

**The Republic of Croatia**

**NATIONAL IMPLEMENTATION PLAN ON SOCIAL INCLUSION  
2011-2012**

**Zagreb, February 2011**

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## **List of abbreviations**

ASOO	Agency for Vocational and Adult Education
SAPREB	State Agency for Property and Real Estate Brokerage
ASHE	Agency for Science and Higher Education
ETTA	Education and Teacher Training Agency
ALMP	Active Labour Market Policy
FTRO	Former Tenancy Rights Owners
CNPOD	Centre for Non-Profit Organizations Development
SWC	Social Welfare Centre
CBS	Croatian Bureau of Statistics
EU	European Union
FVREDP	Fond for Vocational Rehabilitation and Employment of Disabled Persons
CFSSA	Croatian Financial Services Supervisory Agency
CCE	Croatian Chamber of Economy
CMAC	Croatian Mine Action Centre
CQF	Croatian Qualifications Framework
CCTC	Croatian Chamber of Trades and Crafts
CEA	Croatian Employers Association
CPII	Croatian Pension Insurance Institute
CES	Croatian Employment Service
CIHI	Croatian Institute for Health Insurance
IPA	Instrument for Pre-Accession Assistance
JIM	Joint Inclusion Memorandum
LSGU	Local self-government units
LRSU	Local and regional self-government units
MF	Ministry of Finance
MPA	Ministry of Public Administration
MELE	Ministry of Economy, Labour and Entrepreneurship
MSTI	Ministry of Sea, Transport and Infrastructure
MFVAIS	Ministry of Family, Veterans' Affairs and Intergenerational Solidarity
OMC	Open Method of Coordination
CMJ	Croatian Ministry of Justice
MRDFWM	Ministry of Regional Development, Forestry and Water Management
MEPPPC	Ministry of Environmental Protection, Physical Planning and Construction
MSES	Ministry of Science, Education and Sports
MHSW	Ministry of Health and Social Welfare
NIPSI	National Implementation Plan for Social Inclusion
NIPE	National Implementation Plan for Employment
ACS	Associations for Civil Society
ASSW	Area of special state welfare
BD	Behavioural disorders
PHC	Primary health care
ABCSD	Advisory Board for Civil Society Development
OHR	Office for Human Rights
UNDP	United Nations Development Programme
OGE	Office for Gender Equality
ONM	Office for National Minorities
OSP	Office for Social Partnership
OPDA	Office for the Prevention of Drugs Abuse
OCNGO	Office for Cooperation with NGOs
IPH	Institutes of the Public Health

## 1. INTRODUCTION

Upon entering the period of recession, the European Union faces new economic and social challenges in its efforts to end the economical and financial crisis. For this purpose the strategy *Europe 2020* introduces a vision of European economy characterized by sustainable growth based on knowledge and innovation which would lead to a high level of employment, productivity and social cohesion. Fight against poverty and social exclusion remains one of the key EU priorities in the period until 2020. In order to make policy against poverty more effective, *Europe 2020* suggests the concept of "European Platform against Poverty" which should ensure social and territorial cohesion so that the people experiencing poverty and social exclusion could live in dignity and take an active part in society. Fulfilling the objectives connected to fight against poverty and social exclusion presupposes a significant role of open model of coordination, but also its transformation into a platform enabling cooperation, exchange of best practices, critical reconsideration, i.e. a mechanism which would encourage (through support from structural funds, among other) public and private stakeholders to reduce the level of social exclusion.

Strategy *Europe 2020* introduces various measures and policies in the area of social cohesion: it encourages social innovation connected to vulnerable groups and deprived areas (innovation in education, training and employment), introduces measures of preventing discrimination of the disabled and other groups, as well as new models for integration of migrant groups enabling them to use their potentials. In addition to improving individual and collective responsibility in the fight against poverty and social exclusion, special attention should be paid to sustainability and appropriateness of the pension system, ensuring better healthcare services, as well as developing and enforcing measures dedicated to groups with higher risk of being socially excluded, such as:

- single parent families;
- elderly women,
- minority groups,
- the Roma,
- disabled persons,
- homeless persons.

Social inclusion is a long-term process that requires continuous monitoring and adjustment of adopted measures to new and changing circumstances, including the current financial and economic crisis. Furthermore, a successful enforcement of measures defined in the Joint Inclusion Memorandum (JIM) and national implementation plans presupposes continuous cooperation between various governmental entities, social partners, local government, civil society associations, as well as representatives of groups experiencing poverty and social exclusion.

With respect to the already mentioned need for continuous adjustment of measures to new circumstances, Croatia has commenced with the creation of a new national implementation plan for the period between 2011 and 2012. Croatia has already developed and to a great extent implemented two earlier national implementation plans (NIPSI 2007-2008 and NIPSI 2009-2010). National implementation plan for social inclusion 2011-2012 is to a great extent a continuation of activities set forth by the earlier implementation plans. In technical respect, NIPSI 2011-2012 includes priority activities that should be carried out in the period from 2011 to 2012, defines target groups for the activities, defines the indicators to be used as a basis for measuring the degree of activity completion and identifies institutions (organizations) responsible for conducting the activities as well as financial resources for the stated activities.

Some of the measures set forth in NIPSI 2011-2012 have been aligned with the measures included in the National Employment Promotion Plan for the period from 2011 to 2012 (measures encouraging social inclusion, employment and work).

The Government of the Republic of Croatia is obliged to submit a report to the European Commission on the implementation of JIM and measures included in the National Implementation Plan for Social Inclusion by mid-2011. During the preparation of the report, each responsible institution in charge of implementation shall deliver information and carry out analysis of the activities within its competence.

## **2. KEY CHALLENGES AND PRIORITIES**

In the Joint Memorandum on Social Inclusion, the Republic of Croatia identified the main challenges and priorities in the fight against poverty and social exclusion (Chapter 8). A consensus was reached regarding these priorities among the most important stakeholders in the Croatian society. Consequently, in agreement with the European Commission, the Republic of Croatia undertook to implement the agreed objectives. In scope of this implementation plan, the Republic of Croatia intends to complete the following key priorities:

- To increase the employability level of groups most affected by long-term unemployment, primarily by directing active labour market policies toward the disabled, the Roma, elderly workers and former drug addicts; to pay special attention to eliminating discrimination against women in employment; to ensure full implementation regulations regarding the employment of minorities from the Constitutional Act on Ethnic Minorities; to keep a record on the participation of welfare beneficiaries in active labour market policy programmes;
- To expand the scope of secondary and higher education (by encouraging compulsory education and better monitoring and prevention of school dropouts, i.e encouraging completion of some form of education which will provide vocational qualification and by systematic proposal and implementation of measures for successful graduation and shorter period of university completion); to continue with vocational education reform in accordance with the Vocational Study Strategy in order to meet the demands posed by the labour market, to further invest in and systematically encourage life-long learning;
- To expand the network of social services for children, the elderly and the disabled (especially in small towns and rural areas), to prepare implementation plan for deinstitutionalization of services intended for children and the disabled (to prevent the generation of new institutions, to encourage alternative forms of social services and to reduce the number of social service beneficiaries); to provide the necessary services in the communities where the beneficiaries live; to prepare a strategy for social services decentralization (transferring the right to establish social welfare institution to county level), with an emphasis on the areas of special state concern, to encourage cooperation of local communities and associations in providing services; to provide choices to beneficiaries of the services; to encourage better harmonization between work and private life, especially in case of women, by investing in institutions for the education of children;
- To invest greater efforts in prevention of diseases and disabilities; to provide equal access to healthcare services to the entire population (especially to population living on the islands and in the mountain areas);
- To define and develop the concept of social housing; to develop a more appropriate system of housing subsidies and assistance for households with poor housing situation; to increase the capacities of homeless shelters; to accelerate the process of solving housing issues

connected to returnees via tenancy right programmes, especially for the former tenancy right owners;

- To systematically reduce regional differences by introducing measures of economic and fiscal policy; to develop economic projects adapted to local circumstances and complying to county development strategies, i.e. regional operational programmes; to ensure better financial support for NGO programmes intended for multi-deprived areas;
- To agree on long-term and sustainable solution to poverty issues among senior citizens and to protect them during the transitional period via targeted social assistance programmes;
- To continually monitor the implementation of healthcare reform and its influence on the deprived citizens, i.e. their access to healthcare services.

## **2.1. Challenges during the implementation of JIM priorities in the period of economic and financial crisis**

According to data obtained by the Croatian Bureau of Statistics, in the second quarter GDP was 2.5% lesser than previous year, which marked the continuation of downfall of Croatian economy. Investments decreased by 13.4%, while personal consumption expenditure was reduced by 2.5%. Data relating to situation in economy revealed a break of negative trend in industrial production (a growth by 3.1% in September 2010 in comparison to growth in previous year), a slight increase in retail trade, continuation of strong reduction of activities in construction, as well as negative trends connected to labour market - primarily unemployment growth from 13.7% in 2008 to 16.7% in 2009 and 18.3% in November 2010 (according to administrative sources - Croatian Employment Service). At the same time, the Labour Force Survey showed a significant increase of unemployment, from 8.4% in 2008 to 9.1% in 2009 and 12.4% in September 2010. Adverse labour market flows are expected during February and March 2010. After this period tourism is expected to make the labour market flows more favourable. No significant changes in basic labour market trends are expected in 2011.<sup>1</sup>

There is an equal impact of crisis in all regions. Regions with lower unemployment rates (more industrialized regions, primarily in the sectors of processing industry, trade, tourism and construction) have suffered more from the negative impacts of the crisis, which led to reduction of differences in unemployment rates and equalization of local labour markets. Furthermore, crisis had a stronger negative effect on employment in private sector (craftsmen, small-size employers), while public sector remained more protected.

Economic crisis soon transformed into social crisis that impacted all the levels of society. Population faced a decrease in consumption, loss of employment and poverty risk. Problems in economy and labour market increased the pressure on systems of social protection (system of protection against unemployment, social assistance, pension system). From mid-2009 population experienced a decrease in average gross pay (by 2.9% in comparison to previous year), which caused a downfall of private consumption (also influenced by introduction of special tax on

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<sup>1</sup> The representative of the International Monetary Fund (IMF) concluded: "Croatia's economy is in need of far-reaching and challenging reforms to improve its weak macroeconomic outlook over the medium term. Structural weaknesses, reflected in low competitiveness and high underlying fiscal deficits will likely result in a protracted period of slow growth and rising debt.(...) To achieve price and cost adjustment, complementary macro-critical reforms are needed in the labour market, public administration, pensions, health care system, and privatization. Successful implementation of these reforms, which relies on building a broad-based consensus, would bring significant future benefits to the people of Croatia in the form of higher economic growth, job creation and improved standards of living". (Croatia -2010 Staff Visit Concluding Statement of the IMF Mission, November 12, 2010). Available at <http://www.imf.org/external/np/ms/2010/111210.htm>, Croatian translation: „Hrvatska – Posjeta Misije MMF-a u 2010. – Zaključna izjava 12. studenoga 2010.“ available at <http://www.hnb.hr/mmfmfmf-mission-statement-12-10-10.pdf>

wages, pensions and other income). Citizens especially felt the impact of the crisis from the end of 2009, which led to gradual increase in the number of citizens using unemployment benefit and social assistance in 2010.

In April 2010 the Government introduced Economic Recovery Programme containing short-term, medium-term and long-term measures of recovery from the crisis (see Report on the Implementation of the Joint Inclusion Memorandum of the Republic of Croatia on Social Inclusion and Social Protection in 2009). Due to problems with budget deficit, the Government reached a decision to freeze the state budget expenditures for the next two years (which also included freezes in social expenditure). Nevertheless, it should be noted that the expenditures for social benefits have not been reduced during the period from 2009 to 2010, nor are they intended to be reduced in the next two years. Certain increase in household income and expenditure was influenced by the Government's decision to abolish the crisis tax on wages and other incomes during 2010. The system of income tax was also amended to reduce tax rate for the lowest income categories from 15% to 12% in 2010. However, due to issues related to sustainability of pension system, in 2011 it was also decided that pensions would not be aligned with the increase in wages and prices. Besides, at the end of 2010 legal amendments have been adopted to prevent retirement at an earlier age and encourage longer working capability. In order to reduce the impact of crisis, the authorities and humanitarian organizations increased the number of one-term assistance programmes on the state and local levels.

Economic and fiscal crisis can represent a barrier, but also facilitator for reforms. It should be noted that the end of 2010 marked the completion of proposal for the new Social Welfare Act and proposal for different structure of this system. At the same time National Plan on Deinstitutionalization and Transformation of Social Welfare Institutions and Other Legal Entities Providing Social Welfare Services in the Republic of Croatia 2011-2016 (2018) was drafted. However, the process of system decentralization has been slowed down due to difficulties in fiscal decentralization and reduced capacity of counties; adoption of the Strategy of Social Housing has been temporarily cancelled; the reform of benefits intended for the disabled has been slowed down, etc. Nonetheless, the projects financed via IPA resources, to be introduced in 2011, are expected to provide additional support to fight against poverty and social exclusion.

### 3. TARGET GROUPS, IMPLEMENTATION ACTIVITIES, INDICATORS AND RESPONSIBLE INSTITUTIONS

#### 3.1. Raise the level of employability and create greater employment possibilities for those most affected by long-term unemployment as well as other vulnerable groups on the labour market

##### 3.1.1. Solving the issue of long-term unemployment

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes/no	Continuation of measure from NIPSI 2009 -2010 and explanation
Unemployed persons above 50 years of age	<ul style="list-style-type: none"> <li>Co-financing employment for unemployed elderly persons</li> </ul>	<ul style="list-style-type: none"> <li>Number and gender of persons employed via subsidized employment</li> </ul>	<b>Organizers:</b> MELE, CES	For 2011: State budget, section 05025, active labour market policy 3301, activity A689023, account 3522 - 30.200.000 HRK, and account 3523 - 25.000.000 HRK (total of 55.200.000 HRK for subsidies intended for employment and training of new and permanent employees). Account 3722 - 116.357.900 HRK – funds for education of the unemployed and public work programmes. Total for the position of active labour market - 171.557.900 HRK	No	Continuation of measure on the basis of Croatian Employment Service regional departments' and social partners' proposals.
	<ul style="list-style-type: none"> <li>Financing education for unemployed persons above 50 years of age according to the demands on the labour market</li> </ul>	<ul style="list-style-type: none"> <li>Number and gender of persons who successfully completed education programmes</li> </ul>			No	
Elderly employed persons facing loss of employment	<ul style="list-style-type: none"> <li>Co-financing employment with another employer for elderly employed persons during termination period (labour displacement)</li> </ul>	<ul style="list-style-type: none"> <li>Number and gender of persons who continued working for another employer</li> </ul>			No	
Employed persons above 50 years of age facing loss of employment	<ul style="list-style-type: none"> <li>Co-financing education for employed persons above 50 years of age facing loss of employment when employer introduces new production programmes or new technologies</li> </ul>	<ul style="list-style-type: none"> <li>Number and gender of persons who retained employment</li> </ul>			No	
Unemployed persons above 25 years of age who have been registered as unemployed for at least 12 months	<ul style="list-style-type: none"> <li>Co-financing employment for persons affected by long-term unemployment (activity includes two target groups – those affected by long-term unemployment and young persons)</li> </ul>	<ul style="list-style-type: none"> <li>Number and gender of persons employed via co-financing</li> </ul>	<b>Organizers:</b> MELE, CES	No	Continuation of measure on the basis of Croatian Employment Service regional departments' and social partners' proposals.	

Persons affected by long-term unemployment who have been registered as unemployed for at least 12 months	<ul style="list-style-type: none"> <li>Co-financing and financing employment in public work programmes</li> </ul>	<ul style="list-style-type: none"> <li>Number and gender of persons employed in public work programmes</li> </ul>			No	Continuation of measure on the basis of Croatian Employment Service regional departments' and social partners' proposals.
Persons affected by long-term unemployment	<ul style="list-style-type: none"> <li>Financing inclusion in education programmes for persons affected by long-term unemployment in accordance with the demands on the labour market</li> </ul>	<ul style="list-style-type: none"> <li>Number and gender of persons affected by long-term unemployment included in education programmes</li> </ul>			No	Continuation of measure on the basis of Croatian Employment Service regional departments' and social partners' proposals.
	<ul style="list-style-type: none"> <li>Co-financing education for persons affected by long-term unemployment who accept employment in vocations and jobs for which there are no registered qualified persons</li> </ul>	<ul style="list-style-type: none"> <li>Number and gender of persons employed accompanied by education</li> </ul>			No	
Employed persons exposed to risk of long-term unemployment	Co-financing education for employed persons facing employment loss when employer introduces new production programmes or new technologies	<ul style="list-style-type: none"> <li>Number and gender of persons who retained employment accompanied by education</li> </ul>			No	

### 3.1.2. Active and preventive measures for unemployed persons with disabilities and promoting integration of persons with disabilities

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes/no	Continuation of measure from NIPSI 2009 -2010 and explanation
	<ul style="list-style-type: none"> <li>Evaluation of efficiency of the quota system</li> </ul>	<ul style="list-style-type: none"> <li>Number and gender of employed persons with disabilities in relation to total number of those employed by employer which applies the quota system</li> </ul>	<b>Organizer:</b> FVREDP  <b>Co-organizers:</b> CES,	State budget for 2011. Position A741005 - 1.251.500 HRK. Position A741006 - 45.094.408 HRK in	No	Continuation of measure

Persons with disabilities	<ul style="list-style-type: none"> <li>• Evaluation of law regulation system referring to employment of persons with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Regulation amendments</li> </ul>	CPII, MELE, MHSW, MSES, employers, protection workshops, ACS, LRSGU.	2012 as well. Position A741005 - 1.251.500 HRK. Position A741006 - 45.094.408 HRK.		
	<ul style="list-style-type: none"> <li>• Professional training and rehabilitation of persons with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Number and gender of persons with disabilities included in education programmes</li> </ul>				
	<ul style="list-style-type: none"> <li>• Co-financing and maintaining employment:</li> <li>• Co-financing costs of adjusting work place and working conditions</li> <li>• Co-financing interest expenses for purpose loans intended for purchase of machines, equipment tools and appliances</li> <li>• Salary compensation due to lower performance of person with disability</li> <li>• Co-financing part of expenses of personal assistant or work therapist for person with disability</li> <li>• Recovery of contributions calculated and paid for salaries of persons with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Number and gender of employed persons with disabilities exercising the right to financial incentive</li> <li>• Number and gender of unemployed persons hired by employers exercising the right to financial incentive</li> <li>• Number of business entities exercising the right to financial incentive</li> </ul>				

### 3.1.3. Raising the level of employability of young persons

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes/no	Continuation of measure from NIPSI 2009 -2010 and explanation
Unemployed young persons	<ul style="list-style-type: none"> <li>• Financing inclusion in education programmes for young unemployed persons in accordance with the demands on the labour market</li> </ul>	<ul style="list-style-type: none"> <li>• Number and gender of young persons included in education programmes</li> </ul>	<b>Organizers:</b> MELE, CES	For 2011: State budget, section 05025, active labour market policy 3301, activity A689023, account 3522 - 30.200.000 HRK and	No	Continuation of measure on the basis of Croatian Employment Service regional departments' and social partners'
	<ul style="list-style-type: none"> <li>• Co-financing first employment for young unemployed persons</li> </ul>	<ul style="list-style-type: none"> <li>• Number and gender of young persons without working</li> </ul>			No	

	without working experience	experience employed via co-financing		account 3523 - 25.000.000 HRK (total of 55.200.000 HRK for subsidies intended for employment and training of new and permanent employees). Account 3722 - 116.357.900 HRK – funds for education of the unemployed and employment in public work programmes. Total for the position of active labour market - 171.557.900 HRK		proposals.
	<ul style="list-style-type: none"> <li>Professional training without being employed</li> </ul>	<ul style="list-style-type: none"> <li>Number and gender of young persons without working experience attending professional training</li> </ul>			Yes	A new measure based on CES proposal.
Unemployed persons below 25 years of age who have been registered as unemployed for at least 6 months	<ul style="list-style-type: none"> <li>Co-financing employment for persons affected by long-term unemployment</li> </ul>	<ul style="list-style-type: none"> <li>Number and gender of persons employed via co-financing</li> </ul>			No	Continuation of measure on the basis of Croatian Employment Service regional departments' and social partners' proposals.

### 3.1.4. Solving the issue of long-term unemployment for special groups

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes/no	Continuation of measure from NIPSI 2009 -2010 and explanation
Unemployed <ul style="list-style-type: none"> <li>disabled persons,</li> <li>Croatian Homeland War veterans</li> <li>single parents</li> <li>parents with four or more under-aged children</li> </ul>	<ul style="list-style-type: none"> <li>Co-financing employment for unemployed special groups</li> </ul>	<ul style="list-style-type: none"> <li>Number of special groups employed via co-financing</li> </ul>	<b>Organizers:</b> MELE, CES	For 2011: State budget, section 05025, active labour market policy 3301, activity A689023, account 3522 - 30.200.000 HRK and account 3523 - 25.000.000 HRK	No	Continuation of measure on the basis of Croatian Employment Service regional departments' and social partners' proposals
	<ul style="list-style-type: none"> <li>Financing education for special groups in accordance with the demand on the labour market</li> </ul>	<ul style="list-style-type: none"> <li>Number of persons from special groups included in education programmes</li> </ul>			No	

<ul style="list-style-type: none"> <li>• parents of children with special needs</li> <li>• victims of family violence</li> <li>• victims of human trafficking</li> <li>• asylum seekers</li> <li>• returnees who served prison sentence</li> </ul>	<ul style="list-style-type: none"> <li>• Co-financing employment for special groups in public work programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Number of persons from special groups employed in public work programmes</li> </ul>		<p>(total of 55.200.000 HRK for subsidies intended for employment and training of new and permanent employees). Account 3722 - 116.357.900 HRK – funds for education of the unemployed and employment in public work programmes. Total for the position of active labour market - 171.557.900 HRK</p>	No	
<ul style="list-style-type: none"> <li>• Former drug addicts</li> </ul>	<ul style="list-style-type: none"> <li>• Co-financed employment</li> <li>• Mediation in employment</li> <li>• Preparations for employment: estimation of working capacity, professional informing and counselling</li> <li>• Self-employment by founding trades, companies, cooperatives</li> <li>• Inclusion in training programmes, retraining or additional education outside ALMP measures</li> <li>• Training for users of Resocialization Project</li> </ul>	<ul style="list-style-type: none"> <li>• Number of persons employed through co-financing</li> <li>• Number of persons employed through CES mediation</li> <li>• Number of persons with working ability, number of informed persons and number of persons who received counselling</li> <li>• Ratio of self-employed persons as opposed to number of other employed persons in target group, and number of former drug addicts included in the employment programme</li> <li>• Number of persons included in training programmes, retraining or additional education outside ALMP measures</li> <li>• Number of co-financed additional training or retraining programmes</li> </ul>	<p><b>Organizer:</b> MELE, CES MSES</p>	<p>Funding from resources intended for regular activities of CES</p> <p>Funding from resources intended for regular activities of MSES Programme 3701, A577009 – 322.571 HRK in 2011 and 323.539 HRK in 2012</p>	No	<p>Measures are carried out in accordance with the Drug Addicts Resocialization Project passed by the Government of the Republic of Croatia on April 19, 2007, intended for those who completed any kind of rehabilitation and drug addiction treatment programme in a therapeutic community or prison system, as well as for former addicts who have been treated out of</p>
	<ul style="list-style-type: none"> <li>• Co-financing civil society</li> </ul>	<ul style="list-style-type: none"> <li>• Number of persons for which</li> </ul>	<p><b>Organizer:</b> OPDA</p>	<p>State budget: Implementation of</p>	No	

	<p>organizations and other institutions that have been implementing programmes focused on assisting addicts in additional education, retraining and temporary or permanent employment</p> <ul style="list-style-type: none"> <li>Organizing conferences, regional education, round tables and sessions aimed at informing and improving perception of the public and creating positive environment at place of employment</li> </ul>	<p>additional education and retraining was provided by various associations and non-governmental organizations as opposed to number of other target group members that completed additional education or retraining programmes and have been employed with the help of Resocialization Programme</p> <ul style="list-style-type: none"> <li>Number of conferences/meetings held with members of employers associations, chambers, unions and other associations;</li> <li>Number of informed employers and employers who participated in surveys</li> </ul>	<p><b>Co-organizers:</b> MELE, CES, MHSW, MSES, CCE, CCTC, SWC, ACS, LRSGU, social partners, therapeutic communities</p>	<p>National Strategy and Action plan on Drug Abuse Control, Section 020 Programme 3607 A530001 for 2011 - 507.000 HRK, for 2012 - 700.000 HRK</p>		<p>hospital and have been preserving abstinence and following prescribed treatment.</p>
<p>Persons with reduced working abilities, persons facing personal, financial, social and other problems</p>	<ul style="list-style-type: none"> <li>Implementing Social Cooperative Entrepreneurship Project, by: <ol style="list-style-type: none"> <li>Encouraging development of cooperatives employing persons with reduced working abilities and including them in business and economic processes</li> <li>Encouraging development of cooperatives providing assistance to persons facing personal, financial, social and other problems and including these persons in wider society</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>Number of financed cooperatives</li> </ul>	<p><b>Organizer:</b> MELE  Small and Medium Companies and Cooperatives Directorate</p>	<p>1.000.000 HRK invested in social cooperative entrepreneurship on annual basis - position A560097</p>	<p>No</p>	<p>Small and Medium Companies and Cooperatives Directorate within the Ministry of Economy, Labour and Entrepreneurship has been carrying out the Cooperative Entrepreneurship project for three years, with particular emphasis on implementation of the part of the project encouraging development of social cooperatives.  Ministry will carry on with implementation of</p>

						Cooperative Entrepreneurship project in 2011. For this purpose, the Ministry has allocated a total annual amount of 3.500.000 HRK. From this amount, 2.500.000 HRK will be invested in manufacturing and services cooperative, while 1.000.000 HRK will be invested in social cooperative entrepreneurship.
War veterans, women, unemployed persons above 50 years of age, persons with special needs, entrepreneurs in areas of special state concern, newly established entrepreneurs	<ul style="list-style-type: none"> <li>Implementing the project "Education in Entrepreneurship" – project activity number five, agreement between the Ministry and Caritas Croatia established co-financing for the programme of Caritas Croatia called "Ensuring Existence" which has been carried out throughout the Republic of Croatia in accordance with programmes developed by the Ministry, with the purpose of: <ul style="list-style-type: none"> <li>educating newly established entrepreneurs, as well as growing entrepreneurs, with the purpose of attaining specific knowledge in entrepreneurship, providing motivation and assistance in starting one's own business and for the purpose of life-long learning,</li> <li>encouraging</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Number of target group members included in the Project</li> </ul>	<b>Organizer:</b> MELE  Small and Medium Companies and Cooperatives Directorate	Section 050, A560087  (the agreement is concluded for the period of the implementation year, the amount shall be defined according to the activity plan for 2011)	No	Pursuant to the agreement concluded between MELE and Caritas Croatia, in 2010 500.000 HRK was invested in the programme of Caritas Croatia called "Ensuring Existence". Implementation of the programme "Ensuring Existence" shall also be continued in 2011.

	<p>entrepreneurship among target groups - war veterans, women, unemployed persons above 50 years of age, persons with special needs, entrepreneurs in areas of special state concern,</p> <ul style="list-style-type: none"> <li>- providing consultation services by authorized consultants with the purpose of starting one's own business,</li> <li>- after the participants have completed the education, encouraging participants to start with entrepreneurship activities.</li> </ul>					
<p>Young persons, newly established entrepreneurs and persons with disabilities</p>	<ul style="list-style-type: none"> <li>• Implementation of programme "Entrepreneurship for young persons, newly established entrepreneurs and persons with disabilities" – the project has been conducted by the Croatian Agency for Small Businesses, state subsidy can be used for: <ul style="list-style-type: none"> <li>- equipment, tools, inventory and safety equipment (consumables, goods for resale and vehicles excluded)</li> <li>- decoration and improvement of business premises/workshop</li> <li>- starting business, i.e. drafting business plan, consultation services and education in entrepreneurship (study costs excluded)</li> <li>- costs relating to foundation, i.e. part of costs for registration (start-up capital excluded).</li> </ul> </li> </ul> <p>Provided subsidy per grantee can cover up to 75% of reasonable</p>	<ul style="list-style-type: none"> <li>• Number of target group members included in the Project</li> </ul>	<p><b>Organizer:</b> MELE (Small and Medium Companies and Cooperatives Directorate)</p>	<p>State budget, section 050, heading 05065, activity A560095, Financing target groups, 4.000.000 HRK in 2011</p> <p>(Activity A560095 represents activity which includes implementation of the project "Entrepreneurship for young persons, newly established entrepreneurs and persons with disabilities", the total amount of funds invested in activity A560095 in 2011 is 4.000.000 HRK)</p>	No	<p>In 2010, the project "Entrepreneurship for young persons, newly established entrepreneurs and persons with disabilities" has been carried out by the Croatian Agency for Small Businesses.</p> <p>Provided subsidy per grantee covered up to 75% of reasonable costs.</p> <p>Minimum amount of subsidy per grantee amounted to 5000 HRK, while maximum amount of subsidy amounted to 80.000 HRK.</p> <p>In 2010, a total sum</p>

	<p>costs. The project funds do not cover value-added tax, regardless of whether the entrepreneur is included in the value-added tax system or not.</p> <p>Minimum amount of subsidy per grantee is 5000 HRK, while maximum amount of subsidy is 80.000 HRK.</p>					<p>of 497 subsidies has been granted, amounting to 4.994.000 HRK.</p> <p>The project will also continue in 2011.</p>
<p>Persons facing long-term unemployment that have been granted permanent assistance</p>	<ul style="list-style-type: none"> <li>Improving the activities of social welfare centres relating to target group by carrying out the project called "Encouraging social inclusion and employment of socially vulnerable and marginalized groups"</li> </ul>	<ul style="list-style-type: none"> <li>Number of experts in centres engaged in project activities</li> <li>Number of persons facing long-term unemployment that have been granted permanent assistance as part of the projects of the organizations that received non-refundable grants via the IPA programme</li> </ul>	<p><b>Organizers:</b> MHSW MELE CES</p>	<p>Co-financing projects via IPA, component IV</p> <p>Total value of services agreement – 1.412.500 EUR</p> <p>Total value of non-refundable grants agreement – 1.842.800 EUR</p> <p>The project shall be financed from the IPA funds (85% of funds granted by the EU and 15% of funds granted by the Republic of Croatia), in the amount of: 1.399.050 EUR for the services agreement and 1.842.800 EUR for the non-refundable grants agreement. For 2011 and 2012, State Budget, section 05025, programme 1269, activity T813010. For 2011, on the</p>	<p>Yes</p>	<p>Services agreement entered into force in March, 2010, and shall be carried out until January 2012.</p>

				<p>account 3237 – 835.395 EUR (710.085.75 EUR- EU funds, 125.309.25 EUR – funds provided by the Republic of Croatia), on the account 3811 – 170.134 EUR (144.614.50 EUR – EU funds, 25.520.21 EUR – funds provided by the Republic of Croatia)</p> <p>For 2012, on the account 3237 – 139.905 EUR (118.919.25 EUR- EU funds, 20.985.75 EUR – funds provided by the Republic of Croatia), on the account 3811 – 368.560 EUR (313.276.00 EUR – EU funds, 55.284.00 EUR – funds provided by the Republic of Croatia)</p>		
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### 3.1.5. Implementation of the National Programme for the Roma

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes/no	Continuation of measure from NIPSI 2009 -2010 and explanation
	<ul style="list-style-type: none"> <li>Carrying out training programmes for the Roma minority</li> </ul>	<ul style="list-style-type: none"> <li>Number and gender of members of the Roma minority included in training programmes</li> </ul>	<p><b>Organizers:</b> MELE, CES</p>	The Republic of Croatia State budget,	No	Continuation of measure on the basis of Croatian

Persons from the Roma minority	<ul style="list-style-type: none"> <li>• Co-financing employment for members of the Roma minority in public work programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Number and gender of members of the Roma minority employed in public work programmes</li> </ul>	<b>Co-organizers:</b> ACS, education institutions	position A689027, account 3722 - 6.000.000 HRK	No	Employment Service regional departments' and Roma associations' proposals.
	<ul style="list-style-type: none"> <li>• Co-financing employment for members of the Roma minority</li> </ul>	<ul style="list-style-type: none"> <li>• Number and gender of members of the Roma minority employed via co-financing</li> </ul>			No	
	<ul style="list-style-type: none"> <li>• Training for self-employment for members of the Roma minority</li> </ul>	<ul style="list-style-type: none"> <li>• Number and gender of members of the Roma minority included in training programmes for self-employment</li> </ul>			No	Continuation of measure on the basis of Croatian Employment Service regional departments' and Roma associations' proposals.
	<ul style="list-style-type: none"> <li>• Ensuring financial assistance for young unemployed members of the Roma minority with the purpose of completing programmes of high-school and higher education during professional training without employment</li> </ul>	<ul style="list-style-type: none"> <li>• Number and gender of persons in professional training programmes/introduction to vocational activities</li> </ul>	<b>Organizers:</b> MSES, CES, ACS	MSES budget, programme 3701, A767003 - 2.000.000 HRK in 2011 and 2.000.000 HRK in 2012	No	Continuation of measure on the basis of Croatian Employment Service regional departments' and Roma associations' proposals.
	<ul style="list-style-type: none"> <li>• Financial support for education of the Roma minority</li> </ul>	<ul style="list-style-type: none"> <li>• Number of granted scholarships</li> <li>• Share of the Roma population in total numbers of students included in regular education per levels of education system</li> <li>• Proportion of scholarships for the Roma minority from the total grants provided for the Roma minority by the Ministry of Science, Education and Sports</li> </ul>			Yes	New measure based on the proposal of the Caritas Croatia and in accordance with educational policy of the Ministry of Science, Education and Sports.

### 3.1.6. Creating new employment possibilities through promotion of female entrepreneurship

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes/no	Continuation of measure from NIPSI 2009 -2010 and explanation
Women	<ul style="list-style-type: none"> <li>Implementing the Strategy on Development of Female Entrepreneurship in the Republic of Croatia 2010-2013.</li> <li>Implementing the project "Female Entrepreneurship" – project has been carried out by the Croatian Agency for Small Businesses. State subsidy can be used for: <ul style="list-style-type: none"> <li>- equipment, tools, inventory and safety equipment (consumables, goods for resale and vehicles excluded),- starting business, i.e. drafting business plan, consultation services and education in entrepreneurship (study costs excluded),</li> <li>-costs relating of founding, i.e. part of costs for registration (start-up capital excluded),</li> <li>- decoration and improvement of business premises/workshop</li> <li>- co-financing childcare for the newly established female entrepreneurs – 75% of kindergarten costs, 75% of governess costs and 75% of after-school care in the period of one year, in the maximum amount of 10.000 HRK.</li> </ul> </li> </ul> <p>Provided subsidy per grantee can</p>	<ul style="list-style-type: none"> <li>Indicators for monitoring purposes defined in the Strategy</li> <li>Number of target group members included in the Project</li> </ul>	<p><b>Organizers:</b> MELE</p> <p>Small and Medium Companies and Cooperatives Directorate</p>	Section 050, A817018, 9.034.000 HRK	Yes  No	<p>The Strategy has been passed on the 45<sup>th</sup> meeting of the Government of the Republic of Croatia held on March 11, 2010</p> <p>In 2010, the project "Female Entrepreneurship" has been carried out by the Croatian Agency for Small Businesses.</p> <p>Provided subsidy per grantee covered up to 75% of reasonable costs.</p> <p>Minimum amount of subsidy per grantee amounted to 5000 HRK, while maximum amount of subsidy amounted to 80.000 HRK.</p> <p>In 2010, a total sum of 1001 subsidies has been granted, amounting to 10.540.000 HRK.</p>

	cover up to 75% of reasonable costs. The project funds do not cover value-added tax, regardless of whether the entrepreneur is included in the value-added tax system or not. Minimum amount of subsidy per grantee is 5000 HRK, while maximum amount of subsidy is 80.000 HRK.					The project "Female Entrepreneurship" will also continue in 2011.
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### 3.2. Improving population's educational structure, aligning education with labour market demands and promoting education of adults

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes/no	Continuation of measure from NIPSI 2009 -2010 and explanation
Primary-school children with special needs	<ul style="list-style-type: none"> <li>Inclusion in upbringing and education of students with developmental disabilities in primary school with full or partial integration depending on the degree and type of developmental disability.</li> <li>Increasing the number of experts (educators, psychologists and experts in education and rehabilitation, defectologists) in primary schools in charge of working with children with special needs.</li> <li>Financing transportation costs for students with developmental disabilities and their chaperons; co-financing nutrition and special teaching instruments and aids for students with developmental disabilities at the infirmaries, specialized schools and for</li> </ul>	<ul style="list-style-type: none"> <li>Number of students with developmental disabilities included in primary-school education.</li> <li>Number of newly employed experts (educators, psychologists and experts in education and rehabilitation, defectologists) working with children with special needs.</li> <li>Number of students with special needs and their chaperons with financed transportation costs, co-financed nutrition and special teaching instruments and needs.</li> <li>Number of schools with architectural adjustments.</li> </ul>	<p><b>Organizer:</b> MSES</p> <p><b>Co-organizers:</b> MFVAIS, ETTA, ACS, institutions for education and life-long learning</p>	<p>Programme 3703, A579003, 16.732.000 HRK in 2011 and 16.782.196 HRK in 2012</p> <p>Programme 3703, K579062, 767.900 HRK in 2011 and 770.204 HRK in 2012</p>	No	Continuation of measure. The measure is carried out by the Ministry in accordance with the State Pedagogical Standard and Educational Act in Primary and Secondary Schools as well as subordinate laws

	<p>students in special classes in primary schools</p> <ul style="list-style-type: none"> <li>• Making architectural adjustments at schools.</li> </ul>					
High school and university student population	<ul style="list-style-type: none"> <li>• Build a network of educational institutions and programmes for vocations demanded on the labour market.</li> <li>• Strengthen the relationship between labour market and education by planning enrolments reflecting rational network of programmes based on labour market analyses</li> <li>• Further develop the Croatian Qualifications Framework (CQF) aimed at providing better vertical and horizontal porosity, acknowledging formally, informally and non-formally acquired competencies, greater mobility on the Croatian and EU labour markets and better connection between education and labour market.</li> <li>• Including economy and other social partners in committees and task forces of MSES with the purpose of monitoring qualification structure of workforce and its ability to find employment.</li> <li>• With the help of scholarship policy, encourage gender balanced attendance of educational programmes offering knowledge and skills demanded on the labour market, based on information obtained from labour market institutions.</li> </ul>	<ul style="list-style-type: none"> <li>• Developed network of high school institutions and education programmes in the education sectors of the Republic of Croatia</li> <li>• Number of stakeholder representatives in committees and task forces of MSES (ASHE) for monitoring labour market demands in relation to university study programmes</li> <li>• Increased enrolment quota for educational programmes providing knowledge and skills demanded on labour market, based on the information obtained from labour market institutions</li> <li>• Number of social partners' representatives in expert team/ task forces engaged in the activities of drafting and implementing CQF.</li> <li>• Increased gender balance and total amount of students that have been granted scholarship in educational programmes providing knowledge and skills demanded on the labour market, based on the information obtained from labour market institutions.</li> <li>• Capacities of colleges and polytechnics on the regional level.</li> </ul>	<p><b>Organizer:</b> MSES</p> <p><b>Co-organizers:</b> CES, AVAE, CEA, Directorate for Labour and Labour Market within MELE, trade unions, ACS, institutions for education and life-long learning</p>	<p>Programme 3704, A580050, 750.426 HRK in 2011 and 721.910 HRK in 2012</p> <p>Programme 3704, A580044, 784.902 HRK in 2011 and 767.721 HRK in 2012</p> <p>Programme 3705, A621184, 8.000.000 HRK in 2011 and 8.000.000 HRK in 2012</p> <p>Part of regular funds of colleges.</p>	No	<p>Certain activities are implicitly included in other activities and have therefore been excluded from the measure (for instance, development of local partnerships with the purpose of obtaining information) which represents a constituent part of establishing network of educational institutions and programmes pursuant to regulations referring to structure of expert bodies.</p>

	<ul style="list-style-type: none"> <li>• Emphasize the importance and benefits of education via public campaigns.</li> <li>• Ensure polycentric development of higher education in small-size urban areas.</li> <li>• Develop a system of monitoring and graduating of students in higher education.</li> <li>• Reduce the number of students who study for too many years.</li> <li>• Establish offices (services) for career development and monitoring of college graduates.</li> <li>• Develop and encourage the activities of student counselling at colleges.</li> </ul>	<ul style="list-style-type: none"> <li>• Records of graduated students in higher education per academic year and types of study programmes.</li> <li>• Developed system of monitoring and graduating of students in higher education.</li> <li>• Number of offices for career development and monitoring of college graduates.</li> </ul> <p>Number of student counselling offices in relation to number of enrolled students and number of colleges, as well as number of students seeking help/advice.</p>				
Students with developmental disabilities on all levels of education (pre-school, primary, high-school and higher education) and students with special needs participating in the education system (members of the Roma and other minority groups)	<ul style="list-style-type: none"> <li>• By implementing the project called "Integration of Vulnerable Groups in the Regular Education System" within IPA programme, create environment for inclusive education, improve institutions' capacities and capacities of experts in providing educational services, develop new teaching methods, to develop new programmes adjusted to the needs of target groups</li> </ul>	<ul style="list-style-type: none"> <li>• Number of students with special needs that have been educated in accordance with revised/ new programmes</li> <li>• Number of institutions that have obtained new equipment</li> <li>• Number of developed education programmes</li> </ul>	<b>Organizers:</b> MSES AVAE	Programme 3701, A848016 , (85% of the funds has been provided by the EU, and 15% has been provided by the state) - total value of projects financed from this position amounts to 2.945.141 HRK in 2011 and 26.594.845 HRK in 2012	Yes	In accordance with the dynamics of project implementation within the IPA programme – component of human potentials development.
Students of vocational high schools being educated for scarce craft occupations or students who wish to enrol in such educational programmes.	<ul style="list-style-type: none"> <li>• Increase participation of vocational high school students by granting scholarships.</li> <li>• Continue with ongoing scholarship programmes and increase the number of grantees for scarce craft occupations, as well as the number of scholarship donors, taking into</li> </ul>	<ul style="list-style-type: none"> <li>• Number of students who have been granted scholarships, number of scholarship donors and total number of scholarships.</li> <li>• Number of modified programmes and index of increase of practical classes.</li> <li>• Number of equipped and</li> </ul>	<b>Organizers:</b> MSES, AVAE  <b>Co-organizers:</b> CEA, CES, CCE, CCTC,	Financed from the regular funds of the Croatian Chamber of Trades and Crafts – 660.000 HRK invested in scholarships for scarce craft occupations	Yes	

	<p>consideration the principles of gender balance in scarce occupations</p> <ul style="list-style-type: none"> <li>• Change and modernize education programmes in accordance with the Croatian Qualifications Framework and increase the number of practical classes that have to be conducted in modern and technologically developed economic environment.</li> <li>• Equip and modernize exercise labs (school workshops).</li> <li>• Further develop teaching curriculum for new vocations currently demanded on the labour market.</li> </ul>	<p>modernized exercise labs.</p> <ul style="list-style-type: none"> <li>• Number of developed teaching curriculums for new vocations currently demanded on the labour market.</li> </ul>	<p>MELE, trade unions, ACS, institutions for education and life-long learning</p>	<p>Programme 3701 , activity A848015, (85% of funds provided by the EU and 15% of funds provided by the state) – total amount of funds allocated to projects within the IPA programme / priority 3/ 32. 873.722 HRK in 2011 and 92.383.420 HRK in 2012</p>		
<p>All citizens of the Republic of Croatia, especially persons with lower level of education or qualifications and with lesser motivation to continue education or studying</p>	<ul style="list-style-type: none"> <li>• Inform attendees about possibilities of participating in education for adults.</li> <li>• Develop and carry out campaign on the importance of life-long learning (for instance, Life-long Learning Week) with emphasis on informal and non-formal learning at the place of work and in the working environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Developed and carried out campaign on the importance of life-long learning</li> <li>• Number of conferences held, number of campaign organizers, number of participants in campaign</li> </ul>	<p><b>Organizers:</b> MSES, AVAE</p> <p><b>Co-organizers:</b> CEA, ASHE, CES, CCE, CCTC, trade unions, ACS, institutions for education</p>	<p>Programme 3701, A848009 – 481.500 HRK in 2011 and 466.483 HRK in 2012</p>	No	<p>The activity of developing and carrying out campaigns on the importance of life-long learning occurred twice in the previous programme period, with different definitions used. The measure includes one activity that addresses multiple needs of users (life-long learning, informal and non-formal education, etc.)</p>

### **3.3. Preventive measures and ensuring equal access to healthcare services**

The organization of healthcare system is regulated by the Health Care Act (Official Gazette, No. 150/08, 155/09, 71/10 and 138/10), the Mandatory Health Insurance Act (Official Gazette, No. 150/08, 94/09, 153/09, 71/10 and 139/10) and the Voluntary Health Insurance Act (Official Gazette, No. 85/06, 150/08 and 71/10). Pursuant to the above-mentioned healthcare regulations and rights defined by mandatory healthcare insurance, each insured person is entitled to healthcare services under the same conditions, with the following rights included: primary health care, consultative specialist health care, hospital health care, right to medicines included in the primary and additional drugs list of the Institute, right to dental-prosthetic care and dental-prosthetic substitutes, right to orthopaedic and other devices and right to health care abroad. Healthcare services are equally accessible to all insured persons, irrespective of gender, age and religion. The rights and obligations in accordance with principles of mutuality, solidarity and equal opportunities are governed by law. Pursuant to healthcare regulations, the Croatian Institute for Health Insurance (hereinafter referred to as: the "Institute") concludes agreements with healthcare institutions and private healthcare professionals connected to providing health care services, thus ensuring continuous and accessible healthcare services covered by the mandatory health insurance for all insured persons within the territory of the Republic of Croatia, as determined by the standards and norms of the Public Healthcare Service Network (Official Gazette, No. 98/09 and 14/10), Healthcare Measures Plan and Programme within Mandatory Health Insurance (Official Gazette, No. 126/06. and 156/08, hereinafter referred to as: Healthcare Measures Plan and Programme), in accordance with the Healthcare Plan of the Republic of Croatia.

From the broad range of conducted preventive activities, some of them relate to the prevention of cardiovascular diseases, breast cancer prevention, uterine cancer prevention, and colon cancer prevention, vaccination of children in accordance with the vaccination schedule, preventive examinations of persons above 50 years of age, health care for women and health care for preschool children. Civil society organizations play a significant role in the public healthcare programmes and other forms of health care. According to the Corruption Prevention Strategy and Healthcare Action Plan, special measures are implemented with the purpose of improving the quality of health care in the Republic of Croatia, ensuring equal availability of all healthcare services to all healthcare users, and encouraging more transparency related to waiting lists in order to significantly reduce waiting time.

New measures defined in the revised plan for preventing corruption include the following: creating a registry of healthcare professionals and establishing personnel norms in hospital institutions, creating a registry of private healthcare institutions, accrediting healthcare institutions and supervising clinical studies relating to medicines in accordance with the provisions of the Act on Medical Products and Medical Devices. Equal availability of all healthcare services to all healthcare users is also one of the most important elements of the healthcare system reform.

### 3.3.1. Cardiovascular disease prevention programme

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Adult population ≥19 years of age	<ul style="list-style-type: none"> <li>• Health promotion measures: informing, educating and stimulating population to adopt a healthy lifestyle as well as to counteract habits which contribute to cardiovascular diseases (information on adequate nutrition, importance of regular physical activity depending on age and health condition, harmful effects of smoking, harmful effects of alcohol abuse)</li> </ul>	<ul style="list-style-type: none"> <li>• Mortality rate from cardiovascular diseases for age 0 – 64</li> <li>• Mortality rate from cerebrovascular diseases for age 0 – 64</li> <li>• Mortality rate from myocardial infarction for age 0 – 64</li> <li>• Mortality rate from coronary diseases for all age groups</li> <li>• Mortality rate from cerebrovascular diseases for all age groups</li> <li>• Mortality rate from myocardial infarction for all age groups</li> </ul>	<p><b>Organizers:</b> Primary health care – chosen practitioners of general/family medicine in cooperation with community nurses and county public health institutes</p>	Funds ensured through annual agreements between the Croatian Institute for Health Insurance and chosen practitioners, community nurses and county institutes of public health	No	Continuation of measure – all persons insured via mandatory health insurance ≥ 19 years of age

### 3.3.2. Programme for Early Detection of Breast Cancer

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Women between 50 – 69 years of age (insured persons and those without mandatory health insurance)	<ul style="list-style-type: none"> <li>Organize mammography screening for groups between 50 – 69 years of age, every two years</li> <li>Taking samples for Pap smear</li> </ul>	<ul style="list-style-type: none"> <li>Number of invited women and response</li> <li>Number of suspicious test results</li> <li>Number of confirmed breast cancer cases</li> <li>Breast cancer incidence</li> <li>Breast cancer mortality rate</li> </ul>	<b>Organizers:</b> County institutes of public health	<p>State budget funds</p> <p>Prevention of malignant diseases A 795006 – 1.800.000 HRK in 2011 and 2012</p> <p>A690071 Early detection of malignant diseases 33.500.000 HRK in 2011 and 33.500.000 HRK planned for 2012 (note: a part of these funds are invested in 3.3.3.)</p>	No	Due to importance of early breast cancer detection, this measure has been carried out continually.

### 3.3.3. Programme for early detection of colon cancer

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Insured persons between 71 – 75 years of age	<ul style="list-style-type: none"> <li>Organized screening: invitation letters with educational brochure, faecal occult (invisible) blood test with</li> </ul>	<ul style="list-style-type: none"> <li>Number of invited insured persons and response</li> <li>Number of suspicious test results</li> <li>Number and turnout for</li> </ul>	<b>Organizers:</b> County institutes of public health	State budget funds, Prevention of malignant diseases A795006 - 5.000.000 HRK	No	Due to its importance this measure has been carried out continually.

	instructions for testing, organized colonoscopy examinations for all insured persons with positive faecal occult blood test	colonoscopy because of suspicious test result <ul style="list-style-type: none"> <li>• Number of confirmed colon cancers</li> <li>• Colon cancer incidence</li> <li>• Colon cancer mortality rate</li> </ul>		in 2011 and 2012		
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### 3.3.4. Programme on improving access to and quality of healthcare services for Roma children

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from the NIPSI 2009 – 2010 and explanation
Roma newborns and children not included in regular vaccination due to being unformed or not attending preventive examinations and vaccinations included in primary health care	<ul style="list-style-type: none"> <li>• Systematic work on upgrading health of Roma newborns and children by equalizing the level of vaccination among Roma children with the rest of the population, i.e. increasing the vaccinations rate for children whose parents are not familiar with or who have neglected the opportunity to utilize healthcare, aimed at preventive examinations or vaccinating their children</li> <li>• Epidemiologic search and determination of situation in the field</li> <li>• Informing and healthcare education of parents on utilizing healthcare preventive services guaranteed by the law (Act on Protection of the Public against Communicable Diseases) and by the Convention on Children's Rights</li> <li>• Campaign vaccination of Roma children who were not included in regular vaccination</li> </ul>	<ul style="list-style-type: none"> <li>• Number of Roma newborns and children per county</li> <li>• Regular vaccination coverage</li> <li>• Number of campaign vaccinations per county and achieved campaign vaccination coverage</li> <li>• Occurrence of illness among Roma children against which they were vaccinated</li> </ul>	<p><b>Organizers:</b> County institutes of public health</p> <p><b>Co-organizer:</b> Croatian National Institute of Public Health – epidemiology service for infectious diseases</p>	For vaccination: From the funds intended for vaccination within the state budget	No	Due to its importance this measure is being performed continually.

### 3.3.5. Prevention of diseases and disabilities

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Overall population	<ul style="list-style-type: none"> <li>Cooperation with citizens associations (specific preventive programmes and associations' projects related to promotion and protection of health and other functional and working abilities in case of chronic diseases and disabilities of special significance for public health)</li> </ul>	<ul style="list-style-type: none"> <li>Number of prevention programmes and associations' projects in the field of healthcare and level of financial resources ensured by MHSW</li> </ul>	<b>Organizers:</b> MHSW, ASC in the field of healthcare	State budget funds A803005 398.000 HRK and lottery funds 900.000,00 HRK in 2011 and 2012	No	Due to its importance the measure is being performed continually.

### 3.3.6. Ensuring equal access to healthcare services

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Overall population	<ul style="list-style-type: none"> <li>Realization of "National Waiting Lists" project – monitoring progress on waiting lists</li> </ul>	<ul style="list-style-type: none"> <li>Number of waiting days for specific healthcare services in hospitals</li> </ul>	<b>Organizers:</b> MHSW, health institutions	Within the scope of regular activities	No	Due to its importance the measure is being performed continually.
Overall population	<ul style="list-style-type: none"> <li>Realization of the project on reorganizing urgent medical assistance</li> <li>Increasing availability of urgent medical treatment</li> </ul>	<ul style="list-style-type: none"> <li>Establishment and commencement of work of emergency healthcare institutes on county level</li> <li>Number of institutions included in the process of informatization</li> <li>Number of emergency service employees included in education programme</li> </ul>	<b>Organizer:</b> MHSW	State budget funds A 618160 M Croatian Institute for Emergency Medical Service 4.300.000 HRK in 2011 and 5.278.800,00 HRK planned for		In 2011 – establishment of all emergency healthcare institutes on county level (21)

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
				2012 within the scope of regular activities		
Overall population	<ul style="list-style-type: none"> <li>Introducing a unique system of quality standards in health care</li> <li>Monitoring the work of the Agency for Quality and Accreditation in Health Care</li> </ul>	<ul style="list-style-type: none"> <li>Commencement of working activities of the Agency for Quality and Accreditation in Health Care</li> <li>Number of submitted healthcare institutions' requests for commencement of accreditation procedures</li> <li>Number of accredited health care institutions</li> </ul>	<b>Organizers:</b> MHSW, Agency for Quality and Accreditation in Health Care	State budget funds A734203, Agency for Quality and Accreditation in Health Care 5.111.000 HRK in 2011 and 5.074.208 HRK planned for 2012	No	
Overall population	<ul style="list-style-type: none"> <li>Realization of specializations' plan</li> </ul>	<ul style="list-style-type: none"> <li>Number of planned specializations, number of initiated specializations and subspecializations</li> <li>Number of contract specialists as opposed to number of practitioners of general/family medicine on the primary healthcare level</li> </ul>	<b>Organizers:</b> MHSW, health care institutions	A690054 40.000.000 HRK for specializations in 2011 and 35.000.000 HRK planned for 2012	No	Due to its importance the measure is being performed continually.
Overall population	<ul style="list-style-type: none"> <li>Monitoring data on insurance premium payment for vulnerable groups</li> </ul>	<ul style="list-style-type: none"> <li>Total number of insured persons per day</li> <li>Total number of concluded supplemental health insurance policies</li> <li>Number of insured persons with insurance basis 00302 (social welfare)</li> <li>Total number of insured persons exercising their right to supplemental health insurance covered by the budget</li> <li>Number of insured persons with insurance basis 00115, 00116, 00117, 00120, 00122, 00164 (unemployment)</li> </ul>	<b>Organizers:</b> CIHI, MHSW	For the supplemental health insurance covered by the state budget 555.000.000 HRK for 2011 and 555.000.000 HRK for 2012		Due to its importance the measure is being performed continually.

### 3.4. Expanding social services network, developing a non-institutional system of services and improving access to services

#### 3.4.1. Deinstitutionalization

Deinstitutionalization remains a key priority of social inclusion policy. Deinstitutionalization plan announced in the NIPSI 2007 – 2008 was carried out slower than expected due to financial problems, insufficiently clear objectives, unwillingness, etc. This is why in 2010 the Croatian Ministry of Health and Social Welfare developed the National Plan on Deinstitutionalization and Transformation of Social Welfare Institutions and Other Legal Entities Providing Social Welfare Services in the Republic of Croatia 2011 – 2016 (2018) with the purpose of accelerating the processes of transformation and deinstitutionalization and creating grounds for planning the establishment of welfare housing network and social welfare activities. The National Plan represents a document that serves as a basis for defining priority financial investments in development of social services network in regions and counties. In contrast to the Plan on Deinstitutionalization within NIPSI 2007 – 2008, which contained no clear quantitative objectives related to deinstitutionalization, the above-mentioned National Plan contains quantitative and time projections for necessary decrease in capacity of institutional care and planned projections for increase of community-based types of housing, in addition to ensuring services equal access to services in all the regions (quantitative objectives and time-frames are listed within this document). Each social welfare institution and other legal person are expected to develop individual plan for deinstitutionalization and transformation until the beginning of 2011. Individual plans must contain an overview of general data about institute or other legal person, services, users and employees, data related to priority services on county level and availability of relevant services to target group of users, as well as a concept of possible transformation in accordance with the guidelines set forth in the National Plan. Upon analyzing individual plans, MHSW shall develop Operational plan on Implementation of Deinstitutionalization and Transformation Process in Social Welfare Institutions for the period of 2011 and 2012. The plan will define scope and dynamics of these processes in relation to users, number and structure of the employees needed for providing support to users within and outside institution. In accordance with the Operational plan on Implementation of Deinstitutionalization and Transformation Process in Social Welfare Institutions for the period of 2011 and 2012, which will be drafted every two years until 2018, social welfare institutions will be asked to submit mandatory progress reports in collaboration with social welfare centres.

#### *Time-frame and deinstitutionalization objectives 2011-2018*

Period	Share of non-institutional forms of welfare			
	Children and young persons without corresponding parental care	Children and young persons with behavioural disorders	Children with developmental disabilities and adults with disability	Mentally ill adults
<b>Initial condition (2010)</b>	<b>62%</b>	<b>7%</b>	<b>27%</b>	<b>19%</b>
<b>2011</b>	<b>64%</b>	<b>9%</b>	<b>29%</b>	<b>19%</b>
<b>2012</b>	<b>66%</b>	<b>14%</b>	<b>33%</b>	<b>20%</b>

2013	69%	21%	37%	21%
2014	72%	28%	40%	24%
2015	76%	35%	45%	26%
2016	80%	44%	51%	29%
2017				32%
2018				35%

*Plan on deinstitutionalization and transformation of social welfare institutions: Period of 2011 – 2012*

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
<p>Children without appropriate parental care</p> <p>Children and young people with behavioural disorders</p> <p>Children and adults with disabilities</p> <p>Adults with mental disorders</p>	<ul style="list-style-type: none"> <li>Prevention of institutionalization and support for families to prevent separation from family</li> <li>Prevent reception of children up to 7 years of age into child care institutions and ensure conditions for discharging all children up to 3 years of age from institutions in which they were placed</li> <li>Legally limit institution capacities</li> <li>Ensure transition of young persons without parental care from institutions to non-institutional forms of care</li> <li>Analyze capacities of foster families and organized housing and encourage fostering activities and other non-institutional forms of care</li> <li>Decrease the number of permanent and weekly housing providers</li> <li>Adopt individual plans for transformation of social welfare institutions</li> </ul>	<ul style="list-style-type: none"> <li>Number of persons in social welfare institutions</li> <li>Number of persons in non-institutional forms of care</li> <li>Completed assessment of foster families and organized housing capacity</li> <li>Range of non-institutional forms of care</li> <li>Adopted individual plans for transformation of social welfare institutions</li> <li>Number of users from different groups who have left the institutions</li> <li>Adoption of regulations prohibiting reception of children up to 7 years of age into child care institutions and limiting institution capacities and construction</li> <li>Accepted decision on services network</li> <li>Regional coverage and development of institutional and non-institutional services</li> <li>Developed social welfare plans for the remaining 11 counties</li> </ul>	<p><b>Organizer:</b> MHSW</p> <p><b>Co-organizer:</b> LRSGU, social welfare institutions, ACS</p>	<p>State Budget: within regular funds of the Ministry, IPA, Component IV; non-refundable grants agreement called "Expanding Social Services Network within Community" 2.45 million EUR, and services agreement called "Social Welfare System Support in the Process of Further Deinstitutionalization of Social Welfare Services" 1 million EUR. (CES position)</p>	No	Continuation of the measures with more clearly defined objectives and indicators

	<ul style="list-style-type: none"> <li>• Decide on services network for the period of three years</li> <li>• Ensure regional balance between institutional and non-institutional forms of care</li> <li>• Develop social welfare plans on county levels</li> </ul>					
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### 3.4.2. Developing non-institutional services intended for families

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Family and family members	<ul style="list-style-type: none"> <li>• Provide advisory assistance to young families</li> <li>• Provide advisory assistance to pregnant women and family members during the period of preparation for a new family member</li> <li>• Provide advisory assistance to families with disturbed family relationships</li> <li>• Carry on with advisory work and workshops for parents serving prison sentence and their families</li> <li>• Organize workshops for parents and children in order to build good family relations and prevent unacceptable forms of behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• Number of young families seeking advisory assistance</li> <li>• Number of pregnant women and family members seeking advisory assistance during the period of preparations for a new family member</li> <li>• Number of families seeking assistance due to disturbed family relations</li> <li>• Number of parents serving prison sentence and family members involved in advisory work and workshop activities</li> <li>• Number and quality of workshops for parents and children promoting good family relations and preventing unacceptable forms of behaviour</li> </ul>	<b>Organizer:</b> MFVAIS  <b>Co-organizers:</b> Family centres	Regular funds from state budget for family centres positions	Yes	



Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
				Account 3631 and 3632, amount of 38.500.000 HRK.  Total planned funds for 2012 state budget, section 04605 MFVAIS, 4103 Intergenerational solidarity, Activity A754002 non-institutional services for elderly persons, Account 3631, amount of 38.500.000 HRK.		assistance at home and day care.

#### 3.4.4. Introduction of the institute of personal assistant in national legislation

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Persons with the most severe type and degree of disability	<ul style="list-style-type: none"> <li>Ensure personal assistant service to persons with the most severe type and degree of disability</li> <li>Create Draft Proposal for the Personal Assistant Act</li> </ul>	<ul style="list-style-type: none"> <li>Number of persons with the most severe type and degree of disability included in the project</li> <li>Adoption of the Personal Assistant Act</li> </ul>	<b>Organizer:</b> MFVAIS  <b>Co-organizers:</b> Associations of persons with disabilities	2011 - 15.200.000 HRK from the state budget and funds partly provided from lottery incomes (10.370.641 HRK planned)	No	

### 3.4.5. Development and expansion of non-institutional forms of welfare in collaboration with civil society organizations

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Children without appropriate parental care  Children and young people with behavioural disorders  Children and adults with disabilities  Adults with mental disorders  Female victims of violence  Homeless persons	<ul style="list-style-type: none"> <li>Implementation of a three-year programme called "Development and Expansion of Social Services Network Provided by Civil Society Organizations"</li> </ul>	<ul style="list-style-type: none"> <li>Number of agreements concluded with civil society organizations for the purpose of implementing the three-year programme</li> <li>Number and type of provided social services</li> <li>Number of social service users per target group</li> </ul>	<b>Organizer:</b> MHSW  <b>Co-organizer:</b> ACS	21.5 million HRK planned in 2011 from part of the lottery incomes	Yes	In 2010 a three-year programme has been developed which was aimed at encouraging civil society organizations to develop and expand services intended for special target groups. Selection of programme is carried out via tender. Subsequently, agreement is concluded with associations for the purpose of social services provision.

### 3.4.6. Decentralization of social welfare system

As already outlined in NIPSI 2009 – 2010 and the Report on Implementation of Joint Memorandum on Social Inclusion of the Republic of Croatia in 2009, the process of decentralization has been decelerated and action plan on decentralization has been amended. Due to significant economic and fiscal issues during 2009 and 2010, decentralization of social welfare system was not conducted in accordance with the with time-frame set forth in the National Strategy for Functional and Fiscal Decentralization and Human Resources Development (2007). It was foreseen that during 2010 rights of establishing social welfare centres, family centres and the majority of social welfare institutions would be transferred to counties, i.e. larger cities, in accordance with agreement between county and city authorities. If the rights of establishing social welfare institutions were transferred to county or city levels without adequate fiscal redistribution, this would have led only to formal decentralization which would probably aggravate the status of persons placed in social welfare institutions (since this might have caused regional differences in access to services and rights). This led to creation of proposal for new Social Welfare Act (in accordance with NIPSI 2009 – 2010). Proposal for the new Act has been drafted and it is expected to be adopted at the beginning 2011. The new Act aims at improving efficiency, transparency, accessibility of the social

welfare system and advancing quality of social services. However, due to above-mentioned reasons, the proposal for the new Social Welfare Act does not resolve social welfare system decentralization problem. This led to development of the Strategy for Development of Social Welfare System 2011 – 2016, which defines steps aimed at achieving decentralization and lists other activities within social welfare system (expansion of social services network, structuring and informatization of the system, ways of determining standard financial benefits, introduction of special benefits for adults with disability, etc.). Strategy for Development of Social Welfare System 2011 – 2016 suggests transferring the right of establishing social welfare centres and institutions to regional self-government units, i.e. local self-government units in the period from 2012 to 2016.

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Beneficiaries and social welfare service	<ul style="list-style-type: none"> <li>Preparation and adoption of the new Social Welfare Act and Strategy for Development of Social Welfare System 2012 – 2016</li> <li>Development of system of standards in providing individual services</li> <li>Analysis of representative associations on state level providing public services</li> </ul>	<ul style="list-style-type: none"> <li>Adoption of the new Social Welfare Act and Strategy for Development of Social Welfare System 2012 – 2016.</li> <li>Acceptance of standards for providing individual services</li> <li>Proposal for engagement of civil society organizations (associations) in providing social services of public interest</li> </ul>	<p><b>Organizer:</b> MHSW</p> <p><b>Co-organizers:</b> MFVAIS, LSGU, MPA OCNGO</p>	State Budget funds within the scope of regular activities	No	

### 3.5. Developing welfare services for preschool and school children

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Preschool children	<ul style="list-style-type: none"> <li>Further analysis of regional differences in the coverage of children by preschool education</li> <li>Open new preschool programmes and services</li> <li>Coordinate work of institutions providing care for children with parents' working hours</li> </ul>	<ul style="list-style-type: none"> <li>Number and percentage of coverage of preschool children in child care institutions, summarized by regions, urbanization levels and years</li> <li>Number and type of newly established kindergartens and preschool programmes,</li> </ul>	<p><b>Organizer:</b> LRSGU</p> <p><b>Co-organizers:</b> MSES, employers, ACS</p>	Funds from LRSGU	No	

School children	<ul style="list-style-type: none"> <li>Organize the work of kindergartens during holidays to ensure quality work with children during holidays, according to parents' needs, but not exceeding 10-hour daily stay in kindergarten</li> <li>Encourage greater involvement of business organizations and provide conditions for the care of preschool children of their employees</li> <li>Greater LRSGU involvement in the area of organizing care for preschool children</li> </ul>	<ul style="list-style-type: none"> <li>Number of kindergartens whose working hours have been harmonized with parents' working hours, summarized by years</li> <li>Number and capacities of newly established kindergartens and/or programmes offered by business organizations and LRSGU which offer care for preschool children, summarized by years</li> </ul>	<p><b>Organizer:</b> MSES</p>	No	Measure has been carried out for several years.	
Children and pupils belonging to the Roma national minority	<ul style="list-style-type: none"> <li>Encourage co-financing of the parental share in the preschool education programmes</li> <li>Co-finance preschool programmes</li> <li>Provide conditions for the inclusion of pupils belonging to the Roma national minority in school day care programme</li> <li>Train associate assistants to work with pupils belonging to the Roma national minority</li> <li>Increase the number of classes with Roma pupils integrated into the class</li> <li>Include Roma pupils in arts programmes in regular elementary schools</li> </ul>	<ul style="list-style-type: none"> <li>Number of MSES subsidies for the share of parental co-financing of children included in preschool education programmes</li> <li>Number of pupils whose attendance in preschool programmes is co-financed</li> <li>Number of Roma pupils included school day care programme</li> <li>Number of associate assistants trained to work with Roma pupils</li> <li>Number of classes with Roma pupils integrated into the class</li> <li>Number of Roma pupils included in arts programmes in regular elementary schools</li> </ul>	<p><b>Co-organizer:</b> LRSGU</p> <p><b>Organizer:</b> MSES</p> <p><b>Co-organizers:</b> ACS, ETTA</p>	<p>MSES budget, programme 3701, A767015 – 700.000 HRK in 2011 and 702.100 HRK in 2012</p>	No	<p>Free books are ensured for all children belonging to socially vulnerable categories via social welfare system (including children belonging to the Roma national minority they belong to this category).</p> <p>Free transport for pupils of the Roma national minority is financed from founder funds via decentralized budget resources.</p>

### 3.6. Facilitate access to housing for socially vulnerable groups

Due to fiscal and financial difficulties, the adoption of the Social Housing Strategy, announced in the NIPSI 2009 – 2010, has been delayed. The Strategy is expected to be adopted upon improvement of economic and financial situation.

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Socially vulnerable persons and persons with disability	<ul style="list-style-type: none"> <li>Allocation of social housing</li> </ul>	<ul style="list-style-type: none"> <li>Increased number of persons with resolved housing issues</li> </ul>	<b>Organizer:</b> LRSGU			
Socially vulnerable persons	<ul style="list-style-type: none"> <li>Assess the housing needs of different groups of socially vulnerable groups</li> </ul>	<ul style="list-style-type: none"> <li>Identified key housing problems</li> <li>Housing priorities set</li> </ul>	<b>Organizers:</b> MHSW ACS			
Returnees – former tenancy right holders (FTRH)	<ul style="list-style-type: none"> <li>Construction, reconstruction and apartments purchase*</li> </ul>	<ul style="list-style-type: none"> <li>Number of returnees – former tenancy right holders with resolved housing issues</li> </ul>	<b>Organizer:</b> MRDFWM  <b>Co-organizers:</b> SAPREB MEPPPC	State budget funds within the scope of regular activities of MRDFWM, construction facilities 4211, K570492, housing care in the areas of special state concern 179,000,000 HRK for 2011 and 180.000.000 HRK for 2012 SAPREB, MEPPPC State Budget funds within the scope of regular activities heading 07520, activities and projects K 260345, purchase of certain real-estates on the	No	Measure has been carried out for several years. Continuation of the measure.

Target groups	Activities	Indicators	Responsible and implementing institutions	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
				account of the Republic of Croatia, granting loans to domestic private persons 91.695.541 HRK planned in 2011 and 79.695.541 HRK planned in 2012		
Homeless persons	<ul style="list-style-type: none"> <li>• Increase the capacities of shelters</li> <li>• Strengthen the homeless reintegration programme in cooperation with SWC and ACS</li> <li>• Clear legal definition of homeless persons and their rights</li> </ul>	<ul style="list-style-type: none"> <li>• Number of places available in shelters</li> <li>• Number of homeless persons who have left shelters and live independently</li> <li>• Legal definition of homeless persons</li> </ul>	<b>Organizers:</b> LRSGU SWC ACS		No	

\* In 2010, a revised version of Action Plan for Implementation of Accelerated Housing Care Programme has been developed which addressed the issue of returnees, i.e. former tenancy rights owners within and outside the areas of special state concern, and a plan for concluding housing care in 2010 – 2011 has been prepared. In September 2010 a decision has been reached regarding sale of apartments owned by the Republic of Croatia (Official Gazette, 109/2010). Decision on new deadline for submitting requests outside the areas of special state concern (regarding former tenancy right owners) is being prepared. Housing issues of 3643 former tenancy right owners have been addressed and solved in the period from 2007 to 2010 (until October 2010).

### 3.7. Promoting gender equality in prevention of poverty and social exclusion

Target groups	Activities	Indicators	Responsible and implementing authorities	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Women	<ul style="list-style-type: none"> <li>Strengthening the capacities of county committees connected to gender equality promotion in accordance with the Gender Equality Act (Official Gazette, No. 82/08) and analysis of OGE</li> </ul>	<ul style="list-style-type: none"> <li>Funds intended for activities of county committees</li> <li>Activities of county committees after local elections</li> </ul>	<p><b>Organizer:</b> LRSGU</p> <p><b>Organizer:</b> OGE</p> <p><b>Co-organizer:</b> ACS</p>	<p>From the budget of LRSGU</p> <p>Funds for OGE are provided within regular activity of the Office.</p>	No	
Women	<ul style="list-style-type: none"> <li>Encouraging activities aimed at reducing female unemployment</li> <li>Elimination of all forms of discrimination of women on labour market by applying provisions of the Gender Equality Act and Act on Combating Discrimination</li> </ul>	<ul style="list-style-type: none"> <li>Female unemployment rate</li> <li>Monitoring courts' decisions regarding penalties to employers</li> </ul>	<p><b>Organizer:</b> MELE</p> <p><b>Organizers:</b> CMJ</p> <p><b>Co-organizer:</b> OGE OHR Gender Equality Ombudsman Ombudsman</p>		No  Yes	CMJ introduces new ways of monitoring courts' decisions in discrimination cases, making it possible to collect relevant information.
Women with disabilities	<ul style="list-style-type: none"> <li>Financing projects aimed at improving the position of women with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Conducting research on women with disability</li> <li>Number of projects intended for women with disabilities</li> </ul>	<p><b>Organizer:</b> MHSW</p> <p><b>Co-organizers:</b> MFVAIS, MSES, OGE ACS for persons with disabilities LRSGU</p>		No	
Roma women	<ul style="list-style-type: none"> <li>Encouraging inclusion of Roma women in decision-making and their participation in election of council members and</li> </ul>	<ul style="list-style-type: none"> <li>Implementing the National Programme for the Roma and Decade for the Inclusion of the Roma Action Plan 2005 – 2015</li> </ul>	<p><b>Organizers:</b> ONM CES</p> <p><b>Co-organizers:</b></p>	Programme intended for the Roma minority	No	

	representatives of national minorities <ul style="list-style-type: none"> <li>Pursuant to the National Programme on the Roma Minority encourage and monitor programmes focused on affirmation of Roma women</li> </ul>	<ul style="list-style-type: none"> <li>Number of Roma women participating in the work of council and representatives of national minorities</li> <li>Number of financed programmes aimed at improving the status and affirmation of Roma women</li> </ul>	OGE ACS for the Roma minority, LRSGU	Funds within regular activities of ONM	Yes	
Women	<ul style="list-style-type: none"> <li>Establishing database of economic status of women</li> </ul>	<ul style="list-style-type: none"> <li>Database on types of taxes depending on gender of taxpayers and proportion of women in total tax levies</li> </ul>	<b>Organizer:</b> Ministry of Finance, Tax Administration	State Budget funds within the scope of regular activities	Yes	From 1 January 2011, Taxpayer Registry contains data on gender of taxpayers obtained via system of personal identification number

### 3.8. Enabling revitalization and sustainable development of deprived areas and encouraging a balanced regional development of Croatia

Target groups	Activities	Indicators	Responsible and implementing authorities	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Persons living in areas of special state concern, mountainous areas and other deprived areas	<ul style="list-style-type: none"> <li>Implementation of the Strategy for Regional Development of the Republic of Croatia 2011 – 2013*</li> <li>Passing the Act on Deprived Areas which defines measures regarding development of deprived areas</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of measures from the existing legislation regarding areas of special state concern and measures defined within the Act on Hilly and Mountainous Areas</li> <li>Established Committee engaged on drafting proposal for the Act on Deprived Areas</li> </ul>	<b>Organizer:</b> MRDFWM	State budget funds within the scope of regular activities	Yes	Change of activity
Persons living in areas of special state concern	<ul style="list-style-type: none"> <li>Eliminate the threat of mines in areas of special state concern</li> <li>Educate citizens on hazards connected to mines and explosives</li> </ul>	<ul style="list-style-type: none"> <li>Size of demined area</li> <li>Types of demined areas</li> <li>Number of presentations and materials related to mine hazards</li> </ul>	<b>Organizers:</b> CMAC	State Budget funds within the scope of regular activities, heading 04035, section 040 activity A672007 –	No	

Target groups	Activities	Indicators	Responsible and implementing authorities	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
				demining, 181.001.000 HRK and 3.350.000 HRK as a share of state budget funds in projects financed from EU funds for 2011, 178.794.000 HRK and 4.000.000 HRK as a share state budget funds in projects financed from EU funds for 2012		
Returnees and people living in areas of special state concern	<ul style="list-style-type: none"> <li>Implementation of housing solutions in areas of special state concern</li> </ul>	<ul style="list-style-type: none"> <li>Number of persons provided with housing and those who still face housing issues</li> </ul>	<p><b>Organizer:</b> MRDFWM</p> <p><b>Co-organizer:</b> LSGU</p>	State budget funds within the scope of regular activities of MRDFWM, K570492, housing care in areas of special state concern - 342.000.000 HRK in 2011 and 385.000.000 HRK for 2012	No	Continuation of measure and correction of activity.  This measure has been carried out for several years.
Persons living on islands	<ul style="list-style-type: none"> <li>Implementation of the Islands Act</li> </ul>	<ul style="list-style-type: none"> <li>Number of measures carried out with the aim of equalizing living conditions with other regions in the Republic of Croatia</li> </ul>	<b>Organizers:</b> MSTI	State Budget funds within the scope of regular activities	No	Measure has been carried out for several years.

\*The Strategy for Regional Development of the Republic of Croatia 2011 – 2013 has been adopted on June 4, 2010. The state plans to pass the Act on Deprived Areas which will define measures for development of deprived areas.

### **3.9. Considering long-term and sustainable solution to poverty among senior citizens and retirees**

In April 2010, The Government of the Republic of Croatia adopted the Economic Recovery Programme which defines, among other, activities and measures related to further reform of pension insurance system, with the purpose of achieving long-term sustainability of social insurance due to increase of elderly population, as well as increasing efficiency of social transfers by making them available exclusively to persons in need. The set objectives are expected to be achieved via short-term and medium-term measures related to pension insurance on the grounds of intergenerational solidarity and individual capitalized pension insurance. Application of legislation enforcing these measures will influence overall flows in pension system as well as flows and relations monitored within measures planned by NIPSI 2011 – 2012.

Pension insurance on the grounds of intergenerational solidarity, aimed at ensuring "long-term sustainability of social insurance system due to increase of elderly population", is expected, among other, to gradually equalize the age for gaining rights to retirement and premature retirement, as prescribed by the Constitutional Court Decision from April 18, 2007, and to amend the initial factor for determination of premature retirement in order to decrease the amount of retirement benefit in case of premature retirement in a more appropriate manner. Act on Amendments to the Pension Insurance Act, passed by the Croatian Parliament at its session held on October 22, 2010, introduced the following amendments:

- Increase in retirement age for women before they can gain right to retirement (from 60 to 65 years of age) and premature retirement (from 55 to 60 years of age). Retirement age limit will gradually increase for 3 months per year. Transitional period will therefore last for 20 years.
- Decrease in premature retirement benefits in case of insured persons with lesser years of service, with the aim of decreasing the benefits in a more appropriate manner, due to the fact that current decrease by 1.8% per year, i.e. by 9% in case of persons who retire five years earlier, has not been proportional to benefits and costs of premature retirement, taking into consideration prolonged life expectancy.
- Increase in retirement benefit by 0,15% per month after the retirement age has been reached (for the maximum period of 5 years), for insured persons who obtained the right to retirement benefit for the first time, thereby encouraging employees to stay employed for a longer period of time. The above-mentioned increase of retirement benefit, as well as the determination of the amount of retirement benefit based on wages received during years of service, will gradually lead to increase of retirement benefits of male and female workers.

Within the objective set forth in the Economic Recovery Programme aimed at "increasing efficiency of social transfers by making them available exclusively to persons in need", 2011 will mark reconsideration of the means of providing funds for the lowest retirement benefit and the conditions for obtaining right to the lowest retirement benefit by introducing income and proprietary census. Moreover, this period will include reconsideration and proposal of new measures regarding retirement benefits obtained on the basis of both pension insurance pillars, since current retirement benefits are lower than those arising from the first pillar. For this purpose a new actuarial model is being prepared which will provide projection of long-term trends in pension system, in order to decide on the most appropriate measures aimed at solving issues of low retirement benefits arising from both mandatory pension insurance pillars.

Target groups	Activities	Indicators	Responsible and implementing authorities	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Retired persons	<ul style="list-style-type: none"> <li>• Observe flows in the minimum retirement benefit within reformed pension insurance system</li> <li>• Consider adequacy of inducing income and property census in obtaining right to minimum retirement benefit</li> <li>• Encourage people to stay employed as long as possible</li> <li>• Analyze possibilities of employment on the basis of work contract and receiving retirement benefit</li> <li>• Analyze the system of retirement benefits received under special conditions (the so-called privileged retirement benefits)</li> </ul>	<ul style="list-style-type: none"> <li>• Number of retired persons receiving minimum retirement benefits</li> <li>• Proportion of funds intended for minimum retirement benefits</li> <li>• Change of regulations related to conditions for obtaining the right to minimum retirement benefit</li> <li>• Number of retired persons with maximum years of service</li> <li>• Number of retired persons who obtained the right to premature retirement</li> <li>• Discussed proposal on possibility of being employed on the basis of work contract and receiving retirement benefit at the same time</li> <li>• Amendment (revision) of system of the so-called privileged retirement benefits</li> </ul>	<b>Organizers:</b> MELE, CPII	State budget funds within the scope of regular activities Division 050- MELE-20-CPII	No	
	<ul style="list-style-type: none"> <li>• Consider methods for just distribution of pension reform burden</li> <li>• Discuss proposals of measures aimed at solving issues of low retirement benefits arising from both pension insurance pillars</li> </ul>	<ul style="list-style-type: none"> <li>• Difference in retirement benefits among male and female workers</li> <li>• Retirement benefits on the basis of intergenerational solidarity as opposed to retirement benefits on the basis of individual capitalized saving</li> </ul>	<b>Organizers:</b> MELE, CPII, CFSSA		Yes	Retirement benefits of male and female workers are regularly monitored, as well as retirement benefits on the basis of intergenerational solidarity and retirement benefits based on individual capitalized saving. Furthermore, a new actuarial model for long-term trends within pension

						system is being prepared so as to select the most appropriate measures aimed at solving issues of low retirement benefits arising from both mandatory pension insurance pillars.
	<ul style="list-style-type: none"> <li>• Take into account the alignment of retirement benefits with minimal international standards</li> </ul>	<ul style="list-style-type: none"> <li>• Share of pensions in salaries</li> </ul>	<b>Organizers:</b> MELE, CPII		No	Continuation of measure
Elderly persons	<ul style="list-style-type: none"> <li>• Protect elderly population with no adequate income through social welfare system: associate permanent assistance with relative line of poverty</li> <li>• Protect elderly persons living alone through social welfare system: Increase of subsidiary amount intended for persons living alone</li> </ul>	<ul style="list-style-type: none"> <li>• Adopted amendment of the Social Welfare Act encouraging permanent assistance to be associated with the relative line of poverty</li> <li>• Number of elderly persons entitled to financial subsidiary in accordance with the Social Welfare Act</li> <li>• Subsidiary amount for elderly persons living alone after introducing amendment to equivalence scale</li> </ul>	<b>Organizer:</b> MHSW <b>Co-organizers:</b> SWC,LRSGU		No	Continuation of measure

### 3.10. Strengthening co-operation and partnership between Civil Society Associations and other stakeholders

From 2009, the Office for Cooperation with NGOs has initiated a process of more intensive co-ordination and consultation with administration authorities and other relevant stakeholders connected to improvement of the system of contracting out social services of public interest to Civil Society Associations. This led to adoption of the Codex for Consultation with the Interested Public in the processes of passing laws, regulations and legal acts, as well as determination of guidelines serving as efficient means of help to national authorities and interested public in the processes of passing laws and other legal acts. The Codex also suggested preparation of guidelines for its implementation and a programme of systematic education for consultation coordinator.

Target groups	Activities	Indicators	Responsible and implementing authorities	Planned funds	New measure yes / no	Continuation of measure from NIPSI 2009 – 2010 and explanation
Civil society organizations, employers, labour unions, public authorities	<ul style="list-style-type: none"> <li>• Promotion of civil society dialogue as a mechanism for solving various social problems in community</li> <li>• Strengthen co-operation and partnership between Civil Society Associations and the Government as well as within civil sector</li> <li>• Develop a programme of education for consultation coordinator in state administration bodies and use it regularly</li> </ul>	<ul style="list-style-type: none"> <li>• Number of sessions held by the Advisory Board for Civil Society Development</li> <li>• Number of state administration bodies with assigned consultation coordinator</li> <li>• Developed programme of education for consultation coordinator in state administration bodies</li> <li>• Number of held educations intended for consultation coordinators</li> <li>• Number of consultations carried out in accordance with the Codex and Guidelines on Codex Implementation</li> </ul>	<p><b>Organizer:</b> OCNGO</p> <p><b>Co-organizers:</b> ABCSD Ministry of Public Administration – Centre for Professional Education and Training of Civil Servants state administration bodies</p>	State budget funds within the scope of regular activities	Yes	Implementation period 2011 – 2012