

FINAL REPORT



Program Evaluation

Was prepared on the basis of data analyses collected during the work on the program evaluation through the entire structure of the Red Cross Society of Bosnia and Herzegovina.

The report has three main parts that give an insight into the entire process and results, on which basis recommendations are made for each program.

**RED CROSS SOCIETY
BOSNIA AND HERZEGOVINA**
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1. INTRODUCTION

1.1 Bosnia and Herzegovina

Bosnia and Herzegovina is located in southeastern Europe, in the western part of the Balkans. The total land area is 51,209.2 km² where 51,197 km² is land and 12.2 km² area of the sea. The total boundary of Bosnia and Herzegovina and neighboring countries is 1538 km, out of which the overland border is 774 km, 751 km inland and 13 km of the sea. At the north, northwest and south (total 932 km) are borders with Croatia, to the east with Serbia (357 km) and Montenegro to the southeast (248 km).

In the far south, Bosnia and Herzegovina has access to the Adriatic Sea, with a length of 20 km, that is located in the municipality of Neum. The borders of Bosnia and Herzegovina are mostly natural and generally made by the rivers Drina, Sava, Una and mountain Dinara in the southwest of the country. The capital of the country is Sarajevo. ¹

Bosnia and Herzegovina is organized by the Dayton Agreement, under which consists of two entities: the Federation of Bosnia and Herzegovina and the Republic of Srpska, and a separate administrative unit of Brcko District.

FBiH is administratively divided into 10 cantons, which have been consisted of administrative units of municipalities. In total 79 municipalities at the territory of FBiH. Republic of Srpska is administratively divided into 57 municipalities and 6 cities. ²

According to estimations from 30.06.2010 the number of population was 3.843,126, and in October 2013 first population census after 1991 was conducted and preliminary results show the population of 3,791,622. ³

According to data from Agency for Statistics of Bosnia and Herzegovina gross domestic product in 2012 was 6,688 BAM per capita, while the unemployment rate stood at 28% ⁴

Rare earthquakes and floods present the only serious natural threat in Bosnia and Herzegovina. The most important environmental issues include the air pollution from the industrial plants, general pollution due to lack of ecological awareness and extensive forest exploitation, as well as large areas covered by mines, that is in total 1230.70 km² or 2.4% of the total area of Bosnia and Herzegovina.

¹ Agency for Statistics of Bosnia and Herzegovina, BiH General information

² Agency for Statistics of Bosnia and Herzegovina, BiH General information

³ Preliminary results of the 2013 Census of Population, Households and Dwellings in Bosnia and Herzegovina, Agency for Statistics of Bosnia and Herzegovina

⁴ Agency for Statistics of Bosnia and Herzegovina, statement " gross domestic product in 2012,preliminar results, july 2013

1.2 Profile of Red Cross Society Bosnia and Herzegovina

Red Cross Society of Bosnia and Herzegovina (hereinafter RCSBiH) is the only organization of the Red Cross in Bosnia and Herzegovina, consisted of Red Cross Federation of Bosnia and Herzegovina, Red Cross Republic of Srpska and Red Cross Brcko District of Bosnia and Herzegovina, established on 15.12.2000 with the Decision of the Council of Ministers from September 2000. Operations and continuity is confirmed by the Law on the status and authorisations of the Red Cross of Bosnia and Herzegovina and the Law on the Use and Protection of the emblem and the name of the Red Cross («Official Gazette No. 24/2000»), confirming the continuity of the organization of the Red Cross in Bosnia and Herzegovina, and based on the Geneva Conventions from August 12th, 1949th and their Additional Protocols from 1977 signed by Bosnia and Herzegovina.

Red Cross Society of Bosnia and Herzegovina (hereinafter referred as RCS BiH) is an integral part of the International Movement of Red Cross and Red Crescent Societies (hereinafter referred as Movement) recognized by the International Committee of the Red Cross (hereinafter referred as ICRC) on May 08th, 2001 and admitted to membership of the International Federation of Red Cross and Red Crescent Societies (hereinafter referred as IFRC) on November 07th, 2001 as 177 member of the Movement.

Legal and statutory provisions stipulates that the RCS BiH is an humanitarian organization of BiH citizens recognized and authorized to act in peace and during natural and other disasters, emergencies, and in accordance with the principles of humanity, impartiality, neutrality, independence, voluntary service, unity and universality, achieve certain humanitarian goals, tasks and public authorities in the field of health and educational work and social protection, the Tracing Service and other program activities.

With the purpose of upgrading internal establishment, the Assembly of RCS BiH has adopted revised Statute in May 2006th, whose improvement is still ongoing, thus will contribute to the full definition of the roles of governance and management.

At the present time RCS BiH has modern, recognized and accepted programs by wider publicity. With a unique network of Red Cross organisations ⁵and volunteers who are the substance of the organisation, RCS BiH independently or in partnership with other government institutions and non-governmental humanitarian organizations, was the initiator and implementer of range of activities that meet the needs of the most vulnerable population.

⁵ Network of RC organisations is adjusted to administrative set up of the country

1.3 Programs and Strategy

Red Cross Society BiH has adopted the Strategy for Development of the Red Cross BiH 2015th which includes the priority directions of strategic development at all levels of the organization and it is based on the objectives defined by humanitarian mission, legal obligations and authorisations of RCSBIH that are consistent with the strategic documents of the International Red Cross and Red Crescent Societies and the Red Cross of Bosnia and Herzegovina.

National Society Strategy 2015 is reflection of the real needs of the Red Cross BiH. Significant component of the NS Strategy also includes general and specific objectives of the IFRC 2010, RCSBIH Statute and the Law, and the Law on the Protection of the emblem and name of RCSBIH.

It was determined that at the level of RCSBIH the following programs are implemented: international cooperation, Tracing service, managing manages assets and funds, organizing activities and collecting humanitarian aid assistance and health care to protect citizens in the event of natural disasters and epidemics, conflicts and war in Bosnia and the world, dissemination of international humanitarian law, the promotion of humanitarian values, training people on first aid, mine risk education and protection of the living environment.

Part of the legal, statutory and program-based activities, related to the reception, accommodation, care for vulnerable populations, health, education, promotion of healthy lifestyles, disease prevention, voluntary blood donation, first aid and self-help, social activities were carried out at the level of the Entity Red Cross organisations or their local level and at the level of Red Cross Brcko District.

Through the dialogue, prioritized and implemented are planned programs within RCSBIH as clearly defined priorities for strategic development with the objective of identifying roles for RCSBIH to help and support in addressing the special needs and vulnerability facing.

This document includes strategic objectives at all levels of the organization, inspired by the fundamental principles incorporated into the legal obligations and public authorities and included in the program activities.

1.4 Challenges and difficulties in program implementation

At this stage the Red Cross Society BiH implements several programs, using the limited available resources, resulting with the fact that none of the program has enough resources for good implementation.

Red Cross Society of Bosnia and Herzegovina is currently going through a difficult period. The analysis was conducted, and detailed results showed that staffs is not always sufficiently motivated, staff capacities are not optimized for their tasks, the lack of a clear action plan for programs or projects that are under implementation, the selection of priority programs and projects is carried out on the basis of available resources in a given moment

The agreement is needed at the level of RCS BiH about prioritizing resources in relation to the programs. Work on program prioritization should produce guidance on how to find a solution. Prioritization will be done considering the programs under implementation, their importance for mission and strategy of RCS BiH, priorities of governance structure and possibilities for fundraising.

The expected result is a list of priority programs, highlighting criteria for the selection and motivations that will justify the final selection. In this regard, the first step was to conduct the evaluation - an overview of the program

1.5 Program evaluation objectives

With the purpose of continuous adaptation to the needs of beneficiaries in the country and for better targeted development, the Presidency of RCSBiH provides agreement to the project of organizational development and program / projects review implemented in the structure of RCS BiH. General Secretaries of RCS BiH, RCFBiH and RCRS signed a binding document "Role of RCSBiH regarding OD Project - Program Review ".⁶ The project is funded by the Italian Red Cross.

The objective of Program evaluation was to assess the degree of relevance, effectiveness, sustainability and impact of program activities and to formulate recommendations on the basis of indicators obtained. Specific objectives were implying on the following:

- ❖ The relevance of the program objectives for National Society and program Beneficiaries
- ❖ Program accomplishments and compliance with Plans and Budgets
- ❖ The relevance and effectiveness of available technical and financial support to the Red Cross through and for programs
- ❖ Current situation in Red Cross and future development plans

⁶ document "Role of RCSBiH regarding OD Project - Program Review " Annex 5.1

Systematic program evaluation, was performed between September 2012 - December 2013, at all levels of the Red Cross structure, in order to obtain a complete picture on the quality of services provided, cooperation with the authorities and informing the wider publicity about the programs implemented by the Red Cross.

Results and recommendations resulted from this evaluation will provide guidance for the revision of the primary objectives and operational strategy across all programs implemented in RCS BiH, in order to strengthen the implementation of future programs.

In view of the current situation in Bosnia and Herzegovina, as well as in other parts of the world, and the difficulties faced by the National Society in terms of mobilization of sustainable local resources, the results of this evaluation may be useful not only to RCS BiH, but also for wider members of the Movement, and the other partner National Societies who are facing similar problems in developing local capacities.

How to use results of the evaluation



2. PROCESS OF PROGRAM EVALUATION

2.1 Work plan and methodology

The evaluation methodology considered methodology of quantitative and qualitative analysis. Evaluation teams have used existing documents, and had organised six (6) meetings in phase of preparation the Work Plan and selection of appropriate methodologies.

As part of the work plan the following activities were carried out:

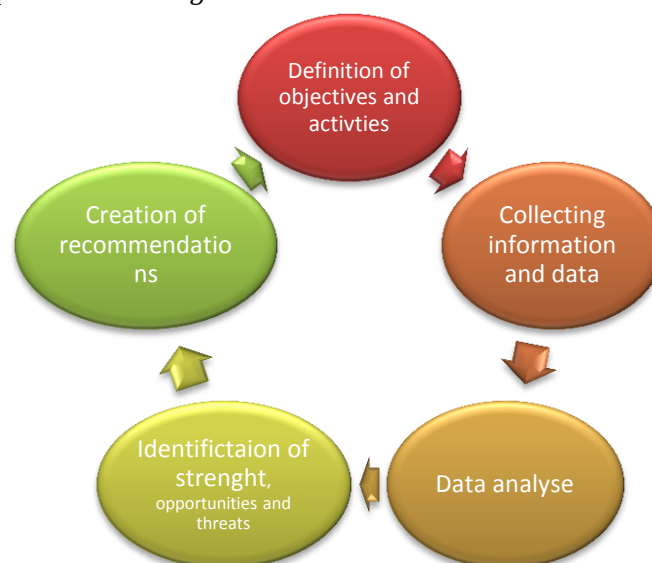
- ❖ Review of existing documents for each program
- ❖ Meetings with members of evaluation team
- ❖ Preparation of questionnaires
- ❖ Organisation of workshops at the level of cantons/regions
- ❖ Organisation of workshops at the level of entities
- ❖ Organisation of the workshop at the level of National Society RCS BiH
- ❖ Preparation of the Final Report

Methodology selected for data collection involved the use of:

- ❖ questionnaires for municipal Red Cross organisations ⁷
- ❖ questionnaires for beneficiaries of the programs implemented by RCS BiH structure
- ❖ Interviews, targeted field visits, workshops and meetings

Considering extensive scope of work, evaluation teams have come to the conclusion that selected methodology is the best applicable, in order to collect data that may provide quantitative and qualitative indicators of relevance, effectiveness, sustainability and impact of program activities.

Evaluation process is presented in diagram.



⁷ Sample questionnaires Annex 5.2

2.2 Instruments and methods of data collection

In accordance to methodology selected, collection of data from municipal, cantonal, regional and entity level was conducted through a specially-formulated questionnaires.

The whole process of data collection is presented below:

1. Preparation and distribution of the questionnaires for municipal organizations including guidance on how to complete it.
2. Preparation of the materials and presentations for workshop facilitators, including the plan of workshop organisation at the level of each canton/region for secretaries of municipal RC organisations
3. Organisation of the workshops (in total 12) at the level of cantons / regions for secretaries of municipal organizations RC, where the objectives of program evaluation were also presented, including filling out the questionnaires by the municipal RC organisations (responsible person) that had not been completed before.

Within the structure of RCFBIH 6 workshops have been organised, while the same number of the workshops have been organised within the structure of RCRS.

4. Quantitative and qualitative data analysis at the entity level. The first analyses were done at the level of cantons / regions by the coordinators of the entity RC organizations, thus provide insight into the specifics of each canton / region and their municipal organizations, including summary of the results in order to analyse the entity level of organization
5. In respect of the donor's request also targeted visits to municipal organizations that implement Home care program were performed. Municipalities are chosen on the proposal of the entity RC organizations.
6. Summary of data obtained from the entity RC organizations at the level of National Society and final evaluation workshop where the form of Final Report is agreed and recommendations for each program.
7. Creation of Final Report on the basis of obtained indicators/results.

2.3 Evaluation team

The internal evaluation assumed participation of all program coordinators from the structure of the Red Cross Society BiH, the Red Cross of the Republic of Srpska and Red Cross Federation of Bosnia and Herzegovina, including IFRC coordinator.

Apart from program coordinators, secretaries of all municipal RC organisations also contributed to program evaluation through active participation on workshops organised and through completion of the questionnaires specially designed for this purpose.

2.4 Weaknesses / obstacles of the evaluation process

Evaluation teams shared opinion that methodology used is generally suitable and useful to collect relevant data and indicators. In view of the wide spectre of questions, it is quite certain that all municipal organisations have not dedicated the same attention in providing answers, same as it is certain that all involved did not fully recognize the importance of this evaluation.

While processing the data, and on the basis of the answers provided, it was detected that along with the importance, all municipal organisations also did not clearly understand the objective of the evaluation process. Although it was eminent that data provided does not match the real situation, thus were considered as relevant data, given that the questionnaires were filled by person responsible from municipal RC organizations.

One of the challenges for evaluation process was also the quantity of work needed to be done. During the process it become evident that selected methodology and targeted objectives were too demanding and it was not possible to achieve everything originally planned, having in mind also other duties of the people involved in the process.

However, the general conclusion is that regardless of all obstacles and weaknesses, program evaluation process provided relevant and good indicators for the preparation of the three-year development plan and program's prioritization.

2.5 Statistical indicators

Based on the documents from entity RC organisation, in total 63 RC organisation (57 Municipal and 6 City organisations) operates at the territory of RCRS, which are covered by 9 coordination Boards of Red Cross, while at the territory of Federation BiH operates in total 89 organisations (78 Municipal RC organisations, 10 Cantonal RC, 1 city RC organisation) and Red Cross of Brčko District. . On the basis of these data, the plan was to collect data from a total of 153 organisations of the Red Cross of Bosnia-Herzegovina.

From the total number of existing organisations, 147 organisations have submitted questionnaires designed for municipal organisations, and 115 organisations have submitted questionnaires designed for beneficiaries.

The percentage of submitted questionnaires for municipal organisations in relation to what is planned is 96,07 %, and questionnaires for beneficiaries is 75,16%, while the quality of information provided in the questionnaires varies.

The difference of 3.93 % occurred for the following reasons:

- a) Inability of the municipal organization Secretary to attend the workshops, some municipal secretaries did not attend the workshops;
- b) Planned number of beneficiaries is not covered;
- c) Lack of RC offices in less developed municipalities where functioning is more difficult;
- c) Failure to provide information from several municipal organisations
- d) Misunderstanding of the purpose of the evaluation process

Collection of the quantitative data was primarily had objective to determine situation with the human resources (number of professional staff, volunteers, the number of members) and material resources (number of organizations with its own office space, vehicle, technical equipment etc).

Project objectives:

General:

- ❖ Get a clear picture on beneficiaries needs through all programs implemented within RCS BiH structure
- ❖ Get a clear picture on capacities of all RC organisations within the RCSBIH structure and capabilities of RC to respond to the needs of beneficiaries within each program
- ❖ Identification of problems and propose actions that RC could take

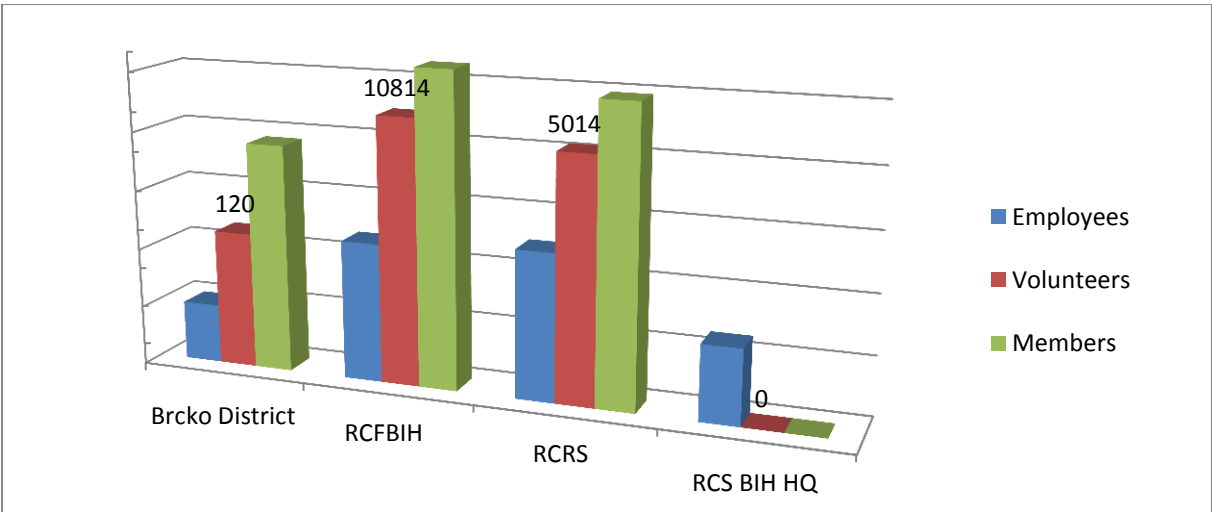
Specific:

- ❖ Get a clear picture about all components of the program/projects implemented within RCSBIH structure
- ❖ Increase level of understanding about different RC services
- ❖ Define and increase awareness about each program profile
- ❖ Define program prioritization for each level of the RCS BIH structure
- ❖ Identification of guidelines/recommendations for each program
- ❖ Based on the results prepare revision of program/projects action plans
- ❖ Through revised planning create projects for each program that will be implemented in the following 2-3 years and submit it to donors

According to data collected there is in total 328 employees, 15 948 volunteers and 89 786 members within the structure of Red Cross Society BiH.

The following diagram shows ratio between employees, volunteers and members within RC Society BiH structure that includes RCFBIH, RCRS and RCBDBIH.

Human resources within the structure of Red Cross Society BiH



If we compare the total number of the employees and total number of organisations, it can be easily concluded that most of the organisations at the municipal level has one, or eventually two employees, that is not sufficient considering scope of work in implementation of the RCS BiH programs.

Material- technical resources

Out of the total number of municipal organizations (147) according to the data obtained from the questionnaires, only 71 organizations has its own office space, that correspond to 50%, while 23% of organizations acquired office space on several years of use, and 27% paid office rent.

Most organizations (98%) have available the technical equipment (computers, printer, fax), therewith that the majority of organizations works on outdated equipment. The number of organisations with its own vehicle is 58 organizations (a passenger or van), and in a most of organisations that vehicle is not in function for various reasons (not enough funds for registration, repair needed, maintenance problems etc)

In addition to quantitative data, also qualitative data were collected, and those are primarily related to financial resources, support of the leadership in the implementation of the programs, cooperation and support from the local authorities, and unique guidelines for the implementation of the programs through the entire structure

In the following chapter qualitative data are presented for each program implemented within the RCS BiH structure.

3. EVALUATION RESULTS FOR EACH PROGRAM

3.1 INTERNATIONAL COOPERATION

3.1.1 RELEVANCE

Law on RCSBiH in Article 6 defines the activities of the Society, among others including presentation and representation of Bosnia and Herzegovina in international associations of the Red Cross and to other National Societies, as well as the implementation of international obligations commenced by the State of Bosnia and Herzegovina within jurisdiction of Red Cross activities. In this regard, international cooperation of RCSBiH has a very important role, as for the structure of the Red Cross, as well and in front of the state of Bosnia and Herzegovina. It is responsible for establishing contacts and enabling the development of all forms of cooperation and activities raised as international obligations for RCSBiH as National Society and an integral part of the Movement

3.1.2 EFFICIENCY

Good international cooperation at the level of RCSBiH has resulted with participation of a large number of young volunteers in the international camps for young people that has a positive impact on strengthening the role of youth as promoters of positive changes for the organization of the Red Cross, and society as a whole.

Within the structure of RCSBiH a great number of organizations have established cooperation with other National Societies (mainly with the countries in the region: RC Serbia, RC Montenegro, RC Macedonia, RC Croatia, RC Italy, RC Spain, RC Turkey, ...). Cooperation is mainly achieved through the Tracing service, but also through some program activities such as voluntary blood donation, first aid, anti-trafficking, promotion of human values, elderly care.

3.1.3 PARTNERSHIP AND COOPERATION

For accomplishment its humanitarian mission in the field of international cooperation RCSBiH implement its activities and contacts with the National Societies of the Red Cross / Red Crescent, ICRC, IFRC and other international organizations and institutions. In Bosnia and Herzegovina, along with ICRC and IFRC, also operates national Societies of Italy, Switzerland and the United Arab Emirates. At the same time RCSBH developing bilateral cooperation with the National Societies of the Red Cross from the neighbourhood (Montenegro, Slovenia, Serbia, Macedonia, Croatia), as well as other national societies, in particular Spain, Germany, Sweden, Norway, Austria, Qatar, China and Turkey

3.1.4 IMPACT

Benefit from the International Cooperation is direct help that individual organizations have such donations in clothing, footwear and other material resources, as well as the transfer of knowledge and experience. However, this type of organization improvement is not sufficiently used, it is necessary to open new and better opportunities and possibilities for cooperation as with National Societies as well with other international organisations. Significant cooperation which is still ongoing with the International Committee of the Red Cross and the International

Federation of Red Cross and Red Crescent, but much more is needed to improve the work of the Red Cross organisation at all levels of structure

3.1.5 SUSTAINABILITY

Unfortunately, due to difficulties in communication and lack of cooperation at all organizational levels, many opportunities for the realization of cooperation are not used on the best way. Also, there are no clearly defined roles of all levels individually in establishing cooperation and splitting of responsibilities

3.1.6 RECOMMENDATIONS

Since the implementation of activities in the field of international cooperation is transparent at the level of RCSBIH , and that all important activities are discussed and decisions taken at the level of the RCS BiH Presidency, it would greatly facilitate the work and leadership would not be found in unpleasant situations on the international conferences (when they hear by other ND that same activities are conducted in individual municipal organizations RC):

- ❖ Gives responsibility to Commission for international cooperation to create Storage of international cooperation 2015-2020
- ❖ Based on the Strategy create Action plan for implementation
- ❖ To clearly define method of reporting at all structural levels on activities implemented with donor National Societies, and for the purpose of better information of National Society
- ❖ Clearly defined roles and responsibilities of all levels in implementation of this program
- ❖ Permanent data and information collecting about National Societies that operates in BiH
- ❖ RCSBIH needs to take more active participation in work of the movement (International conferences, plenums, working groups etc) and that way to promote RCSBIH

3.2 ORGANISATIONAL DEVELOPMENT

3.2.1 RELEVANCE

Red Cross Society of Bosnia and Herzegovina is an auxiliary organ for humanitarian issues to the government institutions, and thus subject to the laws of the State in which operates, but retain its autonomy so that it always acts in accordance with the seven fundamental principles.

In that regard, the relevance of organizational development is reflected through definition of key organizational problems and defining interventions to resolve them, with the aim of developing organization with a high level quality, an organization that has a clearly defined direction, effective leadership, clearly defined roles and responsibilities, and highly motivated labour force that effectively carry out their job duties, successfully collaborate with partners and authorities, and achieve results that improve the living conditions of citizens

RCS BiH Strategy 2015 is a reflection of realistic development and needs of the Red Cross Society BiH. An important component are the general and specific objectives of the IFRC Strategy 2020, RCSBIH Statute and Law, and the Law on the Protection of the name and logo of RCSBIH.

Draft Proposal of the Law on RCS BiH and the Law on the Protection of the name and logo, and RCSBIH Statute has been sent to the entity RC organizations and RC Brcko District BiH for public discussion that are completed, and after the elections and establishment of management organs, it is their obligation to initiate procedures for the amendments as soon as possible.

3.2.2 EFFICIENCY

The efficiency of the organization may be partly determined on the basis of its financial success. In the case of the Red Cross, the best criteria for measuring the efficiency is the quality of service offered to beneficiaries, citizens

In this regard, the power and efficiency of the Red Cross are presented through members, volunteers, employees and all those who support the principles and programs of RC and without their hard work, effort and willingness to help vulnerable populations, RCSBIH would not achieve a good image in the implementation of its mission in BiH, and beyond.

Difficulties in the implementation of activities are Legal legal and Statutory provisions without a clear commitment and vision, without the strong connection from the level of RCS Bosnia and Herzegovina to the local levels, willingness of BiH Governmental structure to support RCSBiH in the part of the authorities given to RC, lack of provisions defining sanctions for some organisations in the implementation of legal and statutory provisions, as well as organizations oblige to direct part of the funds for organization activities at all levels.

3.2.3 PARTNERSHIP AND COOPERATION

Based on the public authorities given to the RC according the law, the organization has partnerships with ministries state and entity level, and each ministry is responsible for the implementation of RC program activities within its authorities.

3.2.4 IMPACT

Although the main strength of RCS is developed network of organizations, it also leads to complex RC structures, which takes a lot of time for the flow of information, implementation of program and project activities, and thus contributes to poor quality of work in some individual organizations.

Misuse of RC logo by other organizations and institutions, such as the Red Crescent, Hospitals, affects the poor image of the organization and its recognition.

At the end of the 2013, with the authorities of the Zenica-Doboj Canton activities and deadlines are agreed for renaming and the freezing of activities of the Red Crescent,

which is registered at the Cantonal Court. Also, the police department began with sanctioning in abusing RC logo in the Zenica-Doboj Canton.

3.2.5 SUSTAINABILITY

For developing and maintaining RCS BiH as unified organization at the state level, composed of RCFBiH, RCRS and RC BDBiH and to ensure functioning as unique organisation, it is necessary to create the conditions and establish systems and processes on the most effective and most responsible way at every level for the benefit of material and personnel improvement. It should more rational use professional skills of staff, and have more education about fundraising at all levels of the structure.

It is also necessary to have a modern approach to organisation's development (methodology, equipment), according to the time we live in.

In that regard, RCS BiH must define the priority changes in strategy, structure and personnel, which means good leadership with clearly specified roles of management and governance structure. Such a structure would need to set priorities, plan of action and to ensure that they are carried out according to the plan, which would raise the efficiency of employees to a higher level. It is also necessary to strengthen the volunteer work through better organization, training, mass, evaluation and general strengthening of volunteer management

There are less and less international institutions that donate funds; lack of a unified strategy for fundraising at the level of RCS BiH, poor implementation of public authorisations for securing funding is a big problem and also the weakness of RCSBiH.

3.2.6 RECOMMENDATIONS

- ❖ Changes and amendments of the Law on Red Cross and Law on protection of the name and RC logo
- ❖ Request law decision makers to "appoint the institutions responsible for supervision," as well as measures for the non-implementation of the Law on RCSBiH with clearly identified and defined the obligations from the state level the authorities of Bosnia and Herzegovina to the local level
- ❖ Define, legally and binding provisions for the harmonization, compliance and enforcement of the RCSBiH within overall structure.
- ❖ Change and amendment to the RCSBiH Statute, with defined proposals aimed to:
 - Procedures for participation and decision-making in management organs and bodies which eliminates the possibility of delays in decision making
 - relations between RC local branches and RCS BiH headquarter, as well as the creation of appropriate mechanisms to ensure compliance of the management bodies decisions.
 - Representation of the Red Cross Brcko District BiH in the organs and bodies of RCSBiH
 - Financial transparency within the structure and RCSBiH
 - Following the adoption of the RCSBiH Law and the Statute, ensure its implementation through the adoption and implementation of regulations defined by the adopted legal and statutory provisions.
- ❖ Establish a database of members and volunteers of the whole structure
- ❖ To improve the efficiency of management through building awareness of organisation strengthening

3.3 TRACING SERVICE

Tracing service provides assistance to victims of armed conflicts, natural disasters and other emergency situations, providing restoring and maintain links between family members who were separated due to conflict, natural disasters or other emergency situations.

In addition to the international legally binding document (Geneva Convention of 12 August 1949th, Additional Protocol I and II of the 1977th, resolutions of international conferences and the Law on Red Cross Society , Article 12), the Council of Ministers in mid-September 2006th gave formal approval to the Rules of Procedure of the Tracing Service of the Red Cross BiH.

3.3.1 RELEVANCE

Tracing service of the Red Cross is the only organization that provides services to restoring family links in the country, and it is different from all other governmental and non-governmental organizations. Due to this and other reasons, the Council of Ministers of Bosnia and Herzegovina recognized the importance of the specific mandate of the Red Cross to provide services to restoring family links through the work of the Tracing Service, in specific situations where the family contact is interrupted, and the standard means of communication are destroyed or disabled and do not give results.

3.3.2 EFFICIENCY

Tracing service of RCS BiH has clearly defined and established administrative procedures applied through the entire RCS BiH structure and has established a unique way of working throughout BiH.

In accordance with the functions they perform, all staff of RCS BiH Tracing Service have regular trainings and have available standard materials based on guide for restoring family links for National Societies within the Movement and the Rules of Procedure of the Tracing Service, as part of the training program for RCS BiH Tracing Service and work of permanent team for training and education of TS.

Tracing service staff has available resources, materials and facilities for work and TS archives that enables the smooth implementation of activities and respect of data confidentiality. Instructions and manuals on Tracing Service work are available to all who are involved in the provision of searching within RCS BiH structures.

Tracing service has formal and active structure (network) that covers the entire territory of BiH with the following members: one coordinator at the level of RCS BiH HQ, entities RC's and RCBDBiH, one coordinator at the cantonal / regional level. Permanent team for training and development of the RCS BiH Tracing Service (16 persons) responsible for the unified planning and implementation activities, training and monitoring of field work.

At the level of municipal and city organizations 146 RC Secretaries who are responsible for carrying out all activities of TS, and network of 210 volunteers of Tracing Service at the municipal / city level.

3.3.3 PARTNERSHIP AND COOPERATION

RCS BiH Tracing service as a part of an international network of Tracing Services cooperate with all components of the Movement, and has support in the building and maintenance of its capacities . It has developed relationships with relevant international, national governmental and non-governmental organizations and

publicity, which are aimed at facilitating the work of the beneficiaries of Tracing service.

- ❖ signed the Operational Agreement on Cooperation between RCSBiH and Institute for Missing Persons of Bosnia and Herzegovina
- ❖ Signed temporarily procedures between RCSBiH and the Institute for Missing Persons of Bosnia and Herzegovina on the collection of ante-mortem data
- ❖ signed the Operational Agreement between RCSBiH and ICRC on cooperation for handover of data on active cases of missing persons and informing the families of the missing on transfer of data from the ICRC to the Institute for Missing Persons of Bosnia and Herzegovina
- ❖ TS RCSBiH developed operational cooperation with the Tracing services of other National Societies in the region, Europe and the Movement
- ❖ established cooperation with associations of missing persons families at all levels of structure
- ❖ Through networking with other RC departments, related government and NGOs developed cooperation that allows functional referral system for service beneficiaries

3.3.4 IMPACT

It was found that the quality of services varies from one RC organization to another. One of the main reasons for these variations were insufficiently trained staff in the structures of RCSBiH at municipal levels, and lack of understanding of the mandate of TS (i.e identification of TS work only with the issue of missing persons in BiH, without taking into account all the other services that provides TS).

In its comments, a great percentage of service users expressed satisfaction with access and services, and the main reason for dissatisfaction was long time needed for implementation services. It also crystallized the need for extending support to beneficiaries through other RC services such as home care, social programs, etc. Expressed needs of beneficiaries are referred to the humanitarian search unrelated to conflict situations, and restoring family links that were severed as a result of migrations.

3.3.5 SUSTAINABILITY

Tracing service is organised as a separate organizational unit within RCSBiH Technical service. Funds for financing the Tracing Service at HQ level are provided from the budget of Bosnia and Herzegovina or the budget of lower levels of government, in accordance with the Law.

The work plan and financial plan of the Tracing Service is an integral part of the work plan and financial plan of the Society.

3.3.6 RECOMMENDATIONS

- ❖ Strengthening permanent team for training and development of TS RCSBiH both in terms of additional training, as well as in terms of means needed for the operation and coordination of the activities.
- ❖ Tracing Service of Municipal organizations RC should be strengthened through additional training (professionals and volunteers)
- ❖ Business relations should be strengthened at all levels of the TS structure
- ❖ intensive engagement of management is needed with partners to enable conditions for further progress, promotion and raising funds for work.
- ❖ Integrate restoring family links program in disaster preparedness and response
- ❖ Integrate restoring family links with the program Population movement for support of migration victims
- ❖ Integrate restoring family links program into Information and Dissemination

3.4 INFORMATION AND DISSEMINATION

The task of this service is to provide information and promote the Red Cross to the publicity, with the aim of popularizing the basic principles of the Movement, and to raise population awareness on necessity to participate in humanitarian actions to help people with social needs. Informing the publicity is done through the media, publications (bulletins Humanity, Power of humanity, bulletins, leaflets, stamps and other publication in accordance with traditional activities)

Dissemination activities were mainly focused to the organization of seminars and other forms of training for employees within the structure, volunteers, teachers and professors, Red Cross youth for the purpose of enhancement their knowledge about the history of the RC Movement , the Basic Principles, the logo and its use and protection and International humanitarian Law.

3.4.1 RELEVANCE

Dissemination involves the spreading knowledge about the basic principles of the Red Cross and International Humanitarian Law and in that sense it is responsibility of the Red Cross in accordance with the Statutes of the International Movement of Red Cross / Red Crescent Societies and legal acts of the entity organization.

The objective of dissemination activities as well as information is to raise awareness and build positive community attitudes about the organization of the Red Cross.

3.4.2 EFFICIENCY

The structure of RCSBiH pays a great attention to the celebration of the traditional dates (World Day of Red Cross and Red Crescent Societies and Red Cross Week (8-15. May), the World Day of voluntary blood donors, World Youth Day, Week of the fight against tuberculosis and the World Day of the fight against tuberculosis, the World day against HIV and AIDS, the World Day of elderly, Weeks of solidarity, Weeks of child, Week of warning of the danger of mines ...). In this period program activities are intensified.

Special attention is paid to the promotion of the Red Cross in publicity. This is the time when it comes to: distribution of promotional materials, numerous lectures in schools and promotions at city squares, as well as TV and radio shows dedicated to the Red Cross.

The purpose of all these activities carried out is to present to the wider publicity the organization of the Red Cross, as well as to win over as many new members, volunteers and donors

3.4.3 PARTNERSHIP AND COOPERATION

Program coordinators keep regular cooperation and contacts with media and design companies. Interest of media is exceptional in remarking and the celebration of all traditional dates, launching campaigns, and humanitarian actions and similar.

Occasional cooperation is established when it comes to the realization of certain projects with non-governmental and governmental organizations and institutions.

3.4.4 IMPACT

One of the aggravating factors for establishing successful communication systems within the structure of the Red Cross is the fact that the municipal / city organization financially independent from the rest of RC structures. That is the reason why some secretaries of municipal RC organizations do not consider as necessity to send the information on completed activities and achieved successes, to the rest of the structure.

Very often it is difficult even to get information from coordinators engaged on the same program and same organisational level. Due to the existing abuse of the logo it is needed to invest more efforts on promotion of the proper use of the logo (in accordance with the Regulations on the Protection and Use of the RC logo) and prevention of the misuse of the logo.

3.4.5 SUSTAINABILITY

Considering the significant reduction of the financial support for dissemination and information activities by the ICRC, the quality in implementation of certain activities is considerably decreased.

3.4.6 RECOMMENDATIONS

- ❖ To ensure better flow of information from municipal RC organisations up to NS and through the structure
- ❖ To create reporting system through the entire structure
- ❖ For different target groups, internal and external, spread the knowledge about Red Cross and international humanitarian law (IHL)
- ❖ Improve relations with medias and strengthening of the organisation image
- ❖ Ensure that all information for publicity is performed simultaneously in both entities and Brcko District
- ❖ Promotion of proper use of the emblem
- ❖ Strengthening of information-communication network within the structure
- ❖ Make an efforts to build a sustainable network of disseminator within structure

3.5 HEALTH PROGRAMS

3.5.1 RELEVANCE

3.5.1.1. Voluntary Blood donations

Traditionally within its regular activities Red Cross also organizes voluntary blood donation activities carried, motivation and organizational gathering of blood donors, popularizing donation, establishing the conditions for the award and honours for blood donors.

3.5.1.2. First Aid

Training of the overall population and Red Cross teams in basic first aid is an important social activity in preparation for the natural disasters and other catastrophes, and a willingness to reduce, as much as possible, its effects on the population, which is one of the most important humanitarian tasks of the Red Cross. The Red Cross is on the basis of Article 176 Paragraph (4) of the Act on traffic safety on roads in BiH, got the right to organize and implement training for drivers to enable them to provide the first aid to persons injured in traffic accident

3.5.1.3. Public health education

The role of the Red Cross BiH is that through campaigns that are traditionally organized on the occasion of the World Day Against Tuberculosis, March 24th and Week of the fight against tuberculosis 14-21 September, brings key information to a wider range of the population, especially vulnerable population and thus narrow the gap of inequality and ensure timely treatment, which is the best prevention of this diseases.

Red Cross traditionally treat the issue of HIV / AIDS and sexually transmitted diseases and, in cooperation with other institutions and organizations deals with this issue, organizing various educational activities.

Also, the objectives of the International Red Cross and Red Crescent Movement, who's Red Cross BiH is member, additionally bind our organization to undertake an active participation in the field of prevention of infectious diseases and addiction.

The activities are aimed at strengthening the volunteer's base in the organizations of the municipal Red Cross and training of a number of young people that, as peer educators, actively dealing with this issue in their communities

3.5.2 EFFICIENCY

Improved actions of Red Cross in the field of health protection

3.5.3 PARTNERSHIP AND COOPERATION

The fact is that partnerships are established with governmental and non-governmental organizations, but only for a limited period, for example, the duration of a particular project

3.5.4 IMPACT

Planning of the activities is usually closely related to the funding, which typically come only when all activities are completed.

3.5.5 SUSTAINABILITY

The sustainability of the program is possible, from the training in first aid for drivers. The activities within Week of the fight against TB, also additional stamps are printed, and all income from selling stamps should be assigned to activities related to TB prevention.

3.5.6 RECOMMENDATIONS

- ❖ Timely planning activities (including creation and printing materials)
- ❖ Assign RCS BiH Presidency to organize a thematic session with topic on "First Aid for drivers," which would clearly define the roles, responsibilities, sanctions, charges, etc.
- ❖ Establish authority for the control of this public authorisation (this public authorisation ensures nearly 50% of the funds for the functioning of the RC at all levels of the organization).
- ❖ Conducting training in first aid in accordance with European standards and guidelines
- ❖ Permanent implementation of activities related to public health education in order to increase population awareness on importance of first aid, voluntary blood donation, prevention of TB, HIV and the disease of addiction, environmental protection

3.6 SOCIAL HUMANITARIAN ACTIVITIES

The program of social humanitarian activities has an important place in the programs of the Red Cross. Witnessing high unemployment, people who are in need for social assistance, people with disabilities, the elderly and those who has no one to take care of, all these are categories of the population that request support from the Red Cross.

Needs and the number of socially endangered are high, so that all segments of society must be maximally engaged, to assist those who need help. Red Cross is making efforts to assist and protect the dignity and improve the lives of vulnerable people

3.6.1 RELEVANCE

In an attempt to protect the most vulnerable members of society Red Cross covers the most urgent social needs. One form of collecting assistance is through solidarity actions. Through these actions attempt is to improve the quality of life for socially vulnerable groups.

World Day of Poverty reduction, solidarity Week, World Day of the elderly, are marked in order to change population awareness about the need to reduce poverty and destitution in all countries , especially in developing countries.

Red Cross is organizing a series of activities aimed at poverty alleviation and solidarity campaigns, World Day old , action in schools " Friend to friend ," to develop in young people a sense of solidarity and the need to help people in need. We point out the need to provide assistance to elderly people who are alone, sick and vulnerable financially endangered, thus influencing the awareness of citizens to express solidarity and recognize the problems in society

3.6.2 EFFICIENCY

Efficiency (especially at the local level) is instantaneous, long term effect is not visible, as mainly those are sporadic activities.

However, at higher levels of organization long lasting solution are tried to be found, in terms of including RC representatives in the bodies that create social policy Efficiency is not satisfactory as its instantaneous and at the local municipal level.

There is no long term effect of support to some institution or citizen's category. It is necessary to find long-term solutions including other relevant institutions when it comes to social policy

3.6.3 PARTNERSHIP AND COOPERATION

Through this project the best cooperation is achieved with local authorities, the media and the local population, and the Directorate for Commodity Reserves, the Swiss Red Cross through the "winter assistance program" as well as other non-governmental organizations. Cooperation is also shown at the local level as with the authorities, as well with the Centres for Social Work and the media.

3.6.4 IMPACT

Although every action and support is welcomed, today there is great number of non-governmental organizations which organize similar actions, so there is a fear of saturation.

Support that is provided to beneficiaries in the form of food and other items has no significant impact to final beneficiaries, due to the fact that is not continuous, but the current, an is not possible at all levels of RC.

3.6.5 SUSTAINABILITY

More donations and more funds could be ensured if good estimate on the number of families / persons and / or institutions in need of help is prepared, because the funds are easier to collect if aid recipient is known. It is essential to find new ways to raise funds and help.

Sustainability should ensure projects applying for certain categories of citizens or institutions. Seek mechanisms to assist in the continuity that would have the effect to customers, find new ways of raising funds to be used in other national societies

Sustainability should be ensured through applying to projects for certain categories of citizens or institutions. Urge for mechanisms to assist in the continuity that would have the effect to beneficiaries, find new ways of raising funds used in other National societies.

3.6.6 RECOMMENDATIONS

- ❖ Ensure continuity in providing humanitarian assistance to the most vulnerable people
- ❖ New projects to increase awareness about active / healthy aging
- ❖ Establish the projects on environmental protection
- ❖ In cooperation with the relevant ministries and institutions, promote partnerships to improve social and humanitarian situation of the beneficiaries
- ❖ Define partnership relation with potential donors and non-governmental organizations with the purpose of improving the social humanitarian services to beneficiaries.
- ❖ In cooperation with relevant institutions periodically evaluate the vulnerability of the population identifying their needs and thereby determine the target groups, thus will be basis for defining activities of the Red Cross

3.7 DISASTER PREPAREDNESS AND RESPONSE

3.7.1 RELEVANCE

Law on Red Cross BiH in Article 7 defines the basic objective of RC that is "mitigation of human suffering, especially those caused by major natural disasters, other mass accidents, disasters and armed conflicts", then in Article 9 as a public authority defines the following: "Cooperate with health services, civil protection and medical corps of the armed forces in Bosnia and Herzegovina to the take care of wounded and sick in the event of natural and other disasters and armed conflicts. Participation in the organization and provision of health care and social assistance to individuals in the event of natural disasters, epidemics and other major accidents.

3.7.2 EFFICIENCY

Efficiency of Emergency and rescue service of Red Cross is reflected through its organization and coverage of the territory. In this regard RCRS has 10 multipurpose field units and 17 Multipurpose field teams. The structure of Emergency and rescue service of RCFBIH 10 cantonal teams , multipurpose field units of Red Cross in each municipalities and 3 emergency and rescue services are organized in one canton and two municipalities .

All members of the multi-purpose field teams and multipurpose field units are trained for operations in event of natural and other disasters to assist vulnerable populations (first aid and health care , tracing servicee, psycho - social work , shelter and meals) .

One of the problem is the lack of equipment for units and teams in most of the municipalities and cantons (as personal as well professional equipment) .

In some units and teams there is insufficient number of members (need to replace and train new members when some member, for some reason (illness, moving , deceased , etc.) , leave the unit / team.

3.7.3 PARTNERSHIP AND COOPERATION

Memorandum of Understanding (MoU) is signed between the Red Cross Society of BiH and BiH Ministry of Security on achieving coordinated cooperation in the field of protection and rescue of people and property from natural disasters, which implies coordination on:

- ❖ prevention of risks of natural disasters,
- ❖ preparation (equipment and training) for natural disasters,
- ❖ actions that should be taken by the Red Cross structure in the alleviation of the consequences caused by natural disasters

RCRS and Civil Protection of the Republic of Serbian signed the Agreement on cooperation in the protection and rescue of property in the event of natural and other disasters.

Red Cross Federation is a partner of Civil Protection of the Federation of Bosnia and Herzegovina and is included in the the Civil Protection activities , but also operate independently as needed.

3.7.4 IMPACT

The situation is even more complex due to the fact that protection and rescue is not clearly defined at state level. As Red Cross is auxiliary body to the structures for protection and rescue (Entity Civil Protection), and those are opposed to the formation of the unit at the state level that should be engaged as in the country as well abroad, RCSBIH is not able to form a unit for disaster preparedness and response at the state level.

RCS BIH role is that in case of major natural disasters in Bosnia and Herzegovina, coordinate the activities of the entity organizations, summarizes the situation in the field and establish connections with international organizations and persuade assistance (international humanitarian aid, DREF, appeal, etc.)

RCS BIH role in a case of disaster outside the country is to initiate and coordinate the collection and distribution of aid to the final beneficiaries.

3.7.5 SUSTAINABILITY

Insufficient cooperation between some municipal RC organisations with Civil Protection in their municipalities.

Insufficient use of financial resources in the field of protection and rescue, especially at the level of municipalities and cantons

Irresponsibility of secretaries and leadership in some RC organizations (cantons, towns and municipalities) in terms of the implementation of public authorities in the field of protection and rescue.

3.7.6 RECOMMENDATIONS

- ❖ Legally regulate the status of multipurpose units and teams (how members should be recruited, who provide training and education , who alert the units , ensuring replacing members of the unit in the event of injury , etc.)
- ❖ Preparation of RCSBIH Standard operational procedures
- ❖ To improve cooperation between RCRS / RC FBIH with the Republican Civil Protection Service RS / Federal Civil Protection at all levels, especially the municipal / local .
- ❖ Due to the ignorance of certain levels of civil protection for the activities of emergency and rescue teams of Red Cross , inform all levels of civilian protection about mandate of the Red Cross in the event of natural disasters and other catastrophes , the legal framework , i.e services and equipment of the Red Cross , including information to all other relevant stakeholders (fire brigade , mountain rescue service , medical units etc.)
- ❖ Work periodical review and updating of the composition of emergency and rescue teams of Red Cross , as well as equipment
- ❖ Regular reporting from all RC structures at the local level toward Technical services of RCRS / RC Federation on changes in the composition of teams , procured-donated equipment , participation on exercises , etc.
- ❖ To plan and organise exercise for emergency and rescue teams in cooperation with civil protection and other actors involved in the rescue , police , fire , mountain rescue service , medical units etc.
- ❖ Develop operational plans for the evacuation cases (when , where , shelter , facilities , food and hygiene in the early days , etc

3.8 MINE AWARENESS

3.8.1 RELEVANCE

Mine threat has been present in Bosnia and Herzegovina for a long time, and the continued implementation of mine risk education activities is necessary to avoid new victims of mines and explosive remnants left over from the war (ESZR). The program warning on the mines of Red Cross throughout the territory of Bosnia and Herzegovina is implemented since 1996 with financial support from the ICRC . The program warning of the danger of mines in accordance with the provisions of the Red Cross represents public authorities and therefore the obligation of the overall organizational structure of the Red Cross to carry out activities under this program in accordance with the authorization.

RCS BH is accredited by the MAC as the organization that has developed enough capacity to be successful in implementation of activities under this program.

RCS BiH has adopted a Strategy warning of the danger of mines.

Implementation of the program since 1996 is conducted primarily in the schools, then among citizens and associations as well as local communities.

Program components are: Education, Information, and Connecting with the community and target groups are children, farmers, hunters, fishermen, forest workers, and returnees

3.8.2 EFFICIENCY

Program "Mine risk education" efficiency is based on good organizational capacity to implement the activities of the program. The role and importance of the RC program has been recognized by all key actors in mine action, not only in the country but also in the region

Organizational capacity: Management of the Red Cross, Program Coordinators, Structure of the Red Cross, network of RC activists throughout the whole country with long experience in the implementation of the program, Certified Instructors (39), certified managers (27)

Also four persons are certified for quality control as per standard operating procedures of BH MAC, as state body responsible for mine action in BiH.

The implementation and deployment of mine action plans at the municipal level, in cooperation with BH MAC, construction of 10 children playground in mine-affected municipalities as part of the activities on risk reduction and ensuring safe areas for children to play.

Organizing competitions in the elementary school at all levels (school, municipal, cantonal / regional, entity and state competition). Competitions include about 20,000 elementary school pupils.

Help the victims of landmines in the form of food parcels and hygiene, orthopaedic aids, wheelchairs, etc.

The Red Cross has set up 385 signs for permanent and emergency marking to prohibit the passage through the suspected areas.

3.8.3 PARTNERSHIP AND COOPERATION

Cooperation with governmental and non-governmental organizations as well as with international organizations: Ministry of Civil Affairs, the Ministry of Security of Bosnia and Herzegovina, BH MAC - Centre for demining in BiH Armed Forces, Civil Protection and with other relevant organizations dealing with this issue (Initiative of landmines survivors, Handicap International, Mercy Corps, UDAS, STOP mines, Hope, 87, Eco sports Group, Miracles, Posavina without mine, NPA, as well as with local government representatives), UNDP, UNICEF, ICRC, SFOR.

3.8.4 IMPACT

All of the above mentioned activities are for the purpose of significant reduction the risk of mines and its socio-economic impact on the population and material resources

3.8.5 SUSTAINABILITY

Integrated approach to all stakeholders in mine actions, as well as cooperation with other organizations, establishing new partnerships and improving existing ones that lead to the sustainability of the program. (training and a network of Red Cross instructors is at an enviable level -a number of workshops in the mine program), and certification by the National Authority (BH MAC, a permanent member of the coordinating body at the BH MAC in Mine Action "Mine Risk Education", a permanent member of the coordinating body at the BH MAC in Mine action "Help the victims of landmines," the planning and implementation of plans, "Mine Risk Education" at the municipal level, organizing competitions for primary school pupils, continuously collecting data on mine victims on the ground in accordance with the Memorandum of understanding signed between RCS BH and BH MAC)

3.8.6 RECOMMENDATIONS

- ❖ Through lobbying with the relevant ministries and representatives of government - policy makers, to make efforts to upgrade the legal basis of RCS BiH in order to improve the financial stability and sustainability of the program.
- ❖ Work on linking individual organizations of RC with Regional BH MAC Offices
- ❖ Due to the unfamiliarity of certain levels of the Red Cross about work of instructors of Red Cross Federation, introduce to all levels of the Red Cross the mandate of the Red Cross program " Mine Risk ", its legal framework and implementation of legal obligation authority
- ❖ Prepare operational projects and sent to the relevant organizations, the institutions, the embassies of countries that support mine action
- ❖ Strengthening the access and management responsibility for the performance of a public authorisations in the "Mine Risk"

3.9 YOUTH

Red Cross pays special attention to young people through a variety of programs where young people are educated and developing the skills needed for life. Young people are represented in all traditional programs of the Red Cross and their engagement is coming to the fore in the most difficult situations where the population is at risk, whether in terms of floods, earthquakes and other troubles that might befall

Red Cross pays special attention to education, training and organizing a group of young people in the schools (primary, secondary, and college) and other communities.

Through a group of young people and their conferences at all levels of organization, youth are actively involved in all governing bodies in the structure. Youth representatives from the municipal organizations of the conference are part of the youth conference of the RC RS. President and two vice presidents of the conference are also members of the RCRS Assembly.

3.9.1 RELEVANCE

Work and activities of youth in the structure of the Red Cross is regulated by the Statute and the Rules on organization and operation of young and youth.

3.9.2 EFFICIENCY

Within the organized action warning of the mine existence, first aid, voluntary blood donation, Week fight against tuberculosis and World Day against tuberculosis, the World Day against HIV and AIDS in cooperation with medical institutions specialized in these activities, the World Day and Week of the Red Cross, Week of child, World Youth Day, youth organizations of the Red Cross promote the importance of this type of action and participate in education on this issue of children and young people

For more effective actions of Red Cross youth and their involvement in the organization as volunteers, seminars are organized for teachers and professors as well.

Quizzes on knowledge of the Movement of the Red Cross and Warning of the danger of mines are very attractive for youth as another chance to learn about the youth organization of the Red Cross. Young people are also educated through the camps organized as for pioneers as well for youth.

3.9.3 PARTNERSHIP AND COOPERATION

The cooperation is established as with the relevant ministries, youth organizations and associations, public institutions dealing with the protection of children. Through various international camps and competitions abroad Red Cross youth represent the Red Cross of Bosnia and Herzegovina.

Youth also participate in seminars, conferences, competitions and youth camps in neighbouring countries. In the implementation of its activities Red Cross youth cooperate with other associations, clubs and organizations that bring together young people as in the country as well abroad.

3.9.4 IMPACT

Through the activities of the Red Cross, youth are developed in the spirit of humanism and tolerance in order to build a healthy personality of each individual as well as health promotion and healthy lifestyles

3.9.5 SUSTAINABILITY

Due to insufficient funds from the budget for the implementation of activities with young people, it is needed to pay attention to fundraising through projects. Youth Law is not properly resolved the status of the youth in RC Federation BiH, because through its solutions Red Cross youth, formally and legally, cannot participate in the activities of the Youth Council at all levels of government. (Municipalities, city, canton)

Support is requested from the authorities in order to solve that problem considering that Red Cross youth are the largest group of young people in the Federation of Bosnia and Herzegovina

3.9.6 RECOMMENDATIONS

- ❖ To work on popularization of young people in the Red Cross ;
- ❖ To increase youth participation in all program activities of the Red Cross
- ❖ Finalise the process of establishing youth structures in the municipalities and cantons;
- ❖ Organise sessions of the Conference and youth Presidency
- ❖ Improve cooperation of young people within the structure;
- ❖ Organize educational and other youth camps at all levels of RC
- ❖ Continue participation of young people in international seminars and workshops through RCS BIH

3.10 HOME CARE

3.10.1 RELEVANCE

Population aging is a major challenge for social and economic policy of the most countries. In addition to changes caused by demographic trends, significant changes are evident also in the characteristics of the older population. New generations of older people are in better health conditions, with better education, and therefore more demanding, so that existing forms of care and protection is rapidly becoming insufficient and inadequate to the needs of the elderly. Having in mind the increasing number, type and scope of the needs of older people, their quality of life greatly becomes dependent on the type and scope of social intervention, as well as branching and the availability of social services⁸.

On the basis of the Vienna obligations on the older population, that include general obligations in accordance with the Strategy 2020 and other decisions of the International Federation of Red Cross / Red Crescent, RCS BiH joined to other national societies in the region to work on the development and improvement of programs on care for the elderly persons, in order to promote a new concept of active aging. Accordingly, the working group of the RCS BIH Home care Programme has initiated the implementation of the program activities and care for the elderly through two projects / programs:

- ❖ Project 'Active aging'
- ❖ Home care program

3.10.2 EFFICIENCY

With donor's financial support since 1996th and permanent education of Red Cross volunteers, especially the youth, a strong network within this Programme is created in Bosnia and Herzegovina. As per needs, RCS BIH organise workshops for volunteers, and staff involved in the home care, and ensure also exchange of experiences with the national societies of the Red Cross at the regional level.

3.10.3 PARTNERSHIP AND COOPERATION

In the implementation of Home care program RCS BH cooperate with the authorities at all levels in Bosnia and Herzegovina, sister national societies of the Red Cross and Red Crescent, the International Federation of Red Cross / Red Crescent and also is a member of the NGOs network in BiH " Self-worth aging."

3.10.4 IMPACT

The elderly persons are at a higher risk of poverty comparing to the total population (19% at EU level), and the situation in Bosnia and Herzegovina is even more difficult than in EU countries. As BiH still does not have developed statistics, which regularly monitors the status of the elderly and regularly reporting, all ratings in this area are given on the basis of assessments and surveys made for specific purposes. Also set of indicators for monitoring the position of the elderly in Bosnia and Herzegovina as a whole is not developed and harmonized yet. In addition, neither set of benchmark

⁸Ministry of Civil Affairs BiH, Department for health

indicators, which provides a basis for comparison with the environment, is also not defined or compiled data for calculating these indicators.⁹

In order to achieve the promotion of a new concept of active aging and review of home care programs could contribute in implementing the Vienna obligations, RCS BiH decided to conduct the first study of this kind, collect reliable data in order to define recommendations for active aging based on scientific grounds. The aim of the research titled "Study analysis of active aging in order to improve health and independent individual living" is to serve as a relevant document for the development of the Framework Policy for the Elderly in BiH, as one of the elements to create a strategy for older people in Bosnia and Herzegovina

3.10.5 SUSTAINABILITY

Funds for financing the program are insufficient in relation to the enormous needs. For that reason it is necessary to set priorities and select a small number of users to whom services could be provided in a satisfactory way. RCSBiH target is also working on advocacy and lobbying for the rights of the elderly.

Red Cross should inform elderly on their rights, and teach them how to advocate for their rights on the basis of facts and methods of lobbying, how to educate people in local communities about the rights of older people and their needs. In other words, older people need to participate in the organization of round tables, meetings with decision makers and take an active role in decision-making when the interests of older persons in question.

Promotion of active aging offers more possibilities for volunteering among elderly persons; then organization of groups for self-help groups among the elderly population to solve their own problems and inclusion of vulnerable populations (support to home care / support in the house). The objective is to increase the awareness of the population on the contribution that older people can make to their community.

3.10.6 RECOMMENDATIONS

- ❖ To pay more attention to Home care program from the level of RCS BiH: find resources to formulate unified program and unified documents (Manuals for volunteers).
- ❖ Regularly sent information to the government authorities at all levels about activities (at local level to Centres for Social affairs, municipal/ cantonal government)
- ❖ Local authorities together with centres for social affairs and Red Cross should define priorities, each organisation to perform its part of job
- ❖ Red Cross should define the needs of beneficiaries who live in different environment (cities, villages etc). It is very important to ensure doctors visit in rural areas.
- ❖ Flow of information is not adequate; it is needed to have better information about activities at the level of RCS BiH HQ, entity and local organisations.
- ❖ It is needed to create good data base for all beneficiaries, and define priorities
- ❖ Renew volunteers network: continue refreshment of knowledge for the volunteers who want to be included in Program activities, and inclusion and education of more young volunteers, in particular through youth clubs

⁹Council of Ministries, Ministry for human rights and refugees BiH, UNFPA: Analyse of the situation for creation of policy for elderly persons in BiH, Azemina Vuković, august 2012

- ❖ Motivate volunteers (including elderly) and value their work.
- ❖ Ensure financial resources for humanitarian aid (food parcels, hygiene, diapers, orthopaedic supplies, fire wood, furnace)
- ❖ Emphasise active and health aging, with home care, but create categories of beneficiaries according to the level of their needs and possibilities of beneficiaries (physical, mental abilities). In parallel work on Home Care Program and active aging
- ❖ Give priority to program visibility, it is necessary to have permanent presence in publicity, and ensure media coverage for activities.
- ❖ Include representatives of Centres for Social affairs, schools, hospitals, rescue services, Civil protection, Head of Municipal / Cantonal finance department, pensioners, youth from Red Cross Management board.
- ❖ Organise round tables with presence of relevant persons, who can contribute to further improvement of service provisions.
- ❖ Strengthening the links between Red Cross and persons with disability (as volunteers)

4. CONCLUSIONS AND RECOMMENDATIONS

Through active work with the Secretaries of municipal RC organisations at the workshops, a detailed discussion took place on all components of the program / projects being implemented in the structure of RCS BiH, which raised the level of understanding about different Red Cross services, enhance awareness of the profile of each program and define the need for improving the quality of services provided to beneficiaries, and defined recommendations for each program

Within the structure of RCSBIH increased is interest and understanding of the various activities related to organizational development, and program coordinators as well as the secretaries of municipal organizations have taken responsibility for building their capacities.

Team work and dynamics of working within the structure has been significantly improved and the importance of applying uniform procedures has been understood for all programs through the entire structure of the Red Cross.

Identified needs and concerns are openly discussed by all secretaries of municipal organizations, joint initiatives were presented and recommendations to management of RCS BiH, BD RC, RC RS and RCFBiH to enhance and better positioning of some important programs. In this regard, the following recommendations are defined:

- ❖ Conduct prioritization of programs implemented within the structure of RCS BiH
- ❖ Based on the results of the evaluation of programs / projects, revise action plans for the next period
- ❖ Through revised planning create projects for each program to be implemented in the next 2-3 years and submit to donors

5. ANNEXES

5.1 Document „Role of the RCSBIH in terms of OD project – program evaluation’

5.2 Sample questionnaire

Acknowledgements

Evaluation of the programs within the structure of the Red Cross of Bosnia and Herzegovina was created from the need to consider the actual situation in the implementation of program activities at all levels.

Evaluation team consisted of coordinators from Red Cross Republic of Srpska: Veselinka Trobok, Gordana Pantić, Ljiljana Gluhovic, Momir Škiljević, Snježana Kovač, Gordana Ostojić. Coordinators of Red Cross Federation BiH: Nevenka Milanovic, Senadin Kumro, Mela Alihodžić, and Vihorka Tomas, coordinators from Red Cross Society BiH: Elvira Šišić, Žaklina Ninković, IFRC coordinator Sanja Hardaga have gave their full contribution in data analyse and creation of Final Report and certainly without their efforts and hard work, evaluation process could not be implemented.

It is important to mention that evaluation team was very well accepted by the municipal organizations of the Red Cross, whose secretaries are encouraged this kind of work and expressed a desire that program evaluation will initiate more discussions on the topic of organizational development and encourage changes that will lead to further strengthening of the Red Cross Society BiH and its structure.

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Evaluation Team