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THE PERCEPTIONS AND ATTITUDES OF SOCIAL SERVICES USERS AND PROVIDERS IN THE MUNICIPALITIES OF ODZAK AND MRKONJIC GRAD

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INTRODUCTION

This is a report on a survey of Knowledge Attitudes and Practices (KAP) of registered social services clients in the municipalities of Odzak and Mrkonjic Grad, which were selected as pilot areas for testing of home care services for elderly and disabled persons. The KAP survey was supplemented *on 486 vulnerable people, at two selected localities* and by fourteen individual interviews with CSW personnel and three group interviews with community leaders, conducted during the months of July and August 2016.

The survey and review were conducted within the framework of the EU SOCEM activities, specifically: ***quantitative and qualitative information about the target groups and the issues affecting them gathered through: 10 in depth interviews; 3 focus groups, with 24 representatives from service providers; Survey on minimum 500 vulnerable people, at two selected localities. (4.1)***

While the results of the survey provide useful indicators and insights, it is important to emphasise from the outset that sampling and methodological limitations mean that these are to be seen as illustrative of a spectrum of knowledge, attitudes and practices, rather than findings that can be considered to be representative of the wider community within the municipalities, or extrapolated as representing the situation in BiH as a whole.

That being said, the survey results do highlight important challenges in the provision of social services to vulnerable groups and will make a useful contribution the strategy planning exercise in the pilot municipalities, which will be supported by the EU SOCEM team.



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LEGISLATIVE & INSTITUTIONAL CONTEXT

Odzak

Posavina canton, where CSW Odzak CSW is located, defines social protection and accompanied rights in the Law on Social Protection adopted in 2004. This Law specifies the Cantonal Ministry responsible for Social Protection and local government and is charged with harmonizing activities relating to Social Protection and directing the means for carrying out such activities (Article 5), by local government (Article 6), which "performs social welfare centres and other social welfare institutions and administrative bodies of local self-government".

The Law on Social Protection separates, "activity" from "rights": in the case where "rights" do not relate to monetary compensations (as for instance the right to home assistance) the provision of these is at best patch-work and at worst non-existent. Furthermore, "compensation for others care and assistance" is ensured by the local self-governance budget to a minimum, prescribed by the Law, of 5% of local self-government income. Other prescribed rights include "single person or family have the right to counselling, assistance in overcoming special difficulties, subsistence allowance, one-off allowance, allowance for assistance and care, allowance based on personal disability, training for independent life and work, care outside the family and other": additionally there is statutory mandate for "assistance in overcoming particular difficulties typically provided in the user's home", and according to the description of the activities and actions that derive from this Law, may include activities that typically belong to the service of home care (housekeeping) and it is free for beneficiaries.

"Subsistence allowance" furthermore, is given in cash or in kind, which also can include the service of home assistance. The right to home assistance, as specifically defined in the



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relevant Federal Law is not mentioned, but the Cantonal Law there is sufficient regulatory flexibility to enable the development or the provision of home assistance services.

A CSW, according to the Article 72 of the Law “proposes measures for improvement of social protection policy”, and “proposes, encourage and harmonize other activities in the field of social protection at local level”. Furthermore, this Law, allows for the possibility of establishing a "Centre for Assistance and Care", which is "an institution established for the provision of all or some services, including: organizing of meals (procurement and delivery of prepared meals in the house or purchase of groceries, assistance in preparing meals, washing dishes, etc.), housework (cleaning of the house, bringing water, firewood, etc., organizing laundry and ironing services, supply of medicines and other supplies), personal hygiene (help in dressing and undressing, bathing and meeting other hygienic needs), the satisfaction of other everyday needs”. Centres for assistance and care may be established by municipalities, religious communities, associations and other domestic and foreign legal and natural persons. The competent Minister shall prescribe conditions in terms of space, equipment, professional and personnel requirements - the Law allows the registration and flexibility if this form of protection provides services for less than 10 beneficiaries (in which case is not required - because this activity may also be conducted without the establishment of a Centre for assistance and care). Amendments to the Law, in 2009, did not significantly impact on the provisions concerning the Centre for Assistance and Care. Although mandated by the Law on Social Protection, no Centre for Assistance and Care has actually been established.

The budget of Posavina Canton for 2016 for health care institutions and CSWs amounted to 300,000 KM and grants for health and social needs are amounting 2,080,000 KM. Red Cross, House of Hope in Odzak and the Association of parents of children with special needs from Orasje are also defined as recipients of direct grants. 3,846,410 KM is allocated for the



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functional classification of social protection, out of total expenditures in the amount of 39,348,510, which is only 9.7%- This is extremely low compared to other communities in BiH.

Although Odzak municipality did not established a Centre for Assistance and Care, according to the data from the 2015 budget there was an item "Other transfers- home care of elderly and ill". However, in 2015 planned expenditure was 0.00 KM, i.e. not existent.

Article 15 of the Statute of the Odzak municipality states: *"The municipality is engaged in other affairs of local interest which are not excluded from their competence nor assigned to any other level of government, and relate to: - encourage the application of effective measures to protect the living standards and social care of socially vulnerable people - caring about the needs and interests of pensioners and the elderly persons ... "* Article 25 of the Statute further provides that (a majority of the total number of aldermen) Municipal Council *"evaluate the work of institutions and the quality of services in the sector of health, welfare, education, culture and sports, at least once a year, and provides funds for the improvement of their work and quality services according to the needs of the population and the possibilities of the Municipality"*.

Mrkonjic Grad

The Law on Social Protection of Republika Srpska (*Official Gazette of RS number 37/12*) in its Article 20 states that home care and assistance is a right and specifies that *"it is provided to elderly feeble person, severely ill person, and other persons not able to take care of themselves"* and that the *"Home care and assistance is provided from the budget if: a) person has no possibility for covering the costs of home care and assistance from its own resources or the resources from relatives responsible for sustenance according to the Law, b) person that did not signed the contract for lifelong care, v) person that did not consensually enter into property gift transaction contract for previously owned property and g) total beneficiary income on all grounds do not exceed 50% of basis from Article 23 of this Law."*

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The Rulebook on home care and assistance has been adopted and specifies that *“the services are provided by care givers, nurses and workers dealing with personal hygiene of beneficiaries. The price of expenditures is being established monthly and it could not exceed 40 % of average net salary in Republika Srpska in previous year”*.

The service could be provided by organizations from governmental (social protection institutions), non-governmental (associations of citizens, religious community) and private sectors and it could be implemented as independent professional activity. According to existing data, Mrkonjic Grad does not provide home assistance service. The budget of Mrkonjic Grad for 2015 envisaged 1.481.00 KM for remittances for social protection with 255.000 KM allocated to service providers. The centre for children receives 22.000 KM through grants. 1.436.000 KM is allocated for classification of social protection cca 16%.

Unlike Odzak municipality, Mrkonjic Grad municipality allocates significant funds for social protection without clearly defined budget item for financing of home assistance service.

METHODOLOGY

The methodological approach to this study was in two parts, a Knowledge, Attitude and Practices survey, supplemented by individual and group interview data drawn from group interviews with key informants.

A Knowledge, Attitude and Practices (KAP) survey is a method that provides access to quantitative and qualitative information. This type of survey focuses on specific and critical elements of an issue and the knowledge, attitude, and practice levels of target audiences. Generally, the use of this research method is to achieve the following:

1. Enhance the knowledge, attitude, and practices of specific themes; identify what is known and done about various subjects.



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2. Establish the baseline (reference value) for use in future assessments and help measure the effectiveness of health education activities ability to change health-related behaviours.
3. Suggest an intervention strategy that reflects specific local circumstances and the cultural factors that influence them; plan activities that are suited to the respective population involved.

The qualitative data secured in the course of this research served as a triangulating contribution to the quantitative results.

QUANTITATIVE SAMPLES

The samples for this survey were drawn from the records of eligible service users held by the CSWs in each municipality.

Odzak

According to the information from CSW Odzak, a total of 250 users were identified within the five vulnerable groups as following:

1. Disabled persons - 93 persons
2. Elderly persons - 119 persons
3. Single parents - 12 families - 31 member
4. Large families without regular income - 22 families - 112 members
5. Families at risk of separation - 4 families - 23 members

Sample size determination in Odzak: confidence level 99%.

Since there was a requirement to cover at least 250 persons and the whole population number is the same as the sample number, there was a whole population sample drawn.



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The percentage distribution of the sample in the each vulnerable category is as follows:

The response rate 90%

Population size 250

Sample size: 250

Table 1 - The percentage distribution of the sample in municipality Odzak

Total number of users in vulnerable groups	Sample size determination in Odzak	The percentage distribution of the sample
Disabled persons - 93 persons	Confidence level 95%	Disabled persons/percentage of the population 37,2% Persons need to be interviewed 93
Elderly persons - 119 persons	Confidence interval 3,61	Elderly persons/percentage of the population 47,6% Persons need to be interviewed 119
Single parents - 12 families - 31 member	The response rate 90%	Single parents/percentage of the population 4,8% Persons need to be interviewed 12
Large families without regular income - 22 families - 112 members	Population size 378	Large families without regular income/percentage of the population 8,8% Persons need to be interviewed 22
Families at risk of separation - 4 families - 23 members	Sample size: 250	Families at risk of separation percentage of the population 1,6% Persons need to be interviewed 4



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Mrkonjic Grad

According to the information provided by the CSW in Mrkonjic Grad, a total of 733 users were identified within the five vulnerable groups as following:

1. Children and young people with disabilities 29
2. The elderly (over 65 years) 59
3. Victims of Violence 6
4. People with disabilities 146
5. The users of child allowance 252

Sample size determination in Mrkonjic Grad

Confidence level 95%

Confidence interval 4.03

The response rate 80%

Population size 733

Sample size: 328

Table 2 - The percentage distribution of the sample in municipality Mrkonjic Grad

Total number of users in vulnerable groups	Sample size determination in Mrkonjic Grad	The percentage distribution of the sample
Children and young people with disabilities 29	Confidence level 95%	Disabled persons/percentage of the population 5,89 % Persons need to be interviewed 18
The elderly (over 65 years) 59	Confidence interval 4,03	Elderly persons/percentage of the population 11,99% Persons need to be

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Victims of Violence 6	The response rate 80%	interviewed 37 Single parents/ percentage of the population 1,21% Persons need to be interviewed 3
People with disabilities 276	Population size 733	Large families without regular income/percentage of the population 29,67 % Persons need to be interviewed 91
The users of child allowance 363	Sample size: 328	Families at risk of separation percentage of the population 51,21% Persons need to be interviewed 155

Table 3 - The percentage distribution of the sample in municipality Odzak

	Disabled persons	Elderly persons	Single parents	Large families without regular income	Families at risk of separation	Total
Odzak	87	114	10	21	5	237
	37%	48%	4%	9%	2%	100%



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Graph 1 - The percentage distribution of the sample in municipality Odzak

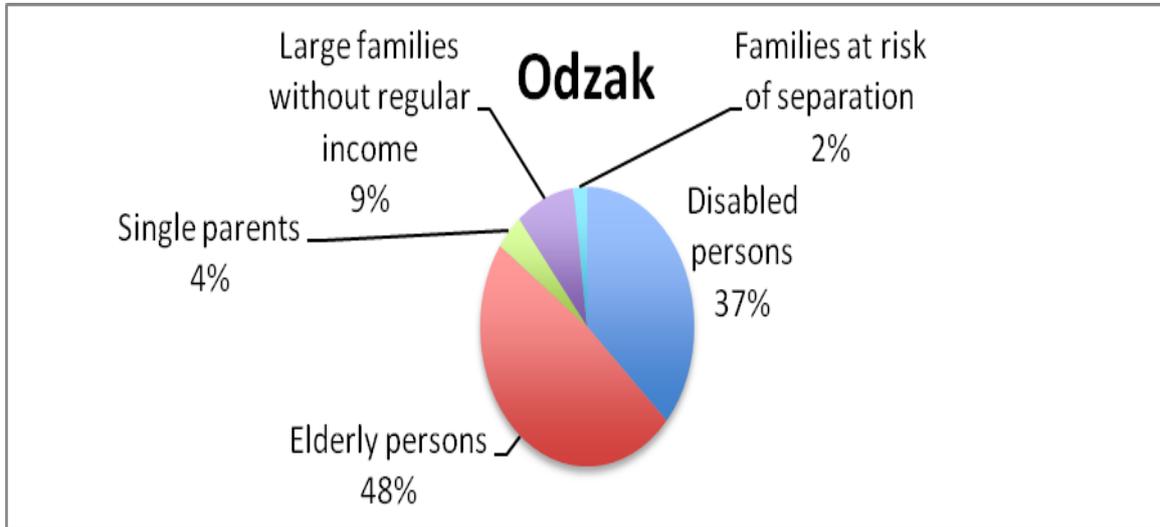


Table 4 - The percentage distribution of the sample in municipality Mrkonjic Grad

	Children and young people with disabilities MG	Elderly persons	Victims of violence	People with disabilities	The users of child allowance	Total
Mrkonjic Grad	15	27	1	67	119	229
	7%	12%	0%	29%	52%	100%



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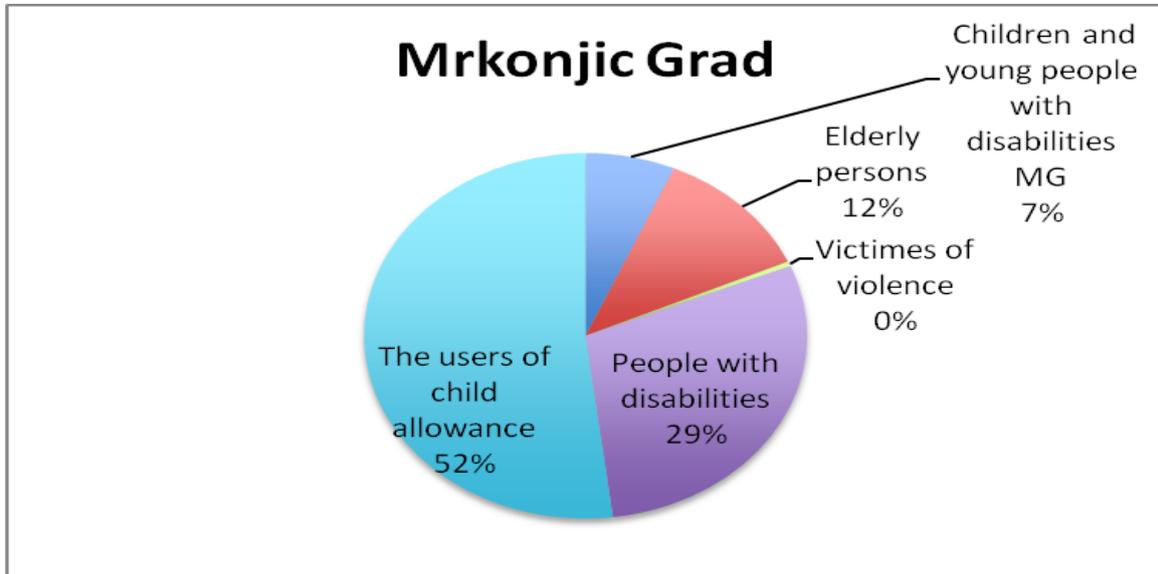


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Graph 2 - The percentage distribution of the sample in municipality Mrkonjic Grad



In Odzak municipality, majority of interviewed users were within category of elderly and disabled persons while in Mrkonjic Grad most of users belonged to the category of persons entitled to child allowance and disabled persons.

QUANTITATIVE DATA CAPTURE

Field research in Odzak municipality was conducted at the end of July while that in Mrkonjic Grad was undertaken at the beginning of August 2016. A survey instrument, covering a wide spectrum of thematic areas was developed and tested: this is attached as an Annex to this report. Following training, the questionnaire was administered by two contracted non-government organisations, under the supervision of the EU SOCEM team.



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QUALITATIVE DATA CAPTURE

Individual interviews were held with all the CSW personnel in each locality, as well as three group interviews with service providers and community representatives focusing on the following key questions:

- What are the problems they are facing with?
- What is the cause of these problems?
- How the issues can be resolved?
- What are specific needs of the users within the municipality?
- What types of social services are recognized as priority?

The content of interviews was simultaneously noted and transcribed, ready for content analysis.

The group interview in Mrkonjic Grad was with representatives of 10 communities and in Odzak 22. In Odzak there were semi-structured interviews conducted with four personnel and in Mrkonjic Grad with seven.

DATA ANALYSIS

Questionnaire data were entered on Excel spread sheets and transferred from there to SPSS software for analysis. Because of sampling and categorisation disparities it was not possible to provide reliable analysis beyond descriptive statistics. Consequently, comparison of results across the two locations was limited because of differences in criteria for categorization of registered user groups and some overlapping and double counting of people with disabilities who are also categorised as elderly persons over 65.

Thematic Analysis was utilized to examine the themes and questions addressed by the qualitative data sources; mapping the facts, perceptions and opinions across the full spectrum of the enquiry. Thematic Analysis is one of the most widely used methods of



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analysis of qualitative data, it being a relatively straightforward method which encapsulates many of the basic processes of other methods of analysis. It is an appropriate method for the identification, analysis, and reporting of themes or patterns within qualitative data. Thematic Analysis is not tied to a particular theoretical perspective other than a general qualitative approach: there are clear advantages to adopting this approach as it can be used much more flexibly than other methods, is less time consuming and does not require complex computer based processing: and importantly, its results are accessible to non-specialist audiences.

KEY RESULTS

As a preamble to setting out the systematic analysis of the data, it is useful to note the observations of the field workers, which, although anecdotal, nonetheless provide an interesting insight into the living conditions of the survey respondents.

With regard to the villages; first impressions were that the most of the villages are “dead”: the number of young people is negligible or non-existent leaving elderly and disabled people on their own and in most cases assisting one another. The roads in many villages are in bad condition: asphalt up to the centre of village and the rest is in mainly poor condition leaving hamlets “cut off” from the centre of village. People living in hamlets have difficult access to the shops, hospital, bus station etc.

Some of the comments from locals were: “I don’t know how you got here by the car. Only horse carriage can make it” or “If you take a good momentum, you might reach that house but we recommend going by the foot and after two kilometres you will make it”. It is true that, on several occasions, interviewers had to walk several kilometres to reach the beneficiaries, a challenge that residents face on a daily basis.



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Elderly and disabled persons in the villages complain mainly about low levels of social benefits and difficult living conditions. In cases where the money is not an issue, the elderly drew attention to the fact that cannot reach shops, pharmacy etc. because there is no transport available. One beneficiary complained about the hospital which did not want to send an ambulance car to take them for necessary therapies or examinations. Another old lady with an amputated leg had been waiting for a wheelchair for over a year. In another village, a boy had been waiting for several months to get new wheelchair since he had outgrown the old one.

In Odzak 70% of the people that the interview team visited lived in very bad conditions. The consequences of floods which happened two years ago, were still being felt as people received minimal or no payment for house repairs. During the survey period some people said that they were satisfied with the assistance received from the Centre for Social Work Odzak: otherwise they would not have received any assistance at all.

QUANTITATIVE SURVEY FINDINGS

In respect of service users' knowledge about the work of the CSW, the results in the two municipalities differed.

There was very limited knowledge of the overall scope of work of the Centre in Odzak. Respondents were generally interested in the rights relating to their own category but emphasized the need not only to introduce new services but more and better promotion of existing one to the users, through direct communication, printing leaflets, organizing open doors days and similar. This is contrasted with Mrkonjic Grad municipality where significantly different results indicate that a large number of interviewees were familiar with the work of the Centre. This result could be attributed in part to inter-sectoral cooperation in Mrkonjic Grad, where there are memoranda of understanding with all stakeholders in the



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municipality, who work together to promote the work of each institution and in particular CSW.



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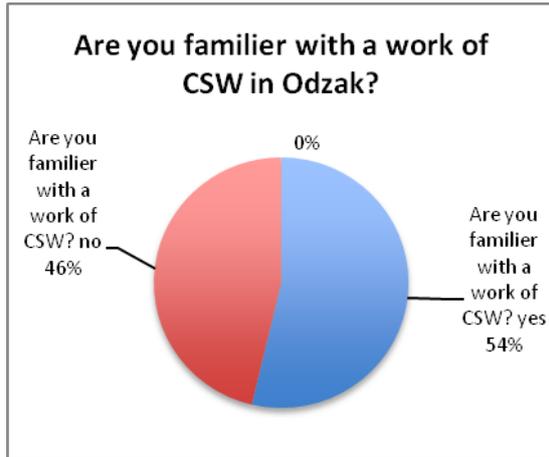
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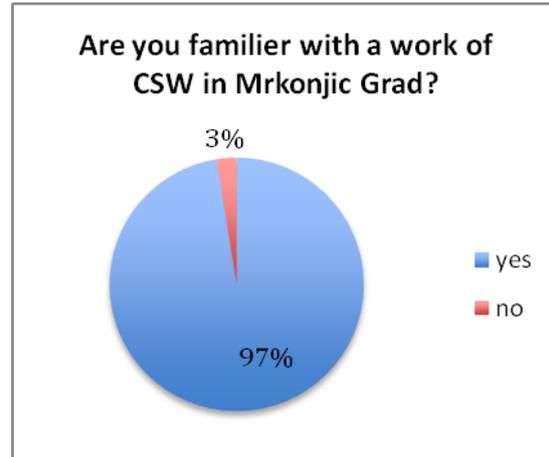
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Graph 3 - The extent to which users are familiar with the work of the CSW in Odzak and Mrkonjic Grad

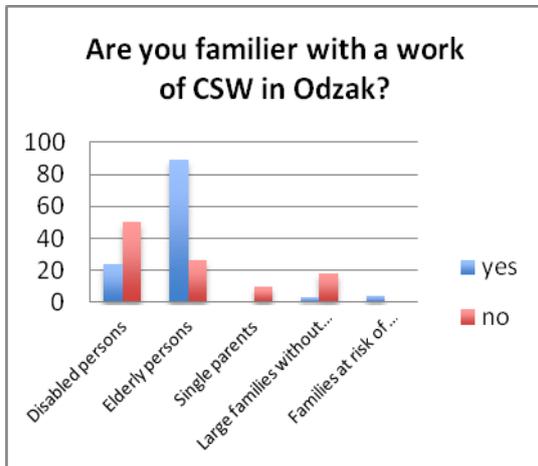
Graph a)



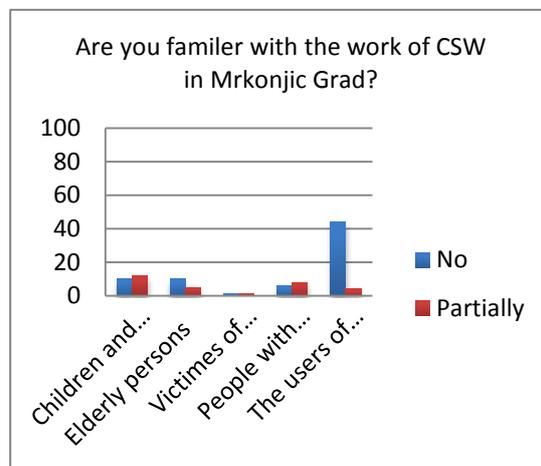
Graph b)



Graph c)



Graph d)



With regard to the services used by respondents; those in Odzak municipality were mainly using one-off allowance or other person's assistance as well as right to legal assistance. It was noted that tailor made services, delivered according to the needs of users, were poor or not existing.



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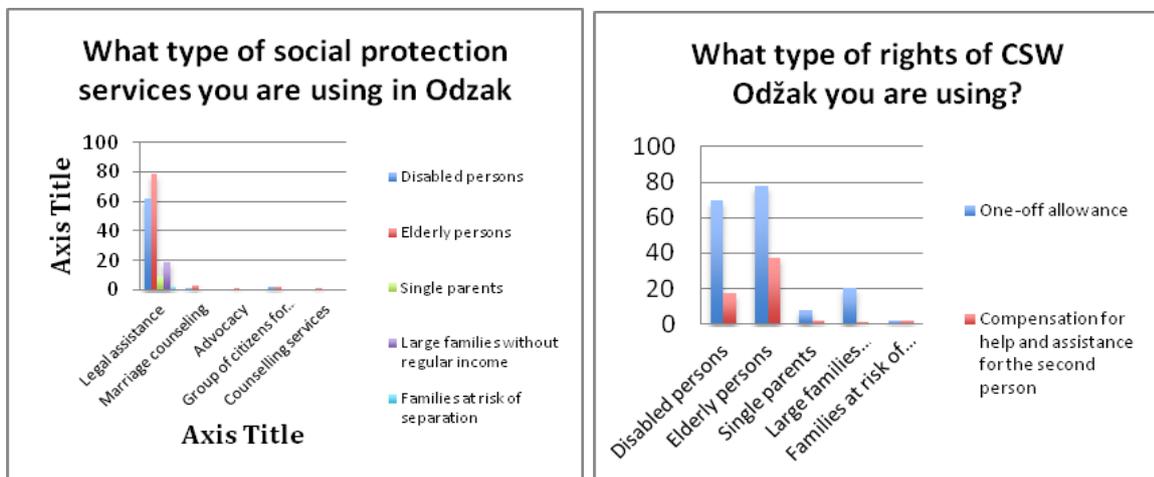
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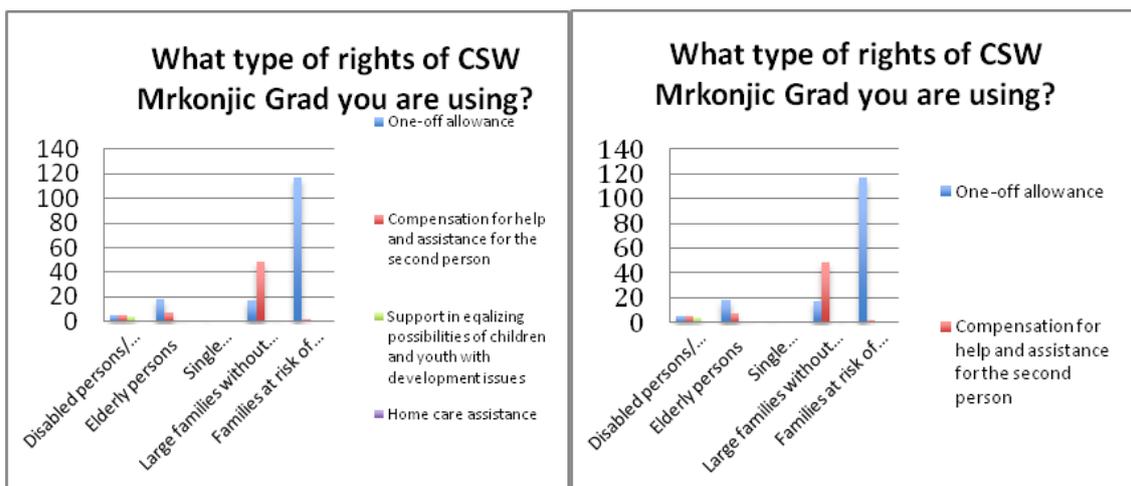
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However, in Mrkonjic Grad, based on good inter-sectoral cooperation, the users reported being involved and facilitated in exercising some of their rights. In regards to direct CSW users, most often service users' questions were related to ways for obtaining monetary compensation. Although at the time of this survey there was no provision for home care services in Mrkonjic Grad; respondents were generally aware of their entitlement to such services and it being the part of legislation framework in RS.

Graph 4 – The type of social protection services and rights in Odzak



Graph 5 – The type of social protection services and rights in Mrkonjic Grad





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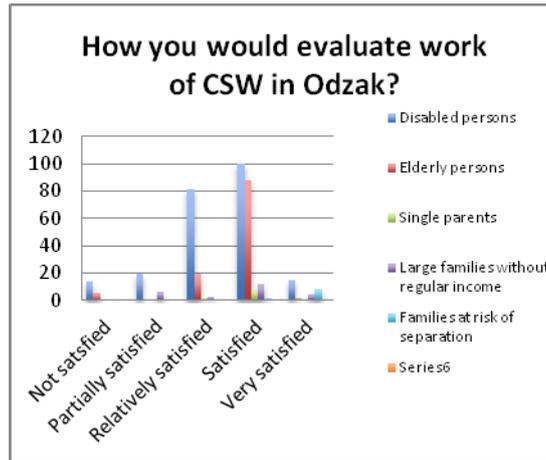
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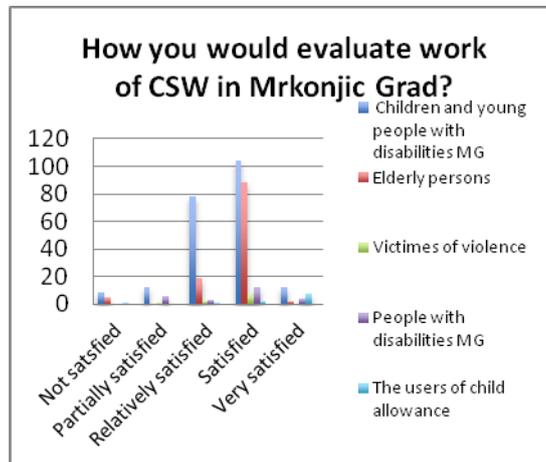
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Results to the question related to impact of CSW services to overall quality of users' life and its improvement indicate generally positive opinions.

Graph 6 – The evaluation of work in Odzak



Graph 7 – The evaluation of work in Mrkonjic Grad





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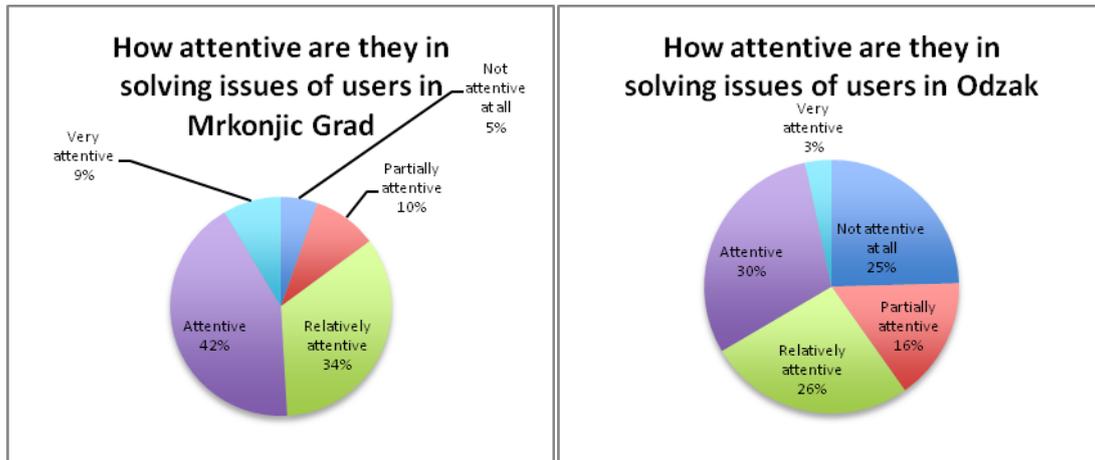


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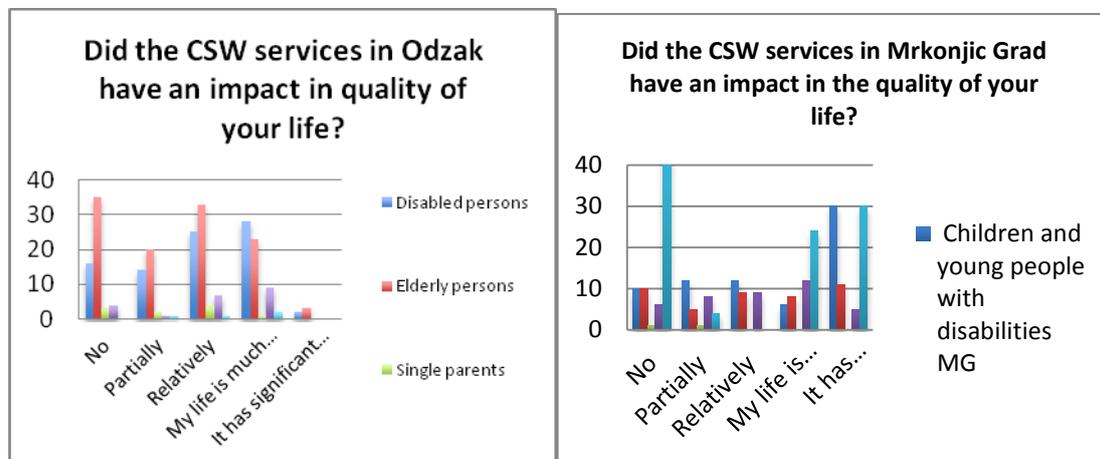


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Graph 8 – How attentive are the CSW staff in solving the issues of users in Mrkonjic Grad and Odzak



Graph 9 – The impact of social services on quality of life





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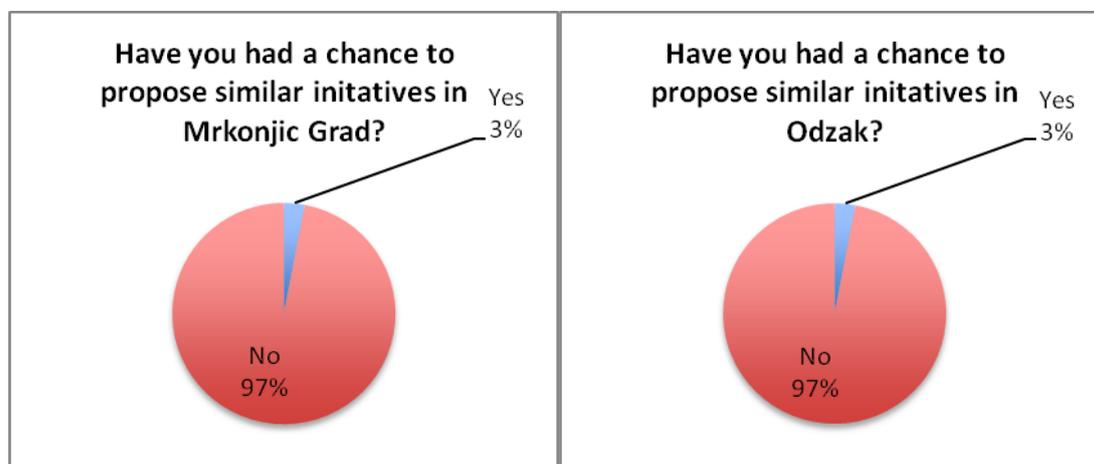


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Graph 10 – Proposing the initiatives to CSW



QUALITATIVE FINDINGS

There were striking similarities between the analysed qualitative data secured from the group interviews with community representatives in the two municipalities and in respect of the individual interviews with personnel in the two CSWs.

Community leaders emphasized the need at municipal level for the introduction of additional social services for a wider spectrum and greater number of service users; especially for elderly and abandoned persons. There was an unanimous call for higher levels of financial support for needy and vulnerable groups; again with emphasis on the elderly.

In Mrkonjic Grad municipality there are a significant number of remote villages, local communities with persons in need and often without anyone to provide them with any form of assistance. Their needs are especially increasing during winter period when some of the places are difficult to reach. While there are NGOs operating at the level of municipality providing the assistance to youth and children but these activities are periodic and often depending on finances available for certain projects. Cooperation between important actors in domain of social protection at municipal level in Mrkonjic Grad is at a high level and it has



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been formalized in a form of Memorandum of understanding. CSW conducts preventive activities at the field, even often being overburdened with administration, listening to the user's needs. Thanks to the remarkable cooperation with presidents of local communities, it is possible to find out users' needs easily and react promptly. Despite the fact that this cooperation is at high level, there is always the need for introduction of new social services. Finding finances for new services is very difficult. Launching the home assistance service by mobile team is perceived as remarkable possibility but the community leaders had concerns regarding its sustainability again due to lack of funds. This service is defined by the Rulebook and legally supported at level of Republika Srpska. Representatives from municipality expressed great interest for piloting of this service and hoping that it will be sustainable and financed either by the municipality budget or higher levels.

Participants in Odzak emphasized the need for the introduction of the home care assistance for elderly persons. According to the participants, this service should be under the direct jurisdiction of CSW not allowing individuals and organizations to make a profit by activating this service and the pilot initiative funded through the Project should be continued with municipal funding.

The consequences of the flood which happened 2 years ago, are still being felt, and were it not for the work done by the CSW in Odzak many people would not have received any assistance at all.

Community leaders disagreed with the number of users within this group (120 persons) as presented by the CSW; stating that each community had, at least, five persons in need that have never used or currently are not using the CSW services. They also drew attention to the fact that the number of elderly persons has increased in recent years.

Each of the CSW personnel key informants provided almost identical commentary. Because of numerous administrative roles and responsibilities, many of which have little direct bearing on social protection, professional staff were unable to provide professional support



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and counselling to clients across the whole spectrum of social problems and in respect of each category of beneficiary. One of consequences of this was the steady erosion of professional skills and declining morale. The ready solution, as seen by most respondents, was an increase in the number of professional staff employed by the CSWs; rather than any realignment of duties or relinquishing of non-relevant responsibilities.

CONCLUSIONS

At the outset of this section it is important to reiterate the limitations of the survey in respect of the conclusions that can be drawn from it.

While there might be some implications for social service provision elsewhere in BiH, or even across the whole country; this survey only allows for sustainable inferences in respect of the two municipalities where the research was conducted. Furthermore, the survey provides a picture of the knowledge, attitudes and practices of a sample drawn solely from people who are known to the CSWs: a fuller mapping of social need and gaps in service provision would require a random stratified sample drawn from the whole population. An additional factor is the fact that there is no single system of classification of vulnerable groups in the CSWs records, thus making it difficult to compare like with like in any critique of the extent and quality of service.

With all of the above being taken into consideration, there are nonetheless some useful conclusions and lessons to be learned from the survey exercise.

Across both municipalities, the full spectrum of service user groups and in the opinions of community leaders, the greatest shortcoming in the social protection system is the absence or low level of cash benefits: a situation that cannot be remedied at municipal level.

Although community leaders in both municipalities have implied that social services are not widely known about; within the survey samples there was generally a familiarity with the



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work of CSWs, with there being a more widespread knowledge in Mrkonjic Grad; and opinions on the quality of provision there were also more positive than in Odzak. While this has been attributed to well-developed inter-agency cooperation in that municipality there might also be other factors at play: such as local media coverage, high degree of community engagement on the part of local representatives etc.

Any public information initiative that might be triggered by a real or perceived lack of knowledge of CSWs and their work would need to proceed with caution. Given that CSW personnel are overburdened with administrative tasks and there are some concerns about the quality of service that is currently provided, any significant increase in demand arising from greater public awareness would place further burdens on service providers to the detriment of current and in-coming service users.

While the aspiration for more professional staff in CSWs is understandable, without a realigning of institutional and professional roles and responsibilities, including the elimination of activities that are superfluous to the core CSW task; this is as likely to compound the organisations' problems as relieve them.

Before any major effort is undertaken to increase knowledge or uptake of social services, the two municipalities need to develop a comprehensive, service user focused strategy that provides a road map for service development, innovation and delivery that is sustainable and concentrates on the core responsibilities of the CSWs, to the exclusion of any functions beyond that.

Building on the progress so far in developing and delivering home care services and introducing a case management approach in the operation of these, both Odzak and Mrkonjic Grad municipalities are setting out on the preparation of three-year social service strategies, a process that will involve a high level of community consultation and a commitment to specific service level standards.

The results of this survey will make a useful contribution to the planning process.



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ANNEX - Questionnaire

Good afternoon. My name is _____. I am working as interviewer for the EU funded project dealing with reform of social services and cooperate with Centre for social welfare in our municipality. Today we are conducting the survey on life and needs of disabled persons or compensations in CSW Mrkonjic Grad. You are one of the persons we would like to talk to. Therefore, we would be glad if you would participate within the survey and answer the questions within the questioner. The survey will help us to identify persons in social need and using some of the social services in order to identify needs, propose and introduce new or modified social services.

General questions – to be filled in by interviewers

1. *Municipality/local community: _____*
2. *Age*
3. *GENDER: 1. Male 2. Female*
4. *How many members, beside you, has your household: _____*
5. *User in within the vulnerable category no : (to be filled in by interviewer)*
6. *Take the data from CSW registry – since when the person is the user of CSW services?*
7. *Are you familiar with the work of CSW?*
 - A. YES
 - B. NO
8. *Are you user of one of the CSW services?*
 - A. YES
 - B. NO
9. *What type of rights or services of CSW/local community you are using?*

Rights from the Law on social protection of Republika Srpska

- A. *One-off allowance*
- B. *Compensation for help and assistance for the second person*
- C. *Support in equalizing possibilities of children and youth with development issues*
- D. *Placement in the Institution*
- E. *Placement in the foster family*
- F. *Home care assistance*
- G. *Daily care*
- H. *One time cash assistance*
- I. *Counselling*

Social protection services (CSW and local community)

- A. *Legal assistance*
- B. *Marriage counselling*

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- C. *Advocacy*
- D. *Groups of citizens for support*
- E. *Claiming financial assistance*
- F. *Children supervision*
- G. *Connecting clients with resources*
- H. *Counselling services*

10. *Are you familiar with criteria enabling you to exercise right for social service provision?*

- A. *YES*
- B. *NO*
- C. *Other* _____

11. *Have you before obtain rights or other services? If yes, which one?*

- A. *YES, list which one* _____
- B. *NO*

12. *Do you individually visit CSW?*

- A. *YES*
- B. *NO*
- C. *Other* _____

13. *If yes, how often?*

- A. *Weekly*
- B. *Monthly*
- C. *Each three months*
- D. *Annually*

14. *If you visit CSW, what is the reason of your visit?*

- A. *Information about your rights*
- B. *Information on other social services*
- C. *Other. What?*

15. *Are you regularly visited by the CSW staff?*

- A. *Weekly*
- B. *Monthly*
- C. *Each three months*
- D. *Annually*
- E. *No one ever visited me*

16. *How you would evaluate work of CSW staff?*

- A. *Not satisfied*
- B. *Partially satisfied*
- C. *Relatively satisfied*
- D. *Satisfied*



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E. *Very satisfied*

17. *How attentive are they in solving issues of users?*

- A. *Not attentive at all*
- B. *Partially attentive*
- C. *Relatively attentive*
- D. *Attentive*
- E. *Very attentive*

18. *Did the CWS services have an impact in the quality of your life?*

- A. *No*
- B. *Partially*
- C. *Relatively*
- D. *My life is much more qualitative*
- E. *It has significant impact on the quality of my life*

19. *What are the services that CSW might offer and could significantly impact the quality of your life?*

- A. _____
- B. _____
- C. _____
- D. _____

20. *Have you had a chance to propose similar initiatives?*

- A. *YES*
- B. *NO*

21. *If yes, to whom?*

- A. *CSW staff*
- B. *Competent persons in municipality*
- C. *NGO sector*
- D. *Somebody else. Whom?*

22. *How you are evaluating engagement of competent institutions in solving the problems of vulnerable groups?*

- A. *Low*
- B. *Partially*
- C. *Medium*
- D. *Acceptable*
- E. *Excellent*

23. *Name at least one type of services that might impact improvement of quality of your life?*

- A. _____



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24. Are you familiar with some initiatives by the municipality, CSW or others for implementation of activities for vulnerable population?
- A. YES
 - B. NO
 - C. Other _____
25. Do you know to whom to contact in the case of need?
- A. YES, I do
 - B. NO, I don't
26. Have you been introduced with all the rights you might obtain?
- A. YES
 - B. NO
 - C. Other _____
27. What are necessary changes, according to your opinion, to be introduced in your municipality in order to meet the needs of social services or right users?
28. Do you think that introduction of new CSW services at municipal level would contribute to better and more quality life of social services and rights users?
- A. YES
 - B. NO
 - C. Other. What?
29. Do you consider relevant institutions doing their best in service provision to vulnerable groups?
- A. YES
 - B. NO
30. According to your opinion, what progress has been made in your local community in relation to the inclusion of the persons in social need into the social life/local community during last couple years:
- A. Significant progress has been made
 - B. Progress has been made
 - C. Some progress has been made
 - D. Non progress has been made
31. Which of the offered answers describes your professional status the best:
- A. Employed person
 - B. Active job seeker (unemployed person)
 - C. Person under the custody
 - D. Student
 - E. Pensioner



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32. *Level of education:*

- A. *No qualifications*
- B. *1-4 grades of primary school*
- C. *5-7 grades of primary school*
- D. *Primary school*
- E. *VET school 1-3 years*
- F. *VET school 4-5years or Gymnasium*
- G. *College*
- H. *University, academy*
- I. *Master*
- J. *PhD*

33. *What social services for you as user are provided close to you/how far from you:*

- 1. _____ a) *in my place of residence* b) *near by*
- 2. _____ a) *in my place of residence* b) *near by*
- 3. _____ a) *in my place of residence* b) *near by*

34. *Do you use services outside of the CSW?*

- A. *YES*
- B. *NO*

35. *List the reasons for not using the services:*

- A. *It requires significant number of documents*
- B. *It takes too long to process the application*
- C. *Those type of services are not available in my place of residence*
- D. *I don't know if such services are existing*
- E. *The service doesn't respond my specific needs*

36. *What are the most useful services for improvement of your life quality*

<i>Type of service/program</i>	<i>1 - none 2 - some 3 - medium 4 - good 5 - excellent</i>
<i>Protected housing (accommodation in the apartment and / or reimbursement for payment of housing costs)</i>	
<i>Day care, day care centers</i>	
<i>Home assistance (gerontological housewives)</i>	
<i>Home treatment and care</i>	
<i>Transportation of disabled persons (in case of person with special needs)</i>	

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<i>Specializes city transportation for transport of person with special needs</i>	
<i>Counselling</i>	
<i>Educational services (seminars, forums)</i>	
<i>Counselling services (family training and legal aid)</i>	
<i>Sports, recreational and cultural activities, competitions</i>	

37. Do you know if there is NGO(s)/person(s) in your municipality/city facing the situation similar to yours?

- A. YES
- B. NO

38. Are you the member of any Association?

- A. Yes, member of one Association
- B. Yes, member of few Association
- C. Member of other NGOs
- D. No

39. What is your primarily sources of income /multiple options/:

- A. Financial provision of family (social assistance)
- B. Allowance for other persons care and assistance
- C. One-off allowance
- D. Income from renting real estate or land tenancy
- E. Person depending on family or relatives
- F. Income generated from fulltime/part time job
- G. Pensioner
- H. No personal income