

Annex I

Results Assessment Framework

Annex to the Sarajevo Open Centre Strategic Plan, for the period 2014-2017

Created: July-October 2014

**THE HUMAN RIGHTS SITUATION OF LGBT PEOPLE AND WOMEN
IN BOSNIA AND HERZEGOVINA HAS IMPROVED**

IMPACT

O.1: LGBT people are socially and legally empowered

O.2: BiH authorities have increased responsiveness to guarantee human rights of LGBT people and women

O.3: LGBT and women's rights are mainstreamed in public

OUTCOMES

B.O. 1.1: LGBT people have increased access to social empowerment

B.O. 2.1: SOC (and partners) increased influence on decision-makers

B.O. 3.1: Mainstream media provide accurate information on the human rights situation for LGBT people

B.O. 1.2: LGBT people have increased access to legal aid

B.O. 2.2: Raised awareness about LGBT issues among public officials

B.O. 3.2: Public is sensitized on LGBT and women's rights through unique arts and culture platform

BRIDGING
OUTCOMES

B.O. 2.3: Future professionals increase their skills to recognize and act against LGBT and women's rights violations

Outcome 1 LGBT people are socially and legally empowered
 Bridging outcome 1.1 LGBT people have increased access to social empowerment

Indicator	Definition/Unit of measurement	Baseline	Target 2015	Target 2016	Target 2017	Means of verification	Comments/ Background
1) # of LGBT people who participate in our community empowerment activities	Basket Indicator. Measures the number of LGBT people that actively participate in our (organised by SOC) community empowerment activities more than once during one year (i.a. workshops, peer-to-peer groups, discussion and closed in-house cultural events for the community)	N/A	30	40	50	SOC community database; Internal annual community outreach report	Special activities for community members have been offered since 2011, but there was no precise measurement of participants or disaggregation of data until 2014. SOC will start the measurement from Jan 1st 2015.
2) # of LGBT people who received peer-to-peer advice	Measures the number of LGBT people that contacted seeking information and support regarding their sexual orientation, gender identity, coming out and similar issues during one year. A separate indicator (number 7) measures the number of LGBT people who received legal advice/orientation.	N/A	25	30	35	SOC community database; Internal annual community outreach report	SOC is increasingly recognised as organisation that offers support to LGBT people across BiH. This service has been provided since 2010 but there was no precise measurement or disaggregation of data until now. SOC will start the measurement from Jan 1st 2015.
3) # of trans people joining trans support group	Measures the number of transgender/transsexual people who join and regularly (more than once per year) take part in activities of the trans support group.	N/A	3	5	7	SOC community database; Internal annual community outreach report	A trans support group will be founded at the end of 2014/beginning of 2015. There is no similar support group in BiH. The need to establish such group is based upon the request of trans people that received support from SOC. Trans people, within the LGBT community, have special needs and problems that need to be tackled in a systematic way.

4) # of individual visits to web portal LGBT.ba	Measures the number of visitors who return to LGBT.ba on annual basis. We will use Google Analytics as a tool.	11.000	11.500	12.000	12.500	Google analytics report	LGBT.ba is the only BiH web portal on LGBT rights and targets predominantly LGBT people. On LGBT.ba, visitors can find the information that is not available in mainstream media.
5) # of LGBT people who actively participate in our activists group	Outcome Indicator. Measures the number of LGBT people who have attended our community empowerment activities or otherwise joined our activist group. Important Indicator for SOC as it measured the actual number of people that have decided to engage as activists and not only reside as recipients of support or visitors of SOC-organised events.	N/A	5	8	12	SOC community database; Internal annual community outreach report	A activists group will be founded at the end of 2014. SOC did not have any formalized activists group till now. In order to include the LGBT community more active in our work, we have decided to form this activists group. Member of the activist group will increase our outreach to the LGBT community and act as "SOC-ambassadors" in the community.
6) % of LGBT people that received psychological counselling and express satisfaction with it	Outcome Indicator. Measures the percentage of LGBT people that received psychological counselling from our partner organisation – Wings of Hope that will be sub-contracted by SOC for this service. Starting with 2015, Wings of Hope will start to follow up every case where they provided psychological support to see if the clients are satisfied with provided services.	N/A	70%	80%	80%	SOC community database; Internal annual community outreach report	Sarajevo Open Centre did not offer in-house psychological counselling in the past. LGBT persons contacting SOC for the psychological support were redirected to the partner organisation Wings of Hope that offers psychological support.

Outcome 1 LGBT people are socially and legally empowered
 Bridging outcome 1.2 LGBT people have increased access to legal aid

Indicator	Definition/Unit of measurement	Baseline	Target 2015	Target 2016	Target 2017	Means of verification	Comments/ Background
7) # of LGBT people who received legal advice/orientation	Measures the number of LGBT people who received legal advice/orientation by phone, email or in person provided by SOC legal coordinator on annual basis	N/A	13	17	20	SOC human rights violation database; Internal annual legal report	SOC is the only CSO in BiH that offers specialized free legal advice assistance for LGBT people since 2011. There was no precise measurement or disaggregation of data until 2014. SOC will start the measurement from Jan 1st 2015. We will also measure how they found out about our free legal advice/orientation. Primary target will be LGBT people whose rights have been violated.
8) % of LGBT people who have expressed satisfaction with given legal advice/orientation provided by SOC	Outcome Indicator. Measures the % out of total number of LGBT people that received legal advice/orientation from SOC and that have expressed satisfaction with the given services.	N/A	70%	75%	75%	SOC human rights violation database; Internal annual legal report	There was no precise measurement or disaggregation of data until 2014. SOC will start the measurement from Jan 1st 2015. All persons that receive legal advice/orientation will be contacted and invited to answer few direct and short answers.
9) # of LGBT people legally represented before Courts and non-judicial bodies	Outcome Indicator. Measures the # of LGBT people who are legally represented by SOC attorney in law and/or legal coordinator before judicial and non-judicial institutions, incl. public administration bodies. Important Indicator for SOC as it measured the actual number of people that have decided to fight human rights violations they have received.	N/A	-	-	3* *min. three cases in the three-year period.	SOC human rights violation database; Internal annual legal report	SOC did not offer legal representation in the past. From 2015 on we will hire an attorney in law. This is part of SOC's strategy to proactively identify the cases that have 'strategic litigation potential' in order to make a change for a bigger group of people by providing highly professional court representation followed by targeted advocacy and outreach.

Outcome 2 BiH authorities have increased responsiveness to guarantee human rights of LGBT people and women
 Bridging outcome 2.1 SOC (and partners) increased influence on decision-makers

Indicator	Definition/Unit of measurement	Baseline	Target 2015	Target 2016	Target 2017	Means of verification	Comments/ Background
10) # of legal and policy initiatives that entered parliamentary and/or government procedure	<p>Outcome Indicator. Measures the number of legal and policy initiatives* developed by SOC and/or partner organisations and lobbied towards parliaments and governments on state, entity and cantonal level.</p> <p>* Legal and policy initiatives related to LGBT and women's rights include, but are not limited to: laws, by-laws, amendments to existing laws and by-laws, strategies, action plans. Following initiatives will for sure be advocated for: amendments to the FBiH Criminal law; amendments to the BiH Anti-discrimination law; Registered Partnership law, Anti-discrimination strategy/action plan.</p>	N/A	1	1	1	SOC Annual Financial and Narrative Report; Final versions of the Legal and policy proposals; Agenda and minutes of the government/parliament sessions	SOC is the only CSO in BiH that prepares and lobbies legal and policy initiatives related to the rights of LGBT people. SOC will also lobby policy proposals described under Bridging Outcome 2.3. Prior to advocacy and lobbying SOC and partners will engage in analysis and drafting of the legal and policy proposals. SOC human rights violation documentation serves as a base for our evidence-based advocacy.
11) # of parliamentary political parties which support same sex partnership law	<p>Outcome Indicator. Measures the support of parliamentary political parties in entity parliaments for the same sex partnership law. Support can be given in writing or publicly.</p>	N/A	2		5	SOC Annual LGBT Human Rights Reports; Research report	SOC will invest in advocacy efforts towards parliamentary political parties, focusing on FBiH parliaments. During the three-year period we will measure twice the level of support (2015 and 2017). A law proposal will be presented in 2015.

Outcome 2 BiH authorities have increased responsiveness to guarantee human rights of LGBT people and women
 Bridging outcome 2.2 Raised awareness about LGBT issues among public officials

Indicator	Definition/Unit of measurement	Baseline	Target 2015	Target 2016	Target 2017	Means of verification	Comments/ Background
12) % of police officers whose knowledge on LGBT-related hate crime was raised <i>significantly</i> *	Measures the percentage of police officers whose knowledge on legislation and investigation of hate crime cases on the grounds of sexual orientation and gender identity was significantly raised as a result of the training(s) organised by Sarajevo Open Centre and partners. * In this context, <i>significantly</i> refers to a test score of 4 points or more on a scale 1-5.	N/A	70%	75%	75%	Test results ** We plan to train min. 20 police officers/ inspectors per year.	Based on our previous experience (2013-2014, number of trained police officers may vary from 20 to 1500 per year, depending on the format of the training (permanent education, two day training, etc). In order to measure this percentage, we will not be able to test all the police officers that have attended the trainings organized by Sarajevo Open Centre and partners. However, in cooperation with our partners, we will develop a testing system, that will measure the results of the training on one, exemplary group per year. Beside the training programmes, we will advocate the inclusion of LGBT-related hate crime topics into the curricula of the police academies.
13) % of prosecutors and judges whose knowledge on LGBT-related hate crime and discrimination was raised <i>significantly</i> *	Measures the percentage of prosecutors and judges whose knowledge on legislation and prosecutions of discrimination and hate crime cases on the grounds of sexual orientation and gender identity was significantly raised as a result of the training organised by Sarajevo Open Centre and partners. * In this context, <i>significantly</i> refers to a test score of 4 points or more on a scale 1-5.	N/A	70%	75%	75%	Test results ** We plan to train min. 15 police officers/ inspectors per year.	We expect to train one group of prosecutors and judges per year. We will develop a testing system that will measure the results of the training.

Outcome 2 BiH authorities have increased responsiveness to guarantee human rights of LGBT people and women
 Bridging outcome 2.3 Future professionals increase their skills to recognize and act against LGBT and women's rights violations

Indicator	Definition/Unit of measurement	Baseline	Target 2015	Target 2016	Target 2017	Means of verification	Comments/ Background
14) # of participants of the feminist school	Measures the number of participants at the annual non-formal academic and activist training programme, offered to future professionals, targeting young women and men from academia and civil society from the Sarajevo region.	N/A	20	20	20	Participants list; Project documentation	By founding the feminist school SOC will offer a unique training for future professionals. We hope to strengthen the feminist movement and that our participants will be the nucleus of a new activism movement, resulting with concrete actions.
15) # of participants of the trainings for law students	Measures the number of participants at the annual LGBT rights training for students of law.	15	15	15	15	Participants list; Project documentation	Law students are not getting any formal education about LGBT rights as part of their study programmes. Our trainings will target (post)graduate students from all around BiH having in mind that a big number of public servants positions are reserved only for lawyers.
16) # of participants of the trainings for students of journalism	Measures the number of participants at the annual LGBT rights and professional reporting training for students of journalism.	15	15	15	15	Participants list; Project documentation	Journalists not getting any formal education about LGBT rights as part of their study programme. Our trainings will target (post)graduate students from all around BiH. By educating future journalists we will influence future reporting on LGBT rights.

17) # of articles written by the participants of the feminist school, and by students of law and journalism	Basket, Outcome Indicator. Measures the number of journalist articles, as a result of research, produced by participants of the feminist school and the trainings for students of law and journalism, and published on SOC and partner online platforms.	N/A	15	20	25	Websites: zenskamreza.ba lgbt.ba	Journalist articles will be published on www.zenskamreza.ba or www.lgbt.ba, two online platforms SOC is running. Trainers from the schools/trainings will work with the participants and only those articles that satisfy with quality will be published.
18) # of policy proposals drafted by policy group* that SOC (and partners) took on for advocacy	Outcome Indicator. Measures the number of concrete policy proposals developed and drafted by the SOC policy group. * The Policy group will consist of the best-qualified participants of the feminist school and the trainings for students of law and journalism.	N/A	N/A	1	2	Policy proposals	The policy group will be founded at the end of 2015. Policy papers, that will be developed and drafted, are related to concrete needs and problems of LGBT people and women in BiH. Developed policy proposals will be advocated for.

Outcome 3 LGBT and women's rights are mainstreamed in public
 Bridging outcome 3.1 Mainstream media provide accurate information on the human rights situation for LGBT people

Indicator	Definition/Unit of measurement	Baseline	Target 2015	Target 2016	Target 2017	Means of verification	Comments/ Background
19) # of professional, relevant* and accurate articles on LGBT rights published in selected mainstream media outlets	Outcome Indicator. Measures the number of LGBT rights related articles published in selected mainstream media outlets as a result of SOC media programme. *Relevant articles are those that dominantly tackle LGBT issues in Bosnia and Herzegovina.	N/A** **Baseline will be available at the beginning of 2015, once SOC Annual media analysis is published.	Baseline + 10% of baseline	Baseline + 20% of baseline	Baseline + 30% of baseline	Annual SOC media analysis	Based on its relevance and countrywide outreach SOC will follow 20 print, 13 TV and 19 online media.
20) % of media outputs published on LGBT.ba republished by other online media	Measures the percentage of media outputs produced and published by LGBT.ba contributors taken over and republished by other web portals in BiH. There are ca. 20 relevant online media all over BiH we will reach out. This indicator captures the relevance of the selected topics and serves to measure media interest in LGBT rights.	N/A	60%	70%	80%	SOC annual press clipping report	Having in mind that LGBT.ba is predominantly targeting LGBT community in BiH, majority of the media outputs published will not be of interest to wider audience/public. However, 20 media outputs per year will be specifically targeted for republishing and will feature topics that are related to LGBT, but are of broader interest, at the same time. We hope to reach approximately 10 mainstream media in order to expand our outreach platform and capacity for increasing access to relevant information or accurately informing public debate on LGBT issues.

Outcome 3 LGBT and women's rights are mainstreamed in public
 Bridging outcome 3.2 Public is sensitized on LGBT and women's rights through unique arts and culture platform

Indicator	Definition	Baseline	Target 2015	Target 2016	Target 2017	Means of verification	Comments/ Background
21) # of visitors of Merlinka Festival	Measures the number of visitors to international queer film festival Merlinka in Sarajevo.	N/A	200	250	300	Photographs from the Merlinka festival	Merlinka is an international queer film festival, based in Belgrade. Since 2013, it is also organized in Sarajevo by SOC. Cultural activities can be a powerful way to support rights holders in exercising freedom of expression, which is particularly relevant in environments with decades of political repression. Cultural activity also strengthens creativity - a key resource for both empowerment and activism - that is thwarted in repressive environments.
*** Other indicators might be included in 2015, depending on programmatic decision.							