

**OPERATIONAL PROGRAMME UNDER THE  
'INVESTMENT FOR GROWTH AND JOBS' GOAL**

CCI	2014HR05M9OP001
Title	ESF Operativni program Učinkoviti ljudski potencijali 2014.-2020.
Version	1.0
First year	2014
Last year	2020
Eligible from	2014.01.01
Eligible until	2023.12.31
EC decision number	
EC decision date	
MS amending decision number	
MS amending decision date	
MS amending decision entry into force date	
NUTS regions covered by the operational programme	HR0 - HRVATSKA

# **1. STRATEGY FOR THE OPERATIONAL PROGRAMME'S CONTRIBUTION TO THE UNION STRATEGY FOR SMART, SUSTAINABLE AND INCLUSIVE GROWTH AND THE ACHIEVEMENT OF ECONOMIC, SOCIAL AND TERRITORIAL COHESION**

## **1.1 Strategy for the operational programme's contribution to the Union strategy for smart, sustainable and inclusive growth and to the achievement of economic, social and territorial cohesion**

1.1.1 Description of the programme's strategy for contributing to the delivery of the Union strategy for smart, sustainable and inclusive growth and for achieving economic, social and territorial cohesion.

For the previous ten years Croatia was strongly involved in the pre-accession programmes (CARDS, PHARE, IPA, SAPARD and IPA). With the accession date 1st of July 2013, Croatia became eligible for structural funds. From that point, resources and capacities are secured for improving of socioeconomic conditions and achieving of Europe 2020 targets. Keeping that in mind, Croatia is strongly committed to contribute to 2020 targets by investing in smart, sustainable and inclusive growth. Taking into account the specificity of Croatian society and economy, national 2020 targets are set in line with the Europe 2020 targets.

### **National headline targets:**

- Employment rate (% of the 20-64 year-olds to be employed) = 62.9%
- GERD / % of the GDP to be invested in R&D/innovation = 1.4%
- Greenhouse gas emissions (Index 1990=100) = 106
- Energy from renewables (%) = 20
- Energy from renewables (%) = 20
- Increase in energy efficiency (%) = 20
- School drop-out rate (%) = 4
- Third level education attainment (%) = 40
- People in or at risk of poverty and social exclusion = 150,000

In the Country Specific Recommendations (CSR) 2014 following issues relevant for the Operational Programme Efficient Human Resources 2014-2020 (OP EHR) are stressed out:

1. Employment and activity rates are amongst the lowest in the EU, and are particularly low for young people and older people.
2. High unemployment and low labour market participation have led to a deterioration of the social situation in Croatia.

3. The health sector achieves reasonably good health outcomes and, with some regional variation, services are accessible, but the system contributes significantly to pressure on the public finances.
4. Despite a number of past initiatives to improve the ongoing process of the public administration reform and the effectiveness of the justice system, further substantial investments in HRD and business processes are needed.

Therefore, through Priority axes set in the OP EHR, above mentioned issues are tackled in order to improve Croatian socio-economic performance.

OP EHR is based on the concentration of investments in 4 thematic objectives (TO) of the Common Strategic Framework and their specific investment priorities.

Following the structure of thematic objectives, 4 priority areas are established:

1. High employment and labour mobility
2. Social inclusion
3. Education and lifelong learning
4. Smart administration

Since the focus of the OP EHR is on the improvement of the socio-economic conditions in Croatia, special concern is directed to the vulnerable groups. On the national level the Strategy for combating poverty and social exclusion in Republic of Croatia (2014-2020) defines the most vulnerable groups in the society. A term vulnerable group throughout the OP implies groups stated in this section unless it is further specified.

The following areas of exclusion are differentiated:

- Exclusion according to economic status (the poor, unemployed - especially long-term unemployed, homeless, returnees and displaced persons, migrants - especially asylum seekers and person granted asylum, persons living on islands and in rural areas)
- Exclusion according to family structure (single households, one-parent households, children without adequate parental care, families with more than two children)
- Exclusion according to belonging to particular groups/identification (national/ethnic/race/religion minorities, sexual minorities)
- Exclusion according to age (children, youth, older persons and retired)
- Exclusion according to crime commitment (prisoners and ex-prisoners, children and youth with behavioural disorders, victims of crimes, especially victims of trafficking and family violence)
- Exclusion according to education (persons with no or lower education attainment, drop outs)

- Exclusion according to health status – (mentally ill persons, persons infected by HIV/AIDS and Hepatitis C, persons with problems of addiction to alcohol, drugs or gambling, persons with genetic and chronic diseases)
- Exclusion according to disability (persons with physical and sensory impairment, persons with intellectual/mental impairment)
- Part of Croatian Homeland war veterans and victims of war and members of their families

Problems of social exclusion and discrimination by society and individuals are present in all the above mentioned groups. Some vulnerable groups are recognised as more characteristic for some specific priority areas. Therefore, in description of some specific objective, certain vulnerable groups are emphasised.

## **1. HIGH EMPLOYMENT AND LABOUR MOBILITY**

### *Strategic foundations and legislative background*

The EU2020 Strategy sets the employment headline target:

- The employment rate of the population aged 20-64 should increase from the current 69% to at least 75%, including through the greater involvement of women, older workers and the better integration of migrants in the work force;

Partnership Agreement and the National Reform Programme (2014) of the Republic of Croatia formulate the priorities of the Government to reduce unemployment and address the skills mismatches and shortages, preserve jobs and prevent further unemployment spells, work towards flexibilization and mobility on the labour market, linking education and the labour market via Croatian qualification framework (CROQF), and improving effectiveness of labour market institutions.

CSR for Croatia, provided by the Commission in June 2014, put further focus and precedence in this regard on actions aimed at labour law reform implementation, strengthening the effectiveness and outreach of active labour market policies, reinforcement of PES capacities both on the national and regional level, increasing service coverage and outreach for special groups, such as youth, long-term unemployed and older workers.

*Aiming to prolong working lives and stimulate later retirement the new Law on pension insurance has been adopted in 2013. The Law regulates a new way of determining early retirement benefits and is expanding the group of retired persons who can work and receive a part of pension.*

### *Labour market challenges*

Croatian economy is in a prolonged slump, with cumulative GDP decline of 12% between 2008 and 2013. Croatia's employment rate decreased by about 1.3-3.0 percentage points annually from 62.9% in 2008 to 53.9% in 2013, much more severely

than in the EU (70.3% down to 68.3%). Employment has most notably declined in construction, wholesale and retail, manufacturing, publishing and media, which all shed more than one sixth of the workforce. The decline was more modest in transport, hospitality and business services, while some employment growth was evident in knowledge-intensive services, in particular IT, health and education. The draft Industrial strategy and Tourism Development Strategy are estimated to increase the employment rate by up to 5 percentage points by 2020, focusing on medium-high tech manufacturing, communication and IT, in line with the smart specialization framework, and having in mind demands of the growing "green economy". This requires substantial investment in development of curricula, attractiveness and quality of vocational education and apprenticeships, while retaining the human capital of older workers already in employment, as well as a system of coordination and cooperation between the business, education system and scientific research sector.

The employment rate is not equally unfavourable for all segments of population. Employment rate gap is most prominent among youth below 25 and cohorts over 50, while the population 30-39 is about the EU average. Employment rate of women in 2013 was 49.7% which is well under the EU average (62.5%) and considerably lower than 58.3% employment rate of men. In the final quarter of 2013, employment rate for women in the age group 15-24 stood at 12.5%, 25-54 at 64.4% and 55-64 at 31.5%, significantly lower than in males (17.8%; 69.9%; 42.7% respectively). Employment rate is very low for persons without upper secondary education: 35.7% in 2013, modest for numerous population with upper secondary education (53.8%), and substantially better for persons with tertiary education (74.2%). This is markedly worse for any given group than EU averages (51.4%, 69.3%, 81.7%), but the employment rate gap is much larger for the population without tertiary education. Apart from the economic crisis, the labour market participation is being threatened by demographic changes, as the pool of working age population declines (population 55-64 in 2011 stood at 584,000 while their replacement cohort 15-24 numbered only 505,000). According to most recent projections, working-age population (15-64) is about to decline by 5.7% between 2010 and 2020 and it is important that efficient human resource strategy invests in older workers.

The unemployment rate is steadily increasing from 8.4% in 2008, reaching 17.2% in 2013. A total of 345,112 persons were registered as unemployed. A particular problem is long-term unemployment, which accounted for 11.0% out of active population (two thirds of all unemployed) in 2013. This risk is especially high among unemployed with less than upper secondary education, older unemployed and unemployed persons with no prior employment experience. Education plays a large role in unemployment risk, as within 25-64 age group the unemployment rate stood at 19.6% for persons with primary and lower secondary education, 15.2% for those with upper secondary education and 9.3% for the tertiary educated population.

In Croatia, there have been several attempts to tackle the issue of undeclared work and the underground economy. A comprehensive and systematic approach of strategies, measures and policies based on the in-depth analysis of the situation and gathering of relevant data to measure undeclared work more precisely was not developed and implemented yet. The share of underground economy in the Croatian economy is rather high compared to other EU countries (Croatia 29.8% and EU-27 19%).

### *Focus on youth*

Young people are in a particularly unfavourable position on the labour market, with the unemployment rate in 15-29 age group rising from 15.8% in 2008 to 35.2% in 2013 while NEET rate stood at 20.9% (EU average 15.9%). Recent background analysis for Youth Guarantee Implementation Plan (YGIP) indicates a pattern of protracted and uncertain school to work transitions for youth in general, and severe challenges for youth who fail to complete upper secondary education, have limited or no family support, face health or disability issues, or belong to Roma minority. 47% of youth have their first job in occupation that is not compatible with their field of education.

Croatia strongly supports the Commission Youth Employment Initiative and commits its services to fully implement YGIP and use ESI Funds investments complementarily with national and other resources for sustainable integration of young into the labour market and thus a Council of the Minister of Labour and Pension System for advising YGIP was established. The Council involves all relevant stakeholders (civil sector, social partners and other relevant institutions) to maximise the impact of YG and provide basis for a stronger partnership in monitoring and evaluating the effectiveness of proposed initiatives. YG activities in Croatia cover young people under 30 years of age. YGIP was submitted to the EC in April 2014, together with NRP and contains two sections:

- Early intervention and activation – reforms and measures that prevent early school leaving and support activation of inactive young people;
- Labour market integration – reforms and measures aimed at youth activation in the LM through strengthening job creation, strengthening employers to offer high quality schemes of the work based learning, encouraging youth entrepreneurship etc.

YGIP contains stronger involvement of the education system, in particular with respect to apprenticeships, linkages between education system and employers and establishing vocational curricula.

YGIP envisages a wide range of reforms and measures, covering all areas concerning youth transition, with particular accent on young NEET's, from education into the LM. The main areas in tackling high youth unemployment rate are implementation of curricular and apprenticeships reform, CES capacity building (which will serve as “one-stop shop” for quality guidance in job search and in career choice) and setting up a unified system of tracking persons in school and upon leaving school to be able to intervene before dropping into inactivity. A set of other smaller-scale reforms and interventions are envisaged, like providing support for local stakeholders for development of employment action plans, support to providing quality traineeship and apprenticeship schemes, providing support for entrepreneurship and support for social partners and chamber organizations to provide better support to their members. Legislative reforms, like innovative curricula in VET, entrepreneurial impulse initiative and active labour market policy (ALMP) measures, are proceeding in line with available resources.

### *Cause for active labour market policies*

The labour market situation calls for stronger support for activation via ALMP measures. Such measures were considerably expanded in scope between 2011 and 2013, with additional focus in 2013 on aiming ALMPs at certain target groups of unemployed persons, as well as employed persons facing the risk of losing their job.

ALMP investments under this Priority Axis will provide targeted and tailored trainings aiming at increasing employability of the identified groups but will also encompass subsidies for most vulnerable, as well as preventative and rapid-reaction measures, aiming at preservation of jobs and maintaining employment under conditions of changing labour market situation.

The level of self-employment remains inadequate to contribute to the improvement of labour market situation. In the period 2008-2013, the share of self-employed persons in the total number of employed aged 20-64 decreased from 17.4% to 15.8%. An Ex-ante Assessment of Access to Finance Market Gap containing more details on current circumstances and scenarios on how to improve them is being drafted at the time of writing of this OP. Once completed, more suitable and innovative instruments will be proposed based on its findings. It is expected that main efforts will focus on the following changes: increase access to financing and continuous institutional support before and during start-up, provide more individualized trainings and mentoring programmes, monitoring and follow up, with special attention being paid to vulnerable groups who are in the need of additional support.

#### *Developing institutional capacities of labour market institutions*

The ability to identify areas where policy interventions on the labour market are necessary is very dependent on a good evidence base, analytical capacity, reliable data collection instruments and integrated databases of all relevant labour market institutions. There is a need to monitor implementation of policy measures and to have a system of evaluating policy impact in order to improve targeting, increase outreach and avoid dead-weight and substitution effects. Such capacities are being introduced in the Ministry of Labour and the Pension System (MLPS) but need more resources so that sustainability is ensured. Data need to be integrated into a register of human resources which will become the main resource for all the functions outlined above.

Education for the labour market is instrumental in the development of competitiveness, employability and new skills for new jobs. Identification of skill gaps and future skill needs requires continual assessment of needs of the economy and their translation into training outcomes. In cooperation with other ministries, MLPS is in the process of building capacity for developing a system by using CROQF as the main mechanism for detecting needs, creating adequate occupational and qualification standards and supporting the development of relevant training programmes. Several new instruments need to be developed which will support the implementation of the CROQF with the aim of gathering information about actual skill needs from employers. As for broader monitoring of the labour market, a real-time labour market information system (ALMIS) is being developed, with substantial involvement of CPII and REGOS who are working on securing procedures for processing and preparation of statistical data and analyses.

Finally, capacity has to be built for providing information to the many stakeholders on the current and future structure of demand and supply of labour. Labour market and education data will be made available on-line in support of life long career guidance and thus promoting human potential, through informed choices of education, apprenticeship and work experience, and professional and spatial mobility.

In order to increase the availability of employment services to users, it is crucial to strengthen capacities of labour market institutions: Croatian Employment Service (CES), Croatian Pension Insurance Institute (CPII), The Central Registry of Affiliates (REGOS) and Ministry of Labour and Pension System - labour inspectorates, in terms of human resources and in terms of differentiation and specialisation of services.

There is an ongoing effort to implement better and continuous monitoring and evaluation of labour market developments in general and effectiveness of ALMP in particular, so as to achieve timely, efficient and appropriate response to labour market changes and challenges. A comprehensive external evaluation of the previous cycle of CES ALMP measures will start in 2014. Provision of quality individual services both to the employers and unemployed persons through the CES will lead to reduction in frictional unemployment and greater efficiency in coordination of labour supply and demand. The efficiency will be improved via efficient implementation and monitoring of business processes and via developing services and e-services intended for users on national and local levels. In order to strengthen the capacities and ensure a more professional service, the new organisational forms in CES are set to expand further (establishment of youth centres and centres for informing and career counselling), while counsellors are set to specialise for special groups on the labour market.

Investments in infrastructure have to be streamlined together with the soft measures identified as the shortcomings in respective institutions. There is progress in this regard in terms of the establishment of a central place for processing a claim for social security benefits or change of insurance status, supported by World Bank (WB), however further developments are needed in order to ensure more efficient and integrated business operations, enable appropriate data protection and strengthen analytical capacities of the institutions.

Local labour markets also play a crucial role with the aim of reducing regional disparities. There is a substantive variation in unemployment rates among Croatia counties, ranging from 8.7% (City of Zagreb) to 33.4% (Virovitica-Podravina County). Differences extend to industrial structure, level of economic development, income and education, composition of population and available human resources. Main economic activity is focused around several major cities, as are the most job vacancies. All Croatian counties have developed Human Resources Development strategies and have established Local partnerships for employment bases for targeted and precise local actions. Such efforts will tie in with currently running IPA IV Local Employment Development grant schemes.

#### *Building upon prior achievements*

Croatia has gained relevant experience in tackling employment issues through the project approach in the pre-accession period. Interventions were aimed at different vulnerable

groups on the labour market, including persons with disabilities, women, youth, and dedicated to capacity building and development of structures, procedures and processes for improvement of service delivery. In the pre-accession period, 21 Local partnerships for employment were established, the Labour Market Training Centre was set up, preconditions for the functioning within the EURES network were created, 7 Life-long Career Guidance centres were established, and needs for infrastructural investments in PES were examined. Many of the activities and developments initiated in the pre-accession period will continue into 2014-2020, leading to direct improvement of employment situation to certain target groups as well as increase in scope and quality of provided employment services.

## **2. SOCIAL INCLUSION**

In 2012 Croatia had one of the highest rates of people at risk of poverty and social exclusion in the EU – 32.3% of total population. At risk of poverty rate was 20.5% before social transfers, and 30.4% after. According to activity status of persons, at risk of poverty rate was highest for the unemployed (42.9%), economically inactive (31.9%) and retired (21.8%). Regarding households, rate was the highest for single women households (42.7%), and for single parent ones (40.4%). According to work intensity, rates are highest in families with children and low work intensity (70.6%).

To support the EU2020 poverty target, NRP 2014 sets Croatia's national goal to decrease the number of persons at risk of poverty and social exclusion by 150,000 by 2020. Strategy for combating poverty sets priorities for combating poverty: targeting vulnerable groups (long-term unemployed, young, PWD), improving targeting of social protection system and access to social and health, and prevention measures such as early childhood services.

Regarding the areas most affected by poverty, they correlate with those identified as assisted areas, based on the development index. They are characterized by higher unemployment rates, lower income and education attainment rates, depopulation, lower living standard and poorer housing conditions which reflects slower economic and social development in these areas, less job and education opportunities, limited availability of basic infrastructure and consequently results in increased risk of poverty.

Regarding problems of poverty and social exclusion suffered by marginal communities such as Roma, the EU has consistently emphasised the interrelationship between issues such as education, employment, health and physical housing conditions, and similar interrelationships can be noted in Croatia. Cultural and especially intercultural activities can provide an important mean for social inclusion of vulnerable groups.

Also, very specific to Croatia is the fact of recent direct experience of war (1991-1996), as well as categories at increased risk of social exclusion such as war veterans and war victims, refugees, internally displaced persons (IDPs), returnees etc. In the Croatian Homeland War more than 150,000 homes and estates and over 25% of the Croatian economy were destroyed. Direct damage in Croatia amounted to 32 billion EUR. More than 21,000 lives were lost, and 57,890 Croatian Veterans suffered organism damage greater than 20%.

Discrimination significantly contributes to the increase in social exclusion of vulnerable groups. Although the regulatory framework is in place, the fight against discrimination and the implementation of anti-discrimination measures remains rather limited. Ombudsperson's reports on discrimination for 2012 stated ethnic origin as the most common cause for discrimination. Discrimination is most prominent in the area of employment and working relations. The report also indicates the trend of under-reporting of discrimination.

### *Social services*

According to CSR and SWD, social protection system is not efficient or transparent enough and targeting of benefits is not adequate. Due to high unemployment there is increased number of beneficiaries of social welfare rights. Social Welfare Act defines *Guaranteed minimum allowance*. It is expected to stimulate labour market activation of beneficiaries and their employment through built-in activation measures – obligation of job search, prequalification, public works, etc. This is important since 44.45% of social welfare rights beneficiaries are work-able. Additionally, poverty rates among youth and children are increasing due to high unemployment rates. These issues were tackled through IPA service projects of improving experts within labour and social system for working with PWD, women and long-term unemployed. Projects of local stakeholders were financed through grant schemes in order to raise access to employment of disadvantaged groups. Additional activities regarding social protection system include establishment of *One stop shop cash centres* supported by WB. Social benefits on national and local level include 70 benefits provided by 8 ministries and 50 programmes on local level. These centres should be a unique place where all benefits will be administrated, making them more accessible, transparent and reducing their overlapping. Through PROGRESS project a Strategy for more cost effective social protection system will be developed. In order to prevent poverty, through Transition Facility, measures related to early identification of those at risk of poverty will be implemented.

According to CSR and SWD, long-term care services are dispersed between health and social welfare systems and pressure on institutional care is constant. Position paper states that access to quality community based social support is limited, and shift from institutional to community based care is recommended.

MSPY's main goal is process of deinstitutionalisation set in Strategy for combating poverty, Strategy of Social Welfare Sector Development, Plan of deinstitutionalisation and transformation of social welfare homes and other legal entities in Croatia 2011-2016/2018 and its accompanying Operational plan 2014-2016. Figures for 2012 show that out of 12,373 beneficiaries of social services, 62% of them were in institutions: 68% out of 1,231 children and youth without parental care, 35% out of 993 children and youth with behavioural disorders, 65% out of 10,140 PWD. The aim is reduction of number of people in institutions, while increasing the number of users in community based care. It contains two connected processes: a) transforming institutional service providers and deinstitutionalising the users to community based care; b) decreasing the number of users entering the institutions, by developing community based social services for all vulnerable groups.

The Operational plan defines 31 institutions prioritised for deinstitutionalisation with needed activities, and measures related to developing plan for transformation of other institutions based on the results until 2016. It includes measures for broadening the network of community based services with goal of prevention of institutionalisation. MSPY is financing provision of out of institution services, such as assistance at home, psychosocial rehabilitation, early interventions, day care and supported living.

But demand for services remains higher than capacities. This fact also puts additional burden on those caring for dependant members, and prevents them from entering the labour market, or keeping a job. Position paper stresses that through availability of quality early childhood and care services parents can integrate better in the labour market.

All regions have insufficient availability of social services provided to members of vulnerable groups. Areas most affected by poverty correlate with those identified as assisted areas, based on the development index. To ensure equal regional distribution of social services and to support process of deinstitutionalisation, there is a parallel on-going process of social planning at county level which should be completed by the end of 2014. Due to all policy changes within social policy sector, the competences of experts are inadequate, especially in the areas of policy reforms implementation and monitoring. Position paper says that trainings in public services are not up to date and hamper development of service oriented civil service.

Investments in social infrastructure to support the process of deinstitutionalisation, and to improve conditions for providing social services in the community will be supported by ERDF in a complementary manner. Investments will target existing infrastructure of Social Welfare Centres and NGOs that provide social services in order to use existing resources and convert them for provision of community based services developed under ESF. In order to foster local development, and to make rural and remote areas more attractive, investments in small-scale public service infrastructure will be supported by EAFRD.

Social tourism implies every tourist activity ensuring the basic human right to rest and leisure (Universal Declaration of Human Rights) under the title called Tourism for All. On the basis of the Development Guidelines for the Sustainable and Affordable Social Tourism and Inclusion of Vulnerable Groups in Croatia, supported by Phare 2005 funds, the Ministry of Tourism drafted the Social Tourism Strategy. Social Tourism Development National Programme – Tourism for All has been prepared defining the guidelines and activities and targeting the social tourism stakeholders (vulnerable groups, especially children and youth, PWD and seniors). Envisaged actions are focused on *creation of social, cultural and recreational services adjusted to vulnerable groups' needs.*

#### *Health services*

The level of total health expenditure as % of GDP in 2011 remains lower in comparison to the EU average (7.8% and 10.1% respectively). Majority of funding is invested from the public sources (84.7% in Croatia and 77.1% in the EU). The share of expenditures

for prevention in 2010 was also lower in Croatia and it amounted to only 0.68% of the total expenditures for health care (EU average 2.68%).

As stated in the EC Position paper Croatia is facing limited availability and/or accessibility of health care, especially in rural areas, on islands, and in small towns, as well as deprived communities (such as Roma). In 2011, there were 284 physicians and 579 nurses per 100,000 population in Croatia, whereas the EU averages were 346 and 836. Lack of health care workers is often more pronounced in deprived areas, where health professionals are less inclined to accept the employment.

According to the analyses in the draft Strategic Plan of the Human Resources Development in Health Care, in 2013 there was a lack of 232 general practitioners (GP) in the Network of Public Health Service, which amounts to 5.4 GPs per 100,000 population. Furthermore, there was a lack of 90 gynaecologists and 50 paediatricians in primary health care. A corresponding number of nurses should be added to these figures. Pre-accession funds supported the capacity building of nurses and midwives and this support will continue through the Transition facility.

Recently, a comprehensive reform of emergency medical service (EMS) in Croatia has been undertaken, with a financial support from a WB loan. Some important improvements have been achieved, with 21 county-level centers for EMS and 17 conjoint hospital emergency medical wards established and equipped. This reform was only partially accompanied with investments in education and training of emergency health service workers. There is a need for 220 specialists in emergency medicine in conjoint hospital emergency medical wards and 450 specialists in emergency medicine in county-level Centers for Emergency Medicine.

There is a clear need to support establishment and development of primary health care teams and enhancement of emergency medical service in areas where the access to health care is most limited. In hospital system, some vulnerable groups such as old and dying persons, and children and youth with mental illnesses are not adequately taken care of because of lack of health professionals with relevant education and training.

Access to health care can also be improved by more efficient models of health care provision, such as telemedicine, task shifting and community-based primary health care, as well as day hospital/day surgery care in hospitals. These models are currently underdeveloped in Croatia, although some important groundwork has been laid. eLearning is an efficient tool for upgrading competencies and skills of health workers in new models of care.

Occupational health and safety of health professionals is another area to be strengthened in order to reduce risks of injuries at work and professional illnesses that may hinder availability of health care. Health risks at work also reduce attractiveness of health professions and deter the recruitment of new health workers. Pre-accession funds supported strengthening the administrative capacity of the institutions related to safety at work, making a solid basis for future actions in this area.

Another challenge is related to relatively poor public health indicators with risk factors such as smoking, obesity and the overconsumption of alcohol, which is especially

prevalent among deprived and vulnerable groups of population. In 2011, life expectancy at birth in Croatia was 77.26 years, whereas the EU average was 80.24. SWD *Investing in Health* strongly emphasizes that investments in disease prevention and health promotion are growth-friendly and yield a handsome rate of return. Croatia currently has three national preventive programs (early screening for breast, cervical and colon cancer), but the coverage of population is relatively low (30-60% response rate). Also, involvement of civil society in national health programs and projects is limited.

### *Social entrepreneurship*

Social entrepreneurship has been recognized in Croatia as important factor in strengthening social cohesion, employment promotion and enhancement of social services in the community. Among civil society organizations (CSO), there are numerous initiatives in the field of social entrepreneurship. The lack of the national definition of the social enterprise and recognition criteria represent a serious obstacle in sector monitoring. Some unofficial data gathered by networks of social entrepreneurs estimated around 70 organisations considered as social enterprises. Dominant pool for future social enterprises is among CSOs, but many of them do not have developed business competences. Social enterprises experience major difficulties in establishing and doing business, due to the lack of financial capital access. That issue is a combination of several factors: lack of public recognition, lack of business skills and low level of institutional and legal support.

Certain policy documents are adopted or drafted with a goal to improve social entrepreneurship. The National strategy for the creation of an enabling environment for civil society development 2012-2016 addresses the importance of supporting social entrepreneurship and social innovation initiatives as valuable instruments of increasing employability, especially of vulnerable groups, fighting poverty, and contributing to effective implementation of other related policies. The improvement of business competence of social entrepreneurs and self-employed in social economy, easier access to financing, better cooperation and tighter networks, support system with consultancy services for social entrepreneurs are needed to enhance the social entrepreneurship. Strategy for Combating Poverty defines social entrepreneurship as one of the area important for employment and providing social services. The Social Entrepreneurship Development Strategy 2014-2020, envisages four main areas of intervention:

1. Development of legal and institutional framework for social entrepreneurs;
2. Improved accessibility of financial instruments for social entrepreneurs;
3. Enhancing education at all levels about importance and role of social entrepreneurship;
4. Enhancing public visibility and recognition of social entrepreneurship.

Synergy of planned activities within the Strategy should significantly increase the number of social enterprises and their employees.

The vulnerable groups are particularly affected by high unemployment rate in Croatia. Social enterprises as a mean for inclusion and raising employability and employment rate

of members of vulnerable groups are not sufficiently used. In the Strategy that issue is recognised and special activities are envisaged in this respect.

### **3. EDUCATION AND LIFELONG LEARNING**

The EU2020 strategy establishes the headline targets for education and life-long learning development reducing early school leaving to less than 10%, and at least 40% of 30-34 year-olds completing tertiary or equivalent education. The present early school leaving level in Croatia is 4.1 % which is better than the EU average, but there is only 24.5% of 30-34 year-olds completing tertiary or equivalent education.

#### **Tertiary and equivalent education**

Objectives of the Strategy for Education, Science and Technology and Strategy for combating poverty are improving quality and relevance of education with respect to labour market needs and widening access to higher education (HE), in particular for disadvantaged groups with a view to decrease of drop-out rates, better employability of graduates and higher employment rate in general.

##### *Improving quality and relevance of study programmes*

The rate of population aged 30-34 with a tertiary level education of 24.5% is still significantly below the EU average of 35.8%. The unemployment rate of those with HE qualifications is relatively high (11.6%). Croatia faces a horizontal gap for those aged 25-34 who are most prevalent in social sciences, business and law (56% in 2009), while the number of students enrolled in STEM and ICT or in the field of health and social care is lower than in the EU.

##### *Implementation of CROQF in higher education*

In order to improve quality and relevance of study programmes with a view to increase employability of students the CROQF was developed. It promotes development of qualifications standards based on learning outcomes and respective occupational standards. Development of CROQF was supported by the pre-accession funds and it is included in the National Reform Programme 2014.

##### *Development and implementation of work-based learning*

Students who participated in practical training before graduation are more likely to find jobs than their counterparts without relevant work experience.

Since there are no incentives for Croatian HEIs to include structured work experience or practical training in their study programmes, further efforts are needed to implement measures that would create more opportunities for work-based learning as an integral part of study programmes.

##### *Further internationalization of higher education system*

Mobility strategy 2020 for the European Higher Education Area (EHEA emphasized that *Mobility is considered to be essential to ensure high quality HE*. Giving students the intercultural experience increases their employability. A mobility target for HE is that in 2020 at least 20% of those graduating in the EHEA should have had a study or training period abroad. In Croatia, HE system is characterized by low outgoing (1.9%) and incoming mobility. The identified obstacles relate to insufficient financial resources provided mainly by Erasmus programme. There are few programmes provided in foreign languages at HEIs in Croatia and only 8 joint study programmes.

#### *Funding agreements*

A positive step in ensuring an efficient multi-year funding of HE was the initiation of pilot funding agreements in February 2012 as a base for introduction of inclusive performance based funding. The agreements are funded through the State Budget and comprehensive performance based funding in HE ESI funds would be used.

#### **Increase access to higher education and completion rates**

Since the EU2020 national target is increasing the tertiary attainment rate by 2020 to 40%, measures need to be taken regarding widening of access to HE and increasing completion rates. Preliminary analysis shows that the main reasons for dropping out are insufficient resources to study, lack of adequate competences when entering HE or decline in student motivation. Various measures have been envisaged and implemented at the national level: new tuition fee policy, subsidized accommodation and meals, increased funds for state scholarships, development of a student tracking system. Even with these measures implemented, completion rate is still low.

#### *Provision of scholarships*

Provision of scholarships is quite low compared to other EU countries. Only a minority of students receive state funded grants (4.5%). Since insufficient resources were identified among the main reasons for dropping out, the scholarships schemes would target students from disadvantaged groups. The highest drop-out rate has been registered in the STEM fields. Scholarships from ESI funds will be directed to students from disadvantaged groups which enrol in study programmes of priority fields.

#### *Introduction of remedial courses*

Lack of adequate competences for dropping-out is particularly visible in STEM and ICT fields. In the academic year 2012/2013 only 59% of students successfully continued the second year of their studies in the STEM and ICT field. Measures addressed to improve students' competences and aimed at increasing completion rates are complementary to the YGIP.

#### *Academic and career guidance*

Croatia is one of the few countries where academic and career guidance services are not included in the standard provision of HE institutions. Introduction of these services will provide support to students in choosing right academic paths and in completing their

studies. It will equally help identify students at risk of dropping out, offering tailored remedial courses to assist them in completing their studies. Academic and career guidance for students along with increasing completion rates will also raise students' employability as these services often provide guidance for job searching.

### **Improved capacities of researchers in order to achieve science excellence and integration in European research area**

#### *Scholarships and mobility*

Share of doctoral students in Croatia is below the EU average due to high tuition fees and non-existence of scholarships for doctoral students. Percentage of post-PhD internationally mobile researchers amounted 18% in Croatia in 2012 (EU average 31%). Brain drain has been the main bottleneck of the system for almost four decades. In Croatia number of researchers employed by the public sector (80%) surpasses private sector (20%), contrary to the ratio in most EU countries. One of the aims is to increase the number of researchers in private sector and business oriented researches.

#### *Improvement of research environment*

In order to increase competitiveness of Croatian researchers and public private partnership between research institution and business sector, Croatia has to increase overall investment in R&D which has been stagnating for years (HR 0.75%, EU average 2.03%). Complementary investment in research infrastructure is planned through ERDF.

#### *Scientific excellence*

National Scientific Council established criteria which institutions should fulfil in order to be recognized as scientific centres of excellence. To ensure effectiveness of these centres, it is necessary to invest in: different mobility and fellowship programmes, linkage between doctoral studies and business, involvement of Croatian research institutions and teams in different international associations and access to international databases, research facilities, networks of excellence etc.

### **Lifelong learning (LLL)**

LLL is an important factor in decreasing regional disparities, improving employability, life quality and promoting integration of groups at risk of social exclusion. Further impetus is needed to improve quality assurance systems at all education levels and for all forms of learning. Systematic quality assurance arrangements are developed with the CROQF that aims at assuring both quality and relevance of learning outcomes with respect to the labour market needs.

#### *Preschool education*

In Croatia there are large regional differences in coverage and quality of pre-school programmes. The number of children included by pre-school education programmes in 2012 was 156,541 (65%) which is still below EU (95%) due to the inability of low-

income households to afford this cost as well as insufficient number of preschool institutions.

#### *Inclusion of Roma students in the education system*

Only 48% of 6 years-old Roma pupils are covered by some form of preschool education. The reasons for this range from lack of awareness of the importance of preschool education through a shortage of finances in local governmental budgets and the insufficient capacity of kindergartens, to the lack of long-term planning of Roma community inclusion at the local level. The biggest problem is dropping out of school prior to reaching the age of 15 (average number of years spent in education for Roma population aged 16-24 is 4.5 year). Only about 10% of the Roma population complete 4-year secondary level education. The reasons for this are the absence of systematic support for teaching staff working with Roma children, and lack of measures to prevent segregation.

#### *Inclusion of students with disabilities in the education system*

Children with disabilities are significant part of the population of children in kindergartens and schools (5.46% of children in kindergartens; 5.56% in primary schools). Obstacles for the full integration of children with disabilities into regular education system are lack of capacity needed to create adjusted programs aligned with functional abilities of students with disabilities, lack of knowledge required for applying individualized teaching methods, inadequate assessment procedures regarding psychophysical abilities of students with disabilities and lack of counselling of parents and students about the possibilities of continuing education. Although some measures have been implemented during the pre-accession phase, most of these efforts have been fragmented.

#### *Modernization of general education system*

PISA 2012 results show that Croatian 15-year-olds perform significantly below average in relation to OECD countries. Although teachers and non-teaching staff are obliged to take part in continuous professional development (CPD), only 30% of teachers and non-teaching staff participate in CPD due to inadequate offer of good quality modern training programmes and lack of resources. The CPD system is envisaged to be upgraded with the use of ESI funds.

#### *Improving the quality and relevance of adult education (AE)*

The share of adults participating in LLL is among lowest in EU, 2.4% (EU average 9%). Key problem is lack of motivation due to the limited supply side of good quality E&T programmes at all levels that correspond to the labour market needs as well as financial resources. Taking educational background into consideration, in 2011, 2.9% of adults with upper and post-secondary education participated in LLL (EU average 7.6%) and so did 2.9% of adults with tertiary education (EU average 16%). Difference is particularly obvious for tertiary graduates. The Strategy for Education, Science and Technology highlights the need to enhance the quality and relevance of AE programmes as well as to encourage adult learners' participations. In that respect, in pre-accession period

methodology for designing of training programmes was developed. This is especially important as competences acquired outside formal system of education remain invisible and are not appropriately valued. To tackle this issue a system of validating non-formal and informal learning (VNFIL) has been developed on the basis of the CROQF. The ESI funds are needed in order to assure full implementation of these arrangements in a form of developed programmes for VNFIL at all education levels and provisions for adult learners to raise their qualification levels.

### **Vocational education and training (VET)**

Vocational education and training in Croatia is crucial since 70.7% of regular secondary education students (ISCED 3 and 4) in 2011 were enrolled in one of the VET programmes. More specifically, 43% were in 4-year VET programmes (based on equal proportion of general and professional competences, enabling students to progress to tertiary education) and 26% were in 3-year programme (based more on professional and practical competences in majority acquired through apprentices' scheme). VET is crucial in the accumulation of human capital as a prerequisite for achieving economic growth, quality employment and social objectives.

#### *Modernizing VET curricula in targeted sectors based on learning outcome approach and respecting labour market needs*

Increasing unemployment rate indicates that existing qualifications and curricula are not in accordance the labour market needs. Interventions will need to go towards supporting the development of relevant methodologies and curricula, preparing the education infrastructure of VET schools and strengthening the human capacities. Through pre-accession assistance two strategic documents were developed which enabled main strategic guidelines for further development of VET system: innovative analytical tools called sector profiles and methodology for development of occupational standards qualifications and curricula. VET curricula were developed and implemented in targeted educational sectors based on the developed methodology. Additional effort aimed to harmonize educational offer and labour market needs will be ensured through the implementation of projects financed by the ESF that will support introduction and implementation of activities and methods into vocational school curricula in line with the CROQF.

#### *Enhancing VET teacher competences and establishing conditions for acquiring practical skills for both teachers and students*

VET teachers and trainers play crucial role in successful implementation of VET system modernisation so there is a need for further investments in their capacities. It is important to recognize specific training requirements of VET teachers and trainers enabling their access to modern technologies, and to ensure provision of methodological and pedagogical tools specific for VET. There is a need for a different approach to teaching and learning, using different methods and practices in the teaching process combined with practical training. Due to severe economic recession, there have been many challenges in ensuring adequate number of work-placements for VET students. The issue of students' lacking of practical skills have been identified during the implementation of IPA projects. The analysis and identified weaknesses in the VET system have indicated

the need for establishing multifunctional VET centers in the prosperous economic sectors and network of regionally established work based VET centres through partnership with educational, economic and civil sectors.

#### *Quality Assurance in VET*

Quality assurance was one of main objectives of VET System Development Strategy 2008-2013 and is one of main areas of interventions in VET in last several years. As of school year 2012/2013 all 302 VET schools in Croatia are implementing self-assessment process using the developed Self-assessment handbook and supported by web-based tool called E-kvaliteta (e-quality). Process of external assessment in VET is continuously implemented in form of expert-pedagogical monitoring and inspection visits. Plan is to more closely link process of self-assessment of VET schools and external monitoring in near future.

#### **4. SMART ADMINISTRATION**

##### *Administration reform*

The main problems of the Croatian public administration are a complex structure and the lack of coordination and distribution of responsibilities among key stakeholders at national, regional and local level. Its features put additional administrative burden on the business sector. It results also with the perception of a significant level of administrative corruption.

The EC Position Paper stressed the need of strengthening capacities and the implementation of reforms and measures to address various policy challenges as a way to avoid risk of low absorption of ESI funds. CSR stipulates high fragmentation of public administration responsibilities at regional and local level and a complex split of competencies between ministries and agencies at central level that complicates business activities and lengthen administrative procedures. Mentioned weaknesses stress the need for supporting reforms in public administration capacities and business processes.

Need for improvement in public administration policies is also reflected in the statistical data: WB Government effectiveness ratings for Croatia (69%) is still below EU-27 (82%) and EU-10 (75%) average and Corruption Perceptions Index of Transparency International CPI, is scored of 48. Indicator of the quality regulation of WB reflects the perceptions and attitudes about the ability of government in the formulation and implementation of those policies and legislation that allow and encourage private sector activities.

##### *Business process in PA*

An important step in solving process public administration management issues is the new Law on State Information Infrastructure adopted in July 2014. The public administration has rather low level of coordination and rules or standards that define the functioning of the information infrastructure or data sharing. This Law establishes a uniform method of setting up and managing a system of public registers providing for data and information sharing among public administration bodies. The Strategy of Modernization of Public

Administration 2014-2020 (to be adopted in Q4 2014) has goal to set standards and methodology for business process analysis, implementation of these standards, HRM development, e-government, re-use of government data and public administration reorganization. The number of e-services and the level of their interactivity are still rather limited, although significant improvements have been made, a legal framework for coordinated and integrated public administration ICT system has been adopted in July 2014 and the e-Citizens platform was launched in the beginning of June 2014

Business processes, their definition and standard, are defined in Public Internal Financial Control Act, as well as in the legal framework defining each of the processes. Additional efforts need to be addressed in the areas of financial management control, book keeping, budget execution, asset management but not in the area of creation of business friendly environment.

When it comes to strategic state planning and budgeting it is necessary to focus on results and outcomes rather than inputs. Programme budgeting should be more closely linked with policymaking. It is necessary to establish accurate monitoring and evaluation of programmes and financing of current expenses based on standards and norms.

The process on transposing the provisions of EU directives to the national legislation is rather effective. However, the country lacks capacity to ensure the adequate enforcement of EU provisions on the national level, lack of knowledge in cooperation with EU institutions and lack of knowledge in country preparation for future EU obligations.

When it comes to setting up Quality Management System in PA, Croatia does not have a legal framework. Common Assessment Framework (CAF) has been introduced in public administrations, in order to improve quality of public service and integrate total quality models into public management practice.

The idea behind the QMS tools that is absent in the Croatian administrative system is to improve citizen satisfaction, organization performance, identify processes, introduce new tools, propose a way to enhance processes, make data available to citizens and institutions in form of reports.

To conclude, activities of the reform must therefore be focused on the rationalisation of the structure, management, integration and optimisation of processes of public administration. The key concept is interoperability, with a necessary change of the currently mainly hierarchically organised provision of services into the horizontally-integrated services model.

### *HRM*

The system of civil servant selection, appraisal, in-service training has been established but still needs improvement. There is no system for retention of quality employees, the mobility of public servants is low, and they lack general competences (including ICT). The experience shows that ministries responsible for the implementation of structural policies may not always have sufficient expert potential. National School for Public Administration provides training for civil servants, but it still has no adequate capacities or resources.

The Central Salary System (CSS) for employees working in PA bodies represents a significant step towards the realization of a comprehensive human resource management strategy of the public administration. The consolidated database, further developments and integration with different data bases present tools for quality decision-making and management of human resources.

Especially important area within PAR is the support to the reform processes. It would encompass supporting the modernisation of public services in the areas such as employment, education, health, social policies, customs, by fostering HRM and optimization of procedures in order to improve policy-making etc.

Over past years the Republic of Croatia experienced a number of interventions that were funded by the EU and through use of bilateral assistance. RIA methodology was introduced. IPA 2008 project which supported the implementation of the General Administrative Procedure Act was pursued. It covered training needs, preparation a Monitoring Methodology and the legal assessment for implementation of a GAPA Monitoring System.

### *Justice system*

Efficient and transparent judiciary encourages economic and social development of the country by stimulating creation of business-friendly environment and diminishing the uncertainty for its citizens. During the pre-accession period the chapter related to the judiciary and fundamental rights has been one of the most important in the negotiation process. With the aim to improve its efficiency, effectiveness and professionalism a number of projects financed under EU pre-accession funds, loans and bilateral sources were programmed and implemented.

Rationalization of the court network, which started in 2008, has significantly reduced the number of courts in Croatia from 255 in 2008 to 158 courts in 2012. In 2008 there were 5.8 courts per 100,000 inhabitants and in 2010 this number was reduced to 3.5. At the beginning of 2014 further steps related to the optimization of judicial and state attorneys network have been taken with the aim to set up a network consisting of 95 judicial bodies instead of present 208.

Croatia had 42.8 judges per 100,000 inhabitants (2010). There are in total 10,669 employees in courts and state attorneys, out of which 2,546 are judicial officials. In the Ministry of Justice, penal institutions and Judicial Academy there are 3,360 employees, mainly civil servants. Report on the judicial efficiency for the year 2012, based on the CEPEJ methodology shows that average disposition time of court cases at the first instance is 462 (EU average 270).

Efficiency of the judiciary is the most demanding area of strategic planning in our judicial system in professional, material and technical way which at the same time includes resolving problems of reduction of the court backlog and lengthiness of court proceedings, but also ensuring the conditions for resolving new cases in a reasonable time, with full protection of all human rights. Structural reform on reorganization and rationalization of judicial bodies will further decrease the number of judicial bodies and concentrate them in 15 judicial areas. It should contribute to the shortening the length of

proceedings, decrease in the number of requests for protection of the right to trial within reasonable time, more balanced utilization of existing resources, establishment of common services (IT service, common accounting, delivery, etc.), harmonised and unified case law and balance in workload distribution, bigger possibility for specialization of judicial officials and greater mobility of judicial officials and court staff.

As stated in the EC Position paper with regard to the effectiveness of the judicial system, adequate resources should be dedicated to addressing weaknesses in administrative capacity and effective functioning of relevant institutions.

Goals of the Strategy of Development of the Judiciary 2013-2018 are primarily the achievement of the highest European standards regarding the independence, impartiality, professionalism and efficiency of the judiciary.

Solving the problem of case backlogs is extremely complex and long-term process and should be combined of structural changes, changes of the business processes, planning, and management of the courts, education, introducing new technologies but also developing and implementing alternative dispute resolutions.

Long-lasting court proceedings cause large number of requests for protection of the right to trial within reasonable time. The judicial bodies in the Republic of Croatia apply the EU law, which requires harmonization of internal law, accessibility of necessary information and general and special knowledge of judicial officials and others employed in the judicial system. Future focus will be on specific education of employees in the judicial bodies for successful performing of duty within EU (foreign languages, general knowledge on EU and specific knowledge and skills related to the legal system of EU and its court practice).

Judicial Academy systematically performs education and training activities in this field. Efficient management of human potentials in judicial system is closely related to the effective and efficient management of public finances and planning of budget expenditures. Besides the education of judicial officials and advisors provided within the Judicial Academy, education of civil servants is very important part of the judicial efficiency and the educational system needs to be tailor-made for them.

Conducting the rationalization of judicial bodies' network and changes in their subject-matter and territorial jurisdiction occurred for assuring a more uniform distribution and mobility of staff from less burdened to more burdened judicial bodies. The application of innovative technological applications can increase productivity and facilitate the working process and contribute to efficiency of the judicial system. Improvements of the educational methodology, including e-learning methodology will have positive impact on improvement of the efficiency and quality of justice procedures.

#### *Civil society*

Involvement of CSOs and other stakeholders in the policy making and policy delivery process has direct influence to the increase of transparency and trust in public administration.

The typical small CSO functions on voluntary basis, lacks professional infrastructure and has limited access to funds. In 2013 there were 20,947 persons employed in non-profit sector out of which there were only 9,713 persons employed in NGOs. Less developed organisations are active at the community level, do not have sufficient human or financial resources or clearly defined internal management structures. 56.3% of NGOs have annual income less than 100,000 kn (approx. 13,000 EUR) and fall into category of *small NGOs*, 30.8% of NGOs have income between 100,000 and 500,000 kn (approx. 13 – 66,000 EUR), 6.7% of NGOs have income between 500,000 and 1 million kn (approx. 66,000 EUR and 130,000 EUR) while the rest of 6.2% may be considered as *big NGOs* as their annual income was higher than 1 million kn (130,000 EUR).

The Civil Society Study ([www.civicus.org](http://www.civicus.org)) reported that stable human resources are a key problem inhibiting the sustainable development of CSOs. Nevertheless, the number of employees in non-profit organisations increased from 17,291 to 20,947 in the period 2008-2013. Displayed as a % of total number of employed persons, increase was from 1.11% to 1.55%.

The extent of civic engagement, measured through membership in organisations and the level of volunteering, is considered to be the weakest aspect of civil society in Croatia. The 2010 Civil Society Index Country report for Croatia indicates that only 17% of citizens are members of a CSO, while less than 7% of the population does voluntary work. There were 25,000 volunteers that donated more than a 1.5 million volunteer hours within NGOs, but only 500 NGOs reported organizing volunteer programs in 2013 indicating a lack of capacities to manage volunteers and confirming the need to further invest in employment and training of coordinators of volunteers in NGOs.

According to the Register of foundations, there are only 205 foundations registered in Croatia. Data from the research study on the role of Croatian CSOs in the EU accession process conducted in 2013 showed that over the period 2007-2013, Croatian CSOs funded their projects mostly from public sources. Almost 20% indicated that the major source of funding was from EU sources. The lowest number of CSOs (15.4%) received funding from other sources than public or EU sources (private sector and through provision of consulting services). In 34.4% cases CSOs searched for financially stronger partners that covered the co-financing share. This can lead to dependency and loss of autonomy in decision-making. Some organisations (22.9%) ensured co-financing through savings from past revenues. In 8.4 % of responses the organisation took a loan to co-finance the project. This is a significant burden for CSOs future participation in projects funded through the structural funds as pre- and interim financing will be necessary for successful implementation of projects.

The data available in the research conducted by the National Foundation for Civil Society Development show that 50% of CSOs do not have any employee, while one third of organisations employ up to one or two persons maximum. Only 4.6% of CSOs have more than 10 people employed. The participation of young people among the leading staff of CSOs is very weak: almost half of them are being led by persons of age over 50 years old. The employment in CSOs is predominately project based and is not for indeterminate time period (in 71% of cases).

Based on the data from the Report on Conducted Consultations with the Interested Public in Procedures of Adopting Laws, Other Regulations and Acts in 2013, there were only 7.46% of comments on the draft legal documents to a competent state administration body made by CSOs. There are 36 organisations registered by the Ministry of Justice for providing free legal aid, however, there is room for expanding the number of organisations providing free legal aid due to a high number of citizens, especially vulnerable groups, in need of this service.

The participation of CSOs should be further encouraged in the implementation of the ESF, through capacity building and the simplification of the delivery system.

## **5. TECHNICAL ASSISTANCE**

New system of management and implementation of OP EHR after finalizing its new institutional set up, (currently under way) will in the 2014-2020 period encompass institutions currently outside the management and control system. Competencies which are important for the effective administration of ESF have to be acquired by the new institutions.

In this respect, implementation of ESF requires an additional strategic and focused effort. It will result in increased financial costs for all bodies involved in the implementation of the OP structure; previously needed due to the increase of the funds to be managed and now due to new responsibilities, additionally challenged by the extended volume of ESF possibilities and the number and range of potential beneficiaries.

Potential beneficiaries in Croatia have certain experience regarding implementation of IPA projects; however regional and local stakeholders are not sufficiently familiar with the possibilities offered by the ESF and other funds. It is necessary to take into consideration that the pool of potential applicants within ESF 2014-2020, will be much wider than those in previous programming period, so additional efforts will have to be taken in order to ensure high level of readiness for proper use of the ESF possibilities and incentives. In practice, it will require bridging the level of administrative capacity gap between the leading central state bodies managing the EU funds and its regional counterpart and potential beneficiaries in charge with applying for the funds and effectively implementing it.

In view of the state of implementation of the OP and the thematic priorities relevant for evaluation as presented by the European Commission, and on the basis of the experience gathered from the management and ex-ante evaluation held in the 2007-2013 period, the EU structural support evaluation priorities will have to be conducted in targeting every aspect of the OP life cycle and OS management under this TA priority.

The issue that will be of equal importance for the state and regional infrastructure is a pool of projects for the period 2014-2020.

1.1.2 A justification for the choice of thematic objectives and corresponding investment priorities having regard to the partnership agreement, based on an identification of

regional and, where appropriate, national needs including the need to address the challenges identified in relevant country-specific recommendations adopted in accordance with Article 121(2) TFEU and the relevant Council recommendations adopted in accordance with Article 148(4) TFEU, taking into account the ex-ante evaluation.

**Table 1: Justification for the selection of thematic objectives and investment priorities**

Selected thematic objective	Selected investment priority	Justification for selection
08 - Promoting sustainable and quality employment and supporting labour mobility	8i - Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility	In 2013 the employment rate in Croatia for 20-64 age group was 53.9% (EU average: 68.3%). Unemployment rate amounted to 17.2%, and long-term unemployment to 10.3%. Vulnerable groups face special challenges in labour market participation, which emphasises the need to ensure direct support through ALMP measures, including support for self-employment, as well as a range of preventative and rapid reaction labour market measures.
08 - Promoting sustainable and quality employment and supporting labour mobility	8ii - Sustainable integration into the labour market of young people (ESF), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee	<p>Young people are in a particularly unfavourable position on the labour market in Croatia. Unemployment rate in 15-29 age group is rising, amounting to 15.8% in 2008 and 35.2% in 2013. Likewise, NEET rate in Croatia in 2013 stood at 20.9%, considerably above EU average (15.9%).</p> <p>Thus, strong action in provision of individualised services and support which will facilitate the transition from the educational system to the labour market is needed, especially in the light of implementation of Youth Guarantee scheme within 2014-2020.</p>
08 - Promoting sustainable and quality employment and supporting labour mobility	8ii - Sustainable integration into the labour market of young people (YEI), in particular those not in employment, education or training, including young people at risk of social exclusion and	Young people are in a particularly unfavourable position on the labour market in Croatia. Unemployment rate in 15-29 age group is rising, amounting to 15.8% in 2008 and 35.2% in 2013. Likewise, NEET rate in Croatia in 2013 stood at 20.9%,

Selected thematic objective	Selected investment priority	Justification for selection
	young people from marginalised communities, including through the implementation of the Youth Guarantee	considerably above EU average (15.9%).  Thus, strong action in provision of individualised services and support which will facilitate the transition from the educational system to the labour market is needed, especially in the light of implementation of Youth Guarantee scheme within 2014-2020.
08 - Promoting sustainable and quality employment and supporting labour mobility	8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders	There is a substantive variation in unemployment rates among Croatian counties (8.7-33.4%) and national policies and strategies cannot fully take into consideration regional specificities, which calls for a bottom-up approach and locally driven action. On the general level too, rising numbers and increasing heterogeneity of employment services users requires the adaptation and differentiation in service provision, supported by capacity strengthening within labour market institutions.
09 - Promoting social inclusion, combating poverty and any discrimination	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability	The level of social protection expenditures in 2011 was 20.6% of GDP, while in EU-28 it was 29.1%. Actions under this Investment priority will aim at vulnerable groups, as defined in Strategy for combating poverty and social exclusion in Republic of Croatia (2014-2020), in order to promote social cohesion, labour market participation and tackle an issue of widening inequalities. Special attention will be placed on reducing discrimination since it is recognised as a serious obstacle for social inclusion of vulnerable groups.
09 - Promoting social inclusion, combating poverty and any discrimination	9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general	Croatia had above EU-28 average rate of people at risk of poverty or social exclusion, 32.3% to 24.8%, rapidly aging and declining population and high regional

Selected thematic objective	Selected investment priority	Justification for selection
	interest	disparities. Since the level of social protection expenditures are lower and needs are higher in comparison with the EU average, there is a lack of affordable, sustainable and high-quality health and social services, especially community based, particularly in rural and remote areas. In social welfare system there is ongoing process of deinstitutionalisation since in 2012, out of 13270 beneficiaries, 7983 were in some form of institution care, including persons with disabilities, children and youth. Transition from institutional to community based social services and broadening of the network of social services will be further supported. Also, broadening services provided to children and care services for dependent family members, such as elderly, will enhance work family balance of families with dependent members.
09 - Promoting social inclusion, combating poverty and any discrimination	9v - Promoting social entrepreneurship and vocational integration in social enterprises and the social and solidarity economy in order to facilitate access to employment	Social entrepreneurship has been recognized at the EU level as an important factor in strengthening social cohesion, employment promotion and enhancement of social services in the community in order to ensure their sustainability. Social economy sector in Croatia is underdeveloped both in workforce and revenues, but with a great potential in solving many social problems and challenges at the local, community level. Therefore, support for social enterprises is in line with promotion of social inclusion and employment in general. Croatia has rather wide sector of cooperatives. Many cooperatives demonstrate tendencies to develop their business in line with the principles of social entrepreneurship.
10 - Investing in education, training and vocational training for	10ii - Improving the quality and efficiency of, and access to, tertiary	The EU2020 strategy establishes the headline targets for education and life-long learning development: at least 40% of 30-

Selected thematic objective	Selected investment priority	Justification for selection
skills and lifelong learning	and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups	34 year olds completing tertiary or equivalent education ; share of 30-34 year olds with completed tertiary education in Croatia was 24.5%, though in EU it was 35.5%. The Croatia's target for 2020 is 35%. Having in mind the recommendations given by EC and taking into account the analysis made under Section I the special attention under this IP will be placed to strengthening links between HE institutions, employers and labour market institutions (knowledge triangle) in order to take greater account of labour market needs in designing of study programmes, to improve the match between skills and jobs, to develop cooperation between the public and private sector in the field of R&D and enhance labour-market oriented research.
10 - Investing in education, training and vocational training for skills and lifelong learning	10iii - Enhancing equal access to lifelong learning for all age groups in formal, non formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences	In 2012 only 2.4% of the population between 25 and 64 participated in some form of education and training, while at the EU level this percentage was 9%. Key problem is lack of motivation due to the limited supply side of LLL measures. In order to significantly increase the participation in LLL for all groups, and in particular for older persons, the low skilled and the long term unemployed, adequate programmes should be designed and implemented. Efforts need to be invested to increase student's educational achievement (acquiring of key competences), to improve systems professional development of education staff, to increase number of digitally mature schools and to develop and put in play a system of validation of non-formal and informal learning. The special attention will also be placed on ensuring targeted support to disadvantaged students and on increasing number of children attending preschool education taking into account specific regional situation in this regard.

Selected thematic objective	Selected investment priority	Justification for selection
10 - Investing in education, training and vocational training for skills and lifelong learning	10iv - Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work based learning systems, including dual learning systems and apprenticeship schemes	EC position paper for 2014-2020 outlines that ESI Funds should promote the attractiveness of vocational education and training, including campaigns and skills competitions, and support young people in compulsory education to get acquainted with vocational trades and career possibilities; adapt vocational education and training (VET) systems to labour market demands, by developing work-based learning in VET, including apprenticeship schemes, and encouraging companies to take on more trainees as well as support the development of skills and competences needed on the labour market. Measures have been foreseen in this respect.
11 - Enhancing institutional capacity of public authorities and stakeholders and an efficient public administration	11i - Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance	The strong impact that public administration and judiciary sector have on economic and social development requires significant investments in various aspects of these two sectors. There is a need to address public administration effectiveness and regulatory quality, low efficiency of judiciary, burdensome business regulations, development or improvement of prevention mechanisms to fight corruption, e-services, e-customs, and overall modernization of existing mechanisms and procedures, all of where Croatia is below EU-27 and EU-10 average. The components identified as impediments to improvement include: complexity of public administration structure and complex procedures, non existent QMS system, lack of mature system for motivation and management of human resources. Reorganization of justice system as a prerequisite for legal security, business development and investment climate has been recognized as one of the most important structural reforms in Croatia.

Selected thematic objective	Selected investment priority	Justification for selection
11 - Enhancing institutional capacity of public authorities and stakeholders and an efficient public administration	11ii - Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels	<p>Social dialogue contributes to the relations between employers and employees. In that sense, increasing the effectiveness and sustainability of partnerships between stakeholders involved in social dialogue as well as improvement of their organisational abilities will contribute positively to the quality and continuity of the bi- and tri-partite social dialogue process and overall certainty in the labour market.</p> <p>CSOs are important for increasing transparency and trust in PA, however, lack human and financial resources, capacities for policy analysis, open dialogue with decisionmakers, monitoring and evaluation of sectoral reforms, have an undeveloped potential for mobilizing citizens, and need more recognition as valuable partners in shaping and implementing public policies.</p>

## 1.2 Justification for the financial allocation

Justification for the financial allocation (Union support) to each thematic objective and, where appropriate, investment priority, in accordance with the thematic concentration requirements, taking into account the ex-ante evaluation.

2014–2020 EU structural support allocation by the operational programme priorities is presented in Table 2 “Overview of the programme investment strategy”.

Financial allocation is mainly based on the thematic concentration requirements for thematic objectives and investment priorities set forth in 2014-2020 EU cohesion policy regulations as well as on the requirements applicable with regard to the minimum share of the European Social Fund and the Cohesion Fund.

Although the general objective of the operational programme should aim at increasing employment and employability, substantial allocation is specified for the priority axis 3. Education and lifelong learning. Serious mismatch between educational system and labour market is recognised as a serious structural problem of the Croatian economy. Therefore, actions related to the vocational education and lifelong learning under the priority axis 3, are envisaged and additional means planned in order to overcome detected mismatch. They are complementary to the actions envisaged under the priority axis 1. High employment and labour mobility. In order to improve the current situation in the oncoming period intensive alignment of the educational policy with current and

future development needs of the labour market. Emphasis will be put on further development of the Croatian Qualifications Framework (CQF) as an instrument of regulation of the qualifications in the Republic of Croatia and the construction of a more flexible education system that will ensure better compliance with labor market needs and facilitate access to education at all levels as important prerequisites for ensuring highly skilled and adaptable workforce. Availability and the level of education in the whole of Croatia affects cohesive growth in the country, and is a key factor in developing and transition towards modern production of high added value and flexibility economic developments represent a fundamental means of preventing social exclusion. The mentioned focus of planning additional means in the education and science sector is even more important taking in to consideration that the measures supporting labour market and employment will not be effective if in the oncoming period Croatian economy will not be supported by the direct investment in to the production, either by the domestic companies or international investors. In this respect, it is of great importance to support Croatian labour force with the necessary tools and its general lack of competitiveness that excluded already a lot of people from the labour market, to effectively use available incentives of the priority axis dedicated to Social Inclusion.

Further on, Having in mind that overall aim of the technical assistance is to ensure conditions for efficient management, implementation and utilization of European Structural and Investment Funds (ESI funds) appropriate technical assistance activities will be supported under separate priority axis from European Structural Fund.

In regards to the means planned for the TA, experience with the technical assistance activities has its roots in the implementation of IPA component IV and since 2009 it is being implemented in the Croatia. However growing needs primarily due to increasing number of bodies in the 2014-2020 system some of which have limited experience in the implementation of EU funds, is clear indicator that building of the capacities will be the main concern of technical assistance priority axis. Therefore, technical assistance will address gaps and shortcomings that need to be passed both on national as well as regional/local level as to ensure sufficient staffing and administrative/technical expertise. For that purpose majority of funding will be assigned to the specific objective 5.1, while remaining funds will be dedicated to communication and support for the potential beneficiaries on the regional and local level

Capacity of national budget to co-finance the planned amount of the EU assistance for each investment priority was taken into consideration when setting the OP financial proportions as well. Estimation of capacity to co-finance the EU SF investment is based on the present level of national public spending. In order to ensure long-term growth, financial stability, effective financial management and rational use of resources it is important to follow the principle of continuity of investment (avoiding the jump of financing of any particular sectors/area). This principle is correlating with the additionality principle, stipulated in the EU regulations.

**Table 2: Overview of the investment strategy of the operational programme**

Priority axis	Fund	Union support (€)	Proportion of total Union support for the operational programme	Thematic objective / Investment priority / Specific objective	Common and programme-specific result indicators for which a target has been set
1	ESF	400.578.985,00	25.32%	<ul style="list-style-type: none"> <li>▼ 08 - Promoting sustainable and quality employment and supporting labour mobility                             <ul style="list-style-type: none"> <li>▼ 8i - Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility                                     <ul style="list-style-type: none"> <li>▼ 1 - Increase employment of unemployed, especially long-term unemployed and those experiencing skills mismatch on the labour market</li> <li>▼ 2 - Increase sustainable self-employment of unemployed people, especially of women</li> <li>▼ 3 - Preservation of jobs, maintaining employment of redundant workers and workers in risk of unemployment and fostering rapid re-employment of unemployed due to redundancies</li> </ul> </li> <li>▼ 8ii - Sustainable integration into the labour market of young people (ESF), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee                                     <ul style="list-style-type: none"> <li>▼ 1 - Increase employment and integration of unemployed young people, especially NEETs, into the labour market</li> <li>▼ 2 - Strengthening institutional support and monitoring systems for the employment of youth</li> </ul> </li> <li>▼ 8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders                                     <ul style="list-style-type: none"> <li>▼ 1 - Enhance capacity of local partnerships for employment and increase employment of the most vulnerable on the local labour markets</li> <li>▼ 2 - Increase accessibility and quality of publicly provided labour market information and services, including ALMP and health and safety system</li> </ul> </li> </ul> </li> </ul>	[CR01, CR02, CR03, CR04, CR05, CR06, CR07, CR08, CR09, CR10, CR11, CR12, 1.3.1, 1.3.2, 1.3.3, 1.2.1, 1.2.2, 1.1.1, 1.1.2]
1	YEI	132.354.288,00	8.37%	<ul style="list-style-type: none"> <li>▼ 08 - Promoting sustainable and quality employment and supporting labour mobility                             <ul style="list-style-type: none"> <li>▼ 8ii - Sustainable integration into the labour market of young people (YEI), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee</li> </ul> </li> </ul>	[CR01, CR02, CR03, CR04, CR05, CR06, CR07, CR08, CR09, CR10, CR11, CR12, 1.3.1, 1.3.2, 1.3.3, 1.2.1, 1.2.2, 1.1.1, 1.1.2]

Priority axis	Fund	Union support (€)	Proportion of total Union support for the operational programme	Thematic objective / Investment priority / Specific objective	Common and programme-specific result indicators for which a target has been set
				<ul style="list-style-type: none"> <li>▼ 1 - Increase employment and integration of unemployed young people, especially NEETs, into the labour market</li> </ul>	
2	ESF	328.000.000,00	20.73%	<ul style="list-style-type: none"> <li>▼ 09 - Promoting social inclusion, combating poverty and any discrimination <ul style="list-style-type: none"> <li>▼ 9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability <ul style="list-style-type: none"> <li>▼ 1 - Promoting labour market and social integration of the vulnerable groups, and combating any form of discrimination</li> <li>▼ 2 - Enhancing active inclusion through the implementation of integrated pathways to the regeneration of 5 deprived pilot areas</li> </ul> </li> <li>▼ 9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest <ul style="list-style-type: none"> <li>▼ 1 - Sustainably improving the access to health care in deprived areas and for vulnerable groups by supporting education of health workforce and through disease prevention and health promotion</li> <li>▼ 2 - Improving access to high-quality social services, including support to the shift from institutional to community care</li> </ul> </li> <li>▼ 9v - Promoting social entrepreneurship and vocational integration in social enterprises and the social and solidarity economy in order to facilitate access to employment <ul style="list-style-type: none"> <li>▼ 1 - Increase of employment and improvement of access to local services through social entrepreneurship</li> </ul> </li> </ul> </li> </ul>	[CR03, 2.2.1, 2.2.2, 2.2.3, CR04, 2.3.1, 2.1.1]
3	ESF	450.000.000,00	28.44%	<ul style="list-style-type: none"> <li>▼ 10 - Investing in education, training and vocational training for skills and lifelong learning <ul style="list-style-type: none"> <li>▼ 10ii - Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups <ul style="list-style-type: none"> <li>▼ 1 - Increasing employability by supporting graduates and improving the quality and relevance of tertiary education programmes</li> <li>▼ 2 - Increasing access to higher education and completion of studies, in particular for students from disadvantaged groups</li> <li>▼ 3 - Improving capacities of researcher in order to achieve science excellence and correspond to the needs of economy</li> </ul> </li> </ul> </li> </ul>	[3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.3.1, 3.3.2, 3.3.3, 3.2.1, 3.2.2, 3.2.3, 3.2.4, 3.2.5]

Priority axis	Fund	Union support (€)	Proportion of total Union support for the operational programme	Thematic objective / Investment priority / Specific objective	Common and programme-specific result indicators for which a target has been set
				<ul style="list-style-type: none"> <li>▼ 10iii - Enhancing equal access to lifelong learning for all age groups in formal, non formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences <ul style="list-style-type: none"> <li>▼ 1 - Improving access to quality education for disadvantaged students at pre-tertiary level</li> <li>▼ 2 - Promoting the access to lifelong learning, through upgrading key competences of students as well as the use of ICT in teaching and learning</li> <li>▼ 3 - Improving quality and relevance of adult education system and upgrade skills and competences of adult learners</li> </ul> </li> <li>▼ 10iv - Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work based learning systems, including dual learning systems and apprenticeship schemes <ul style="list-style-type: none"> <li>▼ 1 - Modernisation of VET provision and raising its quality in order to increase employability of students as well as possibility for further education</li> </ul> </li> </ul>	
4	ESF	191.276.944,00	12.09%	<ul style="list-style-type: none"> <li>▼ 11 - Enhancing institutional capacity of public authorities and stakeholders and an efficient public administration <ul style="list-style-type: none"> <li>▼ 11i - Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance <ul style="list-style-type: none"> <li>▼ 1 - Improvement in institutional capacities, effectiveness and good governance reforms implementation in public administration</li> <li>▼ 2 - Achieving a more efficient and effective judiciary</li> </ul> </li> <li>▼ 11ii - Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels <ul style="list-style-type: none"> <li>▼ 1 - Developing capacities of civil society organisations, especially NGOs and social partners, and enhance civil and social dialogue for better governance</li> </ul> </li> </ul> </li> </ul>	[4.1.1, 4.1.2, 4.1.3, 4.1.4, 11.21]
5	ESF	80.000.000,00	5.06%	<ul style="list-style-type: none"> <li>1 - To ensure efficient preparation, management, implementation, monitoring, evaluation, and control activities of the Operational Programme</li> <li>2 - To support potential beneficiaries and regional stakeholders in successful applying and implementing the ESF</li> </ul>	[5.2.1, 5.3.1, 5.1.1]

Priority axis	Fund	Union support (€)	Proportion of total Union support for the operational programme	Thematic objective / Investment priority / Specific objective	Common and programme-specific result indicators for which a target has been set
				projects through building up their capacities and generating qualitative pipeline of future projects 3 - To support communication activities resulting in effective implementation of the Communication Strategy and by ensuring quality information for the potential beneficiaries and project operators on the opportunities of the Operational Programme and the requirements for obtaining EU financing	

## 2. PRIORITY AXES

### 2.A DESCRIPTION OF THE PRIORITY AXES OTHER THAN TECHNICAL ASSISTANCE

#### 2.A.1 Priority axis

<b>ID of the priority axis</b>	1
<b>Title of the priority axis</b>	High employment and labour mobility

- The entire priority axis will be implemented solely through financial instruments
- The entire priority axis will be implemented solely through financial instruments set up at Union level
- The entire priority axis will be implemented through community-led local development
- For the ESF: The entire priority axis is dedicated to social innovation or to transnational cooperation, or both

**2.A.2 Justification for the establishment of a priority axis covering more than one category of region, thematic objective or fund (where applicable)**

#### 2.A.3 Fund, category of region and calculation basis for Union support

<b>Fund</b>	<b>Category of region</b>	<b>Calculation basis (total eligible expenditure or eligible public expenditure)</b>	<b>Category of region for outermost regions and northern sparsely populated regions (where applicable)</b>
ESF	Less developed	Total	
YEI		Public	

## 2.A.4 Investment priority

<b>ID of the investment priority</b>	8i
<b>Title of the investment priority</b>	Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility

## 2.A.5 Specific objectives corresponding to the investment priority and expected results

<b>ID of the specific objective</b>	1
<b>Title of the specific objective</b>	Increase employment of unemployed, especially long-term unemployed and those experiencing skills mismatch on the labour market
<b>Results that the Member States seek to achieve with Union support</b>	<p>Negative trends on the Croatian labour market have been present since 2008, with the unemployment rate doubling from 8.4% to 17.2% in 2013 and the share of population in long-term unemployment amounting to 11.0%. In the same period, the employment rate decreased from 62.9% to 53.9%.</p> <p>Croatia faces problems in regards to matching knowledge and skills to actual labour market needs. The employment rate is lower for persons without upper secondary education, totalling 35.7% in 2013, as compared to 53.8% for persons with upper secondary education and 74.2% for persons with tertiary education. The respective EU employment rates amount to 51.4%, 69.3% and 81.7%. Unemployment figures delineate the same picture, linking lower education levels to higher risk of unemployment, especially long-term unemployment. In 2013, the unemployment rate for persons with primary and lower secondary education (25-64 group) amounted to 19.6%. Registered unemployment data show a total of almost 90.000 unemployed with primary and lower secondary education.</p> <p>Long-term unemployed persons make up 63.7% of all unemployed, with the long-term unemployment risk particularly high among the already mentioned group with low level of education, but also older unemployed persons. Eurostat estimates that up to 82.5% of unemployed in the above 54 age group face long-term unemployment, while CES register shows over 50.000 of older unemployed in 2013. Members of these groups are likely to have insufficient competences for stable integration into the labour market, inadequate or out-dated knowledge and skills, requiring targeted training, skills and knowledge upgrade and adaptation in line with labour market needs and changes. Furthermore, they often lack relevant working and practical experience, coupled with prejudiced perception, being less attractive to employers and perceived as less competitive, thus</p>

	<p>requiring additional support in access to employment.</p> <p>CES offers specific packages of ALMP measures for these special groups. In the period 2011-2013, older workers participated in supported employment with the share of over 30%, and in training and re-training activities with the share of 14%. The participation of groups with primary and lower secondary education in stated measures stands at 14-18%, while the participation rates of LTU varies from 45 to 68%.</p> <p>A specific sub-group in the Croatian context are War Veterans and children of killed, detained, missing, disabled or volunteer War Veterans. They make up 9.23% of the unemployed (30.265) and face significant set-backs on the labour market, due to their age and educational structure, health issues, etc., thus being multiply disadvantaged. They too are a group in greater risk of long-term unemployment – 55.8% of all veterans are in unemployment for over 12 months.</p> <p>With the additional ESF investment, the focus on the specified target groups will be intensified in terms of coverage, leading to an improved perspective for these groups on the labour market. Key results that are expected to be achieved include the increase in employment for groups targeted by the action, i.e. unemployed, with special focus on long-term unemployed, unemployed with low level of education and older unemployed persons, as well as war veterans. An increase in their employability levels is also expected, especially when it comes to strengthening of skills and gaining qualifications needed on the labour market, as well as gathering relevant working experience.</p>
<b>ID of the specific objective</b>	2
<b>Title of the specific objective</b>	Increase sustainable self-employment of unemployed people, especially of women
<b>Results that the Member States seek to achieve with Union support</b>	<p>Self-employment acts as an important factor in economic growth. However, analysis indicates that in Croatia number of new enterprises is lower than in most EU countries and that the overall size of the small business sector is in decline, thus emphasising the need for supporting start-ups, especially small and micro firms, as a significant path to employment. However, there is a reluctance to start-up own business due to high credit-loan risks, lack of needed financial resources, lack of needed expert knowledge for start-up and managing a business, as well as for articulation of ideas and their translation into viable business plans. This is particularly hindering for those in unemployment, who need more targeted support and guidance in the know-how of starting and running a business. Continual financial and expert support is also essential in order to reduce the insecurity factor in self-employment, especially for the engagement of women, and reinforce sustainability and survival</p>

	<p>rate of new businesses.</p> <p>In Croatia, the overall share of self-employed people stands at 16.3% of total employment while the participation of women amounts to 30%. Self-employment measures and subsidies constitute a regular service offer provided by the national PES, as a part of the ALMP measure package. Present implementation practice includes the provision of financial support for start-up, based on previous development and elaboration of a business plan, and has been demonstrated as a viable route from unemployment. In 2012, Croatian Employment Service subsidized self-employment of 665 users above 30 years of age, while in 2013 a total of 3544 persons participated in self-employment measures, the share of women standing at around 40%. Self-employment measure is also carried out for specific population in the Croatian context - Croatian Homeland War Veterans and Children of killed, detained or missing Croatian War Veterans by implementation of Program of Vocational Training and Employment of Croatian Homeland War Veterans and the Children of killed, detained and missing Croatian War Veterans. In the period 2004-2013 this measure enabled self-employment of 3.875 people from the target group.</p> <p>Currently, the procedures are being redefined so as to facilitate access to subsidies, simplify technical procedures of financial management and reporting, while providing continuous expert support and guidance to potential users before the actual start-up and throughout the period of receiving subsidy. Other modes of support, such as micro-financing are also being explored</p> <p>In order to ensure the effectiveness of the guidance processes and the continuous support and supervision measures, a partnership approach needs to be adopted, gathering relevant labour market actors and providing broad expertise. Furthermore, the public employment service needs to be strengthened in terms of capacities and expertise, so as to be able to adequately cater the needs of the unemployed, properly and expertly guide them through the challenge of translating ideas to action, and thus support the sustainability of the self-employment undertaking.</p> <p>The processes of facilitating access to self-employment through various measures and support mechanisms will continue into 2014-2020, expected to result in an increase of self-employment levels, sustainable beyond the provision of subsidies, and facilitating access to and entry into self-employment for the unemployed, and especially women.</p>
<b>ID of the specific objective</b>	3
<b>Title of the specific objective</b>	Preservation of jobs, maintaining employment of redundant workers and workers in risk of unemployment and fostering rapid re-employment of unemployed due to redundancies

**Results that the Member States seek to achieve with Union support**

Certain sectors face challenges due to technological change, long-term downsizing and shift in global patterns of production of goods and services. In other viable sectors there is a slump in employment due to temporarily or seasonally decreased demand, which – if substantive, might limit sectoral capacity for long-term development of competent workforce and rebound of employment when demand recovers.

Employers don't have the required institutional support while experiencing difficulties, nor are they sufficiently knowledgeable about existing means and measures for overcoming difficulties without resorting to dismissal of redundant workers. CES has developed measures responding to these needs, including subsidies for preservation of jobs, support to addressing skills gaps and services of mobile teams. Mobile teams are a group of experts who provide direct on-the-spot support aimed primarily at helping employers preserve their competitiveness, overcome difficulties and provide for their workers, as well as helping workers at risk of losing their jobs. However, as these interventions take time, a part of the focus is also on persons who have already entered unemployment during these processes.

Mobile teams are set up in each of the 22 CES regional offices and provide on-demand support. In 2013, mobile teams implemented interventions with more than 140 employers.

CES experiences a rise of employer interest for measures aiming at preservation of jobs. In 2011 and 2012, a total of 3 employers used the measure to support the retention of employment for 703 workers, while in 2013 alone, 9 employers and a total of 1310 workers benefited from the measure.

Moreover, the package of measures dedicated to preservation of jobs and support to employers faced with difficulties is continuously reviewed and adapted to growing and diverse needs. For instance, in 2013 the measure of "Permanent season worker" was designed, in order to mitigate precariousness in seasonal work and overriding periods of decreased activation. Also, the new Act on subsidies for preservation of jobs is currently in procedure, aiming to establish an applicable framework for comprehensive support for employers in overcoming difficulties.

Key results expected through this specific objective include retention in employment of redundant workers and workers in risk of losing their workplace, but also rapid re-employment for those unemployed due to redundancies, encompassing preventative and rapid reaction labour market measures.



**Table 4: Common result indicators for which a target value has been set and programme-specific result indicators corresponding to the specific objective (by investment priority and category of region) (for the ESF)**

Investment priority : 8i - Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility														
ID	Indicator	Category of region	Measure ment unit for indicator	Common output indicator used as basis for target setting	Baseline value			Measure ment unit for baseline and target	Baseline year	Target value (2023)			Source of data	Frequency of reporting
					M	W	T			M	W	T		
CR03	participants gaining a qualification upon leaving	Less developed	Number	unemployed, including long-term unemployed			906,00	Number	2013			17.567,00	CES data, registries of relevant institutions, surveys, evaluations, MIS	Annually
CR04	participants in employment, including self-employment, upon leaving	Less developed	Number	unemployed, including long-term unemployed			1.451,00	Number	2013			17.892,00	Pension Insurance data, CES data, surveys, evaluations, MIS	Annually
CR06	participants in employment, including self-employment, six months after leaving	Less developed	Number	unemployed, including long-term unemployed			1.637,00	Number	2013			19.011,00	Pension Insurance data, CES data, surveys, evaluations, MIS	Annually
CR07	participants with an improved labour market situation six months after leaving	Less developed	Number	employed, including self-employed			772,00	Number	2013			5.130,00	Pension Insurance data, CES data, registries of relevant institutions, surveys, evaluations, MIS	Annually
1.1.1	Participants in self-employment upon leaving	Less developed	Number				579,64	Number	2013			12.701,00	Pension Insurance Data, CES data, registries of relevant institutions, surveys, evaluations, MIS	Annually
1.1.2	Participants in self-employment, six months after leaving	Less developed	Number				532,46	Number	2013			11.668,00	Pension Insurance Data, CES data, registries of relevant institutions, surveys, evaluations, MIS	Annually

## 2.A.6 Action to be supported under the investment priority (by investment priority)

### *2.A.6.1 Description of the type and examples of actions to be supported and their expected contribution to the specific objectives including, where appropriate, the identification of main target groups, specific territories targeted and types of beneficiaries*

<b>Investment priority</b>	8i - Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility
<p>Investment priority 8.4 focuses on 3 broad areas of intervention and therefore covers various actions.</p> <p>Specific objective 8.4.1. covers activities aimed at increasing employment of unemployed, especially long-term unemployed and those experiencing skills mismatch on the labour market and is thus primarily focused on ensuring the availability of and participation in a set of targeted ALMP measures. Namely, activities include various forms of training in line with labour market needs (training and re-training activities for acquiring skills for future employment, implementation of on-the-job training schemes), which directly target the increase of employability of participant groups in terms of knowledge, skills and qualification, and consequently support their employment. Furthermore, provision of employment subsidies is envisaged, aimed at the acquisition of relevant work experience and improvement of working skills for users. Provision of employment subsidies also directly promotes employment of specific marginalised groups like Croatian War Veterans and children of killed, detained, missing, disabled and volunteers veterans, to employers. In terms of target groups of actions to be supported in the 2014-2020 perspective, special focus will be put on persons in long-term unemployment, unemployed with low level of education and older unemployed persons.</p> <p>Specific objective 8.4.2. focuses on increase of employment through facilitating access to and providing support for self-employment and entrepreneurship, to the vulnerable group of unemployed. This encompasses the implementation of activities facilitating self-employment such as promotion, information dissemination, motivation, guidance and support in business plan development, preparatory activities for start-up of business, relevant training, financial subsidies, mentoring, follow-up activities, etc. CES self-employment activities are available to all unemployed, with no requirements or restrictions in terms of years of service, work experience, occupation or qualification. In order to address the needs for extensive support and guidance, CES aims to establish a virtual Centre for self-employment, encompassing all relevant information and coordinated expertise and support provided by various institutions and stakeholders. The capacities of the public employment service will be strengthened in this regard, including new employment and relevant training and skills upgrade, enabling comprehensive direct service to the unemployed. In addition, schemes for micro-crediting start-ups for first-time entrepreneurs will be made available to the unemployed, further strengthening the financial viability of business survival. Financial support will be paired with long-term mentorship assistance programmes. Activities aimed at promotion of woman entrepreneurship are envisaged, and a further specific sub-group to be targeted by the action includes Croatian War Veterans and children of killed, detained, missing or disabled veterans</p>	

<b>Investment priority</b>	8i - Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility
<p>volunteers veterans.. .</p> <p><b>Relation with TO 3:</b></p> <p>On self-employment and start-ups. Under TO 8 self-employment activities would be focused on facilitating access to entrepreneurship for the vulnerable group of unemployed, as a pathway from unemployment to employment. Activities would encompass small-scale financial subsidies and micro-crediting schemes accompanied with a range of supportive assistance measures (guidance, training, mentoring, follow-up, etc). Under TO 3 the focus is on competitiveness and development, i.e. encompasses financial support of larger scale and more advanced services, available to broader target groups, including existing entrepreneurs.</p> <p>Specific objective 8.4.3. aims at preservation of jobs, maintaining employment of redundant workers and workers in risk of unemployment and fostering rapid re-employment of unemployed due to redundancies, encompassing preventative and rapid reaction labour market measures. Activities to be supported in this regard include providing subsidies for preservation of jobs to employers facing difficulties/redundancies, in order to help them manage difficult periods without resorting to dismissal of workers. Furthermore, training subsidies will be provided for workers in risk of being made redundant due to outdated or inadequate skills in a changing environment, i.e. when employer is introducing new technologies or new working standards, when production processes are being modernised or adjusted, etc., with the aim that the worker keeps his workplace in the long-term. This measure is especially suited for workers with lower education levels and those of higher age. Comprehensive support activities for companies with temporary setbacks or employee redundancies will also be implemented in 2014-2020, including direct service to workers at risk of losing their jobs in terms of preparing them for the labour market, mediating for them while they are still employed, providing in-house information and guidance services, etc. Services will continue to be provided in case of entering into unemployment during this process, further supported with provision of subsidies or training where appropriate. Thus, one important aspect of the action is also reaching out to those unemployed due to redundancies, in order to foster rapid re-employment.</p>	

**2.A.6.2 Guiding principles for selection of operations**

<b>Investment priority</b>	8i - Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility
----------------------------	--

<b>Investment priority</b>	8i - Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility
<p>The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria at the level of the OP.</p> <p>Based on Selection Criteria each IB level 1 or the beneficiary institution will prepare Summary of the Operation (SO) that will be submitted to the MA for approval. The approval of the SO will be a basis for the development and preparation of project documentation for each operation.</p> <p>Operations will be implemented as open calls or restricted calls for proposals.</p> <p>In the case of open calls an selection committee will be set at the level of IB level 2 and detailed selection criteria will be defined by the MA. In the case of restricted call IB level 1 will submit to MA proposal of selection of operation that will be granted as restricted call for proposals.</p>	

**2.A.6.3 Planned use of financial instruments** (where appropriate)

<b>Investment priority</b>	8i - Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility
<p>Under the OPEHR Priority Axis 1. High employment and labour mobility, Investment priority 8.4., the following specific objective is envisaged for the usage of financial instruments</p> <p><i>8.4.2. Increase sustainable self-employment of unemployed people, especially of women</i></p> <p>The envisaged I.P. presumes executing the ex-ante evaluation supported through a high-level gap analysis which evaluates the fit of the proposed priority and related actions with the needs assessment. In this context it should also include consideration of financial instruments or grants as delivery tools to contribute to these selected priorities and actions. It should help to determine the potential inclusion of financial instruments as a delivery tool as relevant; (appropriate for each development stage of enterprises, in accordance with their requirements during the development cycle) such as: debt and equity financing instruments (e.g. venture capital, guarantees for bank loans, interest rate subsidies, microcredit, micro-guarantees, loans and mezzanine loans ...); adjusted financial instruments for specific target groups funding (such as seed and pre-seed funding sources for early-stage companies) and other modern forms of financing. Ex-ante assessment is currently being completed. Further development of this part shall be finished after the completion of ex-ante</p>	

<b>Investment priority</b>	8i - Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility
assessment.	

**2.A.6.4 Planned use of major projects** (where appropriate)

<b>Investment priority</b>	8i - Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility

**2.A.6.5 Output indicators by investment priority and, where appropriate by category of region**

**Table 5: Common and programme-specific output indicators** (by investment priority, broken down by category of region for the ESF, and where relevant, for the ERDF)

<b>Investment priority</b>		<b>8i - Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility</b>							
<b>ID</b>	<b>Indicator</b>	<b>Measurement unit</b>	<b>Fund</b>	<b>Category of region (where relevant)</b>	<b>Target value (2023)</b>			<b>Source of data</b>	<b>Frequency of reporting</b>
					<b>M</b>	<b>W</b>	<b>T</b>		
CO01	unemployed, including long-term unemployed	Number	ESF	Less developed	40.000,00	26.994,00	66.994,00	Projects, MIS	Annually
CO02	long-term unemployed	Number	ESF	Less developed	15.850,00	15.850,00	31.700,00	Projects, MIS	Annually

Investment priority		8i - Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
CO05	employed, including self-employed	Number	ESF	Less developed	3.000,00	2.700,00	5.700,00	Projects,MIS	Annually
CO07	above 54 years of age	Number	ESF	Less developed	3.000,00	5.012,00	8.012,00	Projects, MIS	Annually
CO09	with primary (ISCED 1) or lower secondary education (ISCED 2)	Number	ESF	Less developed	8.000,00	6.735,00	14.735,00	Projects. MIS	Annually
1.1.1	War Veterans and children of killed, detained, missing, disabled or volunteer War Veterans	Number	ESF	Less developed			8.998,00	Projects, MIS	Annually
1.1.2	Number of start-ups supported	Number	ESF	Less developed			14.769,00	Projects, MIS	Annually
1.1.3	Women who received support for self-employment	Number	ESF	Less developed			17.200,00	Projects, MIS	Annually
1.1.4	War veterans who received support for self-employment	Number	ESF	Less developed			3.539,00	Projects, MIS	Annually
1.1.5	CES counsellors participating in	Number	ESF	Less developed			98,00	Projects, MIS	Annually

Investment priority		8i - Access to employment for job seekers and inactive people, including the long term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
	training								
1.1.6	Number of redundant workers, workers at risk of losing jobs and the unemployed due to redundancies who received support	Number	ESF	Less developed			7.125,00	Projects, MIS	Annually
1.1.7	Restructuring enterprises supported by CES mobile teams	Number	ESF	Less developed			84,00	Proejcts, MIS	Annually

## 2.A.4 Investment priority

<b>ID of the investment priority</b>	8ii
<b>Title of the investment priority</b>	Sustainable integration into the labour market of young people (ESF), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee

## 2.A.5 Specific objectives corresponding to the investment priority and expected results

<b>ID of the specific objective</b>	1
<b>Title of the specific objective</b>	Increase employment and integration of unemployed young people, especially NEETs, into the labour market

**Results that the Member States seek to achieve with Union support**

Young people hold a particularly unfavourable position in the labour market, as evidenced by the continuous rise of the unemployment rate of the 15-29 age group since 2008 (amounting to 35.2% in 2013), and parallel decline of the employment rate (reaching 29.0% in 2013). In comparison, the EU exhibited the unemployment rate of 18.7% and the employment rate of 46.2% in 2013.

When viewing trends from 2008 to 2013 in CES registered unemployment, number of youngsters under the age of 29 increased by 66% (from 68.053 to 113.200), which is more intense than the 46% for the general unemployed population. The share of youth in total unemployment increased from 28.7% in 2008 to 32.8% in 2013 (16.8% to 19.1% for the 15-24 age group). Flows of unemployment and employment show that a total of 47.7% of entries in unemployment in 2013 was accounted by youth, the highest proportion of new entries recorded for the age group 25-29.

One of the most prominent issues in relation to youth unemployment is lack of working experience - up to 40% of registered unemployed youth in the 15-29 age group have no formal working experience. On the other hand, working experience is precisely the requirement employers regard as crucial.

Additionally, youth are more exposed to temporary and precarious employment. Eurostat data for 2013 show that in Croatia 37.7% of employees are accounted for by youth in temporary employment, as compared to the percentage of 31.6% on the EU level, stressing the need for supporting mechanisms for sustainable integration of youth into the labour market.

Unemployment rates are higher for youth with lower levels of education and those with vocational education, as is the risk for long-term unemployment. There is a need for better alignment of vocational education and training with labour market needs, supported through effective vocational guidance practices, but also ensuring access to practical skills attainment.

In addition, Croatia faces significant rise of youth not in employment, education or training (NEET). In 2013 20.9% of Croatian youth was in NEET status, which is significantly above the European average of 15.9%. Interestingly, Croatia exhibits higher NEET figures for the subgroup of 25-29 (amounting to 26.3%), than the EU prioritised group of 15-24 (18.6%). If not integrated, NEETs lose skills and qualifications, while postponing transition to social adulthood, which calls for targeted action.

Taking into account the stated issues, as well as the EC initiatives targeting youth, Croatia has elaborated the Youth Guarantee

	<p>Implementation Plan, encompassing reforms, initiatives and measures focusing on early intervention and activation and labour market integration. YGIP constitutes a comprehensive scheme of youth directed activities that are being or are to be financed from national, EU and other sources. YGIP focuses its efforts on youth under 30 years old and as regards the group of unemployed youth, on rapid reaction, i.e. to persons registered with the PES for less than 4 months. In terms of expected ESI fund support, YGIP is fully in line with the investments planned in the scope of this SO.</p> <p>Key results expected to be achieved in 2014-2020 through direct support to individuals are increasing stable and sustainable employment levels of unemployed youth, as well as their employability, providing necessary working experience, skills upgrade, etc.</p>
<b>ID of the specific objective</b>	2
<b>Title of the specific objective</b>	Strengthening institutional support and monitoring systems for the employment of youth
<b>Results that the Member States seek to achieve with Union support</b>	<p>Due to the unfavourable position on the labour market, unemployed youth has been an important target group for Croatia throughout the pre-accession period, and continues to be so upon the accession. CES experience shows that youth demands an adjusted approach in communication and service delivery, encompassing greater guidance and support, use of group dynamics and new technologies, more direct and informal communication, stronger orientation to motivation and self-confidence build-up, etc. For this reason, a specialisation of services towards youth is needed, as well as strengthening of institutional capacities and support for their provision, as an important precondition in fostering youth employment. Activities in this regard are already being established - CES has in the pre-accession period piloted the service of Job Clubs for youth - intensive short-term targeted programs for small groups of youth, guided and managed by Job club leaders, that include training of job search skills, goal-setting, motivational workshops etc. Job clubs are fully adapted for provision of tailor-made support and individualised service, in line with precise needs of the participant group. Further development of this concept, paired with expansion across counties and involvement of local stakeholders is imperative in order to accommodate the needs of unemployed youth.</p> <p>Furthermore, Croatia experiences high proportions of youth not in employment, education or training (NEET), amounting to 20.9% in 2013, while the proportion of inactive youth totals 6.2%. Current activities targeted at youth mainstream coverage of registered unemployed youth, as the current system lacks mechanisms for tracking youth in broader NEET status, and the establishment of such a system is therefore a priority for this period, as a precondition for specific user-targeted service</p>

development. In addition, the establishment of specialised CES services for youth (currently piloted in the capital) envisaged as one-stop shops for youth, where they can find all relevant information and get support and guidance by specialised youth counsellors, irrespective of whether they are registered with CES or not, will enable broader coverage. In this regard, outreach and information dissemination activities will also play a role.

Key results expected to be achieved include fostering participation and employment of youth through the development of mechanisms, services and structures adapted for adequate outreach, coverage and provision for the target group.

**Table 4: Common result indicators for which a target value has been set and programme-specific result indicators corresponding to the specific objective (by investment priority and category of region) (for the ESF)**

Investment priority : 8ii - Sustainable integration into the labour market of young people (ESF), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee														
ID	Indicator	Category of region	Measurement unit for indicator	Common output indicator used as basis for target setting	Baseline value			Measurement unit for baseline and target	Baseline year	Target value (2023)			Source of data	Frequency of reporting
					M	W	T			M	W	T		
CR06	participants in employment, including self-employment, six months after leaving	Less developed	Number	unemployed, including long-term unemployed			5.975,00	Number	2013			18.326,00	Projects, MIS	Annually
1.2.1	Number of newly operating Job Clubs and Youth Services	Less developed	Number				2,00	Number	2013			49,00	Projects, MIS	Annually
1.2.2	Number of entities implementing developed apprenticeship/traineeship schemes within 6 months after development	Less developed	Number				0,00	Number	2013			120,00	Projects, MIS	Annually

## 2.A.6 Action to be supported under the investment priority (by investment priority)

### 2.A.6.1 Description of the type and examples of actions to be supported and their expected contribution to the specific objectives including, where appropriate, the identification of main target groups, specific territories targeted and types of beneficiaries

<b>Investment priority</b>	8ii - Sustainable integration into the labour market of young people (ESF), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee
Investment priority 8.5. covers all actions aimed to foster employment of youth and facilitate their transition from the educational system into the labour market. The focus of the action is ensuring the availability of and participation in a set of targeted ALMP and other measures, as well as the establishment of institutional support systems equipped for catering the specific needs of unemployed youth. The target group encompasses unemployed youth registered	

<b>Investment priority</b>	8ii - Sustainable integration into the labour market of young people (ESF), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee
<p>with the PES, however part of the action will also be dedicated to reaching inactive youth. A specific target group includes students and those in transition to education or from education to the labour market. Promotion and outreach activities will be aimed at youth in general.</p>	
<p>Actions under specific objective 8.5.1. target directly at individuals, i.e. encompass YEI type activities. This includes the following:</p>	
<ul style="list-style-type: none"> <li>• providing training and upgrading of skills in line with labour market needs, with strengthened focus on development of key competences on unemployed early school leavers (youth with no or with lowest levels of education);</li> <li>• activities enhancing first employment for acquiring work experience;</li> <li>• provision of guidance and support for self-employment and entrepreneurship in youth, encompassing specifics of working with this target group, with focus inter alia on introduction of concept of self-employment and entrepreneurship and its various forms, assistance in assessing the viability of the option of self-employment in line with personal characteristics and abilities, guidance and support in translating ideas into business plans, continuous support during implementation, mentoring, follow-up, but also direct financial support for start-up (including also mechanisms of microcrediting and other loan schemes);</li> <li>• providing direct employment subsidies and compensations;</li> <li>• implementing direct job creation programmes in fields of social care, education, project management, with emphasis on help and assistance in the community, in order to promote youth employment and employability; the programmes focused on youth are on average of longer duration than regular public works programmes, and due to areas covered, enable the acquisition of relevant skills and working experience, and thus provide a bridge to employment for the target group ;</li> <li>• ensuring participation of youth in (deficit) craft occupations and appropriate modes of practical skills acquisition, through providing scholarships and apprenticeship subsidies.</li> </ul>	
<p>These measures have direct positive effects in terms of gaining relevant working experience and application of expert knowledge and skills. For instance, CES data shows that 75% of youth participating in employment subsidies schemes in 2012 remained in employment beyond the implementation of the measure. Furthermore, positive effects can also be noticed in terms of motivation and activity.</p>	
<p>All performed activities will be accompanied by appropriate information sharing towards the public, stakeholders and beneficiaries, through development</p>	

<b>Investment priority</b>	8ii - Sustainable integration into the labour market of young people (ESF), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee
<p>of various promotional and informational material and a set of community activities, such as fairs, visits to schools, etc.</p> <p>Activities under this SO will be financed partly by the specific YEI allocation, partly by the matching ESF support within the period of 2014-2015, and the continuation of measures for the period up to 2020 will be funded by ESF. Furthermore, as regards unemployed youth, the Youth Guarantee Implementation Plan focuses its efforts on rapid reaction measures, encompassing the target group of youth in registered unemployment for under 4 months. Thus the YEI specific allocation and matching ESF support will share this focus, while the remaining ESF support throughout the period 2014-2020 will encompass greater focus on long-term unemployed youth.</p> <p>ESF support will be provided both to individuals (as stated above) and to additional measures and investments in systems and structures targeting young people, envisaged in the scope of Specific objective 8.5.2.. In terms of support to systems, structures and capacity building, actions to be financed include the development of Job clubs for youth and provision of specific and targeted Job club activities, as well as the establishment and elaboration of specialised public employment services for youth. This set of activities targets at improving the accessibility and quality of services in terms of adjusting to the particularities of young people, as a precondition for realising improvements in youth employability and employment levels. Successful implementation of these activities is based and dependant on parallel strengthening of CES capacities for such specialised provision of services.</p> <p>Furthermore, special focus will be put on the development of a NEET tracking system, which will compile data collected by CES, MSES, by Central Register of Affiliates and by Croatian Health Insurance Fund which can provide data on the type of insurance (unemployed persons being insured on basis of their unemployment). This system will be a part of a bigger reform measure, the Human Resources Register, which will be set up under SO 8.11.2. as a big data base providing information on the current status of every person – from the moment he enters education, through work years and until retirement giving a clear picture on an individual’s path and thus making it possible to make precise conclusions on the connection between acquired knowledge and experience in relation to LM achievements.</p> <p>In order to improve the institute of apprenticeship and encourage SMEs to participate in the student’s education, support will be provided for employers and schools in organizing quality apprenticeships. Related activities will include piloting different apprenticeships and practice schemes, mentorship support, capacity building for implementing apprenticeships in SMEs, etc. As a means of creating entrepreneurial climate and strengthening entrepreneurial competences in youth, support will also be provided for the development of student cooperatives and training firms, as well as student incubators at universities. They will enable networking of potential young entrepreneurs and exchange of information and support and stimulate the acquisition of specific entrepreneurial skills and actual start up of business.</p>	

<b>Investment priority</b>	8ii - Sustainable integration into the labour market of young people (ESF), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee

**2.A.6.2 Guiding principles for selection of operations**

<b>Investment priority</b>	8ii - Sustainable integration into the labour market of young people (ESF), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee
<p>The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria at the level of the OP.</p> <p>Based on Selection Criteria each IB level 1 or the beneficiary institution will prepare Summary of the Operation (SO) that will be submitted to the MA for approval. The approval of the SO will be a basis for the development and preparation of project documentation for each operation.</p> <p>Operations will be implemented as open calls or restricted calls for proposals.</p> <p>In the case of open calls an selection committee will be set at the level of IB level 2 and detailed selection criteria will be defined by the MA. In the case of restricted call IB level 1 will submit to MA proposal of selection of operation that will be granted as restricted call for proposals.</p>	

**2.A.6.3 Planned use of financial instruments** (where appropriate)

<b>Investment priority</b>	8ii - Sustainable integration into the labour market of young people (ESF), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee

**2.A.6.4 Planned use of major projects** (where appropriate)

<b>Investment priority</b>	8ii - Sustainable integration into the labour market of young people (ESF), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee

**2.A.6.5 Output indicators by investment priority and, where appropriate by category of region**

**Table 5: Common and programme-specific output indicators** (by investment priority, broken down by category of region for the ESF, and where relevant, for the ERDF)

<b>Investment priority</b>		<b>8ii - Sustainable integration into the labour market of young people (ESF), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee</b>							
<b>ID</b>	<b>Indicator</b>	<b>Measurement unit</b>	<b>Fund</b>	<b>Category of region (where relevant)</b>	<b>Target value (2023)</b>			<b>Source of data</b>	<b>Frequency of reporting</b>
					<b>M</b>	<b>W</b>	<b>T</b>		
CO01	unemployed, including long-term unemployed	Number	ESF	Less developed	25.000,00	10.511,00	35.511,00	Projects, MIS	Annually
CO06	below 25 years of age	Number	ESF	Less developed	35.000,00	15.591,00	50.591,00	Projects, MIS	Annually
1.2.1	Unemployed/LTU youth who participated in the traineeship, apprenticeship and other on the job training schemes	Number	ESF	Less developed			16.529,00	Projects, MIS	Annually
1.2.2	Youth 25-29	Number	ESF	Less developed			17.670,00	Projects, MIS	Annually

Investment priority		8ii - Sustainable integration into the labour market of young people (ESF), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
1.2.3	Number of Job Clubs and Youth services supported for establishment	Number	ESF	Less developed			49,00	Projects, MIS	Annually
1.2.4	Number of youth counsellors participating in training	Number	ESF	Less developed			30,00	Projects, MIS	Annually
1.2.5	Number of entities supported in development of apprenticeship schemes	Number	ESF	Less developed			190,00	Projects, MIS	Annually

## 2.A.4 Investment priority

<b>ID of the investment priority</b>	8ii
<b>Title of the investment priority</b>	Sustainable integration into the labour market of young people (YEI), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee

## 2.A.5 Specific objectives corresponding to the investment priority and expected results

<b>ID of the specific objective</b>	1
<b>Title of the specific objective</b>	Increase employment and integration of unemployed young people, especially NEETs, into the labour market
<b>Results that the Member States</b>	Young people hold a particularly unfavourable position in the labour market, as evidenced by the continuous rise of the

<p><b>seek to achieve with Union support</b></p>	<p>unemployment rate of the 15-29 age group since 2008 (amounting to 35.2% in 2013), and parallel decline of the employment rate (reaching 29.0% in 2013). In comparison, the EU exhibited the unemployment rate of 18.7% and the employment rate of 46.2% in 2013.</p> <p>When viewing trends from 2008 to 2013 in CES registered unemployment, number of youngsters under the age of 29 increased by 66% (from 68.053 to 113.200), which is more intense than the 46% for the general unemployed population. The share of youth in total unemployment increased from 28.7% in 2008 to 32.8% in 2013 (16.8% to 19.1% for the 15-24 age group). Flows of unemployment and employment show that a total of 47.7% of entries in unemployment in 2013 was accounted by youth, the highest proportion of new entries recorded for the age group 25-29.</p> <p>One of the most prominent issues in relation to youth unemployment is lack of working experience - up to 40% of registered unemployed youth in the 15-29 age group have no formal working experience. On the other hand, working experience is precisely the requirement employers regard as crucial.</p> <p>Additionally, youth are more exposed to temporary and precarious employment. Eurostat data for 2013 show that in Croatia 37.7% of employees are accounted for by youth in temporary employment, as compared to the percentage of 31.6% on the EU level, stressing the need for supporting mechanisms for sustainable integration of youth into the labour market.</p> <p>Unemployment rates are higher for youth with lower levels of education and those with vocational education, as is the risk for long-term unemployment. There is a need for better alignment of vocational education and training with labour market needs, supported through effective vocational guidance practices, but also ensuring access to practical skills attainment.</p> <p>In addition, Croatia faces significant rise of youth not in employment, education or training (NEET). In 2013 20.9% of Croatian youth was in NEET status, which is significantly above the European average of 15.9%. Interestingly, Croatia exhibits higher NEET figures for the subgroup of 25-29 (amounting to 26.3%), than the EU prioritised group of 15-24 (18.6%). If not integrated, NEETs lose skills and qualifications, while postponing transition to social adulthood, which calls for targeted action.</p> <p>Taking into account the stated issues, as well as the EC initiatives targeting youth, Croatia has elaborated the Youth Guarantee Implementation Plan, encompassing reforms, initiatives and measures focusing on early intervention and activation and labour market integration. YGIP constitutes a comprehensive scheme of youth directed activities that are being or are to be financed</p>
--	---

from national, EU and other sources. YGIP focuses its efforts on youth under 30 years old and as regards the group of unemployed youth, on rapid reaction, i.e. to persons registered with the PES for less than 4 months. In terms of expected ESI fund support, YGIP is fully in line with the investments planned in the scope of this SO.

Key results expected to be achieved in 2014-2020 through direct support to individuals are increasing stable and sustainable employment levels of unemployed youth, as well as their employability, providing necessary working experience, skills upgrade, etc.

**Table 4a: YEI result indicators and programme-specific result indicators corresponding to the specific objective (by priority axis or by part of a priority axis)**

Investment priority : 8ii - Sustainable integration into the labour market of young people (YEI), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee													
ID	Indicator	Measurement unit for indicator	Common output indicator used as basis for target setting	Baseline value			Measurement unit for baseline and target	Baseline year	Target value (2023)			Source of data	Frequency of reporting
				M	W	T			M	W	T		
CR01	Unemployed participants who complete the YEI supported intervention	Number	unemployed, including long-term unemployed			10.341,00	Number	2013			14.356,00	Pension Insurance data, CES registries, relevant institutions registries, surveys, evaluations, MIS	Annually
CR02	Unemployed participants who receive an offer of employment, continued education, apprenticeship or traineeship upon leaving	Number	unemployed, including long-term unemployed			6.205,00	Number	2013			8.601,00	Pension Insurance data, CES registries, relevant institutions registries, surveys, evaluations, MIS	Annually
CR03	Unemployed participants who are in education/training, gaining a qualification, or in employment, including self-employment, upon leaving	Number	unemployed, including long-term unemployed			5.630,00	Number	2013			7.819,00	Pension Insurance data, CES registries, relevant institutions registries, surveys, evaluations, MIS	Annually
CR04	Long-term unemployed participants who complete the YEI supported intervention	Number					Number	2013				Pension Insurance data, CES registries, relevant institutions registries, surveys, evaluations, MIS	Annually
CR05	Long-term unemployed participants who receive an offer of employment, continued education, apprenticeship or traineeship upon leaving	Number											
CR06	Long-term unemployed participants who are in education/training, gaining a qualification, or are in employment, including self-employment, upon leaving	Number											
CR07	Inactive participants not in education or training who complete the YEI supported intervention	Number											
CR08	Inactive participants not in education or training who receive an offer of employment, continued education, apprenticeship or traineeship upon leaving	Number											
CR09	Inactive participants not in education or training who are in education/training, gaining a qualification, or are in employment, including self-employment,	Number											

**Investment priority : 8ii - Sustainable integration into the labour market of young people (YEI), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee**

ID	Indicator	Measurement unit for indicator	Common output indicator used as basis for target setting	Baseline value			Measurement unit for baseline and target	Baseline year	Target value (2023)			Source of data	Frequency of reporting
				M	W	T			M	W	T		
	upon leaving												
CR10	Participants in continued education, training programmes leading to a qualification, an apprenticeship or a traineeship six months after leaving	Number											
CR11	Participants in employment six months after leaving	Number											
CR12	Participants in self-employment six months after leaving	Number											

## 2.A.6 Action to be supported under the investment priority (by investment priority)

### *2.A.6.1 Description of the type and examples of actions to be supported and their expected contribution to the specific objectives including, where appropriate, the identification of main target groups, specific territories targeted and types of beneficiaries*

<b>Investment priority</b>	8ii - Sustainable integration into the labour market of young people (YEI), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee
<p>Actions under specific objective 8.5.1. target directly at individuals, i.e. encompass YEI type activities. This includes the following:</p> <ul style="list-style-type: none"> <li>• providing training and upgrading of skills in line with labour market needs, with strengthened focus on development of key competences on unemployed early school leavers (youth with no or with lowest levels of education);</li> <li>• activities enhancing first employment for acquiring work experience;</li> <li>• provision of guidance and support for self-employment and entrepreneurship in youth, encompassing specifics of working with this target group,</li> </ul>	

<b>Investment priority</b>	8ii - Sustainable integration into the labour market of young people (YEI), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee
<p>with focus inter alia on introduction of concept of self-employment and entrepreneurship and its various forms, assistance in assessing the viability of the option of self-employment in line with personal characteristics and abilities, guidance and support in translating ideas into business plans, continuous support during implementation, mentoring, follow-up, but also direct financial support for start-up (including also mechanisms of microcrediting and other loan schemes);</p> <ul style="list-style-type: none"> <li>• providing direct employment subsidies and compensations;</li> <li>• implementing direct job creation programmes in fields of social care, education, project management, with emphasis on help and assistance in the community, in order to promote youth employment and employability; the programmes focused on youth are on average of longer duration than regular public works programmes, and due to areas covered, enable the acquisition of relevant skills and working experience, and thus provide a bridge to employment for the target group ;</li> <li>• ensuring participation of youth in (deficit) craft occupations and appropriate modes of practical skills acquisition, through providing scholarships and apprenticeship subsidies.</li> </ul> <p>These measures have direct positive effects in terms of gaining relevant working experience and application of expert knowledge and skills. For instance, CES data shows that 75% of youth participating in employment subsidies schemes in 2012 remained in employment beyond the implementation of the measure. Furthermore, positive effects can also be noticed in terms of motivation and activity.</p> <p>All performed activities will be accompanied by appropriate information sharing towards the public, stakeholders and beneficiaries, through development of various promotional and informational material and a set of community activities, such as fairs, visits to schools, etc.</p> <p>Activities under this SO will be financed partly by the specific YEI allocation, partly by the matching ESF support within the period of 2014-2015, and the continuation of measures for the period up to 2020 will be funded by ESF. Furthermore, as regards unemployed youth, the Youth Guarantee Implementation Plan focuses its efforts on rapid reaction measures, encompassing the target group of youth in registered unemployment for under 4 months. Thus the YEI specific allocation and matching ESF support will share this focus, while the remaining ESF support throughout the period 2014-2020 will encompass greater focus on long-term unemployed youth.</p>	

### 2.A.6.2 Guiding principles for selection of operations

<b>Investment priority</b>	8ii - Sustainable integration into the labour market of young people (YEI), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee
<p>The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria at the level of the OP.</p> <p>Based on Selection Criteria each IB level 1 or the beneficiary institution will prepare Summary of the Operation (SO) that will be submitted to the MA for approval. The approval of the SO will be a basis for the development and preparation of project documentation for each operation.</p> <p>Operations will be implemented as open calls or restricted calls for proposals.</p> <p>In the case of open calls an selection committee will be set at the level of IB level 2 and detailed selection criteria will be defined by the MA. In the case of restricted call IB level 1 will submit to MA proposal of selection of operation that will be granted as restricted call for proposals.</p>	

### 2.A.6.3 Planned use of financial instruments (where appropriate)

<b>Investment priority</b>	8ii - Sustainable integration into the labour market of young people (YEI), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee

### 2.A.6.4 Planned use of major projects (where appropriate)

<b>Investment priority</b>	8ii - Sustainable integration into the labour market of young people (YEI), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee

### 2.A.6.5 Output indicators by investment priority and, where appropriate by category of region

**Table 5: Common and programme-specific output indicators** (by investment priority, broken down by category of region for the ESF, and where relevant, for the ERDF)

Investment priority		8ii - Sustainable integration into the labour market of young people (YEI), in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
1.2.6	Below 25 years of age	Number	YEI				10.932,00	Projects, MIS	Annually
1.2.7	Unemployed, including long-term unemployed	Number	YEI				15.951,00	Projects, MIS	Annually
1.2.8	Unemployed/LTU youth who participated in the traineeship, apprenticeship and other on the job training schemes	Number	YEI				10.588,00	Projects, MIS	Annually
1.2.9	Youth 25-29	Number	YEI				7.769,00	Projects, MIS	Annually

### 2.A.4 Investment priority

<b>ID of the investment priority</b>	8vii
<b>Title of the investment priority</b>	Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders

## 2.A.5 Specific objectives corresponding to the investment priority and expected results

<b>ID of the specific objective</b>	1
<b>Title of the specific objective</b>	Enhance capacity of local partnerships for employment and increase employment of the most vulnerable on the local labour markets
<b>Results that the Member States seek to achieve with Union support</b>	<p>Local labour markets play a crucial role in combating unemployment, especially as regards reducing regional disparities. There is a substantive variation in unemployment rates among Croatia counties, ranging from 8.7% (town of Zagreb) to 33.4% (Virovitica - Podravina County). All Croatian counties have in the pre-accession period developed Human Resources Development Strategies and established Local partnerships for employment (LPEs - a total of 21). LPEs complement national employment policies adjusting them to regional labour market needs and specificities. They gather stakeholders from the public, private and third sector, supporting communication, exchange and cooperation on the local level. County HRD strategies pinpoint the local issues and needs, analyse the situation and trends on the labour market, take into account local strengths and weaknesses, available institutional support, relevant stakeholders etc, and translate this into specific measures and actions for specific target groups. Previous action, implemented within the framework of IPA IV and ESF OP 2007-2013, for supporting the development and implementation of local strategies and measures through partnership approach has yielded great interest and involvement of stakeholders.</p> <p>A bottom-up approach in strategic framework development is needed as it brings added value in terms of tackling precise needs and conditions on the micro-level. It is the main role of LPEs to foster and drive local strategies elaboration, in line with recognized on-the-spot area-specific needs and information on actual situation, providing them with the ability to target activities and services more accurately. However, LPEs lack both financial resources, infrastructure and HR capacities for sustainable action.</p> <p>Another important strand of locally driven action is support for the implementation of micro-projects in line with detected strategic needs and priorities in employment and education, and focused on target groups recognized through the local strategic framework as those most vulnerable on the local labour markets, i.e. specified groups of unemployed, such as long-term unemployed, women, youth with no prior working experience, persons with disabilities, etc.. For instance, in the pre-accession period, Međimurje county strategy made stronger provisions for the Roma minority population, which is more numerous in that area, Zadar county strategy highlighted the problem of ex-addicts, and so on, depending on specific conditions in the county. Vulnerable groups often experience lesser opportunities outside activity centres, and targeted local</p>

	<p>approach increases availability of needed services and support systems.</p> <p>Best practice examples gained through IPA programme show multiple benefits from local action, including direct impact on employment on micro-level, inter-county cooperation, strengthening local capacities and “bottom up” social innovation that might be transferable to other regions or national level. Innovation in this regard may include design and provision of new services, adapted modes of provision or approach to target group, involvement of different stakeholders and synergies, etc.</p> <p>Key results which are expected to be achieved include increased employability of users of tailor-made and locally adapted services and interventions (which particularly focuses on members of vulnerable groups) through the expansion of and innovation in locally provided employment services.</p>
<b>ID of the specific objective</b>	2
<b>Title of the specific objective</b>	Increase accessibility and quality of publicly provided labour market information and services, including ALMP and health and safety system
<b>Results that the Member States seek to achieve with Union support</b>	<p>Rising number and increasing heterogeneity of users require adaptation and differentiation in service provision, in order to adequately respond to different needs. CES has started to develop specialised services for different groups, i.e. youth, employers, as well as to support different activities, i.e. career choice and management, mobility. There is also a need for adequate outreach and information dissemination channels, i.e. through improvement of self-service models and e-counselling. Increasing accessibility while simultaneously moderating burden for counsellors will be achieved by establishing additional support systems such as contact centre, serving direct communication with users, remote office time-management services, etc.</p> <p>CES employees need to be adequately trained for provision of differentiated services, as do other labour market service providers such as Croatian Pension Insurance Institute and Central Registry of Affiliates (REGOS), both in terms of expert knowledge and “soft” skills. CES has established a Labour Market Training Centre, comprising trainers from different LM institutions, who have the necessary knowledge and skills to manage further training. However, the scope of needs surpasses current capacities and further training is crucial.</p> <p>The Ministry of Labour and the Pension System will build its capacity in order to prepare evidence based policy interventions and secure monitoring and policy impact assessment, via data exchange with partner institutions (Register of human resources)</p>

and developing software for analytical and reporting purposes to the stakeholders and public. A forecasting system will be developed which will facilitate understanding skill mismatch by sector. A specific type of analysis will use the new resources to simulate policy interventions, enable ex ante evaluations and to provide policy impact assessment.

Such analytic inputs will be used for timely planning of education and training and for well focused active labour market measures, catering for actual skill needs, resulting in a dynamic system of adjustment of training outcomes to labour market needs and the alignment of the training segment of active labour market measures with new jobs which will raise employability.

Insight into efficiency and effectiveness of active labour market policy measures (ALMPM) in general proves insufficient and hinders timely, efficient and appropriate response to labour market changes and challenges, and thus a comprehensive system of ALMPM evaluations needs to be developed.

In 2014, Labour Inspectorates have been formed within MLPS, with the task of inspection of labour and employment relations and health and safety work conditions. These new structures need to be strengthened in terms of information and applicative support for their work, but also in their contact towards the public.

In order to raise the quality of working conditions and protection of workers' health there is a need to improve occupational health and safety. Relevant institutions (MLPS- Inspector Service in the field of occupational health and safety, Croatian Institute for Health protection and Safety at Work, Croatian Health Insurance Fund) are not fully equipped for fast and reliable data collection and integration, nor for monitoring and reporting, and upgrades and procedure development in this regard are expected, as well as improvement in awareness of institutions and employers regarding the issues of health and safety.

**Table 4: Common result indicators for which a target value has been set and programme-specific result indicators corresponding to the specific objective (by investment priority and category of region) (for the ESF)**

Investment priority : 8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders														
ID	Indicator	Category of region	Measurement unit for indicator	Common output indicator used as basis for target setting	Baseline value			Measurement unit for baseline and target	Baseline year	Target value (2023)			Source of data	Frequency of reporting
					M	W	T			M	W	T		
1.3.1	Participants who are members of vulnerable groups, as defined in county HRD strategies in job searching, education/ training, gaining a qualification, or in employment, including self-employment, upon leaving	Less developed	Number				220,00	Number	2013			3.000,00	Relevant registries data, HRD strategies, evaluations, projects, MIS	Annually
1.3.2	Number of new or improved services provided by LM institutions	Less developed	Number				12,00	Number	2013			70,00	Relevant registries data, CES data, projects, evaluations, projects, MIS	Annually
1.3.3	Number of LM institutions' employees educated in provision of new or improved services	Less developed	Number				1.633,00	Number	2013			4.936,00	Relevant registries data, CES data, evaluations, projects, MIS	Annually

## 2.A.6 Action to be supported under the investment priority (by investment priority)

### 2.A.6.1 Description of the type and examples of actions to be supported and their expected contribution to the specific objectives including, where appropriate, the identification of main target groups, specific territories targeted and types of beneficiaries

<b>Investment priority</b>	8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders
Specific objective 8.11.1. covers activities that are to be implemented on the regional level and aligned to regional labour market needs and specificities. It	

<b>Investment priority</b>	8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders
<p>will include provision of financial support to the functioning of local partnerships for employment, as well as for the implementation of local employment initiatives, in order to strengthen local structures and networks, foster targeted bottom-up approach in dealing with unemployment issues and ensure local ownership of actions and services. The first strand of activities, targeted at local partnerships for employment will include investment into LPEs' capacity building such as relevant training, coaching or consultancy, investment into technical infrastructure supporting the functioning of LPEs (i.e. equipment), development of internal policies and procedures of LPEs, analysis and policy/strategy development, elaboration of further project pipelines and documentation, etc. The strand of activities that contributes to the achievement of local strategic framework performed by supported local stakeholders will include direct coverage and work with vulnerable groups (as recognised in the county level HRD strategies, yet to be developed for the upcoming period) on the local level with the aim of enhancing their employability and fostering their employment, such as training, self-confidence and other person-directed workshops, awareness raising activities, networking with employers, etc. Support will be given only to activities based in the regional strategic development framework and focused on specific disadvantaged groups in target areas. Furthermore, greater availability of support will be ensured for areas most affected by unemployment, i.e. counties with highest unemployment rates.</p> <p>Specific objective 8.11.2. covers activities aimed at strengthening labour market institutions' own capacities in order to improve scope, quality and adaptability of provided services. Types of activities to be supported include relevant education and training of staff (both regarding expert knowledge and general skills development, in terms of management skills, communication skills, ICT skills upgrade, etc.), strengthening HR capacities through new employment, development of new services, modalities of provision and models of organisational functioning adapted to needs, development of new standards and procedures, establishing further specialised support services, including investments in supporting infrastructure in terms of procurement of equipment and development of IT support.</p> <p>As regards CES, special focus will be put on further development and adjustment of services and structures initiated in the previous period, i.e.:</p> <ul style="list-style-type: none"> <li>• further specialisation of services for mediation and information process, as well as support for employment, both to the unemployed / job seekers and employers (Job Shops for employers, Info-kiosk, remote office facilities);</li> <li>• broadening the network of CISOK centres (centres for life-long career guidance) on the regional level and strengthening the functioning of the National forum for life-long career guidance;</li> <li>• activities by EURES (European Employment Services) in the areas of recruitment, matching and placement, together with the related information, advice and guidance services at national and cross-border level;</li> </ul>	

<b>Investment priority</b>	8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders
<ul style="list-style-type: none"> <li>• design and development of new application models for CES key business processes, including career guidance support, e-counselling, etc.;</li> <li>• further support in developing labour market information system using online services for competence matching and self-assessment;</li> <li>• endorsing further development of CES LM Training Centre, including support to CES mentoring system;</li> <li>• etc.</li> </ul> <p>Another important element in this regard is the development of a mechanism for monitoring and evaluation of ALMP measures, as a standard part of ALMP implementation, in order to provide feedback on implemented measures and direct future design and strategy on active labour market policy.</p> <p>ESF support will also be provided for strengthening other LM institutions, namely REGOS, CPII and MLPS. In order to enhance data transparency and availability both for inter-institutional needs and towards the public, it is planned to support activities related to improvement of procedures for data analysis and elaboration, including informatization and automatization of processes and revision of methodology for gathering and analysis of statistical data within CPII. In addition, a comprehensive system for labour market monitoring and analysis will be developed on the ministerial level, so as to support the elaboration of models and tools for forecasting future demand for skills and qualifications. The national exchange data system (EESSI) will be strengthened with the establishment of a national Enterprise Service Bus in order to enable electronic exchange and fast and secure access to information for various relevant institutions/stakeholders on the national and EU level. As regards services to direct users, an information portal (“My social security portal”) will be established, gathering all relevant information on social rights on one place, and enabling citizens access to own data from the entire social security system (all included institutions). Furthermore, a more advanced IT system for access to and delivery of personal electronic documents to users from REGOS Registry will be established, enabling quick and quality service without increasing administrative burden. IT (Data WareHouse and Business Intelligence) solutions for supporting safe repository of data and ensuring compliance with EU standard reporting requirements will be established as well, easing administration and enhancing control and flow of data. In order to achieve all the above-mentioned IT advancements, support will also be allocated to the development of an underlining support network service and for expert consultancy.</p> <p>In support of raising the capacity of MLPS for identifying labour market needs, policy development, monitoring and evaluation the main activities will involve the following:</p> <ol style="list-style-type: none"> <li>1. Development of the Register of human resources</li> </ol>	

<b>Investment priority</b>	8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders
<ol style="list-style-type: none"> <li>2. Software for dissemination of information on-line and updating the Career guidance portal ALMIS</li> <li>3. An econometric forecasting model of the Croatian economy will be developed and used for simulating policy, aiding ex ante evaluation as well as ex post impact at the level of economic sector</li> <li>4. Permanent instruments will be put in place for assessing skill needs via the new annual Employers' survey on competences. Raw data sets will be analysed by sector experts and grouped for providing a solid evidence base for updating the National classification of occupations, suggesting new or adjusting present occupational standards and as an input to the information repository of the centers of life long career guidance portal.</li> <li>5. Permanent tenders for development of new occupational and qualification standards will be in place as well as tenders for development of educational programmes based on these standards</li> <li>6. Once developed, the training programmes will be used to upgrade the skills of the unemployed, the employed or other target groups within the usual package of the active labour market measures.</li> <li>7. The MLPS will cater for the fast track changes of partial qualifications or groups of competences which will allow faster adjustment of skills to labour market needs by having open calls according to needs on a half annual basis.</li> </ol>	
<p>The activities will be complemented with ERDF investments.</p>	
<p>Support to newly established Labour Inspectorate will also ensure accessibility to relevant information and serve quality service provision, in terms of ensuring protection of workers' rights and quality employment relations. This will encompass activities related to further development of e-logbook, containing information on executed inspection and supervision, including undertaken actions and measures, in order to support and facilitate the work of inspectors, as well as activities towards users, in terms of development of website containing all relevant information for ensuring safety at work.</p>	
<p>Activities aimed at promoting health and safety at work will also be supported under this Specific objective. In order to prevent negative trends, efforts should be made to improve safety and health system at national level and at level of entrepreneur, to identify occupational hazards, improve the working environment, via collecting information on injuries at work, occupational diseases and work-related diseases, the internal audit, assessing the risk, training, etc. Efforts also should be made related to education and raising awareness in the field of safety and health at work and supporting employers in solving safety and health problems by preventive programs, in order to preserve work ability during the whole working life and retain workers with disability in employment. Development and implementation of integrated tailor made software (including e-forms and corresponding communication programs) for</p>	

<b>Investment priority</b>	8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders
<p>monitoring and reporting of occupational safety and health is envisaged as well.</p> <p>Although the primary target groups of actions will be labour market institutions and their staff, the implementation of actions will also bring tangible benefit to the beneficiaries of employment services.</p>	

### ***2.A.6.2 Guiding principles for selection of operations***

<b>Investment priority</b>	8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders
<p>The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria at the level of the OP.</p> <p>Based on Selection Criteria each IB level 1 or the beneficiary institution will prepare Summary of the Operation (SO) that will be submitted to the MA for approval. The approval of the SO will be a basis for the development and preparation of project documentation for each operation.</p> <p>Operations will be implemented as open calls or restricted calls for proposals.</p> <p>In the case of open calls an selection committee will be set at the level of IB level 2 and detailed selection criteria will be defined by the MA. In the case of restricted call IB level 1 will submit to MA proposal of selection of operation that will be granted as restricted call for proposals.</p>	

### ***2.A.6.3 Planned use of financial instruments*** (where appropriate)

<b>Investment priority</b>	8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders
----------------------------	---

<b>Investment priority</b>	8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders

**2.A.6.4 Planned use of major projects** (where appropriate)

<b>Investment priority</b>	8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders

**2.A.6.5 Output indicators by investment priority and, where appropriate by category of region**

**Table 5: Common and programme-specific output indicators** (by investment priority, broken down by category of region for the ESF, and where relevant, for the ERDF)

<b>Investment priority</b>		<b>8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders</b>							
<b>ID</b>	<b>Indicator</b>	<b>Measurement unit</b>	<b>Fund</b>	<b>Category of region (where relevant)</b>	<b>Target value (2023)</b>			<b>Source of data</b>	<b>Frequency of reporting</b>
					<b>M</b>	<b>W</b>	<b>T</b>		
1.3.1	Unemployed members of vulnerable groups, as defined in county HRD strategies	Number	ESF	Less developed			15.000,00	Projects, MIS	Annually
1.3.2	Number of LPE capacity-building	Number	ESF	Less developed			54,00	Projects, MIS	Annually

Investment priority		8vii - Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
	projects								
1.3.3	Number of local initiative projects	Number	ESF	Less developed			105,00	Projects, MIS	Annually
1.3.4	Number of LM institutions' employees participating in training related to provision of new or improved services	Number	ESF	Less developed			4.936,00	Projects, MIS	Annually
1.3.5	Number of new or improved services supported for development and implementation	Number	ESF	Less developed			70,00	Projects, MIS	Annually

### 2.A.7 Social innovation, transnational cooperation and contribution to thematic objectives 1-7

Priority axis	1 - High employment and labour mobility
<p>Certain activities under PA Higher employment and labour mobility, IP 8.5. Sustainable integration into the labour market of young people, in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee" and IP 8.11 Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders will be implemented through transnational cooperation.</p>	

Priority axis	1 - High employment and labour mobility
---------------	---

## 2.A.8 Performance framework

**Table 6: Performance framework of the priority axis** (by fund and, for the ERDF and ESF, category of region)

Priority axis		1 - High employment and labour mobility											
ID	Indicator type	Indicator or key implementation step	Measurement unit, where appropriate	Fund	Category of region	Milestone for 2018			Final target (2023)			Source of data	Explanation of relevance of indicator, where appropriate
						M	W	T	M	W	T		
CO01	O	unemployed, including long-term unemployed	Number	ESF	Less developed			41.002			102.505,00	MIS	
F.1	F	Total amount of certified expenditure eligible expenditure	EUR	ESF	Less developed			146.015.693			365.039.234,00	MIS	
1.2.7	O	Unemployed, including long-term unemployed	Number	YEI				15.591			15.591,00	MIS	
F.1	F	Total amount of certified expenditure eligible expenditure	EUR	YEI				66.177.144			66.177.144,00	MIS	

## Additional qualitative information on the establishment of the performance framework

### 2.A.9 Categories of intervention

Categories of intervention corresponding to the content of the priority axis based on a nomenclature adopted by the Commission, and indicative breakdown of Union support.

## Tables 7-11: Categories of intervention

**Table 7: Dimension 1 - Intervention field**

Priority axis		1 - High employment and labour mobility	
Fund	Category of region	Code	€ amount
ESF	Less developed	102. Access to employment for job-seekers and inactive people, including the long-term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility	101.878.985,00
ESF	Less developed	103. Sustainable integration into the labour market of young people, in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee	85.673.516,00
ESF	Less developed	104. Self-employment, entrepreneurship and business creation including innovative micro, small and medium sized enterprises	128.486.484,00
ESF	Less developed	106. Adaptation of workers, enterprises and entrepreneurs to change	19.720.000,00
ESF	Less developed	108. Modernisation of labour market institutions, such as public and private employment services, and improving the matching of labour market needs, including through actions that enhance transnational labour mobility as well as through mobility schemes and better cooperation between institutions and relevant stakeholders	64.820.000,00
YEI		103. Sustainable integration into the labour market of young people, in particular those not in employment, education or training, including young people at risk of social exclusion and young people from marginalised communities, including through the implementation of the Youth Guarantee	132.354.288,00

**Table 8: Dimension 2 - Form of finance**

Priority axis		1 - High employment and labour mobility	
Fund	Category of region	Code	€ amount
ESF	Less developed	01. Non-repayable grant	380.578.985,00
ESF	Less developed	04. Support through financial instruments: loan or equivalent	12.000.000,00
ESF	Less developed	05. Support through financial instruments: guarantee or equivalent	8.000.000,00

Priority axis		1 - High employment and labour mobility	
Fund	Category of region	Code	€ amount
YEI		01. Non-repayable grant	132.354.288,00

**Table 9: Dimension 3 - Territory type**

Priority axis		1 - High employment and labour mobility	
Fund	Category of region	Code	€ amount
ESF	Less developed	01. Large Urban areas (densely populated >50 000 population)	17.000.000,00
ESF	Less developed	07. Not applicable	383.578.985,00
YEI		07. Not applicable	132.354.288,00

**Table 10: Dimension 4 - Territorial delivery mechanisms**

Priority axis		1 - High employment and labour mobility	
Fund	Category of region	Code	€ amount
ESF	Less developed	01. Integrated Territorial Investment – Urban	17.000.000,00
ESF	Less developed	07. Not applicable	383.578.985,00
YEI		07. Not applicable	132.354.288,00

**Table 11: Dimension 6 - ESF secondary theme (ESF and YEI only)**

Priority axis		1 - High employment and labour mobility	
Fund	Category of region	Code	€ amount
ESF	Less developed	02. Social innovation	16.320.000,00
ESF	Less developed	03. Enhancing the competitiveness of SMEs	117.986.484,00
ESF	Less developed	05. Enhancing the accessibility, use and quality of information and communication technologies	48.500.000,00
ESF	Less developed	07. Gender equality	10.500.000,00
ESF	Less developed	08. Not applicable	207.272.501,00
YEI		08. Not applicable	132.354.288,00

**2.A.10 Summary of the planned use of technical assistance including, where necessary, actions to reinforce the administrative capacity of authorities involved in the management and control of the programmes and beneficiaries (where appropriate) (by priority axis)**

Priority axis:	1 - High employment and labour mobility

### 2.A.1 Priority axis

<b>ID of the priority axis</b>	2
<b>Title of the priority axis</b>	Social inclusion

- The entire priority axis will be implemented solely through financial instruments
- The entire priority axis will be implemented solely through financial instruments set up at Union level
- The entire priority axis will be implemented through community-led local development
- For the ESF: The entire priority axis is dedicated to social innovation or to transnational cooperation, or both

**2.A.2 Justification for the establishment of a priority axis covering more than one category of region, thematic objective or fund (where applicable)**

### 2.A.3 Fund, category of region and calculation basis for Union support

<b>Fund</b>	<b>Category of region</b>	<b>Calculation basis (total eligible expenditure or eligible public expenditure)</b>	<b>Category of region for outermost regions and northern sparsely populated regions (where applicable)</b>
ESF	Less developed	Public	

### 2.A.4 Investment priority

<b>ID of the investment priority</b>	9i
<b>Title of the investment priority</b>	Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability

## 2.A.5 Specific objectives corresponding to the investment priority and expected results

<b>ID of the specific objective</b>	1
<b>Title of the specific objective</b>	Promoting labour market and social integration of the vulnerable groups, and combating any form of discrimination
<b>Results that the Member States seek to achieve with Union support</b>	<p>Croatia has one of the highest rates of people at risk of poverty and social exclusion in the EU, amounting to 32.3 % in 2012. At risk of poverty rate was highest for the unemployed (42.9%), economically inactive (31.9%) and retired (21.8%). Poverty profile and structure of income sources delineate the same picture. The Strategy for combating poverty highlights 4 groups at greatest risk: children and youth, elderly and retired people, unemployed and people with disabilities (PWD). The causes of poverty and social exclusion are usually multidimensional and categories at risk often overlap.</p> <p>The number of social welfare beneficiaries who are work-able is increasing, while the unemployed often suffer multiple factors of vulnerability (disability, long-term unemployment, minority status, etc) and discrimination. Discrimination takes place during the employment process, at the workplace and in relation to promotion, education or other benefits. But prospective and current employees are not informed about their rights and possibilities of protection and are reluctant to report discrimination. Awareness should be raised regarding these issues.</p> <p>PWD make up about 12% of the population and 1.9% of all registered unemployed, 67.3% being unemployed in the long-term and 32.2% having no previous working experience. Roma (16 975 inhabitants) are one of the most vulnerable groups due to lower levels of education, poor housing conditions and unemployment. In Croatia, a specific vulnerability factor is also connected to the group of Homeland War Veterans and victims.</p> <p>Persons from these groups face poverty, social exclusion, material deprivation and discrimination in their communities. Due to marginalization, they experience obstacles in their (re-)entry to the labour market, in terms of loss of motivation and competencies, low self-esteem as well as lack of support services. They need support in accessing and equal participation in the LM and community life including cultural activities, gaining working skills and experience, psychosocial support, etc. In addition, the capacities of the social welfare institutions, NGOs and other social and employment service providers are not sufficient for providing quality services related to LM access.</p> <p>In times of recession, the opportunities of vulnerable groups are even more hindered and their activation calls for additional temporary and targeted efforts. Public works programmes provide spells of employment (up to 12 months) through community</p>

	<p>work for persons in threat of social exclusion.</p> <p>Youth is also greatly affected by the economic crisis and increased participation of young people in the community life and decision making process is needed.</p> <p>The expected results include ensuring equal access to the labour market by participating in various activities related to gaining additional skills and work experience, trainings or psychosocial support. Improved employment opportunities of social welfare rights beneficiaries and especially vulnerable groups of unemployed, improved knowledge and skills of experts from social, employment and NGO sector, as well as discrimination awareness of all relevant stakeholders, and increased number of volunteers from vulnerable groups as mean of active inclusion is also expected.</p> <p>Social innovations and experiments will be promoted with an aim of guiding structural social policy reforms and programmes in the field of active inclusion.</p>
<b>ID of the specific objective</b>	2
<b>Title of the specific objective</b>	Enhancing active inclusion through the implementation of integrated pathways to the regeneration of 5 deprived pilot areas
<b>Results that the Member States seek to achieve with Union support</b>	<p>Geographical concentration of physical degradation, social exclusion and poverty in Croatia is especially visible in a number of small towns affected by the war located in the areas with the lowest GDP per capita. This is the result brought on by a destructive recent homeland war and various socio-economic factors, in some cases including minority issues. Although Croatia has twenty years of experience in rebuilding devastated towns, the regeneration attempts has delivered limited effects as those had never been implemented in an integrated manner.</p> <p>In adopting a Pilot Project approach, Croatia recognises the critical importance of embedding the learning within central, regional and local institutions and also of formally evaluating successes and failures, so to inform subsequent decisions about continuation and possible roll-out. Croatia has committed itself to develop the national strategic tools and mechanisms required before it embarks upon complex programme of integrated regeneration. While many of the lessons can be learned from activities in other EU countries, in a process such as this, it is critical to “learn by doing”.</p> <p>To help in socio-economic regeneration and tackling deprivation of territories the most affected by poverty and social</p>

exclusion as well as with the lack of economic prospects, the pilot set of actions will be realised under this specific objectives in selected small towns:

- actions allowing for better targeting of intervention, increasing the capacity of authorities involved in the process and supporting the preparation of five local regeneration intervention plans,
- actions directly supporting realisation of five pilot local intervention plans with the possible roll-out in a later phase.

Integrated intervention plans will be prepared and implemented in five pilot small towns over 10,000 to 35,000 inhabitants in the war affected areas, preselected on basis of the index of multiple deprivation calculated by use of socio-economic data available at the municipality level regarding unemployment, demographics, level of education, portion of population on social welfare, with one town that meets criteria of significant Roma minority. Specific focus of intervention plans should be on vulnerable groups with special care taken to secure a social mix and the spatial integration of people.

Assuming a successful completion of the preparatory phase, which will include the preparation and evaluation of 5 pilot areas intervention plans, the subsequent implementation of intervention plans will have ‘soft’ targets broadly relating to the selected projects’ impact on poverty, implemented in complementarity with ERDF activities as identified in the intervention plans.

There are two major expected results of using ESF (in complementary manner with ERDF) under this specific objective:

- improvement of socio-economic and living conditions in 5 pilot small towns that will decrease further population loss. Package of interventions will result in the regeneration of degraded areas and contribute to the reduction of inequalities, social exclusion and poverty, and
- design and testing of a new model of area based approach to regeneration of deprived areas by tackling geographically concentrated socio-economic deprivation problems.

Later on, the regeneration model may be implemented in other degraded small and medium sized towns with 10,000 to 50,000 inhabitants to be identified based on the poverty mapping.

**Table 4: Common result indicators for which a target value has been set and programme-specific result indicators corresponding to the specific objective (by investment priority and category of region) (for the ESF)**

Investment priority : 9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability														
ID	Indicator	Category of region	Measure ment unit for indicator	Common output indicator used as basis for target setting	Baseline value			Measure ment unit for baseline and target	Baseline year	Target value (2023)			Source of data	Frequency of reporting
					M	W	T			M	W	T		
CR04	participants in employment, including self-employment, upon leaving	Less developed	Number	unemployed, including long-term unemployed			1.136,00	Number	2013			1.824,00	Pension Insurance data, CES data, relevant registries data, projects, evaluations, MIS	Annually
2.1.1	Number of unemployed participants and/or experts who completed training	Less developed	Number				0,00	Number	2013			6.693,00	CES data, relevant registries data, projects, evaluations, MIS	Annually

**2.A.6 Action to be supported under the investment priority (by investment priority)**

**2.A.6.1 Description of the type and examples of actions to be supported and their expected contribution to the specific objectives including, where appropriate, the identification of main target groups, specific territories targeted and types of beneficiaries**

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<b>Specific objective 9.4.1:</b>	
Under this investment priority following actions will be supported in order to improve social inclusion of vulnerable groups:	
New and broadening of existing social services for active inclusion and improving employment opportunities for unemployed work-able social rights beneficiaries through activities of individual support (psychosocial support, mentoring services), counselling, trainings to improve their work habits and competences as well their social skills for beneficiaries as well as trainings and skills workshops for experts employed in social welfare system for work	

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>with these beneficiaries. Specific actions related to inclusive volunteering and adoption of new skills through volunteering activities will also be implemented. Projects will be implemented on the entire Croatian territory. However, those regions with the lowest development index will be horizontally prioritised by additional scoring of projects implemented in those regions, in the first stage of financing while poverty mapping is being developed.</p> <p>Labour market access will be promoted through provision of financial support to projects providing services for enhancing activation and employability of particular vulnerable groups (i.e. groups suffering multiple vulnerability factors) such as long-term unemployed, PWD, Roma, homeless, elderly, migrants, etc. on the local level. Examples of such services include specialised tailor-made training, on-the-job training, awareness raising activities, social inclusion workshops, support to cooperatives, etc.</p> <p>A specific adapted set of activities is envisaged for the target groups of war veterans and victims, and Roma and other national minority members. Croatian Homeland War Veterans face great risk for long-term unemployment, exclusion from the labour market and from the society, partly due to their age structure, loss of competences, health issues, but also due to the negative perception and prejudice regarding their work capacity, skills and social status. Support will thus be provided for public awareness campaigns and education on the implementation of an active employment and education policy for the Croatian Homeland War Veterans and victims in order to facilitate their access to the labour market. As regards the target group of Roma and other national minorities, data shows that these groups are particularly threatened by general discrimination, which leads to severe labour market integration difficulties. Furthermore, they have a much higher risk of poverty than other groups. Activities that will be supported include follow-up activities for Roma and other minority needs' mapping, the development and implementation of local action plans aimed at inclusion and integration of minority groups, monitoring and evaluation of the implemented plans, networking and cooperation activities on the local level, improvement of data collection and research activities, training and awareness raising. In addition to discrimination and social exclusion, Roma as a typical representative of marginalised communities suffer from poor living conditions, lacking basic infrastructure such as adequate housing units and experiencing segregation in housing and education. Another field with poor indicators is health. This is the reason why there needs to be a multidimensional integrated approach to address their needs. It should be based on national poverty mapping and should include integrated regeneration interventions financed through both ESF and ERDF in a complementary manner.</p> <p>The implementation of public works programmes is envisaged, so as to foster social inclusion and integration of particular vulnerable groups of unemployed (those experiencing multiple vulnerability factors). i.e. hard-to-place individuals, who have very limited opportunities for functioning as part of the regular labour market. Unemployment, and especially long-term unemployment, shows a significant degrading psychological effect and the measure of public works promotes the feeling of being a useful member of the society, has positive effects on self-confidence an motivation and leads to the</p>	

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>improvement of the participant’s network. The measure is implemented as a first step towards the integration to the labour market, and the participants in public works schemes have support measures in terms of guidance and job search assistance at their disposal via the employment services, and are also eligible for participation in other forms of ALMP measures. In the perspective 2014-2020, investments in public work programmes and their coverage will have a gradual phase out, in line with the expected economic and labour market recovery, while the ALMP measures aimed at increases in employment and employability (under priority axis 1), such as training and re-training will take stronger claim in the later stages. The programmes cover a spectre of areas, from maintenance and communal work to social care, education, environmental protection and action.</p> <p>Substantial action will be dedicated to improving accessibility of services to persons with disabilities, both as regards physical and informational accessibility, as preconditions to equal access to the labour market. Activities include relieving physical obstacles and providing services and information in manners adapted to specific types of impairment. Professional rehabilitation services will also be improved and made more accessible, adapting to the new developments and models of functioning according to the provisions of the new Act on professional rehabilitation (including establishment of referral mechanisms for the evaluation of persons with disabilities in the Centres for professional rehabilitation and Unique assessment body for persons with disabilities).</p> <p>CSOs and institutions in the field youth work will be encouraged in establishing youth programmes that will enhance their social inclusion and active participation in a community life. Focus will be on broadening the network of youth clubs, youth centres and info-centres, empowering youth to actively participate in the community, incentive programs and support programs for the development of social skills, work habits and other skills that will increase social inclusion and competitiveness in the labour market of young people. A part of the focus will also be on development and implementation of new programmes (in a form of extracurricular activities) with aim to prevent escalation of violent and antisocial behaviour among youth.</p> <p>In order to combat discrimination as an underlining obstacle to social inclusion and equal access and participation to the labour market for vulnerable groups, various awareness raising activities will be conducted, including public campaign and production of promotional material, but also direct contact and information sharing with key stakeholders on the labour market. The focus will be on training for the public sector on the national and regional level (including staff involved in EU fund management) and establishing support tools and mechanisms for employers for non-discriminatory conduct. Exchange of good practices and evaluation of actions, and monitoring of public policies related to anti-discrimination practices, advocacy activities and direct, free legal aid for vulnerable groups in work and social rights cases is envisaged as well.</p> <p>Measures for promotion of social innovation as well as social experiments in order to guide the structural social policy reforms and programmes in the field of active inclusion will be conducted. Some projects have already been implemented or have been approved for financing, such as the IPA project</p>	

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>which developed social mentoring model and PROGRESS project which will develop the Strategy for more cost-effective social protection system in Croatia.</p> <p>Furthermore, actions strengthening networks and initiatives which are promoting the access to intercultural activities and social integration for vulnerable groups and youth will be financed. Intercultural activities especially target youth and old people and aim at promoting social cohesion at the level of local communities.</p> <p><b>Specific objective 9.4.2:</b></p> <p>Actions allowing for better targeting of intervention, increasing the capacity of authorities as well as the stakeholders involved in the process and supporting the preparation of the integration plans will be financed under the specific objective 9.2.1 of the Operational Programme Competitiveness and Cohesion. These include the preparation of poverty mapping and the development of the Index of Multiple Deprivation; capacity building of public authorities, CSOs and other stakeholders to deal with complex, area-based integrated regeneration issues as well as the technical support to local authorities during the implementation phase (especially for the execution of the public procurement procedures) and the preparation of the area-based local investment plans for the regeneration of 5 pilot areas deprived small towns with 10,000 to 35,000 inhabitants. Pilot areas towns will be preselected by the MRDEUF using the following objective criteria: size (smaller towns with over 10.000 inhabitants), areas affected by war, low rudimentary index of multiple deprivation (derived from available data on social status, employment, demographic criteria, education, level of physical degradation, Roma minority issues, local self-governments' development potential).</p> <p>The preparatory phase will be followed by the implementation of five pilot intervention plans. The area based intervention plans, prepared by selected local authorities, should aim at socio-economic and physical regeneration of the given area and include integrated mix of measures contributing to the achievement of the set goals and financed by both ERDF and ESF. Plans will be evaluated and approved by the Ministry of Regional Development and EU Funds. Support will be provided in the form of grants for projects realizing the goals of the targeted deprived areas. ESF will be used to co-finance provision of social, educational, economic and employment- related services necessary for the effective realisation of the intervention plans' objectives. ERDF funds will create the community and economic infrastructure, necessary to secure sustainability. They will be implemented in an integrated manner with the ESF activities and will be funded under the specific objective 9.2.1 of the Operational Programme Competitiveness and Cohesion.</p> <p>Intervention plans may include various regeneration activities in deprived areas, depending on the specific needs identified in a specific area. Therefore, the ESF will support integrated pathways, which may combine various forms of employability measures, such as individualised support, counselling,</p>	

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>guidance, access to general and vocational education and training, self-employment, social entrepreneurship, as well as access to social and health services.</p>	
<p>Indicative list of the ESF actions includes: Support to self-employment, Support to the development of social entrepreneurship, Broadening the network of community-based health and social services, Employment and skills related trainings tailored to the needs of vulnerable groups, Actions aimed to foster employment of youth and facilitate their transition from the educational system into the labour market, including the promotion and outreach activities aimed at youth in general, Activities enhancing first employment for acquiring work experience especially in fields of social care, education, project management, with emphasis on help and assistance in the community, in order to promote youth employment and employability, Investment in youth centres, information centres and youth clubs, Promotion of labour market and social integration of the vulnerable groups, and combating any form of discrimination, Provision of support to educational institutions developing and delivering all types and all levels of educational programmes, Development and implementation of new verified programmes in the fields which are of strategic importance for Croatia, development and implementation of priority programmes of formal and non-formal learning;</p>	
<p>These ESF type of activities will be implemented in a complementary and integrated manner with the following ERDF activities, envisaged under the specific objective 9.2.1 of the Operational Programme Competitiveness and Cohesion, such as: Investments in facilities intended for public use including investments in public spaces and facilities such as public green areas, walking trails, open drainage canals, markets, parking lots, public buildings and facilities used for educational, cultural and recreational purposes in order to establish, improve or expand basic services (construction/reconstruction), Investments in construction/reconstruction of all types of small-scale basic utilities (such as gas, electricity, water, sanitation), Construction/reconstruction of uncategorised municipal roads (under the responsibility of local government) including sidewalks, stops for public transport and street lighting, Construction/reconstruction of existing housing stock in function of social housing as well as the conversion of buildings for social housing and other purposes (including business), Development and implementation of social housing programmes in cooperation with the local and regional government including state-subsidized construction to be used for social housing tenancy, In coordination with actions foreseen under SO 9.1.1 investments in basic primary health care infrastructure and equipment, Investments in basic social infrastructure regarding the broadening of the network of services in the community (especially regarding elderly care), Other activities that are needed for the complex development of the infrastructure of smaller towns and village areas (including demolition of buildings and structures that use resources inefficiently and damage the environment), Construction or renovation of business support facilities connected especially to the ESF support to self-employment, micro-enterprises and social entrepreneurship activities, Direct support to the creation of start-ups, survival and growth of existing SMEs and business support institutions, specifically tailored to meet the needs and</p>	

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>potentials in terms of economic development of selected areas, including higher intensities of support per project coupled with on-going technical assistance, support and mentoring in all stages of business development.</p>	

### 2.A.6.2 Guiding principles for selection of operations

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria at the level of the OP.</p> <p>Based on Selection Criteria each IB level 1 or the beneficiary institution will prepare Summary of the Operation (SO) that will be submitted to the MA for approval. The approval of the SO will be a basis for the development and preparation of project documentation for each operation.</p> <p>Operations will be implemented as open calls or restricted calls for proposals.</p> <p>In the case of open calls an selection committee will be set at the level of IB level 2 and detailed selection criteria will be defined by the MA. In the case of restricted call IB level 1 will submit to MA proposal of selection of operation that will be granted as restricted call for proposals.</p>	

### 2.A.6.3 Planned use of financial instruments (where appropriate)

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
----------------------------	---

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability

**2.A.6.4 Planned use of major projects** (where appropriate)

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability

**2.A.6.5 Output indicators by investment priority and, where appropriate by category of region**

**Table 5: Common and programme-specific output indicators** (by investment priority, broken down by category of region for the ESF, and where relevant, for the ERDF)

<b>Investment priority</b>		<b>9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability</b>							
<b>ID</b>	<b>Indicator</b>	<b>Measurement unit</b>	<b>Fund</b>	<b>Category of region (where relevant)</b>	<b>Target value (2023)</b>			<b>Source of data</b>	<b>Frequency of reporting</b>
					<b>M</b>	<b>W</b>	<b>T</b>		
CO01	unemployed, including long-term unemployed	Number	ESF	Less developed	10.000,00	8.244,00	18.244,00	Projects, MIS	Annually
CO06	below 25 years of age	Number	ESF	Less developed	1.995,00	1.995,00	3.990,00	Projects, MIS	Annually
CO16	participants with disabilities	Number	ESF	Less developed	2.550,00	2.555,00	5.105,00	Projects, MIS	Annually
2.1.1	Number of Roma and other	Number	ESF	Less developed			989,00	Projects, MIS	Annually

Investment priority		9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
	national minority participants								
2.1.2	Number of awareness raising activities / public campaigns	number	ESF	Less developed			31,00	Projects, MIS	Annually
2.1.3	Unemployed and/or experts participating in training	Number	ESF	Less developed			8.366,00	Projects, MIS	Annually

## 2.A.4 Investment priority

<b>ID of the investment priority</b>	9iv
<b>Title of the investment priority</b>	Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest

## 2.A.5 Specific objectives corresponding to the investment priority and expected results

<b>ID of the specific objective</b>	1
<b>Title of the specific objective</b>	Sustainably improving the access to health care in deprived areas and for vulnerable groups by supporting education of health workforce and through disease prevention and health promotion
<b>Results that the Member States seek to achieve with Union support</b>	Considering the serious lack of health workforce in Croatia, the objective is to improve the access to healthcare by sustainably increasing the number, skills, and occupational protection of workers providing health services to population. The focus will be on geographic areas where the lack of health workforce is most severe (such as rural areas, islands, and small towns) and on the vulnerable groups (such as children, mentally ill persons, elderly and dying persons). The majority of investments in

	<p>human resources development will be directed towards primary care and emergency medical service, which constitute the basis of healthcare provision. Smaller portion of investments should aim to improve access to adequate hospital care for vulnerable groups, by supporting education in specific disciplines which are largely underdeveloped or severely understaffed in Croatia (child and adolescent psychiatry, palliative care, geriatrics).</p> <p>Besides specialty education, ESIF (ERDF) investments will support continuing medical education to enable health workers to adopt more efficient models of health care provision, such as group practices, telemedicine services, and task-shifting in primary health care, as well as day hospitals and day surgeries in hospital care. This would contribute not only to an increase in access, but also in sustainability of health care.</p> <p>Enhanced access to programmes of prevention and self-management of non-communicable and chronic diseases, and promotion of healthy behaviors, will contribute to improvement of population health indicators, especially among the deprived and vulnerable groups of population who are particularly prone to lifestyle-related diseases. Reduced morbidity rates should lead to savings in health care system and to increased labour market participation. Investing in disease prevention and health promotion will contribute to improve cost-effectiveness of the healthcare sector, as suggested in the Country Specific Recommendations for Croatia 2014. Civil society organizations will be engaged and supported in programmes and projects of disease prevention and health promotion, as they are often well positioned for outreach in deprived and vulnerable groups.</p>
<b>ID of the specific objective</b>	2
<b>Title of the specific objective</b>	Improving access to high-quality social services, including support to the shift from institutional to community care
<b>Results that the Member States seek to achieve with Union support</b>	<p>Due to the lack of social services, especially community based for all vulnerable groups, and to support transition from institution to community based care, the expected results are: broadened network of social services through modernization of mechanisms for the delivery of quality services and making the access to them more available at local level.</p> <p>In 2012 there were 12373 beneficiaries of social services, and 62% of them were in institutional care. Deinstitutionalisation process relates to: Children and youth without adequate parental care; Children and youth with behavioural disorder and PWD Currently 118 social welfare homes and other legal entities provide various services for these 3 groups, institution and community based ones.</p>

Expected result of deinstitutionalisation is decreased number of persons in institutions through change in ratio of institutional and non-institutional care of 3 groups of beneficiaries, and development of community based services (day care, supporting housing...) in proportion to the reduction of the users in institutions. For sustainability of process and prevention of institutionalisation of all vulnerable (also elderly persons and homeless), support to broadening of community based services will be provided. These services, (child care and care for dependent family members (elderly, PWD) result in enhanced reconciliation of work and family life.

Also, there is an absence of a comprehensive system of psycho-social care for war veterans and victims, as it is the case with other countries which had experience with war confrontations. Regarding the fact that this is a population which, due to the specific needs it requires, has a somewhat difficult access to social services of general interest, there is a genuine need for psychosocial care provision that combines proven effective psychosocial programs and employment programs and develops new forms in accordance with the new needs of the population. The expected result is delivery of enhanced high-quality social services for veteran population, victims of war and civilian population in need, which will provide more efficient approach and thus enable availability for more people in need

Furthermore, real life circumstances prevent certain social groups (vulnerable groups) from consummating tourism offer, whether as a matter of economic deprivation resulting from poor economic conditions, long-term physical or mental impairment, social marginalisation, reduced mobility or geographical distance.

To enhance social inclusion of such vulnerable groups (children, youth, PWD, elderly, poor) social, cultural and recreational services adjusted to vulnerable groups' needs will be provided as well as raising awareness of tourism sector on benefits achieved by providing Tourism for All services.

The appropriate measures should promote sustainability, availability and solidarity, i.e. social inclusion through tourism..

In order to fully implement reform processes, such as deinstitutionalisation, there is a need of strengthening experts' capacities. The expected result is increased number of experts in social policy system whose capacities are strengthen and competences are improved.

Deinstitutionalisation is connected with the process of enhancing access to affordable quality services. Community based services have to be broadened and staff need education in order to provide them. These processes are interconnected and

	interdependent, and hence proposed under one SO.
--	--

**Table 4: Common result indicators for which a target value has been set and programme-specific result indicators corresponding to the specific objective (by investment priority and category of region) (for the ESF)**

Investment priority : 9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest														
ID	Indicator	Category of region	Measure ment unit for indicator	Common output indicator used as basis for target setting	Baseline value			Measure ment unit for baseline and target	Baseline year	Target value (2023)			Source of data	Frequency of reporting
					M	W	T			M	W	T		
CR03	participants gaining a qualification upon leaving	Less developed	Number	employed, including self-employed			0,00	Number	2014			400,00	Surveys, evaluations	Annually
2.2.1	Participants enrolled in programmes of continuing medical education and training	Less developed	Number				0,00	Number	2014			15.000,00	Surveys, evaluations	Annually
2.2.2	Number of participants benefiting from improved access to social services	Less developed	%				0,00	Number	2014			80,00	MIS, surveys, ex post project evaluations	Annually
2.2.3	Number of experts trained	Less developed	Number				991,00		2013			4.960,00	MIS	Annually

## 2.A.6 Action to be supported under the investment priority (by investment priority)

*2.A.6.1 Description of the type and examples of actions to be supported and their expected contribution to the specific objectives including, where appropriate, the identification of main target groups, specific territories targeted and types of beneficiaries*

Investment priority	9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest
<b>Specific objective 9.7.1:</b>	
This Specific objective will support specialty education in family medicine, primary paediatrics, and primary gynaecology in Community Health Centers.	

<b>Investment priority</b>	9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest
<p>Support will be given through scholarship schemes for graduated physicians to cover the costs for their specialty education and incentivize them to accept the employment in less attractive areas. Priority geographical areas for these investments will be islands and areas where Network of Public Health Service (O.G. 101/2012) defines health care teams, but no such teams are established due to inadequate infrastructure or lacking human resources. Deprivation index will be important in further specifying the areas where investments in primary health workforce are most needed. Corresponding investments from ERDF will include equipping and renovation of Community Health Centers and their branch offices providing services in deprived areas.</p> <p>Emergency medical service is a vitally important part of health system, especially in areas lacking other types of health services. Emergency medical service will be supported through continuing medical education (including e-Learning) of emergency medical workers across the country, and through scholarship schemes for specialty education in emergency medicine in areas where there is a lack of such specialists, according to the Network of Emergency Medicine (O.G. 21/2012). Furthermore, ESF will support specialty education in emergency medicine for physicians working in conjoint hospital emergency medical wards. Corresponding investments from ERDF include obtaining necessary vehicles, equipment, and building constructions to support emergency medical services.</p> <p>Adoption and implementation of more efficient models of health care provision should be supported by continuing medical education of health care workers, which can in part be achieved by use of eLearning systems. Development of educational content and training programs will be supported by ESF, with the aim to increase the skills and competencies of health care workers in areas such as telemedicine, mHealth, day hospital and day surgery care, and in other areas with a potential to improve the access to health care, e.g. through task shifting. Corresponding investments from ERDF will include conversions of infrastructure and obtaining necessary equipment for new modalities of care.</p> <p>Access to hospital care for vulnerable groups will be supported by ESF investing in specialty education and continuing medical education in child and adolescent psychiatrists, palliative care, and geriatrics. Corresponding ERDF investments include support to selected hospitals or hospital wards providing care to children, mentally ill persons, and dying persons requiring hospital-based palliative care.</p> <p>As access to health is limited when health care workers are on sick leave, ESF will support occupational health and safety of health professionals by providing training and necessary equipment for their protection at work. This should also contribute to increased attractiveness of careers in health care.</p> <p>Projects and programmes for disease prevention, health promotion, and self-management of chronic illnesses will be supported through this specific objective. Emphasis will be on vulnerable groups (e.g. children, Roma, elderly), and risk factors that are particularly prevalent in vulnerable groups (e.g.</p>	

<b>Investment priority</b>	9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest
<p>tobacco, alcohol, drug abuse, malnutrition). Beneficiaries will be civil society organizations and institutes for public health across the country.</p> <p><b>Specific objective 9.7.2:</b></p> <p>In order to enhance access to affordable, sustainable and high-quality social services for vulnerable groups, social service providers will be encouraged to develop non-institutional forms of care in a community, which has an aim at preventing institutionalization (such as personal assistance services, day care centres, clubs or mobile teams for persons with disabilities, elderly people, children and youth with behavioural disorders or without adequate parental care). A wide range of services allows the beneficiaries better integration in a local community.</p> <p>With the goal of connecting all forms and level of engagement of stakeholders involved in current system of psychosocial support, help and care for veterans and victims of war, but also the inclusion of new social partners in order to strengthen integrated care, various psychosocial programs and employment programs will be created and implemented with an aim of their psycho-social and health empowerment, and aligned with the identification of emerging needs of the population and the mapping of the Croatian territory. For example, projects which will provide an innovative way of incorporating war veterans and war victims in society, improving the quality of life of the population and inclusion in community life will be co-financed.</p> <p>All of the regions have insufficient availability and accessibility of social services provided to members of vulnerable groups as defined in Strategy for Fight Against Poverty and Social Exclusion in Republic of Croatia 2014 – 2020, and projects will be implemented on the entire Croatian territory. However, those regions with the lowest development index will be horizontally prioritised by additional scoring of projects implemented in those regions, in the first stage of financing while poverty mapping is being developed.</p> <p>Various programmes for children and youth without parental care, children and youth with behavioural disorders and people with disabilities will be created and implemented, in order to support the transition from institutional care to community-based care services. Focus will be placed on social services, such as development of support services regarding organized housing, strengthening family reintegration, development of daily rehabilitation program for de-institutionalized beneficiaries, development of methodology and transformation process of deinstitutionalization, counselling services and helping families, individual and group counselling work with parents and foster parents, counselling services and helping children and young people after leaving institutional care. The complementarity with ERDF and EAFRD will be ensured by investments in social infrastructure, in order to support deinstitutionalisation and transformation, as well as to improve conditions for providing social services in a community. That includes adaptation, reconstruction, equipment and other infrastructural investments necessary for successful implementation of that process (such as adaptation of housing</p>	

<b>Investment priority</b>	9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest
<p>communities, day or half-day care centres, equipment of those facilities and purchase of vehicles...)</p> <p>Introducing new and broadening existing networks of social services will enable better work family balance in families who have dependent members. Broadening the network of social services, particularly supporting community based social services relating to children, the elderly, disabled and sick family members, as well as other family members who need care will be encouraged. It will also support the reconciliation of work and family life and improve preconditions for activation in the labour market of persons who had to take care of the dependent family member (such as organising home assistance for elderly or persons with disabilities, social alarms services, ad hoc childcare, day care centres and other activities that help family members in their care for dependant persons).</p> <p>Also, broadening existing networks of social services would be highlighted in development and implementation of a model for cooperation with CSOs offering extra-institutional services for war veterans and victims like caring for old and infirm persons, physiotherapy etc., and model of provision of social services for in the community).</p> <p>Activities aiming at strengthening and capacity development for coordination, implementation and monitoring of national policies, establishment and implementation of trainings in the field of social welfare and youth will be promoted and also supported by social innovation activities as well as social experiments. This is in order to guide the structural social policy reforms and programmes in the field of improving access to social services. Those activities will be promoted in addition to, for example, TF project that have already been approved for financing. This project is related to strengthening of administrative capacity for early identification of families and children at risk of poverty, for collecting and analysing data and for monitoring and evaluation process.</p> <p>In order to support the deinstitutionalisation process and to broaden of out-of-institution social services, educations and career development opportunities to staff working in social welfare sector will be provided.</p> <p>Develop and implement a model for cooperation with CSOs and engage experts offering extra-institutional services for war veterans and victims (caring for old and infirm persons, physiotherapy etc., and model of provision of social services for in the community).</p> <p>In addition, in order to expand the network of social service, a “Tourism for all” facilities database will be created. It implies providing all necessary information, also available on-line, on the types of services accessible to vulnerable groups. This would ensure easier access to affordable and specially</p>	

<b>Investment priority</b>	9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest
<p>adjusted services.</p> <p>Special social, cultural, recreational and occasional therapy programmes and workshops (foreign languages, cooking, baking, choir singing, making souvenirs, etc.) aiming at vulnerable groups, especially children and youth, persons with disabilities and seniors will be created and implemented. It will ensure new skills and social competences which can help them in finding jobs and being independent. Leisure/recreational coupon and voucher system, which shall enable subsidising of accommodation and services in social tourism during pre and post season, will be established. Various programmes for vulnerable groups such as programmes of exchange in order to encourage mobility of vulnerable groups and programmes providing nature classes for school children (one-or-more-days stay), will be designed. Special educational programmes for enhancing skills and competences in working with vulnerable groups (for professionals in tourism and hospitality and for persons running workshops and programmes within multifunctional facilities) will also be designed. Awareness campaign on the relevance of social tourism for the tourism service providers will be implemented. Working plan/strategic management will be created and implemented regarding National Organization for the Development of Social Tourism.</p>	

**2.A.6.2 Guiding principles for selection of operations**

<b>Investment priority</b>	9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest
<p>The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria at the level of the OP.</p> <p>Based on Selection Criteria each IB level 1 or the beneficiary institution will prepare Summary of the Operation (SO) that will be submitted to the MA for approval. The approval of the SO will be a basis for the development and preparation of project documentation for each operation.</p> <p>Operations will be implemented as open calls or restricted calls for proposals.</p> <p>In the case of open calls an selection committee will be set at the level of IB level 2 and detailed selection criteria will be defined by the MA. In the case of restricted call IB level 1 will submit to MA proposal of selection of operation that will be granted as restricted call for proposals.</p>	

**2.A.6.3 Planned use of financial instruments** (where appropriate)

<b>Investment priority</b>	9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest

**2.A.6.4 Planned use of major projects** (where appropriate)

<b>Investment priority</b>	9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest

**2.A.6.5 Output indicators by investment priority and, where appropriate by category of region**

**Table 5: Common and programme-specific output indicators** (by investment priority, broken down by category of region for the ESF, and where relevant, for the ERDF)

<b>Investment priority</b>		<b>9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest</b>							
<b>ID</b>	<b>Indicator</b>	<b>Measurement unit</b>	<b>Fund</b>	<b>Category of region (where relevant)</b>	<b>Target value (2023)</b>			<b>Source of data</b>	<b>Frequency of reporting</b>
					<b>M</b>	<b>W</b>	<b>T</b>		
CO01	unemployed, including long-term unemployed	Number	ESF	Less developed	3.000,00	2.380,00	5.380,00	Projects, MIS	Annually
CO05	employed, including self-employed	Number	ESF	Less developed	6.000,00	9.000,00	15.000,00	Projects, MIS	Annually

Investment priority		9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
CO06	below 25 years of age	Number	ESF	Less developed	7.000,00	7.140,00	14.140,00	Projects, MIS	Annually
CO07	above 54 years of age	Number	ESF	Less developed	7.000,00	4.910,00	11.910,00	Projects, MIS	Annually
CO16	participants with disabilities	Number	ESF	Less developed	12.000,00	8.810,00	20.810,00	Proejects, MIS	Annually
CO20	number of projects fully or partially implemented by social partners or non-governmental organisations	Number	ESF	Less developed	0,00	0,00	30,00	Projects, MIS	Annually
CO22	number of projects targeting public administrations or public services at national, regional or local level	Number	ESF	Less developed	0,00	0,00	35,00	Projects, MIS	Annually
9.2.1	Number of experts trained	Number	ESF	Less developed			5.520,00	Projects, MIS	Annually
9.2.2	Number of awareness raising activities / public campaigns	Number	ESF	Less developed			23,00	Projects, MIS	Annually

Investment priority		9iv - Enhancing access to affordable, sustainable and high quality services, including health care and social services of general interest							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
9.2.3	Number of social services providers through projects	Number	ESF	Less developed			427,00	Projects, MIS	Annually

#### 2.A.4 Investment priority

<b>ID of the investment priority</b>	9v
<b>Title of the investment priority</b>	Promoting social entrepreneurship and vocational integration in social enterprises and the social and solidarity economy in order to facilitate access to employment

#### 2.A.5 Specific objectives corresponding to the investment priority and expected results

<b>ID of the specific objective</b>	1
<b>Title of the specific objective</b>	Increase of employment and improvement of access to local services through social entrepreneurship
<b>Results that the Member States seek to achieve with Union support</b>	<p>Social entrepreneurship is a sector which gained much policy attention in recent years for its potential in strengthening social and economic cohesion, employment promotion and enhancement of social services in the community.</p> <p>In addition, social economy enterprises have proved themselves to be more resilient to the effects of the (current) economic crisis than common enterprises. Therefore, job positions in social enterprises are more safe and stable than in ordinary private or public enterprises.</p> <p>In Croatia, social entrepreneurship sector weakness is heavily manifested in the lack of reliable data due to non-existence of clear and specific institutional/legal framework, sector monitoring procedures and low recognisability of social entrepreneurship in the public. In order to increase the number of social enterprises there needs to be an institutional/legal</p>

basis for their development together with available sources of funding. Access to seed and growth financial capital is essential for new and established social enterprises. In addition, it is necessary to increase the knowledge about and visibility of the sector, thus making it more conspicuous and attractive to potential (social) entrepreneurs and other important stakeholders (i.e., financial and governmental institutions).

In order to compete in a free market economy, social entrepreneurs have to improve their business skills. Educational programmes, both formal and informal, and consultancy network targeting specific needs of social entrepreneurs should be established and implemented. Other way of how to improve doing business is networking at the local, regional and national level. It will give them framework to develop joint products and services, coordinate market approach and increase public visibility.

Considering that one of the essential principles of social entrepreneurship is to promote (local) employment opportunities, especially for vulnerable groups (which face many labour market entry barriers and are in a higher risk of unemployment), empowerment of the sector will also help in the achievement of a part of the specific objective which refers to the rise of the number of employees in social enterprises. Improving (local) labour market situation by providing employment opportunities, especially for vulnerable groups, boosts social cohesion and improves people's economic status. Mentioned measures (improvement of institutional and legal framework, available financial instruments, visibility of and education about social entrepreneurship) will be achieved through the Strategy of the Development of Social Entrepreneurship in the Republic of Croatia 2014-2020.

**Table 4: Common result indicators for which a target value has been set and programme-specific result indicators corresponding to the specific objective (by investment priority and category of region) (for the ESF)**

Investment priority : 9v - Promoting social entrepreneurship and vocational integration in social enterprises and the social and solidarity economy in order to facilitate access to employment														
ID	Indicator	Category of region	Measure ment unit for indicator	Common output indicator used as basis for target setting	Baseline value			Measure ment unit for baseline and target	Baseline year	Target value (2023)			Source of data	Frequency of reporting
					M	W	T			M	W	T		
CR04	participants in employment, including self-employment, upon leaving	Less developed	Number	unemployed, including long-term unemployed			0,00	Number	2014			800,00	Surveys, evaluations, Agency for Pension insurance data base	Annually
2.3.1	Number of registered social enterprises	Less developed	Number				0,00	Number	2015			150,00	Official record of social enterprises	Annually

**2.A.6 Action to be supported under the investment priority (by investment priority)**

***2.A.6.1 Description of the type and examples of actions to be supported and their expected contribution to the specific objectives including, where appropriate, the identification of main target groups, specific territories targeted and types of beneficiaries***

Investment priority	9v - Promoting social entrepreneurship and vocational integration in social enterprises and the social and solidarity economy in order to facilitate access to employment
<p>Supporting social inclusion by increasing employability and sustainability of social services through social entrepreneurship by supporting establishment and providing operational support to these social enterprises who offer innovative solutions, promotes inclusive labour markets and social services accessible to all.</p> <p>Supporting development and implementation of methodology for monitoring and evaluation of social, economic and environmental impact of social enterprises.</p>	

<b>Investment priority</b>	9v - Promoting social entrepreneurship and vocational integration in social enterprises and the social and solidarity economy in order to facilitate access to employment
<p>Supporting veterans' cooperatives and associations which besides improvement of employment and employability of veterans as vulnerable group, provide service of occupational therapy. In that way their re-socialization is improved. Capacity-building and establishment of new or improvement of existing support structures, such as social entrepreneurs networks or development agencies, for the promotion of social enterprises, in particular through social entrepreneurship education and training, networking, the development of national or regional strategies in partnership with key stakeholders.</p> <p>Provision of business development services, especially consulting services, for social entrepreneurs.</p> <p>Supporting the initiatives of CSOs to develop social entrepreneurship programmes and plans in different business fields with special attention given to their specific needs (e.g. business skills).</p> <p>Support for development and dissemination of relevant information and knowledge within formal and informal education in order to enhance social entrepreneurship's appeal at all educational levels.</p> <p>Implementation of financial services such as interest rate subsidies, guarantees, microfinance and start-up loans for social enterprises.</p> <p>Support of social/ethical banks and other innovative financial initiatives in terms of training, visibility, networking etc.</p> <p>Surveys, researches and analyses in order to established monitoring systems, social audit and other tools which enabled systematic and evidence-based policy.</p>	

**2.A.6.2 Guiding principles for selection of operations**

<b>Investment priority</b>	9v - Promoting social entrepreneurship and vocational integration in social enterprises and the social and solidarity economy in order to facilitate access to employment
<p>The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria at the level of the OP.</p> <p>Based on Selection Criteria each IB level 1 or the beneficiary institution will prepare Summary of the Operation (SO) that will be submitted to the MA for</p>	

<b>Investment priority</b>	9v - Promoting social entrepreneurship and vocational integration in social enterprises and the social and solidarity economy in order to facilitate access to employment
<p>approval. The approval of the SO will be a basis for the development and preparation of project documentation for each operation.</p> <p>Operations will be implemented as open calls or restricted calls for proposals.</p> <p>In the case of open calls an selection committee will be set at the level of IB level 2 and detailed selection criteria will be defined by the MA. In the case of restricted call IB level 1 will submit to MA proposal of selection of operation that will be granted as restricted call for proposals.</p>	

**2.A.6.3 Planned use of financial instruments** (where appropriate)

<b>Investment priority</b>	9v - Promoting social entrepreneurship and vocational integration in social enterprises and the social and solidarity economy in order to facilitate access to employment
<p>It is envisaged to provide support to social entrepreneurship under specific objective 9.8.1. by different means of financing: (appropriate for each development stage of enterprises, in accordance with their requirements during the development cycle such as: debt and equity financing instruments (e.g. venture capital, guarantees for bank loans, interest rate subsidies, microcredit, micro-guarantees, loans and mezzanine loans); adjusted financial instruments for specific target groups funding (such as seed and pre-seed funding sources for early-stage companies) and other modern forms of financing.</p> <p>The envisaged I.P. presumes executing the ex-ante evaluation supported through a high-level gap analysis which evaluates the fit of the proposed priority and related actions with the needs assessment. In this context it should also include consideration of financial instruments or grants as delivery tools to contribute to these selected priorities and actions. It should help to determine the potential inclusion of financial instruments as a delivery tool.</p>	

**2.A.6.4 Planned use of major projects** (where appropriate)

<b>Investment priority</b>	9v - Promoting social entrepreneurship and vocational integration in social enterprises and the social and solidarity economy in order to facilitate access to employment

### 2.A.6.5 Output indicators by investment priority and, where appropriate by category of region

**Table 5: Common and programme-specific output indicators** (by investment priority, broken down by category of region for the ESF, and where relevant, for the ERDF)

Investment priority		9v - Promoting social entrepreneurship and vocational integration in social enterprises and the social and solidarity economy in order to facilitate access to employment							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
CO01	unemployed, including long-term unemployed	Number	ESF	Less developed	800,00	1.200,00	2.000,00	Projects, MIS	Annually
CO23	number of supported micro, small and medium-sized enterprises (including cooperative enterprises, enterprises of the social economy)	Number	ESF	Less developed	50,00	50,00	100,00	Projects, MIS	Annually

### 2.A.7 Social innovation, transnational cooperation and contribution to thematic objectives 1-7

Priority axis	2 - Social inclusion
<p>Certain activities under PA Social inclusion, IP 9.4 Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability and IP 9.8 Promoting social entrepreneurship and vocational integration in social enterprises and the social and solidarity economy in order to facilitate access to employment will be implemented through transnational cooperation. In addition, special emphasis will be given to</p>	

Priority axis	2 - Social inclusion
socially innovative activities.	

## 2.A.8 Performance framework

**Table 6: Performance framework of the priority axis** (by fund and, for the ERDF and ESF, category of region)

Priority axis		2 - Social inclusion											
ID	Indicator type	Indicator or key implementation step	Measurement unit, where appropriate	Fund	Category of region	Milestone for 2018			Final target (2023)			Source of data	Explanation of relevance of indicator, where appropriate
						M	W	T	M	W	T		
CO01	O	unemployed, including long-term unemployed	Number	ESF	Less developed			8.000			24.000,00	MIS	<p>The rate of people at risk of poverty and social exclusion was 32,3% of total population in 2012. Rate of risk of poverty is the highest among the unemployed persons and amounts to 42,9 % in 2012.</p> <p>Unemployed participants are largest target group involved in activities aiming to Promoting labour market and social integration of the vulnerable groups, and combating any form of discrimination and Promoting the development of the social economy sector.</p>
9.2.1	O	Number of experts trained	Number	ESF	Less developed			7.000			22.260,00	MIS	<p>In order to fully implement reform processes, such as deinstitutionalisation, there is a need of strengthening experts' capacities. The expected result is increased number of experts in social policy system whose capacities are strengthen and</p>

Priority axis		2 - Social inclusion											
ID	Indicator type	Indicator or key implementation step	Measurement unit, where appropriate	Fund	Category of region	Milestone for 2018			Final target (2023)			Source of data	Explanation of relevance of indicator,
													competences are improved. Besides specialty education, soft measures will support continuing medical education to enable health workers to adopt more efficient models of health care provision, such as group practices, telemedicine services etc.
F.1	F	Total amount of certified expenditure eligible expenditure	EUR	ESF	Less developed			51.542.857			170.000.000,00	MIS	

## Additional qualitative information on the establishment of the performance framework

### 2.A.9 Categories of intervention

Categories of intervention corresponding to the content of the priority axis based on a nomenclature adopted by the Commission, and indicative breakdown of Union support.

### Tables 7-11: Categories of intervention

Table 7: Dimension 1 - Intervention field

Priority axis		2 - Social inclusion		
Fund	Category of region	Code		€ amount
ESF	Less developed	109. Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability		142.000.000,00
ESF	Less developed	110. Socio-economic integration of marginalised communities such as the Roma		6.000.000,00

Priority axis		2 - Social inclusion	
Fund	Category of region	Code	€ amount
ESF	Less developed	111. Combating all forms of discrimination and promoting equal opportunities	3.000.000,00
ESF	Less developed	112. Enhancing access to affordable, sustainable and high-quality services, including health care and social services of general interest	145.000.000,00
ESF	Less developed	113. Promoting social entrepreneurship and vocational integration in social enterprises and the social and solidarity economy in order to facilitate access to employment	32.000.000,00

**Table 8: Dimension 2 - Form of finance**

Priority axis		2 - Social inclusion	
Fund	Category of region	Code	€ amount
ESF	Less developed	01. Non-repayable grant	318.000.000,00
ESF	Less developed	04. Support through financial instruments: loan or equivalent	7.500.000,00
ESF	Less developed	05. Support through financial instruments: guarantee or equivalent	2.500.000,00

**Table 9: Dimension 3 - Territory type**

Priority axis		2 - Social inclusion	
Fund	Category of region	Code	€ amount
ESF	Less developed	01. Large Urban areas (densely populated >50 000 population)	20.000.000,00
ESF	Less developed	07. Not applicable	308.000.000,00

**Table 10: Dimension 4 - Territorial delivery mechanisms**

Priority axis		2 - Social inclusion	
Fund	Category of region	Code	€ amount
ESF	Less developed	01. Integrated Territorial Investment – Urban	20.000.000,00
ESF	Less developed	07. Not applicable	308.000.000,00

**Table 11: Dimension 6 - ESF secondary theme (ESF and YEI only)**

Priority axis		2 - Social inclusion	
Fund	Category of region	Code	€ amount
ESF	Less developed	02. Social innovation	8.000.000,00
ESF	Less developed	03. Enhancing the competitiveness of SMEs	32.000.000,00
ESF	Less developed	05. Enhancing the accessibility, use and quality of information and communication technologies	19.000.000,00
ESF	Less developed	06. Non-discrimination	3.000.000,00
ESF	Less developed	08. Not applicable	266.000.000,00

**2.A.10 Summary of the planned use of technical assistance including, where necessary, actions to reinforce the administrative capacity of authorities involved in the management and control of the programmes and beneficiaries (where appropriate) (by priority axis)**

Priority axis:	2 - Social inclusion

### 2.A.1 Priority axis

<b>ID of the priority axis</b>	3
<b>Title of the priority axis</b>	Education and lifelong learning

- The entire priority axis will be implemented solely through financial instruments
- The entire priority axis will be implemented solely through financial instruments set up at Union level
- The entire priority axis will be implemented through community-led local development
- For the ESF: The entire priority axis is dedicated to social innovation or to transnational cooperation, or both

**2.A.2 Justification for the establishment of a priority axis covering more than one category of region, thematic objective or fund (where applicable)**

### 2.A.3 Fund, category of region and calculation basis for Union support

<b>Fund</b>	<b>Category of region</b>	<b>Calculation basis (total eligible expenditure or eligible public expenditure)</b>	<b>Category of region for outermost regions and northern sparsely populated regions (where applicable)</b>
ESF	Less developed	Total	

### 2.A.4 Investment priority

<b>ID of the investment priority</b>	10ii
<b>Title of the investment priority</b>	Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups

## 2.A.5 Specific objectives corresponding to the investment priority and expected results

<b>ID of the specific objective</b>	1
<b>Title of the specific objective</b>	Increasing employability by supporting graduates and improving the quality and relevance of tertiary education programmes
<b>Results that the Member States seek to achieve with Union support</b>	<p>Improved quality and relevance of HE, with a view to increase employability of graduates is among the overall national objectives. The CROQF is being used as a tool to assure the quality of education and ensure relevance of learning outcomes (LOs) in relation to the competences required by the labour market. LOs represent a shift in focus from procedural considerations to considerations of what learners know, understand and are able to do on the basis of their qualifications. They also support implementation of student-centered learning approach in teaching and learning processes and ensure that the intended LOs of a given course or educational component are achieved. Furthermore, it is necessary to strengthen links between HEIs, employers and labour market institutions in order to take greater account of labour market needs in designing of study programmes based on qualifications standards and in line with respective occupational standards, to improve the match between skills and jobs and to develop apprenticeship schemes and work placements. Those qualifications that are registered in the CROQF can prove for quality and relevance. In addition to study programmes, development of programmes for validation of prior learning is envisaged under this specific objective as it has been recognised that employability will be increased when competences developed informally and non-formally are upgraded, validated and formally certified. The CROQF as an instrument for quality assurance will be used in these terms. In addition, complementarity is assured with the YGIP that envisages grants (vouchers) to those that are unemployed and dropped out from education to be assessed through the programmes for validation of non-formal and informal learning (VNFIL). The process and requirements envisaged by the CROQF legislation include enhanced cooperation between HE, research and innovation actors (including businesses), employers and other social and economic actors in the development or refinement of study programmes as well as development of analytical tools and methodologies for anticipation of skills needs. Increased internationalization of HE and increased student and teacher mobility is expected to contribute to improved quality of HE. Students grants for those that are not funded by the E+ grants will contribute to increased opportunities for outgoing mobility while top ups to student grants received under the E+ programme will attract those from disadvantage groups. Grants to incoming mobility will contribute to increased internationalisation of institutions and will allow thus, for “internationalisation at home”. Internationalisation projects will provide support to educational staff and students in terms of short term and long term mobility schemes, exchanges, internships, placements (work-based learning) and further study possibilities in Croatia and abroad.</p>

<b>ID of the specific objective</b>	2
<b>Title of the specific objective</b>	Increasing access to higher education and completion of studies, in particular for students from disadvantaged groups
<b>Results that the Member States seek to achieve with Union support</b>	<p>It is among the overall objectives of the Strategy for Education, Science and Technology to ensure both, access and completion of studies for all students and in particular for those from disadvantaged and under-represented groups. Low tertiary educational attainment in general (share of 30-34 year olds with completed tertiary education in Croatia was 24.5% in 2012, though in EU it was 35.5%) and in particular by students from under-represented groups (persons from lower socio-economic background, students with disabilities, students without parents, Roma students) is a particular issue to be addressed. Several studies have suggested that only 59% of total students enrolled in HEIs in Croatia successfully complete their studies, while 41% of students drop out of studies mostly in the early stages of study. Preliminary analysis[1] show that the main reasons for dropping out are: lack of adequate competences when entering HE, student motivation and insufficient resources to study. Establishment of student services that would provide with career and academic guidance would provide support to students necessary for choosing most appropriate learning path and pursuing their academic and professional career. Support provided to students should range from individual counselling to offering remedial courses in order to compensate the lack of competences required by respective study programme. In addition, targeted provision of scholarships and grants to disadvantaged groups in priority fields should improve access to HE as well as student completion rate. Interventions foreseen under this investment priority should contribute to achievement of this specific objective. through the following results: enhanced quality of student life and services; improved provision of continuous support and professional guidance to students, enhanced measures to improve student completion and achievement rate, especially for students with lower socio economic background.</p> <p>[1] Social Inclusion of Higher Education in Croatia by Thomas Farnell, Teo Matković, Karin Doolan, Mirna Cvitan, 2014.</p>
<b>ID of the specific objective</b>	3
<b>Title of the specific objective</b>	Improving capacities of researcher in order to achieve science excellence and correspond to the needs of economy
<b>Results that the Member States seek to achieve with Union support</b>	<p>The availability of qualified human resources in R&amp;D&amp;I sector is an important predictor of reaching the goals of scientific excellence and economic growth. An uninterrupted flow of well-trained scientists, engineers and technologists can be central to the dynamism of an innovation system. Human capital building in R&amp;D&amp;I is below the EU average and in addition has decreased over the last years compared to increasing in the EU: Croatia counts 6.346 FTE (Full Time Employed) researchers</p>

in 2012 or 1.48 per million inhabitants compared to 3.26 per million in EU (27) average which is 45% less than in EU (27). Having that in mind one of the main aims for Croatian research area in the next period is to increase the number of young and senior researchers especially in the fields of mathematics, science and technology. Also, most of the researchers (close to 80%) are employed in the public sector and thus very little in the private sector which again confirms the problem in Croatia. As one of the Croatia's goal is to increase GDP investment in R&D to 1,4% by 2020 the increase of number of researchers in private sector is just one of the measures in order to achieve set goal. Croatia wants to increase the investment in private sector by establishing strong R&D based enterprises with high potential to innovate.

Croatia is also still suffering from a large scientific diaspora. According to a recent OECD study, emigration of highly educated persons in Croatia is still above average of non-OECD countries due to deteriorating economic living conditions, the lack of R&D&I infrastructure and funding. In order to increase competitiveness and international visibility of Croatian science it is important to reverse brain drain and to increase the rate of mobility and cooperation with Croatian scientific diaspora. This will result in research institutions having to increase their international visibility and quality in order to prevent further brain drain of young researchers and increase their research productivity. Consequently, within this SO it is planned to ensure stimulating R&D environment, different programs of mobility and fellowship programmes, reform of doctoral studies in order to be more business oriented, but also to ensure conditions to undertake research that complies to the criteria of excellence and respond to the needs of economy. This means ensuring access for Croatian research institutions and research teams to different international associations and networks of excellence, but also research tools such as data bases, publications etc. Furthermore, scholarship for to STEM students, PhD and post PhD students, connection with Diaspora has been envisaged. All of this is essential to enable successful integration of Croatian researchers in European Research area (ERA) and hence to provide boost for economic growth.

### **Complementarity to TO1**

It is important to stress synergy of actions regarding R&D activities planned within ESF and ERDF. In order to achieve goals of research excellence and relevance to the needs of economy besides investments in R&D&I infrastructure, into projects of Centres of Research Excellence and R&D project that are directed towards needs of business sector, it is important to invest in human resources in order to ensure sustainability and productivity of the R&D&I system.

**Table 4: Common result indicators for which a target value has been set and programme-specific result indicators corresponding to the specific objective (by investment priority and category of region) (for the ESF)**

Investment priority : 10ii - Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups														
ID	Indicator	Category of region	Measure ment unit for indicator	Common output indicator used as basis for target setting	Baseline value			Measure ment unit for baseline and target	Baseline year	Target value (2023)			Source of data	Frequency of reporting
					M	W	T			M	W	T		
3.1.1	Number of students who finished targeted educational programmes	Less developed	Number				0,00		2014			3.500,00	Projects, MIS	Annually
3.1.2	Students supported through projects that improved their study achievement	Less developed	Number				0,00	Number	2014			1.000,00	Projects, MIS	Annually
3.1.3	Number of student services for providing support to students established and in function	Less developed	Number				0,00	Number	2014			7,00	Projects, MIS	Annually
3.1.4	Researchers supported through projects that improved their search results	Less developed	Number				0,00	Number	2014			150,00	Projects, MIS	Annually

## 2.A.6 Action to be supported under the investment priority (by investment priority)

### 2.A.6.1 Description of the type and examples of actions to be supported and their expected contribution to the specific objectives including, where appropriate, the identification of main target groups, specific territories targeted and types of beneficiaries

<b>Investment priority</b>	10ii - Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups
Investment priority 10.2. focuses on 3 broad areas of intervention and therefore covers various different actions.	

<b>Investment priority</b>	10ii - Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups
<p>Specific objective 10.2.1. covers actions such as</p> <ul style="list-style-type: none"> <li>• Implementation of the CROQF in HE (development and validation of qualifications standards based on relevant occupational standards, development and revision of study programmes and programmes for validation of non-formal and informal learning based on qualifications standards from the CROQF Register and described in terms of LOs and quality assured in terms of achieved LOs and in line with current and future labour market needs)</li> <li>• Development and implementation of apprenticeship schemes and work-based learning as integral part of education programmes</li> <li>• Internationalisation of HE by development of study programmes provided in foreign languages as well as study programmes offering joint/double degrees with the aim of increasing international student and teacher mobility and particularly to supplement programmes Erasmus+ and CEEPUS by supporting educational staff and students short term and long term mobility schemes, exchanges, internships, placements (work-based learning) and further study possibilities in Croatia and abroad within the framework of both individual and institutional projects</li> <li>• Provision of support to HEIs to enhance management, project planning and efficient financing with the aim of introducing funding agreements;</li> </ul> <p>Specific objective 10.2.2. focuses on</p> <ul style="list-style-type: none"> <li>• Development and introduction of remedial programmes and open educational resources aimed at students at risk of dropping out;</li> <li>• Development of student career centres that would provide continuous support and professional guidance to students including mentoring, lifelong counselling, offering remedial courses, provision of surveys and research in order to trace graduates by using alumni networks;</li> <li>• Provision of scholarships to students from disadvantaged groups enrolled in study programmes in the priority fields</li> </ul> <p>Ensuring access and completion of studies for disadvantaged and under-represented groups will be equally supported by the actions envisaged under the ERDF. This specific objective, as reflected in the ERDF, will be achieved by construction of student dormitories thereby enhancing student accommodation capacities which would contribute to better access to HE for disadvantaged and under-represented groups.</p> <p>Specific objective 10.2.3. aims at</p>	

<b>Investment priority</b>	10ii - Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups
<ul style="list-style-type: none"> <li>• Scholarship schemes for PhD and Post PhD and support to different programmes to build up scientific career of young researchers in areas that can be applied in economy or industry (i.e. development of specific competences to enable students, postgraduates, post doctorates and young researchers to get engaged in the R&amp;D&amp;I projects that can be applied to the needs of economy; fostering formation of excellent large research teams within strategic priority fields other measures for Cooperation activities with Croatian diaspora and Croatian scientists working abroad related to collaborative researches.</li> <li>• Support for international memberships in research organizations and bodies in order to enhance integration of Croatian researchers in European research area.</li> <li>• Improving research environment by enabling access to research tools including scientific databases and publications and establishing an effective and internationally recognisable national bibliographic database.</li> </ul>	

#### ***2.A.6.2 Guiding principles for selection of operations***

<b>Investment priority</b>	10ii - Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups
<p>The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria at the level of the OP.</p> <p>Based on Selection Criteria each IB level 1 or the beneficiary institution will prepare Summary of the Operation (SO) that will be submitted to the MA for approval. The approval of the SO will be a basis for the development and preparation of project documentation for each operation.</p> <p>Operations will be implemented as open calls or restricted calls for proposals.</p> <p>In the case of open calls an selection committee will be set at the level of IB level 2 and detailed selection criteria will be defined by the MA. In the case of restricted call IB level 1 will submit to MA proposal of selection of operation that will be granted as restricted call for proposals.</p>	

**2.A.6.3 Planned use of financial instruments** (where appropriate)

<b>Investment priority</b>	10ii - Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups

**2.A.6.4 Planned use of major projects** (where appropriate)

<b>Investment priority</b>	10ii - Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups

**2.A.6.5 Output indicators by investment priority and, where appropriate by category of region**

**Table 5: Common and programme-specific output indicators** (by investment priority, broken down by category of region for the ESF, and where relevant, for the ERDF)

<b>Investment priority</b>		<b>10ii - Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups</b>							
<b>ID</b>	<b>Indicator</b>	<b>Measurement unit</b>	<b>Fund</b>	<b>Category of region (where relevant)</b>	<b>Target value (2023)</b>			<b>Source of data</b>	<b>Frequency of reporting</b>
					<b>M</b>	<b>W</b>	<b>T</b>		
CO10	with upper secondary (ISCED 3) or post-secondary education	Number	ESF	Less developed	2.000,00	2.000,00	4.000,00	Projects, MIS	Annually

Investment priority		10ii - Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
	(ISCED 4)								
CO11	with tertiary education (ISCED 5 to 8)	Number	ESF	Less developed	4.250,00	4.250,00	8.500,00	Projects, MIS	Annually
3.1.1	Number of students participated in apprenticeship schemes, internships, work-based learning	Number	ESF	Less developed			500,00	Projects, MIS	Annually
3.1.2	Number of study programmes in line with CroQF developed	Number	ESF	Less developed			100,00	Projects, MIS	Annually
3.1.3	Number of students at a disadvantage awarded with scholarships	Number	ESF	Less developed			300,00	Projects, MIS	Annually
3.1.4	Number of student services for providing support to students supported for establishment	Number	ESF	Less developed			7,00	Projects, MIS	Annually
3.1.5	Number of researchers	Number	ESF	Less developed			500,00	Projects, MIS	Annually

<b>Investment priority</b>		<b>10ii - Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups</b>							
<b>ID</b>	<b>Indicator</b>	<b>Measurement unit</b>	<b>Fund</b>	<b>Category of region (where relevant)</b>	<b>Target value (2023)</b>			<b>Source of data</b>	<b>Frequency of reporting</b>
					<b>M</b>	<b>W</b>	<b>T</b>		
	awarded with scholarships								

## 2.A.4 Investment priority

<b>ID of the investment priority</b>	10iii
<b>Title of the investment priority</b>	Enhancing equal access to lifelong learning for all age groups in formal, non formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences

## 2.A.5 Specific objectives corresponding to the investment priority and expected results

<b>ID of the specific objective</b>	1
<b>Title of the specific objective</b>	Improving access to quality education for disadvantaged students at pre-tertiary level
<b>Results that the Member States seek to achieve with Union support</b>	In Croatia progress was made with respect to the coverage of children by pre-school education, the number of kindergartens and programmes designed for preschool aged children was increased and certain efforts were made in order to adjust working hours of preschool institutions to parent needs. However, exceptionally large regional differences in the coverage of children by pre- school programmes and in the indicators of their quality still exist. The benchmark on early childhood education and care (ECEC) in the framework ET 2020, states that participation in preschool education programme should be at least 95% by 2020. In Croatia data from 2012 shows further improvement of pre-school children regarding their coverage in preschool institutions (full time programmes), especially in some local communities. The number of children was 156 541 (65%) which is still below EU (95%). The planned interventions are related to the subsidies of the cost of the involvement of children with a socio-economically disadvantaged background in pre-school education in accordance with the results of the analysis in the document related to poverty mapping.

	<p>As a supplement to national measures, the planned interventions will focus on targeted support to Roma students at the pre-tertiary level in the following fields: preschool activities and teaching of Croatian language for Roma children in early childhood , assistance aimed to facilitate higher inclusion of Roma children in after school activities at the level of primary education. Realization of national objectives , related to establishing an integrated system of support for children and students with disabilities aimed at improving their educational achievement is planned to be supported through the ESF: targeted individual support, which integrates social, financial, educational and psychological support for young people in difficulties such as adaptation of teaching materials, removing architectonic barriers, personal assistance , introduction of assistive technology services, introducing/developing Individualized Educational Plans (IEP)etc. In order to improve quality and accessibility of education in the whole territory of Republic of Croatia, the ESI funds will contribute to the following results: improved support systems for the education and training of students belonging to disadvantaged groups, as well as more equal access to quality education.</p>
<b>ID of the specific objective</b>	2
<b>Title of the specific objective</b>	Promoting the access to lifelong learning, through upgrading key competences of students as well as the use of ICT in teaching and learning
<b>Results that the Member States seek to achieve with Union support</b>	<p>Results obtained through the 3 cycles of PISA testing show that Croatian students achieve below-average scores in all three types of literacy (mathematics, language, IT ). The State Matura results confirm the same – exams in mathematics and science still represent challenge for students and are taken mostly on basic level. This is also partially linked to the lack of professional teaching staff, especially in poorly developed regions with generally lower educational level of population, which further reduces the chances for quality education in these regions. Deficit of qualified teachers is especially evident in certain groups of subjects – IT, and natural science subjects and foreign languages. Support will be provided, under this specific objective, for modernization of subject curricula related to acquirinig of key competences, which will enable students to improve their competences and achive better results in related exams and for further improvement of professional development of principals/teachers and other professional staff accompanied with the fact that the system of licensing of educational professionals is just in early stage of development. There is a need for strengthening competences of teachers in order to be able to respond to implementation of planned education reforms. Digital learning and OER are enabling fundamental changes, expanding the educational offer beyond its traditional formats and borders. Digitally competent teachers and pupils use ICT in education on daily basis, including, but not restricted to, administrative e-services and e-services for teaching and learning, thus ensuring that pupils of today become competitive workers on the job markets of tomorrow. In addition, implementation of the CROQF, which is viewed as one of the quality assurance tools and it is closely linked to the curricular reform process,</p>

	acquiring of key competences and continuous teacher training, is also planned to be financed through ESF. To conclude, in order to improve the situation in aforementioned areas interventions will focus on achieving the following desired changes: increased student's educational achievement with special focus on acquiring key competences; professional development of education staff, especially taking into account new educational reforms and improved competences of teachers needed for its implementation; increased number of E-schools as well as modernized subject curricula related to acquiring key competences, CROQF implementation and validation and recognition of prior learning.
<b>ID of the specific objective</b>	3
<b>Title of the specific objective</b>	Improving quality and relevance of adult education system and upgrade skills and competences of adult learners
<b>Results that the Member States seek to achieve with Union support</b>	<p>Currently unsatisfactory level of citizen involvement in AE, except for financial reasons, is partially determined by the degree of development of AE system and current provision, quality and relevance of AE programmes. Future development will not be aimed at increasing the number of institutions and programmes, but on improving the quality and relevance of programmes with the use of the CROQF, as well as at encouraging HEIs to engage in high-quality AE. The low participation in LLL provides fewer opportunities for engaging in learning as well as results from a lack of demand of learners. Different occupational and age sub-groups perceive the need for training differently and this emphasizes the importance of a planned and tailored policy approach to up-skilling in order to avoid skills mismatch and underutilisation. Furthermore, development and implementation of system of validation and recognition of prior learning (including non-formal and informal learning) is necessary in order to support access and progression to higher levels of education, as well as attainment rate and employability.</p> <p>In order to increase qualification level and employability potential of specific target groups the system of vouchers will be introduced taking into account the following criteria:</p> <ul style="list-style-type: none"> <li>• vouchers will be provided for acquiring the 1st level qualification or one step up qualification for programmes in priority fields (tourism and catering, agriculture, mechanical and electrical engineering, electrotehnics and information technology) or programmes leading to acquiring of basic skills (literacy, numeracy, ICT)</li> <li>• vouchers will be provided for validation of non formal and informal learning with a view of increasing citizens'</li> </ul>

	<p>qualification levels;</p> <p>When defining selection criteria for vouchers to be awarded a mismatch between educational supply and demand in the local labour market and within above mentioned sectors will be taken into account when defining selection criteria and priority will be given to least developed areas (respecting development index data), to areas with a high rate of depopulation and to islands areas.</p> <p>Interventions foreseen under this investment priority should contribute to achievement of specific objective through the following results: strengthened capacities of AE providers aiming at increasing education for basic qualification provision, key competencies and literacy in adult population; improved quality and relevance of adult education programmes, increased participation of adult learners in LLL and increased citizens' qualification levels on the basis of validation of competences achieved non formally and informally.</p>
--	---

**Table 4: Common result indicators for which a target value has been set and programme-specific result indicators corresponding to the specific objective (by investment priority and category of region) (for the ESF)**

Investment priority : 10iii - Enhancing equal access to lifelong learning for all age groups in formal, non formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences														
ID	Indicator	Category of region	Measure unit for indicator	Common output indicator used as basis for target setting	Baseline value			Measure unit for baseline and target	Baseline year	Target value (2023)			Source of data	Frequency of reporting
					M	W	T			M	W	T		
3.2.1	Students supported through projects that improved their study achievement	Less developed	Number				0,00	Number	2014			700,00	Projects, MIS	Annually
3.2.2	Number of educational staff who finished targeted educational programmes	Less developed	Number				0,00	Number	2016			1.000,00	Projects, MIS	Annually
3.2.3	Students supported through projects that improved their study achievement	Less developed	Number				0,00	Number	2014			1.500,00	Projects, MIS	Annually
3.2.4	Digitally mature schools	Less developed	%				0,00	Number	2016			75,00	Projects, MIS	Annually
3.2.5	Number of participants (adult learners) gaining qualification	Less developed	Number				0,00	Number	2016			1.200,00	Projects, MIS	Annually

## 2.A.6 Action to be supported under the investment priority (by investment priority)

### 2.A.6.1 Description of the type and examples of actions to be supported and their expected contribution to the specific objectives including, where appropriate, the identification of main target groups, specific territories targeted and types of beneficiaries

<b>Investment priority</b>	10iii - Enhancing equal access to lifelong learning for all age groups in formal, non formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences
----------------------------	---

<b>Investment priority</b>	10iii - Enhancing equal access to lifelong learning for all age groups in formal, non formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences
----------------------------	---

Investment priority 10.3. focuses on 3 broad areas of intervention and therefore covers various different actions.

Specific objective 10.3.1. covers actions such as

- addressing obstacles in access to education for disadvantaged groups such as children with a socio-economically disadvantaged or Roma background, or with special educational needs, transport costs for students with disabilities, adaptation of teaching materials, architectonic barriers, personal assistance (assistants in class and personal assistants as specific type of professional support)
- subsidize the cost of the involvement of children with a socio-economically disadvantaged background in pre-school education in accordance with the results of the analysis in the document related to poverty mapping
- introduction of assistive technology services and purchase of `assistive technology devices' (any item, piece of equipment, or product that is used to increase, maintain, or improve functional capabilities of a child with a disability at the field of physical development, cognitive development, communication development), procurement and adaptation of teaching materials to the special needs of pupils/students (e.g. Braille letter, introduction of voice processed literature, etc.),
- organization of summer camps and development of extracurricular events for different categories of students with disabilities, introducing/developing Individualized Educational Plans (IEP) for students with disabilities,
- additional assistance in the field of organizing preschool activities and teaching of Croatian language for Roma students, and assistance aimed to facilitate higher inclusion of Roma children in after school activities especially to those located in municipalities and cities with low income,
- different types of institutional/non-institutional technical and financial support to Roma students at the level of primary/secondary education aimed to speed up the process of their integration into regular education system (i.e. introducing Roma Class Assistants, scholarships, summer camps activities and extracurricular events focused on social integration of Roma pupils)
- scholarship schemes for students in less developed areas, subsidies for procurement of textbooks / teaching materials and for covering transportations costs for students from poor socio-economic conditions and/or dysfunctional families,

Specific objective 10.3.2. aims at

<b>Investment priority</b>	10iii - Enhancing equal access to lifelong learning for all age groups in formal, non formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences
<ul style="list-style-type: none"> <li>• Provision of support to educational institutions developing and delivering programmes (subject curricula related to acquiring of key competences)</li> <li>• Modernization of subject curricula at pretertiary level, development and integration of learning outcome units into curricula which will equip pupils/students with key competences</li> <li>• Support to national project of e-Schools development will be directed towards ensuring the development of adequate digital educational materials (combined with professional development and support for teachers, school leaders and expert staff in the school further elaborated below)</li> <li>• Provision of support to educational institutions in implementation of entrepreneurial learning curriculum through definition of learning outcomes, teacher training and school management for an entrepreneurial environment</li> <li>• Further development of the professional development of education staff, necessary for implementation of the envisaged education reform revision of teacher competences in knowledge based and outcome oriented education system with a commitment to reflective practice, in the end that should impact programmes design and implementation of initial and continuous teacher training and CPD system (continuous professional development), revision of competences is also needed for other educational staff (advisors, supervisors, inspectors, principals, counsellors etc.), enhancement and design of tailor-made, quality pre-service and in-service teacher training programmes, specifically in the context of using ICT for teaching and learning – developing and using digital educational materials, supporting collaborative project work with students using ICT)</li> </ul>	
<p>Specific objective 10.3.3. covers actions such as:</p>	
<ul style="list-style-type: none"> <li>• Management of the CROQF Register supporting Sectoral councils and their working groups in validation of occupational standards and qualifications standards, supporting national authorities in evaluation of educational institutions and programmes including provision of support to research activities, development of studies, expert materials, guidelines and other tools needed for the implementation of the CROQF;</li> <li>• Development and implementation of system of validation and recognition of prior learning (including non-formal and informal learning) to support access and progression to higher levels of education, as well as attainment rate and employability.</li> <li>• Strengthening capacities of AE providers aiming at increasing education for basic qualification provision, key competencies and literacy in adult population.</li> <li>• Providing support to adult learners and HEIs offering high quality lifelong learning programmes, partial qualifications and programmes for validation of prior learning with a view to increasing qualification levels of adults;</li> </ul>	

<b>Investment priority</b>	10iii - Enhancing equal access to lifelong learning for all age groups in formal, non formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences
<ul style="list-style-type: none"> <li>• Actions to support development of key competencies in adult population as well as in providing guidance services to support and motivate adults seeking to develop/improve their basic skills (raising awareness events and activities related to learning opportunities for adult learners).</li> <li>• Targeted provision of vouchers for adult learners as well as other measures to increase the possibilities for adults to achieve a qualification at least one level higher than before ('go one-step-up') with the use of programmes that have proved to be relevant and quality assured</li> <li>• Improving the quality and relevance of adult education programmes with the use of the CROQF and in the fields which are of strategic importance for Croatia - improvement of adult learning provision (curricular, methodological, organisational) as well as measures to create partnerships of adult learning institutions with employers and local communities</li> </ul>	

#### ***2.A.6.2 Guiding principles for selection of operations***

<b>Investment priority</b>	10iii - Enhancing equal access to lifelong learning for all age groups in formal, non formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences
<p>The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria at the level of the OP.</p> <p>Based on Selection Criteria each IB level 1 or the beneficiary institution will prepare Summary of the Operation (SO) that will be submitted to the MA for approval. The approval of the SO will be a basis for the development and preparation of project documentation for each operation.</p> <p>Operations will be implemented as open calls or restricted calls for proposals.</p>	

**2.A.6.3 Planned use of financial instruments** (where appropriate)

<b>Investment priority</b>	10iii - Enhancing equal access to lifelong learning for all age groups in formal, non formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences

**2.A.6.4 Planned use of major projects** (where appropriate)

<b>Investment priority</b>	10iii - Enhancing equal access to lifelong learning for all age groups in formal, non formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences

**2.A.6.5 Output indicators by investment priority and, where appropriate by category of region**

**Table 5: Common and programme-specific output indicators** (by investment priority, broken down by category of region for the ESF, and where relevant, for the ERDF)

<b>Investment priority</b>		<b>10iii - Enhancing equal access to lifelong learning for all age groups in formal, non formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences</b>							
<b>ID</b>	<b>Indicator</b>	<b>Measurement unit</b>	<b>Fund</b>	<b>Category of region (where relevant)</b>	<b>Target value (2023)</b>			<b>Source of data</b>	<b>Frequency of reporting</b>
					<b>M</b>	<b>W</b>	<b>T</b>		
CO11	with tertiary education (ISCED 5 to 8)	Number	ESF	Less developed	1.250,00	1.250,00	2.500,00	Projects, MIS	Annually
3.2.1	Participants with pre-tertiary education	Number	ESF	Less developed			5.500,00	Projects, MIS	Annually

Investment priority		10iii - Enhancing equal access to lifelong learning for all age groups in formal, non formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
	(ISCED 1-4)s								
3.2.2	Number of projects implemented dedicated to ensuring equal access to quality education	Number	ESF	Less developed			150,00	Projects, MIS	Annually
3.2.3	Number of adult learners awarded with vouchers	Number	ESF	Less developed			200,00	Projects, MIS	Annually
3.2.4	Number of educational staff who participated in in-service training activities	Number	ESF	Less developed			500,00	Projects, MIS	Annually

## 2.A.4 Investment priority

<b>ID of the investment priority</b>	10iv
<b>Title of the investment priority</b>	Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work based learning systems, including dual learning systems and apprenticeship schemes

## 2.A.5 Specific objectives corresponding to the investment priority and expected results

<b>ID of the specific objective</b>	1
-------------------------------------	---

<b>Title of the specific objective</b>	Modernisation of VET provision and raising its quality in order to increase employability of students as well as possibility for further education
<b>Results that the Member States seek to achieve with Union support</b>	<p>Key intervention to be done in VET is to modernise programme provision since majority of about 200 programmes date back from 1996 and sporadic and non-systemic revision and partial modernisation has been undertaken in period 2003-2013. Number of programmes need to be rationalised since they overlap and do not represent sector's needs, horizontal permeability is difficult within and between sectors and between VET and other parts of education system. By using the national resources a National Curriculum for VET will be developed while through the ESF the development of several VET Sectoral Curricula will be supported. Namely, new VET sectoral curricula based on learning outcomes will be developed for Tourism and catering, Mechanical and electrical engineering, ICT, Agriculture and Healthcare sectors. The decision on vocational sectors for which the new curricula will be developed took into account the insight obtained through the analysis performed over the IPA projects implemented in vocational sector so far (60% of total investment in was invested in vocational programmes in the following sectors: Tourism and catering, Mechanical and electrical engineering, ICT, Agriculture and Healthcare sectors). There is a need for significant investments in raising VET teachers' capacities as well as ensuring high quality support for their work and professional development. Cooperation with all relevant stakeholders, most importantly employers is key for VET so efforts will be invested in further strengthening of work based learning approach, including apprentices schemes for VET students and training for VET teachers that provides access to latest developments in respective sectors. Additionally, interventions will be directed towards the area of VET visibility and promotion of its quality through student's skills competitions. In order to tackle the shortage of practical skills and to improve the quality of transition from school to the labour market targeted investment will focus on establishing regional centers of competences in specific vocational sectors mentioned above. ESF Interventions under this SO will tackle the issue of QA in VET as well. QA in VET will be streamlined on two levels. One, on a system level dealing with further establishment of comprehensive VET QA system including system level QA indicators. Second level will be focused on VET providers in strengthening their capacities for implementation of QA approaches (e.g. self-assessment. Interventions foreseen under this SO should contribute to achievement of specific objective through the following results: increased quality and relevance of VET curricula in targeted sectors; strengthened capacities of VET teachers for provision of modern VET training, enhanced opportunities for work-based placements and training in Croatia and abroad for VET graduates and students in enterprises, enhanced QA system (system level and level of providers) and by applying the innovative approach through the establishment of regional competence centers. This specific objective, the part dealing with establishment of regional centers of competences, will also be supported by investments in VET infrastructure, triggering ERDF expenditure.</p>

**Table 4: Common result indicators for which a target value has been set and programme-specific result indicators corresponding to the specific objective (by investment priority and category of region) (for the ESF)**

Investment priority : 10iv - Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work based learning systems, including dual learning systems and apprenticeship schemes														
ID	Indicator	Category of region	Measurement unit for indicator	Common output indicator used as basis for target setting	Baseline value			Measurement unit for baseline and target	Baseline year	Target value (2023)			Source of data	Frequency of reporting
					M	W	T			M	W	T		
3.3.1	Number of teachers who finished targeted educational programmes	Less developed	Number				0,00	Number	2016			1.000,00	Projects, MIS	Annually
3.3.2	Students supported through projects that improved their study achievement	Less developed	Number				0,00	Number	2016			1.500,00	Projects, MIS	Annually
3.3.3	Regional centres for competences established and in function	Less developed	Number				0,00	Number	2014			20,00	Projects, MIS	Annually

## 2.A.6 Action to be supported under the investment priority (by investment priority)

### 2.A.6.1 Description of the type and examples of actions to be supported and their expected contribution to the specific objectives including, where appropriate, the identification of main target groups, specific territories targeted and types of beneficiaries

<b>Investment priority</b>	10iv - Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work based learning systems, including dual learning systems and apprenticeship schemes
<i>Examples of actions to be financed under specific objective 10.4.1.</i>	

<b>Investment priority</b>	10iv - Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work based learning systems, including dual learning systems and apprenticeship schemes
<ul style="list-style-type: none"> <li>• development of VET Sectoral Curricula (Tourism and catering, Mechanical and electrical engineering, ICT, Agriculture and Healthcare sectors) with the aim of ensuring relevance of VET in line with labour market needs and improving access to higher education</li> <li>• promotion of quality of vocational education and training by encouraging VET schools to develop new modern, technological and innovative solutions in VET provision</li> <li>• supporting VET schools to develop innovations through bottom-up approach (development of campaigns, skills competitions, specialized school fairs, etc) thus enhancing the conditions for acquiring of practical skills - the main task of the student's skills competitions and student fairs will be presentation of practical skills that students obtained during education to employers.</li> <li>• enhancement and development of opportunities for work-based placements of VET students in enterprises</li> <li>• establishment of regional competence centers in Tourism and catering, Mechanical and electrical engineering, ICT, Agriculture and Healthcare sectors with the aim of providing VET students with relevant practical skills thus increasing their chances to enter labour market</li> <li>• strengthening in-service TT as well as continuous professional development of VET teacher aimed to increase the level of pedagogical skills and professional competencies of teachers</li> <li>• further establishment of comprehensive VET QA system including system level QA indicators which will roughly follow EQAVET indicators and to implement the new system - interventions are planned in the area of capacity building for QA development and implementation at a system level (developing models, data collecting and analyses, use of data; improvement of the model of external assessment of schools including external pedagogical monitoring and inspections, etc.) - capacity building for QA development and implementation at a system level)</li> <li>• strengthening capacities of VET schools for implementation of QA approaches (e.g. self-assessment)</li> </ul> <p>In relation to ensuring complementarity with ERDF expenditure foreseen, particular support to VET schools will be provided in order to enhance their infrastructural conditions for acquiring practical skills in specific VET sectors (aligned with Smart Specialization Strategy).</p>	

### 2.A.6.2 Guiding principles for selection of operations

<b>Investment priority</b>	10iv - Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work based learning systems, including dual learning systems and apprenticeship schemes
<p>The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria at the level of the OP.</p> <p>Based on Selection Criteria each IB level 1 or the beneficiary institution will prepare Summary of the Operation (SO) that will be submitted to the MA for approval. The approval of the SO will be a basis for the development and preparation of project documentation for each operation.</p> <p>Operations will be implemented as open calls or restricted calls for proposals.</p> <p>In the case of open calls an selection committee will be set at the level of IB level 2 and detailed selection criteria will be defined by the MA. In the case of restricted call IB level 1 will submit to MA proposal of selection of operation that will be granted as restricted call for proposals</p>	

### 2.A.6.3 Planned use of financial instruments (where appropriate)

<b>Investment priority</b>	10iv - Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work based learning systems, including dual learning systems and apprenticeship schemes

### 2.A.6.4 Planned use of major projects (where appropriate)

<b>Investment priority</b>	10iv - Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work based learning systems, including dual learning systems and apprenticeship schemes
----------------------------	---

<b>Investment priority</b>	10iv - Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work based learning systems, including dual learning systems and apprenticeship schemes

### 2.A.6.5 Output indicators by investment priority and, where appropriate by category of region

**Table 5: Common and programme-specific output indicators** (by investment priority, broken down by category of region for the ESF, and where relevant, for the ERDF)

<b>Investment priority</b>		<b>10iv - Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work based learning systems, including dual learning systems and apprenticeship schemes</b>							
<b>ID</b>	<b>Indicator</b>	<b>Measurement unit</b>	<b>Fund</b>	<b>Category of region (where relevant)</b>	<b>Target value (2023)</b>			<b>Source of data</b>	<b>Frequency of reporting</b>
					<b>M</b>	<b>W</b>	<b>T</b>		
CO11	with tertiary education (ISCED 5 to 8)	Number	ESF	Less developed	750,00	750,00	1.500,00	Projects, MIS	Annually
3.3.1	Participants with pre-tertiary education (ISCED 1-4)	Number	ESF	Less developed			3.000,00	Projects, MIS	Annually
3.3.2	Number of VET Sectoral curricula based on learning outcomes developed	Number	ESF	Less developed			5,00	Projects, MIS	Annually

Investment priority		10iv - Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work based learning systems, including dual learning systems and apprenticeship schemes							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
3.3.3	Number of regional centres for competences supported for establishment	Number	ESF	Less developed			20,00	Projects, MIS	Annually

### 2.A.7 Social innovation, transnational cooperation and contribution to thematic objectives 1-7

Priority axis	3 - Education and lifelong learning
<p>Certain activities under PA Quality education and lifelong learning system, IP 10.2. Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups and IP 10.4. Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work-based learning systems, including dual learning systems and apprenticeship schemes will be implemented through transnational cooperation</p> <p>In connection to the transnational cooperation, the following areas will be the ones related to this option:</p> <ol style="list-style-type: none"> <li>1) Tertiary education: validation of non-formal and informal learning (VINFIL)</li> <li>2) Area of improving the quality of vocational education and adult education, connecting the education with the labour market, that is, facilitating the transition from education to work</li> </ol>	

## 2.A.8 Performance framework

**Table 6: Performance framework of the priority axis** (by fund and, for the ERDF and ESF, category of region)

Priority axis		3 - Education and lifelong learning											
ID	Indicator type	Indicator or key implementation step	Measurement unit, where appropriate	Fund	Category of region	Milestone for 2018			Final target (2023)			Source of data	Explanation of relevance of indicator, where appropriate
						M	W	T	M	W	T		
CO11	O	with tertiary education (ISCED 5 to 8)	Number	ESF	Less developed			1.500			10.000,00	MIS	Improved quality and relevance of higher education, with a view to increase employability of graduates is among the overall national objectives - by supporting educational staff and students short term and long term mobility schemes, exchanges, internships, placements (work-based learning) etc.
3.2.1	O	Participants with pre-tertiary education (ISCED 1-4)s	Number	ESF	Less developed			1.600			8.000,00	MIS	There is a need for further improvement of effectiveness and efficiency of Croatian educational system and to improve access to quality education for all students at the level of preschool, primary and secondary education – by addressing obstacles in access to education faced by disadvantaged groups, by increasing student's educational achievement with special focus on acquiring key competences, by supporting development of key competencies in adult population etc.
F.1	F	Total amount of certified expenditure eligible expenditure	EUR	ESF	Less developed			35.000.000			240.000.000,00	MIS	

## Additional qualitative information on the establishment of the performance framework

### 2.A.9 Categories of intervention

Categories of intervention corresponding to the content of the priority axis based on a nomenclature adopted by the Commission, and indicative breakdown of Union support.

#### Tables 7-11: Categories of intervention

**Table 7: Dimension 1 - Intervention field**

Priority axis		3 - Education and lifelong learning	
Fund	Category of region	Code	€ amount
ESF	Less developed	116. Improving the quality and efficiency of, and access to, tertiary and equivalent education with a view to increasing participation and attainment levels, especially for disadvantaged groups	205.000.000,00
ESF	Less developed	117. Enhancing equal access to lifelong learning for all age groups in formal, non-formal and informal settings, upgrading the knowledge, skills and competences of the workforce, and promoting flexible learning pathways including through career guidance and validation of acquired competences	160.000.000,00
ESF	Less developed	118. Improving the labour market relevance of education and training systems, facilitating the transition from education to work, and strengthening vocational education and training systems and their quality, including through mechanisms for skills anticipation, adaptation of curricula and the establishment and development of work-based learning systems, including dual learning systems and apprenticeship schemes	85.000.000,00

**Table 8: Dimension 2 - Form of finance**

Priority axis		3 - Education and lifelong learning	
Fund	Category of region	Code	€ amount

Priority axis		3 - Education and lifelong learning	
Fund	Category of region	Code	€ amount
ESF	Less developed	01. Non-repayable grant	450.000.000,00

**Table 9: Dimension 3 - Territory type**

Priority axis		3 - Education and lifelong learning	
Fund	Category of region	Code	€ amount
ESF	Less developed	01. Large Urban areas (densely populated >50 000 population)	5.000.000,00
ESF	Less developed	07. Not applicable	445.000.000,00

**Table 10: Dimension 4 - Territorial delivery mechanisms**

Priority axis		3 - Education and lifelong learning	
Fund	Category of region	Code	€ amount
ESF	Less developed	01. Integrated Territorial Investment – Urban	5.000.000,00
ESF	Less developed	07. Not applicable	445.000.000,00

**Table 11: Dimension 6 - ESF secondary theme (ESF and YEI only)**

Priority axis		3 - Education and lifelong learning	
Fund	Category of region	Code	€ amount
ESF	Less developed	04. Strengthening research, technological development and innovation	50.000.000,00

Priority axis		3 - Education and lifelong learning	
Fund	Category of region	Code	€ amount
ESF	Less developed	05. Enhancing the accessibility, use and quality of information and communication technologies	30.000.000,00
ESF	Less developed	08. Not applicable	370.000.000,00

**2.A.10 Summary of the planned use of technical assistance including, where necessary, actions to reinforce the administrative capacity of authorities involved in the management and control of the programmes and beneficiaries (where appropriate) (by priority axis)**

Priority axis:	3 - Education and lifelong learning

### 2.A.1 Priority axis

<b>ID of the priority axis</b>	4
<b>Title of the priority axis</b>	Smart administration

- The entire priority axis will be implemented solely through financial instruments
- The entire priority axis will be implemented solely through financial instruments set up at Union level
- The entire priority axis will be implemented through community-led local development
- For the ESF: The entire priority axis is dedicated to social innovation or to transnational cooperation, or both

**2.A.2 Justification for the establishment of a priority axis covering more than one category of region, thematic objective or fund (where applicable)**

### 2.A.3 Fund, category of region and calculation basis for Union support

<b>Fund</b>	<b>Category of region</b>	<b>Calculation basis (total eligible expenditure or eligible public expenditure)</b>	<b>Category of region for outermost regions and northern sparsely populated regions (where applicable)</b>
ESF	Less developed	Public	

### 2.A.4 Investment priority

<b>ID of the investment priority</b>	11i
<b>Title of the investment priority</b>	Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance

## 2.A.5 Specific objectives corresponding to the investment priority and expected results

<b>ID of the specific objective</b>	1
<b>Title of the specific objective</b>	Improvement in institutional capacities, effectiveness and good governance reforms implementation in public administration
<b>Results that the Member States seek to achieve with Union support</b>	<p><b>Key areas where change is expected are:</b></p> <ul style="list-style-type: none"> <li>• public administration capacities (HR management, professionalism and competencies of public servants, adopting legal framework),</li> <li>• creation of business friendly environment through redefinition of business processes.</li> </ul> <p>Improvement in public administration capacities is essential. New methodology for validation of competence of civil servants, salary system, education and transparency will be developed. For public servants trainings will be organized to provide deeper knowledge concerning quality standards and used tools. Efforts will be focused on the area of implementation of new competency framework with registers as a way to develop more transparent and reliable system, bulding up modules and capacities of the National School for Public Administration for in-service training of civil servants in the state administration, local and regional self-governments and public services.</p> <p>Further support in building up HR will foster efficient system of national coordination of EU affairs, strengthen capacities of employees involved in the process of drafting, analysing and adopting of national positions in EU legislative process and process of coordination of acquis transposition, infringement procedure and litigation is expected. Another important area of PA that influences HRD and business process optimization is successful implementation of changes in covering different structural and institutional reforms in the fields such as employment, education, health, social policies, customs. In order to successful implement reforms tackling management systems, performance measurement, policy and strategy development, impact assessment, budget programming, monitoring and evaluation a professional training for PA employees is needed.</p> <p>With the optimization of business processes, the intention is to identify and accomplish more effective and efficient processes in organization, reduce administrative burden, improve public services standards, reorganize of institutional structure, strengthen PA capacities in forming and implementing policy instruments on all levels, strengthen interagency cooperation and professional capacities.</p>

	<p>Law on State Information Infrastructure will establish a uniform method of managing a system of public registers and conditions which state information infrastructure must provide in relation to public registers as well as the use of a common base for secure data exchange. It will enable further investment in common system of identification and authentication, as well as the consolidation of the fundamental data registers and ensuring adequate accessibility to data, transparency and interoperable connectivity with other registers.</p> <p>Informatization processes are mainly focused on introducing tools as a help to achieve more transparent and efficient public administration. Upon the project e-citizens (launched in 2014) further investment will be conducted in centres for provision of public services, front-office, a place where a citizen or an entrepreneur requests a solution to his/her specific situation and back-office, a “factory” that uses interoperability across expert entities of public administration to process specific solutions.</p> <p>Important is introduction of QMS tool, as a evidence-based policy-making, build upon systemic evaluations. System will help to clearly realize organization objectives, their processes and put focus on achieving better results, based on audit trail findings.</p>
<b>ID of the specific objective</b>	2
<b>Title of the specific objective</b>	Achieving a more efficient and effective judiciary
<b>Results that the Member States seek to achieve with Union support</b>	<p>The efficiency of the justice sector is of crucial importance for creating a development-supportive environment. Key elements for effective justice system are independence, professionalism, competence, flexibility and motivation of judicial officials and civil servants which is stressed in the Strategy of development of judiciary 2013-2018 and in the National Reform Programme.</p> <p>Independency and professionalism of the judicial officials are closely connected to a high-quality training system and constant educational activities for future judges, prosecutors and judicial officials. In this respect the national judicial training institution, the Judicial Academy, needs to strengthen its capacities in order to provide high-quality initial and continuous training programmes and keep up with new trends and developments in judicial training i.e. including trainings in EU law, on line trainings, trainings in prevention, identification and suppression of corruption, fight against crime and trainings in foreign</p>

languages.

As the courts efficiency is often measured by the length of court proceedings and the backlog cases, it can be improved through increasing support to court's rationalization process by enhancing administrative and managerial staff capacities, thus decreasing length of proceedings and increasing the rights to trial within reasonable time.

The administrative staff in the judiciary (i.e. civil servants employed at courts and in prosecution offices) needs to be adequately trained in order to contribute to the enhancement of the efficiency of courts system.

It is needed to develop and implement new training modules in the field of European law, instruments of judicial cooperation, fight against cybercrime as well as foreign language courses for judicial officials, advisors and civil servants.

Further improvement is needed in the area of initial vocational training program, management and rhetorical skills of judges and prosecutors, communication skills of judicial bodies' spokespersons and in use of the newly introduced ICT applications (including e-learning).

Actions related to the e-government (e-judiciary) will be supported in accordance with the TO 2 - by enhancing access, simplifying use and improving quality of usage of the information and communication technologies.

**Table 4: Common result indicators for which a target value has been set and programme-specific result indicators corresponding to the specific objective (by investment priority and category of region) (for the ESF)**

Investment priority : 11i - Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance														
ID	Indicator	Category of region	Measure unit for indicator	Common output indicator used as basis for target setting	Baseline value			Measure unit for baseline and target	Baseline year	Target value (2023)			Source of data	Frequency of reporting
					M	W	T			M	W	T		
4.1.1	Number of public administration entities which implemented new or improved services targeting better and more efficient administration procedures and methods	Less developed	Number				0,00	Number	2014			16,00	Projects, MIS	Annually
4.1.2	Number of PA employees using new services developed or improved through supported projects	Less developed	Number				0,00		2014			25.000,00	Projects, MIS	Annually
4.1.3	Number of new training programmes in implementation	Less developed	Number				0,00	Number	2014			10,00	Projects, MIS	Annually
4.1.4	Number of judiciary employees using new or improved services acquired through capacity building trainings	Less developed	Number				0,00	Number	2014			100,00	Projects, MIS	Annually

## 2.A.6 Action to be supported under the investment priority (by investment priority)

### *2.A.6.1 Description of the type and examples of actions to be supported and their expected contribution to the specific objectives including, where appropriate, the identification of main target groups, specific territories targeted and types of beneficiaries*

<b>Investment priority</b>	11i - Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance
----------------------------	---

<b>Investment priority</b>	11i - Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance
----------------------------	---

*Examples of actions to be financed*

**Improvement of public administration capacities** (measures focused on the creation of new and strengthening of existing professional capacities; educational activities aimed at enhancing Professional (analytical, economic, econometric and statistical) skills of analytical organisational units of employees; educational activities aimed to assess the impact of policies, project management program budgeting, monitoring and evaluation educational activities focused on methods measuring the performance and effectiveness of organisation and public officials; educational activities aimed at the application of new procedures for the collection of taxes, duties and levies;(customs)public procurement; education programmes for employees involved in the national coordination of EU affairs (senior civil servants and politicians, civil servants in state administration bodies involved in EU affairs /in particular national representatives in the Council working bodies, their deputies, and representatives from the Permanent Representation of the Republic of Croatia to the EU/),

**Supporting institutional reforms** – activities in institutional capacities and efficiency of public administration and public services with respect to reforms, better regulation and good governance; Capacity building of policy makers in the areas of employment, education, social policy and sectorial and territorial strategies with the purpose to prepare and implement the reforms at the national, regional and local level.

**Optimization of business processes** (Digitalization of public administration and the development of electronic services at the central/regional level; cross-sectoral integration and process optimisation of public administration; Modernisation and improvement of special infrastructure to improve accessibility of public services/ support the modernisation, simplification and streamlining of administrative procedures and high-quality services in these areas for clients. Activities should therefore be focused on the area of management and organisation, reduction in the burden on citizens and legal entities and increasing efficiency and effectiveness of state;

Actions raising the level of interoperability among specific substantive solutions at the technical, organizational and semantic level, with the help of the standard common building blocks, tools and services, with the consolidation of the fundamental data registers and ensuring adequate accessibility to data, transparency and interoperable connectivity with other registers)

Activities in public administration data exchange, data publication and maintenance, data availability and data usage possibilities and public administration employees for the mentioned processes will be trained for

<b>Investment priority</b>	11i - Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance
<p><b>Introducing of QMS</b> Organisation quality management systems and performance tracking, e.g. increasing the quality of public administration organisation through self-evaluation according to the CAF model (Common Assessment Framework), EFQM (European Foundation for Quality Management)</p> <p><b>An efficient and effective justice system</b> should be reached by design and implementation of the framework for improvement of the judicial bodies and services structure, improvement of the efficiency and quality of justice procedures and enforcement of decisions, analyses of the current state of rationalization process in relation to the efficiency of handling the cases, financial management, human resource management and real estate management, designing and developing methods and procedures to improve the efficiency of court's human resources and their performance management and setting up sustainable training modules should further contribute to the same goal. Actions related to the e-government (e-judiciary) will be supported in accordance with the TO 2 – by enhancing access, simplifying use and improving quality of usage of the information and communication technologies.,</p> <p><b>Relation with other TOs:</b></p> <p><b>Relation with TO 2:</b> in order to improve implementation of public reforms and delivery of public services, there is a need to establish clear relation with TO 2. There should be clearly stated that activities from TO 2 would be implemented only after activities are implemented under TO 11. Measures aiming at simplification, streamlining and transparency of the administration procedures should be supported in accordance with the TO 2 - by enhancing access, simplifying use and improving quality of usage of the information and communication technologies (2.3. Strengthening ICT applications for e-government, e-learning, e-inclusion, e-culture and e-health, 2.3.1. To increase government usage of ICT, to develop the e-content services).</p> <p><b>Relation with TO 4:</b> in order to increase the quality of public services and save costs on energy consumption, it is estimated to implement energy efficiency measures for the public administration offices;</p> <p><b>Relation with TO 10:</b> in order to increase the usage of public services, there is a need to increase digital literacy. Enhancing the accessibility, usage and quality of ICT, through the development of digital literacy and e-learning, investment in e-inclusion, e-skills and related entrepreneurial skills (2.4.1. increase the IT literacy, skills and competence in public administration and public services and 2.4.2. To increase the IT literacy, skills and competence of citizens and business).</p> <p><b>Relation with TO 7:</b> Modern, efficient and simplified e-customs systems based on client oriented services will enhance and upgrade public service and speed up and simplify internatal trade flows. Introducing advanced e-customs systems will increase efficiency, speed and quality of business processes of</p>	

<b>Investment priority</b>	11i - Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance
<p>the customs and economic operators related to domestic and international trade. Following this transparency and corruption in public administration will also be decreased.</p> <p><b>Specific objective dedicated to PAR</b> is to support initiatives and foster institutional reforms in order for PA to become an effective service to address everyday needs of citizens and business entities, stimulating a business friendly environment, ethical behaviour and an efficient, reliable and service-oriented public service.</p> <p><b>Specific objective dedicated to justice sector</b> is to support investment in highly professional and independent judicial officials and civil servants and improve business processes at courts as well as management and expertize skills of its employees</p> <p><b>Target groups:</b></p> <p>Public servants on local, regional and national level, judicial officials, advisors and civil servants, citizens and other relevant stakeholders.</p>	

#### 2.A.6.2 Guiding principles for selection of operations

<b>Investment priority</b>	11i - Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance
<p>The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria at the level of the OP.</p> <p>Based on Selection Criteria each IB level 1 or the beneficiary institution will prepare Summary of the Operation (SO) that will be submitted to the MA for approval. The approval of the SO will be a basis for the development and preparation of project documentation for each operation.</p> <p>Operations will be implemented as open calls or restricted calls for proposals.</p> <p>In the case of open calls an selection committee will be set at the level of IB level 2 and detailed selection criteria will be defined by the MA. In the case</p>	

<b>Investment priority</b>	11i - Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance
of restricted call IB level 1 will submit to MA proposal of selection of operation that will be granted as restricted call for proposals.	

**2.A.6.3 Planned use of financial instruments** (where appropriate)

<b>Investment priority</b>	11i - Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance

**2.A.6.4 Planned use of major projects** (where appropriate)

<b>Investment priority</b>	11i - Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance

**2.A.6.5 Output indicators by investment priority and, where appropriate by category of region**

**Table 5: Common and programme-specific output indicators** (by investment priority, broken down by category of region for the ESF, and where relevant, for the ERDF)

<b>Investment priority</b>		11i - Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance					
<b>ID</b>	<b>Indicator</b>	<b>Measurement unit</b>	<b>Fund</b>	<b>Category of region (where relevant)</b>	<b>Target value (2023)</b>	<b>Source of data</b>	<b>Frequency of reporting</b>

					<b>M</b>	<b>W</b>	<b>T</b>		
CO22	number of projects targeting public administrations or public services at national, regional or local level	Number	ESF	Less developed	0,00	0,00	12,00	Relevant PA registers, MIS	Annually
4.1.1	Number of PA employees who participated in trainings aimed at strengthening PA capacities	Number	ESF	Less developed			850,00	Relevant PA registers, MIS	Annually
4.1.2	Number of judiciary employees who participated in trainings on capacity building	Number	ESF	Less developed			150,00	Relevant PA registers, MIS	Annually

## 2.A.4 Investment priority

<b>ID of the investment priority</b>	11ii
<b>Title of the investment priority</b>	Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels

## 2.A.5 Specific objectives corresponding to the investment priority and expected results

<b>ID of the specific objective</b>	1
<b>Title of the specific objective</b>	Developing capacities of civil society organisations, especially NGOs and social partners, and enhance civil and social dialogue for better governance

<p><b>Results that the Member States seek to achieve with Union support</b></p>	<p>Effective and sustainable social dialogue among different social partners through bi- and tri-partite social dialogue process is essential in healthy and well-functioning of Croatian society and labour market. Therefore it is planned to support further development of the social dialogue, partnerships of stakeholders and improve their organisational abilities.</p> <p>It is planned to increase the participation of civil society organisations (especially community based NGOs) in the development and implementation of public policies at local, regional and national levels that will effectively contribute to the design of policies, including delivery mechanisms which best respond to the needs of target population(s), and thus contributing to the increase of trust, transparency and openness of the public administration. In order to strengthen the quality of involvement of CSOs in the policy design and delivery, it is necessary to increase their capacities to effectively use data provided by public administration with particular focus on building their advocacy, analytical, monitoring and evaluation skills. As emphasized in the National strategy for the creation of an enabling environment for civil society development, strengthening capacities of CSOs active in local communities should be combined with training programs for civil servants and officials on conducting timely and effective multi-stakeholders policy dialogue. It is also expected to enhance CSOs' potential for mobilizing citizens and volunteers in public policy development processes, establish or reinforce local, regional and national structures for open dialogue of CSOs with national and local authorities, and improve recognition of civil society organisations and other stakeholders as valuable partners in shaping and implementing policies at all levels of administration.</p>
---	---

**Table 4: Common result indicators for which a target value has been set and programme-specific result indicators corresponding to the specific objective (by investment priority and category of region) (for the ESF)**

Investment priority : 11ii - Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels														
ID	Indicator	Category of region	Measurement unit for indicator	Common output indicator used as basis for target setting	Baseline value			Measurement unit for baseline and target	Baseline year	Target value (2023)			Source of data	Frequency of reporting
					M	W	T			M	W	T		
11.21	Number of CSOs involved in the process of consultations with interested public in procedures of adopting laws, other regulations and acts	Less developed	Number				619,00	Number	2013			774,00	Reports on the Conducted Consultations with the Interested Public in Procedures of Adopting Laws, Other Regulations and Acts	Annually

**2.A.6 Action to be supported under the investment priority (by investment priority)**

**2.A.6.1 Description of the type and examples of actions to be supported and their expected contribution to the specific objectives including, where appropriate, the identification of main target groups, specific territories targeted and types of beneficiaries**

<b>Investment priority</b>	11ii - Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels
<i>Examples of actions to be financed</i>	
<b>Dialogue, partnerships and capacity building of social partners</b>	
Promotion of social dialogue, research and analytical projects on subjects like industrial relations, working conditions in Croatia etc.	

<b>Investment priority</b>	11 ii - Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels
<p>Development of innovative models of cooperation of CSOs and local government units in solving jointly identified local problems and developing participatory democracy models for active citizenship on local (county) levels;</p> <p>Capacity building of social partners related to specialisation according to different areas (health, social services, education, environment, transparency of public administration ), including in particular specialised competencies for involvement in development, implementation and monitoring of policies at all levels</p> <p>Developing standards for enhanced cooperation among social partners and building their capacities for partnerships (social partners and authorities) including conducting collective bargaining and autonomous bi- and tri- partite negotiation techniques</p> <p>Capacity building and activities related to internationalisation of Croatian social partners (sectoral councils, European Works Councils etc.) including implementation of European framework agreements and EU social acquis</p> <p><b>CSO Capacities development in specific and general areas:</b></p> <p>Capacity building of CSOs for effective monitoring and evaluation of sectoral reforms in various policy areas related to specialisation according to different areas (fight against the corruption, public procurement, health services, social services, education, environment, antidiscrimination, philanthropy, etc.).</p> <p>Capacity building for small (Community based) and medium size CSOs related to specific skills for services provision, administration, finance, analytical skills, implementation, monitoring and evaluation of local projects</p> <p>Building the capacity of stakeholders (authorities and civil society partners) for entering into partnerships and establishing sustainable models of multi-stakeholders policy dialogue.</p> <p>Building the capacities of CSOs for development, implementation and monitoring of the public policies at local, regional and national levels in cooperation with the authorities.</p> <p>Strengthening capacities of CSOs for effective mobilization of volunteers and citizens in policy development processes at local, regional and national</p>	

<b>Investment priority</b>	11 ii - Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels
<p>levels (development of volunteering programmes, education of volunteering coordinators...)</p> <p>Actions addressing implementation of public policies by civil society organisations especially at the local level (health, social, environment etc.)</p> <p>Promotion of stakeholders education in ADR field (Alternative Dispute resolution) and study of best EU ADR practices</p> <p><b>Target groups:</b></p> <p>CSOs active in the field of providing services of general interest (fight against the corruption, public procurement, health services, social services, education, environment, antidiscrimination, philanthropy); CSO employees; public administration employees; local and regional self-government employees; CSO beneficiaries; volunteers; citizens; wider public</p>	

### ***2.A.6.2 Guiding principles for selection of operations***

<b>Investment priority</b>	11 ii - Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels
<p>The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria at the level of the OP.</p> <p>Based on Selection Criteria each IB level 1 or the beneficiary institution will prepare Summary of the Operation (SO) that will be submitted to the MA for approval. The approval of the SO will be a basis for the development and preparation of project documentation for each operation.</p> <p>Operations will be implemented as open calls or restricted calls for proposals.</p> <p>In the case of open calls an selection committee will be set at the level of IB level 2 and detailed selection criteria will be defined by the MA. In the case of restricted call IB level 1 will submit to MA proposal of selection of operation that will be granted as restricted call for proposals.</p>	

<b>Investment priority</b>	11ii - Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels

**2.A.6.3 Planned use of financial instruments** (where appropriate)

<b>Investment priority</b>	11ii - Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels

**2.A.6.4 Planned use of major projects** (where appropriate)

<b>Investment priority</b>	11ii - Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels

**2.A.6.5 Output indicators by investment priority and, where appropriate by category of region**

**Table 5: Common and programme-specific output indicators** (by investment priority, broken down by category of region for the ESF, and where relevant, for the ERDF)

<b>Investment priority</b>		11ii - Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		

Investment priority		11ii - Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels							
ID	Indicator	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
CO20	number of projects fully or partially implemented by social partners or non-governmental organisations	Number	ESF	Less developed	0,00	0,00	200,00	Projects, MIS	Annually

## 2.A.7 Social innovation, transnational cooperation and contribution to thematic objectives 1-7

Priority axis	4 - Smart administration
<p>Social innovations are innovations that are social both in their ends and in their means. Specifically, social innovations as new ideas (products, services and models) that simultaneously meet social needs (more effectively than alternatives) and create new social relationships or collaborations. Therefore, grants for social innovations supporting projects which offer innovative services in the sectors of employment, social inclusion and education, especially to the unemployed, and those providing the said individuals with opportunity to find employment and reduce dependence on state-granted social aid will be supported with special attention. Aid is expected for testing the most viable ideas, still uncommon in Croatia. Priority applies to ideas instrumental in resolving specific dilemmas of public policy (e.g. most effective measures) that can subsequently be implemented nationwide. For this reason, the priority provides for funding of several alternative views for finding solutions to the same issue in order to assess one that is better.</p>	

## 2.A.8 Performance framework

**Table 6: Performance framework of the priority axis** (by fund and, for the ERDF and ESF, category of region)

Priority axis		4 - Smart administration											
ID	Indicator type	Indicator or key implementation step	Measurement unit, where appropriate	Fund	Category of region	Milestone for 2018			Final target (2023)			Source of data	Explanation of relevance of indicator, where appropriate
						M	W	T	M	W	T		
CO22	O	number of projects targeting public administrations or public services at national, regional or local level	Number	ESF	Less developed			140			343,00	MIS	Since there is a general concept of supporting activities either in HR or in business process in PAR the mentioned output most efficiently describes the quantitate outcomes of the potential beneficiaries in this PA.
F.1	F	Total amount of certified expenditure eligible expenditure	EUR	ESF	Less developed			24.479.234			109.976.944,00	MIS	

### Additional qualitative information on the establishment of the performance framework

## 2.A.9 Categories of intervention

Categories of intervention corresponding to the content of the priority axis based on a nomenclature adopted by the Commission, and indicative breakdown of Union support.

### Tables 7-11: Categories of intervention

**Table 7: Dimension 1 - Intervention field**

Priority axis	4 - Smart administration
---------------	--------------------------

Fund	Category of region	Code	€ amount
ESF	Less developed	119. Investment in institutional capacity and in the efficiency of public administrations and public services at the national, regional and local levels with a view to reforms, better regulation and good governance	109.976.944,00
ESF	Less developed	120. Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at the national, regional and local levels	191.276.944,00

**Table 8: Dimension 2 - Form of finance**

Priority axis		4 - Smart administration	
Fund	Category of region	Code	€ amount
ESF	Less developed	01. Non-repayable grant	191.276.944,00

**Table 9: Dimension 3 - Territory type**

Priority axis		4 - Smart administration	
Fund	Category of region	Code	€ amount
ESF	Less developed	07. Not applicable	191.276.944,00

**Table 10: Dimension 4 - Territorial delivery mechanisms**

Priority axis		4 - Smart administration	
Fund	Category of region	Code	€ amount
ESF	Less developed	07. Not applicable	191.276.944,00

**Table 11: Dimension 6 - ESF secondary theme (ESF and YEI only)**

Priority axis		4 - Smart administration	
Fund	Category of region	Code	€ amount
ESF	Less developed	05. Enhancing the accessibility, use and quality of information and communication technologies	26.000.000,00
ESF	Less developed	08. Not applicable	165.276.944,00

**2.A.10 Summary of the planned use of technical assistance including, where necessary, actions to reinforce the administrative capacity of authorities involved in the management and control of the programmes and beneficiaries (where appropriate) (by priority axis)**

Priority axis:	4 - Smart administration

## 2.B DESCRIPTION OF THE PRIORITY AXES FOR TECHNICAL ASSISTANCE

### 2.B.1 Priority axis

<b>ID of the priority axis</b>	5
<b>Title of the priority axis</b>	Technical Assistance

### 2.B.2 Justification for establishing a priority axis covering more than one category of region (where applicable)

### 2.B.3 Fund and category of region

<b>Fund</b>	<b>Category of region</b>	<b>Calculation basis (total eligible expenditure or eligible public expenditure)</b>
ESF	Less developed	Public

### 2.B.4 Specific objectives and expected results

<b>ID</b>	<b>Specific objective</b>	<b>Results that the Member States seek to achieve with Union support</b>
1	To ensure efficient preparation, management, implementation, monitoring, evaluation, and control activities of the Operational Programme	<p><b>Support for the implementation of ESF provided</b></p> <p>Overall strengthening of the capacities for management, preparation, implementation, evaluation and control of the operational programme is essential condition for successful implementation and thus reaching the objectives set up under each priority axis and contributing targets set up in appropriate strategic documents like Partnership agreement and National reform programme and consequently Europe 2020 Strategy. Management and control system for the OP Efficient Human Resources (OP</p>

ID	Specific objective	Results that the Member States seek to achieve with Union support
		<p>EHR) include managing authority, intermediate bodies level 1 and 2 while horizontal functions (Coordination Body, Certifying Authority and Audit Authority) will be financed from the technical assistance OP Competitiveness and Cohesion. Some of the IB1 and IB2 do not have sufficient experience in the preparation and implementation of the EU financed programmes and projects therefore particular attention will be given to strengthening of their capacities while enabling further strengthening of the other institutions in the system. In case when particular experience is not available in the management and control system (indicative list might include where relevant: legal expertise, evaluation activities, IT system development and maintenance) those services will be outsourced for the purpose of management and control system. Education and trainings system will be developed on the basis of need assessment and will be implemented on the all levels of programme implementation depending on the level of expertise needed for carrying out particular tasks.</p>

## 2.B.5 Result indicators

**Table 12: Programme-specific result indicators (by specific objective) (for ERDF/ESF/Cohesion Fund)**

Priority axis		1 - To ensure efficient preparation, management, implementation, monitoring, evaluation, and control activities of the Operational Programme									
ID	Indicator	Measurement unit	Baseline value			Baseline year	Target value (2023)			Source of data	Frequency of reporting
			M	W	T		M	W	T		
5.1.1	OP funds contracted	%				2014			95,00	MIS	Annually

## 2.B.4 Specific objectives and expected results

ID	Specific objective	Results that the Member States seek to achieve with Union support
2	To support potential beneficiaries and regional stakeholders in successful applying and implementing the ESF projects through building up their capacities and generating qualitative pipeline of future projects	<p><b>Regional and local level stakeholders have achieved sufficient knowledge to ensure project pipeline in line with relevant documents</b></p> <p>Strengthening of the regional and local level capacities thus forming preconditions for efficient use of funds that are available under OP EHR is one of the priorities of Croatia. So far according to experience regional and local level showed lack of critical mass that can ensure sufficient number of project proposals that are ready to be implemented in short time of period for the announced calls for proposal. Regional development agencies as well as local and regional level authorities with the support from technical assistance priority axis could support strengthening those capacities. Since there will be different initiatives for preparation of projects on local and regional level (CLLD under European Agricultural Fund for Rural Development (EAFRD), Integrated Territorial Investments and regeneration of deprived areas through European Regional Development Fund), together with the specificities of support for Non-Governmental Organisations it is essential to ensure proper demarcation criteria. Support for the local and regional level will at least include preparation of adequate documentation,</p>

ID	Specific objective	Results that the Member States seek to achieve with Union support
		support for implementation and monitoring, acquisition of skills and trainings for improvement of particular skills/competences, secondments from central level to local level.

## 2.B.5 Result indicators

**Table 12: Programme-specific result indicators (by specific objective) (for ERDF/ESF/Cohesion Fund)**

Priority axis		2 - To support potential beneficiaries and regional stakeholders in successful applying and implementing the ESF projects through building up their capacities and generating qualitative pipeline of future projects									
ID	Indicator	Measurement unit	Baseline value			Baseline year	Target value (2023)			Source of data	Frequency of reporting
			M	W	T		M	W	T		
5.2.1	Number of projects implemented by potential beneficiaries including regional stakeholders	Number			0,00	2014			2.500,00	Monitoring reports/Procurement plan,MIS	Annually

## 2.B.4 Specific objectives and expected results

ID	Specific objective	Results that the Member States seek to achieve with Union support
3	To support communication activities resulting in effective implementation of the Communication Strategy and by ensuring quality information for the potential beneficiaries and project operators on the opportunities of the Operational Programme and the requirements for obtaining EU financing	<p><b>Raised awareness on the possibilities, obligations and net benefits on the issue regarding ESI Funds increased</b></p> <p>This specific objective will include activities that are relevant with respect to information, communication and visibility since absorption and efficient use of Funds depends to the large extent on the comprehension of this particular theme from the side of broad public. Results that are planned would</p>

ID	Specific objective	Results that the Member States seek to achieve with Union support
		include at least achievements in terms of broader information campaign compared to those carried out in the 2007-2013 period, informing/promoting financing opportunities, throughout organization of specialized events for potential applicants and/or project promoters to increase their comprehension and knowledge on how to prepare projects (share of best practised, conference and seminars) that is ready for financing, animation and boosting interest and knowledge for European Social Fund and providing public with results attained under Operational programme.

## 2.B.5 Result indicators

**Table 12: Programme-specific result indicators (by specific objective) (for ERDF/ESF/Cohesion Fund)**

Priority axis		3 - To support communication activities resulting in effective implementation of the Communication Strategy and by ensuring quality information for the potential beneficiaries and project operators on the opportunities of the Operational Programme and the requirements for obtaining EU financing									
ID	Indicator	Measurement unit	Baseline value			Baseline year	Target value (2023)			Source of data	Frequency of reporting
			M	W	T		M	W	T		
5.3.1	Share of public informed on EU funding opportunities in Croatia	%			0,00	2014			60,00	Surveys, evaluations	Annually

## 2.B.6 Actions to be supported and their expected contribution to the specific objectives (by priority axis)

### 2.B.6.1 A description of actions to be supported and their expected contribution to the specific objectives

Priority axis	5 - Technical Assistance
---------------	--------------------------

Examples of actions to be supported under TA priority axis (non-exhaustive list):

- Activities aimed at processing analysis, management, monitoring, information exchange and implementation of structural funds, controls, assistance with the evaluation of the program, expert studies, statistics etc.;
- Ensuring the operation, maintenance and overhead activities related to the implementation to the operational program;
- Activities strengthening the motivation of the employees and ensuring their appropriate qualification will be financed.
- Activities related to wages, bonuses, employer contributions, agreements outside the employment relationship; ensuring the external security expert services for the smooth implementation of the operational program; professional and legal advice.
- Activities focused on support for the building of administrative capacities for effective program management through training and education modules on ESI Fund instruments
- Activities related to monitoring, evaluation and control and audit performance;
- Activities aimed at supporting evaluation methods (thematic and periodic) and exchange information on the experience from performed evaluations and audits
- Activities related to the strengthening of the absorptive capability of beneficiaries, and regional stakeholders in processing methodologies, manuals and analyses in collaboration with the beneficiaries;
- Activities aimed at linking the operational program to information systems for management, monitoring, audit, control and evaluation;
- Activities aimed at material and technical provision and modern equipment in all processes relating to the management and implementation of the OP;
- Activities aimed at assisting in the preparation of projects, support for the process of programming, implementation and financial management;
- Activities aimed at strengthening the national and regional capacities directed at investment planning, evaluation of needs, preparation, proposal and implementation of financial tools, common action plans and large projects, including common initiatives with the European investment bank;
- Activities aimed at awareness, promotion and publicity of functional and accessible contact points; activities related to the preparation and implementation of the communication plan.

Priority axis	5 - Technical Assistance
Activities aimed at exchanging experience on a national and international level including the creation of networks of contact points.	

### 2.B.6.2 Output indicators expected to contribute to results (by priority axis)

**Table 13: Output indicators** (by priority axis) (for ERDF/ESF/Cohesion Fund)

Priority axis		5 - Technical Assistance				
ID	Indicator (name of indicator)	Measurement unit	Target value (2023) (optional)			Source of data
			M	W	T	
5.1.	Number of staff from OP administration who participated in capacity building activities	Number	150,00	50,00	200,00	Implementation reports/MIS
5.2	Number of potential applicants receiving support through TA	Number			10.000,00	Implementation reports/MIS
5.3	Number of information events organised	Number			35,00	Implementation reports/MIS

### 2.B.7 Categories of intervention (by priority axis)

Corresponding categories of intervention based on a nomenclature adopted by the Commission, and an indicative breakdown of the Union support

## Tables 14-16: Categories of intervention

**Table 14: Dimension 1 - Intervention field**

Priority axis		5 - Technical Assistance	
Fund	Category of region	Code	€ Amount
ESF	Less developed	121. Preparation, implementation, monitoring and inspection	50.000.000,00
ESF	Less developed	122. Evaluation and studies	20.000.000,00
ESF	Less developed	123. Information and communication	10.000.000,00

**Table 15: Dimension 2 - Form of finance**

Priority axis		5 - Technical Assistance	
Fund	Category of region	Code	€ Amount
ESF	Less developed	01. Non-repayable grant	80.000.000,00

**Table 16: Dimension 3 – Territory type**

Priority axis		5 - Technical Assistance	
Fund	Category of region	Code	€ Amount
ESF	Less developed	07. Not applicable	80.000.000,00

### 3. FINANCING PLAN

#### 3.1 Financial appropriation from each fund and amounts for performance reserve

Table 17

Fund	Category of region	2014		2015		2016		2017		2018		2019		2020		Total	
		Main allocation	Performance reserve	Main allocation	Performance reserve												
ESF	Less developed	204.834.531,00	11.741.622,00	204.834.531,00	11.741.622,00	204.834.531,00	11.741.622,00	204.834.531,00	11.741.622,00	204.834.531,00	11.741.622,00	204.834.531,00	11.741.623,00	204.834.531,00	11.741.623,00	1.433.841.717,00	82.191.356,00
<b>Total ESF</b>		<b>204.834.531,00</b>	<b>11.741.622,00</b>	<b>204.834.531,00</b>	<b>11.741.623,00</b>	<b>204.834.531,00</b>	<b>11.741.623,00</b>	<b>1.433.841.717,00</b>	<b>82.191.356,00</b>								
YEI		37.178.171,00	0,00	28.998.973,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	66.177.144,00	0,00
<b>Total</b>		<b>242.012.702,00</b>	<b>11.741.622,00</b>	<b>233.833.504,00</b>	<b>11.741.622,00</b>	<b>204.834.531,00</b>	<b>11.741.622,00</b>	<b>204.834.531,00</b>	<b>11.741.622,00</b>	<b>204.834.531,00</b>	<b>11.741.622,00</b>	<b>204.834.531,00</b>	<b>11.741.623,00</b>	<b>204.834.531,00</b>	<b>11.741.623,00</b>	<b>1.500.018.861,00</b>	<b>82.191.356,00</b>



### 3.2 Total financial appropriation by fund and national co-financing (€)

**Table 18a: Financing plan**

Priority axis	Fund	Category of region	Basis for calculation of Union support (Total eligible cost or public eligible cost)	Union support (a)	National counterpart (b) = (c) + (d)	Indicative breakdown of national counterpart		Total funding (e) = (a) + (b)	Co-financing rate (f) = (a) / (e) (2)	EIB contributions (g)	Main allocation		Performance reserve		Performance reserve amount as proportion of total Union support (l) = (j) / (a) * 100
						National public funding (c)	National private funding (d) (1)				Union support (h) = (a) - (j)	National Counterpart (i) = (b) - (k)	Union support (j)	National Counterpart (k) = (b) * ((j) / (a))	
1	ESF	Less developed	Total	400.578.985,00	70.690.409,00	60.690.409,00	10.000.000,00	471.269.394,00	85,00%		376.544.246,00	66.448.984,48	24.034.739,00	4.241.424,52	6,00%
1	YEI		Public	132.354.288,00	10.731.429,00	10.731.429,00	0,00	143.085.717,00	92,50%		132.354.288,00	10.731.429,00			
2	ESF	Less developed	Public	328.000.000,00	57.882.353,00	57.882.353,00	0,00	385.882.353,00	85,00%		308.320.000,00	54.409.411,82	19.680.000,00	3.472.941,18	6,00%
3	ESF	Less developed	Total	450.000.000,00	79.411.764,00	59.411.764,00	20.000.000,00	529.411.764,00	85,00%		423.000.000,00	74.647.058,16	27.000.000,00	4.764.705,84	6,00%
4	ESF	Less developed	Public	191.276.944,00	33.754.755,00	33.754.755,00	0,00	225.031.699,00	85,00%		179.800.327,00	31.729.469,64	11.476.617,00	2.025.285,36	6,00%
5	ESF	Less developed	Public	80.000.000,00	14.117.647,00	14.117.647,00	0,00	94.117.647,00	85,00%		80.000.000,00	14.117.647,00			
<b>Total</b>	<b>ESF</b>	<b>Less developed</b>		<b>1.449.855.929,00</b>	<b>255.856.928,00</b>	<b>225.856.928,00</b>	<b>30.000.000,00</b>	<b>1.705.712.857,00</b>	<b>85,00%</b>		<b>1.367.664.573,00</b>	<b>241.352.571,10</b>	<b>82.191.356,00</b>	<b>14.504.356,90</b>	<b>5,67%</b>
<b>Total</b>	<b>YEI</b>			<b>132.354.288,00</b>	<b>10.731.429,00</b>	<b>10.731.429,00</b>	<b>0,00</b>	<b>143.085.717,00</b>	<b>92,50%</b>		<b>132.354.288,00</b>	<b>10.731.429,00</b>	<b>0,00</b>		
<b>Grand total</b>				<b>1.582.210.217,00</b>	<b>266.588.357,00</b>	<b>236.588.357,00</b>	<b>30.000.000,00</b>	<b>1.848.798.574,00</b>	<b>85,58%</b>	<b>0,00</b>	<b>1.500.018.861,00</b>	<b>252.084.000,10</b>	<b>82.191.356,00</b>	<b>14.504.356,90</b>	<b>5,19%</b>

(1) To be completed only when priority axes are expressed in total costs.

(2) This rate may be rounded to the nearest whole number in the table. The precise rate used to reimburse payments is the ratio (f).

**Table 18b: Youth Employment Initiative - ESF and YEI specific allocations (where appropriate)**

Priority axis	Fund	Category of region	Basis for calculation of Union support (Total eligible cost or public eligible cost)	Union support (a)	National counterpart (b) = (c) + (d)	Indicative breakdown of national counterpart		Total funding (e) = (a) + (b)	Co-financing rate (f) = (a)/(e) (2)
						National public funding (c)	National private funding (d) (1)		
1	ESF	Less developed	Total	66.177.144,00	11.678.320,00	11.678.320,00	0,00	77.855.464,00	85,00%
1	ESF	Transition	Total	0,00	0,00	0,00	0,00	0,00	0,00%
1	ESF	More developed	Total	0,00	0,00	0,00	0,00	0,00	0,00%
1	YEI		Public	66.177.144,00				66.177.144,00	100,00%
<b>1</b>	<b>Total</b>			<b>132.354.288,00</b>	<b>11.678.320,00</b>	<b>11.678.320,00</b>	<b>0,00</b>	<b>144.032.608,00</b>	<b>91,89%</b>
<b>Total</b>				<b>132.354.288,00</b>	<b>11.678.320,00</b>	<b>11.678.320,00</b>	<b>0,00</b>	<b>144.032.608,00</b>	<b>91,89%</b>

Ratio	%
Ratio of ESF for less developed regions	100,00%
Ratio of ESF for transition regions	0,00%
Ratio of ESF for more developed regions	0,00%

(1) To be completed only when priority axes are expressed in total costs.

(2) This rate may be rounded to the nearest whole number in the table. The precise rate used to reimburse payments is the ratio (f).

**Table 18c: Breakdown of the financial plan by priority axis, fund, category of region and thematic objective**

Priority axis	Fund	Category of region	Thematic objective	Union support	National counterpart	Total funding
1	ESF	Less developed	Promoting sustainable and quality employment and supporting labour mobility	400.578.985,00	70.690.409,00	471.269.394,00
1	YEI		Promoting sustainable and quality employment and supporting labour mobility	132.354.288,00	10.731.429,00	143.085.717,00
2	ESF	Less developed	Promoting social inclusion, combating poverty and any discrimination	328.000.000,00	57.882.353,00	385.882.353,00
3	ESF	Less developed	Investing in education, training and vocational training for skills and lifelong learning	450.000.000,00	79.411.764,00	529.411.764,00
4	ESF	Less developed	Enhancing institutional capacity of public authorities and stakeholders and an efficient public administration	191.276.944,00	33.754.755,00	225.031.699,00
<b>Total</b>				<b>1.502.210.217,00</b>	<b>252.470.710,00</b>	<b>1.754.680.927,00</b>

**Table 19: Indicative amount of support to be used for climate change objectives**

Priority axis	Indicative amount of support to be used for climate change objectives (€)	Proportion of the total allocation to the operational programme (%)
<b>Total</b>	<b>0,00</b>	<b>0,00%</b>

#### 4. INTEGRATED APPROACH TO TERRITORIAL DEVELOPMENT

Description of the integrated approach to territorial development taking into account the content and objectives of the operational programme having regard to the Partnership Agreement and showing how it the operational programme contributes to the accomplishment of the objectives of the operational programme and expected results

As an ESF funded programme, OPEHR will support achievement of main objectives for integrated territorial development through ESI funds as defined in Partnership Agreement: (a) *promotion of a more balanced territorial development* and (b) *use of comparative advantages of different territories*.

In order to promote balanced territorial development, system of advantages for actions implemented on the whole territory will be applied for areas with specific development needs such as assisted areas (defined according to development index) and/or islands. This includes providing additional support during both, selection and implementation of projects as described under subtitle 2.A.6.2 Guiding principles for selection of operations.

Since Thematic objectives 8, 9 and 10 all encompass actions necessary to address development challenges and raise the specific development potential, use of these principles is expected to be wide and applicable for most of the actions implemented at sub-national level. Assisted areas are also the areas with lower incomes, lower education level and affected by high unemployment and additionally, those areas are often more affected by poverty. Therefore, “soft” measures envisaged under OPEHR can provide effective support to address wide scope of challenges and raise development potential of human resources.

Territorial strategies have an important role in identifying development needs and potentials of certain areas. Objectives and measures defined under territorial strategies (e.g. Regional development strategy of RoC, county development strategies, urban development strategies, as well as other programmes developed for individual areas) will also be basis for future investments from ESI funds, including the ones under OPEHR. In that way complementarity with other OPCC will be enabled and, in the same time, complementarity with EU, national and other funds will contribute to integrated territorial goals set at the level of each strategic document.

OPEHR will play supporting role for sustainable urban development through ITI (as described under title 4.2. *Integrated actions for sustainable urban development*) and will also be of high importance for development of areas most affected by poverty (as described under section 5. *Specific needs of geographical areas most affected by poverty or target groups at highest risk of discrimination or social exclusion*).

##### 4.1 Community-led local development (where appropriate)

The approach to the use of community-led local development instruments and the principles for identifying the areas in where they will be implemented

Support within the framework of the OPEHR is not planned.

#### **4.2 Integrated actions for sustainable urban development (where appropriate)**

Where appropriate the indicative amount of ERDF support for integrated actions for sustainable urban development to be implemented in accordance with the provisions under Article 7(2) of Regulation (EU) No 1301/2013 and the indicative allocation of ESF support for integrated action.

Increasing competitiveness of Croatian economy depends very much on investments in its most viable areas which are in most cases situated within or nearby largest urban centres. Those centres also have role of development engines for their wider surroundings. Respecting the Article 7 of Regulation (EC) 1301/2013, the appropriate allocations from ERDF and ESF are allocated to the actions for sustainable urban development implemented through integrated territorial investments (ITI).

Indicative ESF allocation for sustainable urban development is entirely set within OPEHR. Focus of the actions included in the sustainable urban development under ESF will be addressing the challenges recognised by the cities including high youth unemployment and concentration of other social issues (e.g. high number of elderly person, homeless etc. in large urban centres).

Investments in urban areas in which ITI is to be implemented will be based on integrated urban development strategies in which the city authorities, together with wider range of partners, will define needs and potential for individual urban area. Indicative list of fields included under sustainable urban development is designed in communication with urban authorities and clear set of actions at the level of each ITI will be defined after finalisation and verification of integrated urban development strategies. Strategies will also encompass actions outside of ITI scope in order to ensure integration of all actions financed in urban area from EU, national and local (private or public) sources.

Implementation of ITI will enable more active role of urban authorities in defining development objectives and priority projects, but will also enable integration of complex projects that need to be financed from different priority axis of OPEHR and/or OPCC. Scope of task, to be performed by Urban Authority for each ITI, will be defined by ITI Lead Ministry in cooperation with OPEHR MA. Exact scope of task will depend on existing capacity of relevant Urban Authority and will include at least selection of operations. ITI Lead Ministry will also be in charge of establishing coordination of ESF and ERDF action related to sustainable urban development.

**Table 20: Integrated actions for sustainable urban development – indicative amounts of ERDF and ESF support**

Fund	ERDF and ESF support (indicative) (€)	Proportion of fund's total allocation to programme
Total ESF	42.000.000,00	2,77%
<b>TOTAL ERDF+ESF</b>	<b>42.000.000,00</b>	<b>2,65%</b>

#### 4.3 Integrated Territorial Investment (ITI) (where appropriate)

The approach to the use of Integrated Territorial Investments (ITIs) (as defined in Article 36 of Regulation (EU) No 1303/2013) other than in cases covered by 4.2, and their indicative financial allocation from each priority axis.

The sustainable urban development concept will be implemented in Croatia exclusively through the Integrated Territorial Investment (ITI) mechanism. Research on urban development in Croatia finds that an integrated approach to sustainable urban development will potentially be beneficial in all towns with a population in excess of 35,000, but at initial stage possibility to apply for implementation of ITI mechanism and to use allocation reserved for sustainable urban development will be offered only to 7 largest urban centres with highest population concentration and capacities to implement projects under this mechanism - agglomeration of Zagreb, Osijek, Rijeka and Split with more than 100,000 inhabitants and Cities of Zadar, Slavonski Brod and Pula, with more than 50,000 inhabitants in central settlements.

Final decision on ITIs to be implemented in Republic of Croatia will be based on competition between preselected 7 urban centres leading to selection of approximately 4 individual ITIs. Competitive procedure will enable selection of best prepared and most active urban authorities to implement ITIs. Additionally, subject to availability of funding, the ITI mechanism in the later stage could also be considered for implementation in other cities with population above 35,000 inhabitants.

Each of the ITIs will be co-financed by ESF under the OPEHR. In accordance with analysis of development problems and opportunities in large urban centres in Croatia[1], actions that can be supported through ITI mechanism are defined and include three thematic areas.

Cities are expected to join forces with existing research and innovation facilities and business sector in developing innovative solutions for social challenges (e.g. collaborative projects of local authorities, research and business sectors related to social innovations) and to become active participants in designing and implementation of educational programmes related to efficient urban development and management (e.g. programmes for lifelong learning for local servants).

Third set of selected actions that are the most relevant to the initiatives under the OPEHR and are referring to inclusive cities, cities fighting poverty and supporting, social integration. Large urban centres will be encouraged to take active role in decreasing high youth unemployment through set of appropriate measures taking into account local labour market needs, address the lack of infrastructure and capacity for provision of

adequate services under the responsibility of cities (e.g. for elderly persons, homeless, etc) and contribute to the development of new models for provision of community bases services.

The thematic scope and a concrete set of integrated actions of each of the ITIs will vary depending on the analysis and objectives formulated in the integrated Sustainable Urban Development Strategies.

Additional actions falling outside the scope of the ITIs will also be implemented in cities and complement the operation under the ITIs in order to achieve fully integrated approach. Actions proposed under ITIs must be integral part of the strategy and implemented under multi-sectorial partnership. Through preparation of Sustainable Urban Development Strategies and formalization of the partnerships at the local level, inclusive approach will be ensured. Urban authorities responsible for implementation of Sustainable Urban Development Strategies shall be responsible for tasks related to selection of the operations. ITI Lead Ministry will undertake a final verification of eligibility of operations before approval.

[1] Prepared within contract IPA2007/HR/16IPO/001-050401 implemented in period September, 2013-July, 2014.

**Table 21: Indicative financial allocation to ITI other than those mentioned under point 4.2 (aggregate amount)**

Priority axis	Fund	Indicative financial allocation (Union support) (€)
1 - High employment and labour mobility	ESF	17.000.000,00
2 - Social inclusion	ESF	20.000.000,00
3 - Education and lifelong learning	ESF	5.000.000,00
Total		<b>42.000.000,00</b>

**4.4 The arrangements for interregional and transnational actions, within the operational programme, with beneficiaries located in at least one other Member State (where appropriate)**

Support within the framework of the OPEHR is not planned.

**4.5 Contribution of the planned actions under the programme to macro-regional and sea basin strategies, subject to the needs of the programme area as identified by the Member State (where appropriate)**

(Where the Member State and regions participate in macro-regional strategies and sea basin strategies).

The Republic of Croatia is an integral part of two macroregional strategies: the EU Strategy for the Danube Region (EUSDR) and the EU Strategy for the Adriatic and Ionian Region (EUSAIR). Both strategies are rooted in all programming documents.

In the course of the programming exercise, both strategies have been taken into account, and respective action plans carefully examined and specific objectives of OPCC were drafted in a way to reflect national priorities within each strategy. It is expected that by supporting projects within identified SOs, a significant contribution to the implementation of MRS shall be achieved. At the moment there are no specific selection criteria envisaged for projects falling under these SOs, but their alignment and contribution to MRS' shall be assessed in the later stage by the National Coordination Committee (NCC).

NCC shall be established for the purposes of coordination of all available instruments and funds in the Republic of Croatia as well as MRS's, and it shall have an essential role in the further implementation of EUSAIR and EUSDR.

*Detailed analyses of planned actions of OPEHR that will contribute to EUSDR and EUSAIR are presented in tables attached as annex to the OPEHR.*

## **5. SPECIFIC NEEDS OF GEOGRAPHICAL AREAS MOST AFFECTED BY POVERTY OR TARGET GROUPS AT HIGHEST RISK OF DISCRIMINATION OR SOCIAL EXCLUSION (WHERE APPROPRIATE)**

### **5.1 Geographical areas most affected by poverty/target groups at highest risk of discrimination or social exclusion**

Poverty and social exclusion in Croatia has a territorial dimension and is related to differentiated development factors such as level of household and personal income, education attainment, level of unemployment, housing quality and circumstances, access to services, quality of social welfare institutions, and opportunity to gain access to living conditions according to basic standards of society, as well as to the concentration of a few vulnerable groups at risk of social exclusion such as Roma, refugees, displaced and returnees as well as Homeland veterans and members of their families.

The highest geographical concentration of factors influencing the share of people at risk of poverty and social exclusion can be found predominantly in the east and the south-east part of Croatia, alongside the border with Serbia and Bosnia and Herzegovina. Those areas were mostly affected by the Homeland war in 1990-ties and are characterised by the high concentration of vulnerable groups at risk of social exclusion. They are featured by a number of small and medium-sized degraded towns (over 10.000 to 50.000 inhabitants) in predominantly rural surroundings and higher share of people at risk of poverty and social exclusion which reflects their low economic base and, in some cases, employment losses due to the war and transition. High unemployment rate (more than 20%) is combined with high depopulation, low quality and narrow access to social services and basic infrastructure, as well as with other development challenges. The share of people at risk of poverty is in general lower and has different aspects in big urban agglomerations in Croatia, except in some sub-local deprived neighbourhoods within these areas.

Although poverty maps providing specific spatial distribution of poverty at present are not available for the territory of Croatia, currently available statistical data, analysis of regional development index and public evidence-bases provide clear indication of areas with geographical concentration of poverty and social exclusion.

Based on currently available data, small and medium-sized towns with over 10,000 to 50,000 inhabitants are identified as areas most affected by poverty. Identification of aforementioned areas is based on demographic depopulation and aging, low level of economic activity, high unemployment, low level of education, deteriorated environment especially as a war consequence, low level of social and communal services, high risk of poverty and exclusion. Among those, a number of areas will be selected, based on the index of multiple deprivations and poverty mapping, and will be supported by specific area-based regeneration interventions using integrated approach.

Since poverty mapping will be developed under priority axis Social Inclusion and Health during the implementation of OPCC, initial support to the areas most affected by poverty will be realised through several pilot projects. Pilot areas will be preselected among small towns with over 10.000 to 35.000 inhabitants in the war-affected areas, based on the lowest score of the rudimentary index of multiple deprivation calculated from the

aggregated data on population, unemployment, level of education, level of social and communal services, deteriorated environment.

Based on the poverty mapping outcomes, roll out phase for physical, social and economic regeneration projects is planned.

## **5.2 Strategy to address the specific needs of geographical areas most affected by poverty/target groups at highest risk of discrimination or social exclusion, and where relevant, the contribution to the integrated approach set out in the Partnership Agreement**

Investments in assisted areas and marginalised communities in Croatia over the past 20 years, dealing mainly with war consequences, poverty issues and development challenges, was mainly reactive based on “emergency planning” rather than an integrated approach towards regeneration. Consequently, investment impact was limited and has been largely palliative. The negative trends have not been changed – high depopulation rate and unemployment, low level of investments and economic activity, expensive public services as well as their low quality and narrow access in some areas altogether continue to result in high level of poverty and social exclusion.

The new approach Croatia intends to introduce will be less reactive and will contribute to better integration of different components (jobs, infrastructure, environment, services and social support structures, as well as social inclusion and integration) resulting in increasing development potential of identified areas. The area-based approach to integrated physical, social and economic regeneration of the areas affected by poverty and social exclusion is aiming at reducing social inequalities, exclusion and poverty, improving infrastructure, reinforcing growth potential and increasing attractiveness for living and potential investments, as well as reinforcing social inclusion and active participation of people living in those areas in the economic and community life.

The above mentioned integrated area-based approach will be delivered through three mechanisms:

- Implementation of five pilot projects in preselected pilot areas of small towns;
- Complementary activities at the central level: the generation of enhanced small-area data and associated poverty mapping and the establishment of appropriate management and control systems altogether creating a body of knowledge on a sustainable regeneration model; and
- Institutional capacity development of key stakeholders and staff.

As initial step, a methodical approach to integrated regeneration in five selected areas will be developed through a series of jointly financed, customised and integrated ESF and ERDF-supported interventions. The integrated regeneration programme will be implemented in three phase in 7-year programme period.

**First phase** will focus on setting up poverty mapping, addressing existing policy gaps in relation to integrated regeneration investments, providing support to local stakeholders in preparation of detailed Pilot Projects Intervention Plans in 5 Pilot Areas, their

development and evaluation, establishing system of management and control mechanism for integrated regeneration investments.

As the poverty mapping and data collection will take longer than the preparation of the Pilot Projects Interventions Plans, the pilot areas will be selected on the basis of the rudimentary multiple deprivation index by using existing aggregated data on the level of towns (such as: unemployment rate, economic activity rate, proportion of population on social welfare, population loss between censuses, aging coefficient, population density, proportion of population with high school qualifications as well as with tertiary education, town development potential based on average population income and average local budget income per capita, level of physical degradation associated with war and its consequences) and on the basis of the size and location of towns - small towns with over 10.000 to 35.000 of inhabitants in war affected areas, in order to concentrate funding. Through a selection procedure, among small towns with more than 10.000 inhabitants from ex-war areas with the lowest score of the rudimentary index of multiple deprivation 5 pilot towns, including one that meets criteria of significant Roma minority, will be selected for investments.

**Second phase** will focus on the implementation of the Pilot Projects based on the Intervention Plans. At the end of implementation of the Pilot projects, an ex-post evaluation will be undertaken by a qualified external and independent expert/s. This report will recommend a clear way forward. An indicative but not exhaustive list of actions to be supported under IPs ERDF 9.2. and complementary ESF 9.4 within further developed intervention plans is listed under Section 2 of the OP Competitiveness and Cohesion.

**Third phase** is based upon the outcome of the previous phase, especially the ex-post evaluation and the available resources, and is focusing on the roll out of the programme to other areas at the risk of poverty in Croatia. The small and medium sized towns will be identified based on the poverty mapping and the index of multiple deprivation. Intervention plans for qualified and selected towns will be prepared. Some changes to the central and local management and control system will be made as well as on data quality and research evidence to underpin the planning.

There are two major expected results of using ERDF in complementary manner with the ESF under this specific objective:

- Design and testing of a new model of area-based approach to regeneration of deprived communities by tackling geographically concentrated socio-economic and physical deprivation problems, and

- Improvement of the socio-economic and living conditions in five selected pilot areas, measured by the number of inhabitants. Package of interventions will result in the regeneration of the degraded areas and contribute to the reduction of inequalities, social exclusion and poverty.

Detailed description of main types of planned actions are defined under Section 2 of OPCC. Mentioned ERDF type of actions will be implemented in a complementary and integrated manner with the ESF actions, envisaged under the specific objective 9.4.2 of the Operational Programme Effective Human Resources.

**Table 22: Actions to address specific needs of geographical areas most affected by poverty/target groups at highest risk of discrimination or social exclusion**

Target group/geographical area	Main types of planned action as part of integrated approach	Priority axis	Fund	Category of region	Investment priority
Geographical areas most affected by poverty ( as identified by the index of multiple deprivation and poverty mapping)	Sustainable physical, social and economic regeneration of selected deprived pilot areas aiming at reducing social inequalities, exclusion and poverty	2 - Social inclusion	ESF	Less developed	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability

**6. SPECIFIC NEEDS OF GEOGRAPHICAL AREAS WHICH SUFFER FROM SEVERE AND PERMANENT NATURAL OR DEMOGRAPHIC HANDICAPS (WHERE APPROPRIATE)**

## 7. AUTHORITIES AND BODIES RESPONSIBLE FOR MANAGEMENT, CONTROL AND AUDIT AND THE ROLE OF RELEVANT PARTNERS

### 7.1 Relevant authorities and bodies

**Table 23: Relevant authorities and bodies**

Authority/body	Name of authority/body and department or unit	Head of authority/body (position or post)
Managing authority	Ministry of Labour and Pension System	Minister of Labour and Pension System
Certifying authority	Ministry of Finance	Minister of Finance
Audit authority	Agency for the Audit of European Union Programmes Implementation System	Director of the Agency
Body to which Commission will make payments	Ministry of Finance	Minister of Finance

### 7.2 Involvement of relevant partners

#### *7.2.1 Actions taken to involve the relevant partners in the preparation of the operational programme, and the role of those partners in the implementation, monitoring and evaluation of the programme*

The process of preparation of programming documents for the 2014-2020 financial perspective in Croatia started in spring 2012 under the coordination of the Ministry of Regional Development and EU Funds. It encompassed all line ministries which carried out the analysis of socio-economic situation, as well as SWOT analysis with the needs and potentials for future development.

The further formally important step was the establishment of the Coordinating Committee (CC) for preparation for the EU 2014-2020 financial perspective by the Government of Croatia on 6 September 2012. All line ministries and the Prime minister's Office appointed their representatives in the Coordinating Committee, with the primary task of organization, coordination and guidance of the programming process for the 2014-2020 financial perspective.

The CC agreed on the timeline for the main programming steps including actions for preparation of the Partnership Agreement, Operational Programmes and Economic Programme and their approval by the Government. Furthermore, the CC established Thematic working groups (TWG) with the main task of the preparation of input data and materials for programming documents. The composition of the TWGs was designed in accordance with 11 Thematic Objectives proposed by European Commission in the draft Cohesion policy Regulations for 2014-2020.

Distribution of TWGs in relation to Thematic objectives is the following:

- TWG 1 on Strengthening research, technological development and innovation (referred to in Article 9(1)) and Enhancing access to and use and quality of information and communication technologies (referred to in Article 9(2)), lead by the Ministry of Economy
- TWG 2 on Enhancing the competitiveness of small and medium- sized enterprises (SMEs) (referred to in Article 9(3)), lead by the Ministry of Entrepreneurship and Crafts
- TWG 3 on Supporting the shift towards a low-carbon economy in all sectors (referred to in Article 9(4)), Promoting climate change adaptation and risk prevention (referred to in Article 9(5)), and Protecting the environment and promoting the sustainable use of resources (referred to in Article 9(6)), lead by the Ministry of Environment and Nature Protection
- TWG 4 on Promoting sustainable transport and removing bottlenecks in key network infrastructures (referred to in Article 9(7)), lead by the Ministry of Maritime Affairs, Transport and Infrastructure
- TWG 5 on Promoting employment and supporting labour mobility (referred to in Article 9(8)), Investing in skills, education and lifelong learning (referred to in Article 9(10)), and Promoting social inclusion and combating poverty (referred to in Article 9(9)), lead by the Ministry of Labour and Pension System[1]
- TWG 6 on Enhancing institutional capacity and efficient public administration (referred to in Article 9(11)), lead by the Ministry of Public Administration

The programming process in Croatia was designed and implemented in accordance with Article 5 of the CPR. From the very beginning of the process, the partnership principle was respected. The composition of TWGs was based on the partnership principle and aside from public administration representatives, they assembled representatives of social partners, the civil sector and regional and local authorities who actively participated in their work. TWG meetings were held in accordance with the tasks obtained and the need for coordination among all members in terms of prioritization, allocation, definitions of programme specific indicators.

In this respect, during the programming process regional level authorities were also included in order to enable them to actively participate in prioritization process. In the TWG three members from the county level authorities(County representatives), were present with the role of disseminating relevant information form the TWG V to the rest of the County representatives, but also vice versa, providing input to the TWG when needed on the particular areas of interests thus pointing to specific regional /local level needs and even more importantly supporting generation of the future pipeline projects (potential areas eligible for financing)in the draft of the OP HER.

The list of institutions which participated in the work of TWGs is annexed to this document, while the complete list of members was publicly available at MRDEUF website

Since the significance of the programming process was widely recognized, great interest for inclusion in the process was expressed especially in civil society organizations.

Therefore, in order to ensure transparency and fairness in the selection process, the representatives of the civil society organisations (CSOs) and other non-government organisations (NGOs) were selected through an open call for nominations, where the members of the Council for the Development of the Civil Society decided on the representatives by applying a majority vote method of selection. Representatives of social partners have been included in the work of TWGs dealing with employment, social policy, education.

The first presentation of the identified areas of intervention and the possibility to express their opinion on importance of selected priorities was given to the representatives of stakeholders and the wider public at the public consultation event on 6&7 June in Zagreb. Besides the public administration representatives, it included representatives of the scientific community, research institutes, civil society representatives, associations of regional and local government units, association of employers, trade unions and others. The goal of the conference was to share general information on the programming process, and launch a set of separate discussions per investment needs by thematic objectives. A wide agreement on the investment needs was the starting point for drafting of the texts of programming documents. Simultaneously, consultations via internet on the website of MRDEUF were organized providing the possibility to fill out the questionnaires which were physically distributed at the conference. This public consultation via internet lasted until the beginning of July. The possibility to fill out the questionnaire and vote on the desired order of priorities was used by 560 participants at the conference, while 3,564 responses were received on-line. The highest interest from the public was expressed in education issues. All the answers and reflections from the survey have been published online and taken into account upon revision of programming documents.

The second round of public consultations was organized on 4-6 December in Zagreb, with participation of all the TWGs including the Ministry of Agriculture that presented the Rural Development Plan and the OP EMFF. For the purpose of collecting feedback information on the identified investment strategies, MRDEUF prepared a consultation document, responses to which were collected during December 2013 and January 2014. Consultation document outlined the strategy for investing the ESI Funds in the period 2014-2020, and made publicly available via MRDEUF's website.

A set of eight very detailed sector-specific consultations were held per TWG plus the agriculture and fisheries sectors, with a total of 845 participants present at a three-day event. Inputs of partners and stakeholders included comments and proposals to the wording and specific activities proposed, which were considered and integrated in the texts of OPs. As a general conclusion, the responses from partners mostly affirmed and welcomed identified development needs and potentials, but highlighted the deep structural nature of problems as underlying causes (e.g. almost all of the responses from the private sector referred to administrative barriers, and a high number of responses stated the need for a long-term national strategic document and national strategic goals which would make it easier to position the priorities in the ESI Funds context as well). Most respondents underlined the need for broadening the proposed investment areas, especially under the main funding priorities Promoting energy efficiency, renewable energy and protecting natural resources and Innovative and competitive business and research environment.

Simultaneously with these events, a series of regional workshops was organized throughout Croatia in 2013, bringing together regional and local stakeholders. The so-called 'Regional days of EU Funds' workshops were held in 12 Croatian cities and provided the opportunity to learn details about the process of planning, preparation and implementation of the two financial perspectives. The audience encompassed local and regional self-government units, regional development agencies, civil society organizations, social partners, chambers of commerce, SMEs, industry, universities and educational institutions, public and non-public sector companies. In the information and publicity areas, MRDEUF ensures that the general public is informed on the preparation of the programming period 2014-2020 through a specialized web site [www.strukturnifondovi.hr](http://www.strukturnifondovi.hr), as well as through the aforementioned regional information days.

„European Social Fund (ESF) Week“ was held in the period from 26 May to 4 June 2014. Events during the „ESF Week“ were carried out in four Croatian cities: Rijeka, Split, Varaždin and Zagreb.

On 26 May 2014 in Rijeka presentation on the OP „Effective Human Resources“ 2014-2020 was held. On 28 May 2014 in Split presentation on the OP EHR was held, with an emphasis on social inclusion. On 30 May 2014 in Varaždin, during the presentation the emphasis was placed on education, and in Zagreb, on 4 June 2014, „ESF Week“ was concluded with a successful EU-funded projects fair in the premises of the Open University Zagreb.

Ex-ante evaluation is elaborated in parallel with the preparation of the OP, involving the sequential provision of interim appraisals and recommendations per OP's section by the evaluator to those responsible for the preparation and elaboration of the OP. Partnership and cooperation between the ex-ante evaluator with the management/programming team is set in a couple of ways: key meetings with the management/programming team dealing with implementation and programming decisions, preparation of the written recommendations on programme improvement and providing permanent advice and support during the course of programming process. Ex-ante evaluation of the 2014-2020 programming process started as early as first analysis of socio-economic situation, as well as SWOT analysis, have been prepared by the TWGs. The process of ex-ante evaluation is ongoing and is to be finalised with the preparation of the final version of the Operational Programmes.

In accordance with Article 5 of the CPR, the partnership principle will also be applied in the implementation phase of the Operational Programme. Cooperation with the TWGs will continue by involving the partners in the work of the National Coordinating Committee (NCC)[2] and the Monitoring Committee (MC) of individual Operational Programme established by the Managing Authority (MA).

When establishing Monitoring Committee, special attention will be given to inclusion on equal basis of all relevant partners, including representatives of other operational programmes, regional and local authorities, socio-economic partners, civil society organisations, non-governmental organisations, as well as representatives of institutions responsible for promoting social inclusion, gender equality and non-discrimination.

The Monitoring Committee will act in accordance with its Rules of Procedures that will define rules and responsibilities of the Committee, including adoption of decisions and

documents, frequency of meetings, dissemination of document and information, and other.

In addition, through the work of the Monitoring Committee partners will be involved in the process of evaluation based on the Evaluation plan, also to be adopted by the MC. The Evaluation Plan will define evaluations to be carried out, timeline as well as means for their implementation. Regular monitoring of the implementation of the Evaluation plan will be performed not only through the Monitoring Committee but also through the Evaluation steering group that will be formed on the same basis, involving relevant partners in the process of designing, implementing and monitoring evaluations.

Through the participation in the work of the Monitoring Committee, Evaluation Steering Group and other working bodies that may be established in addition, all relevant partners will be able to closely monitor progress in implementation of the Operational programme.

[1] List of all Member Institutions involved in the Thematic Working Group V is presented in the Annex

[2] Following the completion of the programming exercise, it is intended that the Committee (supported by the work of TWGs) is used as a permanent coordination mechanism in the form of **National Coordinating Committee (NCC)**, ensuring overall coordination and monitoring of implementation of ESI funds (mainstream operational programmes under the ERDF, ESF, CF, EMFF and EARDF and cooperation programmes under the IPA and ERDF) and other Union and relevant national funding instruments.

**7.2.2 Global grants** (for the ESF, where appropriate)

**7.2.3 Allocation of an amount for capacity building** (for the ESF, where appropriate)

The actions under priority 4 Smart administration, Investment priority 11.2 Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectoral and territorial pacts to mobilise for reform at national, regional and local level, will be targeted at developing capacities of civil society organisations, especially NGOs and social partners, and enhance civil and social dialogue for better governance.

The non – governmental sector and social partners will be allocated 4.6 % of the ESF funds. The non- governmental sector and social partners will also be eligible to other ESF actions.

## **8. COORDINATION BETWEEN THE FUNDS, THE EAFRD, THE EMFF AND OTHER UNION AND NATIONAL FUNDING INSTRUMENTS, AND WITH THE EIB**

The mechanisms to ensure coordination between the Funds, the European Agricultural Fund for Rural Development (EAFRD), the European Maritime and Fisheries Fund (EMFF) and other Union and national funding instruments, and with the European Investment Bank (EIB), taking into account the relevant provisions laid down in the Common Strategic Framework.

The general description of the manner of ensuring coordinated financing between the ESI Funds is described in the Partnership Agreement under section 2.1.

In the context of developing 'complementarity' across both OPs, the combination of the proposals presented in the table hereunder should achieve a net effect of strengthening cohesion as well as competitiveness. While all such proposals will be assessed in terms of appropriate delivery mechanisms, their acceptance and implementation will be determined at the level of the individual activities undertaken including the application of appropriate selection criteria which reflect the objectives of both Ops.

### **Complementarity with the Regional Competitiveness OP**

#### **OPHRD Priority 1: High employment and labour mobility**

Main operations are focused on increase of employment through facilitating access to and providing support for self-employment and entrepreneurship, in particular to vulnerable groups. This encompasses the implementation of activities facilitating self-employment such as promotion, information dissemination, motivation, guidance and support in business plan development, preparatory activities for start-up of business, relevant training, financial subsidies, mentoring, follow-up activities, etc. In addition, schemes for micro-crediting start-ups for first-time entrepreneurs will be made available to the unemployed, further strengthening the financial viability of business survival. Financial support will be paired with long-term mentorship assistance programmes.

#### **RCOP Priority 3: Business competitiveness**

The actions will aim to improve the general environment for establishment and first operational years of start-ups and their management culture, providing high-quality business information, mentoring and consultancy services, to contribute to the development of SMEs, start-ups and improve the overall survival rate, as well as extending managerial and other entrepreneurial skills. Enhance access to financial capital for enterprises in all stages of their development, by offering financing models corresponding to business needs such as loans, guarantees (or combination thereof), high-risk financial instruments (e.g. venture capital, seed capital, business angels), as well as to develop the financial market, providing the support to the growing and expanding business and in particular for enhancement of value added produced by SME's facing market failure in accessing financing, such as innovation oriented SMEs.

The OPHRD activities would be focused on facilitating access to entrepreneurship for the vulnerable group of unemployed, as a pathway to employment. Activities would encompass small-scale financial subsidies and micro-crediting schemes accompanied

with a range of supportive assistance measures (guidance, training, mentoring, follow-up, etc). The RCOP is clearly oriented toward only those SMEs that are already established and operating and will also focus on financing consultancy services to SMEs, also as means of developing this services market sector in Croatia.

### **Demarcation with European Agricultural Fund for Rural Development and European Fisheries Fund (2014-2020)**

To ensure coordination with the use of instruments for implementation of common agricultural policies and common fisheries policies, in the course of preparation of the OP HER particular investment priority under the Thematic Objective 10 was identified as area where two funds can supplement its activities.

Within the specific objective 8.4.2 “Increase employment of unemployed through facilitating access to and providing support for self-employment and entrepreneurship”, the synergy with the TO 3 under the OP CC is possible regarding self-employment and start-ups. Under TO 8 self-employment activities are focused on facilitating access to entrepreneurship for the vulnerable group of unemployed, as a pathway to employment. Activities would encompass small-scale financial subsidies and micro-crediting schemes accompanied with a range of supportive assistance measures (guidance, training, mentoring, follow-up, etc). Under TO 3 the focus is on competitiveness and development, i.e. encompasses financial support of larger scale and more advanced services, available to broader target groups, including existing entrepreneurs.

For Thematic Objectives 8, 9 and 10 the complementarity will be achieved by providing EAFRD support for small-scale public service infrastructure in rural areas (up to 1,000,000 EUR investment), rehabilitation and conservation of existing cultural heritage and other buildings adapting them for community needs, with the potential to be used for provision of public services, financed from the ESF. EAFRD and EMFF will also support local action groups, which will contribute to the TO 8, 9, and 10 through community-based initiatives.

### **Demarcation with FEAD–2014-2020**

Although the means for the implementation of FEAD will be allocated from ESF, the activities envisaged under the programme are dedicated strictly to the distribution of food and goods to the ones living in extreme poverty and are furthest from the labour market. Therefore no potential overlapping of programs is envisaged. The newly introduces aspect in respect to the existing program is that beside the distribution of food, the obligation of partner organisations are distribution of food and conducting follow-up activities aimed at social inclusion.

### **Asylum, Migration and Integration Fund (AMIF)**

To ensure the consistency and the complementarity between the actions financed under the ESF and under the Asylum, Migration and Integration Fund (AMIF), the process of setting up an appropriate mechanism of cooperation and coordination between the responsible national authorities and bodies is currently under way. Identification of designated authorities and drafting of AMIF National Programme are under way.

### **European Economic Area (EEA) and Norway Grants**

Complementarity of the Priority axis 4 Smart Administration (11.1.2. Support more efficient and effective judiciary) shall be possible with Programme Area "Judicial Capacity-building and Cooperation" within the **Norwegian Financial Mechanism Programme 2009 - 2014**, which main objective is fairer and more efficient judicial system.

Complementarity is also possible between the Priority axis 4 Smart Administration (11.2. Investment Priority) and "NGO Programme" financed under the EEA Financial Instrument and Norwegian Financial Instrument 2009-2014, objectives of which are to strengthen civil society development and enhance contribution to social justice, democracy and sustainable development.

### **Swiss-Croatian Cooperation Programme**

Swiss Cooperation Programme is financing specific, high quality projects aimed at reducing the economic and social disparities in the new EU Member States, and in this way, programme supports the EU objective of strengthening the internal economic and social cohesion. As regards to the thematic domains and priorities set within Swiss-Croatian Cooperation Programme, the close internal coordination is intended to be ensured through the day-to-day work of the National Coordination Unit placed in the MRDEUF. Even though the programming process of the Swiss–Croatian Cooperation Programme only started, the estimation is that the programme shall be focused on very few predefined basic infrastructure projects in the specific geographical area on the one hand, and on the measures aimed at security, stability, and support for reforms, as well as at human and social development on the other hand.

### **Union Programmes 2014-2020**

As regards to the areas of constructive cooperation and possible synergies between ESI Funds and actions implemented in the context of other Union funding instruments in Croatia, main efforts shall be assembled by MRDEUF which will stay responsible for the overall coordination of EU Funds, e.g. for ensuring the involvement of the relevant public administration bodies in the activities of each programme in the quality manner, as well as for the monitoring and evaluation of the Croatian participation in the programmes. Croatian state administration bodies participated in numerous Union programmes in the financial perspective 2007-2013 and had accumulated significant experience since the 2006 when Croatia was a Candidate Country. Croatia has already undergone the prerequisite actions for the use of the Union Programmes in the financial perspective 2014-2020, such as creation of NCPs network that will inherit most of the existing administrative structure from the previous period.

Since Croatia is dedicated to creation of the competent and competitive society, and moreover having in mind the priority axes 1. "High employment and labour mobility" and 2. "Social Inclusion" defined in the OPESF, the synergies between mentioned priorities and its specific objectives and the Programme for Employment and Social Innovation (EaSI) will be ensured by joint efforts and day-to-day work of the responsible NCP for the programme EaSi in Croatia established within the Ministry of Labour and Pension System, as the relevant institution assigned for the implementation of the programme and MRREUF, as an overall coordinator of EU Funds.

As regards to the EU programme for Education, Training, Youth, and Sport programme (Erasmus+) and ensuring its synergy with the planned activities under the Priority axis 3. “Education and lifelong learning” in the OPESF, it will be considered as the joint responsibility of MRDEUF, the Ministry of Education and Sports and the Ministry of Social Policy and Youth, which both have the mandate of ensuring coordination of the quality publicity and visibility activities, as well as of smooth implementation of the programme Erasmus+ in Croatia.

Possible complementarity should be found between the Priority axis 4 “Smart administration” and the activities of the programme Creative Europe, Justice Programme and Rights, Equality and Citizenship Programme which will be ensured by the coordination of the relevant Ministry of Justice and MRDEUF.

### **Coordination of ETC with mainstream OP as well as macroregional strategies**

Coordination between OP EHR and all 13 territorial cooperation programmes shall be achieved through regular staff meetings of all programmes, while coordination with MRS’s shall be achieved on a higher level through the National Coordination Committee. Coordination can be expected with regards to publication of tenders, alignment of applicable eligibility rules for both, beneficiaries and costs, publicity and visibility activities, activities with regards detection, prevention and reporting on irregularities, complaints procedure and through selection of operations on a smaller level since the rules for selection of operations differ so only already contracted operations could/should be compared. This should also allow for certain level of prevention of double financing.

With regards macroregional strategies, coordination shall be achieved through National Coordination Committee where all the internal and external financial assistance shall be coordinated. NCC should take over members of the current National Committee established for transnational and interregional programmes and MRS’s and extended with other relevant members thus creating an excellent platform for coordination and consultation with a larger number of interested and relevant stakeholders.

Alignment of running or finished projects with MRS’s shall be assessed at this level through regular reporting and meetings of the NCC. It is expected that NCC could advise the MA’s and NA’s in case of non managed ETC programmes, to finance additional cooperation activities where they see potential of projects contributing to macroregional goals. Stating this, NCC shall receive a list and summary of all financed projects enabling them to make these suggestions.

### **EIB**

Croatia intends to apply for a loan with EIB in order to facilitate the implementation of ESI funds in period 2014-2012. Large focus is intended to be put on areas such are transport, waste, water and environmental protection, research and development but also on other sectors with absorption potential.

Holding the role of Coordinating body, MRDEUF will perform coordination activities for the potential future Structural Programme Loan. In such a way EIB will have two main partners (MFIN as the borrower and MRDEUF as Promoter), which will contribute to streamlining and focusing the activities on accomplishing the strategic goals as prescribed in the operational programmes.



## 9. EX-ANTE CONDITIONALITIES

### 9.1 Ex-ante conditionalities

Information on the assessment of the applicability and the fulfilment of ex-ante conditionalities (optional).

**Table 24: Applicable ex-ante conditionalities and assessment of their fulfilment**

<b>Ex-ante conditionality</b>	<b>Priority axes to which conditionality applies</b>	<b>Ex-ante conditionality fulfilled (Yes/No/Partially)</b>
T.08.1 - Active labour market policies are designed and delivered in the light of the Employment guidelines.	1 - High employment and labour mobility	Yes
T.08.2 - Self-employment, entrepreneurship and business creation: the existence of a strategic policy framework for inclusive start-up.	1 - High employment and labour mobility	Partially
T.08.3 - Labour market institutions are modernised and strengthened in the light of the Employment Guidelines; Reforms of labour market institutions will be preceded by a clear strategic policy framework and ex-ante assessment including the gender dimension.	1 - High employment and labour mobility	Yes
T.08.6 - YEI: The existence of a strategic policy framework for promoting youth employment including through the implementation of the Youth Guarantee.	1 - High employment and labour mobility	Yes
T.09.1 - The existence and the implementation of a national strategic policy framework for poverty reduction aiming at the active inclusion of people excluded from the labour market in the light of the Employment guidelines.	2 - Social inclusion	Partially
T.09.2 - A national Roma inclusion strategic policy framework is in place.	2 - Social inclusion	Partially
T.09.3 - Health: The existence of a national or regional strategic policy framework for health within the limits of Article 168 TFEU ensuring economic sustainability.	1 - High employment and labour mobility	Partially

<b>Ex-ante conditionality</b>	<b>Priority axes to which conditionality applies</b>	<b>Ex-ante conditionality fulfilled (Yes/No/Partially)</b>
T.10.2 - Higher education: the existence of a national or regional strategic policy framework for increasing tertiary education attainment, quality and efficiency within the limits of Article 165 TFEU.	3 - Education and lifelong learning	Yes
T.10.3 - Lifelong learning (LL): The existence of a national and/or regional strategic policy framework for lifelong learning within the limits of Article 165 TFEU.	3 - Education and lifelong learning	Partially
T.10.4 - The existence of a national or regional strategic policy framework for increasing the quality and efficiency of VET systems within the limits of Article 165 TFEU.	3 - Education and lifelong learning	Partially
T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.	4 - Smart administration	No
G.1 - The existence of administrative capacity for the implementation and application of Union anti-discrimination law and policy in the field of ESI Funds.	1 - High employment and labour mobility 2 - Social inclusion 3 - Education and lifelong learning 4 - Smart administration 5 - Technical Assistance	No
G.2 - The existence of administrative capacity for the implementation and application of Union gender equality law and policy in the field of ESI Funds.	1 - High employment and labour mobility 2 - Social inclusion 3 - Education and lifelong learning 4 - Smart administration 5 - Technical Assistance	Partially
G.3 - The existence of administrative capacity for the implementation and application of the United Nations Convention on the rights of persons with disabilities (UNCRPD) in the field of ESI Funds in accordance with Council Decision 2010/48/EC.	1 - High employment and labour mobility 2 - Social inclusion 3 - Education and lifelong learning 4 - Smart administration 5 - Technical Assistance	No

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
T.08.1 - Active labour market policies are designed and delivered in the light of the Employment guidelines.	1 - Employment services have the capacity to, and do, deliver: personalised services and active and preventive labour market measures at an early stage, which are open to all jobseekers while focusing on people at highest risk of social exclusion, including people from marginalised communities;	Yes	<p>Guidelines for implementation of Active labour market policy measures for 2014 (annual)</p> <p>Annual CES Work Plan for 2014</p> <p>Act on Employment Mediation and Rights during Unemployment</p> <p>Life-long Career Guidance in CES</p>	<p>Guidelines for ALMPM set specific objectives, activities and personalised packages of measures for vulnerable groups. Activities are detailed in the annual CES Work Plan, specifying objectives, tasks and activities, indicators and targets for fulfilment.</p> <p>CES provides services of Mobile teams, in-work services of PES, as well as various forms of support for rapid reaction, preservation of jobs and maintaining employment.</p> <p>CES services are free of charge, available to all citizens and provided in line with identified potential, interests and competences of users. Individual Action Plans (contracts between the jobseeker and PES, assuming their rights and responsibilities) are drafted within 60 days of registration.</p> <p>The largest number of users are informed, a smaller number included into counselling and the smallest undergoes psychological and medical evaluation according to their needs. Specialised services of professional rehabilitation are available to PWD.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
T.08.1 - Active labour market policies are designed and delivered in the light of the Employment guidelines.	2 - Employment services have the capacity to, and do, deliver: comprehensive and transparent information on new job vacancies and employment opportunities taking into account the changing needs of the labour market.	Yes	<p>Annual CES Work Plan for 2014</p> <p>The Government order on monitoring, analysis and forecasting of labour market needs for specific professions, and on making and taking into account the recommendations for education enrolment policy</p> <p>Act on Croatian Qualification Framework</p> <p>Ordinance on Croatian Qualification Framework Register</p>	<p>Access to published vacancy on the national job vacancy data base is available to all employers and jobseekers, both on the regional and local level. Furthermore, all All clients are informed about job mobility and the vacancies through enhanced transnational labour mobility (EURES). A two-way transfer of information on vacancies is enabled.</p> <p>The Croatian Employment Service regularly makes recommendations for education enrolment policy and career guidance that contains the lists of professions in high demand and the lists of professions in low demand at regional and local level. The analysis includes medium-term forecasts regarding the relative demand for specific professions.</p> <p>A more robust model and tool for forecasting future demand for skills and qualifications is envisaged for development through labour market monitoring and analysis system (measure 22, YGIP).</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
T.08.1 - Active labour market policies are designed and delivered in the light of the Employment guidelines.	3 - Employment services have set up formal or informal cooperation arrangements with relevant stakeholders.	Yes	<p>Act on Employment Mediation and Rights during Unemployment</p> <p>Regulation on providing activities in relation to employment</p> <p>CES Statute</p>	<p>CES operates in cooperation with employers, educational institutions and other legal persons. Cooperation agreements are signed with many partners and stakeholders, and/or informal cooperation is established.</p> <p>The cooperation with private employment agencies, temporary employment agencies and NGOs is transparent and equivalent for all.</p> <p>Agreements on cooperation exist between CES and Croatian Employer Organisation and Croatian Chamber of Crafts. CES cooperates with the regional chambers of crafts (Job fairs), Agency for Vocational Education and Training and Adult Education (Lifelong Learning Week) and other stakeholders (Euroguidance Croatia) on yearly basis. Early intervention activities with pupils are based on partnership between CES, schools, employers, health and social welfare organizations.</p> <p>In terms of regional cooperation, a big role is played by Local partnerships for employment, established in all Croatian counties.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
T.08.2 - Self-employment, entrepreneurship and business creation: the existence of a strategic policy framework for inclusive start-up.	1 - A strategic policy framework for inclusive start-up support is in place with the following elements:	Yes	Companies Act Crafts Act	Legal documents which regulate start up support are Companies Act (Art. 13, 38-40) and Crafts Act (Art. 2).
T.08.2 - Self-employment, entrepreneurship and business creation: the existence of a strategic policy framework for inclusive start-up.	2 - measures have been put in place with the objective of reducing the time and cost involved in setting up a business, taking account of the targets of the SBA;	Yes	Companies Act  Ordinance for entry in the court register  Crafts Act  Decision on determining the price of the craft licence	The Companies Act related Ordinance (OG 22/12 Art.38-40) enables the relevant Commercial Court Register to electronically submit the decision on registration of a new company within 24 hours.  simple limited liability company (jdoo) Since 2012 there is an option (O.G.111/12 – Art. 13) to start jdoo with a minimum equity capital of EUR 1.3 and EUR 100 overall cost of establishment. This is implemented through e-company service.  limited liability company (doo)  The time needed to register doo is 5 days (OG 22/12 Art. 38-40). With regard to the costs, the only difference between procedures is that simple

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				<p>limited liability company is not obliged to pay the cost for registering in the Register of Business Entities.</p> <p>crafts</p> <p>The craft registration in State Administration Offices can be done within 3 days, with the ultimate deadline of 15 days.</p> <p>The crafts establishment costs are EUR 60 (OG 100/07 Art.2). Until 2015 a free registration of crafts is enabled (just tax cost of 27 EUR).</p>
<p>T.08.2 - Self-employment, entrepreneurship and business creation: the existence of a strategic policy framework for inclusive start-up.</p>	<p>3 - measures have been put in place with the objective of reducing the time needed to get licenses and permits to take up and perform the specific activity of an enterprise, taking account of the targets of the SBA;</p>	<p>No</p>	<p>Act on General Administrative Procedure</p> <p>The SME Development Strategy of the RoC 2013–2020</p>	<p>The Act on general administrative procedure proscribes in Art.101 the standard deadline in the procedure of issuing decision to be completed no later than 30 days from the submission of the complete application. In addition, in Art. 102 prescribe “silence is consent” principle, meaning when a public authority in the proceedings in an orderly application fails issue decision within the 30 days, the request by applicant is automatically approved. There are some specific areas that require permits and licences issuing of which may still take up longer time. The example are crafts where are the</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				<p>three different types of trades.</p> <p>It will be necessary to map and analyse all specific areas and activities to determine those for which specific licences and permits are required and the time needed for issuing.</p> <p>MEC has prepared an Action Plan for the fulfilment of this criteria.</p>
<p>T.08.2 - Self-employment, entrepreneurship and business creation: the existence of a strategic policy framework for inclusive start-up.</p>	<p>4 - actions linking suitable business development services and financial services (access to capital), including reaching out to disadvantaged groups, areas, or both, where needed.</p>	<p>Yes</p>	<p>SME Encouragement Act</p> <p>Act on the Improvement of Business Infrastructure</p> <p>SME encouragement programme “Entrepreneurial Impulse”</p>	<p>The Act on the Improvement of Business Infrastructure regulates the concept, type and categorization of entrepreneurial zones, defines the criteria which the entrepreneurial zones and entrepreneurship support institutions have to meet, defines system for equipping of zones and additional services to be provided to entrepreneurs operating within and defines incentive system for entrepreneurship support institutions. Implementing measures aimed to the development of business infrastructure provide support services to SMEs.</p> <p>MEC facilitate access to financing through Entrepreneurial Impulse, providing the loans with subsidized interest rates to SMEs. In 2013 HAMAG INVEST has started a micro loan scheme as a pilot project for SME</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				<p>financing. The program is continued in 2014.</p> <p>HAMAG INVEST merging with BICRO, the business innovation agency, in 2014, will result in bringing new and improved programs for all types of SME projects in one institution.</p>
<p>T.08.3 - Labour market institutions are modernised and strengthened in the light of the Employment Guidelines; Reforms of labour market institutions will be preceded by a clear strategic policy framework and ex-ante assessment including the gender dimension.</p>	<p>1 - Actions to reform employment services, aiming at providing them with the capacity to deliver: personalised services and active and preventive labour market measures at an early stage, which are open to all jobseekers while focusing on people at highest risk of social exclusion, including people from marginalised communities;</p>	<p>Yes</p>	<p>Guidelines for implementation of Active labour market policy measures for 2014 (annual)</p> <p>Annual CES Work Plan for 2014</p> <p>Act on Employment Mediation and Rights during Unemployment</p> <p>Life-long Career Guidance at CES</p>	<p>Guidelines for ALMPM set specific objectives, activities and personalised packages of measures for vulnerable groups. Activities are detailed in the annual CES Work Plan, specifying objectives, tasks and activities, indicators and targets for fulfilment.</p> <p>CES provides services of Mobile teams, in-work services of PES, as well as various forms of support for rapid reaction, preservation of jobs and maintaining employment.</p> <p>CES services are free of charge, available to all citizens and provided in line with identified potential, interests and competences of users. Individual Action Plans are drafted within 60 days of registration.</p> <p>The largest number of users is informed, a smaller number included into counselling and the smallest</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				<p>undergoes psychological and medical evaluation according to their needs. Services of professional rehabilitation are available to PWD.</p> <p>Out of a total of 120 objects, 49 have appropriate accessibility for persons with disabilities.</p>
<p>T.08.3 - Labour market institutions are modernised and strengthened in the light of the Employment Guidelines; Reforms of labour market institutions will be preceded by a clear strategic policy framework and ex-ante assessment including the gender dimension.</p>	<p>2 - Actions to reform employment services, aiming at providing them with the capacity to deliver: comprehensive and transparent information on new job vacancies and employment opportunities taking into account the changing needs of the labour market.</p>	<p>Yes</p>	<p>Act on Employment Mediation and Rights during Unemployment</p> <p>Regulation on providing activities in relation to employment</p> <p>CES Statute</p>	<p>Access to published vacancy on the national job vacancy data base is available to all employers and jobseekers, both on the regional and local level. Furthermore, all All clients are informed about job mobility and the vacancies through enhanced transnational labour mobility (EURES). A two-way transfer of information on vacancies is enabled.</p> <p>The Croatian Employment Service regularly makes recommendations for education enrolment policy and career guidance that contains the lists of professions in high demand and the lists of professions in low demand at regional and local level. The analysis includes medium-term forecasts regarding the relative demand for specific professions.</p> <p>A more robust model and tool for</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				forecasting future demand for skills and qualifications is envisaged for development through labour market monitoring and analysis system (measure 22, YGIP).
T.08.3 - Labour market institutions are modernised and strengthened in the light of the Employment Guidelines; Reforms of labour market institutions will be preceded by a clear strategic policy framework and ex-ante assessment including the gender dimension.	3 - Reform of employment services will include the creation of formal or informal cooperation networks with relevant stakeholders.	Yes	<p>Regulation on providing activities in relation to employment</p> <p>Open discussion: Draft Decision on establishing forum for lifelong career guidance</p> <p>Act on Professional Rehabilitation and Employment of Persons with Disabilities</p> <p>Act on Unified Expert Authority</p>	<p>CES operates in cooperation with employers, educational institutions and other legal persons. Cooperation agreements are signed with many partners and stakeholders, and/or informal cooperation is established.</p> <p>In terms of regional cooperation, a big role is played by Local partnerships for employment, established in all Croatian counties.</p> <p>Agreement on exchanging information between CES and Ministry of science, education and sport is being prepared regarding data on pupils, schools and programs (e-matica). Forum for lifelong career guidance as a multi-disciplinary and multi-institutional network is in the process of being established. Establishment of referral mechanisms for the evaluation of PWD in Centres for professional rehabilitation and Unique assessment</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				body for persons with disabilities is underway.
T.08.6 - YEI: The existence of a strategic policy framework for promoting youth employment including through the implementation of the Youth Guarantee.	1 - A strategic policy framework for promoting youth employment is in place that:	Yes	<p>Youth Guarantee Implementation Plan, April 2014 (YGIP)</p> <p>Government Conclusion on establishment of YGIP, April 2014</p> <p>Guidelines for implementation of Active labour market policy measures for 2014 (annual) (Chapter 2, segment 2.5 – Youth Guarantee)</p>	YGIP provides a strategic policy framework for promoting youth employment. All of the reforms and initiatives for implementation and promotion of youth employment are supported by Guidelines for implementation of Active labour market policy measures for 2014.
T.08.6 - YEI: The existence of a strategic policy framework for promoting youth employment including through the implementation of the Youth Guarantee.	2 - is based on evidence that measures the results for young people not in employment, education or training and that represents a base to develop targeted policies and monitor developments;	Yes	<p>Youth Guarantee Implementation Plan, April 2014 (YGIP)</p> <p>Guidelines for implementation of ALMPM for 2014 (YG section)</p>	<p>In the Guidelines for implementation of Active labour market measures there are data regarding NEETs (chapter 1, segment 1.4) but also projection of trends in the labour market for the years 2015 and 2016 (chapter 1, segment 1.6)</p> <p>YGIP provides data on the NEET group, with an emphasis on registered NEETs and a need to establish better</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			<p>Act on Employment Mediation and Rights during Unemployment (art. 34-36)</p> <p>Government Decision on Establishing an Interministerial Task Force for YG Implementation</p> <p>National Life-long Career Guidance Strategy for Croatia, 2014-2020, draft</p> <p>Act on Employment Promotion</p> <p>Activity Plan for EURES Croatia</p> <p>National Youth Programme 2009-2013 and draft for 2014-2017</p> <p>Annual CES Work Plan for 2014</p>	<p>data coordination in order to provide quality information on non-active/non registered NEETs, to facilitate creation of focused policies (pages: 3, 6, 8 and 23 of the YGIP).</p> <p>YGIP also envisages setting up a NEET tracking system (YGIP, measure 8), which will start with a comprehensive analysis of unregistered NEET group, expected during 2014 (first results in September 2014).</p>
T.08.6 - YEI: The existence of a strategic policy framework for promoting youth employment	3 - identifies the relevant public authority in charge of managing youth employment measures and coordinating	Yes	Youth Guarantee Implementation Plan, April 2014	YGIP provides detailed information on management and coordinating partnerships across all levels and

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
including through the implementation of the Youth Guarantee.	partnerships across all levels and sectors;		<p>(YGIP)</p> <p>Government Conclusion on establishment of YGIP, April 2014</p> <p>Government Decision on Establishing an Interministerial Task Force for Implementation of Youth Guarantee</p>	<p>sectors and involves stakeholders relevant for addressing youth unemployment (section 2.2. Partnership approaches, page 14 of the YGIP).</p> <p>Government Decision on Establishing an Interministerial Task Force for Implementation of Youth Guarantee states MLPS as the holder of administrative tasks and operational monitoring and coordination of implementation and development of YG (paragraph 6 of the Decision).</p> <p>MSPY is responsible for the coordination of the National Youth Programme, As such, it coordinates the work of all stakeholders involved and ensure the representation of their interest and activities in the design and implementation of general youth policies.</p>
T.08.6 - YEI: The existence of a strategic policy framework for promoting youth employment including through the implementation of the Youth Guarantee.	4 - involves stakeholders that are relevant for addressing youth unemployment;	Yes	Government Decision on Establishing an Interministerial Task Force for Implementation of Youth Guarantee	<p>Government Decision on Establishing an Interministerial Task Force for Implementation of Youth Guarantee states government stakeholders (11 stakeholders) to address this issue (paragraph 3 of the Decision).</p> <p>YGIP states all stakeholders (YGIP, pages 14-21) involved in creation and</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				<p>implementation of measures and policies relevant for addressing youth unemployment. Also, Table 2.2: Key organisations that will support and deliver the Youth Guarantee scheme (YGIP, page 15) clearly describes the roles of all partners and level of their involvement in youth unemployment and activation policies, as well as a table of partner consultations during the preparation of YGIP (YGIP, page 20). Also, a coordination scheme is provided in YGIP (YGIP, page 15), which elaborates the coordination of all stakeholders in implementation of measures and policies directed at addressing youth unemployment.</p>
<p>T.08.6 - YEI: The existence of a strategic policy framework for promoting youth employment including through the implementation of the Youth Guarantee.</p>	<p>5 - allows early intervention and activation;</p>	<p>Yes</p>	<p>Youth Guarantee Implementation Plan, April 2014 (YGIP)</p> <p>Government Conclusion on establishment of YGIP, April 2014</p> <p>Annual CES Work Plan for 2014</p>	<p>YGIP provides detailed information on measures to outreaching strategies and measures allowing early intervention and activation (pages: 23, 28).</p> <p>Croatian Employment Service (CES) include “early intervention” activities with pupils in career guidance as an integrated part of its responsibilities to prevent early school leaving and to play a preventive role as assistance in making proper decisions on the choice of education programs and employment. Yearly CES conducts</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				Survey of Vocational Intentions of Primary School Pupils and Secondary School Students, based on which target groups are defined. Pupils/students are offered various services, depending on their individual needs, including information services, self-informing or vocational counselling services. Career guidance is conducted by school counsellors and CES career guidance counsellors, which ensures adapted individual support and allows follow-up, if required.
T.08.6 - YEI: The existence of a strategic policy framework for promoting youth employment including through the implementation of the Youth Guarantee.	6 - comprises supportive measures for access to employment, enhancing skills, labour mobility and sustainable integration of young people not in employment, education or training into the labour market.	Yes	<p>Youth Guarantee Implementation Plan, April 2014 (YGIP)</p> <p>Government Conclusion on establishment of YGIP, April 2014</p> <p>Activity Plan for EURES Croatia</p> <p>Annual CES Work Plan for 2014</p>	<p>YGIP provides information on measures regarding access to employment, enhancing skills, labour mobility and sustainable integration of young people not in employment, education or training into the labour market (section 2.4.)</p> <p>Some of the measures tackling these issues include:</p> <ul style="list-style-type: none"> <li>- M. 17) “Financing continuation of education for students who have completed two-year and three-year vocational programs”; Measure 26) “Providing opportunities for unemployed early school leavers -</li> </ul>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				<p>training for youth with no or with lowest education”;</p> <ul style="list-style-type: none"> <li>- M. 18) “Enhancing key competences in STEM and ICT fields for NEET persons who completed secondary education for enrollment in study programs in STEM and ICT fields”.</li> <li>- M. 32) “Support to student cooperatives and training firms and student incubators at universities”</li> <li>- M. 33) “Self-employment activities”.</li> <li>- involvement of SEECEL (page 9, YGIP).</li> </ul> <p>Based on YG recommendations CES redesigned and introduced some new ALMP measures.</p>
<p>T.09.1 - The existence and the implementation of a national strategic policy framework for poverty reduction aiming at the active inclusion of people excluded from the labour market in the light of the Employment guidelines.</p>	<p>1 - A national strategic policy framework for poverty reduction, aiming at active inclusion, is in place that:</p>	<p>Yes</p>	<p>Strategy for combating poverty and social exclusion in Republic of Croatia (2014 – 2020)</p>	<p>Strategy for combating poverty and social exclusion in Republic of Croatia (2014 – 2020) - adopted by Government of Republic of Croatia in March 2014.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
<p>T.09.1 - The existence and the implementation of a national strategic policy framework for poverty reduction aiming at the active inclusion of people excluded from the labour market in the light of the Employment guidelines.</p>	<p>2 - provides a sufficient evidence base to develop policies for poverty reduction and monitor developments;</p>	<p>Yes</p>	<p>Strategy for combating poverty and social exclusion in Republic of Croatia (2014 – 2020)</p>	<p>The analysis is based on active inclusion indicators in different policy areas (e.g. employment rate according to age, changes in employed population, gender gap, active LM policies, (long-term)-unemployment rate, at risk of poverty, educational attainment), (pages: 4-11, 21,27,32).</p> <p>The analysis covers 3 stands of active inclusion – adequate income support (eg. social/family assistance, pension/health supports, etc.), labour market activation (analysis of population in risk of poverty according to their labour market situation, analysis of the active LM measures) and access to enabling services (analysis of needs for services in sectors, such as social, health, education on the basis of needs for services and number of people at a disadvantage) (pages: 8-12).</p> <p>Based on analysis, Strategy defines areas where challenges exist and improvement is needed and sets three priority areas with goals. Measures that have been conducted so far in certain policy areas are outlined (pages:16-17).</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
<p>T.09.1 - The existence and the implementation of a national strategic policy framework for poverty reduction aiming at the active inclusion of people excluded from the labour market in the light of the Employment guidelines.</p>	<p>3 - contains measures supporting the achievement of the national poverty and social exclusion target (as defined in the National Reform Programme), which includes the promotion of sustainable and quality employment opportunities for people at the highest risk of social exclusion, including people from marginalised communities;</p>	<p>No</p>	<p>Strategy for combating poverty and social exclusion in Republic of Croatia (2014 – 2020)</p>	<p>Measures for implementation of the Strategy for combating poverty will be developed within accompanying implementation programmes which will cover 3-year periods until 2020. First plan is to be adopted in Q3 2014.</p> <p>The Strategy sets national poverty and social inclusion target until 2020: 150,000 people less in risk of poverty or social exclusion in Croatia (page16).</p> <p>Although Strategy defines priority areas and 8 fields where change is needed, measures for their achievement will be elaborated within implementation programme for period of 3 years (first programme will cover the period 2014 - 2016). The programme will include concrete measures, bodies responsible for them, deadlines for fulfilment and indicators of achievement that will be in line with the active inclusion indicators for Europe 2020 and will contribute to the achievement of the national poverty target.</p> <p>MSPY is responsible for submitting report on implementation of measures to Government until 30 June every year.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
T.09.1 - The existence and the implementation of a national strategic policy framework for poverty reduction aiming at the active inclusion of people excluded from the labour market in the light of the Employment guidelines.	4 - involves relevant stakeholders in combating poverty;	Yes	<p>Decision on establishment of working group for development of Strategy combating poverty: Government decision, March 2013</p> <p>Call for public debate on draft strategy</p>	<p>Working group was established for preparation of the Strategy showing that all relevant stakeholders have been included in the design of the Strategy (from education, health, social welfare, pension, labour, NGO sector).</p> <p>Public debate on draft Strategy was organized in February 2014.</p> <p>Strategy implementation programme will include measures which strengthen intersectoral cooperation, support the initiatives of CSOs and civil engagement, and promote the development of participation of people in a situation of poverty and exclusion in the implementation of policies. In determining the co-bearer for the implementation of the measures, involving all relevant stakeholders.</p>
T.09.1 - The existence and the implementation of a national strategic policy framework for poverty reduction aiming at the active inclusion of people excluded from the labour market in the light of the Employment guidelines.	5 - depending on the identified needs, includes measures for the shift from institutional to community based care;	Yes	<p>Plan of Deinstitutionalisation and Transformation of Social Welfare homes and Other Legal Entities in Croatia 2011–2016/2018</p> <p>Decision on Operational plan of deinstitutionalisation 2014 –</p>	<p>The Strategy for combating poverty (p27-32) includes priorities related to broadening out of institution services in order to support the goals set in national Plan of deinstitutionalisation 2011-2016/2018, a strategic plan for transition from institutional to community based care. Based on the Plan, Operational plan for the period 2014 – 2016 was adopted in June 2014.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			2016, measures on deinstitutionalisation: 2.2.1, 2.2.2., 2.2.3; measures on access to services:3.1 (to be published on MSPY WEB till end July)	<p>It contains measures for implementing deinstitutionalisation process (Measures 2.2.1, 2.2.2 2.2.3), list of priority institutions for deinstitutionalisation until 2016 and measure for developing deinstitutionalisation plan for remaining institutions. The results of the process of deinstitutionalisation until 2016 and the plan for deinstitutionalisation of remaining institutions will be base for planning the process till 2020.</p> <p>Operational plan contains measures related to enabling access to services in the community (education, health, social..) to everyone, regardless their impairment (Measure 3.1).</p>
T.09.1 - The existence and the implementation of a national strategic policy framework for poverty reduction aiming at the active inclusion of people excluded from the labour market in the light of the Employment guidelines.	6 - Upon request and where justified, relevant stakeholders will be provided with support for submitting project applications and for implementing and managing the selected projects.	Yes	Government ordinance on internal organisation of Ministry of Social Policy and Youth	<p>Relevant stakeholders will be provided with support for submitting and implementing projects.</p> <p>ding to Government ordinance on internal organisation of MSPY, Service for EU Funds within MSPY is responsible for providing support to potential applicants / stakeholders of projects funded from EU structural funds in project preparation and implementation in the area of social inclusion an within the responsibility</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				<p>of MSPY.</p> <p>Also, as IB level 1, MSPY organises information sessions for potential applicants for every grant scheme under responsibility of MSPY and published within EU structural funds. Furthermore, IB2 organises implementation sessions for grant beneficiaries in order to support the implementation and to provide information about financing, reporting, indicators etc.</p>
T.09.2 - A national Roma inclusion strategic policy framework is in place.	1 - A national Roma inclusion strategic policy framework is in place that:	Yes	National Strategy for Roma Inclusion 2013 - 2020	Croatian NRIS 2013-2020 adopted in November 2012, after a broad consultation process with all relevant stakeholders, including Roma community, and following public consultations and discussions with local authorities and local Roma community.
T.09.2 - A national Roma inclusion strategic policy framework is in place.	2 - sets achievable national goals for Roma integration to bridge the gap with the general population. These targets should address the four EU Roma integration goals relating to access to education, employment, healthcare and housing;	Yes	<p>National Strategy for Roma Inclusion 2013 - 2020</p> <p><i>-Education, p.38ff, general and specific goals</i></p> <p><i>-Employment and economic</i></p>	NRIS keeps the wider approach of the former National Roma Program covering more areas than the EU Framework. Each chapter contains general and specific goals, progress indicators, baseline data and indicates sources of data. Gender included as horizontal, cross-cutting issue. Accompanying Action Plan 2013-2015

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			<p><i>inclusion</i></p> <p><i>-Health care</i></p> <p><i>-Social welfare</i></p> <p><i>-Physical planning, housing and environmental protection,</i></p> <p><i>-Inclusion in social and cultural life</i></p> <p><i>- Status resolution, combating discrimination and assistance in exercising rights for the Roma minority</i></p> <p>Action Plan for the Implementation of the National Roma Inclusion Strategy for the Period 2013 – 2015</p>	<p>adopted in April 2013.</p>
<p>T.09.2 - A national Roma inclusion strategic policy framework is in place.</p>	<p>3 - identifies where relevant those disadvantaged micro-regions or segregated neighbourhoods, where communities are most deprived, using already available socio-economic and</p>	<p>No</p>	<p>For mapping of Roma communities and identification of disadvantaged micro-regions or segregated neighbourhoods,</p>	<p>GOHRRNM plans to develop a database of Roma communities in Croatia, with particular attention to microregions where Roma are in the particularly difficult condition. The</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
	territorial indicators (i.e. very low educational level, long-term unemployment, etc);		<p>where communities are most deprived, using already available socio-economic and territorial indicators (i.e. very low educational level, long-term unemployment, etc); see NRIS p. 53, 121, 124.</p> <p>Action Plan 2013-2015, Chapter 8.1.2.</p>	<p>database will be prepared by Q4 2016 within the IPA 2012 project Support to National Minorities on the Local Level and will be the basis for the policy design, implementation and monitoring and evaluation on national and local level.</p> <p>GOHRRNM developed a database of all Roma villages based on available data, while UNDP piloted a Database of Roma Communities in Međimurje County. Ministry of Science, Education and Sports, Welfare Centres, and Croatian Employment Service have independent databases, and their main features will be integrated by Q4 2016. An e-monitoring system involving local councils of national minorities will be established by 2016. Cooperation in development of the database is agreed with UNDP Croatia, and assistance will be sought from FRA. For this action technical assistance is likely to be required.</p>
T.09.2 - A national Roma inclusion strategic policy framework is in place.	4 - includes strong monitoring methods to evaluate the impact of Roma integration actions and a review mechanism for the adaptation of the strategy;	Yes	For monitoring methods and review mechanism for the adaptation of the strategy designed, implemented and monitored in close cooperation and continuous dialogue with	GOHRRNM in charge of overall coordination and monitoring of policies targeting Roma at the national level. Implementation of measures/policies under the purview of relevant ministries (national level), or corresponding bodies of self-governments on the local and regional

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			Roma civil society, regional and local authorities see NRIS chapter IV.8 (p. 116ff), and chapter V (p. 120ff).	<p>levels. Sections quoted above on NRIS chapters and monitoring mechanisms contain references to Roma civil society, regional and local authorities' participation in design, implementation and monitoring of NRIS, and goals, objectives, progress indicators, baseline data, and indicates sources of data.</p> <p>The Government appointed the Commission for Monitoring the Implementation of the NRIS in October, 2013.</p> <p>Periodic evaluations envisaged in NRIS; goal: to assess results and effects of measures defined within NRIS' objectives.</p> <p>A review (NRIS pp. 126-127) will take place following the evaluation of the implementation of AP, unless the Commission for Monitoring the Implementation of the NRIS initiates the revision earlier.</p>
T.09.2 - A national Roma inclusion strategic policy framework is in place.	5 - is designed, implemented and monitored in close cooperation and continuous dialogue with Roma civil society, regional and local authorities.	No	For the design, implementation and monitoring see NRIS 2013-2020, Chapter VI. Strategy	National Commission for the Monitoring of the Implementation of NRIS (7 Roma civil society representatives plus line ministries) will continue its regular sessions on a

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			<p>implementation, VI. 1</p> <p>For the roles of implementing bodies and partners; Local and regional self-government units, NRIS p. 129-130; Civil sector, p. 130-131</p> <p>For the financial aspects see NRIS Chapter VI. Strategy implementation, VI. 2 Financial framework for Strategy implementation, p. 131-132</p>	<p>quarterly basis. It serves as an information exchange platform, which monitors implementation of NRIS – it approves annual implementation reports prior to Government’s adoption. It can initiate revision of NRIS and/or accompanying Action Plan.</p> <p>Forming a semi-permanent coordinating body of mayors from local self-government units with significant Roma population. Collaboration and exchange of information will be done online, and semi-annual meetings will be organized; goal: to discuss problems faced by Roma on the local level, to encourage design and adoption of county action plans if not adopted yet.</p> <p>In cooperation with Finance Ministry, GOHRRNM will draft a recommendation to local self-government units to introduce a special budget line for financing targeted measures aimed at Roma communities.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
T.09.2 - A national Roma inclusion strategic policy framework is in place.	6 - Upon request and where justified, relevant stakeholders will be provided with support for submitting project applications and for implementing and managing the selected projects.	Yes	National Strategy for Roma Inclusion 2013 - 2020	<p>Upon request GOHRRNM provides information and advice to relevant stakeholders in accessing Funds. It also closely cooperates and provides support to other organisations engaged in facilitating the usage of EU funds for Roma benefit, such as MtM Project Generation Facility in Croatia.</p> <p>Technical assistance under Operational Programmes envisage financing of the activities which support potential beneficiaries and regional stakeholders in successful applying and implementing ESF and ERDF projects through building up their capacities as well as the activities that are relevant with respect to information, communication and visibility. Furthermore, organization of specialized events for potential applicants and/or project promoters to increase their comprehension and knowledge on how to prepare projects (share of best practices, conference and seminars) that is ready for financing, animation and boosting interest and knowledge for ESF and providing public with with results attained.</p>
T.09.3 - Health: The existence of a national or regional strategic policy framework for health within the limits	1 - A national or regional strategic policy framework for health is in place that contains:	Yes	Croatian national health care strategy 2012-2020	National health care strategy (NHCS) 2012-2020 is the umbrella strategic document in health sector and was

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
of Article 168 TFEU ensuring economic sustainability.				adopted by the Croatian Government and Parliament. Priorities and measures defined in the Strategy clearly aim to improve access to high-quality health services and to ensure efficient and sustainable health care system.
T.09.3 - Health: The existence of a national or regional strategic policy framework for health within the limits of Article 168 TFEU ensuring economic sustainability.	2 - coordinated measures to improve access to health services;	Yes	<p>Croatian national health care strategy 2012-2020</p> <p>Ministry of health strategic plan 2014-2016</p> <p>Strategic plan for public health development 2013-2015</p> <p>Strategic plan for palliative care development 2014-2016</p> <p>National plan of development of hospitals 2014-2016 (draft)</p> <p>Healthcare Act</p> <p>Compulsory Health Insurance Act</p> <p>National strategy of equalization of possibilities for persons with</p>	<p>Measures relate to:</p> <ul style="list-style-type: none"> <li>• organization of care (NHCS English, pp. 76-79, Strategic plan for palliative care whole document)</li> <li>• territorial access (NHCS, English, pp. 76-79, Ministry of health strategic plan 2014-2016 p. 8)</li> <li>• physical access for the disabled is addressed in the National strategy Of equalization of possibilities for persons with disabilities 2007-2015, Chapter 2.4</li> <li>• Eligibility for health coverage is defined in the Compulsory Health Insurance Act. out-reach initiatives for vulnerable groups, especially through disease prevention and health promotion (NHCS, English, pp. 81-83, Strategic plan for public health development 2013-2015, pp. 23-33)</li> <li>• technology related measures (NHCS, English, pp. 68, 71, 76, Ministry of health strategic plan 2014-</li> </ul>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			disabilities 2007-2015	2016 p. 11,12) <ul style="list-style-type: none"> <li>access to pharmaceuticals and other medicinal products is defined in the Article 17 of the Croatian Healthcare act. and described on the p. 49 of the NHCS, English)</li> </ul>
T.09.3 - Health: The existence of a national or regional strategic policy framework for health within the limits of Article 168 TFEU ensuring economic sustainability.	3 - measures to stimulate efficiency in the health sector, through deployment of service delivery models and infrastructure;	Yes	Croatian National health care strategy 2012-2020  National plan of development of clinical hospital centers, clinical hospitals, clinics, and general hospitals in Republic of Croatia for the period 2014-2016 (draft)	Measures to stimulate efficiency in the health sector relate to: <ul style="list-style-type: none"> <li>service delivery models and infrastructure (reorganization of hospital system through establishment of regional hospital networks, increase in day hospital/day surgery and long-term/extend care capacities, with a corresponding reduction in acute hospital inpatient capacities; strengthening community-level health care, (NHCS, English version, pp. 76-79, draft National plan of development of clinical hospital centers, clinical hospitals, clinics, and general hospitals in Republic of Croatia for the period 2014-2016, whole document)</li> <li>deployment of effective, innovative and interoperable technologies (e-health, NHCS, English version, pp. 67-7).</li> </ul>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
T.09.3 - Health: The existence of a national or regional strategic policy framework for health within the limits of Article 168 TFEU ensuring economic sustainability.	4 - a monitoring and review system.	No	<p>Croatian National health care strategy 2012-2020</p> <p>Strategic plan for public health development 2013-2015</p> <p>Strategic plan for palliative care development in Republic of Croatia 2014-2016</p> <p>National plan of development of clinical hospital centers, clinical hospitals, clinics, and general hospitals in Republic of Croatia 2014-2016 (draft)</p> <p>Ministry of health strategic plan 2014-2016</p>	<p>Monitoring and review of the strategy implementation is indicated in the National health care strategy 2012-2020 (3rd paragraph of the chapter on Strategic development directions, priorities and measures, p. 66, English version) and specified in shorter-term strategic plans: Strategic plan for public health development 2013-2015 (p. 42), Strategic plan for palliative care development 2014-2016 (p. 31), National plan of development of hospitals 2014-2016 (draft, pp. 30-33).</p> <p>National plan of development of hospitals 2014-2016 and Strategic plan of human resources development in health care are to be adopted in October 2014.</p> <p>All documents which expire before 2020 will be timely updated to cover the time period between the expire of the document and 2020</p> <p>Ministry of health strategic plan for the period 2014-2016, which outlines the budgetary framework in health sector, is monitored and reviewed according to the Ministry of finance's Guide for development of strategic plans (pp. 11-13).</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
T.09.3 - Health: The existence of a national or regional strategic policy framework for health within the limits of Article 168 TFEU ensuring economic sustainability.	5 - A Member State or region has adopted a framework outlining available budgetary resources on an indicative basis and a cost-effective concentration of resources on prioritised needs for health care.	Yes	State budget of the Republic of Croatia for 2014, with projections for 2015 and 2016 (OG No. 152/13 and 39/14)  Ministry of health strategic plan for the period 2014-2016	Short- and mid-term budgetary resources framework, outlining available resources for health care, is provided in the State Budget (OG 152/13, pp. 188-198, OG 38/14, pp. 134-140) and the Ministry of health strategic plan for the period 2014-2016, which is updated annually. Ministry of health strategic plan for the period 2014-2016 defines general and specific goals in health sector and provides a link between those goals and the budgetary resources (Table 8, pp. 28-26), demonstrating the concentration of the resources for achievement of defined goals.
T.10.2 - Higher education: the existence of a national or regional strategic policy framework for increasing tertiary education attainment, quality and efficiency within the limits of Article 165 TFEU.	1 - A national or regional strategic policy framework for tertiary education is in place with the following elements:	Yes	The Strategy for Education, Science, and Technology was adopted by the Croatian Government at the beginning of July 2014:  Strategy for Education, Science and Technology adopted by the Croatian Government	Strategy for Education, Science and Technology encompasses relevant interventions and measures in the following areas: Lifelong learning, Early Childhood Education and Care, Pre-tertiary Education, Higher Education as well as Adult Education. The draft Strategy already includes Action plan for implementation of each identified measure (the Action plan identifies responsible institution/s for implementation of each measure as well as timeframe and indicators of achievement).

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
T.10.2 - Higher education: the existence of a national or regional strategic policy framework for increasing tertiary education attainment, quality and efficiency within the limits of Article 165 TFEU.	2 - where necessary, measures to increase participation and attainment that:	Yes	Strategy for Education, Science and Technology	The Strategy will introduce financing for underrepresented groups (measures 6.1.2., 6.2.1. – 6.2.3., 6.4.1. - 6.4.7. of the Strategy).
T.10.2 - Higher education: the existence of a national or regional strategic policy framework for increasing tertiary education attainment, quality and efficiency within the limits of Article 165 TFEU.	3 - increase higher education participation among low income groups and other under-represented groups with special regard to disadvantaged people, including people from marginalised communities;	Yes	<p>EUROSTUDENT za Hrvatsku, Institut za razvoj obrazovanja, Zagreb 2011.</p> <p>National Foundation for Support to Student Standard.</p> <p>Ordinance on conditions for gaining rights to state scholarship</p>	<p>A national research was implemented related to socio-economic situation of student life in Croatia (EUROSTUDENT). Information related to social profile of students available at p. 30.</p> <p>The new Strategy aims to introduce financing for underrepresented groups (measures 6.1.2., 6.2.1. – 6.2.3., 6.4.1. - 6.4.7. of the Strategy).</p> <p>National Foundation for Support to Student Standard provides annual scholarships to different student categories</p> <p>Articles 12-15 of Ordinance on conditions for gaining rights to state scholarship (OG, 15/13), the Ministry awards scholarships to regular students at higher education institutions as well as to students with disabilities at postgraduate studies on annual basis.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
T.10.2 - Higher education: the existence of a national or regional strategic policy framework for increasing tertiary education attainment, quality and efficiency within the limits of Article 165 TFEU.	4 - reduce drop-out rates/improve completion rates;	Yes	Social inclusion of Higher Education in Croatia by Thomas Farnell, Teo Matković, Karin Doolan, Mirna Cvitan, 2014 (Institute for Education Development)  Strategy for Education, Science and Technology	Targeted actions to categories of students who are most vulnerable and who are in risk to drop out higher education through the following measures: development and implementation of remedial courses, establishment of centres for support to students in higher education, development and implementation of career guidance services at the level of secondary and higher education, investment in student accommodation facilities with priority on ensuring access to dormitories for students who are socially and economically disadvantaged and targeted scholarship policy through the work of the National Trust for support to student standard. This particular issue will be additionally supported through the further development and implementation of career guidance support services within the jurisdiction of the CES (measures in the new Strategy for Education, Science and Technology : 1.3.2, 6.1.2., 6.2.4., 6.3.1., 6.4.1., 6.4.5.) and measures of the CES in the draft OP ESF under IP 8.11.
T.10.2 - Higher education: the existence of a national or regional strategic policy framework for	5 - encourage innovative content and programme design;	Yes	CROQF Act	The CROQF Act establishes the legislative and institutional framework for implementation of the CROQF, as

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
increasing tertiary education attainment, quality and efficiency within the limits of Article 165 TFEU.			<p>2013 Economic Programme of Croatia</p> <p>National Reform Programme 2014</p> <p>Act on Quality Assurance in Science and Higher Education</p> <p>OP Human Resources Development 2007-2013</p> <p>CfP: Further Development and Implementation of CROQF</p>	<p>well as for the referencing and self-certification of the CROQF to the EQF and the QF-EHEA. By implementing the CROQF as envisaged by the National Reform Programme the content and the quality of programmes currently implemented will be revised and improved (NRP Croatia 2014. – p.29).</p> <p>The Agency for Science and Higher Education carries out part of the procedure of initial accreditation of higher education institutions, pursuant to the Act on Quality Assurance in Science and Higher Education (OG 45/09) and the Ordinance (OG 24/2010).</p> <p>Tailor-made activities development of learning outcomes based curricula/programmes, based on the proper use of ECTS and learning outcomes as well as development of capacity for implementation of student centred learning are funded within OP Human Resources Development 2007-2013. Similar activities are planned to be funded in future Calls for Proposals.</p>
T.10.2 - Higher education: the existence of a national or regional strategic policy framework for increasing tertiary education	6 - measures to increase employability and entrepreneurship that:	Yes	Strategy for Education, Science and Technology	The Strategy will introduce financing for increase of employability and entrepreneurship (measures 1.2.1. 1.2.2., 3.2.5. and 5.4.).

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
attainment, quality and efficiency within the limits of Article 165 TFEU.				
T.10.2 - Higher education: the existence of a national or regional strategic policy framework for increasing tertiary education attainment, quality and efficiency within the limits of Article 165 TFEU.	7 - encourage the development of "transversal skills", including entrepreneurship in relevant higher education programmes;	Yes	<p>Data related to accreditation of study programmes available at: <a href="https://www.azvo.hr/index.php/en/vrednovanja/postupci-vrednovanja-u-visokom-obrazovanju/inicijalna-akreditacija-studijskih-programa">https://www.azvo.hr/index.php/en/vrednovanja/postupci-vrednovanja-u-visokom-obrazovanju/inicijalna-akreditacija-studijskih-programa</a></p> <p>Strategy for Education, Science and Technology</p>	<p>The Agency for Science and Higher Education carries out the procedure of initial accreditation of higher education institutions, pursuant to the Act (OG 45/09) and the Ordinance (OG 24/2010). Some of the criteria in evaluation of study programmes include: justification for launching the study programme with regards to labour market needs; relation to the needs of the local community; whether study programme ensures the acquisition of professional competencies, etc.</p> <p>This issue will be addressed through the measures in Strategy: : improvement of study programmes harmonizing the number and profile of study programmes in line with labour market needs integration of transversal competences improvement of student standard placing focus on social dimension; internationalization of higher education, Measures are in the Strategy —p 102 – 103 (measures no: 1.1.1, 1.2.1. and 1.2.2.).</p> <p>Transversal and entrepreneurial skills will be additionally supported through</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				the calls under the OP HRD (ESF).
T.10.2 - Higher education: the existence of a national or regional strategic policy framework for increasing tertiary education attainment, quality and efficiency within the limits of Article 165 TFEU.	8 - reduce gender differences in terms of academic and vocational choices.	Yes	Socijalna i ekonomska slika studentskog života u Hrvatskoj: nacionalno izvješće istraživanja EUROSTUDENT za Hrvatsku, Institut za razvoj obrazovanja. Zagreb 2011.	<p>Particular measures are foreseen on the basis of criteria of socio-economic status and other criteria relevant for vulnerable groups.</p> <p>The subsidising of the costs of studies for regular students facilitates access to university level. National Foundation for Support to Student Standard provides annual scholarships to different student categories (including students with disabilities, Roma minority students, social welfare students, etc.... Special priority is given to the increase in the number of persons with completed studies in (STEM) fields, information and communications area and in interdisciplinary studies. Gender imbalances are currently not seen as specific issue to be addressed.</p> <p>Gender imbalances are currently not seen as specific issue to be addressed.</p> <p>Based on data provided in national Eurostudent report, female students make up 56% of all tertiary level</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				students, whereas male students make up 44%.
<p>T.10.3 - Lifelong learning (LL): The existence of a national and/or regional strategic policy framework for lifelong learning within the limits of Article 165 TFEU.</p>	<p>1 - A national or regional strategic policy framework for lifelong learning is in place that contains measures:</p>	<p>Yes</p>	<p>The Strategy for Education, Science, and Technology was adopted by the Croatian Government at the beginning of July 2014:</p> <p>Strategy for Education, Science and Technology adopted by the Croatian Government</p>	<p>Draft Strategy for Education, Science and Technology encompasses relevant interventions and measures in the following areas: Lifelong learning, Early Childhood Education and Care, Pre-tertiary Education, Higher Education as well as Adult Education. The draft Strategy already includes Action plan for implementation of each identified measure (the Action plan identifies responsible institution/s for implementation of each measure as well as timeframe and indicators of achievement.</p> <p>The Strategy introduces lifelong learning as integrated principle on which the whole education should be based upon. This concept encompasses learning at all life stages and in all forms, including formal education programs, but also unintentional, unorganized and spontaneous acquisition of knowledge and skills (pages 14-24).</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
<p>T.10.3 - Lifelong learning (LL): The existence of a national and/or regional strategic policy framework for lifelong learning within the limits of Article 165 TFEU.</p>	<p>2 - to support the developing and linking services for LL, including their implementation and skills upgrading (i.e. validation, guidance, education and training) and providing for the involvement of, and partnership with relevant stakeholders ;</p>	<p>No</p>	<p>Strategy for Education, Science and Technology</p> <p>The CROQF Act</p> <p>National pedagogical standard for Pre-school education and for Secondary education</p> <p>The Croatian Qualifications Framework Act</p> <p>The Government project plan for implementation of long-term reform and fiscal consolidation measures for the period of 2014-2016 ( measure no 8 - Restructuring Networks of schools and programs)</p>	<p>The Strategy (section LLL, p.14,;) includes development of system for validation of prior learning, database and system for registering and analysing human resources, models and instruments for anticipation of future qualifications.</p> <p>Additional support of providing guidance to different group of users will be ensured through the implementation of National Lifelong Career Guidance Strategy.</p> <p>The Ordinance for recognition and validation of non-formal and informal learning is planned to be adopted in 2014, while the IT system of the CROQF Register, will be put in place in 2015.</p> <p>The Government adopted a Project plan for the implementation of long-term reform of fiscal consolidation measures 2014-2016. The MoSES is responsible for Restructuring Networks of schools and programs. The National Pedagogical Standards for Pre-primary, Primary and Secondary Education were adopted in 2008 and define</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				targets for financial resources, human resources and minimum infrastructure in education.
T.10.3 - Lifelong learning (LL): The existence of a national and/or regional strategic policy framework for lifelong learning within the limits of Article 165 TFEU.	3 - for the provision of skills development for various target groups where these are identified as priorities in national or regional strategic policy frameworks (for example young people in vocational training, adults, parents returning to the labour market, low skilled and older workers, migrants and other disadvantaged groups, in particular people with disabilities);	Yes	<p>Strategy for Education, Science and Technology</p> <p>Vocational Education and Training Act (OG 30/09)</p> <p>Call for Proposals 'Integration of disadvantaged groups in regular education system'</p> <p>The Act on State Subsidy for Education and Training</p>	<p>Strategy for Education, Science and Technology encompasses relevant interventions and measures Under section Adult Learning, p.138, the measures encompasses various activities to improve adult education and some of them are: development of new occupational and qualification standards focused on, socially disadvantaged and marginalized citizens, encourage mobility of adult learners, promote existing LLL enhancing cooperation between adult education institutions and entrepreneurs and local authorities to improve conditions for practical classes in adult education. All listed measures envisage strong partnerships. Tailor-made activities aimed at social inclusion of children/youth from disadvantaged groups have also been supported by pre-accession assistance (IPA IV). under 'Integration of disadvantaged groups in regular education system'. Members of national minorities are guaranteed the right to education in their language and script as defined by Constitution of the Republic of</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				Croatia.
<p>T.10.3 - Lifelong learning (LL): The existence of a national and/or regional strategic policy framework for lifelong learning within the limits of Article 165 TFEU.</p>	<p>4 - to widen access to LL including through efforts to effectively implement transparency tools (for example the European Qualifications Framework, National Qualifications Framework, European Credit system for Vocational Education and Training, European Quality Assurance in Vocational Education and Training);</p>	<p>Yes</p>	<p>The Croatian Qualifications Framework Act</p> <p>Ordinance on the CROQF Register entered into force on 22 May 2014</p> <p>Call for Proposals: Further Development and Implementation of CROQF - Guidelines for Applicants</p> <p>State Matura</p>	<p>As outlined in the Strategy (section LLL, p.14 ) include development of system for lifelong personal and professional guidance taking into account specificities of each educational level as well as development of the system for validation of formal and non-formal learning,</p> <p>The Ordinance will be closely connected to the Ordinance on the CROQF Register. The Adult Education Act (OG 17/07) recognizes adult education as an integral part of the Croatian education system, The Act on State Subsidy for Education and Training (OG 109/07) recognized tuition rates, costs for seminars, conferences, workshops, trainings and specialisations both in Croatia and abroad, the costs of supporting materials and instructors.</p> <p>The “State Matura” examination introduced in 2009/10 consists of three subjects. SM results can be used as basis for evidence-based policies, its results can already provide data which can be used as indicators for measures</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				necessary for improving the quality of secondary education.
T.10.3 - Lifelong learning (LL): The existence of a national and/or regional strategic policy framework for lifelong learning within the limits of Article 165 TFEU.	5 - to improve the labour market relevance of education and training and to adapt it to the needs of identified target groups (for example young people in vocational training, adults, parents returning to the labour market, low-skilled and older workers, migrants and other disadvantaged groups, in particular people with disabilities).	Yes	<p>The CROQF Act</p> <p>Ordinance on the CROQF Register entered into force on 22 May 2014</p> <p>State Matura</p> <p>Strategy for Education, Science and Technology</p> <p>Call for Proposals: <i>Modernisation of school curricula in VET</i></p> <p>National Reform Programme 2014</p> <p>National Report EUROSTUDENT (IRO), Zagreb 2011</p> <p>National Foundation for Support</p>	<p>The implementation of CROQF will result of employability and it enable the linking and comparing with other education systems in Europe, facilitate the mobility, access to further education to citizens who have obtained their qualifications in Croatia. The Ordinance on recognition and evaluation of non-formal and informal learning is planned to be adopted in 2014, while the IT system for the maintenance of the CROQF Register, will be put in place in 2015.</p> <p>Part of short term measures targeting different groups to increase their employability under the Youth Guarantee Implementation Plan, April 2014 (YGIP)</p> <p>In the Strategy (section-Lifelong learning) one of the measures envisages development of database for registering and analysing human resources.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			to Student Standard.	CfP Modernisation of school curricula in VET schools develope tailor-made activities of supporting modern and student oriented teaching.
T.10.4 - The existence of a national or regional strategic policy framework for increasing the quality and efficiency of VET systems within the limits of Article 165 TFEU.	1 - A national or regional strategic policy framework is in place for increasing the quality and efficiency of VET systems within the limits of Article 165 TFEU which includes measures for the following:	Yes	The Strategy for Education, Science, and Technology was adopted by the Croatian Government in July 2014.  Strategy for Education, Science and Technology adopted by the Croatian Government	Draft Strategy for Education, Science and Technology encompasses relevant interventions and measures in the following areas: Lifelong learning, Early Childhood Education and Care, Pre-tertiary Education, Higher Education as well as Adult Education. The draft Strategy already includes Action plan for implementation of each identified measure (the Action plan identifies responsible institution/s for implementation of each measure as well as timeframe and indicators of achievement.
T.10.4 - The existence of a national or regional strategic policy framework for increasing the quality and efficiency of VET systems within the limits of Article 165 TFEU.	2 - to improve the labour market relevance of VET systems in close cooperation with relevant stakeholders including through mechanisms for skills anticipation, adaptation of curricula and the strengthening of work-based learning provision in its different forms;	No	VET Act  Strategy for Education, Science and Technology adopted by the Croatian Government  The CROQF Act (OG, 22/2013)  OP Human Resources	In order to further enhance vocational system, several tools were developed, i.e. Methodology for development of VET occupational standards, qualifications and curricula which provides analytical basis for harmonization of labour market needs and training provision and Sector profiles which combine macroeconomic indicators and data from the survey on employers' needs for competences allowing better

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			<p>Development 2007-2013</p> <p>CfP <i>‘Modernisation of school curricula in VET schools</i></p> <p>Training Company Programme</p>	<p>informed and more relevant planning of educational system development and creation of education policies.</p> <p>Implementation of CROQF will result in a higher degree of employability and will enable linking and comparing with other education systems in Europe, facilitate mobility, access to further education to citizens who have obtained their qualifications in Croatia. Ordinance on recognition and evaluation of non-formal and informal learning is to be adopted in 2014, the IT system of the CROQF Register will be put in place in 2015.</p>
<p>T.10.4 - The existence of a national or regional strategic policy framework for increasing the quality and efficiency of VET systems within the limits of Article 165 TFEU.</p>	<p>3 - to increase the quality and attractiveness of VET including through establishing a national approach for quality assurance for VET (for example in line with the, European Quality Assurance Reference Framework for Vocational Education and Training) and implementing the transparency and recognition tools, for example European Credit system for Vocational Education and Training. (ECVET).</p>	<p>Yes</p>	<p>E-kvaliteta tool (VET)</p> <p>CroQF ACT</p> <p>VET ACT</p> <p>The Strategy for Education, Science, and Technology was adopted by the Croatian Government in July 2014</p> <p>Strategy for Education, Science and Technology adopted by the</p>	<p>Development of Quality Assurance in VET has already been made, especially by development of “E-kvaliteta” tool for self-evaluation.. E-kvaliteta strictly follows the approach used in development of Croatian Quality Assurance Framework. The tool made Croatia join other European countries in implementation of principles presented in European Quality Assurance Reference Framework (EQARF).</p> <p>E-kvaliteta tool (VET). Available at: <a href="http://e-kvaliteta.asoo.hr/pages/public/login.xht">http://e-kvaliteta.asoo.hr/pages/public/login.xht</a></p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			Croatian Government  Competitions in VET	ml  CROQF sets clear criteria for the competences that a person can expect to have upon completing a certain level of education.  At the beginning of school year 2013/2014, a set of 25 new VET curricula which encompass occupation standards, qualification standards and VET curriculum developed in line with new Methodology, are being piloted. More than 70% of VET schools which met the requirements to implement new curricula are piloting the curricula.
T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.	1 - A strategic policy framework for reinforcing a Member State's public authorities' administrative efficiency and their skills with the following elements are in place and in the process of being implemented:	No	Strategy of Modernization of Public Administration 2014-2020 (draft)  The Strategy of the Development of the Judiciary for 2013-2018  EC Position Paper 2014-2020	Second draft of Strategy of Modernization of Public Administration will encompass elements important for modernization of public administration taking into account also Sigma assessment Croatia. Strategy of the Development of the Judiciary 2013 – 2018 determines priorities and goals to ensure a stable and secure environment for a faster and more efficient operation of judicial bodies, improved legal certainty and protection of rights

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			<p>Country Specific Recommendation (CSR) 2014</p> <p>Europe 2020</p>	<p>of the citizens and legal persons. National Reform Programme 2014 focuses on the PA structure, its basic operating principles, mechanisms and procedures, and services, including e-services oriented on users. Croatia needs to improve the training system and the system of recruitment and retention of quality employees, to improve the capacity of the public administration and to better facilitate operational and administrative procedures, improving the efficiency of the judiciary and enhancing corruption prevention mechanisms in public administration.</p>
<p>T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.</p>	<p>2 - an analysis and strategic planning of legal, organisational and/or procedural reform actions;</p>	<p>No</p>	<p>Strategy of Modernization of Public Administration 2014-2020 (draft)</p> <p>Strategic Plan of the Ministry of Public Administration 2015-2017</p> <p>Clean Start 2012</p> <p>Strategy of the Development of the Judiciary for 2013-2018</p>	<p>Second draft of Strategy of Modernization of Public Administration will encompass elements important for modernization of public administration taking into account also Sigma assessment Croatia.</p> <p>Clean Start project results and actions give analysis of the current situation and recommendations for improving effectiveness of future management and avoiding potential risks. Based on this, structural reforms were planned in health, welfare, education and other major sectors.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			<p>The Strategic (Action) Plan 2014-2016</p> <p>UNION CUSTOMS CODE (REGULATION (EU) No 952/2013</p> <p>Strategy of the Ministry of Finance Customs Administration for the period 2013 – 2015</p> <p>Electronic Customs Multi-Annual Strategic Plan 2013</p>	<p>Strategy of the Development of the Judiciary 2013-2018 determines priorities and goals to ensure a stable and secure environment for a faster and more efficient operation of judicial bodies, improved legal certainty and protection of rights of citizens and legal persons.</p> <p>Strategic planning is done in cycles of which each includes assessment of the former state, the projection of the desired future state and planning of necessary activities.</p>
<p>T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.</p>	<p>3 - the development of quality management systems;</p>	<p>No</p>	<p>Strategy of Modernization of Public Administration 2014-2020 (draft)</p> <p>Law on Public Internal Financial Control</p> <p>Set of rules on the implementation of financial management and control in the public sector</p>	<p>Strategy will cover assessment of main stakeholders' needs, including other interested parties (social partners, NGOs), goals to improve their delivery through QMS, and actions referring to the establishment or use of already established QMS in a sustainable way. Second draft of Strategy of Modernization of Public Administration will encompass elements important for modernization of public administration taking into account also Sigma assessment Croatia. Among other, the strategy will also improve PIFC, which is a good</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			Internal Audit Rules of budget users	base for implementing QMS. The law defines ways to establish internal audit requirements prescribed by the internal auditor, defines obligations of the internal audit unit, the independence of the internal audit and the internal auditor, compliance, internal audit performance standards, planning and conduct of internal audit and internal audit programs and projects funded by the EU.
T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.	4 - integrated actions for simplification and rationalisation of administrative procedures;	No	<p>Strategy of Modernization of Public Administration 2014-2020 (draft)</p> <p>General Administrative Procedures Act (GAPA)</p> <p>Law on State Information Infrastructure (accepted by the Government in July)</p> <p>The Government's Decision of launching the project e-Citizens, 25/04/2013</p> <p>The Strategy of the</p>	<p>Second draft of Strategy of Modernization of Public Administration will encompass elements important for modernization of public administration taking into account also Sigma assessment Croatia. New General Administrative Procedures Act (2009) gives more emphasis on the role of public administration as a service to citizens, adaptation to EU standards, decentralization, technology, etc. Yet, it has no action plan.</p> <p>Law on State Information Infrastructure should be modernized with open possibility for further upgrading of state administration IT system. It should provide a comprehensive electronic records</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			<p>Development of the Judiciary for 2013-2018</p> <p>The Strategic (Action) Plan 2014-2016</p>	<p>management, horizontally and vertically.</p> <p>e-Citizens project will till 2014 enable on-line communication of public sector in one place, providing e-services to citizens as well as information on the work of state and public services. Judiciary reform aims at its rationalization and simplification of administrative procedures, especially related to court backlog and lengthy proceedings.</p>
<p>T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.</p>	<p>5 - the development and implementation of human resources strategies and policies covering the main gaps identified in this field;</p>	<p>No</p>	<p>Strategy of Modernization of Public Administration 2014-2020 (draft)</p> <p>Action plan to implement HRM strategy in civil service 2010-2013</p> <p>Civil Service Act</p> <p>The Strategy of the Development of the Judiciary for 2013-2018</p> <p>The Strategic (Action) Plan 2014</p>	<p>MoPA is working on the second draft of Strategy and continues to coordinate and monitor the implementation of the Action Plan. Development and implementation of human resources strategies and policies covering identified main gaps in this field are anticipated within the Strategy's new draft.</p> <p>In light of public sector reform there is a need to emphasize and implement a business function HRM and HRD in the main control functions of all bodies in a standardized way.</p> <p>HRD Strategy in the civil service for the period 2010-2013 was adopted in 2009 and Action Plan for the</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			<p>-2016</p> <p>The Judicial Academy Act</p>	<p>development of human resources in civil service in 2010.</p> <p>Independence, impartiality and professionalism of the judiciary are priorities of the Strategy of the development of the judiciary for the period 2013-2018. Further progress is required in parts related to entering judicial profession, appointments, promotions and transfer of judicial officials and establishment of system of continuous professional training.</p>
<p>T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.</p>	<p>6 - the development of skills at all levels of the professional hierarchy within public authorities;</p>	<p>No</p>	<p>Strategy of Modernization of Public Administration 2014-2020 (draft)</p> <p>Action Plan for the Implementation of the Civil Service Human Resources Development Strategy 2010 – 2013</p> <p>Regulation on the jobs classification in the civil service</p> <p>Regulation about forms, methods and conditions of civil</p>	<p>Development of skills at all levels of professional hierarchy is anticipated within the new draft of Strategy of Modernization of Public Administration 2014-2020. In 2011-2015 Government's programme a system of continuous education of government servants in PA is anticipated as well as improvement of work and mandatory education programs of government officials in National School of Public Administration, responsible for in-service training of civil servants, public employees in local and regional self-government bodies and legal entities with public authorities.</p> <p>Training system within judiciary is set</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			<p>servants training</p> <p>Civil Service Act</p> <p>National School of Public Administration annual plan and Decree on establishment of the NSPA</p> <p>The Judicial Academy Act</p> <p>Judicial Trainees and Bar Examination Act</p>	<p>up within Judicial Academy, which develops and implements initial training of trainees in judicial bodies and training of future judges and state attorneys through State School for Judicial Officials. Through activities of European judicial training providers, the Academy follows new trends and expectations of judicial training institutions in EU, making adjustments, when appropriate.</p>
<p>T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.</p>	<p>7 - the development of procedures and tools for monitoring and evaluation.</p>	<p>No</p>	<p>Strategy of Modernization of Public Administration 2014-2020 (draft)</p> <p>Public Sector Staff Register Act</p> <p>Decree on Data Content, Collection and Processing Methods, and Data Protection Measures for the Public Sector Staff Register</p>	<p>MoPA is actively working on the second draft of the Strategy, part of which will refer to methodology development and capacity building using indicators to make processes and procedures in PA more efficient and effective. Public Sector Staff Register is a set of data on employees in the public sector, kept for the purpose of establishing a quality and efficient HRM and centralised payroll system.</p> <p>The application of innovative technologies can increase productivity and facilitate the working process and</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			<p>The Strategy of the Development of the Judiciary in the Republic of Croatia for the period 2013 – 2018</p> <p>The Strategic (Action) Plan 2014 -2016</p>	<p>contribute to better efficiency of work of the employees in the judicial system. It can also improve access of public to the work of the system, including informing on the procedures before the judicial bodies and certain work of court administration. It will contribute to development of procedures and tools for monitoring and evaluation. In addition, it will help to provide reliable and objective data for the EU Justice Scoreboard tool.</p>
<p>G.1 - The existence of administrative capacity for the implementation and application of Union anti-discrimination law and policy in the field of ESI Funds.</p>	<p>1 - Arrangements in accordance with the institutional and legal framework of Member States for the involvement of bodies responsible for the promotion of equal treatment of all persons throughout the preparation and implementation of programmes, including the provision of advice on equality in ESI fund related activities.</p>	<p>No</p>	<p>Anti-Discrimination Act</p> <p>Gender Equality Act</p> <p>National Programme for Protection and Promotion of Human Rights for the period 2013-2016</p> <p>Anti-discrimination Plan 2008 – 2013</p> <p>Anti-discrimination Plan 2014 – 2018 (to be developed)</p>	<p>The Anti-Discrimination Act has introduced the Ombudsman as the national equality body. Accordingly, Article 12 of the Act defines the activities of central body responsible for the suppression of discrimination which among others include the following: provide necessary information to natural and legal persons that have filed a complaint on account of discrimination with regards to their rights and obligations and to possibilities of court and other protection as well as conduct surveys concerning discrimination, give opinions and recommendations, and suggest appropriate legal and strategic solutions to the Government of the Republic of Croatia. Accordingly, the</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				Ombudsman institution is willing to provide support and advice on equality issues in ESI fund-related activities upon the request of relevant authorities.
G.1 - The existence of administrative capacity for the implementation and application of Union anti-discrimination law and policy in the field of ESI Funds.	2 - Arrangements for training for staff of the authorities involved in the management and control of the ESI Funds in the fields of Union anti discrimination law and policy.	No	<p>National Programme for Protection and Promotion of Human Rights for the period 2013-2016</p> <p>Anti-discrimination Plan 2008 – 2013</p> <p>Anti-discrimination Plan 2014 – 2018 (to be developed in Q3 2015)</p>	<p>National Programme for Protection and Promotion of Human Rights for the period 2013 – 2016 has defined suppression of discrimination as a priority area and has identified a measure number 8.1 which refers to education and trainings on national and EU anti-discrimination and policy (<a href="http://www.uljppnm.vlada.hr/images/nap_2013-2016.pdf">http://www.uljppnm.vlada.hr/images/nap_2013-2016.pdf</a>) . As a result, the Office for Human Rights and Rights of National Minorities in cooperation with Ombudswoman has developed a programme which is to be implemented in cooperation with the National School for Public Administration. First trainings are scheduled for 21st May 2014 and 16th October 2014. The target audience includes staff involved in the implementation of ESI Funds.</p> <p>Furthermore, the new Anti-discrimination Plan will further elaborate these measures.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
G.2 - The existence of administrative capacity for the implementation and application of Union gender equality law and policy in the field of ESI Funds.	1 - Arrangements in accordance with the institutional and legal framework of Member States for the involvement of bodies responsible for gender equality throughout the preparation and implementation of programmes, including the provision of advice on gender equality in ESI Fund-related activities.	Yes	Gender Equality Act  National Policy for Gender Equality 2011-2015	The Gender Equality Act has introduced the Ombudsman for gender equality as the national equality body and regulates the work of the Governmental Office for gender equality.  Chapter IX of the Act, and chapter 7 of the National policy for Gender Equality define legal and institutional framework for involvement of gender equality bodies and sets up national gender equality mechanisms.  New national strategy to be developed for the period 2016-2020.  Representative of the Governmental Office for gender equality is a member of the Monitoring Committee.
G.2 - The existence of administrative capacity for the implementation and application of Union gender equality law and policy in the field of ESI Funds.	2 - Arrangements for training for staff of the authorities involved in the management and control of the ESI Funds in the fields of Union gender equality law and policy as well as on gender mainstreaming.	No	Gender Equality Act (art. 3)  National Policy for Gender Equality 2011-2015 (measure 7.1.1.)  Article 7 of ESF Regulation (EU) No 1303/2013	Gender Equality Act– Article 3 (1) stipulates obligation of the public administration to mainstream gender in all activities, decisions and projects, and perform gender impact assessment.  -Article 3 (2) is related to obligation of all administration bodies to provide education and training in gender equality for their staff.  -National Policy for Gender Equality 2011-2015, measure 7.1.1. obliges all

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
				<p>public servants to attend training seminars for gender equality. New National Policy for Gender Equality (2016-2020) will probably include similar measure.</p> <p>-Trainings in basic concepts, including the legal framework for gender equality, are provided by the Office for gender equality at the National School for Public Administration three times a year, making a total of 50-60 trained public servants per year.</p> <p>Tailored -made training for staff involved in the implementation of the ESI Funds has not been developed yet.</p>
<p>G.3 - The existence of administrative capacity for the implementation and application of the United Nations Convention on the rights of persons with disabilities (UNCRPD) in the field of ESI Funds in accordance with Council Decision 2010/48/EC.</p>	<p>1 - Arrangements in accordance with the institutional and legal framework of Member States for the consultation and involvement of bodies in charge of protection of rights of persons with disabilities or representative organisations of persons with disabilities and other relevant stakeholders throughout the preparation and implementation of programmes.</p>	<p>No</p>	<p>National Strategy of Equalization of Opportunities for Persons with Disabilities 2007-2015</p> <p>Annual reports on the implementation of the National strategy of equalization of opportunities for persons with disabilities</p>	<p>National Strategy of Equalization of Opportunities for Persons with Disabilities was adopted in 2007 further improving protection of rights of persons with disabilities and children with development disabilities, and enable their equal participation in all aspects of the society. Strategy includes measures, bodies responsible for the protection of rights of persons with disabilities, activities, deadlines, indicators and financial sources. Through a project jointly implemented</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
			<p>Framework for monitoring of the implementation of the National strategy (annex 1 of the annual reports)</p> <p>Operational plan of the implementation of the National Strategy of Equalization of Opportunities for Persons with Disabilities 2014 – 2015 (in preparation)</p>	<p>by MSPY and UNDP Croatia (2009-2012) a Framework was developed for monitoring implementation of the Strategy in order to improve overall coordination, implementation, monitoring and reporting on the Strategy and UNCRDP.</p> <p>Draft Operational plan for the implementation of the Strategy outlines priorities and measures, activities, indicators, responsible and implementing institutions, financial allocations and deadlines. For the period 2016-2020, a new Strategy with a corresponding operational plan will be adopted.</p>
<p>G.3 - The existence of administrative capacity for the implementation and application of the United Nations Convention on the rights of persons with disabilities (UNCRPD) in the field of ESI Funds in accordance with Council Decision 2010/48/EC.</p>	<p>2 - Arrangements for training for staff of the authorities involved in the management and control of the ESI Funds in the fields of applicable Union and national disability law and policy, including accessibility and the practical application of the UNCRPD as reflected in Union and national legislation, as appropriate.</p>	<p>No</p>	<p>Operational plan of the implementation of the National Strategy of Equalization of Opportunities for Persons with Disabilities 2014 – 2015 (in preparation)</p>	<p>The Operational plan will include the activities of continuous, specific and thematic trainings and other forms of information dissemination regarding the UNCRPD targeting state and public bodies, involved in the implementation of Operational plan as well as management and control of ESI Funds.</p>
<p>G.3 - The existence of administrative capacity for the implementation and application of the United Nations Convention on the rights of persons</p>	<p>3 - Arrangements to ensure monitoring of the implementation of Article 9 of the UNCRPD in relation to the ESI Funds throughout the preparation and</p>	<p>No</p>	<p>National Strategy of Equalization of Opportunities for Persons with Disabilities 2007-</p>	<p>The Ministry of Social Policy and Youth (MSPY) is in charge for monitoring of the implementation of the National strategy and the</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
with disabilities (UNCRPD) in the field of ESI Funds in accordance with Council Decision 2010/48/EC.	the implementation of the programmes.		<p>2015</p> <p>Annual reports on the implementation of the National strategy of equalization of opportunities for persons with disabilities</p> <p>Operational plan of the implementation of the National Strategy of Equalization of Opportunities for Persons with Disabilities 2014 – 2015 (in the preparation)</p>	<p>Operational plan (when adopted), which also include obligations in relation to Article 9 of the UNCRPD.</p> <p>The Operational plan will include the activities which will be co-financed through ESI funds as planned by each responsible and implementing body, that will annually report to the MSPY regarding the fulfilment of their obligations, including obligations in relation to Article 9 of the UNCRPD. The MSPY will refer to relevant EU and national legislation when accessing the fulfilment of their obligations.</p>

## 9.2 Description of actions to fulfil ex-ante conditionalities, responsible bodies and timetable

**Table 25: Actions to fulfil applicable general ex-ante conditionalities**

General ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
G.1 - The existence of administrative capacity for the implementation and application of	1 - Arrangements in accordance with the institutional and legal framework of Member States	Plan for consulting bodies in charge of anti-discrimination and Plan indicating steps to facilitate active involvement of national equality bodies will be elaborated through	2015.12.31	Office for Human Rights and Rights of National Minorities

General ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
Union anti-discrimination law and policy in the field of ESI Funds.	for the involvement of bodies responsible for the promotion of equal treatment of all persons throughout the preparation and implementation of programmes, including the provision of advice on equality in ESI fund related activities.	measures of new Anti-discrimination plan.		
G.1 - The existence of administrative capacity for the implementation and application of Union anti-discrimination law and policy in the field of ESI Funds.	2 - Arrangements for training for staff of the authorities involved in the management and control of the ESI Funds in the fields of Union anti discrimination law and policy.	National Programme for Protection and Promotion of Human Rights for the period 2013 – 2016 has defined suppression of discrimination as a priority area and has identified a measure number 8.1 which refers to education and trainings on national and EU anti-discrimination and policy. The measure has resulted in development of the programme between Office for Human Rights and Rights of National Minorities and Ombudsman institution. Together with the National School for Public Administration a yearly plan is agreed. Furthermore, a new Anti-discrimination Plan will further develop this into measure.  A new Anti-discrimination Plan will define clearly who the target group of trainings will be and at what pace.	2016.12.31	Office for Human Rights and Rights of National Minorities
G.2 - The existence of administrative capacity for the implementation and application of Union gender equality law and policy in the field of ESI Funds.	2 - Arrangements for training for staff of the authorities involved in the management and control of the ESI Funds in the fields of Union gender equality law and policy as well as on gender mainstreaming.	Plan needs to be developed for training on gender equality law and policy for staff involved in the implementation of the ESI Funds.  Staff to be trained on EU gender equality law and policy, learning process monitored and evaluated (MA, IB, CA, AA) at all relevant levels.  Plan needs to be developed for training on gender	2015.12.31	Ministry of Labour and Pension System

General ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
		<p>mainstreaming for staff involved in the implementation of the ESI Funds (MA, IB, CA, AA) at all relevant levels.</p> <p>Staff to be trained on gender mainstreaming, learning process monitored and evaluated.</p> <p>Expertise needs to be developed to monitor and evaluate interventions from the gender sensitive perspective.</p>		
<p>G.3 - The existence of administrative capacity for the implementation and application of the United Nations Convention on the rights of persons with disabilities (UNCRPD) in the field of ESI Funds in accordance with Council Decision 2010/48/EC.</p>	<p>1 - Arrangements in accordance with the institutional and legal framework of Member States for the consultation and involvement of bodies in charge of protection of rights of persons with disabilities or representative organisations of persons with disabilities and other relevant stakeholders throughout the preparation and implementation of programmes.</p>	<p>Finalization of the Operational plan of the implementation of the National Strategy of Equalization of Opportunities for Persons with Disabilities 2014 – 2015</p>	<p>2014.09.30</p>	<p>Ministry of Social Policy and Youth coordinates the preparation of the Operational plan, but other state bodies (including the MSPY) are responsible for the implementation of measures under their authority.</p>
<p>G.3 - The existence of administrative capacity for the implementation and application of the United Nations Convention on the rights of persons with disabilities (UNCRPD) in the field of ESI Funds in accordance with Council Decision 2010/48/EC.</p>	<p>2 - Arrangements for training for staff of the authorities involved in the management and control of the ESI Funds in the fields of applicable Union and national disability law and policy, including accessibility and the practical application of the UNCRPD as reflected in Union and national legislation, as appropriate.</p>	<p>Finalization of the Operational plan of the implementation of the National Strategy of Equalization of Opportunities for Persons with Disabilities 2014 – 2015</p>	<p>2014.09.30</p>	<p>Ministry of Social Policy and Youth coordinates the preparation of the Operational plan, but other state bodies (including the MSPY) are responsible for the implementation of measures under their authority.</p>

General ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
G.3 - The existence of administrative capacity for the implementation and application of the United Nations Convention on the rights of persons with disabilities (UNCRPD) in the field of ESI Funds in accordance with Council Decision 2010/48/EC.	3 - Arrangements to ensure monitoring of the implementation of Article 9 of the UNCRPD in relation to the ESI Funds throughout the preparation and the implementation of the programmes.	Finalization of the Operational plan of the implementation of the National Strategy of Equalization of Opportunities for Persons with Disabilities 2014 – 2015	2014.09.30	Ministry of Social Policy and Youth coordinates the preparation of the Operational plan, but other state bodies (including the MSPY) are responsible for the implementation of measures under their authority.

**Table 26: Actions to fulfil applicable thematic ex-ante conditionalities**

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
T.08.2 - Self-employment, entrepreneurship and business creation: the existence of a strategic policy framework for inclusive start-up.	3 - measures have been put in place with the objective of reducing the time needed to get licenses and permits to take up and perform the specific activity of an enterprise, taking account of the targets of the SBA;	<p>Explanation:</p> <p>For majority of entrepreneurial activities there is no need for obtaining specific licences and permits. However, there are some exceptions and it will be necessary to map and analyse these, and define steps to reduce the necessary time of issuing. The example are crafts with three different types of trades where some have no related requirements, some must have the examination of professional competence or the master's exam, while only the licenced crafts have to obtain specific licences and permits.</p> <p>Actions to be taken:</p> <ol style="list-style-type: none"> <li>1. listing of all necessary specific licences and permits and responsible state administration.</li> <li>2. performing detailed analysis of identified specific</li> </ol>	2016.12.31	Ministry of Entrepreneurship and Crafts as leading ministry

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
		<p>licences and permits to see if issuing takes longer than 3 months and reasons behind.</p> <p>3. development of an action plan defining how responsible authorities will reduce issuing time to max. 3 months</p> <p>The implementation will be done by the end of 2016 and will be supported by TO11.</p>		
<p>T.09.1 - The existence and the implementation of a national strategic policy framework for poverty reduction aiming at the active inclusion of people excluded from the labour market in the light of the Employment guidelines.</p>	<p>3 - contains measures supporting the achievement of the national poverty and social exclusion target (as defined in the National Reform Programme), which includes the promotion of sustainable and quality employment opportunities for people at the highest risk of social exclusion, including people from marginalised communities;</p>	<p>Measures that need to be implemented to achieve goals of the Strategy for combating poverty and social exclusion 2014 – 2020 will be elaborated within a separate Implementation Programmes for the periods of three years.</p> <p>During February 2014 relevant stakeholders started developing the Implementation programme of the Strategy. First implementation plan will cover the period of 2014 – 2016. The Implementation programme is to be developed during 3Q 2014. MSPY is in charge for coordination of this process.</p> <p>Different bodies (eg CES, MSPY, MLPS, MSES...) will be responsible for implementation and monitoring of measures in their competence (e.g. measures related to employment, measures related to health, measures related to education, measures related to housing...) and will have to submit reports on activities implemented and indicators reached to MSPY until June every year.</p> <p>MSPY is responsible for submitting report on implementation of measures to Government until 30 June every year.</p>		<p>Ministry of Social Policy and Youth</p> <p>Bodies responsible for implementing and monitoring certain measures</p>

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
T.09.2 - A national Roma inclusion strategic policy framework is in place.	3 - identifies where relevant those disadvantaged micro-regions or segregated neighbourhoods, where communities are most deprived, using already available socio-economic and territorial indicators (i.e. very low educational level, long-term unemployment, etc);	<p>Under the IPA 2012 project “Support to National Minorities at Local Level” mapping of Roma communities in Republic of Croatia will be conducted as a basis for evidence based policy making and monitoring impact of interventions and policies.</p> <p>Using available data, GOHRRNM will draft new Action Plan for the Implementation of the NRIS (AP NRIS), for the period 2016-2018, providing framework targeted measures. Results of the mapping will be the basis for developing targeted measures, particularly on the local level.</p>		Government Office for Human Rights and Rights of National Minorities (GOHRRNM). As regards targeted measures, GOHRRNM coordinates the preparation of the AP NRIS, while other state bodies (including the GOHRRNM) are responsible for the design and implementation of measures within their respective jurisdictions.
T.09.2 - A national Roma inclusion strategic policy framework is in place.	5 - is designed, implemented and monitored in close cooperation and continuous dialogue with Roma civil society, regional and local authorities.	<p>National Commission for the Monitoring of the Implementation of NRIS, including 7 representatives of Roma civil society together with representatives of line ministries will continue its regular quarterly sessions. This mechanism serves as a platform for exchanging information on the implementation of NRIS as well as complementing monitoring efforts.</p> <p>Forming of a semi-permanent coordinating body of mayors from local self-government units with significant Roma population. Collaboration and exchange of information will be online, and semi-annual meetings will be organized with the goal of discussing problems faced by Roma community on the local level, and encouraging design and adoption of county action plans in counties where such plans have not been adopted yet.</p>		GOHRRNM (in cooperation with Roma civil society, local/regional self-government units , Ministry of Finance, professional associations of municipalities, towns and counties, and other relevant stakeholders)

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
		In cooperation with Ministry of Finance, GOHRRNM will draft a recommendation to local self-government units to introduce a special budget line for financing targeted measures aimed at improving situation of Roma community.		
T.09.3 - Health: The existence of a national or regional strategic policy framework for health within the limits of Article 168 TFEU ensuring economic sustainability.	4 - a monitoring and review system.	<p>Monitoring and review of the strategy implementation is indicated in the National health care strategy 2012-2020 and specified in shorter-term strategic plans covering different segments of health care.</p> <p>However, two key strategic plans in health sector – the National hospital plan and the Strategic plan of human resources development in health care – are not yet formally adopted (as of July 17 2014).</p> <p>1. Action plan for adoption of the National hospital plan:</p> <p>1.1 Revision of the National hospital plan according to the results of public consultations and adoption by the Government</p> <p>1.2 Adoption by the Parliament of the Republic of Croatia</p> <p>2. Action plan for adoption of the Strategic plan of human resources development in health care:</p> <p>2.1 Public consultations, with draft plans made publicly available on web pages of Ministry of Health</p> <p>2.2 Revision of the Strategic plan according to the results of public consultations and adoption by the Government of the Republic of Croatia</p>		<p>1.1 Ministry of Health, Government of the Republic of Croatia</p> <p>1.2 Parliament of the Republic of Croatia</p> <p>2.1 Ministry of Health</p> <p>2.2 Ministry of Health, Government of the Republic of Croatia</p>

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
<p>T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.</p>	<p>1 - A strategic policy framework for reinforcing a Member State's public authorities' administrative efficiency and their skills with the following elements are in place and in the process of being implemented:</p>	<p>Strategy of Modernization of Public Administration 2014-2020.(draft)</p> <p>First draft of the Strategy was reviewed and has been commented in March 2014. The draft is currently under second revision. MoPA is actively working on the second draft of the Strategy and supplementing parts according to comments. The final version of the second draft of the Strategy is expected by September 2014.</p> <p>The Strategy will encompass different elements which are important for modernization of public administration.</p>	<p>2014.09.30</p>	<p>Ministry of Public Administration</p>
<p>T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.</p>	<p>2 - an analysis and strategic planning of legal, organisational and/or procedural reform actions;</p>	<p>Strategy of Modernization of Public Administration 2014-2020 (draft). First draft of the Strategy was reviewed and has been commented in March 2014. The draft is currently under second revision. MoPA is actively working on the second draft of the Strategy and supplementing parts according to comments. The final version of the second draft of the Strategy is expected by September 2014. The Strategy will encompass different elements which are important for modernization of public administration.</p> <p>Strategic Plan of the Ministry of Public Administration 2015-2017 – new Strategic plan is expected to be effective in September 2014. Currently is under revision.</p>		<p>Ministry of Public Administration</p>

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
		Program of electronic services development 2013-2016, published in OG No.52/2013 (September 2013).		
T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.	3 - the development of quality management systems;	<p>Strategy of Modernization of Public Administration 2014-2020.(draft)</p> <ul style="list-style-type: none"> <li>- The first draft of the Strategy was reviewed and has been commented in March 2014. The draft is currently under second revision. MoPA is actively working on the second draft of the Strategy and supplementing parts according to comments. The final version of the second draft of the Strategy is expected by September 2014.</li> <li>- Part of Strategy will cover assessment of the needs of stakeholders, including citizens, business and other interested parties (social partners, NGOs) and goals to improve their delivery through QMS and actions referring to the establishment or use of already established QMS in a sustainable way. One part of the Strategy will encompass development of QMS.</li> </ul>	2014.09.30	Ministry of Public Administration
T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.	4 - integrated actions for simplification and rationalisation of administrative procedures;	<p>Strategy of Modernization of Public Administration 2014-2020.(draft)</p> <ul style="list-style-type: none"> <li>- The first draft of the Strategy was sent to the governing bodies for review</li> <li>- The draft is currently under second revision. The final version of the second draft of the Strategy is expected by September 2014.</li> <li>- One goal of the Strategy is simplification and rationalisation of administrative procedures including e-governance solutions. Also, Strategy will cover a regular review of the administrative burden and as a result a plan</li> </ul>		Ministry of Public Administration

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
		<p>(list of laws which impose administrative burdens on citizens and businesses) including respective actions and a procedure to assess the administrative burden, integrated in the national policy making</p> <p>Development and Field Implementation of the ICT System for Supervision of the new General Administrative Procedures Act (GAPA) to be realised through project IPA FFRAC 2012</p> <p>Project e-Citizens is currently waiting approval. It should become effective in May 2015.</p>		
<p>T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.</p>	<p>5 - the development and implementation of human resources strategies and policies covering the main gaps identified in this field;</p>	<p>Strategy of Modernization of Public Administration 2014-2020 – draft</p> <ul style="list-style-type: none"> <li>- In draft of Strategy of Modernization of Public Administration 2014-2020. we have a whole Chapter 7. Regarding improvement HRM and HRD in public sector. Current strategy is in process in revising.</li> <li>- The Strategy will have a part considering development and implementation of HR strategies and policies.</li> <li>- It will identify main needs/gaps and goals (targets and milestones) in terms of development and implementation of HR in the civil service and mechanisms for developing and implementing human resources strategies and policies.</li> </ul>	<p>2014.09.30</p>	<p>Ministry of Public Administration</p>

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
		Law on State Information Infrastructure (accepted by the Government in July 2014).		
T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.	6 - the development of skills at all levels of the professional hierarchy within public authorities;	<p>Strategy of Modernization of Public Administration 2014-2020 – in draft</p> <ul style="list-style-type: none"> <li>- The draft is currently under second revision. MoPA is actively working on the second draft of the Strategy and supplementing parts according to the comments.</li> <li>- we have a part considering development of skills at all levels of the professional hierarchy including consideration of organizational learning and knowledge management, needs and goals in terms of training of civil servants</li> <li>- implementation of the Action Plan for the Implementation of the Civil Service Human Resources Development Strategy,</li> <li>- appropriate organization in terms availability of resources, training institutions.</li> </ul>	2014.09.30	Ministry of Public Administration
T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.	7 - the development of procedures and tools for monitoring and evaluation.	<p>Strategy of Modernization of Public Administration 2014-2020 – in draft</p> <ul style="list-style-type: none"> <li>- MoPA is actively working on the second draft of the Strategy and supplementing parts according to the comments. The final version of the second draft of the Strategy is expected by September 2014. In Strategy's draft a development of monitoring and evaluation tools is</li> </ul>	2014.09.30	Ministry of Public Administration

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
		<p>anticipated.</p> <p>- A part of Strategy will refer to methodology development (procedures and tools for monitoring and evaluation) and capacity building. These tools will use indicators as a help to make processes and procedures in PA more efficient and effective, also it will help in creating competence development platform.</p>		
T.10.4 - The existence of a national or regional strategic policy framework for increasing the quality and efficiency of VET systems within the limits of Article 165 TFEU.	2 - to improve the labour market relevance of VET systems in close cooperation with relevant stakeholders including through mechanisms for skills anticipation, adaptation of curricula and the strengthening of work-based learning provision in its different forms;	Adoption of the Act on CROQF defines the roles of stakeholders in the process of harmonization of educational politics to the labour market needs. Interventions will use methodologies and analytical tools developed in the framework of IPA. In accordance to that, development of VET standards of qualifications, sectoral curricula or school curricula or further development of analytical background will follow the procedures prescribed by the CROQF Act. Interventions were planned to harmonize educational offer with needs of labour market through standardized quality assurance procedures under the CROQF, i.e. a direct award to MoSES which will support the establishment of Sectoral councils related to the CROQF; development of VET sectoral curricula which will provide students with competences for the labour market and ensure successful inclusion in tertiary education and/or LLL (2015./ 2016.) and other.		<p>Depending on sector related subject, responsibility remains within following institutions:</p> <p>Ministry of Science, Education and Sports</p> <p>Ministry of Labour and Pension System</p> <p>Croatian Employment Service,</p> <p>Central Registry of Affiliates (REGOS)</p> <p>VET schools</p> <p>Cooperating partners</p>
T.10.3 - Lifelong learning (LL): The existence of a national and/or regional strategic policy framework for lifelong learning within the	2 - to support the developing and linking services for LL, including their implementation and skills upgrading (i.e.	Ordinance for recognition and validation of non-formal and informal learning is in process of drafting. The Ordinance will set up a nation-wide system of recognition of NFIL. The IT system for the maintenance of the	2015.03.31	Ministry of Science, Education and Sports

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
limits of Article 165 TFEU.	validation, guidance, education and training) and providing for the involvement of, and partnership with relevant stakeholders ;	CROQF Register, , will be put in place in 2015. The Ordinance will be closely connected to the Ordinance on the CROQF Register .		

## 10. REDUCTION OF ADMINISTRATIVE BURDEN FOR BENEFICIARIES

Summary of the assessment of the administrative burden for beneficiaries and, where necessary, the actions planned accompanied by an indicative timeframe to reduce administrative burden.

As one of the permanent key measures contributing to the overall efficiency of the MCS, consequently resulting with the reduction of the administrative burden for beneficiaries, refers to the continuous use of standardized procedures (business processes), tools and methods, which are, where appropriate, supported by joint MIS.

**The corpus of standardized business processes** for ESF programme (as well as for ERDF and CF programmes) is codified in Common National Rules (CNR), which have been established for 2007-2013 period, and are being updated, upgraded and adjusted for the purpose of 2014-2020 MCS (the timeline for this exercise is set for end of 2014). CNRs cover business processes with accompanying proscribed forms related to: eligibility of expenditure, risk management and improvement of the system, conditions for preparation and implementation of projects, forecasting and monitoring, audit trail, selection and contracting, verifications, payments, certification, recoveries, audits, irregularities, information and visibility, strategic planning, programming, evaluation and closure. The permanent efforts for standardization of business processes related to conditions for preparation and implementation of projects, which is to contribute to the strengthening of competences of beneficiaries and, consequently, reducing the necessary workload on their side, are constantly being invested to tackle the key aspect of administrative burden for beneficiaries identified, which refers to the procedural complexity, procedural incompatibility and diversity in terms of different administrative requirements by different bodies in the MCS. Therefore, further simplification of common procedures (especially on conditions for the preparation and implementation of projects), standardized at the level of CNR, is to enable beneficiaries to (a) prepare significant part of the project application in advance even before the call is published, (b) build the capacities for the implementation of the project in advance and (c) reduce the resources required for administrative implementation of the project, focusing more on the content of the project itself.

Within the further simplification of common procedures, new diversified and simplified procedures for application and selection of projects are planned to be introduced, enabling the selection of projects to be completed in shorter timeframe and with optimal use of resources of both the MCS and the beneficiary.

Also, it is possible that simplified cost options would be introduced by developing required methodology, enabling the process of verification and reimbursement of funds to be completed in shorter timeframe and with optimal use of resources on both, the side of the MCS and the beneficiary.

To contribute to this aim is also **further development and further interconnection of the computerised system(s)** for management, monitoring, audit, control and evaluation, resulting with the simplification of administrative procedures (to be supported through TA interventions).

Widening the scope of application of electronic systems in the context of OP management, namely through

- Beneficiaries Portal - an interactive platform to be established by the end of 2015 by upgrading the existing central website, in order to further enhance electronic communication between the applicants/beneficiaries and the bodies of the MCS, in line with e-cohesion requirements, thus facilitating the exchange of information and consequently reducing resources necessary for that purpose. Beneficiaries Portal is to enable potential applicants/beneficiaries to obtain all relevant information from one source, especially in terms of assisting them in the process of preparation of projects by using centrally coordinated mechanisms of dissemination of information for beneficiaries. The central web site operated by the CB is planned to be upgraded into 'one stop shop' for acquiring (a) information on funding opportunities, (b) information on applicable rules and procedures, (c) e-learning contents available on-line as well as information on other learning opportunities related to project management and (d) contacts of bodies responsible for further support to potential beneficiaries within particular policy area;
- new features of the MIS, as well as
- interconnection with other electronic systems

is to (a) allow that information by the beneficiaries is provided in electronic form and submitted only once (once encoding principle), (b) reduce the overall number of information and supporting documents required from the beneficiaries, which the MCS can obtain and validate on its own, and (c) reduce the efforts by the beneficiaries in repeated submission of information and supporting documents (in case the same beneficiary submits more applications for different projects (and also under different programmes). These activities are to be performed continuously.

Also, further upgrading of the work of existing Publicity Officers Network (PON), in order for it not to only ensure coordinated and simultaneous **dissemination of all OP management related information but also to provide first level technical support to potential beneficiaries**, at all levels, is to contribute in this way to the reduction of administrative burden for them. The members of the PON are to be trained and licensed by the CB. This activity is implemented on a permanent basis, with the first cycle of licensing to be completed by the mid-2015.

With regard to efforts to enhance the capacities of beneficiaries for proper and successful implementation of projects, **trainings for beneficiaries** (focusing on specific issues, primarily on areas of high risk for potential irregularities, such as public procurement and state aid, or focusing on individual calls for proposals) are intended to be permanently available and regularly delivered, in order to provide the beneficiaries with additional knowledge and expertise on issues of importance for preparation and implementation of projects.

Apart from the afore mentioned measures, based on permanent risk management in the management and control system, specific features of procedures and requirements shall be constantly improved, based on lessons to be learned over time.

## 11. HORIZONTAL PRINCIPLES

### 11.1 Sustainable development

Description of specific actions to take into account environmental protection requirements, resource efficiency, climate change mitigation and adaptation, disaster resilience and risk prevention and management, in the selection of operations.

#### **Description of specific action to take into account environmental protection requirements, resource efficiency, climate change mitigation and adaptation, disaster resilience and risk prevention and management, in the selection of operations**

Sustainable development can be regarded as development that retains for present and next generations the possibility to satisfy their basic necessities of life without decreasing the variety of nature and while maintaining the natural functions of ecosystems.

The objective of this horizontal priority is to ensure that each activity supported by interventions from public sources will support sustainable development in all its components and thus support the growth of environmental, economic and social sustainability.

However, as regards environmental measures, there are no specific provisions within the OP EHR since not every envisaged activity can be directly linked with this horizontal principle. Nevertheless, under certain priorities and envisaged activities there will be requirements related to the sustainable development:

1. Under priority axis I - High employment and labour market, activities/operations related to the self-employment and promotion of entrepreneurship should demonstrate direct link with the sustainable development.
2. Under priority axis II - Social inclusion, activities/operations related to the social entrepreneurship should demonstrate direct link with the sustainable development. One of the main principles of the social entrepreneurship is a balance of social, environmental and economic objectives in business performance.
3. Under priority axis III - Education and lifelong learning, activities/operations related to the promotion of the R&D academic sector should demonstrate direct link with the sustainable development.
4. Under priority axis IV - Smart administration, activities/operations related to the support of the National protection and rescue directorate and Croatian firefighting association should demonstrate how they will promote disaster resilience and risk prevention and management.

All other activities/operations should demonstrate a principle of resource efficiency because it will be one of the criteria for the selection.

## **11.2 Equal opportunities and non-discrimination**

Description of specific actions to promote equal opportunities and prevent discrimination based on sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation during the preparation, design and implementation of the operational programme and in particular in relation to access to funding, taking account of the needs of the various target groups at risk of such discrimination and in particular the requirements for ensuring accessibility for persons with disabilities.

Equal opportunities and non-discrimination are the core principles within the OP EHR. Croatian legal framework emphasise these issues through the Constitution (fundamental values of the constitutional order), the Act on gender equality and the Anti-discrimination act. Therefore, all activities/operations should demonstrate clear and direct link with these principles.

Some of the activities/operation under priority axes I - High employment and labour market, II - Social inclusion and III - Education and lifelong learning will target vulnerable groups. That means that their final beneficiaries will be specifically targeted depending on the objective of the operation. In that respect, certain groups can be omitted, e.g. male, older persons or youth.

Some activities/operations under the priority axis II - Social inclusion will directly target discrimination issue through the public campaigns, educational activities and promotion of active inclusion of persons in the risk of discrimination.

Under priority axis IV – Smart administration, special operations are envisaged for developing the capacities of CSOs for providing free legal aid leading to the improved access to human rights of all citizens, with special emphasis on vulnerable groups.

## **11.3 Equality between men and women**

Description of contribution of the operational programme to the promotion of equality between men and women and, where appropriate, the arrangements to ensure the integration of the gender perspective at operational programme and operation level.

Equality between men and women is, same as equal opportunities and non-discrimination, the core principle of the OP EHR. Croatian legal framework emphasise that issue through the Constitution (fundamental values of the constitutional order) and the Act on gender equality. Therefore, all activities/operations should demonstrate clear and direct link with this principle.

Some activities/operations under the priority axes I - High employment and labour market and II - Social inclusion will specifically target women as a disadvantaged group at the labour market and a group with higher risk of social exclusion.

Under priority axis I - High employment and labour market, special operations are envisaged for promotion of the women entrepreneurship.

## 12. SEPARATE ELEMENTS

### 12.1 Major projects to be implemented during programming period

**Table 27: List of major projects**

Project	Planned notification/submission date (year, quarter)	Planned start of implementation (year, quarter)	Planned completion date (year, quarter)	Priority Axes / Investment Priorities
---------	--	---	---	---------------------------------------

### 12.2 Performance framework of operational programme

**Table 28: Performance framework by fund and category of region (summary table)**

Priority axis	Fund	Category of region	Indicator or key implementation step	Measurement unit, where appropriate	Milestone for 2018			Final target (2023)		
					M	W	T	M	W	T
1 - High employment and labour mobility	ESF	Less developed	unemployed, including long-term unemployed	Number			41.002			102.505,00
1 - High employment and labour mobility	ESF	Less developed	Total amount of certified expenditure eligible expenditure	EUR			146.015.693			365.039.234,00
1 - High employment and labour mobility	YEI		Unemployed, including long-term unemployed	Number			15.591			15.591,00
1 - High employment and labour mobility	YEI		Total amount of certified expenditure eligible expenditure	EUR			66.177.144			66.177.144,00
2 - Social inclusion	ESF	Less developed	unemployed, including long-term unemployed	Number			8.000			24.000,00

Priority axis	Fund	Category of region	Indicator or key implementation step	Measurement unit, where appropriate	Milestone for 2018			Final target (2023)		
					M	W	T	M	W	T
2 - Social inclusion	ESF	Less developed	Number of experts trained	Number			7.000			22.260,00
2 - Social inclusion	ESF	Less developed	Total amount of certified expenditure eligible expenditure	EUR			51.542.857			170.000.000,00
3 - Education and lifelong learning	ESF	Less developed	with tertiary education (ISCED 5 to 8)	Number			1.500			10.000,00
3 - Education and lifelong learning	ESF	Less developed	Participants with pre-tertiary education (ISCED 1-4)s	Number			1.600			8.000,00
3 - Education and lifelong learning	ESF	Less developed	Total amount of certified expenditure eligible expenditure	EUR			35.000.000			240.000.000,00
4 - Smart administration	ESF	Less developed	number of projects targeting public administrations or public services at national, regional or local level	Number			140			343,00
4 - Smart administration	ESF	Less developed	Total amount of certified expenditure eligible expenditure	EUR			24.479.234			109.976.944,00

### 12.3 Relevant partners involved in preparation of programme

Detail overview about involvement of partners in the programming process is described under section 7, paragraph 7.2.1 Actions taken to involve the relevant partners in the preparation of the operational programme, and the role of those partners in the implementation, monitoring and evaluation of the programme.

Institutions which appointed representatives into TWG:

- Ministry of Labour and Pension System

- Ministry of Regional Development and EU Funds
- Ministry of War Veterans
- Ministry of Economy
- Ministry of Construction and Physical Planning
- Ministry of Culture
- Ministry of Defense
- Ministry of Entrepreneurship and Crafts
- Ministry of Agriculture
- Ministry of Social Policy and Youth
- Ministry of Tourism
- Ministry of Foreign and European Affairs
- Ministry of Environment and Nature Protection
- Ministry of Health
- Ministry of Science, Education and Sports
- Ministry of Finance
- Ministry of Public Administration
- Croatian Employment Service– CES (hr. HZZ)
- Croatian Pension Insurance Institute – CPII (hr. HZMO)
- Government Office for Human Rights and Rights of National Minorities
- Government Office for Gender Equality
- Government Office for Mine Action
- Government Office for Cooperation with NGOs

- Government Office for Cooperation with NGOs – Representatives of NGOs
- Croatian Chamber of Economy (hr. HGK)
- Croatian Bank for Reconstruction and Development (hr. HBOR)
- Union Representatives
- HUP - Croatian Employers' Association
- HOK - Croatian Chamber of Trades and Crafts
- Croatian Firefighting Association
- City of Zagreb
- Central Register of Insured Persons (hr. REGOS)
- National Protection and Rescue Directorate (hr. DUZS)
- Adriatic Croatia (regional representative)
- Eastern Part of the Continental Croatia (regional representative)
- Western Part of the Continental Croatia (regional representative)

Besides participation of partners in TWG, special events were organised in order to include wider scope of partners in drafting of OP EHR. Detail overview on events is also provided under section 7, paragraph 7.2.1.

## Documents

Document title	Document type	Document date	Local reference	Commission reference	Files	Sent date	Sent By
Citizens' summary-part 1	Citizens' summary	2013.06.28			Operativni program Učinkoviti ljudski potencijali 2014.-2020. Ususret EU fondovima	2014.07.21	nivakata
Opinion of national equality bodies on sections 12.2 and 12.3	Opinion of national equality bodies on sections 12.2 and 12.3	2014.07.18			Mišljenje nacionalnog tijela nadležnog za jednakost	2014.07.21	nivakata
Ex-ante evaluation report	Report of the ex-ante evaluation	2014.07.21			Ex-ante evaluation report	2014.07.21	nivakata
Section 4.5_Annex to OP	Programme annexes	2014.06.20			Section 4.5_Annex to OP	2014.07.21	nivakata
EAC table and Action plan table	Documentation on the assessment of the applicability and the fulfilment of ex-ante conditionalities	2014.07.15			EAC OPEHR 20140721 EAC OPEHR Action plan 20140721	2014.07.21	nivakata
Programme Snapshot 2014HR05M9OP001 1.0	Snapshot of data before send	2014.07.21			Programme Snapshot 2014HR05M9OP001 1.0 hr	2014.07.21	nivakata