on Parents-Caregivers with the support of several other SCs. According to the IP, INSPIRE's advocacy efforts included participating in meetings, conducting an analysis of this MGs' needs, and presenting the findings to the FBiH Ministry of Labor and Social Policy and the FBiH Parliament. As a result, the law was adopted in July 2021⁷⁵ and provides parents-caregivers with an employee-like status.⁷⁶ Under this law, a parent is recognized as a parent-caregiver if their child has a 100 percent disability rating caused by an illness or developmental disorder, is blind with a sight that cannot be corrected over 0.05 percent in both eyes, and cannot be taught to live independently.⁷⁷ The law focused on a particularly vulnerable group of parents who cannot leave their children to work for even a few hours a day, according to a grantee.

However, several KIs pointed out shortcomings of the law. For example, as explained by KIIs, the law provides support to parents of children with disabilities only until the age of 30 and is limited to parents of children with disabilities, while other family members who act as caregivers are not recognized under this law. Also, a government representative pointed out that, the law does not provide parents-caregivers with all the rights and benefits that are enjoyed by those who have an employee status.⁷⁸ Despite the limitations, some KIs recognized this law as a positive development. For example, they pointed to the psychological effects on the parents (i.e., the knowledge that they can now have health insurance and that their time as caregivers will count toward the conditions for receiving a pension). According to a surveyed grantee, more than 2,000 parents were recognized as parents-caregivers. Several surveyed grantees' partners noted that the new law improves the status of this group by providing financial and social security to parents of children with disabilities. After the adoption of the law, INSPIRE gave the FBiH Tax Administration technical support with upgrading their data processing software to include parents-caregivers and to ensure they receive the allowance in the amount of the minimum wage in the FBiH provided under this law, as noted by the IP.

⁷³ Indicator: Number of advocacy initiatives focused on improving the status of women, Roma, children, migrants, or other vulnerable groups at risk of trafficking in persons in public and political life in BiH

⁷⁴ Cumulative target Y1–Y3: 10; actuals Y1–Y3: 5.

⁷⁵ Vlada Federacije Bosne i Hercegovine [FBiH Government]. (2021, July 27). *Vlada FBiH: Pozdravljeno usvajanje Zakona o roditeljima njegovateljima u FBiH*. [FBiH Government: Welcoming the adoption of the Law on Parents-Caregivers in FBiH.] <https://fbihvlada.gov.ba/bs/vlada-fbih-pozdravljeno-usvajanje-zakona-o-roditeljima-njegovateljima-u-fbih>

⁷⁶ The parents of children with disabilities who need 24/7 care are now registered as employed with an allowance in the amount of the minimum wage of FBiH and health insurance, and this is registered as work experience for their pension.

⁷⁷ Parliament Federacije Bosne i Hercegovine [FBiH Parliament]. (2021). *Zakon o roditeljima njegovateljima u Federaciji Bosne i Hercegovine*. [Law on Parents-Caregivers in FBiH].

[https://parlamentfbih.gov.ba/v2/userfiles/file/Materijali%20u%20proceduri_2021/Zakon%20o%20roditeljima%20njegovateljima%20\(B\).pdf](https://parlamentfbih.gov.ba/v2/userfiles/file/Materijali%20u%20proceduri_2021/Zakon%20o%20roditeljima%20njegovateljima%20(B).pdf)

⁷⁸ E.g., KIs mentioned that parent-caregivers under this law have no right to vacation or sick leave..

FINDING 25. INSPIRE’s additional advocacy efforts relating to PWDs contributed to the adoption of entity and cantonal legislation that improved support for this MG and improved the access of families of children with disabilities to health services in the Canton of Sarajevo. INSPIRE contributed to another legal initiative related to PWDs, the FBiH Draft Law on Social Services, which passed the first round of parliamentary procedure and is currently subject to public consultation. According to progress reports, this legislation aims to clearly differentiate between day care centers and SCs that must fulfill certain criteria to be considered SCs.⁷⁹ Based on KIs’ statements, the law will allow SCs to be funded through the FBiH budget and through the budgets of cantons and lower levels of government, reducing dependence on donors. INSPIRE contributed to the advocacy for the adoption of this law by providing the FBiH Ministry of Labor and Social Policy with a Book of Standards of SCs in BiH⁸⁰, as noted by the IP.

Another PWDs-related advocacy achievement was the adoption of the Law on Amendments and Supplements to the Law on the Basics of Social Protection, Protection of Civilian Victims of War, and Protection of Families with Children in the FBiH, which increased social support for people with the most severe forms of disability. One of INSPIRE’s grantees advocated for this law in cooperation with members of the Council of Organizations of PWDs of the FBiH and the Coordination Committee of Associations of PWDs of the Sarajevo Canton, which resulted in the unanimous adoption by the FBiH Parliament. According to progress reports, the IP also provided technical support to the FBiH Ministry of Labor and Social Policy as well as the working group tasked with developing the Action Plan for the FBiH Strategy on Deinstitutionalization.

INSPIRE also contributed to improving the position of this MG at the cantonal level by advocating for the adoption of the Draft Law on Changes and Amendments to the Law on Social Protection, Protection of Civilian Victims of War, and Protection of Families with Children of the Zenica-Doboj Canton. According to a KI, the adoption of this legislation resulted in the inclusion of a group of PWDs⁸¹ who otherwise would not receive the social benefit (in the form of an allowance) under the FBiH Law on Material Support for Families with Children.⁸² A grantee of INSPIRE mentioned that they advocated for the adoption of this legislation by participating in submitting the initiative and advocacy letters to the cantonal assembly. According to progress reports, this law will help in aligning legislation with European standards.

Another INSPIRE grantee’s advocacy efforts resulted in additional health care support for children with disabilities in Sarajevo Canton. The grantee advocated for the opening of an outpatient clinic for children and people with developmental disabilities in the General Hospital in Sarajevo, which expedited necessary medical tests and enabled electronic medical referrals for further examinations. The grantee explained that the opening of the outpatient clinic reduced stress for children and their families.

⁷⁹ Service centers offer free support to PWDs through services available to all family members, caregivers, and care providers regardless of age, type, or degree of disability. Service centers have an unlimited number of beneficiaries but only occasionally provide all-day care. Day care centers are educational rehabilitation centers for children and persons with developmental disabilities. These centers include all-day care for a limited number of beneficiaries.

USAID INSPIRE. (2022). Analiza potrebe za servisnim centrima za pružanje usluga podrške djeci i osobama s poteškoćama u razvoju i njihovim porodicama u Federaciji BiH. [Analysis of the Need for Service Centers for Children and Persons with Developmental Disabilities and Their Families in FBiH]. Available at: <https://usaidinspire.ba/en/resources/publications-inspire> (Retrieved on September 19, 2024)

⁸⁰ More broadly explained in Finding 15 (EQ 2).

⁸¹ The INSPIRE grantee advocated for the inclusion of children and young people with 60 percent to 100 percent disabilities, whereas the federal law focused on those with a disability between 90 percent and 100 percent.

⁸² Federalna.ba. (2024, August 21). ZDK pokušava pomoći kategorijama ugroženim novim federalnim zakonom. Federalna.ba. Available at: <https://federalna.ba/zdk-pokusava-pomoci-kategorijama-ugrozenim-novim-federalnim-zakonom-xtxmg> (Retrieved on September 5, 2024)

“... it’s very difficult to take children to the doctor for a check-up... It’s stressful for the whole family... I make an appointment at the General Hospital, and I do all the necessary tests in two hours.”

– Grantee

According to progress reports, the grantee also acted as a mediator between the General Hospital and SC beneficiaries, ensuring that the care provided was adequate. The grantee claimed that their advocacy led to the issuance of identity document cards for parents of children with disabilities in Sarajevo Canton, which grant them priority consideration in hospitals and health care centers when requesting appointments for examinations. Almost two-thirds of surveyed grantees’ partners (63 percent) believe that advocacy initiatives by SCs were valuable for the visibility of this MG.

An important part of advocacy interventions undertaken by SCs focused on the diversification of their funding sources to enhance financial sustainability through advocacy initiatives outlined in their sustainability MPs. The IP elaborated that these advocacy efforts included meetings with local governmental and cantonal institutions, which aimed to include SCs in their budgets.⁸³ For example, according to KIs and progress reports, some SCs are now receiving additional funding from municipal and cantonal budgets. An SC mentioned that they received support from the LGU in which they are located but faced challenges in acquiring additional support from another LGU, although some of their beneficiaries come from this LGU. The IP claimed that INSPIRE supported the SCs in their advocacy efforts by organizing meetings with local governments, although one KI remarked that such a meeting was organized without their being informed. SUMERO also successfully advocated for increased funding—for example, in the Sarajevo, Central Bosnia, and Zenica-Doboj cantons, as noted in progress reports.

In addition to these efforts, the progress reports noted that to help PWDs and their families from this region receive services closer to their residence (in Goražde) instead of traveling to Foca, INSPIRE advocated for the opening of another SC in Goražde, which ultimately was established as a public institution. Specifically, INSPIRE directly approached the City of Goražde and the FBiH Ministry of Labor and Social Policy about establishment of this SC.

FINDING 26. LGBTQI+ advocacy efforts include creating an advocacy base among civic leaders and politicians to engage in the fight for LGBTQI+ rights and initiatives that focus on the rights of transgender persons, freedom of assembly, and the prevention of hate speech. According to INSPIRE’s contract, LGBTQI+ grants were intended to focus primarily on awareness campaigns on human rights issues of this community; however, some interventions of the grantees who worked on these issues included advocacy efforts to improve this MG’s status. The IP explained that a limited number of CSOs applied for LGBTQI+ grants, because CSOs that advocate for human rights typically do not advocate for LGBTQI+ rights. This leaves only organizations that focus on LGBTQI+ to fight for this MG, as one FGD participant shared. To address this issue, the IP expanded the areas of intervention covered by the last RfA to include improvement of the position of the LGBTQI+ community across various sectors, enabling organizations whose broader mission is to promote human rights to apply for grants.

According to KIs, a major issue faced by this MG is insufficient support from political parties, which is limited to only a few individuals from a narrow subset of political parties (and with no apparent links to these parties’ political leanings). One INSPIRE grantee addressed the lack of political support

⁸³ More broadly explained in Finding 15 (EQ 2)

for LGBTQI+ rights⁸⁴ in the political context of the rising anti-gender movement by creating a joint platform of politicians from different political parties who signed the Declaration on Countering Anti-Gender Movements. According to progress reports, eight politicians have already signed the declaration, which calls for the politicians to collaborate to address the harmful effects of the anti-gender movement and the protection and support of the rights of all individuals, regardless of their gender, sexual orientation, or gender identity.

In addition, one INSPIRE grantee advocated for amendments to the Law on Public Assembly of the Tuzla Canton.⁸⁵ The grantee advocated for a change of relevant articles to make the law more accommodating for LGBTQI+ gatherings by analyzing and comparing the laws in other cantons and worldwide.⁸⁶ The grantee remarked that although they concluded that the best course of action would be to draft a new law, the grantee will continue to focus on changing the current law on the freedom of assembly until negotiations on the new law begin.

According to an INSPIRE grantee, their efforts included advocacy for the establishment of a model to cover the health care costs of transgender persons through health insurance in the FBiH, which would reduce the health care costs relating to gender affirmation through amendments and the adoption of several laws and regulations.⁸⁷ The grantee shared that as a part of this initiative, conducted in collaboration with an informal group of parents of transgender children, the grantee produced several models of health care coverage costs in consultation with the cantonal and FBiH institutes for health and other health-related governmental institutions and then held a meeting with FBiH Ministry of Health. The grantee claimed that the initiative has not yet come to fruition due to the lack of cooperation from the FBiH Ministry of Health.

In addition to advocating for transgender rights in health care, the same grantee advocated for the legal rights of transgender persons to change their gender designation on their identity documents without the need for a medical examination as a part of their right to self-determination. The grantee explained that as a part of this initiative, they developed and submitted a proposal for the legal recognition of gender, including proposed bylaws for adoption of and amendments to existing legislation, to the FBiH Ministry of Health and the FBiH Government. According to the grantee, a major achievement in advocating for this change in gender designation is the strong involvement of the FBiH Ministry of Internal Affairs, which collaborated with INSPIRE to develop a draft bylaw that was sent to engage the institutions in addressing the regulation of administrative gender designation.

Finally, another INSPIRE grantee advocated for amending the BiH Law on Communications. The progress reports noted that the initiative called for the criminalization of all forms of online hate speech to establish defined and clear rules of behavior and to impose sanctions as a way of reducing hate speech in BiH. The grantee submitted this initiative to the BiH Minister of Communications and Transport. According to progress reports, the draft amendment establishes a register of active media platforms with a mandatory staff page, making it easier to identify parties responsible for producing hate speech or expressing any other forms of intolerance.

⁸⁴ More broadly explained in Finding 22 (EQ3)

⁸⁵ Law on Amendments to the Law on Public Assembly, Official Gazette of Tuzla Canton, No. 1 (2012). Available at: https://www.skupstina.tk.gov.ba/Dokumenti/sl_novine/2012/Sluzbene_Novine_TK_broj_1.pdf (Retrieved on September 5, 2024)

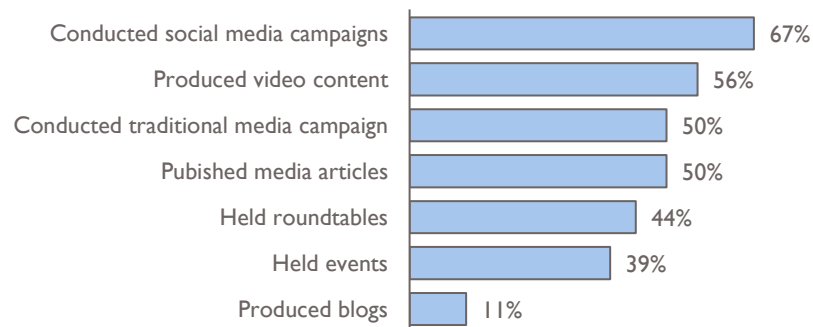
⁸⁶ Under the current law, organizers in the Tuzla Canton are mandated to pay an agency for security at the event as a mandatory requirement to hold the event in the first place and provide certain objects for physical security (such as concrete blocks and tin fences). In the BiH, only the Brčko District currently has a less restrictive law.

⁸⁷ Including amendments to the entity Laws on Healthcare; entity Laws on Health Insurance; essential lists of medicines in the entities; revision of the Order on Healthcare Standards and norms from mandatory health insurance in the FBiH; and the adoption of the rulebook on the method of collecting medical documentation and determining the conditions and assumptions for changing gender or living in different gender identity.

FINDING 27. INSPIRE’s efforts contributed to raising awareness of issues that affect TIP victims, the LGBTQI+ community, and marginalized women in business through research, cultural events, publicized stories, billboards, blogs, and video content. To assess overall effects that the COVID-19 pandemic had on MGs with whom it works, the IP conducted an analysis and presented it at an event titled Crisis Situations and Marginalized Groups in BiH.” The analysis drew attention to challenges faced by MGs, such as further deterioration of protection of their human rights and a lack of response of relevant government institutions, including inadequate and belated anti-COVID measures targeting these MGs.

To raise awareness among professionals and the general public, many surveyed grantees (67 percent) conducted social media campaigns, and more than half (56 percent) produced video content. Many surveyed grantees held roundtables and a variety of events like conferences, plays, and festivals. In addition, traditional media campaigns and publishing media articles were common methods, while blogs were the least frequent awareness-raising method; only 11 percent of surveyed grantees used them (Exhibit 3).

Exhibit 3. Awareness-Raising Strategies Used by Grantee Survey Respondents (n = 24)



According to survey data, awareness-raising interventions primarily targeted BiH citizens, but also government representatives and experts. The respondents regarded their efforts as successful in informing the public about the problems of MGs, countering human trafficking, increasing the empathy of citizens, helping victims obtain support, and educating citizens about MGs’ rights. As a part of these activities, INSPIRE organized and held a large-scale event to inform planning for future interventions. According to progress reports, the event presented a series of major topics related to human rights in BiH and the MGs that INSPIRE supports. In addition, about two-thirds of surveyed grantee partners (65 percent) found INSPIRE’s awareness-raising efforts to be successful in raising the visibility of the MGs with whom INSPIRE works. Overall, INSPIRE exceeded its targets⁸⁸ for the number of public campaigns it supported⁸⁹ but did not reach⁹⁰ the target for public campaigns on advocacy initiatives submitted to parliaments and assemblies⁹¹ during the first three years of its implementation.

For C-TIP, INSPIRE awareness-raising activities included roundtable discussions, presentations, conferences, and events to inform the public, prevent human trafficking, and support victims. Based on progress reports, some key topics covered were BiH’s C-TIP priorities, including migrant and refugee issues, child protection, and current challenges in the protection of human rights.

⁸⁸ Cumulative target for Year 1 (Y1) through Y3: 5; actuals for Y1–Y3: 17.

⁸⁹ Indicator: Number of public campaigns supported.

⁹⁰ Target Y3: 50 percent. Actual for Y3: 43 percent.

⁹¹ Indicator: Percentage of supported public campaigns whose key requests were submitted to the parliaments/municipal assemblies for discussion and adoption (on local, cantonal, entity, or state level).

Conferences and meetings were the main methods by which grantees promoted their achievements and announced future work to stakeholders. One grantee held forums for practitioners, representatives of institutions, and justice sector officials working directly with victims. Several grantees produced video content, including two short documentaries depicting the experiences of trafficking victims. Finally, grantees produced printed material, held information sessions, put up billboards, and organized public debates to inform the public about TIP. Social media was also used to promote the work of INSPIRE.

According to progress reports and KIs, SCs raised awareness about the needs and challenges of children with disabilities, promoting social inclusion and improving the visibility of the work of SCs by marking important dates,⁹² organizing events, and conducting promotional activities.⁹³ Progress reports noted that two SCs conducted traditional billboard campaigns that highlighted the achievements of PWDs and emphasized the importance of inclusion and diversity. Several SCs organized roundtable discussions on the roles of SCs. One SC filmed promotional videos with a famous athlete in collaboration with USAID's Local Works. The videos were broadcast on Hayat TV and shared on social media. According to the progress reports, one SC was featured in the *Gracija* magazine, in which their work was presented, including stories from beneficiaries. Many surveyed grantee partners (66 percent) believe that the SCs' media campaigns increased the visibility of PWDs, while more than half (55 percent) of survey respondents believe the same for SUMERO.

INSPIRE promoted the businesses of MGs through cooperation with Mediacentar Sarajevo, which produced five articles on the women from Modriča, Ljubuški, Han Pijesak, Banovići, and rural Kakanj who started their businesses with financial support from INSPIRE and their LGUs. The articles outline how these women overcame financial and personal challenges,⁹⁴ showcase their entrepreneurial experiences, and emphasize the influence that financial and mentorship support has on empowering them to achieve economic independence. According to KIs, two beneficiaries of the EF were also interviewed by other journalists and filmed for FTVI.

Based on progress reports, the awareness-raising activities for the LGBTQI+ marginalized group included initiatives to increase visibility, acceptance, and understanding of the LGBTQI+ community through cultural events, positive storytelling, videos, billboards, and blogs. These activities were conducted to familiarize the public with the existence and challenges this MG faces. According to KIs and progress reports, INSPIRE worked on integrating sexual education into the curriculum to promote an LGBTQI+ affirmative narrative, published personal stories and educational content on social media, organized public calls for queer artists, and created videos on the challenges that this group faces. Media campaigns during Transgender Awareness Week included videos and articles about transgender and LGBTQI+ rights. In an FGD, one participant noted that for this MG, awareness raising is important and needs to continue.

EQ 4 CONCLUSION

INSPIRE's advocacy and awareness-raising initiatives have led to policy improvements and have helped raise public awareness of the MGs on which its interventions focus. INSPIRE assisted responsible government institutions by supporting the development of relevant documents such as analysis and evaluations. It advocated for the development of the Strategy to Suppress Trafficking in Human Beings in BiH 2024–2027, along with the Guidelines for Judicial Proceedings in Cases of

⁹² This includes International Day of PWDs, International Down Syndrome Day, and International Autism Awareness Day.

⁹³ This includes performances, gallery openings, open-door days, races, walks, and coffee events.

⁹⁴ Challenges faced by the beneficiaries included caring for children with disabilities or recovering from serious illnesses, workplace discrimination, and a lack of employment opportunities.

Human Trafficking in BiH. These efforts contributed to strengthening of the C-TIP strategic and regulatory framework.

The adoption of the Law on Parents-Caregivers in the FBiH has provided financial support and limited social security for parents of children with disabilities, within some limitations. Additional advocacy efforts contributed to the adoption of legal amendments that improved access to social benefits and health care for PWDs. INSPIRE's initiatives included the establishment of a joint platform of politicians to counter anti-gender movements, steps made toward addressing transgender issues, and advocacy for improved legislation on public assembly for LGBTQI+ gatherings. Awareness-raising activities, such as cultural events, publicized grantee and beneficiary stories, and media campaigns, helped raise the visibility and increase understanding of issues that affect TIP victims, the LGBTQI+ community, and PWDs and increased employment opportunities for marginalized women and other MGs. These efforts have contributed to the creation of a more inclusive and supportive environment for MGs in BiH.

RECOMMENDATIONS

Based on the findings and corresponding conclusions, the ET identified the following recommendations for USAID's consideration:

Capacity Building and Support:

1. Ensure that the training is better tailored to the needs of different participants/grantee organizations. For example, this can be achieved by conducting an assessment of participants' or organizations' knowledge before the training to inform the training design while taking into consideration grantees' implementation (e.g., peak periods of grantee activities). (Finding 14)
2. Provide support to EF beneficiaries through workshops and/or tailored mentorship on topics like business planning, operations and financial management, and marketing (e.g., participation in fairs, assistance in online presence) to motivate them, help them enhance their sustainability and networking skills, and help them operate their business independently, e.g., by engaging successful entrepreneurs as mentors/lecturers. This support should be provided throughout grant implementation. (Text box on page 17 and Finding 15)
3. Provide additional support to EF beneficiaries by producing a business guide that includes a list of steps, rules, requirements, and procedures related to business registration, procurement, and taxes. (Text box on page 17)

Stakeholder Engagement and Collaboration:

4. Continue to involve relevant government representatives in designing and coordinating LGBTQI+ and C-TIP-related grants. In addition, consider seeking input from relevant grassroots organizations and members of the MGs when defining the list of areas of interventions published in the RfAs. (Findings 9 and 10)
5. To address the lack of public and political support for the LGBTQI+ community and to facilitate collaboration among different stakeholders, develop a platform (e.g., a network) for collaboration among relevant government agencies, public institutions, CSOs, and informal groups working on LGBTQI+ rights. (Finding 22)
6. Encourage potential members of MGs (marginalized women and other MGs) to apply for EF grants by sharing information about the EF process and benefits through various communication

means, including traditional media and new media, such as social media or blogs, to reach different populations (e.g., older and younger). (Finding 4)

7. Continue encouraging CSOs that focus on human rights in general to apply for grants that focus on the rights of the LGBTQI+ community given that the pool of organizations addressing this MG's issue is currently limited. (Finding 26)

Targeted Interventions and MG-Specific Support:

8. In the future, focus more C-TIP-related interventions on identification of TIP victims and establishment/re-establishment of specialized safehouses for this MG given that these two challenges remain key issues in C-TIP. (Findings 17 and 18)
9. Continue and intensify assistance to the SCs and SUMERO in implementing fundraising campaigns to diversity their funding sources to help them further increase their sustainability. (Finding 16)
10. In addition to traditional civil society interventions that address LGBTQI+ rights by cooperating and building the capacity of government and public institutions, continue exploring new approaches, such as more subtle strategies for introducing LGBTQI+ topics indirectly to a wider audience to avoid initial resistance typically met in interventions that focus directly and solely on LGBTQI+ rights. (Findings 22 and 26)

Advocacy and Legal Framework Development:

11. Continue to support efforts to improve BiH's overall legal and regulatory framework related to the rights of the MGs with whom INSPIRE works, including its alignment with international standards. (Findings 23–26)
12. Advocate for enhanced and meaningful inclusion of members of MGs and victims' voices in the development of the government's strategic framework through active participation in working groups and public consultations. (Finding 23)
13. Continue and intensify advocacy aimed at LGUs to continue long-term support (e.g., social security contributions covered by the LGU) to businesses after the end of EF grant implementation. (Text box, page 17)

ANNEXES

ANNEX I: STATEMENT OF WORK

PURPOSE OF THE ASSIGNMENT

The United States Agency for International Development Mission in Bosnia and Herzegovina (USAID/BiH) has instructed its Monitoring and Evaluation Support Activity (MEASURE II) to conduct a mid-term performance evaluation of the INSPIRE – Human Rights Activity, to generate an independent, evidence-based account of the Activity’s results achieved since the beginning of implementation in August 2020. This mid-term performance evaluation will offer credible and practical insights to USAID/BiH about the Activity’s operation to date and suggest possible adjustments that may contribute to achieving the Activity’s intended results to empower citizens and government institutions to improve the protection of human rights. The evaluation findings, conclusions, and recommendations will help the Mission and the implementing partner (IP) identify any potential corrective actions that should be taken in the remaining period of the Activity’s implementation.

SUMMARY INFORMATION

In August 2020, USAID awarded \$8.8 million to the "KULT" Institute for Youth Development to implement INSPIRE in BiH. The period of performance is from August 13, 2020, until August 12, 2025. In USAID/BiH’s 2020-2025 Country Development Cooperation Strategy (CDCS), INSPIRE contributes to Development Objective (DO) 2: Socio-Economic Conditions Improved, with a primary focus on Intermediate Result (IR) 2.1: Social Cohesion Strengthened. The Activity also contributes to IR 2.2: Private Sector Growth Increased, and DO 1: Accountability of Government to Citizens Strengthened, specifically to IR 1.1. Impact of inclusive citizen engagement improved and IR 1.2. Governance effectiveness in targeted areas strengthened. The Activity details are shown in Exhibit I.

Exhibit I. INSPIRE: Basic information

Activity Name	INSPIRE – Human Rights Activity
Implementing Partner	"KULT" Institute for Youth Development
Contract Number	72016820C00002
Contract Modification Number	72016820C00002/P00006
Total Estimated Cost	\$8,769,193.00
Life of Activity	August 13, 2020 to August 12, 2025 (5 years)
Active Geographic Region	Bosnia and Herzegovina

<p>CDCS Intermediate Result and Sub-Intermediate Result</p>	<p>The Activity primarily contributes to: DO2: Socio-Economic Conditions Improved IR 2.1: Social Cohesion Strengthened Sub-IR: 2.1.3: Broad-based participation in community development strengthened</p> <p>The Activity also contributes to: IR 2.2: Private Sector Growth Increased Sub-IR 2.2.1: Competitiveness of targeted industries and micro, small and medium sized enterprises (MSMEs) enhanced</p> <p>DOI: Accountability of Government to Citizens Strengthened IR 1.1. Impact of inclusive citizen engagement improved Sub-IR 1.1.1. Civil Society Organization (CSO)-constituency connections enhanced, and</p> <p>IR 1.2. Governance effectiveness in targeted areas strengthened Sub-IR 1.2.2: Adoption of key reforms and implementation supported</p>
<p>Required evaluation?</p>	<p>No</p>

BACKGROUND

COUNTRY CONTEXT

INSPIRE was designed to continue the work performed under USAID’s Marginalized Populations Support Program Activity (2015-2021). It supported and built capacity of local non-governmental organizations (NGOs) and BiH institutions to advance the empowerment and dignity of marginalized groups in BiH society. While BiH formally ratified the key international human rights instruments and adopted a range of anti-discrimination laws, implementation remains uneven. Women are still not equally represented in the political, economic, and public spheres, which perpetuates gender gaps. Persons with disabilities and their families still struggle to attain many of their basic economic and social rights. The implementation of the deinstitutionalization model for this group remains the domain of a few domestic NGOs with very limited government support (the F BiH Government announced the start of the preparation of the Action Plan of the Deinstitutionalization strategy in October 2023⁹⁵). Minority groups, particularly the Roma, are still vulnerable and underprivileged, and the LGBTQI+ community continues to suffer discrimination and hostility.⁹⁶ Since the end of war, the situation evolved and the typical trafficking victim in BiH nowadays is a citizen, most frequently underage, subjected to sexual and labor exploitation, forced begging or forced criminality. In its 2023 report, the United States (U.S.) Office to Monitor and Combat Trafficking in Persons found that BiH did not fully meet the minimum standards for the elimination of trafficking but was making considerable efforts to do so, which helped BiH remain a Tier 2 country, although important gaps remain. Maintaining or improving this rating is essential because countering trafficking in persons is a key factor affecting the continuation of U.S. government assistance to BiH.

INSPIRE DESCRIPTION AND THEORY OF CHANGE

⁹⁵ StartBiH.ba, Delić najavio početak izrade Akcionog plana deinstucionalizacije za F BiH, November 21, 2023, <https://startbih.ba/clanak/delic-najavio-pocetak-izrada-akcionog-plana-deinstucionalizacije-za-fbih/224742>

⁹⁶ MEASURE II, Brief Assessment of Status of Marginalized Populations and Local Organizations in BiH Final Report, September 2019, pp. 12-13, <https://measurebih.com/uimages/MEASURE-Status-MPs-LOs-BIH-508.pdf>

The purpose of the INSPIRE Activity in BiH is to contribute to improving human rights protections and provide services and employment opportunities for targeted vulnerable groups. To achieve this, the Activity is supporting efforts to combat human trafficking; strengthening the service provision model for children with disabilities and their families based on the Service Centers; strengthening and replicating the SUMERO Alliance’s deinstitutionalization community-based living model for persons with disabilities (PwDs); expanding job opportunities for vulnerable women and other marginalized groups; strengthening the capacity of CSOs and local communities for working with vulnerable groups; and promoting greater public awareness of human rights issues of the LGBTQI+ community.

INSPIRE aims to reach its purpose by implementing interventions organized around the following five components:

- Component 1 Awarding and managing grants to civil society and organizations that work to improve the BiH government’s counter-trafficking response;
- Component 2 Strengthening the current model of the Service Centers for children with disabilities and their families, resulting in a fiscally sustainable model; and Supporting deinstitutionalization by strengthening the current community-based living model for PwD persons (developed by the Alliance SUMERO), resulting in a fiscally sustainable mode. The resulting models must be replicable by other communities;
- Component 3 Building the capacity and commitment of at least ten municipal governments (five in the Federation of Bosnia and Herzegovina and five in the Republika Srpska) to help create a sustainable scheme that fosters formal employment opportunities for vulnerable women and members of disadvantaged groups;
- Component 4 Awarding and managing grants to local partners to develop awareness campaigns on human rights issues of the LGBTQI+ community; and
- Component 5 Providing trainings on an ad hoc basis to grantees, primarily for the organizations receiving funds under component four, but also components one and two as needed.

INSPIRE’s contract was modified in July 2022 which did not change the overall estimated amount of the contract. It clarified language in the Statement of Work, removing the “optional” status of Component 4 and adjusting several targets.

INSPIRE MONITORING, EVALUATION, AND LEARNING PLAN

Based on its contract modification from July 2022, INSPIRE is tracking 25 indicators to measure progress (please see Exhibit 2).

Exhibit 2. Activity Indicators, with relevant Baseline Values, Targets, and Actuals

	Narrative Summary	Indicators	Baseline FY 2020	Targets (Actuals)			LOA Targets
				FY 2021	FY 2022	FY 2023	
Activity Purpose	Human rights protections, provided services and employment prospects for targeted vulnerable persons improved	AP1 Percent of funds needed to provide services to beneficiaries raised from diverse sources by Service Centers	0%	50% (51.50%)	60% (65.26%)	70% (73.70%)	90%
		AP2 Percent of citizens with positive attitudes about social inclusion of lesbian, gay, bisexual, transgender, and intersex people (LGBT)	10.30%	10.30% (10.50%)	11.30% (9.20%)	12% (8.30%)	14.33%
		AP3 Percent of citizens with positive attitudes about social inclusion of PWDs	48.70%	48.70% (48.80%)	49.70% (57.50%)	50.70% (51.50%)	52.70%
		AP4 Human Freedom Index (HFI)	7.54	0 (5.47)	0 (5.47)	7.67 (7.35)	7.80
		ES.4-3 Number of USG-assisted organizations and/or service delivery systems that serve vulnerable persons strengthened	0	6 (6)	2 (2)	1 (1)	10
		ES.4-1 Number of vulnerable persons benefiting from USG-supported social services	0	300 (1,190)	350 (1,230)	1,000 (1,152)	2,800
		ES.4-2 Number of service providers trained who serve vulnerable persons	0	70 (113)	100 (139)	115 (119)	400
		I.2.3.1-1 Number of advocacy initiatives focused on improving the status of youth, women, Roma, disabled, or LGBTQI+ people in public and political life in BiH	0	14 (12)	14 (27)	15 (25)	70
		I.2.3-2 Number of underrepresented people assisted by a USG-funded intervention providing services to beneficiaries	0	600 (1,316)	650 (1,634)	1,000 (1,317)	4,000
Activity Sub-Purpose I	Assistance to direct victims of trafficking and combating trafficking in persons (C-TIP) advocacy improved	PS.5.1-24 Number of service providers that receive training, technical assistance, or capacity building in victim-centered and trauma-informed services for victims of human trafficking	0	15 (0)	15 (31)	17 (47)	64
		PS.5.1-25 Number of victims of human trafficking receiving services (medical, repatriation, legal, transportation, etc.)	0	10 (0)	10 (35)	12 (37)	56
		ASPI-3 Number of advocacy initiatives focused on improving the status of women, Roma, children, migrants, or other vulnerable groups at risk of trafficking in persons in public and political life in BiH	0	3 (1)	3 (2)	4 (2)	18

	Narrative Summary	Indicators	Baseline FY 2020	Targets (Actuals)			LOA Targets
				FY 2021	FY 2022	FY 2023	
Activity Sub-Purpose 2	Current model of seven targeted service centers made sustainable	CBLD-10 Value (\$) of non-donor resources mobilized for local development priorities	0	149,270.16 (370,743.16)	159,203.98 (426,979.08)	218,281.04 (551,121.19)	1,178,717.60
		ASP2-1 Number of measures implemented in the Annual Action Plans	0	35 (27)	35 (94)	35 (68)	175
Activity Sub-Purpose 3	Current deinstitutionalization model (Sumero's) refined and replicated in at least ten communities	ASP3-1 Number of new communities that replicated the refined "Sumero" model	0	0 (0)	3 (0)	5 (5)	10
		ASP3-2 Number of PWDs who have been deinstitutionalized or prevented from being institutionalized	0	0 (0)	20 (33)	20 (31)	60
Activity Sub-Purpose 4	Employment opportunities for vulnerable women and disadvantaged groups created jointly with 20 municipal governments	ASP4-1 Number of local communities (municipal governments) that provided at least 50% of funds to support women's and other disadvantaged groups businesses	0	10 (0)	0 (10)	10 (10)	20
		ASP4-2 Number of local communities (municipal governments) that have accepted the Model of Business Support and used it in the implementation of the Fund in their local community	0	10 (0)	0 (10)	10 (10)	20
		ASP4-3 Number of formal jobs created in targeted communities with USAID assistance	0	0 (0)	40 (0)	0 (70)	80
		ASP4-4 Number of businesses started and run by women or members of other disadvantaged groups	0	0 (0)	30 (0)	0 (64)	60
Activity Sub-Purpose 5	Public campaigns on LGBTQI+ and other human rights issues supported	ASP5-1 Number of public campaigns supported	0	1 (0)	2 (10)	2 (7)	9
		ASP5-2 Percent of supported public campaigns whose key requests were submitted to the parliaments/municipal assemblies for discussion and adoption (on local, cantonal, entity or state level)	0	0%	50% (30%)	50% (42.86%)	44.44%
Activity Sub-Purpose 6	Activity Sub-Purpose: Performance of supported CSOs strengthened	DR.4.2-1 Number of human rights organizations trained and supported	0	14 (41)	9 (97)	8 (95)	39
		CBLD-9 Percent of USG-assisted organizations with improved performance	0	0% (0%)	40% (0%)	40% (19.05%)	38.24%
		DR.4.2-2 Number of CSOs receiving USG assistance engaged in advocacy interventions	0	14 (7)	14 (10)	15 (11)	73

EVALUATION QUESTIONS

The following **evaluation questions (EQs)** will serve as the basis for an examination of the performance of the INSPIRE Activity to date:

- EQ1 How has the INSPIRE Activity managed, monitored, and implemented its grants?
- EQ2 To what extent has the INSPIRE Activity improved the capacities of CSOs they work with?
- EQ3 To what extent has the INSPIRE Activity contributed to an improvement in the protection of human rights of disadvantaged groups that it works with (victims of trafficking, people with disabilities, vulnerable women, LGBTQI+ population)?
- EQ4 What outcomes has INSPIRE Activity achieved through its advocacy and awareness raising campaigns?

EVALUATION DESIGN AND METHODOLOGY

In assessing the effectiveness of the INSPIRE interventions and activities, the evaluation team (ET) will apply a mixed-method approach based on the data from the sources listed below, which will be combined through data triangulation to produce rigorous analysis:

1. **Activity documents**, including but not limited to the Activity contract and related modifications; Monitoring, Evaluation, and Learning Plan; work plans; annual and quarterly progress reports; Activity reports; deliverables (draft laws and by-laws, studies, strategies, models, guidelines), and any other documents produced by the Activity, and lists of experts, trainers, and beneficiaries involved in the implementation of the INSPIRE Activity.
2. **Secondary documentation**, including but not limited to official reports of domestic and international human rights and social sector institutions; official documents of national decision-making and oversight institutions, including the state, entity, and cantonal governments and parliaments; official reports of social sector and human rights institutions; reports, studies, and documents produced by other government bodies, international organizations, private entities, and CSOs that work with marginalized populations.
3. **Key informant interviews (KIIs)** with USAID/BiH and INSPIRE's IP and subcontractors, INSPIRE's beneficiaries and partners, other associations and CSOs representing vulnerable groups, relevant government agencies and institutions, international donors and international organizations that work with vulnerable and marginalized groups, and independent human rights experts. The full list of key informants will be presented in the Evaluation Work Plan and subject to USAID/BiH approval.
4. **Focus groups** with various beneficiary groups. The full list of FGs and the draft FG guide(s) will be presented in the evaluation work plan and subject to USAID/BiH comments.
5. **Online survey** with INSPIRE's beneficiaries. The evaluation team intends to survey a broader range of Activities' beneficiaries to strengthen the data obtained through KIIs and FGs.

For data collection, the ET will apply the mixed-method approach. The data collection process will include a desk review of the Activity and secondary documentation, KIIs and FGDs will be conducted with identified relevant interlocutors. Data from all sources will be reviewed and coded. The evaluation matrix listing the data sources for each evaluation question is shown below (Exhibit 3). The team will apply triangulation to crosscheck findings from all sources and review any identified discrepancies.

Exhibit 3. Evaluation Matrix	
EVALUATION QUESTION (EQ)	DATA SOURCES/ DATA COLLECTION METHODS
EQ1. How has the INSPIRE Activity managed, monitored, and implemented its grants?	Activity documents related to the grants awarded and managed, KIIs/FGDs with grantees/relevant stakeholders.
EQ2. To what extent has the INSPIRE Activity improved the capacities of CSOs they work with?	Activity and beneficiaries' documents related to capacity building interventions, KIIs/FGDs with beneficiaries/relevant stakeholders
EQ3. To what extent has the INSPIRE Activity contributed to an improvement in the protection HR of disadvantaged groups that it works with (victims of trafficking, people with disabilities, unemployed women, LGBTQI+ population)?	Activity and secondary documents on the status of underrepresented groups the Activity works with, KIIs with relevant beneficiaries/stakeholders, FGDs with beneficiaries/stakeholders, online survey of beneficiaries, official administrative data.
EQ4. What outcomes has INSPIRE achieved through its advocacy and awareness raising campaigns?	Activity and secondary documents on, KIIs with relevant beneficiaries/stakeholders, FGDs with relevant stakeholders, official administrative data, review of relevant websites.

EVALUATION LIMITATIONS

The ET has identified several potential limitations that may affect its work. These limitations and the mitigations strategies intended to address them are detailed below:

Recall bias. Remembering the interventions may prove to be difficult for some INSPIRE beneficiaries/stakeholders who had been involved in the early stages of the Activity's development/implementation two or three years ago. The ET members will review all Activity documents and prepare themselves for the interviews, identify KIs who had intensive or repeated exposure to INSPIRE assistance, and remind KIIs of relevant interventions.

Response bias. KIs involved in implementation may overstate the outcomes of INSPIRE's interventions with which they are familiar. The ET will seek to mitigate this bias by crosschecking such inputs with information obtained from other stakeholders, from secondary documentation and from other sources to buttress the reliability of the findings.

Limited sample size of sub-groups of INSPIRE's beneficiaries. This limitation may be encountered due to the sensitivity of the status of some marginalized groups the Activity works with such as victims of trafficking in persons or LGBTQI+ individuals. To mitigate this potential limitation, the ET will ensure adequate communication and create a safe environment during KIIs and/or FGDs.

DELIVERABLES AND REPORTING REQUIREMENTS

All deliverables will be submitted electronically and in English. The deliverables will include:

1. Detailed evaluation work plan and data collection instrument(s)

The evaluation work plan will include: (1) a detailed evaluation design matrix (including the key questions, data sources, data collection methods, and the data analysis plan for each question); (2) draft data collection instruments (KII and FGD guides and online survey) (3) a list of potential interviewees (without personal information); (4) identified limitations to the evaluation design; (5) the anticipated schedule and logistical arrangements; and (6) a list of the ET members, with proposed roles and responsibilities.

2. Presentation of preliminary findings/Briefing for the Mission

This presentation will inform the Mission about the ET's preliminary findings and recommendations.

3. Draft evaluation report

The draft evaluation report will be consistent with the USAID Evaluation Report Requirements: ADS REFERENCE 201MAH⁹⁷ and USAID's evaluation policy⁹⁸, and take into account the criteria to ensure the quality of the evaluation report specified in ADS REFERENCE 201MAA⁹⁹, and ADS Chapter 201—Operational Policy for the Program Cycle.¹⁰⁰

4. Final evaluation report

No later than ten days after USAID's comments on the initial draft evaluation report are received, the ET will address the comments and submit a revised final report. The final report will be up to 30 pages long, excluding annexes.

5. Evaluation follow-up workshop

Following the Mission's approval of the final evaluation report, MEASURE II will organize a follow-up workshop to discuss the utilization of evaluation findings and conclusions, as well as the application of recommendations to ongoing and/or future USAID/BiH development programming. The workshop will strengthen the use of evidence and facilitate improved collaborating, learning, and adapting (CLA) practices for USAID/BiH.

TEAM COMPOSITION

The ET is expected to include four members. All tasks will be coordinated by the Team Lead. The tentative key staff and their qualifications are listed in Exhibit 4. Additional MEASURE II staff research analysts will also support this evaluation when needed as additional team members.

Exhibit 4. Key Team Members and Their Qualifications	
POSITION	KEY QUALIFICATIONS
Team Lead (MEASURE II staff member)	Project management skills; expertise in evaluation methodologies and USAID's evaluation requirements; strong human rights theoretical background; conversance with the INSPIRE Activity.

⁹⁷ <https://www.usaid.gov/sites/default/files/documents/1868/201mah.pdf> <https://www.usaid.gov/ads/policy/200/201mah>

⁹⁸ https://www.usaid.gov/sites/default/files/2022-05/Evaluation_Policy_Update_OCT2020_Final.pdf

⁹⁹ <https://www.usaid.gov/about-us/agency-policy/series-200/references-chapter/201maa>

¹⁰⁰ https://www.usaid.gov/sites/default/files/2023-05/201_1.pdf

Exhibit 4. Key Team Members and Their Qualifications	
Team members – subject matter expert(s) (Local Consultant)	Subject matter expertise, experience and current, in-depth knowledge of past and ongoing activities related to the status of marginalized populations in the BiH.
Team members – evaluation specialist(s) (MEASURE II senior/research analysts)	High level of technical expertise in research and ability to adapt and apply rigorous methodologies to evaluation research.

The ET will also be in position to call on:

- The Home Office (HO) and Field Office (FO) for support in reviewing evaluation deliverables and conducting general oversight of the evaluation process.
- MEASURE II’s CLA experts, who will contribute to the application of CLA principles throughout the evaluation process,
- An Office Manager, who will provide logistical support to contracting, payments, and fieldwork.

The team composition and level of effort will be finalized in the Evaluation Work Plan.

SCHEDULE

The overview of the tentative evaluation timeline is provided in Exhibit 5.

Exhibit 5. Tentative Evaluation Timeline	
TENTATIVE DATES	TASKS AND DELIVERABLES
Second week of May, 2024	Submit draft evaluation work plan to USAID/BiH
Mid-May – last week of May, 2024	Logistical preparation, scheduling KIIs interviews and FGDs, online survey preparation, piloting data collection instruments
Last week of May – end of June, 2024	Data collection through KIIs, FGDs, and online survey Interview transcription Initial data analysis Review of Activity documentation Review of secondary data
End of June – beginning of July, 2024	Continue and finalize transcribing interviews Continue and finalize data analysis Report drafting
Beginning of July, 2024	Presentation to USAID/BiH to discuss the preliminary findings and recommendations
End of July, 2024	Submit Draft Evaluation Report to USAID
10 days upon receiving USAID/BiH comments on the draft report	Submit Final Evaluation Report to USAID
TBD	Evaluation Follow-Up Workshop

ANNEX 2: REVIEWED DOCUMENTS

1. INSPIRE Award and its modification
2. INSPIRE MEL Plan
3. INSPIRE Work Plan Year 1
4. INSPIRE Work Plan Year 2
5. USAID Country Development Cooperation Strategy (CDCS) for BiH
6. PPMG Performance Evaluation
7. INSPIRE Annual Report Year 1
8. INSPIRE Annual Report Year 2
9. INSPIRE Annual Report Year 3
10. INSPIRE Quarterly Report 1 Year 1
11. INSPIRE Quarterly Report 2 Year 1
12. INSPIRE Quarterly Report 3 Year 1
13. INSPIRE Quarterly Report 1 Year 2
14. INSPIRE Quarterly Report 2 Year 2
15. INSPIRE Quarterly Report 3 Year 2
16. INSPIRE Quarterly Report 4 Year 2
17. INSPIRE Quarterly Report 1 Year 3
18. INSPIRE Quarterly Report 2 Year 3
19. INSPIRE Quarterly Report 3 Year 3
20. INSPIRE Quarterly Report 4 Year 3
21. INSPIRE Quarterly Report 1 Year 4
22. INSPIRE Quarterly Report 2 Year 4
23. INSPIRE Grantees' project applications
24. INSPIRE Grantees' budgets for the project
25. INSPIRE Grantees' contracts
26. INSPIRE Grantees' Progress Reports
27. INSPIRE Grantees' Monitoring Reports
28. INSPIRE RFAs
29. INSPIRE Selection Memos
30. Sustainability Master Plans for SCs and SUMERO
31. MEL Table of the Master Plans
32. Master Plan Annual Action Plans
33. Book of Standards for SCs
34. INSPIRE Participant Lists from workshops/trainings
35. INSPIRE Pre and Post-Test Analysis of trainings
36. INSPIRE Curricula of trainings
37. INSPIRE Evaluation of satisfaction of trainings
38. INSPIRE Training Reports
39. OREA Market Reports
40. KULT POK Analysis of Grantees
41. KULT POK Plan for Grantees
42. KULT POP Analysis of Grantees
43. KULT POP Strategy for Grantees
44. KULT POP Retest Analysis

45. KULT POP Exit Interview
46. KULT PGR Analysis of Grantees
47. KULT PGR Plan for Grantees
48. PPMG Post Award for SCs
49. Documentation of Capacity Development Grants
50. INSPIRE contact list
51. INSPIRE Grantee's contact list
52. LGUs documentation for EF
53. Draft Document- Model of Support for Business Development of Marginalized Groups
54. Documents- Program of Support of Business sector development for multiple LGUs
55. Strategy to Suppress Trafficking in Human beings in Bosnia and Herzegovina 2020–2023
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72. FBiH Parliament. (2021). Law on Parents-Caregivers in FBiH
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75. USAID INSPIRE. (2022). Analysis of the Need for Service Centers for Children and Persons with Developmental Disabilities and Their Families in FBiH.

ANNEX 3: DETAILED METHODOLOGY

The ET employed a mixed-methods strategy, combining both qualitative and quantitative research to answer the EQs. The data collection methods encompassed reviewing documents (such as Activity and secondary documentation), conducting key informant interviews (KIIs), holding focus group discussions (FGDs), and administering two online surveys.

The ET conducted the documentation review from the beginning and throughout the evaluation process, in parallel with the data collection KIIs and FGDs. Online surveys were administered in the final stages of data collection. The key methods are explained below in more detail.

The desk review of the Activity documentation included relevant parts of the Activity Award; INSPIRE MEL Plan; annual work plans; annual and quarterly progress reports, PPMG performance evaluation, grantee documentation, INSPIRE RFAs, INSPIRE capacity building documentation, and other. MEASURE II also reviewed the secondary documentation relevant to INSPIRE's work and the MGs that INSPIRE interventions support, such as legal documents (including the Law on Parents-Caregivers, laws on material and financial support to PWDs in FBiH, and Guidelines for Judicial Proceedings in Cases of Human Trafficking), documents produced by local and international stakeholders relating to human rights issues (including GRETA recommendation reports, BiH Ombudsmen reports, UN Concluding Observation report regarding PWDs, and SOC reports on LGBTQI+ rights), and data from the MEASURE II National Survey of Citizens' Perceptions (NSCP).

The KIIs involved a semi-structured approach. The KIIs were conducted with USAID, IP and its subcontractor, INSPIRE partners, grantees, grantees partners, grantees' beneficiaries, government and public institutions, and other international organizations and donors. Most of the KIIs were organized online via the Zoom Platform. However, the ET was flexible and conducted five KIIs in person. The interview guides are provided in Annex 4.

The ET needed assistance from SCs and SUMERO for arranging group interviews and FGDs with their beneficiaries, as the personal identification details of these beneficiaries were not disclosed to the IP. Instead, grantees keep this information securely on their own premises.

Due to their sensitive circumstances, the ET did not gather information directly from the vulnerable groups under components one and four—specifically, TIP victims and LGBTQI+ individuals. Additionally, most activities in component four (LGBTQI+) are centered around awareness campaigns, advocacy, and supporting institutions that uphold human rights for this community. To obtain further information on components one and four, the ET conducted two FGDs with the partners of the grantees involved in these components.

The ET conducted eight FGDs as follows: two FGDs with LGUs that participated in the EF, two FGDs with businesses that were grant recipients from the EF, one FGD with beneficiaries of SUMERO, one FGD SC beneficiaries, FGD with LGBTQI+ grantee partners, and a FGD mobile and monitoring teams (for C-TIP). The FGDs were mostly organized online, and one FGD was conducted in person and facilitated by an experienced moderator due to the high sensitivity of SUMERO beneficiaries (persons with intellectual disabilities). Three FGDs planned with C-TIP partners, SUMERO partners, and one of the two planned SC beneficiaries ended as group interviews due to the lack of participants. The FGDs involved 4-10 people. FGD guides are provided in Annex 4.

The total number of individuals reached through interviews and FGDs is available in Exhibit I.

Exhibit I - Number of Individuals Reached Through Interviews and Focus Groups

USAID / BiH	Implementing partner	Sub-contractor	Grantees	Partners	International organizations	Grantee Partners	Grantee Beneficiaries	All
1	4	4	43	32	2	11	19	116

The ET created and conducted two online surveys via the SurveyMonkey platform, with INSPIRE grantees and with partners of the grantees. The online survey of the INSPIRE grantees was sent to 126 grantees via email at the beginning of August and was open for 20 days. The ET received 70 responses, and a response rate of 56 percent, out of which 86 percent were female respondents, 12 percent male respondents, and 3 percent other. The online survey of grantee partners was sent at the end of July to 1010 emails and was open for 21 days. The ET received 317 responses, with a response rate of 31 percent, out of which 66 percent were females, 33 percent males, and 1 percent other. Two reminders were sent for both surveys. The surveys were administered in the local language.

Participants were asked to provide consent for the data collection process (KIs, FGDs, and online surveys). The ET ensured that any personally identifiable information was anonymized during the analysis and report drafting.

The primary limitations of the evaluation involve potential recall bias, response bias, interview bias, and survey response rate. These limitations are explained in detail below:

RECALL BIAS. Remembering the interventions proved to be difficult for some INSPIRE beneficiaries/stakeholders who had been involved in the early stages of the Activity's development/implementation two or three years ago. The ET members reviewed all Activity documents and prepared for the interviews, identified KIs who had intensive or repeated exposure to INSPIRE assistance, and reminded KIs of relevant interventions.

RESPONSE BIAS. KIs and FGD participants involved in implementation may have overstated the outcomes of INSPIRE's interventions with which they are familiar. The ET sought to mitigate this bias by crosschecking such inputs with information obtained from other stakeholders, from secondary documentation and from other sources to buttress the reliability of the findings. Additionally, some FGD participants belong to vulnerable groups and may not feel comfortable responding to some questions contained in the protocols. To mitigate this, the ET outsourced a moderator for the FGD – a relevant expert with experience in conducting similar FGDs. The moderator and ET paid special attention when talking to vulnerable individuals by ensuring adequate communication and creating a safe environment during KIs and/or FGDs.

SELECTION BIAS. The Activity works with vulnerable groups such as TIP victims, members of LGBTQI+, and PWDs. This partially posed limited access to the ET to those groups. Furthermore, as per USAID's instruction, INSPIRE did not keep records of their grantees' beneficiaries (e.g., TIP victims and PWDs) to protect their identities. Due to this, the ET was not in the position to ensure the random selection of grantees' beneficiaries without the grantees' assistance. To overcome the difficulty in ensuring the conduct of FGDs, the ET relied on grantees to provide information about the beneficiaries (for SCs and SUMERO). Specifically, grantees contacted their beneficiaries and asked if they would participate in an FGD. After getting approval from beneficiaries, grantees provided the ET with a list of beneficiaries available for discussion. Afterward, the ET organized FGDs/ a group interview by contacting the beneficiaries from the list of beneficiaries provided by grantees.

INTERVIEW BIAS. Interviewers' behavior and reactions may have led KIs to respond in a certain way. However, the interviewers were trained to ask questions in a non-leading way. In addition to avoiding any potentially leading questions, the ET ensured that respondents understood that their true opinions were truly valued and that their responses were confidential.

SURVEY RESPONSE RATE. Given that the survey was conducted online, the response rate entirely depended on respondents' willingness to participate. To improve the response rate, the ET paid particular attention to explaining the purpose of the survey and the importance of the feedback. Additionally, the ET put effort into designing a survey that is not time-consuming or burdensome for the respondents. In addition, the ET sent two reminders to the survey respondents to participate in the research.

ANNEX 4: DATA COLLECTION INSTRUMENTS

KEY INFORMANTS

1. USAID
2. IP and its subcontractor NGOBA
3. INSPIRE grantees and partners
4. Authorities and public institutions relevant for or involved in the protections of vulnerable populations in BiH
5. CSOs working with vulnerable groups (TIP victims, PWDs, LGBTQI+ population, and vulnerable women and disadvantaged groups)
6. Representatives of the international organizations in BiH (e.g., GIZ, OSCE, etc.)
7. Experts for vulnerable groups that INSPIRE works with

INFORMED CONSENT FORM FOR KIIS

Purpose: Thank you for taking the time to meet with us today. My name is [NAME]. I am a researcher from MEASURE II. MEASURE II is USAID/BiH's monitoring and evaluation platform, meaning that our role is to assist the USAID Mission in BiH to monitor the implementation of all their Activities in BiH by conducting different types of research, including project evaluations, sector assessments, surveys, and indices. We also help USAID's implementing partners develop their routine monitoring, evaluation, and learning plans. USAID/BiH has asked our team to conduct a mid-term performance evaluation of the USAID INSPIRE Activity. This Activity began in August 2020 and is implemented by KULT with the support of numerous subgrantees.

You have been asked to participate today, so we can learn more about the support your organization has received from KULT/INSPIRE or your involvement in the implementation of the KULT/INSPIRE programs. We are speaking with a variety of people who participated in this Activity either as implementers or recipients of program services. We would like your honest impressions, opinions, and thoughts on the implementation and outcomes to date. We are independent consultants who have no affiliation with the organizations that are implementing the INSPIRE Activities.

Procedures: If you agree to participate, we ask you that you discuss your experience and opinion of the activities and services implemented under the INSPIRE program. The interview will take about one hour of your time. Although USAID may decide to publish the evaluation findings, all of your answers will be kept confidential. Nothing you tell us will be attributed to any individual. Instead, the report will include only a composite of all of the comments received by individuals we interview. Although we may use quotes, none of the individuals interviewed will be named in the report. We will use the data collected through interviews to produce a report for USAID/BiH with recommendations on how to improve the effects of the KULT and INSPIRE Activities.

Risks/Benefits: There are no significant risks to your participation in this study. You will not receive any direct benefit or compensation for participating in this study. Although this study will not benefit you personally, we hope that our results will help improve future human rights activities in Bosnia and Herzegovina. You can refuse to answer any question and we can stop the interview at any time.

Recordings and Transcripts: The recording is created to produce direct transcripts of this interview, so to ensure that your statements are not misheard or misinterpreted. The recordings and transcripts will not be shared outside the evaluation team. They will be stored in a secure file without your personal identifiers. All details regarding data protection can be accessed by contacting the controller of this information, USAID MEASURE II, at sbosnjak@measurebih.com.

Do you have any questions at this time? [Interviewer should answer any questions]

Permission to Proceed: I understand the purpose of the interview as outlined above and understand that I can withdraw from the interview at any time and for any reason. I agree to participate in the interview (Evaluator records).

Yes No

Permission to Record:

Yes No

Initials of evaluator to indicate receipt of verbal consent: _____

Date: _____

KII GUIDES

USAID

Introduction and Context

1. What are the major obstacles facing vulnerable groups that INSPIRE works with in BiH (TIP victims, PWDs, LGBTQI+ population, and vulnerable women and disadvantaged groups)? What windows of opportunity exist to improve the lives of those vulnerable groups?
2. What were the main reasons for the INSPIRE Activity in BiH?
3. What are the key results USAID is hoping to achieve through the INSPIRE Activity? Which key results were you expecting the Activity to have achieved by now and have they achieved those?
4. What information are you and/or the Activity most interested in learning from this evaluation and how do you intend to utilize the information from this evaluation?

Results

5. In what ways, if any, has INSPIRE improved the capacity of CSOs it works with?
6. To what extent has INSPIRE increased the sustainability of organizations it works with?
7. To what extent has INSPIRE improved the protection of vulnerable groups it works with in BiH?
8. How have the grants distributed through INSPIRE been implemented?
 - a. What is your opinion on the grant administration and management approach?
 - b. Did the Activity face any challenges with grant administration, and if so, how were they addressed?
9. How did INSPIRE decide what areas of interventions (priorities) to include in the Requests for Applications (RfAs)?
 - a. Do the selected grantees address the main priorities of the vulnerable group they work with?
 - b. If yes, how were these priorities identified?
10. To what extent have INSPIRE interventions resulted in policy changes?
 - a. Can you provide example(s) of how the project contributed to those changes?
11. To what extent have the awareness raising campaigns been successful?
 - a. What have been some of the results you have observed?
12. What can be done to further improve the sustainability of Activity's results?

Lessons Learned

13. What challenges, including those caused by both internal and external factors, has INSPIRE experienced during the first 3.5 years of implementation?
14. How can the Activity adjust or improve its implementation strategy and approach to better achieve its objectives? (PROBE: engage different stakeholders, change activity design, etc.)
15. Are there any external factors and upcoming or recent changes within the Activity that could affect implementation that the ET should be aware of? (PROBE: Staffing changes, financing?)

IMPLEMENTING PARTNER

Introduction and Context

1. What are the major obstacles facing the vulnerable groups you work with in BiH? What windows of opportunity are there?
2. What are the expected results of your work?

Grants

3. In terms of implementation of the grants you administered under the four components, please answer the following questions:
 - a. What types of grants have you distributed so far?
 - b. What are the mandatory criteria and documents that applicants need to fulfill to be eligible for grant assistance?
 - c. Who is in charge of grantee selection? What is USAID's role, compared to IPs'?
 - d. How does the Activity ensure that grants are distributed to those who need them the most? How were the areas of intervention defined under RfAs for different components?
 - e. What are the grant administration and monitoring procedures in place?
 - f. What were the payment procedures?
 - g. Did the Activity face any challenges in grant management, implementation, or coordination? If so, and how were they addressed?
 - h. What outcomes have grant recipients achieved to date?

Results

4. How did your interventions improve the capacity of CSOs you work with?
 - a. What proved most successful and what was least successful about the training/support provided?
 - b. Which organizations/types of organizations had the greatest improvement in capacity development? Which had the weakest results in terms of capacity development?
5. How did your interventions increase the sustainability of the targeted organizations? Please provide some examples.
6. How could the capacity building be improved to support sustainability?
7. To what extent have your interventions improved the protection of vulnerable groups it works with in BiH?
8. To what extent have your interventions resulted in policy changes? Can you provide example(s) of how the project contributed to these changes?
9. What are some results of awareness raising campaigns?
10. What can be done to further improve the sustainability of the Activity's results?

Lessons Learned

11. In terms of expected Activity results and based on what you have learned through the implementation so far:
 - a. What activities and approaches have been most successful? What activities have proved least successful in achieving results to date?
 - b. What factors have facilitated or hindered achievement of results to date?
 - c. Have you made any changes to your planning or implementation based on the lessons you learned along the way? If yes, how? Please describe.
 - d. How can the Activity adjust or improve its implementation strategy and approach to better achieve the goals and objectives? (PROBE: engage different stakeholders, change activity design)
 - e. Are there any external factors and upcoming or recent changes within the Activity that could affect implementation that the ET should be aware of? (PROBE: Staffing changes, financing?)

Collaboration

12. Please describe if and how you have organized/encouraged collaboration of different CSOs-grantees who work with the same type of vulnerable population?
13. Please describe if and how you have collaborated with any other USAID Activity or other donor projects in implementing INSPIRE?

14. How could the collaboration with other projects be strengthened to help INSPIRE achieve its objectives?

GRANTEES

Introduction and Context

1. What are the major obstacles facing the vulnerable group(s) you work with in BiH? What windows of opportunity are there?
2. Please describe the expected results of the project for which you received INSPIRE financial support and briefly describe the project, specifically highlighting what were you trying to achieve, and how?
3. When designing the project, how did you decide what problems to address.
 - a. Does your project address the priorities of the vulnerable group you work with through INSPIRE?
 - b. If yes, how did you identify them?
 - c. How do you ensure your interventions reach people most in need?

Grants

4. What type of grant assistance have you received from INSPIRE?
5. How many grants have you received?
6. Could you describe general procedures when it comes to applying for INSPIRE grant, grant implementation, monitoring, payments, and reporting?
7. Would you describe INSPIRE's procedures as simple or complex? Please explain why.
8. How did the grant implementation go? Did you encounter any challenges?

Results

9. Describe the support and/or training provided by INSPIRE (e.g., frequency and type)?
10. What was successful about the training/support?
11. How could the training/support be improved to support your organizations' sustainability?
12. In what ways, if any, has INSPIRE improved your organization's capacity?
13. To what extent did INSPIRE, if at all, contribute to your organization's sustainability?
14. To what extent do you think the situation of vulnerable group(s) you work with has improved through your interventions?
 - a. What related challenges have you faced?
15. How have you promoted your activities among the public and in what ways, if any, has this resulted in improvements of citizens' awareness on protection of the vulnerable group you work with?
16. Did your project involve advocacy interventions targeting changes in the regulatory framework?
 - a. If yes, have your activities contributed to any policy changes? Can you provide example(s) of how the project contributed?
17. Will the project results be sustained and how could they be improved?
18. What activities and approaches have been most successful and least successful in achieving results to date?

Collaboration

19. Please describe if and how you have collaborated with other organizations that received grants under INSPIRE to address the needs of the same vulnerable group?

GOVERNMENT / PUBLIC INSTITUTIONS / PARTNERS / EXPERTS

Introduction and Context

1. What are the major obstacles facing vulnerable group(s) in BiH?
2. What windows of opportunity are there?
3. Describe the goal of your work/your organization's work with vulnerable persons in BiH.
4. Do you think the situation of vulnerable group(s) you work with is improving in BiH.
 - a. If yes, in what ways?
5. Are you familiar with the work of the USAID-funded INSPIRE Activity or INSPIRE grantees?
6. In what ways, if any, has your organization coordinated or cooperated with INSPIRE, or any of its grantees?
 - a. To what extent did you find this coordination or cooperation useful in contributing to your work on the protection of vulnerable people?
 - b. How could this coordination or cooperation be improved to better promote the protection of vulnerable people?

Results

7. In what ways, if any, has INSPIRE improved the capacity of CSOs that focus on protection of vulnerable groups?
8. In what way, if any, has INSPIRE improved the protection of vulnerable people in BiH?
 - a. Has it reached people most in need?
9. What, if any, advocacy and awareness raising campaigns conducted under INSPIRE have reached you?
10. To what extent have INSPIRE activities resulted in policy changes? Can you provide example(s) of how the project contributed?
11. How can these results be sustained?
12. How could the results of the project be improved?

INTERNATIONAL ORGANIZATIONS / CSOs

1. Please describe your organization's work with vulnerable persons in BiH
2. What are the major obstacles facing vulnerable group(s) in BiH? What windows of opportunity are there?
3. Do you think the situation of vulnerable group(s) you work with is improving in BiH. If yes, to what extent?
2. To what extent are you familiar with the work of the USAID-funded INSPIRE Activity or INSPIRE grantees? Please elaborate.
3. To what extent are you aware of results achieved by this Activity (TIP victims, service centers, deinstitutionalization of PWDs, improving employment opportunities through women entrepreneurship, and advocacy activities for LGBTQI+)? Please elaborate.
4. In what ways, if any, has your organization coordinated or cooperated with INSPIRE, or its grantees?
 - a. To what extent did you find this coordination or cooperation useful in contributing to your work on the protection of vulnerable people?
 - b. How could this coordination or cooperation be improved to better promote the protection of vulnerable people?
5. What regulatory framework changes related to the vulnerable group(s) happened in the last three years?
 - a. Who advocated for those changes? Have they been implemented and how?
6. How do you assess the capacities of the CSOs you work with in terms of their work with the vulnerable?
 - a. Do you think they have improved in the last three years?

7. To what extent are you aware of any government or donor interventions related to providing assistance to vulnerable groups in BiH?
8. What activities related to vulnerable populations in BiH does your organization plan to conduct in the near future?

Hi, my name is _____, and first I'd like to thank you for taking the time to talk to me. I am a researcher from MEASURE II. MEASURE II is USAID/BiH's monitoring and evaluation platform, meaning that our role is to assist the Mission monitor the implementation and effects of all their Activities in BiH by conducting different types of research, including project evaluations, sector assessments, surveys, and indices. We also help USAID's IPs develop their routine monitoring, evaluation, and learning plans. USAID/BiH has asked our team to conduct a mid-term performance evaluation of the USAID INSPIRE. This activity began in 2020. INSPIRE is implemented by KULT with the support of numerous grantees including SUMERO.

Your ward has been selected to participate in this evaluation as a recipient of support provided through SUMERO. The team would like to talk to your ward in a focus group with 6-8 other SUMERO beneficiaries. The FGD will ask about his/her life in the household supported through SUMERO and the differences between their current life and the one before receiving SUMERO's support.

His/her responses will help the SUMERO program to improve. He/she may ask questions and/or refuse to answer any questions during the FGD. If he/she does not want to participate or doesn't want to answer a question, they do not have to. There is no risk for him/her to participate in this process.

All the answers will be kept confidential. His/her name will not be mentioned in the final report.

If you have any questions about this research, its procedures, and/or the risks and benefits, please contact Sandina Bosnjak at 061 377 236 or sbosnjak@measurebih.com.

ASSENT FORM FOR SUMERO BENEFICIARIES (PWD)

Dear _____ (name of the individual):

Hi, my name is _____, and I am here to ask some questions about the institution that gives you support. Everything you say here will be confidential, meaning your answers will be kept a secret; we won't say anything to your guardian. There aren't any right or wrong answers. I want you to answer honestly and as best as you can. Do you have any questions for me? You can interrupt me to ask a question at any time. Also, if you don't know the answer to a question or don't want to answer it, just let me know, and we can skip it. Are you ready to begin?

Do you agree to participate in this FGD?

Ward assented Ward did not assent

INFORMED CONSENT FORM FOR OTHER FGD

Purpose: Thank you for taking the time to meet with us today. My name is [NAME]. I am a researcher from MEASURE II. MEASURE II is USAID/BiH's monitoring and evaluation platform, meaning that our role is to assist the Mission monitor the implementation and effects of all their Activities in BiH by conducting different types of research, including project evaluations, sector assessments, surveys, and indices. We also help USAID's implementing partners develop their routine monitoring, evaluation, and learning plans. USAID/BiH has asked our team to conduct a

mid-term performance evaluation of the USAID INSPIRE. This activity began in 2020. INSPIRE is implemented by KULT with the support of numerous subgrantees.

You have been asked to participate today, so we can learn more about the support your organization received from KULT/INSPIRE or your involvement in the implementation of the KULT/INSPIRE programs. We are speaking with a variety of people who participated in this program either as implementers or recipients of program services. We would like your honest impressions, opinions, and thoughts on the implementation and outcomes to date. We are independent consultants who have no affiliation with the organizations that are implementing the INSPIRE Activities.

Procedures: If you agree to participate, we ask you to discuss your experience and opinion of the activities and services implemented under the INSPIRE program. The interview will take about one hour of your time. Although USAID may decide to publish the evaluation findings, all of your answers will be kept confidential. Nothing you tell us will be attributed to any individual. Instead, the report will include only a composite of all of the answers received by individuals we interview. Although we may use quotes, none of the individuals interviewed will be named in the report. We will use the data collected through interviews to produce a report for the USAID/BiH with recommendations on how to improve the effects of the KULT and INSPIRE activities.

Ground Rules:

- Everyone is encouraged to share their ideas, and the FGD is stronger if everyone participates.
- There are no wrong answers, and everyone’s perspective is equally valued.
- Respect one another, please don’t interrupt or speak over others.
- The ideas shared during the FGD should not be shared outside the FGD with non-participants to respect participants’ privacy.
- Disagreements about ideas can be valuable and productive, but personal attacks will not be tolerated.

Risks/Benefits: There are no significant risks to your participation in this study. You will not receive any direct benefit or compensation for participating in this study. Although this study will not benefit you personally, we hope that our results will help improve future human rights activities in Bosnia and Herzegovina. You can refuse to answer any question and we can stop the interview at any time.

Recordings and Transcripts: The recording is created to produce direct transcripts of this interview, so to ensure that your statements are not misheard or misinterpreted. The recordings and transcripts will not be shared outside the ET. They will be stored in a secure file without your personal identifiers. All details regarding data protection can be accessed by contacting the controller of this information, USAID MEASURE II, at sbosnjak@measurebih.com.

Do you have any questions at this time? [Interviewer should answer any questions]

Permission to Proceed: I understand the purpose of the interview as outlined above and understand that I can withdraw from the interview at any time and for any reason. I agree to participate in the interview (Evaluator records).

Yes No

Permission to Record:

Yes No

Initials of evaluator to indicate receipt of verbal consent: _____

Date: _____

FOCUS GROUP DISCUSSION (FGD)

SELECTION OF PARTICIPANTS

- **3 FGDs with beneficiaries of SCs and SUMERO**
 - 2 FGDs with beneficiaries of SCs
 - 1 FGD with beneficiaries of Sumero
- **4 FGDs on Entrepreneurial funds**
 - 2 FGDs with businesses led by women and marginalized groups
 - 2 FGDs with LGUs (Municipality Banovići; City of Banja Luka; Municipality Berkovići; City of Bosanska Krupa; Municipality Brod; City of Cazin; City of Dobo; City of Gračanica; Municipality Han Pijesak; Municipality Kakanj; Municipality Kozarska Dubica; Municipality Maglaj; Municipality Modriča; Municipality Novo Sarajevo; City of Ljubuški; Municipality Novi Grad / Bosanski Novi; Municipality Travnik; City of Trebinje; Municipality Vlasenica; City of Zenica)
- **2 FGDs with partners of grantees (C-TIP and LGBTQI+)**
- **1 FGD with SUMERO partners (centers for social work)**

FGD GUIDES

SERVICE CENTER BENEFICIARIES (GUARDIANS/PARENTS OF CHILDREN WITH DISABILITIES)

1. What are the major obstacles PWDs and their families face in BiH?
2. What types of support have you received from service centers/SUMERO?
3. How would you describe the quality of these services?
 - a. Have these services addressed the most pressing needs of PWDs and their families?
4. How have these services improved the situation of beneficiaries and their families? What can you do now that you were unable to do before?
5. Have there been any changes in the regulatory framework that affected the status of PWDs and their families?
 - a. Were they positive or negative?
 - b. Do you know who advocated for these changes?
 - c. Have they been implemented and how?
6. What type of support provided by service centers/SUMERO do you find most helpful?
7. Thinking about the services with which you are not satisfied, how can they be improved?
8. What type of support is still missing?

SUMERO COMMUNITY BENEFICIARIES (PWDs WITH GUARDIANS/PERSONAL ASSISTANCE PROVIDERS WHERE APPLICABLE)

1. How did you come in contact with SUMERO?
2. Where did you live before SUMERO? What did it look like?
3. What does life in your household look like?
4. What support do you receive from SUMERO? Who provides it and how?
5. What do you have now that you did not have before SUMERO? (PROBE: How is your life different now, e.g., more or less independent?)
6. How do you feel about the change SUMERO made in your life?
7. If you could improve it, what would you change in SUMERO?

LGUS (ENTREPRENEURIAL FUND)

Introduction and Context

1. What are the major obstacles facing vulnerable groups in BiH?
2. What windows of opportunity are there?
3. Can you briefly describe your role in the INSPIRE project, specifically highlighting what you were trying to achieve, and how?
4. To what extent do you think the situation of vulnerable group(s) you work with is improving?

Entrepreneurial Fund

5. Could you describe the work of the entrepreneurial fund in your LGU?
 - a. What type(s) of support was provided through the entrepreneurial fund?
 - b. What type(s) of marginalized population did the entrepreneurial fund encompass?
 - c. What are the mandatory criteria and documents that applicants need to fulfill to be eligible for assistance?
 - d. Who is in charge of candidate selection? What is the INSPIRE's role, compared to LGUs'?
 - e. How is it ensured that funds are distributed to those who need them the most?
 - f. What are the fund administration and monitoring procedures in place?
 - g. What were the payment procedures?
 - h. Did you face any challenges in fund management, implementation, or coordination, and how were they addressed?
 - i. What outcomes have fund recipients achieved to date?

Results

6. Describe the support and/or training provided by INSPIRE (e.g., frequency and type)?
7. What was successful about the training/support?
8. How could the training/support be improved to support sustainability?
9. To what extent do you think the situation of vulnerable group(s) you work with has improved through your interventions?
 - a. What related challenges have you faced?
10. How sustainable is your entrepreneurial fund and did INSPIRE contribute to that?
11. Did you promote your activities among the public and how?
12. What approaches have been most successful and least successful in achieving results to date?

BUSINESSES (WOMEN/MARGINALIZED GROUPS)

1. What are the major obstacles facing women and marginalized group(s) in starting and running a business in BiH?
2. What windows of opportunity are there?

Entrepreneurial Fund

3. Could you describe your experience with the entrepreneurial fund in your LGU?
 - a. What type(s) of support was provided to you through the entrepreneurial fund?
 - b. What are the mandatory criteria and documents that you needed to fulfill to be eligible for assistance?
 - c. What are the monitoring procedures in place?
 - d. What were the payment procedures?
 - e. Did you face any challenges in terms of receiving support, and how were they addressed?
4. In what ways, if any, was your capacity improved as a result of the support you received?

5. Think about the support you received. What was helpful about it and what not helpful?
6. To what extent do you think your business activities have improved as a result of the support you received?
7. How sustainable are the results achieved as a result of the support you received?
8. How could the activities related to the entrepreneurial fund in your municipality improve? In what way can the support provided to you through the fund be improved?

GRANTEES' OTHER BENEFICIARIES/STAKEHOLDERS

1. What are the major obstacles facing vulnerable group(s) in BiH?
2. What windows of opportunity are there?
3. Which INSPIRE activities did you participate in:
 - a. Counter trafficking / service provision support for trafficking victims
 - b. LGBTQI+ issues and support
4. Describe your involvement in INSPIRE activities, e.g., frequency/type of support and/or training provided by INSPIRE?
5. What was successful about your involvement in INSPIRE activities, e.g., relevance to your work, timeliness and content quality of the training/support you received?
6. In what ways, if any, has INSPIRE improved your capacity to improve the position of vulnerable group(s) in BiH? What can you do now that you were not able to do before your involvement with INSPIRE?
7. How did your involvement in INSPIRE activities help you at your current job?
8. How could your involvement in INSPIRE activities be improved, e.g., how can training/support provided under INSPIRE be improved?
9. To what extent do you think the situation of vulnerable group(s) you work with has improved in the last three years as a result of INSPIRE interventions?
10. What regulatory framework changes related to the vulnerable group(s) happened in the last three years?
 - a. Who advocated for those changes?
 - b. Have they been implemented and how?
11. How do you assess the capacities of the CSOs active under INSPIRE in terms of their work with the vulnerable? Do you think they have improved in the last three years?
12. How can the results achieved under INSPIRE be sustained and how could they be improved?
13. What activities and approaches have been most successful and least successful in achieving results to date?

PARTNERS OF GRANTEES (C-TIP, LGBTQI+ AND SUMERO)

Introduction and Context

1. What are the major obstacles facing vulnerable group(s) in BiH?
2. What windows of opportunity are there?
3. Describe the goal of your work/your organization's work with vulnerable persons in BiH.
4. Do you think the situation of vulnerable group(s) you work with is improving in BiH.
 - a. If yes, in what ways?
5. Are you familiar with the work of the USAID-funded INSPIRE Activity or INSPIRE grantees?
6. In what ways, if any, has your organization coordinated or cooperated with INSPIRE, or any of its grantees?
 - c. To what extent did you find this coordination or cooperation useful in contributing to your work on the protection of vulnerable people?
 - d. How could this coordination or cooperation be improved to better promote the protection of vulnerable people?

Results

7. In what ways, if any, has INSPIRE improved the capacity of organization regarding protection of vulnerable groups?
8. In what way, if any, has INSPIRE improved the protection of vulnerable people in BiH?
 - a. Has it reached people most in need?
9. What, if any, advocacy and awareness raising campaigns conducted under INSPIRE have reached you?
10. To what extent have INSPIRE activities resulted in policy changes? Can you provide example(s) of how the project contributed?
11. How sustainable do you think are the result achieved through the project you participated in?
12. How could the results of the project you participated in be improved?

ONLINE SURVEYS

ONLINE SURVEY OF INSPIRE GRANTEES' PARTNERS

Dear Madam/Sir,

We are reaching out to you on behalf of USAID's MEASURE II project. MEASURE II is currently evaluating the USAID project "USAID/INSPIRE - Human Rights Activity Bosnia and Herzegovina."

Given that you participated in the activities carried out by INSPIRE, we would greatly appreciate it if you would fill out the survey and share your experiences from this collaboration with us.

Your participation in this survey is voluntary and anonymous. There is no risk for you from taking this survey, nor will you benefit from your participation.

The time required to fill out the survey is less than 10 minutes.

We thank you in advance.

Q1. We would like to ask you several questions about your participation in the interventions of the INSPIRE Activity. Your personal information will not be recorded. Do you want to continue filling in the survey?

- a. Yes > GO TO Q2.
- b. No > END SURVEY!

Q2. Which marginalized group does your cooperation relate to?

- a. Victims of human trafficking and persons at risk > GO TO Q14.
- b. LGBTIQ community > GO TO Q14.
- c. Beneficiaries of service centers for children with developmental difficulties and persons with disabilities > GO TO Q3.
- d. Beneficiaries of SUMERO programs > GO TO Q9.
- e. Other

Q3. Which service center(s) did you cooperate with?

- a. SC Dajte nam sansu Sarajevo
- b. SC Dajte nam sansu Zvezdice Banja Luka
- c. SC Dlan Zenica
- d. SC Mala sirena Zavidovic
- e. SC Sunce nam je zajednicko Trebinje
- f. SC Tracak nade Foca

Q4. How intensively did you cooperate with a service center over the past 4 years?

- a. Never
- b. Seldom
- c. Occasionally
- d. Often
- e. Always

Q5. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I am not aware
The work of the Service Center improved the protection of children with developmental difficulties and persons with disabilities over the past 4 years.						
Media campaigns conducted by the Service Center improved the visibility of children with developmental difficulties and persons with disabilities in the past 4 years.						
The regulatory interventions of the Service Center (laws, rule books, decrees) improved the protection of the rights of children with developmental difficulties and persons with disabilities in the past 4 years.						

Q6. If you believe it is true, please explain how the work of the Service Center improved the protection of children with developmental difficulties and persons with disabilities in the past 4 years (please state an example).

Q7. If you believe it is true, please explain how the regulatory interventions of the Service Center (laws, rule books, decrees) improved the protection of children with developmental difficulties and persons with disabilities in the past 4 years (please state an example).

Q8. The support of the Service Center is for us:

- a. Not important > GO TO Q45.
- b. Very important > GO TO Q45.

Q9. How intensively did you cooperate with a SUMERO over the past 4 years?

- a. Never
- b. Seldom
- c. Occasionally
- d. Often
- e. Always

Q10. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I am not aware
The work of SUMERO improved the protection of children with developmental difficulties and persons with disabilities over the past 4 years.						
Media campaigns conducted by SUMERO improved the visibility of children with developmental difficulties and persons with disabilities in the past 4 years.						
The regulatory interventions of SUMERO (laws, rule books, decrees) improved the protection of the rights of children with developmental difficulties and persons with disabilities in the past 4 years.						

Q11. If you believe it is true, please explain how the work of SUMERO improved the protection of children with developmental difficulties and persons with disabilities in the past 4 years (please state an example).

Q12. If you believe it is true, please explain how the regulatory interventions of SUMERO (laws, rule books, decrees) improved the protection of children with developmental difficulties and persons with disabilities in the past 4 years (please state an example).

Q13. The support of SUMERO is for us:

- a. Not important > GO TO Q45.
- b. Very important > GO TO Q45.

Q14. In what activities did you participate?

- a. Training or workshop > GO TO Q27.
- b. Event (conference, round table, meetings, etc.) > GO TO Q33.
- c. Both > GO TO Q15.

Q15. Which non-governmental organization organized the training/workshop?

- a. Centar ženskih prava Zenica
- b. Centar za integrativnu inkluziju Roma i Romkinja Otaharin
- c. Centar za pružanje usluga u zajednici PUŽ
- d. CPRC - Centar za istraživanje politike suprostavljanju kriminalitetu
- e. Crveni križ Županije Zapadnohercegovačke
- f. Kali Sara - Romski informativni centar
- g. Međunarodni forum solidarnosti EMMAUS
- h. SOS dječija sela
- i. Udruženje Bolja budućnost
- j. Udruženje Faros
- k. Udruženje zemlja djece u BiH
- l. Vaša prava BiH
- m. Žene sa Une Bihac
- n. Centar za psihološku podršku Sensus
- o. Helsinški odbor za ljudska prava
- p. Sarajevski otvoreni centar
- q. Omladinska novinska asocijacija ONAuBiH
- r. Pro Educa
- s. Udruženje Realstage
- t. Tuzlanski otvoreni centar
- u. Udruženje za psiho-socijalnu podršku i bolju budućnost Progres
- v. Omladinski kulturni centar Abrašević
- w. Udruženje Menssana

Q16. To what extent do you agree with the following statements on conducted training?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know/ N/A
The training was relevant for my work.						
The training was very informative.						
The contents of the training were of high quality.						

Q17. Please tell us to what extent do you agree with the following statements about the results of the training.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know/ N/A
Because of the training, now I can do things I could not do before						
The contents covered by the training helped me in my current work.						
I would recommend this training to my colleagues.						
The training helped me better protect the marginalized group I work with.						
The training encouraged me to get involved with marginalized groups I had not worked with before.						

Q18. What specifically did the training help you achieve regarding the protection of marginalized groups (please give an example)?

Q19. How could the training be improved?

Q20. What kind of events did you attend?

- a. A conference
- b. A round table

An event of a different kind (please describe)

Q21. Which non-governmental organization organized the training/workshop?

- a. Centar ženskih prava Zenica
- b. Centar za integrativnu inkluziju Roma i Romkinja Otaharin
- c. Centar za pružanje usluga u zajednici PUŽ
- d. CPRC - Centar za istraživanje politike suprotavljanju kriminalitetu
- e. Crveni križ Županije Zapadnohercegovačke
- f. Kali Sara - Romski informativni centar
- g. Međunarodni forum solidarnosti EMMAUS
- h. SOS dječija sela
- i. Udruženje Bolja budućnost
- j. Udruženje Faros
- k. Udruženje zemlja djece u BiH
- l. Vaša prava BiH
- m. Žene sa Une Bihać
- n. Centar za psihološku podršku Sensus
- o. Helsinški odbor za ljudska prava
- p. Sarajevski otvoreni centar
- q. Omladinska novinska asocijacija ONAuBiH
- r. Pro Educa
- s. Udruženje Realstage
- t. Tuzlanski otvoreni centar
- u. Udruženje za psiho-socijalnu podršku i bolju budućnost Progres
- v. Omladinski kulturni centar Abrašević
- w. Udruženje Menssana

Q22. To what extent do you agree with the following statements on the event(s) you attended?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know/ N/A
The event was relevant to my work.						
The event was very informative.						
The contents of the event were of high quality.						

Q23. Please tell us to what extent do you agree with the following statements about the results of the training.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know/ N/A
Because of the event, now I can do things I could not do before						
The contents covered by the event helped me in my current work.						
I would recommend this event to my colleagues.						
The event helped me better protect the marginalized group I work with.						
The event encouraged me to get involved with marginalized groups I had not worked with before.						

Q24. What specifically did the event help you achieve regarding the protection of marginalized groups (please give an example)?

Q25. How could the organization of the event be improved?

Q26. The support of INSPIRE in the process of trainings and events was for us:

- a. Not important > GO TO Q39.
- b. Very important > GO TO Q39.

Q27. Which non-governmental organization organized the training/workshop?

- a. Centar ženskih prava Zenica
- b. Centar za integrativnu inkluziju Roma i Romkinja Otaharin
- c. Centar za pružanje usluga u zajednici PUŽ
- d. CPRC - Centar za istraživanje politike suprostavljanju kriminalitetu
- e. Crveni križ Županije Zapadnohercegovačke
- f. Kali Sara - Romski informativni centar
- g. Međunarodni forum solidarnosti EMMAUS
- h. SOS dječija sela
- i. Udruženje Bolja budućnost
- j. Udruženje Faros
- k. Udruženje zemlja djece u BiH
- l. Vaša prava BiH
- m. Žene sa Une Bihac
- n. Centar za psihološku podršku Sensus
- o. Helsinški odbor za ljudska prava
- p. Sarajevski otvoreni centar
- q. Omladinska novinska asocijacija ONAuBiH
- r. Pro Educa
- s. Udruženje Realstage
- t. Tuzlanski otvoreni centar
- u. Udruženje za psiho-socijalnu podršku i bolju budućnost Progres
- v. Omladinski kulturni centar Abrašević
- w. Udruženje Menssana

Q28. To what extent do you agree with the following statements on conducted trainings?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know/ N/A
The training was relevant for my work.						
The training was very informative.						
The contents of the training were of high quality.						

Q29. Please tell us to what extent do you agree with the following statements about the results of the training.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know/ N/A
Because of the training, now I can do things I could not do before						
The contents covered by the training helped me in my current work.						
I would recommend this training to my colleagues.						
The training helped me better protect the marginalized group I work with.						
The training encouraged me to get involved with marginalized groups I had not worked with before.						

Q30. What specifically did the training help you achieve regarding the protection of marginalized groups (please give an example)?

Q31. How could the training be improved?

Q32. The support of INSPIRE in the process of trainings was for us:

- a. Not important > GO TO Q39.
- b. Very important > GO TO Q39.

Q33. What kind of events did you attend?

- a. A conference
- b. A round table

An event of a different kind (please describe)

Q34. Which non-governmental organization organized the training/workshop?

- a. Centar ženskih prava Zenica
- b. Centar za integrativnu inkluziju Roma i Romkinja Otaharin
- c. Centar za pružanje usluga u zajednici PUŽ
- d. CPRC - Centar za istraživanje politike suprotavljanju kriminalitetu
- e. Crveni križ Županije Zapadnohercegovačke
- f. Kali Sara - Romski informativni centar
- g. Međunarodni forum solidarnosti EMMAUS
- h. SOS dječija sela
- i. Udruženje Bolja budućnost
- j. Udruženje Faros
- k. Udruženje zemlja djece u BiH
- l. Vaša prava BiH
- m. Žene sa Une Bihać
- n. Centar za psihološku podršku Sensus
- o. Helsinški odbor za ljudska prava
- p. Sarajevski otvoreni centar
- q. Omladinska novinska asocijacija ONAuBiH
- r. Pro Educa
- s. Udruženje Realstage
- t. Tuzlanski otvoreni centar
- u. Udruženje za psiho-socijalnu podršku i bolju budućnost Progres
- v. Omladinski kulturni centar Abrašević
- w. Udruženje Menssana

Q35. To what extent do you agree with the following statements on the event(s) you attended?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know/ N/A
The event was relevant to my work.						
The event was very informative.						
The contents of the event were of high quality.						

36. Please tell us to what extent do you agree with the following statements about the results of the training?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know/ N/A
Because of the event, now I can do things I could not do before						
The contents covered by the event helped me in my current work.						
I would recommend this event to my colleagues.						
The event helped me better protect the marginalized group I work with.						
The event encouraged me to get involved with marginalized groups I had not worked with before.						

Q37. What specifically did the event help you achieve regarding the protection of marginalized groups (please give an example)?

Q38. How could the organization of the event be improved?

Q39. The position of the marginalized group which I work with improved in the past 4 years (Likert scale: 1 – Strongly disagree; 2 – Disagree; 3 - Neither agree nor disagree; 4- Agree; 5 – Strongly agree; 6 – I am not aware)

Q40. If the position of the marginalized group you work with improved, please explain how (state and example)?

Q41. The media campaign implemented by the non-governmental organization you collaborated with improved the visibility of the targeted marginalized group (Likert scale: 1 – Strongly disagree; 2 – Disagree; 3 - Neither agree nor disagree; 4- Agree; 5 – Strongly agree; 6 – I am not aware).

Q42. If you believe it is true, please explain which media campaigns improved the visibility of the targeted marginalized group (please state an example).

Q43. The regulatory activities of the selected organization (laws, rule books, decrees) improved the protection of the rights of the targeted marginalized group in the past 4 years (Likert scale: 1 – Strongly disagree; 2 – Disagree; 3 - Neither agree nor disagree; 4- Agree; 5 – Strongly agree; 6 – I am not aware).

Q44. If you believe it is true, please explain how the regulatory activities of the selected organization (laws, rule books, decrees) improved the protection of the rights of the targeted marginalized group in the past 4 years (please state an example).

Q45. What gender are you?

- a. Female
- b. Male
- c. Other (please specify)

Q46. In what part of BiH do you reside?

- a. Federation of Bosnia and Herzegovina
- b. Republika Srpska
- c. Brčko District

SURVEY OF GRANT RECIPIENTS

Dear Madam/Sir,

We are reaching out to you on behalf of USAID's MEASURE II project. MEASURE II is currently evaluating the USAID project "USAID/INSPIRE - Human Rights Activity Bosnia and Herzegovina."

Given that you are a recipient of a grant from INSPIRE, we would greatly appreciate it if you would fill out the survey and share your experiences from this collaboration with us.

Your participation in this survey is voluntary and anonymous. There is no risk for you from taking this survey, nor will you benefit from your participation.

The time required to fill out the survey is less than 10 minutes.

We thank you in advance.

Q1. We would like to ask you several questions about a grant(s) you have received from INSPIRE. Your personal information will not be recorded. Do you want to continue filling in the survey?

- a. Yes > GO TO Q2.
- b. No > END SURVEY!

*Q2. What was the main purpose of the grant you received from INSPIRE?

- a. Support for the activities of non-governmental organizations in the fight against human trafficking > GO TO Q3.
- b. Support for the activities of the LGBTIQ community in BiH > GO TO Q3.
- c. Business financing of women and other marginalized groups > GO TO Q43.
- d. Support to the activities of SUMERO and service centers in BiH > GO TO Q21.

Please respond to a few questions regarding INSPIRE's grant management procedures.

Q3. Would you describe USAID's procedures as simple or complex? *Single response for each item.*

	Simple	Neither simple nor complex	Complex	Don't know
INSPIRE'S grant application procedures.				
INSPIRE's reporting procedures.				

Q4. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Themes covered by the public call address the most pressing needs of the targeted marginalized group						
The way the selection criteria are defined directly address the most pressing needs of the targeted marginalized group						
INSPIRE's staff was available to us for any questions during the grant application stage.						
INSPIRE's staff was available to us for any questions during the grant implementation stage.						
We used external assistance (outside of INSPIRE) to prepare grant application.						

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Time between the grant application and signing the agreement was too long.						
INSPIRE made grant fund disbursements at agreed times						
Inflation (price increase) negatively affected our grant implementation.						
The COVID-19 pandemic negatively affected our grant implementation.						

Q5. How could INSPIRE's grant management procedures be improved?

Q6. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The position of the targeted marginalized group improved owing to interventions supported by our grant funds.						
The results of the project we implemented are sustainable.						
Implemented activities were successfully promoted to the public and they strengthened the awareness of citizens about the protection of the targeted marginalized group						
Regulatory interventions (on laws, rule books, decrees, etc.) enhanced the protection of the rights of the targeted marginalized group						

Q7. If the position of the targeted marginalized group improved, explain how (state an example)

Q8. What types of citizen awareness-raising interventions did you implement?

- a. Round tables
- b. Conferences
- c. Social media campaigns
- d. Video materials (films, short clips)
- e. Campaigns through traditional media (TV, newspapers)
- f. Events, fairs, festivals, presentations, etc.
- g. Articles
- h. Blogs
- i. Other (please list)

Q9. Which group was targeted by awareness-raising interventions?

- a. Representatives of the professional public
- b. Government representatives
- c. Citizens
- d. Other (please list)

Q10. Please list the most significant results of citizen awareness-raising interventions?

Q11. If you believe it to be true, please explain how your regulatory interventions (on laws, rulebooks, decrees, etc.) improved the protection of the rights of the targeted marginalized group (state an example).

Please respond to a few questions about the capacity-building program of your organization: Assessment of Organizational Performance (Procjena organizacijskih performansi – POP) and Pre-Grant Organizational Capacity Review (Predgrantovska revizija organizacijskih kapaciteta – PGR).

Q12. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
We were aware of the requirements of the organizational performance improvement program (POP).						
The organizational performance improvement program (POP) was too demanding for our organization, particularly at the outset.						
The organizational performance improvement program (POP) was too demanding for our organization throughout the process.						
Gathering the documentation required for the POP self-assessment was demanding.						
The shortage of human resources made it harder to implement the POP.						
We had INSPIRE's support during the implementation of the POP.						
Practices and documentation adopted through the POP are useful for our current and future work.						
Interventions implemented through the POP improved the sustainability of our organization.						

Q13. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
We were aware of the requirements of the organizational capacity strengthening program (PGR)						
The organizational capacity strengthening program (PGR) was too demanding for our organization, particularly at the outset.						
The organizational capacity strengthening program (PGR) was too demanding for our organization throughout the process.						
Gathering the documentation required for the PGR self-assessment was demanding.						
The shortage of human resources made it harder to implement the PGR.						
We had the support of the NGOBA (Ismeta and Šejla) during the implementation of the POP.						
Practices and documentation adopted through the PGR are useful for our current and future work.						
Interventions implemented through the PGR improved the sustainability of our organization.						

Q14. How could the capacity enhancement procedures (related to POP and PGR) be improved?

Q15. What would you highlight as the major benefits of the capacity management programs (relates to POP and PGR)?

Q16. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The training was relevant for the operations of our organization.						
The contents of the training were of high quality.						
The trainers (lecturers) were of high quality, and they met our expectations.						
The training were adapted to the level of knowledge of all participants.						

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The contents of every new training were different from the previous ones.						
The timing of the training was aligned with our activities.						
In general, the training implemented by INSPIRE are useful for our current and future work.						

Q17. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
Thanks to the training I can do things I could not do before.						
The contents of the training helped me in my current work.						
I would recommend this training to my colleagues.						
The training helped me better protect the targeted marginalized group.						

Q18. What specifically did the trainings help you achieve regarding the protection of the marginalized group? (state an example)

Q19. How could the training be improved?

Q20. How important do you find INSPIRE's support provided in the form of training?

- a. Not important > GO TO Q51.
- b. Very important > GO TO Q51.

Q21. Would you describe INSPIRE's procedures as simple or complex?

	Simple	Neither simple nor complex	Complex	Don't know
INSPIRE'S grant application procedures				
INSPIRE's grant implementation reporting procedures				

Q22. To what extent do you agree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
INSPIRE's staff was available to us for any questions during the grant application stage.						
INSPIRE's staff was available to us for any questions during the grant implementation stage.						
We used external assistance (outside of INSPIRE) to prepare the grant application.						
The time between the grant application and the signing of the agreement was too long.						
INSPIRE made grant fund disbursements at agreed times						
Inflation (price increases) negatively affected our grant implementation.						
The COVID-19 pandemic negatively affected our grant implementation.						

Q23. How could INSPIRE's grant management procedures be improved?

Q24. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The position of the targeted marginalized group improved owing to interventions supported by our grant funds.						
The results of the project we implemented are sustainable.						
Implemented activities were successfully promoted to the public and they strengthened the awareness of citizens about the protection of the targeted marginalized group						
Regulatory interventions (on laws, rule books, decrees, etc.) enhanced the protection of the rights of the targeted marginalized group						

Q25. If the position of your targeted marginalized group improved, please explain how (state an example)

Q26. What types of citizen awareness-raising interventions did you implement?

- a. Round tables
- b. Conferences
- c. Social media campaigns
- d. Video materials (films, short clips)
- e. Campaigns through traditional media (TV, newspapers)
- f. Events, fairs, festivals, presentations, etc.
- g. Articles
- h. Blogs
- i. Other (please list)

Q27. Which group was targeted by awareness-raising interventions?

- a. Representatives of the professional public
- b. Government representatives
- c. Citizens
- d. Other (please list)

Q28. Please list the most significant results of citizen awareness-raising interventions?

Q29. If you believe it to be true, please explain how your regulatory interventions (on laws, rule books, decrees, etc.) improved the protection of the rights of the targeted marginalized group (state an example).

Please respond to a few questions about the capacity-building program of your organization: Assessment of Organizational Performance (Procjena organizacijskih performansi - POP) and the Assessment of Organizational Capacity (Procjena organizacijskih kapaciteta – POK).

Q30. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
We were aware of the requirements of the organizational performance improvement program (POP).						
The organizational performance improvement program (POP) was too demanding for our organization, particularly at the outset.						

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The organizational performance improvement program (POP) was too demanding for our organization throughout the process.						
Gathering the documentation required for the POP self-assessment was demanding.						
The shortage of human resources made it harder to implement the POP.						
We had INSPIRE's support during the implementation of the POP.						
Practices and documentation adopted through the POP are useful for our current and future work.						
Interventions implemented through the POP improved the sustainability of our organization.						

Q31. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
We were not aware of the complexity of the organizational capacity strengthening program (POK)						
The organizational capacity strengthening program (POK) was too demanding for our organization, particularly at the outset.						
The organizational capacity strengthening program (POK) was too demanding for our organization throughout the process.						
Gathering the documentation required for the POK self-assessment was demanding.						
The shortage of human resources made it harder to implement the POK.						
We had the support of NGOBA (Ismeta and Šejla) during the implementation of the capacity strengthening program.						
Practices and documentation adopted through the POP are useful for our current and future work.						
Interventions implemented through the POK improved the sustainability of our organization.						

Q32. How could the capacity enhancement procedures (related to POP and POK) be improved?

Q33. What would you highlight as the major benefits of the capacity management programs (relates to POP and POK)?

Q34. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The training was relevant for the operations of our organization.						
The contents of the training were of high quality.						
The trainers (lecturers) were of high quality, and they met our expectations.						
The training were adapted to the level of knowledge of all participants.						
The contents of every new training were different from the previous ones.						
The timing of the training was aligned with our activities.						
In general, the training implemented by INSPIRE are useful for our current and future work.						

Q35. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
Thanks to the training I can do things I could not do before.						
The contents of the training helped me in my current work.						
I would recommend this training to my colleagues.						
The training helped me better protect the targeted marginalized group.						

Q36. What specifically did the trainings help you achieve regarding the protection of the marginalized group? (state an example)

Q37. How could the trainings be improved?

Please answer a few questions regarding your Master Sustainability Plan.

38. To what extent do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The procedure to draft the Sustainability Master Plan was overly demanding.						
During the process of drafting of the Sustainability Master Plan we had full support of INSPIRE						
The objectives we set in the Master Plan were realistic.						
The Sustainability Master Plan increased the financial sustainability of our organization.						
After the conclusion of INSPIRE, we shall be able to operate in full capacity without USAID's support.						

Q39. In your opinion, to what extent have you managed to meet the Master Plan objectives up to this point?

- a. 0-25%
- b. 26-50%
- c. 51-75%
- d. 75-100%

Q40. To what extent have you managed to diversify your organization's sources of funding up to this point? (Likert scale: 1 – to some extent; 4 – To a great extent)

Q41. At this time, what percentage of funding of your organization comes from the following sources? (select an approximate value for each funding source; the total for all sources of funding must not exceed 100%)

	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
Funding by one level of government in BiH										
Funding by USAID										
Funding by other international development/ financial agencies										
Financing by the business sector										
Funding by individuals										
Own sources of funding										
Other sources of funding										

Q42. How important do you find INSPIRE's support provided in the form of trainings?

- a. Not important > GO TO Q51.
- b. Very important > GO TO Q51.

Q43. Would you describe INSPIRE's procedures as simple or complex?

	Simple	Neither simple nor complex	Complex	Don't know
INSPIRE'S grant application procedures				
INSPIRE's grant implementation reporting procedures				

Q44. To what extent do you agree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
INSPIRE's staff was available to us for any questions during the grant application stage.						
Municipal staff was available to us for any questions during the grant application stage						
INSPIRE's staff was available to us for any questions during the grant implementation stage.						
Municipal staff was available to us for any questions during the grant implementation stage.						
We used external assistance (outside of INSPIRE) to prepare the grant application.						
The time between the grant application and the signing of the agreement was too long.						
INSPIRE made grant fund disbursements at agreed times						
Inflation (price increases) negatively affected our grant implementation.						
The COVID-19 pandemic negatively affected our grant implementation.						

Q45. How could INSPIRE's grant management procedures be improved?

Q46. If you had not received the grant, would you have started your own business?

- a. Yes
- b. No
- c. I am not sure

Q47. Is the business you established within the framework of the Entrepreneurial Fund project still active and in operation?

- a. Yes
- b. No

Q48. To what extent do you agree with the following statement? The grant I received and the business I established helped me increase my household budget?

- a. Strongly disagree > GO TO Q50.
- b. Disagree > GO TO Q50.
- c. Neither agree nor disagree > GO TO Q50.
- d. Agree > GO TO Q49.
- e. Strongly agree > GO TO Q49.
- f. N/A > GO TO Q50.

Q49. Could you assess how much your household budget increased for the period due to d grant assistance you received?

- a. 0-25%
- b. 26-50%
- c. 51-75%
- d. 75-100%
- e. by over 100%
- f. I am still implementing the grant so I am currently unable to answer

Q50. What would be of the greatest use to you and your business in the future?

Q51. What are your recommendations for future projects targeting the marginalized group(s) you work with? (NOT TO BE FILLED IN BY PERSONS WHO STARTED THE BUSINESS).

Q52. What gender are you?

- a. Female
- b. Male
- c. Other (please specify)

Q53. In what part of BiH do you reside?

- a. Federation of Bosnia and Herzegovina
- b. Republika Srpska
- c. Brčko District

ANNEX 5: CONFLICT OF INTEREST FORMS

Name	Mirza Kulenovic
Title	Senior Research Analyst
Organization	USAID/BiH Monitoring and Evaluation Support Activity (MEASURE II)
Evaluation Position?	<input type="checkbox"/> Team Leader <input checked="" type="checkbox"/> Team member
Evaluation Award Number	USAID/BiH Monitoring and Evaluation Support Activity (MEASURE II), implemented by American Institutes for Research, Contract Number: AID-167-1-17-00004
USAID Projects Evaluated	I. INSPIRE Human Rights Activity, implemented by Institute for Youth Development KULT, Contract Number: 72016820C00002
I have real or potential conflicts of interest to disclose.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>If yes answered above, I disclose the following facts: <i>Real or potential conflicts of interest may include, but are not limited to:</i></p> <ol style="list-style-type: none"> 1. Close family member who is an employee of the USAID operating unit managing the project(s) being evaluated or the implementing organization(s) whose project(s) are being evaluated. 2. Financial interest that is direct, or is significant though indirect, in the implementing organization(s) whose projects are being evaluated or in the outcome of the evaluation. 3. Current or previous direct or significant though indirect experience with the project(s) being evaluated, including involvement in the project design or previous iterations of the project. 4. Current or previous work experience or seeking employment with the USAID operating unit managing the evaluation or the implementing organization(s) whose project(s) are being evaluated. 5. Current or previous work experience with an organization that may be seen as an industry competitor with the implementing organization(s) whose project(s) are being evaluated. 6. Preconceived ideas toward individuals, groups, organizations, or objectives of the particular projects and organizations being evaluated that could bias the evaluation. 	

I certify (1) that I have completed this disclosure form fully and to the best of my ability and (2) that I will update this disclosure form promptly if relevant circumstances change. If I gain access to proprietary information of other companies, then I agree to protect their information from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than that for which it was furnished.

Signature	
Date	05/20/2024

Name	Ana Kotur-Erkić
Title	Subject matter expert
Organization	USAID/BiH Monitoring and Evaluation Support Activity (MEASURE II)
Evaluation Position?	<input type="checkbox"/> Team Leader <input checked="" type="checkbox"/> Team member
Evaluation Award Number	USAID/BiH Monitoring and Evaluation Support Activity (MEASURE II), implemented by American Institutes for Research, Contract Number: AID-167-1-17-00004
USAID Projects Evaluated	I. INSPiRE Human Rights Activity, implemented by Institute for Youth Development KULT, Contract Number: 72016820C00002
I have real or potential conflicts of interest to disclose.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>If yes answered above, I disclose the following facts: <i>Real or potential conflicts of interest may include, but are not limited to:</i></p> <ol style="list-style-type: none"> 1. Close family member who is an employee of the USAID operating unit managing the project(s) being evaluated or the implementing organization(s) whose project(s) are being evaluated. 2. Financial interest that is direct, or is significant though indirect, in the implementing organization(s) whose projects are being evaluated or in the outcome of the evaluation. 3. Current or previous direct or significant though indirect experience with the project(s) being evaluated, including involvement in the project design or previous iterations of the project. 4. Current or previous work experience or seeking employment with the USAID operating unit managing the evaluation or the implementing organization(s) whose project(s) are being evaluated. 5. Current or previous work experience with an organization that may be seen as an industry competitor with the implementing organization(s) whose project(s) are being evaluated. 6. Preconceived ideas toward individuals, groups, organizations, or objectives of the particular projects and organizations being evaluated that could bias the evaluation. 	

I certify (1) that I have completed this disclosure form fully and to the best of my ability and (2) that I will update this disclosure form promptly if relevant circumstances change. If I gain access to proprietary information of other companies, then I agree to protect their information from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than that for which it was furnished.

Signature	
Date	05/20/2024


Name	Selma Omerbegovic	
Title	Analyst	
Organization	USAID/BiH Monitoring and Evaluation Support Activity (MEASURE II)	
Evaluation Position?	<input type="checkbox"/> Team Leader <input checked="" type="checkbox"/> Team member	
Evaluation Award Number	USAID/BiH Monitoring and Evaluation Support Activity (MEASURE II), implemented by American Institutes for Research, Contract Number: AID-I67-I-17-00004	
USAID Projects Evaluated	I. INSPIRE Human Rights Activity, implemented by Institute for Youth Development KULT, Contract Number: 72016820C00002	
I have real or potential conflicts of interest to disclose.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<p>If yes answered above, I disclose the following facts: <i>Real or potential conflicts of interest may include, but are not limited to:</i></p> <ol style="list-style-type: none"> 7. Close family member who is an employee of the USAID operating unit managing the project(s) being evaluated or the implementing organization(s) whose project(s) are being evaluated. 8. Financial interest that is direct, or is significant though indirect, in the implementing organization(s) whose projects are being evaluated or in the outcome of the evaluation. 9. Current or previous direct or significant though indirect experience with the project(s) being evaluated, including involvement in the project design or previous iterations of the project. 10. Current or previous work experience or seeking employment with the USAID operating unit managing the evaluation or the implementing organization(s) whose project(s) are being evaluated. 11. Current or previous work experience with an organization that may be seen as an industry competitor with the implementing organization(s) whose project(s) are being evaluated. 12. Preconceived ideas toward individuals, groups, organizations, or objectives of the particular projects and organizations being evaluated that could bias the evaluation. 		

I certify (1) that I have completed this disclosure form fully and to the best of my ability and (2) that I will update this disclosure form promptly if relevant circumstances change. If I gain access to proprietary information of other companies, then I agree to protect their information from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than that for which it was furnished.

Signature	<i>Selma Omerbegovic</i>
Date	05/20/2024


Name	Erma Kurtovic	
Title	Analyst	
Organization	USAID/BiH Monitoring and Evaluation Support Activity (MEASURE II)	
Evaluation Position?	<input type="checkbox"/> Team Leader <input checked="" type="checkbox"/> Team member	
Evaluation Award Number	USAID/BiH Monitoring and Evaluation Support Activity (MEASURE II), implemented by American Institutes for Research, Contract Number: AID-I67-I-17-00004	
USAID Projects Evaluated	I. INSPIRE Human Rights Activity, implemented by Institute for Youth Development KULT, Contract Number: 72016820C00002	
I have real or potential conflicts of interest to disclose.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<p>If yes answered above, I disclose the following facts: <i>Real or potential conflicts of interest may include, but are not limited to:</i></p> <p>13. Close family member who is an employee of the USAID operating unit managing the project(s) being evaluated or the implementing organization(s) whose project(s) are being evaluated.</p> <p>14. Financial interest that is direct, or is significant though indirect, in the implementing organization(s) whose projects are being evaluated or in the outcome of the evaluation.</p> <p>15. Current or previous direct or significant though indirect experience with the project(s) being evaluated, including involvement in the project design or previous iterations of the project.</p> <p>16. Current or previous work experience or seeking employment with the USAID operating unit managing the evaluation or the implementing organization(s) whose project(s) are being evaluated.</p> <p>17. Current or previous work experience with an organization that may be seen as an industry competitor with the implementing organization(s) whose project(s) are being evaluated.</p> <p>18. Preconceived ideas toward individuals, groups, organizations, or objectives of the particular projects and organizations being evaluated that could bias the evaluation.</p>		

I certify (1) that I have completed this disclosure form fully and to the best of my ability and (2) that I will update this disclosure form promptly if relevant circumstances change. If I gain access to proprietary information of other companies, then I agree to protect their information from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than that for which it was furnished.

Signature	
Date	05/20/2024

Name	Sandina Bosnjak	
Title	MEL Manager	
Organization	USAID/BiH Monitoring and Evaluation Support Activity (MEASURE II)	
Evaluation Position?	<input checked="" type="checkbox"/> Team Leader <input type="checkbox"/> Team member	
Evaluation Award Number	USAID/BiH Monitoring and Evaluation Support Activity (MEASURE II), implemented by American Institutes for Research, Contract Number: AID-I67-1-17-00004	
USAID Projects Evaluated	2. INSPIRE Human Rights Activity, implemented by Institute for Youth Development KULT, Contract Number: 72016820C00002	
I have real or potential conflicts of interest to disclose.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<p>If yes answered above, I disclose the following facts: <i>Real or potential conflicts of interest may include, but are not limited to:</i></p> <p>19. Close family member who is an employee of the USAID operating unit managing the project(s) being evaluated or the implementing organization(s) whose project(s) are being evaluated.</p> <p>20. Financial interest that is direct, or is significant though indirect, in the implementing organization(s) whose projects are being evaluated or in the outcome of the evaluation.</p> <p>21. Current or previous direct or significant though indirect experience with the project(s) being evaluated, including involvement in the project design or previous iterations of the project.</p> <p>22. Current or previous work experience or seeking employment with the USAID operating unit managing the evaluation or the implementing organization(s) whose project(s) are being evaluated.</p> <p>23. Current or previous work experience with an organization that may be seen as an industry competitor with the implementing organization(s) whose project(s) are being evaluated.</p> <p>24. Preconceived ideas toward individuals, groups, organizations, or objectives of the particular projects and organizations being evaluated that could bias the evaluation.</p>		

I certify (1) that I have completed this disclosure form fully and to the best of my ability and (2) that I will update this disclosure form promptly if relevant circumstances change. If I gain access to proprietary information of other companies, then I agree to protect their information from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than that for which it was furnished.

Signature	
Date	05/20/2024

ANNEX 6: ET's RESPONSES TO THE IP's COMMENTS

Text	Comment	Response/action	New formulation (when applicable)
<p>Executive summary. Starting in year three, INSPIRE introduced information workshops for countering trafficking in persons (C-TIP) and LGBTQI+ grants that included relevant government representatives to provide expert opinions and comments on applications.</p>	<p>In addition to the workshops for countering trafficking in persons (C-TIP) and LGBTQI+ grants, INSPIRE also introduced information workshops for representatives of Service centers and Sumero. These workshops provided guidance and expert input when submitting new project proposals, further expanding the scope of capacity-building efforts. (IP)</p>	<p>The ET added a sentence about information workshops organized for Service centers (SCs) and SUMERO to the paragraph.</p>	<p>Starting in year three, INSPIRE introduced information workshops for countering trafficking in persons (C-TIP) and LGBTQI+ grants that included relevant government representatives to provide expert opinions and comments on applications. Information workshops were also organized for Service centers (SCs) and Sumero Center for Support to PWDs in the Community (SUMERO) to provide guidance in project proposal development.</p>
<p>Executive summary. Key advocacy achievements include contributing to the development of the new BiH C-TIP strategy (2023-2027) and the adoption of judicial guidelines intended to improve the handling of human trafficking cases.</p>	<p>Please note that the duration of the new BiH C-TIP Strategy is planned for the period from 2024 to 2027. Additionally, the strategy's timeline is mentioned in several parts of the text, so it is necessary to ensure consistency throughout the entire document. (IP)</p>	<p>The ET made relevant corrections throughout the evaluation report.</p>	<p>Executive summary. Key advocacy achievements include contributing to the development of the new BiH C-TIP strategy (2024-2027) and the adoption of judicial guidelines intended to improve the handling of human trafficking cases.</p> <p>Finding 23. INSPIRE supported the development of the Strategy to Suppress Trafficking in Human Beings in BiH for 2024–2027, although this strategy has not yet been adopted.</p> <p>EQ4 conclusion. It advocated for the development of the Strategy to Suppress Trafficking in Human Beings in BiH 2024–2027, along with the Guidelines for Judicial Proceedings in Cases of Human Trafficking in BiH. These efforts contributed to strengthening the C-TIP strategic and regulatory framework.</p>

Text	Comment	Response/action	New formulation (when applicable)
<p>Executive summary, recommendations. Encouraging CSOs focusing on human rights in general to apply for grants focused on the rights of the LGBTQI+ community.</p>	<p>INSPIRE has already taken significant steps in this direction during the last grant cycle. Specifically, the RfA, which was published in November 2023, was expanded to include Area 4: Improvement of the position of the LGBTQI+ community in BiH across various sectors. This enabled organizations that may not primarily focus on or directly work with the LGBTQI+ community, but whose broader mission is the promotion of human rights, to apply. Notable organizations such as Realstage, Udruženje Progres, Udruženje Mensana, and Omladinski kulturni centar Abrašević were among those that successfully applied and are still implementing their activities with innovative approaches. Their initiatives include producing plays that explore, among other issues, the position of the LGBTQI+ community, organizing forum theater workshops, providing free psychological support to community members, and organizing targeted sports activities. We recommend revising this finding to reflect these efforts and the innovative approaches these organizations continue to implement. (IP)</p>	<p>The recommendation was revised to reflect that the Activity already made steps to encourage other CSOs to apply for grants.</p> <p>Relevant text was also added under the Finding 22 and Finding 26 to explain some innovative approaches that were introduced, and that the IP already took actions to reach CSOs that are not exclusively focused on LGBTQI+ rights.</p>	<p>Executive summary, recommendations. Continue encouraging CSOs focusing on human rights in general to apply for grants focused on the rights of the LGBTQI+ community.</p> <p>Evaluation report, Finding 22. Similar approaches were applied by other grantees, who opted for innovative interventions which indirectly introduce LGBTQI+ topics to broader audiences. Such interventions include e.g., producing theater plays that explore the position of the LGBTQI+ community, organizing forum theater workshops, or mentoring psychology students on the specificities of the psychological support for this MG.</p> <p>Evaluation report, Finding 26. The IP noted that a limited number of CSOs applied for LGBTQI+ grants, as CSOs that advocate for human rights typically do not advocate for LGBTQI+ rights. This leaves only LGBTQI+-focused organizations to fight for this MG as explained by one FGD participant. To address this, the IP expanded the areas of interventions covered by the last RfA to include improvement of the position of the LGBTQI+ community across various sectors, thus enabling organizations whose broader mission is the promotion of human rights to apply for grants.</p> <p>Recommendations. Continue encouraging CSOs focusing on human rights in general to apply for grants focused on the rights of the LGBTQI+ community since the pool of organizations addressing this MG’s issue is currently limited.</p>

Text	Comment	Response/action	New formulation (when applicable)
<p>Executive summary, recommendations. Exploring new approaches that introduce LGBTQI+ topics indirectly to a wider audience in order to avoid initial resistance typical for traditional audiences.</p>	<p>This has already been addressed to some extent in our previous comment, where we highlighted innovative approaches, such as plays and forum theater workshops, which indirectly introduce LGBTQI+ topics to broader audiences. However, it would be beneficial to have a more concrete explanation of this finding, specifying the new approaches being referenced and how they aim to address the initial resistance from traditional audiences. (IP)</p>	<p>The recommendation was revised to reflect that the Activity has already started exploring new approaches.</p> <p>Relevant text was added under the Finding 22 and Finding 26 as described in the comment above. The added text is concise due to both the limited number of pages for the evaluation report and the period covered by the evaluation that includes the first 3 years of implementation and first two quarters of FY 2024, while the innovative interventions are more recent.</p>	<p>Executive summary, recommendations. Continue exploring new approaches that introduce LGBTQI+ topics indirectly to a wider audience in order to avoid initial resistance typical for traditional audiences.</p> <p>Evaluation report, Finding 22. Similar approaches were applied by other grantees, who opted for innovative interventions which indirectly introduce LGBTQI+ topics to broader audiences. Such interventions include e.g., producing theater plays that explore the position of the LGBTQI+ community, organizing forum theater workshops, or mentoring psychology students on the specificities of the psychological support for this MG.</p> <p>Evaluation report, Finding 26. The IP noted that a limited number of CSOs applied for LGBTQI+ grants, as CSOs that advocate for human rights typically do not advocate for LGBTQI+ rights. This leaves only LGBTQI+-focused organizations to fight for this MG as explained by one FGD participant. To address this, the IP expanded the areas of interventions covered by the last RfA to include improvement of the position of the LGBTQI+ community across various sectors, thus enabling organizations whose broader mission is the promotion of human rights to apply for grants.</p> <p>Recommendations. In addition to traditional civil society interventions addressing LGBTQI+ rights by cooperating and building the capacity of government and public institutions, continue exploring new approaches, such as more subtle approaches that introduce LGBTQI+ topics indirectly to a wider audience in order to avoid initial resistance typically met in case of interventions focused directly and solely on LGBTQI+ rights.</p>

Text	Comment	Response/action	New formulation (when applicable)
<p>Limitations. INSPIRE also did not keep records of their grantees' beneficiaries (e.g., TIP victims and PWDs) to protect their identities.</p>	<p>While this statement is technically correct, it may imply that INSPIRE failed to provide these records. In reality, we were not permitted to collect or maintain these records as doing so would conflict with guidelines on handling Personally Identifiable Information (PII). As a result, grant agreements were amended to reflect this requirement. A more accurate phrasing would be that we are not required to retain these beneficiary records. (IP)</p>	<p>The ET revised the sentence to explain that the records were not kept based on USAID's instructions.</p>	<p>Limitations. As per USAID's instruction, INSPIRE did not keep records of their grantees' beneficiaries (e.g., TIP victims and PWDs) to protect their identities.</p>
<p>Finding 1. Initially, SCs and SUMERO signed a Memorandum of Understanding (MoU) with the IP to support grantees' sustainability over five years.</p>	<p>The Memorandum of Understanding (MoU) with the Service centers were signed for a duration of five years, while the MoU with SUMERO was signed for a period of three years. We recommend revising this finding to reflect these different timeframes. (IP)</p>	<p>Revised the sentence to clarify that the duration of the MoU signed with SUMERO was different to those signed with SCs.</p>	<p>Finding 1. Initially, SCs signed a Memorandum of Understanding (MoU) with the IP to support grantees' sustainability over five years, while the MoU with SUMERO was signed for a period of three years.</p>
<p>Finding 2. The application process for grantees focusing on C-TIP and LGBTQI+ initially encompassed two steps: concept papers and complete applications, while SCs, SUMERO, and EF beneficiaries needed to submit complete applications.</p>	<p>The term 'full applications' is more appropriate than 'complete applications' in this context. (IP)</p>	<p>Revised the relevant paragraph and other parts of the report to replace the term 'complete' with the term 'full'.</p>	<p>Executive summary. INSPIRE included specific grant selection criteria for both phases (concept paper and full applications) of the application process for grantees working on C-TIP and LGBTQI+ issues to assess if the grantees would address the primary needs of the beneficiaries.</p> <p>Finding 2. The application process for grantees focusing on C-TIP and LGBTQI+ initially encompassed two steps: concept papers and full applications, while SCs, SUMERO, and EF beneficiaries needed to submit full applications. Most grantees considered the application process to be simple (including concept note and full application), mentioning benefits such as the possibility of saving their progress when composing the online application and the option to submit applications in Bosnian, Croatian, and Serbian language (BCS).</p> <p>Starting in Year 3 of implementation, the IP introduced the new strategy of organizing information workshops for all grantees who submitted full applications.</p>

Text	Comment	Response/action	New formulation (when applicable)
<p>Finding 4. (footnote 17) Organizational performance strengthening plan recommendations are guidelines for improving grantees' performance provided after their self-assessment process.</p>	<p>The inaccuracy lies in footnote 17, which states that organizational performance strengthening plan recommendations are guidelines provided exclusively after the self-assessment process. In reality, these recommendations also arise from assessments conducted by NGO&BA (for pre-award assessment) and the expert committee of the Institute for KULT/POP, along with the compilation of analyses. Subsequently, a document was created, which included recommendations for the organizations. This clarification also applies to footnote 18. (IP)</p>	<p>Revised the footnotes 17 and 18 to add that the recommendations were also informed by pre-award assessments conducted by NGOBA and the analyses conducted by the expert KULT committee.</p>	<p>Finding 4. (footnote 17) Organizational performance strengthening plan recommendations are guidelines for improving grantees' performance provided through their self-assessment process, pre-award assessment conducted by NGOBA, as well as by KULT/POP expert committee along with the compilation of analyses.</p> <p>Finding 4. (footnote 18) Organizational capacity strengthening plan recommendations are guidelines for improving grantees' capacity provided through their self-assessment process, pre-award assessment conducted by NGOBA, as well as by KULT/POK expert committee along with the compilation of analyses.</p>
<p>Finding 5. Besides the beneficiaries of the EF, who mostly submitted reports in hard copy to the LGUs, other grantees submitted their reports online.</p>	<p>It is important to note that the submission of reports to the LGUs in hard copy was contingent upon the rules and agreements made with each LGU individually. INSPIRE did not mandate the submission in hard copy; rather, the reports were to be submitted electronically via the link provided in the contract. Beneficiaries of the EF submitted their reports to the LGUs, which were responsible for reviewing them and, if everything was in order, forwarding them to INSPIRE. (IP)</p>	<p>Revised the sentence to explain that the submission of reports to the LGUs in hard copy was contingent upon the agreements made with each LGU individually.</p>	<p>Finding 5. Besides the beneficiaries of the EF, whom the rules and agreements made with each LGU individually may require to report in hard copy format, all other grantees submitted their reports online.</p>

Text	Comment	Response/action	New formulation (when applicable)
<p>Finding 5. Some KIs confirmed this, noting that they considered monthly reports demanding and suggesting that quarterly reporting would be sufficient to adequately capture grant results. On the other hand, to submit required monthly achievements/special reports to USAID/BiH, the IP needed timely information from the grantees which was collected in the form of one-page monthly reports.</p>	<p>We propose that this finding includes further clarification regarding the IP's decision to implement monthly reporting, particularly focusing on the financial aspects. The requirement for monthly financial reporting is critical due to USAID's regulations and contractual provisions between the IP and USAID, which stipulate that advances must be accounted for on a monthly basis. This ensures timely and accurate financial oversight, as USAID considers any unreported or unspent funds as part of the IP's resources. Additionally, regular monitoring of project expenses on a monthly rather than quarterly basis helps avoid potential complications arising from the accumulation of larger unreported amounts. These unspent funds could be mistakenly considered as unused or available funds under USAID's procedures, even if they have already been utilized, which could lead to compliance challenges. Therefore, monthly reporting is essential to manage financial flows effectively and ensure proper fund usage while adhering to USAID's guidelines. (IP)</p>	<p>Expanded the paragraph to explain advantages of monthly reporting.</p>	<p>Finding 5. Some KIs confirmed this, noting that they considered monthly reports demanding and suggesting that quarterly reporting would be sufficient to adequately capture grant results. On the other hand, to submit required monthly achievements/special reports to USAID/BiH, the IP needed timely information from the grantees which was collected in the form of one-page monthly reports. Additionally, as noted by the IP, monthly reporting is important for managing financial flows effectively and ensures proper fund usage while adhering to USAID's requirements.</p>

Text	Comment	Response/action	New formulation (when applicable)
<p>Finding 5. Apart from reporting requirements, the APPLY software caused technical issues, particularly with locked Word and Excel documents, which hindered editing and consumed time for formatting. Some grantees recommended unlocking these documents, they suggested increasing the memory allocation for the Smartsheet application, as the current 30-megabyte limit forced them to split larger reports into smaller files.</p>	<p>It's important to clarify that the technical issues mentioned are not related to the APPLY software but are instead due to the locked Word and Excel documents, which are secured following the IP's policies and procedures. This locking mechanism is a preventive measure against unauthorized changes to formulas, as such changes could lead to errors in calculations and summaries.</p> <p>Regarding the Smartsheet application, the current 30-megabyte limit is a standard IT allocation for users. (IP)</p>	<p>Revised to remove reference to the APPLY software and to explain the reasons for locking Word and Excel documents and Smartsheet application's current 30-megabyte limit.</p>	<p>Finding 5. Apart from reporting requirements, several grantees reported technical issues with locked Word and Excel documents, which hindered editing and consumed time for formatting. While some grantees recommended unlocking these documents, the IP explained that the locking mechanism is a preventive measure against unauthorized changes to formulas that may potentially lead to miscalculations. Other grantees suggested increasing the memory allocation for the Smartsheet application, as the current 30-megabyte limit forced them to split larger reports into smaller files. However, according to the IP, this is a standard IT allocation for users.</p>

Text	Comment	Response/action	New formulation (when applicable)
<p>Finding 6. This miscommunication inconvenienced several beneficiaries as they originally had not planned to cover the VAT from their funds. The IP explained that some LGUs omitted specifying that the budget should exclude VAT in the RfAs, mainly because some LGU representatives do not understand the VAT refund system. Furthermore, beneficiaries could finance budget items subject to VAT from the funds received from the LGU¹⁰¹ (thus avoiding the VAT return procedure) and use USAID funds to finance contributions or other items not subject to VAT.</p>	<p>We recommend that the report includes an explanation that in every RfA issued by the local government units, it was clearly stated that the grant amount was allocated without VAT included. Additionally, informational workshops were conducted in each local community for interested parties, during which it was emphasized that the grant amount excludes VAT. Finally, during the contract signing meetings, the procedures for VAT refunds and all related obligations were thoroughly explained. This communication aimed to ensure that beneficiaries understood their responsibilities regarding VAT and the payment process. It's important to note that these procedures are part of the contract that all beneficiaries signed, which clearly outlines their obligations related to VAT. (IP)</p>	<p>Revised the paragraph to explain that the VAT exclusion was communicated through different channels.</p>	<p>Finding 6. This miscommunication inconvenienced several beneficiaries as they originally had not planned to cover the VAT from their funds. However, the IP explained that both RfAs issued by the LGUs and informational workshops conducted in each LGU emphasized that the grant amount excludes VAT. Additionally, the VAT refunds procedures along with related obligations were thoroughly explained during each contract signing meeting and included in the text of the contracts signed with beneficiaries.</p>

¹⁰¹ According to the contracts between the LGUs and INSPIRE, both parties distributed equal funds (50 percent each) to each beneficiary.

Text	Comment	Response/action	New formulation (when applicable)
<p>EQI conclusion. INSPIRE faced several delays in grant distribution. USAID's instructions to revise the grants manual and update documentation for grant approval postponed grant distribution and the planned intervention for C-TIP and LGBTQI+ grants, while the Mission's instruction to IP to transfer funds directly to beneficiaries and the misclassification of the Activity during the IEE postponed the EF grant distribution for several months.</p>	<p>We kindly ask that the report also includes information indicating that, despite the delays in grant distribution, INSPIRE successfully maintained the planned dynamics of grant allocation and even exceeded the number of supported businesses. This demonstrates that, while challenges existed, the team effectively overcame them and achieved positive results. We believe it is important to reflect this success in the conclusion, supported by relevant data. (IP)</p>	<p>While this successful distribution of funds was mentioned in the Abstract, it was not stated in the conclusion. Therefore, the ET added it both to the Finding 7 and in the conclusion as something that was established during the data analysis.</p>	<p>Finding 7. However, despite these delays, INSPIRE successfully maintained the planned dynamics of grant allocation and even exceeded the planned number of supported businesses.</p> <p>EQI conclusion. INSPIRE faced several delays in grant distribution. USAID's instructions to revise the grants manual and update documentation for grant approval postponed grant distribution and the planned intervention for C-TIP and LGBTQI+ grants, while the Mission's instruction to IP to transfer funds directly to beneficiaries and the misclassification of the Activity during the IEE postponed the EF grant distribution for several months. Despite these delays, INSPIRE successfully distributed the grants.</p>
<p>Finding I4. In addition to capacity and performance development focusing on establishing organizational procedures, documents, and new practices, INSPIRE provided training primarily intended for LGBTQI+ component, but also available on an ad hoc basis to C-TIP organizations, SCs, and SUMERO.</p>	<p>We would like to clarify that the statement is not entirely accurate. The trainings were mandatory for all grant beneficiaries from all components not only LGBTQI+, with the exception of businesses, and were also available to other organizations interested in participation. (IP)</p>	<p>The initial formulation was based on INSPIRE's contract. However, the ET revised the paragraph as suggested in the comment to reflect the reality of INSPIRE interventions. In terms of training availability to other organizations interested in participation, it is already specified below, in the same paragraph.</p>	<p>Finding I4. In addition to capacity and performance development focusing on establishing organizational procedures, documents, and new practices, INSPIRE provided training for all grant beneficiaries with the exception of EF beneficiaries.</p>

Text	Comment	Response/action	New formulation (when applicable)
<p>Textbox under Finding 14. Moreover, according to progress reports, INSPIRE supported LGUs in developing their strategic documents entitled the “Strategic Program of Support for the Development of the Business Sector” to create opportunities for sustainable entrepreneurship and economic growth. So far, Gračanica and Banja Luka adopted the strategic document while eight LGUs (Gračanica, Banja Luka, Doboј, Han Pijesak, Kozarska Dubica, Zenica, Modriča, and Banovići) are still developing their strategies. The strategies for Banovići and Modriča were completed and are in the final review process.</p>	<p>This comment pertains to the textbox above. We assume this is an oversight, as Gračanica and Banja Luka are mentioned in relation to having adopted strategies, while later it states that a strategy is in the development phase. It seems that the intention was to refer to Bosanska Krupa and Ljubuški, where work has been ongoing on these documents, but they have not yet been finalized. Additionally, please note that the document is referred to in English as the Private Sector Engagement Strategy. (IP)</p>	<p>The ET revised relevant paragraph in the textbox to replace Gracanica and Banja Luka with Bosanska Krupa and Ljubuški.</p>	<p>Textbox under Finding 14. Moreover, according to progress reports, INSPIRE supported LGUs in developing their Private Sector Engagement Strategies to create opportunities for sustainable entrepreneurship and economic growth. So far, Gračanica and Banja Luka adopted the strategic document while eight LGUs (Bosanska Krupa, Ljubuški, Doboј, Han Pijesak, Kozarska Dubica, Zenica, Modriča, and Banovići) are still developing their strategies. The strategies for Banovići and Modriča were completed and are in the final review process.</p>

Text	Comment	Response/action	New formulation (when applicable)
<p>EQ3 title. To what extent has the INSPIRE Activity contributed to an improvement in the protection of human rights of disadvantaged groups that it works with (victims of trafficking, PWDs, marginalized women, and the LGBTQI+ population)?</p>	<p>We believe that this section should also mention the development of the document "The Impact of the COVID-19 Pandemic on Marginalized Groups in BiH," which was created within the framework of the INSPIRE program and promoted at the event "Crisis Situations and Marginalized Groups in BiH." This document provides insights into the challenges faced by these groups during the pandemic and highlights the program's ongoing commitment to advocating for their rights. By examining the findings from this document alongside other program initiatives, we can better assess the overall contribution of INSPIRE to improving the human rights protection of these disadvantaged communities. (IP)</p>	<p>Added under the Finding 27 as it relates to various MGs and fits better under advocacy/raising awareness about the protection of MGs' rights.</p>	<p>Finding 27. INSPIRE's efforts also contributed to raising awareness of issues affecting TIP victims, the LGBTQI+ community, and marginalized women in business through research, cultural events, publicized stories, billboards, blogs, and video content. To assess overall effects the COVID-19 Pandemic had on MGs it works with, the IP conducted an analysis and presented it at the event titled "Crisis Situations and Marginalized Groups in BiH". The analysis drew attention to challenges faced by MGs such as further deterioration of protection of their human rights and a lacking response of relevant government institutions, including inadequate and belated anti-COVID measures targeting these MGs.</p>

Text	Comment	Response/action	New formulation (when applicable)
<p>Finding 17. INSPIRE interventions also included logistical support such as funding a safe house for the accommodation of TIP victims and daily centers as preventive mechanisms for persons at risk or supportive mechanisms for victims in resocialization. However, several KIs pointed out that the only specialized shelter for TIP victims closed at the end of 2023 because of limited budgets, with the individuals transferred to three safe houses¹⁰², where they were housed together with victims of domestic violence. Several KIs feel that such arrangements may have negative effects on both MGs as their needs often diverge.</p>	<p>INSPIRE did not directly fund the safe houses; rather, two organizations received grants to operate these facilities, so it's important to clarify this to avoid any misinterpretations. Additionally, regarding the closure of the specialized shelter for TIP victims, it would be beneficial to mention that INSPIRE organized an urgent meeting with all relevant stakeholders upon learning about the potential closure. This meeting, which was held at the premises of the Ministry of Security of Bosnia and Herzegovina, aimed to address the emerging situation. Although the shelter did indeed close, we believe that thanks to this meeting, a solution was found for the continued accommodation of the victims who were residing there at that time. (IP)</p>	<p>The initial text of the evaluation report referred to these interventions as INSPIRE interventions since they were conducted under the INSPIRE Activity. However, we clarified it here as suggested to provide a more nuanced explanation.</p>	<p>Finding 17. Interventions conducted by INSPIRE grantees also included other support for TIP victims such as funding operations of safe houses and daily centers as preventive mechanisms for persons at risk or supportive mechanisms for victims in resocialization. However, several KIs pointed out that the only specialized shelter for TIP victims closed at the end of 2023 because of limited finances. Upon learning about the potential closure, INSPIRE organized a meeting with relevant stakeholders at the premises of the Ministry of Security of BiH, which resulted in finding alternative accommodation for the TIP victims from this shelter in three other safe houses. However, these TIP victims were housed together with victims of domestic violence, and several KIs feel that such arrangements may have negative effects on both MGs as their needs often diverge.</p>

¹⁰² One of which INSPIRE supported as mentioned in the paragraph above.

Text	Comment	Response/action	New formulation (when applicable)
<p>Finding 20. Besides direct support to beneficiaries, according to progress reports and KIs, SUMERO invested considerable efforts both into promoting the model already existing in several communities as a successful example and into developing partnerships with new LGUs. However, INSPIRE's successful replication of the deinstitutionalization model in new local communities remains lacking. According to the IP, as of September 2024, SUMERO signed memorandums of cooperation with eight new local communities. Beneficiaries from five of them have already been placed in the households previously established by SUMERO and payments to SUMERO were made for all five of them either by LGUs or competent cantonal ministries.</p>	<p>We are not sure that the text of the Technical Application for INSPIRE implies that exclusively replicating the SUMERO model is the establishment of household communities in new local communities. We think that this is a rather strict and narrow interpretation of the meaning of the term "SUMERO model replication". In other words, the placement of beneficiaries from new communities in the SUMERO Center (when these communities do not have the conditions to establish their own household communities) is a replication of the DI model as it is implemented by SUMERO, with regular payment of services, which was a problem until a few years ago. Our MEL plan for the indicator "ASP3-1 Number of new communities that replicated the refined "Sumero" model" states: "For the purposes of this indicator, USAID/INSPIRE will monitor the number of new local communities that have supported the model of community housing by signing a Protocol / Agreement on Cooperation with the relevant ministry or Center for Social Care, which makes this model accepted as a form of accommodation for PWDs and which have made at least one payment or financial support for providing care to PWDs in a specific local community based on the signed Protocol. Payment could be provided to SUMERO or some other provider of care/implementers of the model of community housing."</p>	<p>Having considered the explanation provided in the comment and the relevant PIRS' definition, the ET revised the finding, related conclusion and executive summary, applying a less narrow interpretation of the meaning of the term "SUMERO model replication".</p> <p>While recognizing as successful replication the placement of five beneficiaries from the new LGUs to the households in the LGUs that already had SUMERO community-based living mode, the ET noted in the report that the relevant target of LGUs was not reached and that no households were open in any new LGUs.</p>	<p>Finding 20. INSPIRE contributes to the protection of the human rights of persons with psychosocial and intellectual disabilities by providing services to the members of this MG through SUMERO's community-based living model. However, replication of the SUMERO model remains partial.</p> <p>Finding 20. Besides direct support to beneficiaries, according to progress reports and KIs, SUMERO invested considerable efforts both into promoting the model already existing in several communities as a successful example and into developing partnerships with new LGUs. According to the IP, as of September 2024, SUMERO signed memorandums of cooperation with eight new local communities. Beneficiaries from five of them had already been placed in the households previously established by SUMERO and payments to SUMERO were made for all five of them either by LGUs or competent cantonal ministries. This means that SUMERO's deinstitutionalization model was replicated in five out of eight LGUs planned for the first three years of implementation. Nevertheless, according to the IP, progress reports, and Activity documents, no households were established in new LGUs.</p> <p>EQ3 conclusion. However, effective replication of the SUMERO model in new LGUs remained partial.</p> <p>Executive summary. However, replication of the SUMERO community-based living model in new local communities remained partial.</p>

Text	Comment	Response/action	New formulation (when applicable)
<p>Nevertheless, according to the IP, progress reports, and Activity documents, no replication of SUMERO community-based living model occurred, since no new households have been established in any new local community.</p>	<p>The establishment of new household communities in new communities is very difficult to expect and is unprofitable until these communities have 4-5 beneficiaries to place in a household community in their area. It is not realistic to expect so quickly that new communities will find and include 4-5 people (with quite specific characteristics) in this DI model in the period that was available (3 years). We believe that the establishment of a stable payment system for the SUMERO Center and the accommodation of beneficiaries from new local communities is a significant step forward.</p> <p>We are aware that it is still at best 50% of the planned indicator (5 out of 10 planned communities), but we do not think that the model has not been replicated or that no progress has been made in this field.</p> <p>We remind you that it took over 10 years to establish home communities in 10 local communities that existed before the start of the INSPIRE program. (IP)</p>		

Text	Comment	Response/action	New formulation (when applicable)
<p>Finding 23. Despite the aforementioned results achieved, INSPIRE’s indicator measuring the number of advocacy initiatives focused on the status of human trafficking at-risk groups did not reach the target for the first three years of its implementation¹⁰³.</p>	<p>Please note that the IP is aware of this situation and, therefore, mandated that all grants awarded in the C-TIP component for FY2024 include advocacy initiatives directed at policymakers within their project designs. Based on our estimates, the target for the indicator related to these initiatives is expected to be met by the end of the program. (IP)</p>	<p>A sentence was added to explain the action taken by the IP to reach the Life of Activity target for the indicator measuring the number of advocacy initiatives focused on the status of human trafficking at-risk groups.</p>	<p>Despite the aforementioned results achieved, INSPIRE’s indicator measuring the number of advocacy initiatives focused on the status of human trafficking at-risk groups did not reach the target for the first three years of its implementation¹⁰⁴. However, the IP explained that to address this, they mandated that all grants awarded under the C-TIP component in FY2024 include advocacy initiatives and expect to meet the Life of Activity target for this indicator by the end of the Activity.</p>
<p>Finding 24. However, several KIs pointed out shortcomings of the law. Based on KIs, the law does not provide parent-caregivers with all the rights and benefits that are enjoyed by those who have an employee status.¹⁰⁵</p>	<p>We really appreciate the fact that in the whole report you give different sides and aspects of a certain problem or the implications of a achieved result. This shows that you made a lot of effort to understand the essence of a particular problem, and that you succeeded in doing so. There are many such findings in the report that are very useful to us, and give a different perspective on the issue. In this particular case, we believe that, in a methodological sense, excessive importance was attached to the statements of a few participants of the Focus Group or during interviews in relation to the effects and benefits that this law has on about 2,000 families.</p>	<p>The ET revised the paragraph, specifying the age limit stipulated in the Law on Parents-Caregiver in the FBiH as the primary shortcoming identified by KIs, and the absence of some rights and benefits stemming from the employee status (e.g., vacation) as the second shortcoming highlighted in the report.</p>	<p>Finding 24. However, several KIs pointed out shortcomings of the law. For example, as explained by KIs, the law provides support to parents of children with disabilities only until the age of 30 and is limited to parents of children with disabilities, while other family members who act as caregivers are not recognized under this law. Also, a government representative pointed out that the law does not provide parent-caregivers with all the rights and benefits that are enjoyed by those who have an employee status.¹⁰⁶ Despite the limitations, some KIs recognized this law as a positive development, pointing, for example, to the psychological effects on the parents (i.e., the sense that they can now have health insurance and that their time as caregivers would count towards condition for receiving a pension). According to a surveyed grantee, over 2,000 parents were recognized as parent-caregivers.</p>

¹⁰³ Cumulative target Y1-Y3: 10, actuals Y1-Y3: 5.

¹⁰⁴ Cumulative target Y1-Y3: 10, actuals Y1-Y3: 5.

¹⁰⁵ Specifically, KIs mentioned that parent-caregivers under this law have no right to vacation, or sick leave with a smaller increase in allowance amount, which does not drastically improve the financial status of this group.

¹⁰⁶ E.g., KIs mentioned that parent-caregivers under this law have no right to vacation or sick leave.

Text	Comment	Response/action	New formulation (when applicable)
<p>Also, the law provides support to parents of children with disabilities only until the age of 30 and is limited to parents of children with disabilities, while other family members who act as caregivers are not recognized under this law. Despite the limitations, some KIs recognized this law as a positive development, pointing, for example, to the psychological effects on the parents (i.e., the sense that they can now have health insurance and that their time as caregivers would count towards condition for receiving a pension). According to the surveyed grantees, over 2,000 parents were recognized as parent-caregivers.</p>	<p>The proponents of the law, and we are also very aware of its shortcomings, from perhaps too strict a definition of persons who are entitled to benefits in this matter to other shortcomings. However, we are not sure that the statement about annual leave/vacation or sick leave is relevant enough in this sense to put it as a counterthesis to other effects of the law. Namely, we are not sure that we understand how annual leave/Vacation would be implemented at all for a person who takes care of their own child with disabilities, that is, what concrete annual leave/vacation would represent in that case and how it would be implemented, that is, which instance takes care of the child during the annual leave/vacation. In addition, the INSPIRE program advocates the adoption of certain acts, but the legislator is responsible for the formulation of certain legal solutions. We believe that other shortcomings of the law have a greater weight than these, for which we are not sure how they could be implemented, although we are aware that it may be an important issue for someone privately. (IP)</p>	<p>However, the ET believes that the sentence about parent-caregivers not enjoying all the rights arising from the employee status should be kept in the report since both the benefits and shortcomings of the law were identified during the data collection/analysis. The paragraph clearly states that several KIs brought the two shortcomings mentioned in the evaluation report to the ET's attention. More specifically, the non-enjoyment of some of the rights that arise from employee status was brought to the ET's attention by a government representative who is highly familiar with the law and its implementation.</p>	

Text	Comment	Response/action	New formulation (when applicable)
		As specified in the revised text of the Finding 24, the ET included in the evaluation report some examples of the shortcomings identified by KIs based on both the number of KIs who mentioned a specific shortcoming of the law as well as the level of familiarity with the law of the KI in question.	
<p>Finding 25. One of INSPIRE's grantees advocated for this law in cooperation with members of the Council of Organizations of PWDs of the FBiH and the Coordination Committee of Associations of PWDs of the Sarajevo Canton, which resulted in the unanimous adoption by the FBiH Parliament. According to progress reports, the same grantee also provided technical support to the working group tasked with developing the Action plan for the FBiH Strategy on Deinstitutionalization.</p>	<p>This statement is not entirely accurate. INSPIRE has provided and continues to provide technical support to the Federal Ministry of Labor and Social Policy, as well as to the working group appointed by the ministry for the development of the Action Plan. While the SUMERO Alliance is a part of this working group and has been involved in the document's development, it did not provide technical support. (IP)</p>	<p>A correction was made to clarify that the support was provided by the IP.</p>	<p>Finding 25. One of INSPIRE's grantees advocated for this law in cooperation with members of the Council of Organizations of PWDs of the FBiH and the Coordination Committee of Associations of PWDs of the Sarajevo Canton, which resulted in the unanimous adoption by the FBiH Parliament. According to progress reports, the IP also provided technical support to the FBiH Ministry of Labor and Social Policy as well as the working group tasked with developing the Action plan for the FBiH Strategy on Deinstitutionalization.</p>

Text	Comment	Response/action	New formulation (when applicable)
<p>Finding 25. According to progress reports, the grantee also acted as a mediator between the General Hospital and SC users, ensuring that the care provided was adequate.</p>	<p>We believe that the term 'beneficiaries' would be more appropriate than 'users' in this context. (IP)</p>	<p>Revised the sentence making the suggested replacement.</p>	<p>Finding 25. According to progress reports, the grantee also acted as a mediator between the General Hospital and SC beneficiaries, ensuring that the care provided was adequate.</p>
<p>Finding 25. In addition to these efforts, the progress reports noted that to help PWDs and their families from this region receive services closer to their residence (in Goražde) instead of traveling to Foca, INSPIRE advocated for the opening of another SC in Goražde, which was ultimately established as a public institution.</p>	<p>We suggest adding that INSPIRE directly advocated to the City of Goražde and the Federal Ministry of Labor and Social Policy for the establishment of the service center in Goražde. (IP)</p>	<p>Added a sentence to provide the information suggested in the comment.</p>	<p>Finding 25. In addition to these efforts, the progress reports noted that to help PWDs and their families from this region receive services closer to their residence (in Goražde) instead of traveling to Foca, INSPIRE advocated for the opening of another SC in Goražde, which was ultimately established as a public institution. Specifically, INSPIRE directly advocated to the City of Goražde and the FBiH Ministry of Labor and Social Policy for the establishment of this SC.</p>

Text	Comment	Response/action	New formulation (when applicable)
<p>Recommendations. In addition to traditional civil society interventions addressing LGBTQI+ rights by cooperating and building the capacity of government and public institutions, further explore new approaches, such as more subtle approaches that introduce LGBTQI+ topics indirectly to a wider audience in order to avoid initial resistance typically met in case of interventions focused directly and solely on LGBTQI+ rights. (Findings 22 and 26)</p>	<p>This finding has already been addressed in previous comments, where it was discussed in detail. We suggest reviewing and aligning this section with those prior comments for consistency and to refine the recommendation if necessary. (IP)</p>	<p>Revised as explained above in the relevant response.</p>	<p>Recommendations. In addition to traditional civil society interventions addressing LGBTQI+ rights by cooperating and building the capacity of government and public institutions, continue exploring new approaches, such as more subtle approaches that introduce LGBTQI+ topics indirectly to a wider audience in order to avoid initial resistance typically met in case of interventions focused directly and solely on LGBTQI+ rights. (Findings 22 and 26)</p>

**MONITORING AND EVALUATION
SUPPORT ACTIVITY (MEASURE II)**

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