

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

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Justification for amendment	<p>Amendments to the OP EHR concern following area:</p> <ol style="list-style-type: none"> <li>1. Financial changes necessary in regards to the Performance framework;</li> <li>2. ESF secondary theme: Supporting the shift to a low-carbon, resource efficient economy;</li> <li>3. Postponement of Financial instruments;</li> <li>4. Content adjustments of current descriptions within intervention areas and its related activities for particular Specific objectives (SO) of the OPEHR in order to adjust its content with the surrounding socio-economic circumstances influencing the absorption of the OP. The other aspect of the amendments covers changes in relation to the OPEHR implementation so far.</li> <li>5. Minor technical, translation and administrative corrections of the OPEHR content.</li> </ol>
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# 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.....9

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# **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 last ten years Croatia has implemented various pre-accession programmes (CARDS, PHARE, ISPA, SAPARD and IPA). With the accession date, 1st of July 2013, Croatia became eligible for European structural and investment funds (ESI funds). From that point, Croatia has been strongly committed to contribute to Europe 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 (%) = 35
- People in or at risk of poverty and social exclusion = 150,000

The Operational Programme Efficient Human Resources 2014-2020 (OPEHR) identified Country Specific Recommendations 2014 (CSR) to be addressed through its priority axes in order to contribute to the achievement of set objectives and to the overall improvement of Croatian socio-economic performance:

1. Employment and activity rates are amongst the lowest in the EU, and are particularly low for young 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.

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

1. High employment and labour mobility;
2. Social inclusion;
3. Education and lifelong learning;
4. Good governance.

Since the focus of OPEHR is on the improvement of the socio-economic conditions in Croatia, special attention is directed to the people at risk of poverty and social exclusion. Throughout OP the term vulnerable groups is used as identified in the Strategy for combating poverty and social exclusion in the Republic of Croatia (2014-2020). Under certain areas of intervention, vulnerable groups may be defined more specifically and in that case those groups are stated in relevant sections.

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

### *Strategic foundations and legislative background*

One of the key priorities of the Croatian Government is to reduce unemployment (the national headline target is to achieve employment rate of 62.9% by 2020) and address the skills mismatches and shortages, preserve jobs and prevent further unemployment, enhance flexibilisation and mobility on the labour market (LM), linking education and the LM through Croatian qualification framework (CROQF) and improving effectiveness of LM institutions.

The 2014 CSR put further focus on actions related to labour law reform, prevention of LM segmentation, enhancement of active LM policy effectiveness by reinforcing PES capacities on the national and regional level, while increasing coverage of youth, including outreach to non-registered youth, long-term unemployed and older workers.

### *Labour market challenges*

The Croatian economy has been in prolonged decline, with a GDP decrease of 12% between 2008 and 2013. Croatia's employment rate decreased by 1.3-3.0 percentage points annually from 62.9% in 2008 to 53.9% in 2013. Employment has most notably declined in construction, wholesale and retail, manufacturing and media, which all shed more than one sixth of the workforce. It was more modest in transport, hospitality and business services. Employment growth was evident in knowledge-intensive services, IT, health and education. Industrial Strategy and Tourism Development Strategy from 2014

set further direction for LM development, which estimates 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 specialisation framework and demands of the growing "green economy". This puts new challenges in front of PES and lifelong career guidance, while retaining the human capital of older workers already in employment, as well as a system of coordination and cooperation between 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 persons over 50. Employment rate of women in 2013 was 49.7% and considerably lower than 58.3% employment rate of men. 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%).

Apart from the economic crisis, the LM participation is threatened by demographic changes, as the pool of working age population declines (population 55-64 in 2011 stood at 584,000 in comparison to population 15-24 that numbered only 505,000). While unemployment rate of older workers (55-64) is rather low (9.9%), so is their employment rate (37.8%). As inactivity among persons 50+ is very high compared to EU average, reforms to avoid inactivity traps and make *work pay* are envisaged in National Reform Program (NRP), in order to prolong working lives and stimulate later retirement, while strictly regulating disability retirement. (Pension Insurance Act from 2013 determines early retirement replacement rate and expands the group of retired persons who can work and receive partial pension). According to recent projections, working-age population (15-64) is about to decline by 5.7% between 2010 and 2020, which is why it is important for efficient human resource strategy to invest in older workers.

The unemployment rate has been increasing from 8.4% in 2008 to 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% of active population (two thirds of all unemployed) in 2013. This risk is especially high among unemployed with less than upper secondary education, older population and unemployed persons with no prior employment experience.

### *Focus on youth*

Young people are in a particularly unfavourable position in the LM, with the unemployment rate for 15-29 age group rising from 15.8% in 2008 to 35.2% in 2013, with NEET rate of 20.9% (EU average 15.9%). One of the most prominent issues in relation to youth unemployment is a lack of working experience - up to 40% of registered unemployed youth in the 15-29 age group have no formal working experience which is precisely the requirement employers regard as crucial.

Unemployment rates are higher for youth with lower levels of education and those with vocational education, as is the risk for long-term unemployment. Ensuring access to practical skills attainment can serve to support the alignment of VET to real LM needs and contribute to employment of these groups. The context section of Youth Guarantee Implementation Plan (YGIP) indicates a pattern of protracted and uncertain transition from school to work for youth in general, and severe challenges for those who fail to complete upper secondary education, have limited or no family support, face health or disability issues, or belong to Roma minority.

Due to the scope of challenge, Croatia commits to fully implement YGIP and to use European Social Fund (ESF) and YEI in complementarity with national and other resources in order to achieve sustainable integration of youth into the LM. In order to maximise the effectiveness and implementation of proposed Youth Guarantee initiative YGIP Council was established in autumn 2014, as the main body for monitoring of the YGIP implementation of YG at the national level, involving all relevant stakeholders (civil sector, social partners and other relevant institutions).

YG activities in Croatia cover young people under 30 years of age due to prolonged school-to-work transition patterns, high number of tertiary education graduates leaving education in mid-20s and unfavourable LM indicators, as unemployment rate for 25-29 group stood at 22.7% in 2013 and NEET rate at 27.1%.

YGIP measures can be revised or further developed in some aspects, better aligning them to new labour market developments pursuant to the Youth Guarantee Implementation Plan in effect.

Apart from extensive early active LM policy interventions (ALMP) targeting NEETs through YEI, the main areas in tackling high youth unemployment rate are curricula and apprenticeship reform, CES capacity building and setting up of a unified system of tracking school-leavers and enabling early outreach towards inactive youth.

Croatia will allocate YEI funds on ALMPs, return to education and support for entrepreneurship aimed at young people aged 15-29 years old. ESF funds will be used for strengthening LM institutions, Civil Society Organisations (CSOs), social partners and chamber associations in order to secure their efficient work with young people, but also for measures supporting categories of young people who require further support and assistance, with particular focus on long-term unemployed youth.

#### *Focus of active LM policies*

The LM situation calls for stronger support for activation through ALMP measures. Such measures were considerably expanded in scope between 2011 and 2013, with additional focus in 2013 on youth through traineeship scheme, as well as employed persons at risk of losing their job.

ESF investments will provide training, retraining and traineeships for the disadvantaged groups, targeted in line with actual LM needs aiming at increasing employability and relevant skills attainment. They will also encompass employment subsidies for those most vulnerable, enabling the acquisition of relevant work experience, as well as preventive measures for those facing the risk of redundancy, aiming at preservation of jobs and maintaining employment under conditions of changing LM situation. Based on the identified LM challenges described above, as well as CSR and Guidelines for the ALMPs 2015-2017, target groups in this regard include long-term unemployed, low skilled workers, older workers and women. Interventions related to Croatian Homeland War veterans and children of killed, detained, missing, disabled or volunteer War Veterans (CHWV) as a specific sub-group of unemployed are covered under the Programme of professional training and employment of CHWV and members of their family.

In terms of LM preventive measures, the action is focussed on workers in risk of redundancy/unemployment.

Self-employment also presents a viable route from unemployment, through regular CES ALMP activities. However its level remains inadequate to contribute to the improvement of LM 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%. The Ministry responsible for economy and entrepreneurship is undertaking an Ex-ante Assessment of Access to Finance Market Gap containing details on current circumstances and scenarios on how to improve self-employment that will be finalised at the beginning of 2015. It is expected that the main efforts in the promotion and increase of self-employment will focus on the increase access to financing and continuous institutional support before and during start-up, provision of more individualised trainings and mentoring programmes, monitoring and follow up, with special attention to disadvantage persons. Having in mind unfavourable position of women at the LM and access to self-employment (comprising only 30% of self-employment and 40% of self-employment ALMPs) particular focus will be paid to promotion and support of women self-employment.

#### *Undeclared work*

The presumed share of undeclared work in the Croatian economy is 29.8% of GDP (EU-28 19% of GDP). The most common is in agriculture, manufacturing and retail. Most often forms of undeclared work are work without an employment contract, not reporting working hours fully, illegal employment of foreigners, non-payment of increased salaries to the workers when they have a legal right, payment of salary or part of the salary "under the table".

A comprehensive and systematic approach of strategy, measures and policies based on the in-depth analysis of the situation and gathering of relevant data to measure

undeclared work more precisely is to be developed under ESF support, as well as preventive and curative measures.

### *Developing capacities of LM institutions*

The ability to identify areas where policy interventions are needed depends on a good evidence base, analytical capacity, reliable data collection instruments and integrated databases of relevant LM 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, including foresight efforts, are being introduced in the Ministry responsible for labour policy, through Human Potential Development Records, integrated register of human resources.

Education for the LM is crucial in the development of competitiveness, employability and new skills for new jobs. Identification of skill gaps and future skill needs requires continual assessment of economy needs and their inclusion into training outcomes. In cooperation with other ministries, Ministry responsible for labour policy intends to use CROQF as the main mechanism for identifying needs, creating adequate occupational and qualification standards and supporting the development of relevant training programmes.

In order to increase the availability of services to users, it is crucial to strengthen capacities of other relevant LM institutions: Croatian Employment Service (CES), Croatian Pension Insurance Institute (CPU), The Central Registry of Affiliates (REGOS) and Labour inspectorate (LI). Capacities are to be developed in terms of human resources and in terms of differentiation of services.

There is an ongoing effort to implement better and continuous monitoring and evaluation of LM developments in general and effectiveness of ALMP in particular to achieve timely, efficient and appropriate response to LM changes and challenges. A comprehensive external evaluation of the previous cycle of CES ALMP measures will start in early 2015.

Provision of differentiated, accessible and high quality individual services (including e-Services) to employers and unemployed persons through CES will lead to reduction in frictional unemployment and greater efficiency in coordination of labour supply and demand. In order to strengthen the capacities and improve service delivery, several organisational changes and specialisations are envisaged in CES restructuring action plan which will be underpinned by ESF investments.

Local LMs also play a crucial role with the aim of reducing regional disparities. There is a substantial variation in unemployment rates among Croatian counties, ranging from 8.7% to 33.4%. Differences extend to industrial structure, level of economic development, income, education and demographics. Main economic activity is focused around several major cities, and so are the most job vacancies. In order to address local

LM needs, especially having in mind limited local resources, ESF will continue supporting projects that address local LM needs and enhance cooperation and partnership of local stakeholders.

### *Health and safety at work*

Data collected by February 2014 show that the highest number of work-related injuries occurred in the City of Zagreb (22.64%). Of the total number of injured workers 8431 (61.11%) were men, and 5360 (38.49%) women. Most work related injuries occurred with workers aged 31-40 years and 41-50 years, principally in manufacturing industry.

One of the objectives of the Ministry responsible for labour policy is reform of health and safety at work system, which aims at raising advisory and preventive role of stakeholders in the field of health and safety of workers. To this purpose ESF will support development of the institutional framework for occupational safety and health. Following the new Law on occupational safety, the Institute for the advancement of health and safety at work is in the process of establishment, as well as various activities aiming at improvement of the system of protection of health and safety that can only be achieved if the system is based on reliable, timely and comparable data on occupational injuries, diseases and other relevant data.

### *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 LM, including persons with disabilities, women, youth, and at 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 LM 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.

## **2. SOCIAL INCLUSION**

In 2012 Croatia had one of the highest rate of persons at risk of poverty and social exclusion in the EU - 32.3% of total population. At risk of poverty rate was 45.7% before social transfers, including pensions, and 20.5% after. According to activity status, 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 parents (40.4%). According to work intensity, rates are highest in families with children and low work intensity (70.6%).

The national goal for 2020 is to decrease the number of persons at risk of poverty and social exclusion by 150,000, from 1,370,000 to 1,220,000. This target is set in the

Strategy for combating poverty and social exclusion 2014-2020. Actions to combat poverty and social exclusion will be focused on three priorities: 1. Ensuring conditions for successful poverty reduction through measures targeting long-term unemployed and other vulnerable groups, increasing adequacy of social benefits in social welfare system, equal access to public services; 2. Ensuring conditions for prevention of new categories of poverty as well as the reduction of number of persons at risk of poverty and social exclusion by ensuring access to early childhood services and equal access to social, health and other services, increasing employability of working active population, especially vulnerable groups; 3. Establishing a coordinated system of support to groups in risk of poverty and social exclusion. Measures regarding long term unemployed and other vulnerable groups, access to health and social services and improving system of support will be tackled through ESF interventions.

Areas most affected by poverty are characterised by higher unemployment rates, lower income and education attainment rates, depopulation, lower living standard and poorer housing conditions. Poverty mapping will be prepared in parallel with the Pilot Projects on the physical, social and economic regeneration interventions and it is envisaged under Operational Programme Competitiveness and Cohesion 2014-2020 (OP CC). Poverty mapping will be used for identification of the areas to be addressed by the possible roll out of the regeneration programme.

Very specific to Croatia is the recent war experience (1990-1996) as well as categories at increased risk of social exclusion such as Croatian Homeland War Veterans (CHWV) and victims, refugees, internally displaced persons and returnees. During 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 EUR 32 billion. More than 21,000 lives were lost, and 57,890 CHWV suffered organism damage greater than 20%.

Although tourism plays an important role in generating growth and jobs and around 6% of employed in Croatia are working in tourism and hospitality sector, the share of employed belonging to vulnerable groups, as defined in the Strategy for combating poverty and social exclusion, is very low in this sector. The National programme for social tourism development envisaged the increase of skills and employability of vulnerable groups. ESF will support trainings and upgrading of skills of vulnerable groups in order to raise their employability in tourism and hospitality sectors.

### *Anti-discrimination*

In general persons at the risk of poverty and social exclusion are also facing various aspects of discrimination. Although the regulatory framework is in place, the fight against discrimination and the implementation of anti-discrimination measures remains rather limited. Ombudsperson's reports for 2013 stated ethnic origin as the most common cause for discrimination. The OP EHR will support actions to combat ethnic discrimination and discrimination on grounds of nationality, religion or belief, disability, age, gender and sexual orientation. Discrimination is most prominent in the area of employment: measures targeting employers and long term unemployed persons are



envisaged through capacity building of CES and to be provided through their services. In the area of education, anti-discrimination is of special concern regarding the 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. 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. Particular focus is placed on Roma minority and persons with disability. Regarding the ESF actions related to good governance, both public administrations' and CSOs' capacities will be improved in order to combat discrimination based on nationality, ethnicity, religion or belief, disability, age, gender, sexual orientation or any other characteristic through training provided by Judicial Academy and National School for Public Administration. Particular focus will be put on regional level. General public will be targeted through campaigns.

### *Challenges of Social policy sector in combating poverty and social exclusion*

Identified challenges in combating poverty and social exclusion are:

1) Lack of adequacy, efficiency, transparency and targeting of social protection system, as stated in CSR and SWD.

In order to combat poverty and social exclusion, consolidation of benefits and unifying eligibility criteria linking data from relevant levels and government entities in one-stop shop is needed. There are 70 benefits at national level provided by 8 ministries and 50 benefit programmes on local level. Currently 4 benefits were included into newly introduced Guaranteed minimum allowance and should be gradually expanded to include 8 benefits in total from health (eHealth), employment, education, pension system until 2017, including social programmes financed by local and regional units administered in one place - Single Cash Centres. This process is financed by the World Bank (WB) loan of 70 MEUR. These centres should administer all benefits, making them more accessible, transparent and reducing their overlapping. Unification will lead to a guaranteed minimum standard, representing a guarantee of the household in a way that different benefits will be converted into unique protective benefit and to supplementary benefits which cannot be merged (e.g. on island). There is also possibility to cover inter-connecting health administrations at different levels in the future steps. The administration of benefits is supported by SocSkrb application providing unique electronic database of all registered users, procedures and rights of the welfare system. All mentioned activities are financed through national budget, WB, Union programmes. ESF will support actions aimed at improvement of capacities of experts regarding policy changes and monitoring in the field of cash benefit reform.

2) Activation measures for unemployed persons do not sufficiently tackle unemployment issues.

CPP and CSR stress that activation measures for unemployed persons are not adequately developed and hence need to be improved. Guaranteed minimum allowance contributes to combating poverty as it stimulates employment of beneficiaries through built-in activation measures - obligation of job search, prequalification. 44.45% of social welfare assistance beneficiaries are able to work. IPA supported trainings of experts within labour and social system for working with long-term unemployed persons in order to strengthen their cooperation in improving employability of social welfare beneficiaries. Further education of expert within these sectors, and expanding services for activation to other social service providers (such as CSOs) will be supported through ESF.

Poverty rates among youth and children are increasing due to high unemployment rates. Due to higher rates of poverty among children, Ministry responsible for social policy will implement in 2015 twinning project financed through Transition facility aiming at strengthening administrative capacities of social service providers for early identification and timely interventions to people, families and children at risk of poverty. It will contribute to improved targeting of social welfare programmes. National Programme for Youth 2014-2017 covers measures and activities related to active inclusion, social protection and social inclusion of youth.

ESF will support trainings and workshops for experts in the field of social policy, mentoring, counselling and trainings for youth and vulnerable groups in order to promote their employability.

3) The network of community based social services is not developed enough.

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

In order to facilitate demographic change, which is basis for economic, regional, rural and general development of Croatia, activities related to demography will be supported in order to improve family policies, and reducing poverty, social exclusion and emigration.

Process of deinstitutionalisation is set in Strategy for combating poverty and social exclusion, 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. In 2012 out of 12,373 beneficiaries of social services, 62% were in institutions (1,231 children and youth without parental care, 993 children and youth with behavioural disorders and 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: transforming institutional service providers and deinstitutionalising the users to community based care and decreasing the number of users entering the institutions, by developing community based social services for all vulnerable groups.

The Operational plan defines 32 institutions prioritised for deinstitutionalisation and measures related to developing plan for transformation of other institutions until 2016. It includes measures for broadening the network of community based services with goal of prevention of institutionalisation.

Lack of services puts additional burden on those caring for dependant members, and prevents them from entering the LM, or keeping a job. SWD points out that current set-up of early childhood care does not ensure universal access to all families needing such services and does not support employment of parents. CPP stresses that through availability of quality early childhood and care services parents can integrate better in the LM. Continuation of projects of local stakeholders providing early child care community based social services financed through IPA will be further supported by ESF.

The NRP includes measures related to changing the financing model of social services provisions and ensuring equal access to social services to persons with disabilities and elderly persons. The same financing model should be applied to providers of services to other vulnerable groups. The aim is to introduce a single financing model for all social service providers after the implementation of a transparent process to award a certificate of fulfilment of standards for the provision of social services.

Due to policy changes within social policy, including deinstitutionalisation process, the competences of personnel in this sector remain inadequate, especially in the areas of social policy reforms implementation and monitoring. Working methods with long term unemployed beneficiaries, monitoring of social contracting and standards of quality, trainings related to cash benefit reform, capacities for management and providing of newly developed social services, collecting data regarding obligations arising from international documents, such as UN Convention on rights of the child, will be supported through ESF.

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 institutions in order to use existing resources and adopt them for provision of community based services developed under ESF. This means, that facilities of current institutions, that are located in the community, and not in isolated and remote areas, with access to other mainstream services will close all long-term capacities, and adaptation/equipping of these facilities for provision of community based services (e.g. organised housing, day care centres) will be financed. Also, where capacities of institutions are not sufficient for completion of deinstitutionalisation process, infrastructural investment of other social services providers will be enabled according to relevant sectoral/policy strategies/programs in place.

ERDF investments will not be allocated to maintain homes for intensive and long-term institutional care and/or to create new forms of long-term institutional care. 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.

## *Health services*

The level of total health expenditure in 2011 was lower than to the EU average (7.8% and 10.1%). Majority of funding is invested from the public sources (84.7%). 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%).

The National Healthcare Strategy 2012-2020 sets out the basic principles: universality, continuity and availability. Universality of healthcare protection includes the entire population of Croatia. Continuity of healthcare protection is achieved by overall organisation of health care, especially on a primary healthcare level, which provides non-stop health care through every life stage of a patient. Availability of healthcare protection entails equal conditions to health care for every citizen.

Hospital system in Croatia is governed by the National Plan for the Development of Hospitals (NPDH) 2014-2016 and concentrates on the principles of cost effectiveness and functional integration to assure long term rationalisation of system costs, improved access to healthcare and increased system efficiency.

As stated in the CPP, Croatia is facing limited availability and accessibility of health care, especially in rural areas, small towns, on islands and deprived communities. In 2011, there were 284 physicians and 579 nurses per 100,000 inhabitants (EU average 346 and 836). The shortage of health care workers is 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 shortage of 232 general practitioners (GP) in the Network of Public Health Service, which amounts to 5.4 GPs per 100,000 inhabitants.

Recently, a comprehensive reform of emergency medical service (EMS) in Croatia has been undertaken. This reform was partially accompanied with investments in education and training of emergency health service workers. There is a need for 220 specialists in emergency medicine in hospital emergency medical wards and 450 specialists in emergency medicine in county-level Centres 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 (i.e. palliative care patients, children, people with mental illness and spinal injuries) are not adequately taken care of because of shortages of health professionals with relevant education and training.

There is a need for improving health and safety at work for medical professionals due to the higher risk related to the specificity of their work with patients. Medical professionals will be included in the general data collection for health and safety at work needs which is planned for development under TO8.

Access to health care can also be improved by more efficient models of health care provision, like telemedicine, community-based primary health care, day hospital/day surgery care in hospitals which are underdeveloped.

ESF investments will be used to strengthen the network of primary health care in deprived areas. Shortages of specialists in radiology and emergency medicine will be addressed in the same manner. Through ERDF funding, the network of primary healthcare will be supported with diagnostic and therapeutic equipment and ESF funding will enable specialised education and training for primary healthcare teams to use this equipment. ESF will support continuous and specialised education for other healthcare providers, especially to support the new provision of delivering health care services through day hospitals and day surgeries, in the form of training or through eLearning.

ESF will support additional education of the health personnel in order to be able to respond to growing health threats of Croatian society, including if needed purchase of most appropriate and advanced equipment, followed by continuous informing of general public on the prevention of the health threats.

Another challenge is related to poor public health indicators. In 2011, life expectancy at birth in Croatia was 77.26 years. SWD strongly emphasises that investments in disease prevention and health promotion are growth-friendly. 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). Involvement of civil society in national health programs and projects is currently more of an *ad hoc* nature than systematic. ESF funding will be distributed through grant schemes where CSOs will have the opportunity to propose their projects in health promotion and preventive programmes as project promoters as well as participate in national programmes.

### *Social entrepreneurship*

Although social entrepreneurship (SE) is not specifically mentioned in the CPP and CSR it is highlighted as one of the potential investment areas in the EC SWD. CPP and CSR identified high unemployment and high number of people at risk of poverty as a challenge for future socio-economic development. Social enterprises are potentially reliable partner to public bodies for ensuring employment and access to social services, primarily for vulnerable groups (people with disabilities, youth, long-term unemployed, Roma, CHWV and victims of Homeland War and their family members).

In Croatia SE usually occurs as a part of CSOs activities, cooperative, or as a company often established by CSOs.

The National Strategy for Creating an Enabling Environment for Civil Society Development 2012-2016, which promotes CSOs for socio-economic development, was the first government document that referred to SE. The Strategy for Combating Poverty and Social Exclusion in Croatia 2014-2020, promotes SE as a top strategic goal and an

important tool for work integration and socio-economic inclusion of vulnerable populations.

Prior to Croatian EU membership, the main EU funding scheme used for SE projects and initiatives was IPA Operational Program Human Resources Development. Some of the grant beneficiaries promoted SE or supported their own social enterprise. IPA funded 21 projects related to SE development with a total value of 2.35 MEUR.

The institutional framework for SE in Croatia is at an early stage of development. Ministry responsible for labour policy is in charge of coordination of the Strategy for Social Entrepreneurship Development 2015-2020 and will be the main body responsible for its implementation. The SE Strategy defines the criteria for attaining the status of social entrepreneurs and identifies four important areas of SE development: legislative and institutional framework, accessibility of financial capital, formal and informal education and visibility.

ESF will support organisation of public events and networking to promote visibility, training and education activities for social entrepreneurs and their employees, start-up and growth capital for ESF eligible activities, development and implementation of social impact measurement and researches for promoting evidence based policy in SE sector.

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

The EU 2020 headline targets for education and life-long learning are 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 4.5% which is better than the EU average, but there is only 25.6% of 30-34 year-olds completing tertiary or equivalent education (Eurostat 2013).

Croatia faces serious challenges in the process of reforming education sectors in order to improve quality of provision across the education system and align it with the LM needs. The Strategy for Education, Science and Technology (SEST) and the 2014 CSRs for Croatia recognise the challenges the education system faces today. Croatia also faces serious challenges in education as regards to LM relevance and quality of provision across all educational sectors, work-based learning and career guidance across secondary and tertiary education, employment rates among recent graduates which are significantly lower than in the rest of the EU, the outdated vocational education and training system. The CPP states that ESI Funds should promote the attractiveness of vocational education and training, through adapting vocational education and training (VET) systems to the labour market demands, by developing work-based learning in VET.

#### *Tertiary and equivalent education*

The SEST sets the aim of increasing quality and relevance of higher education (HE) in respect to the LM needs and employability of graduates. In order to improve quality and

relevance of study programmes with a view to increase employability of students, the CROQF will be implemented at HE level. According to the Mobility strategy 2020 for the EHEA a mobility target for HE is that in 2020 at least 20% of those graduating should have had a study or training period abroad. In Croatia, HE system is characterised by low outgoing (1.9%) and incoming mobility. The identified obstacles relate mostly to insufficient financial resources provided mainly by Erasmus programme. In the period 2014-2020 Erasmus programme can account for 5% of outgoing students, however in academic year 2014/2015 it is envisaged that only 0.7% of students will be mobile. Incoming students represent an important aspect of the 'internationalisation at home' concept. It is estimated that currently they represent less than 0.05% of students in Croatia. SEST sets the objective of 10% of outgoing students mobility by 2025 and 5% of incoming students. ESF funds will target outgoing placement of students in STEM areas, ICT and other priority areas as identified by the smart specialisation, national economic development strategies and key enabling technologies set by the Industry Strategy 2014-2020.

Regarding the creation of an efficient multi-year funding model of HE, pilot performance agreements from February 2012 were used as basis for introduction of inclusive performance based funding. These agreements are funded through the State Budget and ESF funds will be used for a comprehensive performance based funding in HE. Provision of scholarships in Croatia is quite low. Only a minority of students receive state funded grants (4.5%). The study Social Inclusion of Higher Education in Croatia demonstrates that success in HE is related to socio economic status. Due to lack of resources, students with lower socio economic background tend not to access higher education and, if they do, have a higher risk of dropping out. Policy measures, introduced in 2012/2013, represent a shift from indirect support (accommodation and meals equally subsidised to all students regardless of their socio economic status) to direct support (scholarships to those from lower socio economic background). Students aged 25-34 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. SEST identifies the need to widen the HE capacity for STEM area as a means of reaching Croatia's development goals.

ESF funds will be used to attract more students, in particular female students, in STEM, ICT and other priority areas as identified by the smart specialisation, national economic development strategies and key enabling technologies set by the Industry Strategy 2014-2020. Drop-out rates are particularly high in STEM areas (around 41% at the first year, majority of which are students coming from VET) due to inadequate competences of students in mathematics and science before enrolment. Measures planned under the YGIP envisage support to strengthen STEM and ICT competences of VET and general education students by offering remedial courses before enrolment into HE. As stated in the CSR, SWD, and supported by SEST, life long career guidance across secondary and tertiary education is lacking and need to be introduced in order to reduce drop-out rates and increase completion rates. ESF funds will be invested in measures aimed at increasing relevance and quality of study programmes through full implementation of the CROQF preventing drop-out, providing scholarships, supporting work-based learning, mobility, increasing access/completion rate in STEM and ICT areas and introducing efficient funding model of HEIs.

The SEST states that research results in Croatia are lower than EU as a whole. According to the 2013 Country Profile Croatia was far behind EU average result for this indicator (3.2 compared to 10.9). Research and Innovation Performance Country profile 2013 (EC) reports that composite research indicator showed modest result for Croatia (12.2), compared to EU (47.8) in 2010. According to OECD Reviews of Innovation Policy competitive research funding has been low and volatile, therefore efforts have to be made to secure stable, competitive funding for the best research projects and activities contributing to achievement of this goal, in order to reinforce scientific rigour, encourage internationalisation and social relevance of research.

ESF funds will be invested in a way to support the cooperation between business sector and research institutions in order to address intersectoral mobility and development of sets of transversal skill suitable for conducting business. In order to improve overall research environment the participation of Croatian research institutions will be increased in transnational organisations and international research infrastructures and access to foreign databases and journals as well as the development of national bibliographic database will be ensured.

### *Lifelong learning (LLL)*

LLL is an important factor in decreasing regional disparities, improving employability and life quality. CPP outlined that measures aimed to increase participation in LLL, in particular for older workers, the low skilled and the long term unemployed, to support the development of skills and competences needed on the LM and to promote the recognition of competences acquired through non-formal and informal education should be implemented.

In Croatia there are large regional differences in coverage and quality of pre-school programmes. The share of children between the age of 4 and the age for starting compulsory primary education participating in early childhood education and care is 71.7%.

Only 48% of 6 years-old Roma pupils are covered by some form of preschool education. The reasons for this are lack of awareness of the importance of preschool education, shortage of finances in local governmental budgets, the insufficient capacity of kindergartens, and 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.

Children with disabilities are a 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 to create tailored programs aligned with functional abilities of students with disabilities, lack of knowledge for applying individualised 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. ESF will support establishment of comprehensive



and sustainable system of their adequate inclusion, redefining programmes of initial education of teachers as well as in-service teacher training programmes for teachers and other staff working with students with disabilities.

Programme for International Student Assessment (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 will be upgraded with the ESF funds.

SEST underlines problems of modernising outcome-based curricula, following EC recommendation on the introduction of key competencies to their development and implementation. ICT equipment is lacking and outdated, and frequency of use, as well as teachers' ICT competences, is below EU average. Within e-Schools digital content and ICT in teaching, practices will be integrated in 7th and 8th grade of primary and all four years of secondary grammar schools. In order to complement the mentioned soft measures, the OPCC intervention will be focused on increasing integration of the ICT in schools everyday life, through the infrastructure part of the e-Schools project, by equipping primary and secondary schools with appropriate LANs (local Internet networks in schools) and procurement of ICT equipment for teachers and learners as well as other ICT related equipment.

Adult education is an important component of LLL. It is necessary to develop and run training programmes and offer a variety of other forms of learning focused on the achievement of the two main objectives, acquisition of transversal competences of individuals and acquiring knowledge and skills that enable targeted employability, greater flexibility and LM mobility. The share of adults participating in LLL is only 2.4%. Key problems are lack of motivation due to the limited supply side of good quality E&T programmes at all levels that correspond to the LM needs as well as financial resources of all stakeholders. SEST highlights the need to enhance the quality and relevance of AE programmes, by developing a sound QA system through implementation of the CROQF in AE and to encourage adult learners' participations. In pre-accession period methodology for designing training programmes was developed. To tackle this issue a system of validating non-formal and informal learning (VNFIL) has been developed on the basis of the CROQF. In order to increase the qualification level and employability potential of specific target groups cooperation between relevant state and public administration bodies, LM institutions and relevant stakeholders in the adult education system will be improved in order to create new or upgrade existing programs, in accordance with the needs of the labour market. It will also contribute to the prevention of unemployment and create opportunities for continuous learning, improvement and training of workers, and thus contribute to their personal and professional development. The ESF will support implementation of programmes for VNFIL and provision for adult learners to raise their qualification levels.

*Vocational education and training (VET)*

Improving 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 programmes (based more on professional and practical competences largely acquired through apprenticeship schemes). According to the CSR, the Croatian VET system is outdated and Croatia should implement measures to improve the LM relevance and quality of education outcomes by modernising the qualification systems, by putting in place quality assurance mechanisms and by improving school-to-work transitions, notably through strengthening vocational education and work-based learning. The SEST has set out the principles for the further development of VET which will be developed in more detail in the Programme for the Development of the Vocational Education and Training.

Through pre-accession assistance strategic documents were developed which outlined the main strategic guidelines for the further development of the VET system: innovative analytical tools called sector profiles and a methodology for the development of occupational standards, qualifications and curricula. This methodology will be used for the development of the sectoral curricula for the sectors that have been identified as priority sectors: Tourism and catering, Mechanical and electrical engineering, ICT, Agriculture, and Healthcare sectors and in other VET sectors with the aim of ensuring relevance of VET in line with LM needs and improving access to higher education. The relevance of vocational curricula to the LM will be partially secured by using Sector profiles, Occupational standards and Qualification standards developed in accordance with CROQF Methodology as defined in the Law on CROQF. All VET qualifications will be included in the CROQF Register. It is important to train VET teachers to enable them to access modern technologies, and provide methodological and pedagogical tools specific for VET. Quality assurance was one of main objectives of the VET System Development Strategy 2008-2013 and has been one of main areas of intervention in VET in recent years. As of school year 2012/2013 all 302 VET schools in Croatia have been implementing a self-assessment process using the developed Self-assessment handbook and supported by a web-based tool called e-Kvaliteta. The process of external assessment in VET is being implemented in the form of expert-pedagogical monitoring and inspection visits. The self-assessment of VET schools and external monitoring will be more closely linked in the near future.

The issue of lack of practical skills among students was identified during the implementation of IPA projects, indicating a need to establish multifunctional VET centres in the prosperous economic sectors and a network of regional work based VET centres in partnership with the educational, economic and civil sectors. The ESF will provide incentives for improving the work-based training system, developing sectoral curricula, establishing national/regional centres of competences and enhancing QA and the in-service teacher training system.

#### **4. GOOD GOVERNANCE**

The CPP states the need to address central and local level administration, and that sufficient ESI Funds should be devoted to setting up and implementing the legal

framework underpinning an efficient, reliable and service-oriented public service. Measures aiming at simplification, streamlining and transparency of the administration procedures should be supported.

The CSR points out that the current regulatory framework for doing business in Croatia imposes a high burden on businesses, including non-transparent decision-making, in particular at the local level. It highlights the high level of fragmentation of public administration (PA) responsibilities at regional and local levels and a complex split of competencies between ministries and agencies at central level complicating business decisions and lengthening administrative procedures. Also, it is mentioned that there is a need to rationalise and improve control over public subsidies, public tenders and guarantees.

The CSR stresses the need to reorganise tax administration and to offer more e-Services to taxpayers. The institutional framework for public finances needs to be strengthened, by developing solid accounting systems, improving budgetary planning and forecasting, reviewing tax expenditure, wage setting/monitoring systems and the tax and benefit system, supporting tax administration, the fiscal policy commission.

The indicators set out in the Competitiveness report country chapter Croatia reinforce the need for PA reform. The burden of government regulation ranked 143 out of 148 and almost 1/3 of the factors identified as most problematic for doing business came under direct government responsibility (policy instability, corruption, and inefficient government bureaucracy).

The future work of the Central Bureau of Statistics (CBS) needs reinforcement at several levels including administrative capacity development, development and modernisation of data sources necessary for production of official statistics, statistical infrastructure and standardised systems and dissemination of official statistics for all kinds of users.

The Strategy for the Development of Public Administration 2015-2020, to be adopted in June 2015, sets the framework for the implementation of the PA part of the OPEHR. A key element is interoperability, transforming the current mainly hierarchically organised provision of services into horizontally-integrated services.

Interventions envisaged under the PA Strategy and their correlation with deficiencies identified in other key documents, in combination with programming needs analyses, are addressed through two main elements of ESF support: (1) optimisation of business administrative process and (2) support for the development of modern and responsible administrative capacities.

The ESF investment strategy builds upon experience from the pre-accession assistance period, through IPA, notably the development of the General Administrative Procedures Act (GAPA). The project was implemented to support Croatia in applying PA legislation and develop a reliable, open, transparent and client-oriented PA as a constituent part of a good business environment. Regarding harmonisation, rationalisation and streamlining of

business functions in PA, an IPA-funded ICT tool will be implemented in 2015 to enable the monitoring of length and quality of administrative proceedings on all levels. In 2015, through the Transition facility, a project will be implemented to contribute to the implementation of the core elements of e-Government in Croatia through further enhancement of the interconnectivity of the information system within PA that will be further supported by ESF.

### *Business processes*

Underlying problems in assuring optimisation and modernisation of the PA policies and business process (BP) is also reflected in the statistical data: the WB Government effectiveness ratings for Croatia (69%) are still below EU27 (82%) and EU10 (75%) average and Corruption Perceptions Index of Transparency International (CPI), equals 48 (EU average is 66).

In 2010 Croatian citizens could use 50% of basic public services via the Internet, which is below the EU27 average, which stood at 81%. In 2013 only 30.8% of Croatian citizens communicated with PA through online applications while in EU27 the average was 50%. The level of public services prepared and used in the framework of e-PA is not satisfactory, i.e. the indicator of online availability for the Republic of Croatia in 2013 was 57%, while the average for EU27, was 74%. ESF will support BP reforms within the PA itself as well as those toward the business community.

The ESF will support a change of hierarchically organised PA services into horizontally-integrated services accompanied by IT solutions and continuous education in the PA.

### *Quality management system*

Croatia has partially introduced a Quality management system (QMS) in the PA. The related CAF framework has been introduced in some institutions of the PA. Basic elements of the QMS were presented in the PA Strategy by tackling particular areas of public administration; still current framework is underdeveloped and in order to become an effective PA tool, needs to be further upgraded. ESF will support the design of a methodology standards and implementing tools for the quality management in the area of evaluation, remuneration, career development and ethical standards of civil service.

### *e-Government*

Analysing current needs regarding the state of e-Government solutions and digitalisation of administrative business processes and the shortcomings in the standardisation of e-Services, the Croatian administration has developed and implemented an electronic government project - e-Citizens, which is available to Croatian citizens as of June 2014.

Simplification, streamlining and modernisation of the business processes are vital in the PA reform. SIGMA reports stipulate the need to analyse the horizontal functions within government bodies and establish standards for the organisation and conduct of horizontal functions. The use of ESF funds will build upon IPA and WB projects for standardisation, streamlining and finally digitalising administrative procedures, interconnected to other public registries. ESF interventions will support all information systems to build up interfaces for the e-Citizens platform, the e-Business platform and the One Stop Shop, wherever possible, with different channels of communications for citizens and business entities, thus reducing administrative burdens and red tape.

As there is persistent lack of investments in the training of the employees in public administration to use the IT architecture and participate in the development projects aimed at introducing new solutions with the purpose of improving business processes in public administration ESF will support these types of activities.

### *Human Resource Management*

The CPP stated that the full development and implementation of a salary and career development system should be a priority for future ESI funding in order to ensure merit-based promotion and reward mechanisms as well as to decrease employee turnover and to attract qualified personnel. The professionalism of civil servants should be improved through modernising training and career development. Adequate capacities for training delivery, for example by strengthening support to the National School for Public Administration (NSPA) and ensuring training centres at the regional and local levels should be developed with ESF support.

As stated in the SIGMA report 2010, the capacity of civil servants is insufficient to fulfil their mandate as they have a very bureaucratic approach to problems and to the public. Further investment in training – visibility, resources, facilities and training delivery – is needed to improve civil servant skills and to change attitudes to service delivery, including in view of the introduction of e-Government solutions.

There is no system for the retention of high-quality employees and the mobility of public servants is low. Experience shows that ministries responsible for the implementation of structural policies do not always have a sufficient technical expertise.

NSPA provides trainings for civil servants in state administration, local and regional self-governments and public services. NSPA needs to further strengthen its human, financial and infrastructural capacities. ESF will support development of the training system at both central and local/regional levels

ESF will also support the creation of a consistent remuneration system throughout the public sector.

As part of measures to address fiscal imbalances, in line with the CSRs, Croatia will implement specific measures aiming at more sustainable healthcare, tax and custom systems but also support various public services at national and regional/local level. It is expected to promote usage of accessible online services (e-Health, e-Customs, e-Tax), accompanied with educated personnel able to deliver services.

### *Anti-corruption*

The CSR stipulates need to reinforce prevention of corruption in public administration and state-owned and state-controlled enterprises, including by increasing the verification powers of the Conflict of Interest Commission.

The new Anti-corruption strategy 2015-2020 was drafted by the Ministry responsible for justice system and put in public consultation in November 2014. The perception of corruption, according to the Transparency International Corruption Perceptions Index in 2013 for Croatia was 57/177. It is important to apply the anticorruption principles throughout PA through consistent and regular overview of the implemented anti-corruption measures and instruments aiming to prevent corruption and manage its risks in public administration, local and territorial (regional) government agencies and companies (with particular focus on implementing anti-corruption mechanisms among employees). In order to achieve this objective in the public administration sector the ESF will support measures to increase the integrity, responsibility and transparency of PA bodies and to strengthen anti-corruption mechanisms in PA.

### *Justice system*

As stated in the CPP with regard to the effectiveness of the judicial system (JS), adequate resources should be dedicated to addressing weaknesses in administrative capacity and effective functioning of relevant institutions.

During the pre-accession period numerous projects have been implemented or are still on going in order to improve Croatian JS to be in line with the EU standards. In that sense projects related to the prevention and fight against corruption, strengthening of the independence, impartiality and professionalism of the judiciary, efficiency and quality, case management system (both in the courts and state attorneys), were implemented.

The 2014 Justice Scoreboard comparing the data of the years 2010 and 2012 shows some improvements in the efficiency of Croatian JS (insolvency, litigious civil and commercial cases). Despite the reduction in the total backlog of cases from 2011 in 2013, it has increased for civil and commercial cases. Continued efforts to create and enforce the right incentives to resolve proceedings in a timely manner and to promote out-of-court settlements, especially in small claims, is needed to address these issues. Despite a slight reduction, the length of proceedings at courts of first instance in 2013 remained high in litigious civil and commercial cases (417 days) and in administrative cases (493 days).

There is a need for optimisation of business processes at courts and state attorneys, improving the case management, developing and implementing e-Registers, the prison information system, records management and data bases. It needs to be followed by training, education and by exchange of best practice and knowledge in the ICT area. In order to improve coordination and interoperability of the integral judicial information system, the ESF will be used for further upgrade and consolidation of judiciary.

The Judicial Academy is the only national public institution in charge of the initial training of judicial trainees, future judges and prosecutors (i.e. attendants of the State School for Judicial Officials) as well as of continuous judicial training of judges, prosecutors and judicial advisors that will be supported by ESF.

ESF assistance will be streamlined in order to support the reorganisation to the JS vital in order to reduce the duration of proceedings, to decrease the number of requests for protection of the right to a trial within a reasonable time, to reduce staff numbers, to increase efficiency in the organisation of work processes, to achieve a more balanced utilisation of existing resources, to increase the number of judges solving cases, to harmonise and unify case law, and to improve balance in workload distribution.

### *Civil society*

Involvement of CSOs and other stakeholders in shaping and delivering public policies has direct influence on the increase of transparency and trust in public administration.

CSOs mostly functions on voluntary basis, lacks professional infrastructure and has limited access to funds. 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. 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. Croatian CSOs funded their projects mostly from public 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).

The participation of CSOs and their cooperation with PA should be further encouraged in the implementation of the ESF in order to ensure transparency, openness, accountability and effectiveness of PA.

### *Social dialogue*

In spite of high coverage of collective agreements (estimated around 60%), the effect of bipartite social dialogue on the regulation of industrial relations remains low due to limited content and weak enforcement of principles of bipartite dialogue. The

influence of tripartite social dialogue on policy making is weak, due to limited institutional and expert capacities of social partners, undeveloped dialogue culture within PA, and uneven development of social dialogue on local level. Further development of social dialogue is hindered by lack of systematic data collection, research and analysis on industrial relations, working conditions and functioning of all forms of social dialogue. ESF assistance will build upon achievements of the IPA period and strengthening the capacities of the social partners (trade unions, employer organisations and public institutions) with the aim of promoting and enhancing the quality of social dialogue.

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%). The 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, as emphasized in CSR for Croatia (3): "Strengthen the effectiveness and reach of active labour market policies by... increasing the coverage of the young, long-term unemployed and older workers."
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	Young people are in a particularly unfavourable position on the labour market in Croatia and outreach towards youth and school to work transitions are stressed in CSR for Croatia and YGIP. Focus will be on long-term unemployed NEETs, since the long-term unemployment rate for youth 15-29 amounts to 18.4% in 2013, while the European level rate was 7.1%. A specific target group also includes students and those in transition to education or



Selected thematic objective	Selected investment priority	Justification for selection
		from education to the labour market.
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 from marginalised communities, including through the implementation of the Youth Guarantee	Young people are in a particularly unfavourable position on the labour market in Croatia and outreach towards youth and school to work transitions are stressed in CSR for Croatia and YGIP. The unemployment rate in the 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 the EU average (15.9%).
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	Reinforcing the administrative capacities of the public employment services, including at regional level (CSR) remains one of the biggest challenges in coming period. Rising numbers and heterogeneity of employment services and their users requires adaptation and differentiation in service provision, supported by capacity strengthening within labour market institutions. There is a substantial variation in unemployment rates between 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.
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	CPP and CSR stress that activation measures directed to inactive and unemployed persons are not adequately developed and hence need to be improved. The level of social protection expenditure 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

Selected thematic objective	Selected investment priority	Justification for selection
		Croatia (2014-2020), in order to promote social cohesion, labour market participation and tackle 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 interest	According to CSR and SWD, long-term care services are dispersed between health and social welfare systems and pressure on institutional care is constant. CPP states that access to quality community based social support is limited, and a shift from institutional to community based care is recommended. 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 disparities. Since the level of social protection expenditure is 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 the social welfare system a process of deinstitutionalization has been ongoing since in 2012, out of 13.270 beneficiaries, 7.983 were in some form of institution care, including persons with disabilities, children and youth.
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

Selected thematic objective	Selected investment priority	Justification for selection
		<p>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.</p>
<p>10 - Investing in education, training and vocational training for skills and lifelong learning</p>	<p>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>	<p>The EU2020 strategy establishes the headline targets for education and life-long learning development: at least 40% of 30-34 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%. The main challenges in education are labour market relevance and quality of provision across all educational sectors. At tertiary level, some 60 % of students study social sciences and humanities, whereas the numbers graduating in technical and medical sciences continue to fall. Employment rates of recent graduates are significantly lower than in the EU-28 and statistics show that between 29 % and 54 % of young people worked in a job outside their field of study. Although tertiary education enrolment has risen, attainment has levelled off since 2010 and drop-out rates are extremely high. Croatia's population has lower digital skills than the EU average (CSR).</p>
<p>10 - Investing in education, training and vocational training for skills and lifelong learning</p>	<p>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</p>	<p>EC CPP outlined that measures aimed to increase participation in LLL, in particular for older workers, low skilled and long term unemployed, to support the</p>

Selected thematic objective	Selected investment priority	Justification for selection
	learning pathways including through career guidance and validation of acquired competences	development of skills and competences needed on the labour market and to promote the recognition of competences acquired through non-formal and informal education should be implemented. The main challenges in education are labour market relevance and quality of provision across all educational sectors. Achievements of 15-year-olds, as measured by the Programme for International Student Assessment (PISA), remain below the EU average, particularly in mathematics. There is no national system of systematic evaluation and quality assurance of educational establishments to promote improvements in outcomes. The participation rate in LLL is still well below EU average. Only 2.6% of adults participate in education and training, compared to the EU average of 10.7 %. Croatia's population has lower digital skills than the EU average (CSR).
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	The main challenges in education are labour market relevance and quality of provision across all educational sectors. Outdated vocational education and training system is undergoing reform in the form of new school curricula based on sector skills analyses and comprehensive occupational and qualification standards. More than 95% of 20-24 year olds complete a form of upper secondary education, and the majority of vocational education and training students continue to higher education. However, according to AVETAE, fewer than half of vocational education and training graduates end up employed in a job matching their field of study. More than 70% of first year students surveyed in 2011 planned to

Selected thematic objective	Selected investment priority	Justification for selection
		eventually enrol in a graduate course. This level of attainment and ambition masks the fact young people may be lacking skills or motivation to enter labour market earlier. Employer engagement, work-based learning and career guidance across secondary and tertiary education are lacking (CSR).
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 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, e-Health and overall modernization of existing mechanisms and procedures, all of where Croatia is below EU-27 average. The mentioned is also a part of the CPP and CSR, key reference document stipulating that the current regulatory framework for doing business in Croatia imposes a high burden on businesses, including non-transparent decision-making in particular at the local level. Reorganization of justice system is a prerequisite for legal security, business development and investment climate.
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	Social dialogue is an important factor for implementation of reforms undertaken by the Government since it requires general consensus of social partners. Increasing the effectiveness, sustainability and continuation of social dialogue is necessary. It will contribute to the quality and continuity of the bi- and

Selected thematic objective	Selected investment priority	Justification for selection
		<p>tripartite social dialogue process as well as to implementation of the sectoral social councils.</p> <p>CSOs are important for increasing transparency and trust in PA, however, lack of human and financial resources, capacities for policy analysis, open dialogue with decision makers, 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. Measures have been foreseen in this respect in order to strengthen their sustainability by encouraging the diversification of their funding sources and preventing predominant reliance on public funding.</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 of the OPEHR 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.

Taking into consideration the general objective of the OPEHR aimed at increasing employment and employability, the most significant allocation has been foreseen for the Priority axis 1 High employment and labour mobility.

Emphasis will be placed to strengthen the effectiveness and reach of ALMP by increasing the coverage of the young, long-term unemployed and older workers, as well as preventive measures for those facing the risk of redundancy, aiming at preservation of jobs and maintaining employment under conditions of changing labour market situation.

Special attention will be given to young persons since they are in an unfavourable position at the LM. YEI funds will be allocated to active employment policy measures aimed at unemployed and inactive NEETs aged 15-29 and on education and entrepreneurship. This will be complemented through the ESF with support for long-term unemployed NEETs. Since there is a substantial variation in unemployment rates among Croatian counties and local labour markets play a crucial role in combating unemployment, especially as regards to reducing regional disparities, targeted support is planned in order to overcome this disparities. Finally, improvement of the accessibility and modernisation of labour market institutions is recognised as an important tool to improve scope, quality and adaptability of services.

According to Article 4(2) of ESF regulation 1304/2013, allocation for the thematic objective “Promoting social inclusion, combating poverty and any discrimination” is 21.64% of total ESF allocation. Three main areas are chosen for financing: active inclusion, access to health and social services and promotion of social entrepreneurship. Active inclusion consists of measures targeting vulnerable groups in promoting their employability and social inclusion, promoting volunteering, combating discrimination and regeneration of deprived areas. Access to health and social services will promote quality and accessibility of health services, process of deinstitutionalization and shift toward social services in community. Social entrepreneurship will support social enterprises and social economy as an emerging sector in Croatia.

A substantial allocation is specified for the Priority axis 3. Education and lifelong learning. The serious mismatch between educational outcomes and labour market needs has been recognised as a serious structural problem of Croatian economy. Actions related to VET and LLL are envisaged and additional means planned in order to overcome this mismatch. They are complementary to the actions envisaged under the priority axis 1. High employment and labour mobility. Emphasis will be put on further development of the CROQF as an instrument of regulation of the qualifications in Croatia and construction of a more flexible education system that will ensure better alignment with labour market needs and facilitate access to education at all levels as important prerequisites for ensuring a highly skilled and adaptable workforce.

In regards to the Priority axis dedicated to Good governance the investment focuses on the two areas identified also in the Strategy for the Development of PA. The funds will support the reengineering of the business processes in PA and its horizontal integration and upgrading existing and designing and implementing new e-Government services, a cornerstone of the PA reform. This will be followed by further development of HRM capacities, currently identified as the weakest link in creating the framework for an entrepreneurial environment and a prerequisite for ensuring a better socio-economic standard for all citizens. Under specific objective, judiciary is supported in terms of quality and performance and should be reached by design and implementation of the framework for improvement of the judicial services structure, improvement of the efficiency and quality of justice procedures. The other focus for investment consists of support to the nongovernmental sector. This sector was recognised already in the pre-accession period as having the potential to stimulate alternative forms of economic growth and also a reliable and dynamic partner in shaping and delivering various public policies. Finally stimulating social dialog and building capacities and partnership among

its stakeholders is an important tool in times of economic slowdown and negative developments on the labour market

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 ESF 2007-2013. 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, present a clear indicator that building of capacities will be the main concern of TA priority axis. TA will address gaps and shortcomings at national as well as regional/local level so as to ensure sufficient staffing and administrative/technical expertise.

The capacity of the 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 allocations, 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 an excessive jump of financing of any particular sector/area). This principle correlates with the additionally principle.



**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 indicators for which a target has been set
1	ESF	365,459,366.00	22.54%	<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 workers at risk of redundancy 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 long-term unemployed NEETs into the labour market</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</li> </ul> </li> </ul> </li> </ul>	[CR01, CR02, CR03, CR04, CR05, CR06, CR07, CR08, CR09, CR10, CR11, CR12, SR101, SR102, SR103, SR104, SR105, SR106, SR107, SR108]
1	YEI	206,310,104.00	12.73%	<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                   <ul style="list-style-type: none"> <li>▼ 1 - Increase employment and rapid integration of NEETs via YEI into the labour market</li> </ul> </li> </ul> </li> </ul>	[CR01, CR02, CR03, CR04, CR05, CR06, CR07, CR08, CR09, CR10, CR11, CR12, SR101, SR102, SR103, SR104, SR105, SR106, SR107, SR108]
2	ESF	340,146,855.00	20.98%	<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 - Combating poverty and social exclusion by promoting labour market and social integration of 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 access to health care in deprived areas and for vulnerable groups and promoting health</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 the number and sustainability of social enterprises and their employees</li> </ul> </li> </ul> </li> </ul>	[CR04, SR202, SR203, SR204, SR205, SR206, SR207]

Priority axis	Fund	Union support (€)	Proportion of total Union support for the operational programme	Thematic objective / Investment priority / Specific objective	Common and programme specific indicators for which a target has been set
3	ESF	450,000,000.00	27.76%	<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 - Improving quality, relevance and efficiency of HE</li> <li>▼ 2 - Increasing tertiary attainment rates</li> <li>▼ 3 - Improving the environment for Croatian researchers</li> </ul> </li> <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 education for disadvantaged students at pre-tertiary level</li> <li>▼ 2 - Promoting 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 adult education system and upgrading 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 - Modernising of VET provision and improving its quality in order to increase employability of students and their entry into further education</li> </ul> </li> </ul> </li> </ul>	[SR301, SR302, SR303, SR304, SR305, SR306, SR307, SR308, SR309, SR310, SR311]
4	ESF	179,130,089.00	11.05%	<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 - Increase effectiveness and capacity in the public administration through improving service delivery and human resources management</li> <li>▼ 2 - Enhancing capacity and performance of the judiciary through improving management and competences</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 enhancing civil and social dialogue for better governance</li> </ul> </li> </ul> </li> </ul>	[SR401, SR402, SR403, SR404, SR405, SR406, SR408, SR409, SR410]
5	ESF	80,000,000.00	4.94%	<ul style="list-style-type: none"> <li>1 - Ensure efficient preparation, management, implementation, monitoring, evaluation and control of the operational programme</li> <li>2 - 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</li> <li>3 - 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</li> </ul>	[SR501, SR502, SR503, SR504]

## 2. PRIORITY AXES

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

#### 2.A.1 Priority axis

ID of the priority axis	1
Title of the priority axis	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
- ☐ For the ERDF: The entire priority axis is dedicated to operations aimed at reconstruction in response to major or regional natural disasters
- ☐ For the ERDF: The entire priority axis is dedicated to SME (Article 39)

#### 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

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

#### 2.A.4 Investment priority

ID of the investment priority	8i
Title of the investment priority	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

ID of the specific objective	1
Title of the specific objective	Increase employment of unemployed, especially long-term unemployed and those experiencing skills mismatch on the labour market
Results that the Member	Negative trends on the Croatian LM are present since 2008, with the unemployment rate doubling from 8.4% to 17.2% in 2013

<p><b>States seek to achieve with Union support</b></p>	<p>and a 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%. Croatia faces problems in matching knowledge and skills to actual LM needs. The employment rate is lower for persons without upper secondary education, totalling 35.7% in 2013, as compared to 53.8% for those with upper secondary education and 74.2% with tertiary education. Unemployment figures delineate the same, linking lower education levels to higher risk of unemployment, especially LTU. The unemployment rate for persons with primary and lower secondary education is 19.6% (registered unemployment data show it's a total of almost 90,000 persons).</p> <p>LTU are 63.7% of all unemployed, with long-term unemployment risk particularly high for persons with low level of education, women and older persons. Eurostat estimates that up to 82.5% of unemployed in the above 54 age group face long-term unemployment. CES register shows over 50,000 of older unemployed in 2013 that are likely to have insufficient competences for stable integration into the LM, inadequate or out-dated knowledge and skills, requiring targeted training, skills and knowledge upgrade and adaptation in line with LM needs and changes. They lack relevant work and practical experience, and are prejudicially perceived as less attractive to employers and less competitive, thus requiring additional support to access employment.</p> <p>Specific packages of ALMP measures are provided to different groups of users by CES. The ALMP package "The Importance of Experience" is aimed at older workers, and includes a range of measures, including supported employment, self-employment subsidies and training. The package "New Jobs and Learning for Us Too" aims at long-term unemployed. In the period 2011-2013, the share of older workers participating in supported employment was 14%, and in training activities 4%. The participation of groups with primary and lower secondary education in those 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 is War Veterans and children of killed, detained, missing, disabled or volunteer War Veterans (CHWV) and victims of Homeland War and their family members. They make up 9.23% of unemployed and face significant set-backs due to their age, education and health, thus being multiply disadvantaged. They are a group at risk of long-term unemployment. 55.8% of CHWV are in unemployment for over 12 months. The Programme of professional training and employment of CHWV and members of their family contains specific ALMP measures implemented by the Ministry responsible for Croatian Veterans including professional training, self-employment, support to the work of war veterans</p>
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	<p>cooperatives. These measures will be co-financed by ESF.</p> <p>ESF investment will focus on the specified target groups in terms of coverage, leading to their improved perspective on the LM.</p> <p>Key results include an increase in employment for unemployed, with focus on long-term unemployed, those with low levels of education, women, older unemployed persons and CHWV and victims of Homeland War and their family members. An increase in their employability levels is also expected, strengthening skills and gaining qualifications needed on the LM and 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>In the times of economic decline, support for self-employment can be a key socio-economic policy measure. According to Eurobarometer in Croatia in 2012 54% of respondents favoured self-employment (much higher than the EU average of 37%). However, only 18% considered self-employment to be feasible. The reluctance to start-up own business is caused by the lack of financial resources, lack of needed expert knowledge for start-up and managing a business, as well as lack of business ideas and related viable business plans. This is a particular obstacle for the unemployed, who need more targeted support and guidance in the know-how of starting and running a business.</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%. Activity and employment rates are lower for women than for men. Reasons for inactivity are somewhat different, the main reason for women's inactivity, besides retirement, being 'other family or personal responsibilities' while for men this is 'education'. 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 measures are also planned to continue for Croatian Homeland War Veterans and Children of killed, detained or missing Croatian War Veterans. In the period 2004-2013 this measure enabled self-employment of 3.875 people from the target</p>

	<p>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.</p> <p>Key results expected are 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 workers at risk of redundancy and fostering rapid re-employment of unemployed due to redundancies
<b>Results that the Member States seek to achieve with Union support</b>	<p>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.</p> <p>Employers do not 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 workers deemed redundant. 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.</p> <p>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.</p>

	<p>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.</p> <p>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.</p> <p>Key results expected through this specific objective include retention in employment of workers in risk of losing their job, but also rapid re-employment for those unemployed due to redundancies, encompassing preventative and rapid reaction labour market measures. Furthermore, an increase in qualifications and skills especially of workers with lower levels and higher age is expected.</p>
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**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	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		
CR03	participants gaining a qualification upon leaving	Less developed	Number	unemployed, including long-term unemployed			906.00	Number	2013			5,031.00	Pension Insurance data, CES data, surveys, evaluations, MIS	Annually
CR04	participants in employment, including self-employment, upon leaving	Less developed	Number	unemployed, including long-term unemployed			1,686.00	Number	2013			26,199.00	CES data, registries of surveys, evaluations, MIS	Annually
CR06	participants in employment, including self-employment, six months after leaving	Less developed	Number	unemployed, including long-term unemployed			1,707.00	Number	2013			27,563.00	CES data, Pension Insurance data, evaluations, MIS	Annually
CR07	participants with an improved labour market situation six months after leaving	Less developed	Number	employed, including self-employed			90.00	Ratio (%)	2013			90.00	Pension Insurance Data, CES data, registries of relevant institutions, surveys, evaluations, MIS	Annually
SR101	Participants in self-employment upon leaving	Less developed	Number				19.00	Ratio (%)	2013			21.00	Pension Insurance Data, CES data, registries of relevant institutions, surveys, evaluations, MIS	Annually
SR102	Participants in self-employment, six months after leaving	Less developed	Number				18.00	Ratio (%)	2013			20.00	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
Investment priority 8.i focuses on 3 broad areas of intervention and therefore covers various actions.	
<p>Specific objective 8.i.1 covers activities aimed at increasing employment of the unemployed, especially the 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 trainings in line with labour market needs (training and re-training activities for acquiring skills for future employment, both specific skills, and broader area skills such as enhancement of digital literacy; implementation of on-the-job and workplace 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 unemployed.</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>Provision of training and employment subsidies also directly targets an increase in employment of specific marginalised groups like CHWV, especially those that were members of the active military and which are in disability pension due to occupational inability for work or unemployed with reduced working ability that need tailored employment measures to re-enter the labour market. Measures include the entire process related to their involvement in the labour market from the additional expert evaluation of their working ability through education and training to employment. Since 2004 and due to the specificities of the population, Ministry responsible for Croatian Veterans implements active employment policy measures tailored for the population through the Programme of professional training and employment of CHWV and member of their family and therefore has a wide institutional experience and administrative capacity for the development and implementation of these measures.</p> <p>Target groups: unemployed with special focus on persons in long-term unemployment, unemployed with low level of education, women, CHWV and victims of Homeland War and their family members, older unemployed persons, employers.</p> <p>Beneficiaries: institutions responsible for ALMP measures in Croatia (such as CES, Ministry responsible for Croatian Veterans).</p> <p>Specific objective 8.i.2 focuses on increase of employment through facilitating access to and providing support for self-employment and entrepreneurship, to the disadvantaged groups of unemployed. Self-employment support, including direct self-employment subsidies and support activities such as specific forms of training and guidance will be provided, as another viable pathway to employment for persons with interest in self-employment and a business idea. CES self-employment activities, as a part of their ALMP measures, are available to all unemployed, with no requirements or restrictions in terms of years of service, work experience, occupation or qualification.</p> <p>As the action focuses on groups at a disadvantage on the labour market, the measure of self-employment needs to include comprehensive support prior to, during and after start-up. Complementary support in this regard will be provided by specialised CES self-employment advisers additionally educated for provision of specialised services for self-employment (strengthened within SO 8.vii.2), in terms of translating the idea into a business plan, information dissemination, motivation, guidance, preparatory activities for start-up of business, relevant training, mentoring and follow-up activities. Such a comprehensive support system is not only to ensure greater access to self-employment for the disadvantaged groups of unemployed, but also support the sustainability of the self-employment ventures beyond the receipt of the financial subsidy. Activities aimed at promotion of woman</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>entrepreneurship (promotion activities to encourage and stimulate women to engage in self-employment, promotion of entrepreneurial learning, organize meetings, conference, gathering to promote good examples of women entrepreneurship) are envisaged. Further specific sub-group to be targeted by the action includes CHWV and victims of Homeland War and their family members.</p> <p>Activities related to monitoring of the status of self-employed will be also developed and implemented with support of ESF.</p> <p>Target group: unemployed persons registered at the CES with special focus on women.</p> <p>Beneficiaries: institutions in charge of stated activities (Croatian Employment Service, Ministry responsible for Croatian Veterans).</p> <p>Specific objective 8.i.3 aims at preservation of jobs, maintaining employment of workers at risk of redundancy and fostering rapid re-employment of unemployed due to redundancies, encompassing preventative and rapid reaction labour market measures.</p> <p>Activities to be supported 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. Program of ALMPs or other programmes in force for preservation of jobs or compensation measures define specific measures and activities aimed at preservation of jobs, namely support for employers and education and training of workers. It also sets out criteria for eligibility of employers to make use of these measures, such as temporary decline in business activity and negative financial business results. Furthermore, CES provides measures in line with seasonal and other specific changes on the labour market, and in this regard, support to employers in difficulties due to seasonal changes in business activity will be provided, so as to maintain long-term employment of seasonal workers. Also, 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 older workers. Comprehensive support activities for companies with temporary setbacks or employee redundancies by mobile teams 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. CES Services will continue to</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>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> <p>Target groups: unemployed persons, workers at risk of redundancy.</p> <p>Beneficiary: Croatian Employment Service.</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
<p>The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria and its methodology, at the level of the OPEHR.</p> <p>Appraisal of projects will be subject to detailed selection criteria approved by the Monitoring Committee.</p> <p>Based on Selection Criteria and its methodology 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 (direct award procedures).</p> <p>Key criteria for selection of operations/projects include as appropriate:</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
<ul style="list-style-type: none"> <li>- compliance and contribution of the operation/project proposal to the realisation of the objectives set in the relevant national strategic documents (strategies, guidelines, action planes, programmes);</li> <li>- the relevance and importance of the operation/project for the realisation of the objectives and indicators of the OPEHR;</li> <li>- clearly defined and described target groups and their needs with regard to the objectives of the OPEHR;</li> <li>- the quality of the project proposal (activities listed in the project proposal are clearly defined, they are related to the problems that the project should resolve and they contribute to the goals of the project, the feasibility of the project plan);</li> <li>- the capacity of the applicant (the level of operational capacity of the applicant required for the preparation and implementation of the project);</li> <li>- sustainability of the project is presented and clearly described (there is the possibility of wider application of the results of the project).</li> </ul> <p>In the case of open calls an evaluation committee will be set at the level of IB level 1 or IB level 2 and detailed evaluation criteria will be defined by the MA. In the case of restricted call/direct award procedure IB level 1 will submit to MA proposal of selection of operation that will be granted as a restricted call for proposals on the basis of the relevant documentation provided, justifying selected beneficiary in respect to its institutional/legal particularities.</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

#### 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
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#### 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		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		
SO101	War Veterans and children of killed, detained, missing, disabled or volunteer War Veterans	Number	ESF	Less developed			7,133.00	Projects, MIS	Annually
SO102	Women who received support for self-employment	Number	ESF	Less developed			9,365.00	Projects, MIS	Annually
SO103	Number of start-ups supported	Number	ESF	Less developed			12,919.00	Projects, MIS	Annually
SO104	Number of workers at risk of redundancy and the unemployed due to redundancies who received support	Number	ESF	Less developed			7,125.00	Projects, MIS	Annually
SO105	Restructuring enterprises supported by CES mobile teams	Number	ESF	Less developed			84.00	Projects, MIS	Annually
CO01	unemployed, including long-term unemployed	Number	ESF	Less developed			48,708.00	Projects, MIS	Annually
CO02	long-term unemployed	Number	ESF	Less developed			32,230.00	Projects, MIS	Annually
CO05	employed, including self-employed	Number	ESF	Less developed			5,700.00	Projects, MIS	Annually
CO07	above 54 years of age	Number	ESF	Less developed			6,607.00	Projects, MIS	Annually
CO09	with primary (ISCED 1) or lower secondary education (ISCED 2)	Number	ESF	Less developed			11,028.00	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 (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 long-term unemployed NEETs into the labour market
<b>Results that the Member States seek to achieve with Union support</b>	<p>Young people are in 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).</p> <p>The share of youth in total unemployment increased from 28.7% in 2008 to 32.8% in 2013. 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. Long-term unemployment rate for youth 15-29 amounts to 18.4% for Croatia in 2013.</p> <p>The share of long-term unemployment among young people is steadily decreasing with the rising level of education - an average of 34% of long-term unemployed youth was without a high school education, 28% with a three-year vocational education and only 13% of highly educated youth. These differences are significantly more pronounced with regard to youth without work experience with especially unfavourable dynamics of finding work for those with lower education (only 1/5 of them find a job within 1 year of registering), so young people without higher education and without work experience are faced with the biggest obstacles in finding a first job.</p> <p>In accordance with Youth Guarantee Implementation Plan Croatia will combat long-term unemployment of NEETs through the ESF.</p> <p>Expected results regarding long-term unemployed NEETs are directed to the increase of their employability through different ALMP measures, with particular focus on acquiring the first working experience.</p> <p>ESF activities will be focused on increasing the employment of long-term unemployed NEETs and their integration into the</p>

	<p>labour market.</p> <p>Key results of this SO expected to be achieved include increasing stable and sustainable employment and self-employment levels of unemployed youth, especially long-term unemployed NEETs as well as their employability, providing necessary working experience, skills upgrade and practical skills attainment.</p>
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**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		
CR04	participants in employment, including self-employment, upon leaving	Less developed	Number	unemployed, including long-term unemployed			34.00	Ratio (%)	2013			39.00	Projects, MIS	Annually
CR06	participants in employment, including self-employment, six months after leaving	Less developed	Number	unemployed, including long-term unemployed			45.00	Ratio (%)	2013			47.00	Projects, MIS	Annually
SR103	Long-term unemployed participants who complete the ESF supported intervention	Less developed	Number				92.00	Ratio (%)	2013			92.00	Projects, MIS	Annually
SR104	Long-term unemployed participants who receive an offer of employment, continued education, apprenticeship or traineeship upon leaving	Less developed	Number				28.00	Ratio (%)	2013			33.00	Projects, MIS	Annually
SR105	Long-term unemployed participants who are in education/training, gain a qualification, or are in employment, including self-employment, upon leaving	Less developed	Number				25.00	Ratio (%)	2013			30.00	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
<p>Activities under this SO will be focused on increasing the employment and employability of long-term unemployed NEETs and their integration into the labour market.</p> <ul style="list-style-type: none"> <li>• Providing training and upgrading of skills in line with labour market needs, so as to strengthen competitiveness of LTU NEETs with inadequate or low levels of education, matching their skills and knowledge with employers' needs, but also following the guidelines and objectives of EU level strategies defining the areas that will need new skills or more specific workforce skills (digital agenda, industrial development strategy);</li> <li>• activities enhancing first employment for acquiring work experience, i.e. traineeship subsidy and the measure of occupational training without commencing employment, that enables gaining direct work experience within the profession for which the young unemployed person is educated - the person learns through working, at a specific workplace, and additionally can also meet the conditions and requirements for state, professional or master exams (the latter referring to craft occupations), leading to more permanent or independent employment; in order to better contribute to the alignment of knowledge and skills to actual labour market needs, the measure will aim to increase involvement of the</li> </ul>	



<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>private sector;</p> <ul style="list-style-type: none"> <li>• provision of guidance and support for self-employment and entrepreneurship of LTU NEETs, 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 (all these activities are linked with the self-employment capacity strengthening component, envisaged within SO 8.vii.2), but also direct financial support for start-up;</li> <li>• providing direct employment subsidies and compensations, i.e. financial support to employers in order to encourage greater employment of LTU NEETs as a disadvantaged group on the labour market, and especially certain even more disadvantaged subgroups, such as youth with low levels of education; employment is supported for up to 12 months and enables persons at a disadvantage gain relevant working experience and become independent in their work and thus increases their employability on the open labour market;</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, can also include training and education components, which enable the acquisition of relevant skills and working experience, thus providing a bridge to employment for the target groups; in line with EC guidance, more intensive support in this regard is planned as immediate action, due to the severe economic crisis and extremely disadvantaged position of youth as well as for the most vulnerable groups of youth, such as those in unemployment in the long-term;</li> <li>• activities aimed to ensure participation of LTU NEETs in (deficit) craft occupations and appropriate modes of practical skills acquisition, through providing scholarships and apprenticeship subsidies and better alignment of education to labour market needs and facilitation of the subsequent transit from school to work.</li> </ul> <p>Target group: long-term unemployed NEETs.</p> <p>Beneficiaries: bodies in charge of implementation of YGIP measures and activities, local and regional self-government units.</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 (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
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The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria and its methodology, at the level of the OPEHR.

Appraisal of projects will be subject to detailed selection criteria approved by the Monitoring Committee.

Based on Selection Criteria and its methodology 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.

Operations will be implemented as open calls or restricted calls for proposals (direct award procedures).

Key criteria for selection of operations/projects include as appropriate:

- compliance and contribution of the operation/project proposal to the realisation of the objectives set in the relevant national strategic documents (strategies, guidelines, action planes, programmes);
- the relevance and importance of the operation/project for the realisation of the objectives and indicators of the OPEHR;
- clearly defined and described target groups and their needs with regard to the objectives of the OPEHR;
- the quality of the project proposal (activities listed in the project proposal are clearly defined, they are related to the problems that the project should

<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>resolve and they contribute to the goals of the project, the feasibility of the project plan);</p> <p>- the capacity of the applicant (the level of operational capacity of the applicant required for the preparation and implementation of the project);</p> <p>- sustainability of the project is presented and clearly described (there is the possibility of wider application of the results of the project).</p> <p>In the case of open calls an evaluation committee will be set at the level of IB level 1 or IB level 2 and detailed evaluation criteria will be defined by the MA. In the case of restricted call/direct award procedure IB level 1 will submit to MA proposal of selection of operation that will be granted as a restricted call for proposals on the basis of the relevant documentation provided, justifying selected beneficiary in respect to its institutional/legal particularities.</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)

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		
SO110	Youth who participated in the traineeship, apprenticeship and other on the job training schemes	Number	ESF	Less developed			2,939.00	Projects, MIS	Annually
SO111	Youth 25-29	Number	ESF	Less developed			4,430.00	Projects, MIS	Annually
SO118	Neets receiving scholarship for deficit occupations and crafts	Number	ESF	Less developed			1,150.00	Projects/MIS	Annually
CO01	unemployed, including long-term unemployed	Number	ESF	Less developed			8,946.00	Projects, MIS	Annually
CO06	below 25 years of age	Number	ESF	Less developed			4,516.00	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 rapid integration of NEETs via YEI into the labour market
<b>Results that the Member States seek to achieve with Union support</b>	<p>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%. 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>The Youth Guarantee Implementation Plan, adopted by Croatian Government in April 2014, constitutes a comprehensive plan of youth directed activities, whether they are financed from national, EU or other sources that focuses its efforts on youth under</p>

30 years old. YEI in Croatia will focus on providing measures to young unemployed and inactive NEETs who can be placed in employment or education or training rapidly within the 4 month period stipulated in YGIP. This SO will therefore only target unemployed and inactive NEETs, while SO 8.ii.1./ESF will support long-term unemployed NEETs.

In 2011 62,680 (7.8%) young people aged 15-29 were in inactive status, which is significantly above the European average. As a result of the activities under this SO, the employability of inactive NEETs will increase through training and employment measures, as well as apprenticeship schemes, while accompanying measures will focus on motivation and increase of self-confidence, as well as other professional orientation measures.

To complement the main focus on supporting NEETs into employment, activities aimed at returning NEETs into education are a combination of measures identified in the Strategy of Science, Education and Technology, and can be divided into several measures.

The first measure includes the return into the educational system for the members of vulnerable groups and consists of two phases.

First phase includes inter-sectoral cooperation in identifying young persons/members of vulnerable groups who are A) out of the education system or B) due to the lack of qualifications and competences are not included in the labour market.

Second phase includes the return to the educational system by provision of scholarships by the relevant national entity.

The second measure includes education of NEETs with low level of qualifications or with inadequate qualifications where in addition to enrolling an adult education programme, foreign language courses and driving licence exam will be funded as well.

The third measure includes provision of second chance opportunities in access to higher education. Higher education

	<p>institutions will be funded to implement outreach activities to identify NEETs in order to integrate them into individualised study programmes.</p> <p>Key results expected to be achieved through direct support to NEETs are activation and reactivation of unemployed and inactive NEETs, increased employment and self-employment, as well as the level of their employability.</p>
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**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			87.00	Ratio (%)	2013			90.00	Projects, MIS	Annually
CR02	Unemployed participants who receive an offer of employment, continued education, apprenticeship or traineeship upon leaving	Number	unemployed, including long-term unemployed			4,328.00	Number	2013			12,085.00	Projects, 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			3,935.00	Number	2013			10,987.00	Projects, MIS	Annually
CR04	Long-term unemployed participants who complete the YEI supported intervention	Number				0.00					0.00		
CR05	Long-term unemployed participants who receive an offer of employment, continued education, apprenticeship or traineeship upon leaving	Number				0.00					0.00		
CR06	Long-term unemployed participants who are in education/training, gaining a qualification, or are in employment, including self-employment, upon leaving	Number				0.00					0.00		
CR07	Inactive participants not in education or training who complete the YEI supported intervention	Number	inactive, not in education or training			3.00	Ratio (%)	2011			80.00	Projects, MIS	Annually
CR08	Inactive participants not in education or training who receive an offer of employment, continued education, apprenticeship or traineeship upon leaving	Number	inactive, not in education or training			3.00	Ratio (%)	2011			10.00	Projects, MIS	Annually
CR09	Inactive participants not in education or training who are in education/training, gaining a qualification, or are in employment, including self-employment, upon leaving	Number	inactive, not in education or training			3.00	Ratio (%)	2011			10.00	Projects, MIS	Annually
CR10	Participants in continued education, training programmes leading to a qualification, an apprenticeship or a traineeship six months after leaving	Number	unemployed, including long-term unemployed			6,095.00	Number	2013			7,500.00	Projects, MIS	Annually
CR11	Participants in employment six months after leaving	Number	unemployed, including long-term unemployed			5,123.00	Number	2013			14,460.00	Projects, MIS	Annually
CR12	Participants in self-employment six months after leaving	Number	unemployed, including long-term unemployed			2.00	Ratio (%)	2013			5.00	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 (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
This SO covers actions aimed at fostering employment of unemployed and inactive NEETs and facilitates their transition from the educational system into the labour market.	
Types of actions will be:	

<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
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- providing training and upgrading of skills in line with labour market needs, so as to strengthen competitiveness of unemployed youth with inadequate or low levels of education, matching their skills and knowledge with employers' needs, but also following the guidelines and objectives of EU level strategies defining the areas that will need new skills or more specific workforce skills (digital agenda, industrial development strategy);
- activities enhancing first employment for acquiring work experience, i.e. the measure of occupational training without commencing employment, that enables gaining direct work experience within the profession for which the young unemployed person is educated - the person learns through working, at a specific workplace, and additionally can also meet the conditions and requirements for state, professional or master exams (the latter referring to craft occupations), leading to more permanent or independent employment; in order to better contribute to the alignment of knowledge and skills to actual labour market needs, the measure will aim to increase involvement of the private sector;
- 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 (all these activities are linked with the self-employment capacity strengthening component, envisaged within SO 8.vii.2), but also direct financial support for start-up;
- providing direct employment subsidies and compensations, i.e. financial support to employers in order to encourage greater employment of youth as a disadvantaged group on the labour market, and especially certain even more disadvantaged subgroups, such as youth with low levels of education; employment is supported for up to 12 months and enables persons at a disadvantage gain relevant working experience and become independent in their work and thus increases their employability on the open labour market;
- 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, can also include training and education components, which enable the acquisition of relevant skills and working experience, thus providing a bridge to employment for the target groups; in line with EC guidance, more intensive support in this regard is planned as immediate action, due to the severe economic crisis and extremely disadvantaged position of youth;
- preparation of socially innovative projects aiming at different outreach activities for inactive as well as increasing employability and employment;
- youth-coaching projects and second-chance programmes;
- provision of scholarships by the relevant national entity with the aim of providing second chances to the members of vulnerable groups;



<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
<ul style="list-style-type: none"> <li>• education of NEETs with low level of qualifications or with inadequate qualifications where in addition to enrolling an adult education programme, foreign language courses and driving licence exam will be funded;</li> <li>• provision of second chance opportunities in access to higher education. Higher education institutions will be funded to implement outreach activities to identify NEETs in order to integrate them into individualized study programmes at tertiary levels;</li> <li>• activities aimed to ensure participation of NEETs in (deficit) craft occupations and appropriate modes of practical skills acquisition, through providing scholarships and apprenticeship subsidies and better alignment of education to labour market needs and facilitation of the subsequent</li> </ul> <p>Target group: NEETs who are unemployed or inactive aged 15-29.</p> <p>Beneficiaries: bodies in charge of implementation of YGIP measures and activities.</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 and its methodology, at the level of the OPEHR.</p> <p>Appraisal of projects will be subject to detailed selection criteria approved by the Monitoring Committee.</p>	

<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
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Based on Selection Criteria and its methodology 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.

Operations will be implemented as open calls or restricted calls for proposals (direct award procedures).

Key criteria for selection of operations/projects include as appropriate:

- compliance and contribution of the operation/project proposal to the realisation of the objectives set in the relevant national strategic documents (strategies, guidelines, action planes, programmes);
- the relevance and importance of the operation/project for the realisation of the objectives and indicators of the OPEHR;
- clearly defined and described target groups and their needs with regard to the objectives of the OPEHR;
- the quality of the project proposal (activities listed in the project proposal are clearly defined, they are related to the problems that the project should resolve and they contribute to the goals of the project, the feasibility of the project plan);
- the capacity of the applicant (the level of operational capacity of the applicant required for the preparation and implementation of the project);
- sustainability of the project is presented and clearly described (there is the possibility of wider application of the results of the project).

<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
In the case of open calls an evaluation committee will be set at the level of IB level 1 or IB level 2 and detailed evaluation criteria will be defined by the MA. In the case of restricted call/direct award procedure IB level 1 will submit to MA proposal of selection of operation that will be granted as a restricted call for proposals on the basis of the relevant documentation provided, justifying selected beneficiary in respect to its institutional/legal particularities.	

#### 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		
SOy06	Below 25 years of age	Number	YEI				55,520.00	Projects, MIS	Annually
Soy07	unemployed	Number	YEI				70,550.00	Projects, MIS	Annually
SOy08	Youth 25-29	Number	YEI				18,180.00	Projects, MIS	Annually
SOy09	Inactive not in education or training	Number	YEI				2,000.00	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 substantial variation in unemployment rates between Croatian counties, from 8.7% (town of Zagreb) to 33.4% (Virovitica-Podravina County). All Croatian counties have under IPA 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 LM 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 LM, take into account local strengths and weaknesses, available institutional support, relevant stakeholders and translate this into specific measures and actions. 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 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. LPEs lack both financial resources, infrastructure and HR capacities for sustainable action. By positioning LPEs as one of the main local player in the sense of connecting labour market demands and needs, education and business environment we will strongly influence local labour market. The establishment of the system of permanent technical secretariats of LPEs (taking into account counties' specific) will secure their sustainability.</p> <p>Another important strand of locally driven action is support for the implementation of micro-projects in line with identified strategic needs and priorities in employment and education, and focused on target groups recognized through the local strategic framework as 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, Medimurje county strategy made stronger provisions for the Roma minority population, which is more numerous in that area,</p>

	<p>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 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>Expected results include increased employability of users of tailor-made and locally adapted services and interventions (which particularly focus 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
<b>Results that the Member States seek to achieve with Union support</b>	<p>Rising number and increasing heterogeneity of CES users require adaptation and differentiation in service provision but also reducing the workload of counsellors. CES has started to develop specialised services for different groups (youth, LTU, PWD, employers, people wishing to start their own business), different activities (career choice and management, mobility). There is also a need for adequate outreach and information dissemination channels (self-service models, e-counselling) but also for improvement and development of new activation programs for LTU and people who face obstacles in accessing the LM. Increasing accessibility while reducing the burden for counsellors will be achieved by hiring employment counsellors who will work directly with users and also by establishing additional support systems (contact centre, serving direct communication with users, remote office time-management services).</p> <p>CES employees need to be trained for provision of differentiated services, as do other LM service and education providers such as relevant ministries, institutions and agencies, as well as labour market stakeholders (social partners, chambers, employers' associations, NGOs and educational institutions) in terms of expert knowledge and “soft” skills. CES has established an LM</p>

	<p>Training Centre, comprising trainers from different LM institutions, with the knowledge and skills.</p> <p>The Ministry responsible for labour policy will build capacities regarding evidence based policy interventions, secure monitoring and policy impact assessment and data exchange with partner institutions (Human Potential Development Records) and develop software for analytical and reporting purposes to the stakeholders and public. A forecasting system will be developed to 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 provide policy impact assessment.</p> <p>Analytic inputs will be used for timely planning of education and training and for well-focused ALMPs, resulting in a dynamic system of adjustment of training outcomes to LM needs and the alignment of the training segment of ALMP with new jobs which will raise employability.</p> <p>Insight into efficiency and effectiveness of ALMPs proves insufficient and hinders timely, efficient and appropriate response to LM changes and challenges, and thus a comprehensive system of ALMPs evaluations needs to be developed.</p> <p>In 2014 Labour Inspectorates (LI) have been formed within Ministry responsible for labour policy. One of their most important result is to combat undeclared work. LI need strengthening in terms of information and applicative support, but also in public relations. Regarding LI ESF will support strengthening of their capacities.</p> <p>Related to health and safety ESF will support the central IT system that will be developed by the Institute for Occupational Safety Improvement to ensure integration and data processing of all stakeholders who manage health and safety.</p> <p>Key results expected include further development and adjustment of services and structures as well as improvement of procedures for data analysis, adoption of guidelines, reports and elaboration within LM institutions, stakeholders and LM service and education providers (relevant ministries, institutions and agencies, social partners, chambers, employers'</p>
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	associations, NGOs and educational institutions) as well as education and training of their staff.
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**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		
SR106	Unemployed members of vulnerable groups, as defined in county HRD strategies in in employment, including self-employment, six months after leaving	Less developed	Number				23.00	Ratio (%)	2013			23.00	Projects, MIS	Annually
SR107	Number of new or improved services provided by LM institutions	Less developed	Number				12.00	Number	2013			88.00	Projects, MIS	Annually
SR108	Number of LM institutions' employees educated in provision of new or improved services	Less developed	Number				1,633.00	Number	2013			2,886.00	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>	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>Specific objective 8.vii.1 covers activities that are to be implemented at the regional level and aligned to regional labour market needs and specificities. It will include provision of financial support for local partnerships for employment on the one hand, and for the implementation of local employment initiatives on the other, 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.</p> <p>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 beneficiaries and target groups within this strand include LPE members, i.e. labour market institutions and stakeholders on the local level that comprise the LPE network.</p> <p>The second strand of activities, those that contribute 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</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
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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.

Targets groups: unemployed, members of vulnerable groups, as defined in county HRD strategies.

Beneficiaries: labour market institutions and stakeholders on the national and local level, civil society organizations, social partners, entrepreneurs.

Specific objective 8.vii.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.; one particular area that will be covered as regards training is anti-discrimination, as a basis for the implementation of non-discriminatory practices in work with users, but also so as the advisers to serve as multipliers of antidiscrimination information and framework), strengthening administrative capacities through hiring employment counsellors, development of new individualised services, modalities of provision and organisational setup adapted to needs, development of new standards and procedures, investments in equipment and IT application, as well as informational activities (including community activities, such as fairs, institution visits, etc.).

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, remote office facilities, self-employment counsellor specialisation); broadening the network of CISOK centres (Lifelong Career Guidance Centres) on the regional level and strengthening the functioning of the Lifelong Career Guidance Forum and Ministry responsible for labour policy as an institution in charge of the work of the Forum; improvement of vocational and career guidance services for secondary vocational school pupils, through strengthening PES capacities but also strengthening of cooperation with schools and other stakeholders, 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, further development of application models for CES key business processes, including career guidance support, e-guidance, etc., further support in developing labour market information system using online services for competence

<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>matching and self-assessment, endorsing further development of CES LM Training Centre, including support to CES mentoring system and support to the Ministry responsible for labour policy.</p> <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 Ministry responsible for labour policy in terms of administrative capacity building and/or support to development of new processes and models of work.</p> <p>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 informatisation and automatisisation 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 (labour market web portal), that will among other support the implementation of the Strategy for lifelong career guidance. Additionally, the development of a system of follow-up and analysis of labour market is planned, including models and tools needed to anticipate future needs for competences and qualifications.</p> <p>Croatian Pension Insurance Institute (HZMO) will undertake a comprehensive modernization of its ICT system and further develop its core business processes. The mentioned activities encompass the introduction of business controlling as well as human resources management system which will support a new and more efficient human resources management system at the Croatian Pension Insurance Institute.</p> <p>In order to reduce archival documentation and space requirements, it is planned to start with the activities of digitalisation of archival records.</p> <p>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</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>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 order to promote participation of older workers at the labour market Ministry responsible for labour policy will undertake set of different analysis and detailed researches and propose measures in order to avoid early retirement and prolong working life (i.e. detailed analysis of reduced retirement benefits and the possibility of remaining working ability).</p> <p>Given the strategic highlight on the youth target group for the period 2014-2020, support will also be dedicated to development and improvement of systems, structures and services for this particular group. Actions to be financed include provision of specific and targeted activities for different groups of young people with disadvantaged position on the labour market, as well as the establishment and development of specialised services for employment of youth (one-stop shops). 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, Ministry responsible for education, Ministry responsible for labour policy and Croatian Pension Insurance Institute which can provide data on the type of insurance (unemployed persons being insured on basis of their unemployment). Lifelong Career Guidance Centres (CISOKs) are recognised as central points for the NEET outreach activities at local/regional levels and are based on the partnership approach. As for broader monitoring of the labour market, web portal is being developed. Labour market web portal will be available to all CISOK's, institutes, schools and colleges.</p> <p>These systems will be a part of a bigger reform measure, the Register of Human Resources Development (HRD). It will be a fundamental public registry which also includes data from REGOS, Ministry responsible for social policy on beneficiaries of social benefits and the basic unit of data collection is based on an individual OIB (individual ID number). The main purpose of HRD is to monitor individuals during the lifetime of the first entry in preschool until retirement where the record all changes in activity status: in training, inactive, employed or unemployed. The records will serve as a basis for analysing the effect of policy, planning and analysis of the situation on the labour market, educational planning, recognition of marginalised groups in the labour market in need of support through active policy measures, the longitudinal study, tracking the employability of</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
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individuals with certain qualifications, identification features NEET's, etc., HRD will be subject to very strict security systems to protect individual data as defined by the public registers and other statutory provisions.

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 organising quality apprenticeships also supported with scholarship. Related activities will include piloting different or implementing existing 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.

Permanent instrument will be put in place for surveying employers on occupational standards and competences. Raw data sets will be analysed and sorted by expert workgroups. National classification of occupations will be updated in line with newly developed occupational standards as well as ESCO classification. This process will be managed by Ministry responsible for labour policy with tendency of reducing the number of occupations in National classification of occupations, according to real labour market needs. Permanent tenders for development of new occupational standards will be in place and developed in cooperation with employers and other stakeholders on the labour market such as social partners, chambers and employers' associations. Once developed, the educational 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. By having public tenders, the development of prioritised occupational standards of labour market stakeholders will be managed, for the fast track changes of qualification standards which will allow faster adjustment of knowledge and skills to labour market needs.

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 the 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. Activities supported under ESF will also include preparation of analysis and reports on the scope of the present situation in Croatia, proposals for the improvement, as well as public campaigns and other information activities (trainings, workshops, conferences).

<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>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 (competent inspector service in the field of occupational health and safety, Institute for Occupational Safety Improvement, 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. An analysis of occupational safety has shown a discrepancy in the figures on the type of injuries in relation to the first/main diagnosis set by the doctor. This indicates a need to analyse the possible causes of discrepancies and making additional guidance for employers, doctors, and insurers. In this regard, it is planned to establish a central computer system for occupational safety (Data Collector), which will be the basis for the design and implementation of changes in safety at work with the aim of improving health and safety at work - in accordance with the Act of Safety at Work and ordinances, the task of establishing a central computer system for occupational safety will be carried out by the Institute for Occupational Safety Improvement. Improvement in awareness of institutions and employers regarding the issues of health and safety is needed. For this purpose it is necessary to develop e-learning in the field of safety at work both for workers and employers as well as carry out educational seminars and workshops on specific topics based on relevant data in the field of safety at work.</p> <p>Target groups: labour market institutions, relevant stakeholders and LM service and education providers and their staff (ministries, institutions and agencies, social partners, chambers, employers' associations, NGOs and educational institutions), authorities and stakeholders for development and implementation of Croatian Qualification Framework and competent authorities for regulated professions and competent institutions in the field of entrepreneurial learning.</p> <p>Beneficiaries: the relevant labour market institutions (i.e. the Croatian Employment Service, REGOS, Croatian Pension Insurance Institute, Ministry responsible for economy and entrepreneurship, Institute for Occupational Safety Improvement).</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
The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria and its methodology, at the level of the OPEHR.	

<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>Appraisal of projects will be subject to detailed selection criteria approved by the Monitoring Committee.</p> <p>Based on Selection Criteria and its methodology 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 (direct award procedures).</p> <p>Key criteria for selection of operations/projects include as appropriate:</p> <ul style="list-style-type: none"> <li>- compliance and contribution of the operation/project proposal to the realisation of the objectives set in the relevant national strategic documents (strategies, guidelines, action planes, programmes);</li> <li>- the relevance and importance of the operation/project for the realisation of the objectives and indicators of the OPEHR;</li> <li>- clearly defined and described target groups and their needs with regard to the objectives of the OPEHR;</li> <li>- the quality of the project proposal (activities listed in the project proposal are clearly defined, they are related to the problems that the project should resolve and they contribute to the goals of the project, the feasibility of the project plan);</li> <li>- the capacity of the applicant (the level of operational capacity of the applicant required for the preparation and implementation of the project);</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
<p>- sustainability of the project is presented and clearly described (there is the possibility of wider application of the results of the project).</p> <p>In the case of open calls an evaluation committee will be set at the level of IB level 1 or IB level 2 and detailed evaluation criteria will be defined by the MA. In the case of restricted call/direct award procedure IB level 1 will submit to MA proposal of selection of operation that will be granted as a restricted call for proposals on the basis of the relevant documentation provided, justifying selected beneficiary in respect to its institutional/legal particularities.</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
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#### 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
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#### 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		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		
SO112	Unemployed members of vulnerable groups, as defined in county HRD strategies	Number	ESF	Less developed			15,000.00	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		
SO113	Number of LPE capacity-building projects	Number	ESF	Less developed			54.00	Projects, MIS	Annually
SO114	Number of local initiative projects	Number	ESF	Less developed			105.00	Projects, MIS	Annually
SO115	Number of LM institutions' employees participating in training related to provision of new or improved services	Number	ESF	Less developed			2,886.00	Projects, MIS	Annually
SO116	Number of new or improved services supported for development and implementation	Number	ESF	Less developed			88.00	Projects, MIS	Annually
SO117	Number of entities supported in development of apprenticeship/traineeship schemes	Number	ESF	Less developed			190.00	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>In the implementation of activities, special attention will be given to socially innovative activities that will contribute to the increase of employment and labour market integration in particular referring to inactive youth (with focus on outreach activities, job-coaching, second chance programmes) and Local partnerships for employment initiative and projects under SO 8.vii.1 that will provide framework for creative and innovative collaboration between local stakeholders in order to improve local labour markets. Ministry responsible for labour policy will develop and implement projects that will have social innovation as a selection criteria under this TO. It will be responsible for monitoring of those projects and secure the mainstreaming of successful examples (through on-the spot checks and regular reporting) by providing recommendation on the inclusion of positive practices into the wider system.</p> <p>Certain activities under PA Higher employment and labour mobility, IP 8.ii 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.vii 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
<p><b>Relation with TO 3:</b></p> <p>Under TO8 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 different forms of finance accompanied with a range of supportive assistance measures (guidance, training, mentoring, follow-up, etc). Under TO3 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. The Ministry responsible for economy and entrepreneurship is involved in implementation of both TO's which will contribute ensuring the coordination between them.</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		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		
F.1	F	Total amount of certified expenditure eligible expenditure	EUR	ESF	Less developed			64.400.016,00			429.952.196,00	MIS	
F.1	F	Total amount of certified expenditure eligible expenditure	EUR	YEI				107.795.943,00			224.513.937,00	MIS	
Soy07	O	unemployed	Number	YEI				35.768,00			70.550,00	Projects, MIS	
CO01	O	unemployed, including long-term unemployed	Number	ESF	Less developed			11.022,00			57.672,00	Projects, 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	249,084,283.00
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	35,538,083.00
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	80,837,000.00
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	206,310,104.00

**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	365,459,366.00
YEI		01. Non-repayable grant	206,310,104.00

**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	348,459,366.00
YEI		07. Not applicable	206,310,104.00

**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	348,459,366.00
YEI		07. Not applicable	206,310,104.00

**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	60,000,000.00
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	230,139,366.00
YEI		03. Enhancing the competitiveness of SMEs	20,000,000.00
YEI		08. Not applicable	186,310,104.00

**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

ID of the priority axis	2
Title of the priority axis	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
- ☐ For the ERDF: The entire priority axis is dedicated to operations aimed at reconstruction in response to major or regional natural disasters
- ☐ For the ERDF: The entire priority axis is dedicated to SME (Article 39)

### 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

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

### 2.A.4 Investment priority

ID of the investment priority	9i
Title of the investment priority	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

ID of the specific objective	1
Title of the specific objective	Combating poverty and social exclusion by promoting labour market and social integration of vulnerable groups, and combating any form of discrimination
Results that the Member States seek to achieve with Union support	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%). 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

	<p>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, education or other areas. 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>Volunteering represents a step toward increased employability and active inclusion of unemployed social rights beneficiaries. Since ESF will support promotion of volunteering, it is expected to achieve wider range of volunteering programs and higher number of volunteers from that group.</p> <p>People with disabilities make up about 12% of the total population and only 1.9% of them are registered as unemployed with CES. 67.3% is unemployed in the long-term and 32.2% has 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 CHWV victims of Homeland War and their family members.</p> <p>Persons from these groups face poverty, social exclusion and discrimination in their communities. Due to marginalisation, they experience obstacles in their (re-)entry to the labour market. They need support in accessing the labour market and community life including cultural activities, gaining working skills and experience, psychosocial support, etc. The capacities of the social welfare institutions, CSOs and other social and employment service providers are not sufficient for providing quality services related to labour market 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 will provide spells of employment (up to 12 months) through community work for persons in threat of social exclusion. It will keep them in the labour market and prevent from going into</p>
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	<p>inactivity.</p> <p>Youth is also greatly affected by the economic crisis and increased participation of young people in the community life is needed.</p> <p>The expected results include increasing activation and ensuring equal access to the labour market to the most vulnerable groups by enhancing participation in activities related to gaining skills and work experience. Improved employment opportunities, including volunteering, of social welfare rights beneficiaries and especially vulnerable groups of unemployed, improved knowledge and skills of experts from social, employment and CSO sector, as well as discrimination awareness of all relevant stakeholders. In addition, increased participation in community life and decision making process of young people is expected.</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 recent war located in the areas with the lowest GDP per capita. 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>In order to help socio-economic regeneration and tackle deprivation of territories, the most affected by poverty and social exclusion as well as by the lack of economic prospects, a pilot set of actions will be realised under this specific objective in selected small towns: 1) actions allowing for better targeting of intervention, increasing the capacity of authorities involved in</p>

the process and supporting the preparation of five local regeneration intervention plans, and 2) 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, preselected by the Ministry responsible for regional development using the following objective criteria: size (small towns with 10,000 to 35,000 inhabitants), areas previously affected by war, low index of multiple deprivation (based on available data on social status, employment, demographic criteria, depopulation, level of education, local self-governments' development potential) and Roma minority issues. The Pilot areas of the preselected small town may include, where appropriate the neighbouring local units, sharing the same needs and having the joint projects with the preselected small town. In these small towns there is a significant portion of Serbian minority population who are returnees to those areas. 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.

There are two major expected results of using ESF (implemented in complementary manner with ERDF) under this specific objective: 1) 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 2) 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 small and medium sized towns with 10,000 to 35,000 inhabitants, 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	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		
CR04	participants in employment, including self-employment, upon leaving	Less developed	Number	unemployed, including long-term unemployed			12.00	Ratio (%)	2013			12.00	Pension Insurance data, CES data, relevant registries data, project reports, evaluations, MIS	Annually
SR202	Decrease of the population loss in the 5 Pilot areas affected by social, economic and territorial regeneration programme	Less developed	Number				62.20	Ratio (%)	2013			67.00	Project reports, Official National Statistics	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	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p><b>SO 9.i.1</b></p> <p>The following actions will be supported in order to improve social inclusion of vulnerable groups:</p> <p>New and broadening of existing social services and programmes for active inclusion and improving employment opportunities for unemployed workable 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 as well as trainings and skills workshops for experts in the relevant field. Specific actions related to inclusive volunteering and adoption of new skills through volunteering programs and projects in the field of social inclusion will also be implemented.</p> <p>Target groups: unemployed social rights beneficiaries, such as guaranteed minimum support beneficiaries, experts in the area of social inclusion, welfare, employment and education etc.</p>	



<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>Beneficiaries: Ministry responsible for social policy, institutions, local and regional self-government units, CSOs, companies, local and regional development agencies, international organizations.</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 as defined in Strategy for combating poverty and social exclusion in Republic of Croatia such as long-term unemployed, PWD, Roma, homeless, elderly migrants and ex-addicts on the local level. Additionally, awareness raising and public campaigns regarding employment of marginalised groups of unemployed will be financed, as well as activities related to improving knowledge, skills and capacities of experts from various sectors for working with unemployed, marginalised groups. Where members of the target groups are PWD substantial action will be taken for improving accessibility of services to PWD, both as regards physical and informational accessibility, as preconditions to equal access to the labour market. Activities include adaptations in order to relieve physical obstacles and providing services and information in manners adapted to specific types of impairment. Professional rehabilitation services will be adapted to the new developments and models of functioning according to the provisions of the new Act on professional rehabilitation including to the newly established structures, procedures and partnerships. In order to ensure necessary access for PWD-s and to prevent discrimination on this ground. Infrastructure adaptations and removal of physical obstacles will be financed through ESF as the ERDF type of activity, since they will be small scale investments.</p> <p>Target groups: vulnerable groups of unemployed as defined in Strategy for combating poverty and social exclusion and in Guidance for active labour market measures, experts from social, employment and educational field, experts from CSO sector and experts from other relevant fields.</p> <p>Beneficiaries: CSOs, institutions, local and regional self-government units, trade associations, local and regional development agencies, international organisations.</p> <p>A specific adapted set of activities is envisaged for the target groups of CHWV and victims of Homeland War and their family members, Roma and other national minority members. CHWV and victims of Homeland War and their family members 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 CHWV, victims of Homeland War and their family members in</p>	

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>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 LM 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 complementary through both ESF and ERDF.</p> <p>Target groups: representatives of Council of national minority, Roma population, members of national minorities, local and regional self-government units, state administration and public servants.</p> <p>Beneficiaries: Government Office for Human Rights and Rights of National Minorities, Council of National Minority, local and regional self-government units, CSOs, institutions, local and regional development agencies, national and regional councils, Ministry responsible for Croatian Veterans.</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 limited opportunities for functioning as part of the regular labour market, and especially so during long-term economic crisis. 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 and motivation and leads to the 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 at their disposal guidance and job search assistance via the employment services, and are also eligible for participation in other forms of ALMP measures. In line with the EC guidance on public works, within 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. In this regard the activities under this specific objective should support increasing activation and ensuring equal access to the labour market to the most vulnerable groups by enhancing participation in activities related to gaining skills and work experience while</p>	

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>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 spectrum of areas, from maintenance and communal work to social care, education, environmental protection and action, and depending on the area, can also include a training and education component.</p> <p>Target groups: unemployed persons registered at the CES with special focus on long-term-unemployed or those in an unfavourable position in the labour market.</p> <p>Beneficiaries: CES, CSOs, local and regional self-government units.</p> <p>Employment of youth will be facilitated through IP 8.ii., and in addition, through this IP, CSOs and institutions in the field of youth work (youth organisations, youth centres, info-centres for youth, youth clubs, public institutions and other organisations and institutions) will be supported through grants in establishing new and improving existing youth programmes that will enhance their social inclusion in a community life. Focus will be on broadening the network of youth clubs, youth centres and info-centres, by supporting the establishment of these organisations in areas where they are lacking, as well as empowering youth to actively participate in the community and in decision-making (e.g. conducting consultative processes with youth, education for youth councils members), on incentive programs and 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 (extra curricular activities) with aim to prevent escalation of violent and antisocial behaviour among youth and development and expanding of youth work as a method of working with young people will be supported Further on, activities that improve the quality of life of people with disabilities by improving access to and participation in sporting activities and activities to increase the availability of free sports facilities for children and young people at risk of social exclusion physical activities will be financed.</p> <p>Target groups: youth, experts in the field of youth, persons with disabilities, children and young people up to 29 years at risk of social exclusion.</p> <p>Beneficiaries: CSOs and institutions in the field of youth work, Ministry responsible for social policy, local and regional self-government units, Central State Office for Sport, International Organisations.</p>	

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<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, 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 and establishing support tools and mechanisms for employers for non-discriminatory conduct. Exchange of good practices and evaluation of actions, monitoring of public policies related to anti-discrimination, advocacy activities and free legal aid for vulnerable groups in work and social rights cases is envisaged as well. Measures for promotion of social innovation in order to guide the structural social policy reforms and programmes for active inclusion will be conducted.</p> <p>Target groups: representatives of state/public sector.</p> <p>Beneficiaries: Government Office for Human Rights and Rights of National Minorities, local and regional self-government units, CSOs, institutions, local and regional development agencies, national and regional councils.</p> <p>Furthermore, actions strengthening networks and initiatives which are promoting the access to intercultural activities and social integration for vulnerable groups will be financed. Intercultural activities especially target youth and elderly aiming promotion of social cohesion at the level of local communities. Culture and media create a high quality platform for the social integration of various marginalized groups, such as youth and elderly, as well as for the expansion of intercultural programs that target different minorities. The activities will include support to the community media, organisation of workshops, seminars, trainings, plays, various interactive events, etc. aimed at improving accessibility to the arts and culture, developing creativity of youth, enabling active and healthy aging encouraging active involvement in the community and strengthening artists, cultural workers and other relevant experts for work with vulnerable groups will be supported. This may include organisation of workshops, seminars, trainings, plays, various interactive events, access adjustments for people with disabilities, research activities etc.</p> <p>Providing support to the community media in the production of media content aimed at raising public awareness on activities that will contribute to increased participation of all citizens in community activities, including culture, tourism, promotion of healthy living, agriculture, climate changes, as well as promoting inclusion of vulnerable groups in the community and capacity building activities for media workers.</p>	

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>Target groups: children, youth, persons above 54 years of age, unemployed, persons/children with disabilities, Roma and other national minorities, relevant experts (culture, art, media etc.).</p> <p>Beneficiaries: CSOs, institutions, local and regional self-government units, non-profit media publishers, institutions and CSOs in the field in culture and arts.</p> <p><b>SO 9.i.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 9b1 of the OPCC. 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 area-based integrated regeneration issues as well as the technical support to local authorities during the implementation phase and the preparation of the area-based local investment plans for the regeneration of five pilot areas deprived small towns with 10,000 to 35,000 inhabitants.</p> <p>In the implementation phase five pilot areas intervention plans will be prepared that should aim at socio-economic and physical regeneration of the given area and include integrated mix of measures financed by both ERDF and ESF. Plans will be evaluated and approved by the Ministry responsible for regional development. Support will be provided in the form of grants for projects realising the goals of the targeted deprived areas. ESF will be used to co-finance provision of social, educational, economic and employment-related services. ERDF funds will create the community and economic infrastructure. They will be implemented in an integrated manner with the ESF activities and will be funded under the specific objective 9b1 of the OPCC. The integration of activities will be done through the Intervention Plans for each of five Pilot Projects.</p> <p>Intervention plans may include various regeneration activities in deprived areas, depending on the specific needs. ESF will support integrated pathways, which may combine various forms of employability measures, such as individualised support, counselling, guidance, access to general and vocational education and training, self-employment, social entrepreneurship, as well as access to social, health and cultural services.</p>	

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>The ESF activities will be tailored for each of five Pilot Projects in which the ESF activities have to be integrated with specific Pilot area tailored ERDF activities.</p> <p>This SO will be implemented through the following actions:</p> <ul style="list-style-type: none"> <li>• Support to self-employment - focusing on facilitating access to entrepreneurship for the vulnerable group of unemployed through ALPMs and self-employment;</li> <li>• Providing direct employment subsidies and compensations, i.e. financial support to employers in order to encourage faster integration of disadvantaged groups in the labour market,</li> <li>• Support to the development of social entrepreneurship - supporting the start-up process, business mentoring and employees training in accordance to the Strategy for the Social Entrepreneurship Development;</li> <li>• Broadening the network of community-based social services - social service providers will be funded to develop non-institutional forms of care in a community, which has an aim at preventing institutionalization and support the transition from institutional care to community-based care services in line with the process of deinstitutionalization;</li> <li>• Employment and skills related trainings tailored to the needs of vulnerable groups in terms of increasing their employability (through ALMPs);</li> <li>• Trainings and workshops aimed to foster employment of youth and facilitate their transition from the educational system into the LM, including the promotion and outreach activities aimed at youth in general;</li> </ul>	

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<ul style="list-style-type: none"> <li>• Workshops and information dissemination in youth centres, information centres and youth clubs;</li> <li>• Promotion of labour market and social integration of the vulnerable groups, and combating any form of discrimination - 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, counselling and support;</li> <li>• Provision of support to educational institutions (esp. AE) in developing and delivering educational programmes - strengthening capacities of AE providers aiming at basic qualification provision, key competencies in adult population and development and implementation of priority programmes of formal and non-formal learning;</li> <li>• Support access to intercultural activities.</li> </ul> <p>Target groups: inhabitants of selected five pilot areas (focus will be on vulnerable groups: refugees, internally displaced persons, returnees, CHWV, victims of Homeland War and their family members and Roma minority).</p> <p>Beneficiaries: pilot areas local governments, institutions, CSOs, social and health service providers, non-profit economic and development associations and associations of local governments, small businesses.</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
The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria and its methodology, at the level of the OPEHR.	

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>Appraisal of projects will be subject to detailed selection criteria approved by the Monitoring Committee.</p> <p>Based on Selection Criteria and its methodology 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 (direct award procedures).</p> <p>Key criteria for selection of operations/projects include as appropriate:</p> <ul style="list-style-type: none"> <li>- compliance and contribution of the operation/project proposal to the realisation of the objectives set in the relevant national strategic documents (strategies, guidelines, action planes, programmes);</li> <li>- the relevance and importance of the operation/project for the realisation of the objectives and indicators of the OPEHR;</li> <li>- clearly defined and described target groups and their needs with regard to the objectives of the OPEHR;</li> <li>- the quality of the project proposal (activities listed in the project proposal are clearly defined, they are related to the problems that the project should resolve and they contribute to the goals of the project, the feasibility of the project plan);</li> <li>- the capacity of the applicant (the level of operational capacity of the applicant required for the preparation and implementation of the project);</li> </ul>	



<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>- sustainability of the project is presented and clearly described (there is the possibility of wider application of the results of the project).</p> <p>In the case of open calls an evaluation committee will be set at the level of IB level 1 or IB level 2 and detailed evaluation criteria will be defined by the MA. In the case of restricted call/direct award procedure IB level 1 will submit to MA proposal of selection of operation that will be granted as a restricted call for proposals on the basis of the relevant documentation provided, justifying selected beneficiary in respect to its institutional/legal particularities.</p> <p>Five pilot locations will be preselected among small towns with 10,000 to 35,000 inhabitants on basis of the index of multiple deprivations calculated by the 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.</p> <p>Common overall principle for all operations supported in five pilot small towns is to contribute to the socio-economic regeneration of the towns concerned thus reducing social inequalities and poverty.</p> <p>All operations financed under this specific objectives from ESF must:</p> <ul style="list-style-type: none"> <li>• comply with approved intervention plans;</li> <li>• demonstrate clear focus on social exclusion and fight against poverty;</li> <li>• propose socio-economic activation of inhabitants;</li> <li>• improve active inclusion, with the particular focus on raising the employability in the targeted areas;</li> <li>• be coordinated with projects realised in five pilot towns under other specific objectives;</li> <li>• demonstrate clear link with operations co-financed under ERDF envisaged under the specific objective 9b1 of the Operational Programme Competitiveness and Cohesion.</li> </ul>	

<b>Investment priority</b>	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
<p>Priority will be given to projects dealing with the problems of vulnerable groups, especially refugees, internally displaced persons, returnees, CHWV victims of Homeland War and their family members and Roma minority. Participation of CSOs and other non-public authorities in preparation and realisation of projects will be promoted.</p> <p>Detailed criteria will be defined by the MA and approved by the Monitoring Committee for the Operational Programme.</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

#### **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>		
SO201	Number of awareness raising activities / public campaigns	Number	ESF	Less developed			133.00	Project reports, MIS	Annually
SO203	Experts participating in training	Number	ESF	Less developed			2,355.00	Project reports, MIS	Annually
SO204	Number of intervention plans prepared and implemented	Number	ESF	Less developed			5.00	Project reports, MIS	Annually
SO207	Number of Roma and other national minority participants	Number	ESF	Less developed			1,639.00	Project reports, MIS	Annually
CO01	unemployed, including long-term unemployed	Number	ESF	Less developed			18,524.00	Project reports, 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		
CO06	below 25 years of age	Number	ESF	Less developed			6,970.00	Project reports, MIS	Annually
CO07	above 54 years of age	Number	ESF	Less developed			2,881.00	Project reports, MIS	Annually
CO16	participants with disabilities	Number	ESF	Less developed			5,575.00	Project reports, 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 access to health care in deprived areas and for vulnerable groups and promoting health
<b>Results that the Member States seek to achieve with Union support</b>	<p>The objective is to improve the access to healthcare by increasing the number, skills, and occupational protection of workers providing health services, especially primary health care. It will result in higher number of medical professionals and better coverage with health services. The focus will be on geographic areas where the lack of health workforce is most severe (rural areas, islands, small towns), especially vulnerable groups and on new and more efficient provisions of delivering health services such as day hospitals/day surgeries.</p> <p>The majority of investments in human resources development will be directed towards primary care and emergency medical service, which constitute the basis of healthcare provision through financing specialisations in emergency, family medicine and radiology so the primary healthcare network will be strengthened and the gaps in the healthcare network will decrease.</p> <p>ESF investments will also support continuing education to enable health workers to adopt more efficient models of health care provision, such as group practices, telemedicine services, task-shifting in primary health care, day hospitals and day surgeries in hospital care. This will contribute to an increase in access and sustainability of health care, and to better and efficient services. Education of the health personnel (in hospitals and other health institutions) to respond to growing health threats of Croatian society, including if needed purchase of most appropriate and advanced equipment, followed by continuous informing of</p>

	<p>general public on the prevention of health threats, will contribute to overall increase of knowledge and information sharing within and outside health sector.</p> <p>Socio-economic deprivation is strongly linked with poorer health outcomes due to lack of health promotion, life-style related diseases, poorer monitoring of chronic conditions leading to multi-morbidity. This poses an even greater concern when combined with issues with access to health care due to geographic distance. Poorer health indicators show the need for investments in healthcare promotion and disease prevention.</p> <p>Enhanced access to programmes of prevention and self-management of non-communicable and chronic diseases, and promotion of healthy behaviours, will contribute to improvement of population health indicators especially among the deprived and vulnerable groups. Reduced morbidity rates should lead to savings in health care system and to increased LM participation. Investing in disease prevention and health promotion will contribute to improve cost-effectiveness of the healthcare sector. CSOs will be engaged and supported in programs and projects of disease prevention and health promotion. As a result, the healthcare indicators of the population will be improved resulting in less work absence in the population and shifting focus on prevention.</p> <p>Strengthening and more efficient use of human resources in health care system also implies occupational health and safety of health care professionals. Their continuous presence at work (without sick leaves) contributes to better access to health care.</p> <p>Ministry responsible for health will closely monitor the sustainability of the ESIF investments and will ensure the sustainability of investments.</p> <p>The coordination between ERDF and ESF investments will be achieved in the close cooperation between the Ministry responsible for ESI funds as IB1 for ERDF funding and the Ministry responsible for health as IB1 for ESF funding.</p>
<b>ID of the specific objective</b>	<b>2</b>

<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>In Croatian social welfare sector, there is a large number of persons who are being provided with care in institutions, hence contributing to their social exclusion. 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. Currently, more than 170 social welfare facilities provide various services for these 3 groups, institution and community based ones.</p> <p>Community based social services are underdeveloped in all regions of Croatia, which contributes to higher number of people entering institutional care. This fact also hinders the process of deinstitutionalisation as new users that demand services are being sent to institutions. Lack of community based services also puts additional burden on those caring for dependent members (children, elderly persons, PWD), and prevents them from entering the labour market, or keeping a job.</p> <p>Capacities of experts working in social policy sector are inadequate and need to support reform processes, related to deinstitutionalisation and wider reforms regarding social protection system.</p> <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.</p> <p>For sustainability of process and prevention of institutionalisation, support to broadening of community based services will be provided. The expected result is decreased number of people entering institutional care due to lack of alternative in their communities. These services (child care and care for dependent family members) also result in enhanced reconciliation of work and family life.</p> <p>In order to fully implement reform processes, such as deinstitutionalisation, there is a need for strengthening experts' capacities. The expected result is increased number of experts in social policy system whose competences are improved in relation to deinstitutionalisation process, provision of community based services, but also in relation to wider policy reforms related to</p>

	<p>provision of social services.</p> <p>There is an absence of a comprehensive system of psychosocial care for CHWV victims of Homeland War and their family members, as it is the case with other countries which had war experience. Due to its specificity, there is a genuine need for psychosocial care provision that combines proven effective psychosocial and employment programs and develops new. The expected result is delivery of enhanced high-quality social services for veteran population, war victims and civilian population in need.</p> <p>The National Programme for social tourism defines goals, activities and target groups, emphasizing increase of share of vulnerable groups working in tourism and hospitality sector. Through ESF support 1050 participants will be educated, qualified and trained in this sector which will increase their employability.</p>
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**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	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		
SR203	Persons employed in the field of health two years after completing medical education and training supported by ESF	Less developed	Number				80.00	Ratio (%)	2013			85.00	Pension Insurance data, MIS, ex post evaluations, project reports	Annually
SR204	Number of people assisted by community-based social services provided through projects	Less developed	Number				327.00	Number	2013			22,500.00	Project reports, MIS	Annually
SR205	Increased number of social service providers in the community	Less developed	Number				28.00	Number	2014			400.00	MIS	Annually
SR206	Number of experts in the field of social services trained	Less developed	Number				1,091.00	Number	2014			3,000.00	Project reports, 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
<p><b>Specific objective 9.iv.1</b></p> <p>Actions under this Specific objective will support specializations in family medicine, radiology and emergency medicine in Community Health Centres in the target areas defined below, as a serious deficit in Croatian medical specialisations system along with sub specialisations, particularly in the field of primary health care (i.e. primary paediatrics, primary gynaecology etc).</p> <p>Specialisation is a part of general medical education of 4-5 years of duration, followed after certain period of internship and professional exam. Support will be given through schemes for graduated physicians to cover the costs for their specialisations and incentivise them to accept the employment in less attractive areas. They will be obliged to work in deprived areas for 5 years which will be monitored by the Ministry responsible for health on national level in order to achieve the sustainability of the ESF actions.</p> <p>Priority geographical areas for these investments will be deprived areas according to the Development Index (1st and 2nd group on county level)</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>islands and areas where Network of Public Health Service (OG 101/2012) defines the lack of health care teams, due to inadequate infrastructure or lacking human resources. The investments will include specialisations, sub-specialisations (e.g. primary paediatrics, primary gynaecology etc.) and specialised training. Corresponding investments from ERDF will include equipping and renovation (small infrastructure investments) of Primary Health Care Centres including as well Emergency Medicine Departments in counties located in the 1st and 2nd group of counties according to the Development Index followed by islands (regardless the county they belong and regardless the Development Index). The same corresponding ERDF investments are foreseen for concessionaries for equipping only at the same areas (with no infrastructure investment) at the eligible county level (with counties – as eligible applicants).</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 financing specialisations in emergency medicine in areas where there is a lack of such specialists, according to the Network of Emergency Medicine (OG 21/2012). Furthermore, ESF will support specialisations in emergency medicine for physicians working in conjoint hospital emergency medical wards. Corresponding investments from ERDF include obtaining necessary vessels, equipment and construction to support emergency medical services.</p> <p>Adoption and implementation of more efficient models of health care provision should be also supported by continuing medical education of health care workers, which can partly be achieved by use of eLearning systems and partly by specific training (i.e. use of new diagnostic and therapeutic equipment, telemedicine etc.) after which participants obtain certificates and/or continuous qualification points from the Croatian Medical Chamber. Additional targeted education will be obtainable to all other healthcare workers, accordingly to requirements of population and healthcare system. Development of educational content and training programs, as well as needed equipment, 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 specialisations and continuing medical education in other relevant fields to support ERDF investments. Corresponding ERDF investments include support to selected hospitals or hospital wards providing care to children, mentally ill persons, and persons requiring hospital-based palliative care.</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>Healthcare workers have a specific working environment with specific risks of dealing with people with communicable illnesses which require strict protocol and specialised protective measures and equipment in order to ensure the safety of both the healthcare worker and the patient. ESF will support occupational health and safety of health professionals by providing training and necessary equipment for their protection at work.</p> <p>Projects and programmes for disease prevention, health promotion, palliative care and self-management of chronic illnesses will be supported through this specific objective. Emphasis will be on supporting ERDF investments in cost-effectiveness of the health system, deprived areas and risk factors that are particularly prevalent in vulnerable groups (e.g. tobacco, alcohol, drug abuse, malnutrition).</p> <p>Target groups: medicine doctors without specialisation, specialists, medical professionals/healthcare professionals, units of local and regional self-government, association operating in the area of health protection and/or workplace safety, foundation operating in the area of health protection and/or workplace safety, health institutions.</p> <p>Beneficiaries: institutions in the field of health and safety at work, hospitals, primary health care centres and physicians including as well Emergency Medicine Departments in counties, CSOs, public institutes and institutions in the healthcare sector, units of local and regional self-government, associations operating in the area of health protection and/or workplace safety, foundations operating in the area of health protection and/or workplace safety, institutions registered for healthcare activities or operating in the area of healthcare and other public health institutions,</p> <p><b>Specific objective 9.iv.2</b></p> <p>In order to enhance access to affordable, sustainable and high-quality social services for vulnerable groups, projects developed by social service and social programmes providers in local communities will be supported with aim to develop non-institutional forms of care in a community and prevent institutionalisation (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 and children and youth with developmental disabilities/difficulties) as well as supporting foster care for vulnerable groups and provide social inclusion in the community and family life. In order to prevent institutionalisation and</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>foster demographic change activities aiming at increasing availability and accessibility of services for families will be supported.</p> <p>Target groups: vulnerable groups of unemployed persons, persons with disabilities, children and youth, elderly, homeless, family violence victims, asylum seekers / persons granted asylum or other international protection, victims of trafficking, persons with problems of addiction, family members of vulnerable groups, adopted and foster family, experts from social, educational and CSO sector and other relevant sectors.</p> <p>Beneficiaries: Ministry responsible for social policy, CSOs, institutions, local and regional self-government units, companies, local and regional development agencies, international organisations.</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 CHWV and victims of Homeland War and their family members, but also the inclusion of new social partners in order to improve care systems, 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 inclusion in community life and social inclusion in general, improving the quality of life for CHWV, of incorporating CHWV and victims of Homeland War and their family members in society, improving the quality of life of the population and inclusion in community life will be co-financed.</p> <p>Target groups: CHWV and victims of Homeland War and their family members.</p> <p>Beneficiaries: Ministry responsible for Croatian Veterans, CSOs, legal entities and institutions from other relevant field (such as educational, academic, economy).</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 Combating 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</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>regions, in the first stage of financing while poverty mapping is being developed.</p> <p>Various programmes for children and youth without adequate 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 organised housing for persons with disabilities, strengthening family reintegration, development of daily rehabilitation program for de-institutionalised beneficiaries, development of methodology for transformation process and deinstitutionalisation, counselling services and helping families (biological, adoptive, foster), individual and group counselling work with parents and foster parents, counselling services and helping children and young people after leaving institutional care as well as financing prevention programmes. In addition foster care and families as the one of the main stakeholders in the process of deinstitutionalisation will be supported.</p> <p>Where capacities of institutions are not sufficient for completion of deinstitutionalisation process, prevention of further institutionalisation will be supported by other social services providers according to relevant sectoral/policy strategies/programs in place.</p> <p>In addition to people with disabilities and children and youth, further support for prevention of deinstitutionalisation will be given to all vulnerable groups that are at risk of institutionalisation such as elderly, homeless people, family violence victims including on support for family members of all of beneficiary groups. 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 communities, day or half-day care centres, equipment of those facilities and purchase of vehicles).</p> <p>Target groups: vulnerable groups according to the Strategy for combating poverty and social exclusion.</p> <p>Beneficiaries: Ministry responsible for social policy, institutions, local and regional self-government units, CSOs, local and regional development agencies, international organisations.</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>Provision of social services by local service providers that enable better work family balance of families with dependent members will be financed. Through provision of services (such as home assistance for elderly, day care for children, social alarm services) to dependent family members (elderly persons, people with disabilities, children), non-dependent family members will not have to leave employment, or labour market to provide care for them. Additionally, services and programmes provided to children in pre-school institutions will be supported.</p> <p>Target Groups: families with dependent member and dependent member (e.g. children, elderly persons, ill persons, PWD), pre-school institutions.</p> <p>Beneficiaries: local and regional self-government units, CSOs, non-profit organisations, cooperatives, local and regional development agencies, international organisations, Ministry responsible for social policy, institutions, local and regional development agencies.</p> <p>Activities aiming at strengthening and capacity development for coordination, implementation and monitoring of national policies within different sectors (e.g. social sector, employment sector, revenue office, pension system etc.), including investment, applications and other support in development of information system related to social welfare system. In addition, establishment and implementation of trainings in the field of social welfare and youth will be financed. Additionally, in order to improve social service provision and quality, educations of experts will be supported (including graduate, specialist and post graduate studies).</p> <p>In order to facilitate demographic change activities related to demography will be supported in order to improve family policies, and reducing poverty, social exclusion and emigration. These measures include: improvement of system of family support and monitoring; activities related to improving statistical capacities and research in the area of migration, activities related to setting strategic documents in the area of demography (e.g. strategy for return of emigrants); activities related to development of deprived areas through defining measures in the area of reducing poverty, demographic revitalisation, social exclusion and emigration.</p> <p>Target groups: experts in relevant field and CSO sector.</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>Beneficiaries: Ministry responsible for social policy, institutions, local and regional self-government units, CSOs, local and regional development agencies, international organisations.</p> <p>Support CSOs in offering extra-institutional services (caring for old and infirm persons, physiotherapy, and model of provision of social services in the community) for CHWV and victims of Homeland War and their family members in collaboration with experts. Additionally, in order to support better accessibility to psychological and other services and due to the specificities of the population, activities are aiming at establishment and implementation of trainings for the experts that are providing services for CHWV and victims of Homeland War and their family members.</p> <p>Target groups: CHWV and victims of Homeland War and their family members, experts that provide psychosocial and other services for CHWV and victims of Homeland War and their family members.</p> <p>Beneficiaries: Ministry responsible for Croatian Veterans, CSOs, social care providers.</p> <p>Development of educational programmes, workshops and on-job trainings for vulnerable groups in tourism and hospitality sector. ESF will support training of trainers programs targeting 50 persons to enable them to work and to train vulnerable groups, as well as training and education of vulnerable groups in tourism and hospitality sector in order to increase their employability, as well as implementation of the other activities focused to their social inclusion.</p> <p>Target groups: vulnerable groups (i.e. PWD, youth, older workers and unemployed), experts employed in hospitality sector.</p> <p>Beneficiaries: professional associations and other CSOs from the tourism sector, educational institutions for tourism.</p>	

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

Investment priority	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 and its methodology, at the level of the OPEHR.</p> <p>Appraisal of projects will be subject to detailed selection criteria approved by the Monitoring Committee.</p> <p>Based on Selection Criteria and its methodology 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 (direct award procedures).</p> <p>Key criteria for selection of operations/projects include as appropriate:</p> <ul style="list-style-type: none"><li>- compliance and contribution of the operation/project proposal to the realisation of the objectives set in the relevant national strategic documents (strategies, guidelines, action planes, programmes);</li><li>- the relevance and importance of the operation/project for the realisation of the objectives and indicators of the OPEHR;</li><li>- clearly defined and described target groups and their needs with regard to the objectives of the OPEHR;</li><li>- the quality of the project proposal (activities listed in the project proposal are clearly defined, they are related to the problems that the project should resolve and they contribute to the goals of the project, the feasibility of the project plan);</li></ul>	

<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 capacity of the applicant (the level of operational capacity of the applicant required for the preparation and implementation of the project);</p> <p>- sustainability of the project is presented and clearly described (there is the possibility of wider application of the results of the project).</p> <p>In the case of open calls an evaluation committee will be set at the level of IB level 1 or IB level 2 and detailed evaluation criteria will be defined by the MA. In the case of restricted call/direct award procedure IB level 1 will submit to MA proposal of selection of operation that will be granted as a restricted call for proposals on the basis of the relevant documentation provided, justifying selected beneficiary in respect to its institutional/legal particularities.</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)

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		
SO201	Number of awareness raising activities / public campaigns	Number	ESF	Less developed			20.00	Project MIS reports,	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		
SO203	Experts participating in training	Number	ESF	Less developed			5,000.00	Project reports, MIS	Annually
SO205	Number of projects and programmes in health sector receiving support	Number	ESF	Less developed			60.00	MIS, ex-post evaluations	Annually
SO206	Number of social services providers implementing projects	Number	ESF	Less developed			400.00	Project reports, MIS	Annually
CO01	unemployed, including long-term unemployed	Number	ESF	Less developed			10,565.00	Project reports, MIS	Annually
CO06	below 25 years of age	Number	ESF	Less developed			7,000.00	Project reports, MIS	Annually
CO07	above 54 years of age	Number	ESF	Less developed			11,200.00	Project reports, MIS	Annually
CO16	participants with disabilities	Number	ESF	Less developed			15,000.00	Project reports, MIS	Annually
CO22	number of projects targeting public administrations or public services at national, regional or local level	Number	ESF	Less developed			7.00	Project reports, 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 the number and sustainability of social enterprises and their employees
<b>Results that the Member States seek to achieve with Union support</b>	Social entrepreneurship is a less developed sector in Croatia. Regarding the number of associations providing community and social services, based on the Register of Associations, in 2013, 6,222 were registered under different activities: charity (941), children, youth and family protection (1,327), women protection (503), social (1,878), and health (1,573). They cannot be considered as social enterprises/social entrepreneurs, although many of them have some business activity. Since 2011 cooperatives have the possibility to act as non-profits, besides being treated as companies. Out of total 1,169 cooperatives, just 19 are self-identified as social cooperatives. Interest for social entrepreneurship is strong among CSOs and cooperatives, but most of them are still in planning phase.



Although social enterprises create added social value (employment, provision of social services, environmental sustainability) besides economic benefits, social entrepreneurship does not have a systematic framework for doing business. Therefore, Croatia has low number of social enterprises, small number of employees and an uncertain future. Sector is particularly at risk because of the lack of systematic monitoring and statistical data, which reduces the ability to create evidence based public policies for social entrepreneurship.

Through the implementation of IPA projects a great interest of CSOs has been recognised for launching social enterprise activities. The biggest obstacles to initiating operations represent their lack of financial capital, lack of business skills and poor public visibility of social entrepreneurship.

In order to address the identified problems, and ensure the growth of the number and sustainability of social enterprises and their employees, the ESF will support activities aimed at the growth of existing social enterprises and creating new ones. Emphasis will be on their sustainability and ensuring that needed social services are delivered to local communities, especially in areas with poor socio-economic indicators.

Visibility is important not only in relation to financial institutions. It allows the expansion of the interest of other entrepreneurs and those interested in social entrepreneurship, and the interest of potential customers in their products and services. Social enterprises will get support in the organisation of public events, and networking at national and international level.

Due to the lack of business skills, organization of educational activities, formal and informal is an important factor in increasing the number and sustainability of social enterprises and their employees. Cooperation with educational institutions at all levels, but also the dissemination of good business practices, can accelerate the acquisition of the necessary competencies for doing business.

Positive steps forward ensuring the availability of financial capital, acquisition of business skills and better public visibility,

	will result in strengthening the sector in the number and sustainability of enterprises and their employees.
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**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	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		
CR04	participants in employment, including self-employment, upon leaving	Less developed	Number	unemployed, including long-term unemployed			30.00	Ratio (%)	2013			60.00	Insurance data base, project reports	Annually
SR207	Social entrepreneurs and social enterprises' employees who improved their business and work related skills	Less developed	Number				60.00	Ratio (%)	2013			90.00	Project reports, 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	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 focus of the ESF for social entrepreneurship will be in two main areas: entrepreneurship education and increase public visibility. Ethical bank and other innovative financial schemes will be supported in terms of training, visibility, networking etc.</p> <p>Educational activities that will be supported through ESF:</p> <ul style="list-style-type: none"> <li>• Transfer of good practice through seminars and workshops organised by social enterprises and CSOs;</li> <li>• Designing and implementing of non-formal training in the social enterprises and CSOs, in collaboration with educational and business professionals, consultants and foreign experts;</li> <li>• The design and implementation of formal education for social entrepreneurship through programs of adult education institutions, institutions of higher education and vocational schools;</li> <li>• Introduction of relevant competencies for social entrepreneurship in the curricula of primary and secondary schools;</li> <li>• On-the-job training in the partner organisations at national and international level.</li> </ul>	

<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>Activities aimed at increasing the visibility which will be financed through ESF:</p> <ul style="list-style-type: none"> <li>• Organisation and participation in conferences at the local, regional, national and international level on topics relevant to social entrepreneurship (public policy, business, development of the sector, the community needs);</li> <li>• The organisation and participation at fairs;</li> <li>• Networking of social entrepreneurs at the local, regional, national and international level;</li> <li>• Organisation and participation in study visits in order to promote transfer of innovative business practices and ideas.</li> </ul> <p>In addition to the above main areas of activity, design of methodology for monitoring economic and social impact of social enterprises will be especially encouraged. Given the lack of reliable data on the sector's state of affairs of social entrepreneurship, ESF will support research and mapping of social entrepreneurs/social enterprises in Croatia. The collected results of research and mapping will be used for planning the evidence based public policies and the promotion of social entrepreneurship. Given that social entrepreneurship aims at creating jobs and providing services in the community, activities for employment of vulnerable groups on specific business activities will also be funded by the ESF.</p> <p>Target groups: social entrepreneurs/social enterprises' employees, unemployed especially vulnerable groups (PWD, youth, women, Roma, CHWV and victims of Homeland War and their family members), school and university staff, public servants.</p> <p>Beneficiaries: Ministry responsible for Croatian Veterans, social entrepreneurs, companies, cooperatives, CSOs, public and private institutions, financial institutions, national, local and regional self-government units, entrepreneurial supporting institutions, crafts, artistic organisations.</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
The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria and its methodology, at the	

<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>level of the OPEHR.</p> <p>Appraisal of projects will be subject to detailed selection criteria approved by the Monitoring Committee.</p> <p>Based on Selection Criteria and its methodology 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 (direct award procedures).</p> <p>Key criteria for selection of operations/projects include as appropriate:</p> <ul style="list-style-type: none"> <li>- compliance and contribution of the operation/project proposal to the realisation of the objectives set in the relevant national strategic documents (strategies, guidelines, action planes, programmes);</li> <li>- the relevance and importance of the operation/project for the realisation of the objectives and indicators of the OPEHR;</li> <li>- clearly defined and described target groups and their needs with regard to the objectives of the OPEHR;</li> <li>- the quality of the project proposal (activities listed in the project proposal are clearly defined, they are related to the problems that the project should resolve and they contribute to the goals of the project, the feasibility of the project plan);</li> </ul>	

<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 capacity of the applicant (the level of operational capacity of the applicant required for the preparation and implementation of the project);</p> <p>- sustainability of the project is presented and clearly described (there is the possibility of wider application of the results of the project).</p> <p>In the case of open calls an evaluation committee will be set at the level of IB level 1 or IB level 2 and detailed evaluation criteria will be defined by the MA. In the case of restricted call/direct award procedure IB level 1 will submit to MA proposal of selection of operation that will be granted as a restricted call for proposals on the basis of the relevant documentation provided, justifying selected beneficiary in respect to its institutional/legal particularities.</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

#### **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			6,050.00	Project reports, MIS	Annually

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		
CO05	employed, including self-employed	Number	ESF	Less developed			1,200.00	Project reports, MIS	Annually
CO23	number of supported micro, small and medium-sized enterprises (including cooperative enterprises, enterprises of the social economy)	Number	ESF	Less developed			170.00	Project reports, MIS	Annually

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

Priority axis	2 - Social inclusion
<p>Under SO 9.i.1 Combating poverty and social exclusion by promoting labour market and social integration of the vulnerable groups, and combating any form of discrimination, 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> <p>Under SO 9.i.2 Enhancing active inclusion through the implementation of integrated pathways to the regeneration of 5 deprived pilot areas, a new model of area based approach to regeneration of deprived areas by tackling geographically concentrated socio-economic deprivation problems will be developed and tested and as such contribute to social innovation. It will be done through complementarity and integration of ESF and ERDF (SO 9b1) type of activities. Certain ESF activities tailored to meet the needs of deprived areas and population will especially contribute to social innovation especially those on social integration of vulnerable groups, community-based social services and social entrepreneurship.</p> <p>Under SO 9.iv.2 Improving access to high-quality social services, including support to the shift from institutional to community care, transition from institutional to community based services as well as prevention of institutionalisation will be supported through ESF and ERDF (SO 9a3) in a complementary way. Through ESF, the activities of development of new, alternative and community based services will contribute to social innovations, especially in those regions where there is no community based social services or their range is limited (such as supported living, personal assistance services, services that contribute to work-family balance). These social innovations will contribute to reduction of number of people entering traditional institutional care services and hence enabling people to be provided with new form of integrated care which is currently not available in their local communities.</p> <p>Under SO 9.v.1 Increase the number and sustainability of social enterprises and their employees, new social and business services which addressed</p>	

Priority axis	2 - Social inclusion
communities' needs and issues and promote employment, new ways of intersectoral cooperation design and implementation of social impact metrics and design of new models of business practices will be socially innovative actions.	
Ministry responsible for labour policy will develop and implement projects that will have social innovation as selection criteria under this TO. It will be responsible for monitoring of those projects and secure the mainstreaming of successful examples (through on-the spot checks and regular reporting) by providing recommendation on the inclusion of positive practices into the wider system.	

## 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		
F.1	F	Total amount of certified expenditure eligible expenditure	EUR	ESF	Less developed			57 798 782.00			400 172 771.00	MIS	
SO203	O	Experts participating in training	Number	ESF	Less developed			766.00			7 355.00	MIS	
CO01	O	unemployed, including long-term unemployed	Number	ESF	Less developed			6 716.00			35 139.00	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



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	116,000,000.00
ESF	Less developed	112. Enhancing access to affordable, sustainable and high-quality services, including health care and social services of general interest	192,146,855.00
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	340,146,855.00

**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	02. Small Urban areas (intermediate density >5 000 population)	20,000,000.00
ESF	Less developed	07. Not applicable	300,146,855.00

**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	03. Integrated Territorial Investment - Other	20,000,000.00
ESF	Less developed	07. Not applicable	300,146,855.00

**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	01. Supporting the shift to a low-carbon, resource efficient economy	32,000,000.00
ESF	Less developed	02. Social innovation	8,000,000.00

Priority axis		2 - Social inclusion	
Fund	Category of region	Code	€ amount
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	278,146,855.00

**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

ID of the priority axis	3
Title of the priority axis	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
- ☐ For the ERDF: The entire priority axis is dedicated to operations aimed at reconstruction in response to major or regional natural disasters
- ☐ For the ERDF: The entire priority axis is dedicated to SME (Article 39)

### 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

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

### 2.A.4 Investment priority

ID of the investment priority	10ii
Title of the investment priority	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

ID of the specific objective	1
Title of the specific objective	Improving quality, relevance and efficiency of HE
Results that the Member States seek to achieve with Union support	A high number of HE study programmes (1,350) is a result of Bologna reform implemented without adequate cooperation of all relevant stakeholders and evidence of the labour-market need analysis. Since competences were not well defined, a learning outcomes approach was not fully implemented. The CROQF is a reform instrument aimed at assuring quality of education and relevance of learning outcomes in relation to competences required by the labour market. The CROQF promotes partnership

	<p>between employers and HEIs in creating and adapting study programmes. The ESF funds will be used for the implementation of the CROQF at HE level improving the match between skills and jobs and increasing students' employability.</p> <p>At national level there are no incentives for employers to offer internships to students or HEIs to include structured work experiences or practical training in study programmes, develop and equip competence centres within HEIs, efforts are needed in enabling HEIs to implement and develop these components. Providing students with practical training before graduation will increase the quality of programmes, foster partnership between employers and HE institutions and increase students' employability.</p> <p>The 2014 Erasmus Impact Study of the EC confirmed that transversal skills acquired through a period of study mobility are important for employers. Erasmus+ work placements abroad can increase employability of recent graduates and specifically address deficits in STEM areas, ICT and other priority areas as identified by smart specialization, national economic development strategies and key enabling technologies: advanced processing technology, bioproducts, clean transport, smart grids, energy and resource efficiency.</p> <p>ESF supplementary support for outgoing staff mobility under Erasmus+ will tackle a deficit in internalisation at home, especially in the design and content of new curricula and joint programmes.</p> <p>Performance based funding of HE is a precondition for achievement of strategic HE goals. Legal independence of faculties makes it difficult to pursue strategic goals at the universities. Performance based financing agreements resolve this issue by allowing government and universities to agree within special contracts to commit all university units to a set of predetermined goals and contribute to their achievement by having efficient use of resources in HE. Evaluation of the first year of implementation of pilot funding agreements indicate that before entering to overall funding contract institutional preconditions should be fulfilled as collection of data at university level, centralized system of accounting, established system of quality assurance, human resource management planning. ESF funds will support these activities. The result will be better integration of universities, more efficient management and strategic planning.</p>
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	Results to be achieved with ESF funds are: increased relevance and quality of study programmes through full implementation of CROQF, increased work based learning and internationalisation of HE in key deficit subject areas, increased employability of graduates, particularly those with a Bachelor degree and support to HEIs in order to enhance their management, project planning and reach agreed strategic goals in performance agreements.
<b>ID of the specific objective</b>	2
<b>Title of the specific objective</b>	Increasing tertiary attainment rates
<b>Results that the Member States seek to achieve with Union support</b>	<p>The main reasons for student drop-out are student motivation and insufficient resources to study. Unequal access and high drop-out rates are particularly evident for students from lower socio-economic backgrounds who have a bigger financial burden and workload. The chances of their enrolling into HE are much lower and their chances of dropping out are higher. ESF funds will therefore be used to increase the scope of direct support to students from lower socio economic backgrounds to help them access and successfully complete their studies. If analysed by type of studies, low tertiary attainment and high drop-out is particularly evident in STEM and ICT areas regardless of student socio-economic status and gender (around 60% of students study social sciences and humanities, drop-out rate in STEM around 41% at first year). The reason for high drop out in these areas is a lack of adequate competences when entering HE. Interventions are needed to increase the number of students enrolled in STEM and ICT areas, including measures to promote these fields to female students, and to reduce their dropping out.</p> <p>Establishment of student services for career and academic guidance will provide students with support in choosing the most appropriate learning path, with respect to students' personal potential, 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.</p> <p>Once a student has dropped out of HE, his acquired knowledge, competences and skills cannot be formally recognised, as most HE institutions do not have procedures for recognition of prior learning. Moreover, in case a student wishes to continue its education after a formal drop-out, he/she must again enrol into the first year of the respective cycle. The national system for validation and recognition of non-formal and informal learning is being developed within the CROQF and it foresees development of programmes for validation of non-formal and informal learning which will be aligned with respective qualifications and occupational standards. Development of these programmes will allow dropped out students to continue and</p>

	<p>successfully complete their studies.</p> <p>Interventions under this SO will result in wider access to HE for students, especially to students from lower socio economic background; enhanced quality of student life and services; improved provision of continuous support and professional guidance to students and increased completion rates, particularly in STEM and ICT areas as well as decrease in drop-out rates and continuation of studies for dropped-out students.</p>
<b>ID of the specific objective</b>	3
<b>Title of the specific objective</b>	Improving the environment for Croatian researchers
<b>Results that the Member States seek to achieve with Union support</b>	<p>One of the identified problems is a lack of business oriented tertiary education programmes on graduate and postgraduate level. These are programmes to stimulate cooperation between business sector and research institutions in order to address intersectoral mobility and the development of transversal skills suitable for conducting business. Postgraduate studies do not provide sufficient training regarding specific research related core skills and wider employment related skills for further development of young researchers' careers. This is why it is necessary to develop an environment which will enable the young researchers at postgraduate and postdoctoral level to improve their skills relevant to the business sector.</p> <p>Having in mind that educational qualifications leading to employment are vital for the Croatian economy it is important to stimulate development of careers in R&amp;D&amp;I by creating an instrument to increase the number of young researchers (defined as persons in the process of acquiring PhD level) especially in STEM field. Two programmes as support to the process of integration of young researchers into the Croatian research area will be developed. The general aim of the first programme is to steer young researchers on postgraduate level to conduct their research in priority scientific areas defined in the Smart Specialisation Strategy in order to create closer linkage between science and business sector. The second aims at outstanding researchers and experts at post doctorate level (who have gained doctorates within last 5 years). The programme will also support the development of their careers as the future leaders in R&amp;D in Croatia. This programme will have two components targeting Croatian researchers working in Croatia and those who are currently living abroad and who have either already returned or have submitted the letter of intention on returning to Croatia.</p> <p>In line with this objective support for international memberships is designed to enhance integration of Croatian researchers in</p>

	<p>European Research Area (ERA). In order to improve support for the research community, Ministry responsible for HE will stimulate memberships in international research organisations and bodies and enable better access to foreign research results, databases, and specific infrastructure, otherwise not be available. This will result in better integration of researchers to ERA, new collaborations with researchers from other MS, third countries and with new joint publications. Another important condition is to enable access to the international research for the Croatian research community which has very limited resources for purchasing commercial scientific information and databases. It is important to ensure stable budget to access foreign databases and on line journal as well as to establish integrated bibliographic database for domestic journals.</p> <p>Key results expected through this specific objective will be increased number of employed researchers in early stage of career development, employability of researchers, especially in STEM field, at postgraduate and postdoctoral level in business sector, memberships in international research organisations and participation in large transnational projects and consortia, increased access to foreign research publications and databases.</p>
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**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	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		
SR301	Completion rate of students who received scholarships	Less developed	Number				53.00	Ratio (%)	2013			65.00	MIS, Eurostat	Annually
SR302	Number of education programs/qualifications standards in the CROQF Register	Less developed	Number				0.00	Number	2014			100.00	Projects, MIS	Annually
SR303	Number of students using student services	Less developed	Number				500.00	Number	2014			7,000.00	Projects, MIS	Annually
SR304	Increased number of employed researchers in early stage of career development in Croatian research system	Less developed	Number				10.00	Ratio (%)	2013			15.00	Web of science	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
<p>SO 10.ii.1 covers actions that are to be implemented on the whole territory of Croatia. A set of actions for the implementation of CROQF at HE level will be implemented in order to increase quality and labour-market relevance of study programmes. Additionally, in order to enhance graduates' employability, a set of actions aimed at increasing work-placement schemes in study programmes, will be targeted at HEIs, students and employers.</p> <p>As internationalisation also contributes to the quality of educational provision, a set of actions targeted at HEIs and the national agency for Erasmus+ with the aim of increasing international mobility of HEIs staff and students will be implemented.</p> <p>Support to HEIs in order to enhance their management, project planning and reach agreed strategic goals in the performance agreements will also be delivered.</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
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*Actions to be supported by ESF comprise:*

- development of analytical research of competences required by employers including skills forecasting, for the evidence-based implementation of the CROQF;
- development of the CROQF occupational and qualifications standards by the consortia of HEIs and their partners from the business sector on the basis of analytical research and skills forecasting as well as through the implementation of the CROQF quality assurance mechanisms that are, embedded in the learning outcomes approach;
- validation of the CROQF occupational and qualifications standards by the Sectoral Councils and their working groups on the basis of results of the analysis of the competences required by the occupations within specific sectors and in line with the regulations defining the role, the scope of work and the procedures of the Sectoral Councils;
- development and revision of education programmes by the HEIs and based on qualifications standards from the CROQF Register described in terms of LOs and quality assured in terms of achieved LOs and in line with current and future labour market needs;
- development and implementation of internal and external quality assurance systems including upgrading of internal regulations prescribing procedures and processes, improved ICT and other tools used in the self-assessment and external assessment of HEIs;
- implementation of work-based learning schemes as integral part of study programmes through a structured cooperation between HEIs and employers in assuring work placements of students and through LOs based and quality assured practical courses;
- outgoing mobility of students and staff in STEM areas, ICT and other priority areas as identified by the smart specialisation, national economic development strategies and key enabling technologies set by the Industry Strategy 2014-2020, Priority 2.3. Adaptation of the education system to needs of new technologies and green economy/key enabling technologies: advanced processing technology, bioproducts, clean transport, smart grids, energy and resource efficiency;
- development of study programmes and joint/double study programmes provided in foreign languages in STEM areas, ICT and other priority areas as identified by the smart specialisation, national economic development strategies and key enabling technologies set by the Industry Strategy 2014-2020;
- provision of support to HEIs to enhance governance, and efficient financing with the aim of introducing performance agreements on the basis of recommendations of the World Bank as a result of a project implemented with the use of a project under the ESF 2007-2013 programming period.

<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>Target groups: staff at HEIs, students, HEIs.</p> <p>Beneficiaries: Ministry responsible for HE, sectoral agencies, HEIs research institutions, CSOs in the area of research and HE.</p> <p>SO 10.ii.2 covers actions that are to be implemented on the whole territory of Croatia. Actions aimed at increasing attainment rates consist of provision of support to underrepresented groups of students and students enrolled in STEM, ICT areas and areas of high job growth. Besides students, a set of actions will also target HEIs and provide them with support in enhancing student services and student life in order to reduce drop-out rates and improve the possibilities for continuation of studies after dropping out.</p> <p><i>Actions to be supported by ESF comprise:</i></p> <ul style="list-style-type: none"> <li>• provision of scholarships to students from lower socio-economic background in order to increase their access and completion rates;</li> <li>• provision of scholarships to students enrolled in STEM areas, ICT and other priority areas as identified by the smart specialisation, national economic development strategies and key enabling technologies set by the Industry Strategy 2014-2020 in order to increase attainment rates in these areas;</li> <li>• development of tailor-made remedial courses for students at risk of dropping-out in STEM and ICT areas;</li> <li>• development and functioning of student career centres at HEIs;</li> <li>• development and implementation of the CROQF programmes for validation of non-formal and informal learning at tertiary or equivalent level;</li> <li>• support to learners to enrol into CROQF programmes for validation of non-formal and informal learning at tertiary or equivalent level aimed at continuation of education (YGIP measure).</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</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
<p>accommodation capacities which would contribute to better access to HE for disadvantaged and under-represented groups.</p> <p>Target groups: students, academic staff, dropped-out students and adult learners.</p> <p>Beneficiaries: Ministry responsible for HE, sectoral agencies, higher education institutions.</p> <p>Specific objective 10.ii.3 covers actions aimed to increase employability of researchers, number of memberships in international research organisations and participation in large transnational projects and consortia, to improve access to foreign research publications and databases.</p> <p>Two actions with the aim of increasing employability of researchers on postgraduate and postdoctoral level. The first action will steer young researchers on postgraduate level to conduct their research in priority scientific areas defined in the Smart Specialisation Strategy as well as other strategic documents relevant for the area of research, development and innovation. The open call for postgraduates is planned under this action. Successful applicants will be awarded with the grant for conducting their research in one of the priority research areas. This grant should cover the costs of employment as well as research costs. The applicants will have to have the employment contract with the research institution. The second action will support the development of careers of postdoctoral researchers. One component of the second action will target Croatian researchers working in Croatia and other will target Croatian researchers who are currently living abroad and who have either already returned or have submitted the letter of intention on returning to Croatia. The programme will provide start-up funds to build up innovative lines of research and research teams. The successful applicants have to show potential of excellence and commitment in science and technology. Through both of these programmes the cooperation between business sector and research institutions will be stimulated in order to address intersectoral mobility and pending issue of development of sets of transversal skill suitable for conducting business. Under second action targeting the development of careers and improvement of employment conditions of postdoctoral researchers synergy with HORIZON 2020 under the Marie Skłodowska-Curie will be planed.</p> <p>Supporting international memberships in international research organisations and participation in large transnational projects and consortia in order to enhance integration of Croatian researchers in European research area. One of the interaction mechanisms to achieve the greatest changes are joint research projects resulting from the opportunity to participate in large transnational projects and consortia e.g. ERIC consortia.</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>Improving access to research tools by increasing access to foreign scientific publications and databases. Under this action, the National university library will funded to access foreign scientific publications and databases and make them available to all Croatian research organisations. Also the National university library will funded to establish an effective and internationally recognisable national bibliographic database.</li> </ul> <p>Target groups: HE and research institutions managerial staff, teachers/teacher assistants and other institutions' staff, students (graduate and postgraduate), postdoctoral candidates, professionals working in public institutions responsible for higher education and research and development and innovation (R&amp;D&amp;I) policy decision and implementation.</p> <p>Beneficiaries: Ministry responsible for science and education, other public institutions responsible for HE and research and development and innovation (R&amp;D&amp;I) policy decision and implementation as well as research and development and innovation organisations.</p>	

#### ***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 and its methodology, at the level of the OPEHR.</p> <p>Appraisal of projects will be subject to detailed selection criteria approved by the Monitoring Committee.</p> <p>Based on Selection Criteria and its methodology 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>	

<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>Operations will be implemented as open calls or restricted calls for proposals (direct award procedures).</p> <p>Key criteria for selection of operations/projects include as appropriate:</p> <ul style="list-style-type: none"> <li>- compliance and contribution of the operation/project proposal to the realisation of the objectives set in the relevant national strategic documents (strategies, guidelines, action planes, programmes);</li> <li>- the relevance and importance of the operation/project for the realisation of the objectives and indicators of the OPEHR;</li> <li>- clearly defined and described target groups and their needs with regard to the objectives of the OPEHR;</li> <li>- the quality of the project proposal (activities listed in the project proposal are clearly defined, they are related to the problems that the project should resolve and they contribute to the goals of the project, the feasibility of the project plan);</li> <li>- the capacity of the applicant (the level of operational capacity of the applicant required for the preparation and implementation of the project);</li> <li>- sustainability of the project is presented and clearly described (there is the possibility of wider application of the results of the project).</li> </ul> <p>In the case of open calls an evaluation committee will be set at the level of IB level 1 or IB level 2 and detailed evaluation criteria will be defined by the MA. In the case of restricted call/direct award procedure IB level 1 will submit to MA proposal of selection of operation that will be granted as a restricted call for proposals on the basis of the relevant documentation provided, justifying selected beneficiary in respect to its institutional/legal particularities. Scholarships will be awarded on the basis of a predefined set of awarding criteria defined by the Ministry responsible for education and</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
through a yearly open Call for students.	

#### 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)

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		
SO300	Number of fellowships for training and career development of researchers on doctoral and postdoctoral level	Number	ESF	Less developed			40.00	Projects,MIS	Annually
SO301	Number of students participated in internships, work-based learning	Number	ESF	Less developed			10,000.00	Projects, MIS	Annually
SO309	Participants with pre-tertiary education (ISCED 1 to 4)	Number	ESF	Less developed			5,000.00	Projects, MIS	Annually
SO302	Number of education programmes /qualifications standards in line with CROQF developed	Number	ESF	Less developed			200.00	Projects, MIS	Annually
SO303	Number of scholarships awarded to students from lower socio-economic background	Number	ESF	Less developed			22,000.00	Projects, MIS	Annually
SO304	Number of scholarships awarded to students enrolled in STEM and ICT areas	Number	ESF	Less developed			15,000.00	Projects, MIS	Annually
SO305	Number of student services for providing support to students supported for establishment	Number	ESF	Less developed			7.00	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		
SO306	Number of participants in improving research environment activities	Number	ESF	Less developed			400.00	Projects, MIS	Annually
SO307	Number of international memberships of research organizations	Number	ESF	Less developed			60.00	Projects, MIS	Annually
CO11	with tertiary education (ISCED 5 to 8)	Number	ESF	Less developed	2,000.00	3,400.00	5,400.00	Projects, MIS	Annually

## 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 education for disadvantaged students at pre-tertiary level
<b>Results that the Member States seek to achieve with Union support</b>	<p>In Croatia progress was made in the last decade 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. In order to increase participation rate of Roma children at the level of preschool education a targeted investment in a form of subsidising cost of participation will be introduced.</p> <p>As a supplement to national measures, the planned interventions will focus on targeted support to Roma students at the pre-</p>

	<p>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.</p> <p>Realisation 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 within this SO. Namely, the systematic introduction of assistants for students with disabilities to school settings. Assistant will be provided for students with disabilities that deserve the right to special education programme and special kind of support based on a Decision on the proper form of education from State Administration Offices responsible for education. Those students acquire the content of curriculum of the school they attend, but they have disabilities that impede functioning without the assistant's help. This form of support will be provided to the students with significant motor difficulties, significant difficulties in communication and social interactions, difficulties in intellectual functioning, sensory difficulties related to sight and hearing impairment and with behaviours that significantly disrupt their functioning and threaten their and/or other students' safety.</p> <p>The ESF will support development of systems for the education and training for students belonging to disadvantaged groups and secure more equal access to educational services aligned with functional abilities and developmental requirements of students belonging to disadvantaged groups.</p>
<b>ID of the specific objective</b>	2
<b>Title of the specific objective</b>	Promoting 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 of 3 cycles of PISA show that Croatian students achieve below-average scores in all three types of literacy, mathematics, language, IT. The State Matura results confirm that exams in mathematics and science represent challenge for students (taken mostly on basic level). This is linked to the lack of teaching staff, especially in less developed regions with lower educational levels. The deficit of qualified teachers is especially evident in IT, science, and foreign language subjects. The system of licensing of educational professionals is in early stage of development, and needs strengthening of competences of teachers. Educational institutions will face the challenge of reforming their curricula in order to shift from the idea of knowledge transfer to the development of key competences. Some actions oriented to development of key competencies were implemented (part of the development of curricula funded by IPA). System for developing and monitoring of learning outcomes</p>



	<p>in relation to acquiring of key competences has to be established.</p> <p>Based on e-learning, a roadmap of five levels of digital maturity has been developed: Basic, Initial, e-Enabled, e-Confident, e-Mature, measuring levels of digital maturity in administration, digital competence of teachers, ICT equipment, quality and frequency of use of digital content and ICT equipment in classroom, and ICT culture. There is insignificant percentage of e-Mature and even e-Confident and e-Enabled schools in Croatia (10%). It is our goal to have 50% of schools at the e-Enabled level.</p> <p>The national project e-Schools, will ensure that digitally competent teachers use adequate ICT equipment and developed e-content in line with changing curricula, and provide teaching that will incorporate learning scenarios ensuring the development of key transversal competences for primary and secondary school pupils. Development of online resources and integration of ICT in teaching will secure innovative teaching and learning practices, to support student-centred learning, critical thinking, collaborative learning. Teacher training, technical and educational support plays a key role in achieving this result in raising the level of digital competence of teachers, headmasters, expert and administrative staff with the comprehensive professional development strategy. E-schools Project Committee consisting of major stakeholders, MAs for OPCC and OPEHR will be formed for coordinating investments through different OPs. As e-Schools is a complex project intervention under this SO will be focused on development of digital educational materials, tools and methods, organisational models supporting their use on a national level in primary and secondary schools, integrated with the national curricula; development of digital competences of teachers, headmasters and expert staff, specifically in the context of using ICT for teaching and learning while OPCC intervention will be focused on increasing integration of ICT in schools everyday life, through infrastructure part of the e-Schools project, by equipping schools with appropriate LANs (local Internet networks in schools) and procurement of ICT equipment.</p> <p>Expected results of ESF interventions are: increased student's educational achievement with special focus on acquiring key competences; professional development of education staff, improved competences of teachers, increased number of E-schools and modernized school curricula to acquire key competences.</p>
<b>ID of the specific objective</b>	3

<b>Title of the specific objective</b>	Improving adult education system and upgrading skills and competences of adult learners
<b>Results that the Member States seek to achieve with Union support</b>	<p>The reasons for the unsatisfactory participation level of citizen involvement in AE, are financial restrictions, the degree of development of the AE system and the quality and relevance of AE programmes. Development and implementation of adult education programmes will be in line with 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). The low participation in LLL provides fewer opportunities for engaging in learning and creates a lack of demand among potential learners. Different occupational and age sub-groups perceive the need for training differently and this emphasises 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 and employability.</p> <p>In order to increase qualification level and employability of specific target groups potential applicants (adult education institutions) will be supported to organise and implement adult education programmes for acquiring first level qualification and / or acquiring a higher level of qualification or acquiring a retraining qualification.</p> <p>When defining selection criteria for participation in adult education programmes, a mismatch between educational supply and demand in the local labour market and within above mentioned sectors will be taken into account and priority will be given to least developed areas (respecting development index data), to areas with a high rate of depopulation and to island</p> <p>Interventions foreseen under this SO should contribute to achievement of specific objective through the following results: strengthened capacities of AE providers aiming at increasing education for basic qualification provision, improved 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	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		
SR305	Increased enrolment of children between the age of 4 and the age for starting compulsory primary education into preschool education programmes	Less developed	Number				71.70	Ratio (%)	2014			75.50	Projects, MIS	Annually
SR306	Proportion of primary and secondary schools at e-Enabled level of digital maturity	Less developed	Number				10.00	Ratio (%)	2014			50.00	Projects, MIS	Annually
SR307	Number of participants (adult learners) gaining qualifications	Less developed	Number				0.00	Number	2014			5,000.00	Projects, MIS	Annually
SR308	Percentage of Roma children covered by extended board programmes within the scope of the school curriculum	Less developed	Number				10.00	Ratio (%)	2014			30.00	Projects, MIS	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>	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.iii focuses on 3 broad areas of intervention and therefore covers various different actions.	
Specific objective 10.iii.1 will be implemented through the following actions:	
<ul style="list-style-type: none"> <li>• subsidies for 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;</li> <li>• systematic introduction of assistants for students with disabilities in mainstream school settings (in order to provide equal competence quality, the standardization of assistants' education programme will also be supported);</li> <li>• support to Roma students at the level of preschool and primary education aimed to speed up the process of their integration into regular education system (i.e. teaching of Croatian language, introducing Roma Class Assistants, development and implementation of after school activities – extended board programmes, summer camps activities and extracurricular events focused on social integration of Roma pupils).</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
<p>Target groups: school managerial staff, teachers/ teacher assistants and other educational institutions' staff, preschool age children living in poor socio-economic conditions, disadvantaged students (such as Roma students/students with disabilities, behavioural problems/learning difficulties), education professionals working in public institutions responsible for education policy development and implementation.</p> <p>Beneficiaries: Ministry responsible for education, and other public institutions responsible for education policy development and implementation; education institutions at the level of pre-tertiary education (kindergartens, primary schools, secondary schools, centres for education of students with disabilities), CSOs, local and regional self-government units, cooperatives.</p> <p>Specific objective 10.iii.2 will be implemented through the following actions:</p> <ul style="list-style-type: none"> <li>• integration of ICT in teaching and learning in primary and secondary schools, with the development of digital educational content to support innovative pedagogical practices; professional development for all project users (teachers, headmasters, expert staff etc.) in digital competence based on ICT UNESCO competency framework for teachers and European Commission JRC DIGCOMP model; technical and educational support for all project users (centralised and distributed) (e-Schools);</li> <li>• Further development of the professional competences of education staff. Professional competences are those related to implementation of envisaged education reform (e.g. outcome oriented education practice, student oriented teaching etc.). They are 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), and developing targeted in service teacher training programmes in the area of educating disadvantaged students;</li> <li>• development of school curricula for general education system based on learning outcomes, including development of key competences, development, production and distribution of teaching materials, innovative text books, audio-visual / interactive materials, education software, distance / e-learning tools, development of innovative / learner-centred educational techniques/methods, both in didactics as well as in</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
<p>pedagogical sense and development of innovative assessment as well as evaluation tools, systems and other quality assurance instruments which aim at monitoring of students' learning outcomes and competences.</p> <p>Target groups: education staff from pre-tertiary level institutions), preschool children, primary and secondary level students, education professionals working in public institutions responsible for education policy development and implementation.</p> <p>Beneficiaries: Ministry responsible for education and other public institutions responsible for education policy development and implementation; education institutions, local and regional self-government units), civil society organizations.</p> <p>Specific objective 10.iii.3 will be implemented through the following actions:</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 which provide adult education 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>• development and implementation 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> <li>• development and implementation of high quality lifelong learning programmes for acquiring partial qualifications and programmes for validation of prior learning with a view to increasing qualification levels of adults; organisation of different raising events and activities aimed to increase participation in LLL programmes (e.g. Life Long Learning Week);</li> <li>• actions aimed to improve career guidance system/services and to support and motivate adults seeking to develop/improve their basic skills;</li> <li>• support for the implementation of the adult education programmes for persons with lower levels of qualifications, adults aged between 15-34 without qualifications (only primary level of education finished) and long term unemployed above age of 45) as well as other measures aimed</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
<p>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 proven to be relevant and quality assured);</p> <ul style="list-style-type: none"> <li>• development of an integrated web portal as well as mobile application devices in order to inform about adult education options: programmes, institutions, council services, conditions, financial incentives, outcomes etc.</li> </ul> <p>Target groups: education staff (pre-tertiary level institutions, adult education institution, higher education institutions etc.), education professionals working in public institutions responsible for education policy development and implementation, students, adult learners, unemployed, employers and other participants in the labour market, persons with lower levels of qualifications, persons without primary education, Roma and migrants, adults aged between 15-34 without qualifications (only primary level of education finished) and long term unemployed above age of 45.</p> <p>Beneficiaries: Ministry responsible for education, Ministry responsible for labour policy, and other public institutions responsible for education policy development and implementation; education institutions, labour market institutions local and regional self-government units.</p>	

#### ***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 and its methodology, at the level of the OPEHR.</p> <p>Appraisal of projects will be subject to detailed selection criteria approved by the Monitoring Committee.</p> <p>Based on Selection Criteria and its methodology 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>	

<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
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Operations will be implemented as open calls or restricted calls for proposals (direct award procedures).

Key criteria for selection of operations/projects include as appropriate:

- compliance and contribution of the operation/project proposal to the realisation of the objectives set in the relevant national strategic documents (strategies, guidelines, action planes, programmes);
- the relevance and importance of the operation/project for the realisation of the objectives and indicators of the OPEHR;
- clearly defined and described target groups and their needs with regard to the objectives of the OPEHR;
- the quality of the project proposal (activities listed in the project proposal are clearly defined, they are related to the problems that the project should resolve and they contribute to the goals of the project, the feasibility of the project plan);
- the capacity of the applicant (the level of operational capacity of the applicant required for the preparation and implementation of the project);
- sustainability of the project is presented and clearly described (there is the possibility of wider application of the results of the project).

In the case of open calls an evaluation committee will be set at the level of IB level 1 or IB level 2 and detailed evaluation criteria will be defined by the MA. In the case of restricted call/direct award procedure IB level 1 will submit to MA proposal of selection of operation that will be granted as a restricted call for proposals on the basis of the relevant documentation provided, justifying selected beneficiary in respect to its institutional/legal

<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
particularities.	

#### 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)

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		
SO309	Participants with pre-tertiary education (ISCED 1 to 4)	Number	ESF	Less developed			17,000.00	Projects, MIS	Annually
SO310	Number of projects implemented dedicated to ensuring equal access to education	Number	ESF	Less developed			150.00	Projects, MIS	Annually
SO311	Number of Roma children received targeted support	Number	ESF	Less developed			200.00	Projects, MIS	Annually
SO312	Number of children with a socio-economically disadvantaged background received targeted support	Number	ESF	Less developed			5,000.00	Projects, MIS	Annually
SO321	number of schools supported to improve digital maturity	Number	ESF	Less developed			840.00	Projects, MIS	Annually
SO313	Number of Roma students in primary education received targeted support	Number	ESF	Less developed			1,500.00	Projects, MIS	Annually
SO314	Number of students with disabilities with assured targeted professional support provided by personal	Number	ESF	Less developed			1,000.00	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		
	assistants								
SO315	Number of adults who participated in education programmes	Number	ESF	Less developed			10,000.00	Projects, MIS	Annually
SO316	Number of educational staff who participated in in-service training activities	Number	ESF	Less developed			15,000.00	Projects, MIS	Annually
SO317	Number of developed digital educational content for subjects in selected classes	Number	ESF	Less developed			90.00	Projects, MIS	Annually
CO11	with tertiary education (ISCED 5 to 8)	Number	ESF	Less developed	7,500.00	7,500.00	15,000.00	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>	Modernising of VET provision and improving its quality in order to increase employability of students and their entry into further education
<b>Results that the Member States seek to achieve with Union support</b>	The draft Programme for VET development focuses on quality and efficiency, LM relevance, work-based learning, attractiveness, excellence and inclusiveness, to be achieved through modernising VET programmes. National resources will be used to develop a National VET Curriculum while ESF will support development of VET Sectoral Curricula (i.e. for tourism and catering, mechanical and electrical engineering, ICT, agriculture, healthcare sectors) aiming to ensure relevance of VET in line with LM needs and improve access to HE. Identification of vocational sectors for which new curricula will be developed took into account IPA projects' analysis. Cooperation with relevant stakeholders, such as employers is key for VET of the work based learning approach will be strengthened, including apprenticeship schemes for VET students and training for VET teachers, and also in promotion of VET. There is a need for significant investment in raising VET teachers' capacities as well as ensuring high quality support for their work and professional development.

	<p>Investments will focus on establishing regional Centres of competences in specific vocational sectors, to provide in-service trainings for education professionals, flexible and continuous education of SME employees operating at local level, and to raise the knowledge and competence of unemployed through short training programs. Added value will be their ability to implement tailor made programs for students with disabilities. Expected results include upgraded skills of VET students graduating from Centres and their higher employability (around 35% of students are expected to get employed within six months).</p> <p>ESF interventions will tackle issue of QA in VET on two levels (system level dealing with establishment of comprehensive VET QA system including system level QA indicators and on a level focused on VET providers in strengthening their capacities for implementation of QA approaches).</p> <p>The SO will also be supported by investments in VET infrastructure (Centres), triggering ERDF expenditure.</p> <p>Main results to be achieved with ESF: a new sectorial curricula developed, new models of work based learning established, VET QA system further developed, in service teacher training system improved and employability of VET students increased. These activities will not start until the VET development programme is adopted and until the EC agrees that EAC is fulfilled:</p> <ul style="list-style-type: none"> <li>• developing VET Sectoral Curricula;</li> <li>• enhancing and developing opportunities for work-based placements of VET students in enterprises by supporting apprentice, practical lessons in companies and in schools (incentives for businesses, teachers and students, campaigns, equipping, ensuring work placements, work shadowing);</li> <li>• supporting 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, data use, improvement of model of external assessment of schools including external pedagogical monitoring and inspections, etc.) - capacity building for QA development and implementation at system level;</li> <li>• strengthening capacities of VET schools for implementation of QA approaches by supporting development of tools and</li> </ul>
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	methods for self-assessment.
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**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		
SR309	Percentage of teachers and other participants in selected VET sectors provided with training activities in centres of competences	Less developed	Number				11.00	Ratio (%)	2014			25.00	Projects,MIS	Annually
SR310	Percentage of students who finished education in Centres of competences and are employed six months after leaving	Less developed	Number				33.80	Ratio (%)	2014			37.00	Project, MIS	At the end of the O implementation
SR311	% of VET schools in which newly developed sectorial curricula have been implemented based on learning outcomes	Less developed	Number				0.00	Ratio (%)	2014			10.00	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
<p>Under specific objective 10.iv.1.the following activities will be financed:</p> <ul style="list-style-type: none"> <li>• developing VET Sectoral Curricula (Tourism and catering, Mechanical and electrical engineering, ICT, Agriculture and Healthcare sectors and in other VET sectors) with the aim of ensuring relevance of VET in line with labour market needs and improving access to higher education;</li> <li>• establishing national and regional VET centres of competences in Tourism and catering, Mechanical and electrical engineering, ICT, Agriculture and Healthcare sectors and in other VET sectors taking into account national/regional priorities and labour market needs 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 teachers by means of changing delivery mechanism from face-to-face method to online teaching method for professional development of VET teachers which will greatly facilitate and speed up access to and download of the materials and content in digital form, as well as access to the tools for e-learning. This new mechanism of professional development will also ensure continuous professional support to teachers thus increasing the level of pedagogical skills and professional</li> </ul>	

<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>competencies of teachers. AVETAE staff will also strengthen their competencies and expertise for the planning, implementation, support and further development of the professional training of vocational teachers by attending tailor made training courses. Strengthening of knowledge in generic and sector-specific areas will enable professional training on new trends and innovative approaches to teaching. Partnership networking of AVETAE with similar institutions will provide insight into and examples of good practice and provide the transfer of innovation in the system of professional training;</p> <ul style="list-style-type: none"> <li>• enhancing and developing opportunities for work-based placements of VET students in enterprises by supporting apprentices' scheme, practical lessons in companies and in schools (incentives for businesses, teachers and students, campaigns, equipping, ensuring work placements, work shadowing);</li> <li>• supporting VET schools to develop innovations through bottom-up approach by strengthening school capacities for ensuring relevant, creative and modern VET in partnership with companies and wider community and thus ensuring relevance of VET in line with labour market needs (introduction of innovative solutions /features into school curricula thus supporting the acquirement of up to date technical skills) in order to promote of the quality of vocational education;</li> <li>• supporting 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 by providing support for the development of tools and methods for self-assessment;</li> <li>• promoting student's skills through organisation of campaigns, skills competitions at international/national level, specialised 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>• supporting international cooperation between VET schools and other VET schools abroad by funding international projects of system and schools, teaching/school in international environment, mobility of teachers and students, transfer of good practices.</li> </ul> <p>Target groups: school staff and managerial staff in vocational education institutions; education professionals working in public institutions responsible for VET policy development and implementation, teachers and trainers, students, employees in SMEs, and crafts, unemployed, vulnerable groups</p>	

<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>(vulnerable groups – students with disabilities, minority students, and students from socio-economically disadvantaged background).</p> <p>Beneficiaries: vocational education and training schools, polytechnic and school of professional higher education as institutions that organise and implement professional studies, Ministry responsible for education and other sectoral agencies responsible for education policy development and implementation, local and regional self-government units.</p> <p>In relation to ensuring complementarity with ERDF expenditure foreseen, particular support to VET competence centres will be provided in order to enhance their infrastructural conditions for acquiring practical skills in specific VET sectors (aligned with the Smart Specialisation 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 and its methodology, at the level of the OPEHR.</p> <p>Appraisal of projects will be subject to detailed selection criteria approved by the Monitoring Committee.</p> <p>Based on Selection Criteria and its methodology 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 (direct award procedures).</p>	

<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
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Key criteria for selection of operations/projects include as appropriate:

- compliance and contribution of the operation/project proposal to the realisation of the objectives set in the relevant national strategic documents (strategies, guidelines, action planes, programmes);
- the relevance and importance of the operation/project for the realisation of the objectives and indicators of the OPEHR;
- clearly defined and described target groups and their needs with regard to the objectives of the OPEHR;
- the quality of the project proposal (activities listed in the project proposal are clearly defined, they are related to the problems that the project should resolve and they contribute to the goals of the project, the feasibility of the project plan);
- the capacity of the applicant (the level of operational capacity of the applicant required for the preparation and implementation of the project);
- sustainability of the project is presented and clearly described (there is the possibility of wider application of the results of the project).

In the case of open calls an evaluation committee will be set at the level of IB level 1 or IB level 2 and detailed evaluation criteria will be defined by the MA. In the case of restricted call/direct award procedure IB level 1 will submit to MA proposal of selection of operation that will be granted as a restricted call for proposals on the basis of the relevant documentation provided, justifying selected beneficiary in respect to its institutional/legal particularities

<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
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The establishment and equipping of centres of competences will be linked to the selection criteria as defined by the relevant chapter of the OPCC.

The centres will be established following the principles of applying innovative teaching methods (including organisation of practical trainings in controlled environment), through the collaboration with employers and social partners, by respecting the needs of regional labour market and insisting on the excellence of teachers / trainers / mentors. Their tasks will be, in addition to regular tasks within the formal vocational education, the organisation of targeted/thematic in-service trainings for education professionals (vocational teachers and mentors), organisation of flexible and continuous education of employees of small/medium enterprise's operating at local level (raising the level of professional competence of employees – acquiring of partial qualifications), raising the level of knowledge and competence of unemployed by providing short training programs (targeted programs within the adult education). The additional value of the work of these centres will be their ability to implement specific tailor made programs for disabled people / students with disabilities (acquisition of practical skills in adequate conditions to suit their functional abilities). Therefore, the expected result to be achieved is upgraded skills of VET students graduating from the Centres of competences established in selected sectors, which will lead to their higher employment in the labour market. More specifically, it is expected that around 35% of students who finished education in Centres of competences will be employed within six months.

Priority projects within the process of establishing Centres of competences will be selected on the basis of the following criteria:

- be in line with regional economic needs;
- demonstrate a clear link with operations co-financed under ESF envisaged under the specific objective 10iv1 of the OPEHR;
- number of primary school students and number of students in other vocational schools operating regionally in the same VET sector gravitating to a particular centre;
- availability for organising training of students and teachers from other VET schools and other legal and natural persons (education and training for unemployed people / employees of enterprises);
- project proposal includes partnership with higher education institution which conducts professional study programme/s aligned with those offered by a particular Centre as well as partnership with a company that operates in the same sector as a particular Centre;



<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>project proposal envisages development of targeted support services to students with disabilities.</li> </ul>	

#### 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

#### 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		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		
SO309	Participants with pre-tertiary education (ISCED 1 to 4)	Number	ESF	Less developed			4,000.00	Projects, MIS	Annually
SO318	Number of VET students supported by education activities provided in Centres of competences	Number	ESF	Less developed			3,500.00	Projects, MIS	Annually
SO319	Number of teachers and other participants supported by education activities provided in Centres of competences	Number	ESF	Less developed			1,000.00	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		
SO320	Number of VET sectoral curricula based on learning outcomes supported for development	Number	ESF	Less developed			5.00	Projects, MIS	Annually
CO11	with tertiary education (ISCED 5 to 8)	Number	ESF	Less developed	750.00	750.00	1,500.00	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 Education and lifelong learning, IP 10.ii. 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.iv. 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. Specifically, these will be:</p> <p>1) Tertiary education: validation of non-formal and informal learning (VINFIL)</p> <p>2) E+ work placements abroad</p> <p>3) Synergy with HORIZON 2020 under the Marie Skłodowska-Curie COFUND action.</p>	

Priority axis	3 - Education and lifelong learning
<p data-bbox="125 284 1984 360">4) Improving the quality of vocational education and adult education, improving relevance of education to the labour market, and facilitating the transition from education to work</p> <p data-bbox="125 523 495 564">Complementarity to OP CC</p> <p data-bbox="125 625 192 667">TO1</p> <p data-bbox="125 727 2029 839">In order to achieve goals of research excellence and relevance to the needs of economy besides investments such as R&amp;D&amp;I infrastructure, research projects of Centres of Research Excellence and R&amp;D&amp;I projects that are directed towards the needs of economy, it is also important in parallel to invest into human resources in order to ensure sustainability and productivity of the R&amp;D&amp;I system.</p> <p data-bbox="125 900 2036 976">In relation to ensuring complementarity with ERDF expenditure foreseen, particular support to VET competence centres will be provided in order to enhance their infrastructural conditions for acquiring practical skills in specific VET sectors (aligned with the Smart Specialisation Strategy).</p> <p data-bbox="125 1037 192 1078">TO2</p> <p data-bbox="125 1139 1939 1251">Investment in “e-Schools” is also planned through ERDF and will include equipping primary and secondary schools with appropriate LANs (Constructing local Internet networks in schools (targeted school locations) and connecting schools to ultra-fast Internet) and procurement of equipment for teachers and learners as well as other ICT related equipment.</p>	

Priority axis	3 - Education and lifelong learning
<p>TO10</p> <p>Investment in Centres of competences is also planned through ERDF and will include reconstruction, renovation and adaptation of VET institutions in targeted sectors for provision of modern and high quality education and training and procurement of specialised equipment for those institutions (workshops, laboratories, modern technologies, sector relevant developments such as tools, machinery etc.); equipping VET institutions for school based practical classes to improve educational standards for students as well as their future prospects at competitive labour market.</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		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		
F.1	F	Total amount of certified expenditure eligible expenditure	EUR	ESF	Less developed			79,297,110.00			529,411,765.00	MIS	
SO309	O	Participants with pre-tertiary education (ISCED 1 to 4)	Number	ESF	Less developed			5,008.00			26,200.00	MIS	
CO11	O	youth tertiary education (ISCED 5 to 8)	Number	ESF	Less developed			4,186.00			21,900.00	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
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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
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
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

ID of the priority axis	4
Title of the priority axis	Good governance

- ☐ 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
- ☐ For the ERDF: The entire priority axis is dedicated to operations aimed at reconstruction in response to major or regional natural disasters
- ☐ For the ERDF: The entire priority axis is dedicated to SME (Article 39)

### 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

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

### 2.A.4 Investment priority

ID of the investment priority	11i
Title of the investment priority	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

ID of the specific objective	1
Title of the specific objective	Increase effectiveness and capacity in the public administration through improving service delivery and human resources management
Results that the Member States seek to achieve with Union support	Regarding the current situation, the Competitiveness report country chapter Croatia support arguments for further efforts needed in supporting PA reform. Burden of government regulation ranked 143 out of 148 and almost 1/3 of the answers on the most problematic factors for doing business were identified as areas under the government responsibility (policy instability,

	<p>corruption, inefficient government bureaucracy).</p> <p>The CSRs stated that Croatia initiated reforms in the PA to strengthen its administrative capacities and to improve the client-orientation of public services for citizens and businesses, but the quality of public governance and efficient coordination across different levels of government is still a challenge. The Strategy for Development of PA 2015-2020 will secure fulfilment of addressed challenges.</p> <p>ESF will support PA Strategy in two main areas, change of hierarchically organised services into horizontally-integrated services accompanied by the IT solutions and continuous education of the PA.</p> <p>Concerning support to the business process and HRM in PA within the framework of this SO the activities will not start until the Strategy is adopted and until the European Commission agrees that EAC is fulfilled.</p> <p>ESF funds will support standardisation and digitalisation of administrative procedures, complementary to results from ERDF investments in IT infrastructure, establishment of the Shared Service Centre (coordinate and manage the use of ICT applications and e-services provided to the citizens by various governmental institutions).</p> <p>The introduction of the QMS methodology through ESF, will identify processes, introduce new tools, propose a way to enhance the processes and foster the organisation performance aiming to improve the satisfaction of citizens and organisation performance.</p> <p>Special attention will be given to the development of capacities in financial, health, tax and customs area. Changes in customs area are foreseen in internal business processes, enhancement of custom laboratory infringement system, interconnection and cooperation with EU custom administration, e-government services and ICT modernisation and system security. Support for improved institutional framework for public finances through ESF, will result in solid accounting systems within the government and Ministry of Finance, for reviewing tax expenditure, undertaking an expenditure review, supporting tax</p>
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	<p>administration, improving budgetary planning and forecasting.</p> <p>The Croatian Bureau of Statistics will need ESF support in upgrading national statistics, enabling automated procedures and providing education of staff.</p> <p>Development and implementation of a new, harmonised system will be based on the standardisation and simplification of processes through development of the system of merit-based promotion, harmonisation of system of salaries and ethical standards, addressing anti-corruption mechanisms. These will be done centrally at the level of all PA, and activities aiming at standardisation, preparation of surveys, analyses and reports, as well as activities aiming at promotion and information of new models of PA proceedings will be supported by ESF.</p> <p>Securing ESF for further development of in-service training system will result in enhanced capacities of the NSPA as the responsible organisation, but also foster capacities of the various public services and its regional/local branches through educational modules and trainings related to their new or improved services.</p>
<b>ID of the specific objective</b>	2
<b>Title of the specific objective</b>	Enhancing capacity and performance of the judiciary through improving management and competences
<b>Results that the Member States seek to achieve with Union support</b>	<p>Effective judiciary is of crucial importance for creating a development-supportive general environment. Key elements for that are efficiency, quality, 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 NRP.</p> <p>Statistical data reflecting the current situation in judiciary shows some improvements in the efficiency of Croatian justice system, although in some areas (insolvency, litigious civil and commercial cases) the data present some come-down. The average disposition time of civil court cases at the first instance is significantly above EU average.</p> <p>Courts efficiency should be improved resulting with shorten length of court proceedings (decreasing the disposition time) and</p>

	<p>decreased backlog cases (reduces number of pending cases).</p> <p>Supporting the courts' rationalisation process and enhancing administrative and managerial staff capacities, simplifying the procedures will result in the improved productivity of courts (increased clearance rate) thus increasing the rights to trial within reasonable time. Increased clearance rate and decreased disposition time, primarily at civil and commercial courts, is one the most important goal to be reached through facilitation of ESF initiatives.</p> <p>Improved quality and professionalism of the judiciary will be supported by activities resulted with improved skills and professionalism of judges, state attorneys and civil servants. Initial and permanent training system will be improved.</p> <p>Information systems implemented in the previous period related to the case management system on courts and state attorneys, will be improved by ESF interventions in relation to the interconnectivity within the judicial system as well as between judicial bodies and other parts of the public entities in line with the overall e-government principle and e-justice (e.g. ECLI) and developing one-stop-shop services. Also, services which will allow citizens to be informed on the cases they are involve in or related to the documents of the land registry administration will be improved.</p> <p>Actions related to the e-government (e-justice) 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 based on the investment in IT infrastructure. Within this SO, activities related to the implementation of soft measures – development of applications, educational activities related to the usage of upgraded/developed ICT solutions will be supported thus increasing the efficiency of judiciary and harmonising the system with e-justice policy.</p>
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**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	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		
SR401	Number of bodies where improved work organizations are fully implemented	Less developed	Number				6.00	Number	2013			178.00	MIS	Annually
SR402	Number of staff in public administration completing the training	Less developed	Number				4,760.00	Number	2013			20,300.00	MIS	Annually
SR403	Number of redesigned services in implementation	Less developed	Number				7.00	Number	2013			52.00	MIS	Annually
SR404	Clearance rate (in %) for civil litigations cases at 1st instance courts 12 months after the supported operations ended	Less developed	%				90.70	Ratio (%)	2013			95.70	Projects, MIS	Annually
SR405	Number of judiciary employees trained through ESF supported intervention related to quality and efficiency in justice sector	Less developed	Number				770.00	Number	2013			1,400.00	MIS	Annually
SR406	Number of new training programmes developed for supporting quality and efficiency of justice sector employees	Less developed	Number				6.00	Number	2013			28.00	MIS	Annually
SR410	Disposition time (length of proceedings in days) for civil litigations cases at 1st instance courts 12 months after the supported operations ended	Less developed	Number				426.00	Number	2013			400.00	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>Specific objective 11.i.1</b>	
<i>Business processes in providing public services within PA system</i>	
<ul style="list-style-type: none"> <li>Development of One Stop Shops in the offices of state administration in the counties with needed infrastructure and adaption of e-citizens and e-business platform Development and reengineering of the ICT solutions to support common business processes of the PA. Document management system for the support of office procedures will be implemented as a build up to the Shared Service Centre framework – improvement (design, development, upgrade and digitisation) and interconnection of key register in administration;</li> </ul>	

<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
<ul style="list-style-type: none"> <li>• Optimisation of business processes – standardisation, digitalisation, development of electronic users centric cross-sectoral services at the central/regional level; cross-sectoral integration of process, simplification and streamlining of administrative procedures;</li> <li>• Development and introduction of the user centric complex e-services in PA for the e-citizens and e-business platform, in order to support client based approach and getting services closer;</li> <li>• Development/improvement of Open data portal and development of interfaces of information systems of PA will be financed from ESF to open public data for the citizen and business sector;</li> <li>• Introduction of QMS-Organisation quality management systems and performance tracking, e.g. increasing the quality of PA organisation through self-evaluation according to the CAF model (Common Assessment Framework), OSS. Activities will be focused on the area of Evaluation system, remuneration, career development and ethical standards of civil service as well as unfirming relations of the PA with the users of PA services.</li> </ul> <p><i>Tax/Health/Custom/CBS and other PA bodies administration</i></p> <ul style="list-style-type: none"> <li>• Improvements in the field of the finances, improving the function of providing services to taxpayers, improvement of existing services to taxpayers and developing new services, establishment of computer and communication infrastructure to support the field work of inspectors in the Tax Administration, improvement of the integration framework of Tax Administration for data exchange, establishment of Tax Administration collaborative communication infrastructure. Changes in the customs area are foreseen in internal business processes of the administration, in the enhancement of the system of custom laboratory infringement system, interconnection and cooperation with European custom administration, e-government services and ICT modernisation and system security, improvements in the health sector, fostering education of the employees and e-services through the support of the accreditation process of health facilities, establishment of a central body for e-health development of clinical guidelines;</li> <li>• Building up CBS capacities – activities in developing statistics necessary for decision-making processes in Croatia, (specifically developed) for monitoring policies and measures implemented within OPEHR 2014-2020 or other programmes; activities regarding development of administrative data sources necessary for Statistical registers in CBS or other producers of official statistics; Modernisation of statistical surveys (businesses, households, etc.); activities related to the education and training on the horizontal topics related to official statistics in general, and on specific statistical domains, on IT education for general skills and for specialised tools and software, on regular education of interviewers, including introduction of e-learning activities improving existing framework for sharing official statistics with all users, with the</li> </ul>	

<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>emphasis on easier access and user-friendly approach.</p> <p><i>HRM</i></p> <ul style="list-style-type: none"> <li>• Facilitating trainings for employees of PA institutions about rights and obligations arising out of legal acts, increasing knowledge and awareness of the availability of public information, digital literacy, accompanied by campaigns;</li> <li>• Through support of NSA and State Administrative Bodies/other PA bodies and its internal capacity building and development and implementation of its in-service programs and modules and specialised trainings focusing on the following; improvement of public administration staff on state and regional (local) level on leadership skills, improvement of ICT skills and implementation of new and modern learning methods supported by the ICT;</li> <li>• Creation of new and strengthening of existing professional capacities; educational activities aimed at enhancing professional (analytical, economic, econometric and statistical) skills of analytical organizational units in PA, responsible for monitoring and implementation of evidence based policy measures, analytical capacity, reliable data collection instruments and integrated databases. Educational activities designed for the state and regional level PA personnel, aimed to assess the impact of policies, public procurement, state aid, impact assessment regarding the achievement of objectives on individual/employee and organisational level; strengthening of the capacities for good governance in the entire public administration with special emphasis on managerial competences, policy and strategy development, strengthening anti-corruption mechanisms in the public authorities, through introduction of trainings on methodologies and conducts on ethical integrity and efficiency of the state officials, and the state, civil and local servants, public procurement, budget and finances, sustainable development, non-discrimination and equal opportunities for all; education programmes for employees involved in the national coordination of EU affairs, strengthening 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</li> <li>• Improvements in functioning of particular areas of public services, for instance State Geodetic Administration, National Office for Protection and Rescue, Fire Protection Services (regional and local) and Regional Centre for the Forest Fires need ESF support in providing various forms of training (seminars, workshops, exercises, etc.) and education modules based on the use of modern technologies and equipment;</li> <li>• Development of the new HRM system: development of principles and methodology for new recruitment and award system put in place in</li> </ul>	

<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>whole PA, on the state and regional level, simplified and standardised to ensure same employment rights to all citizens based on needed competences and objective criteria, new system for performance appraisal/merit-based salary, implementation of ICT solution for HRM.</p> <ul style="list-style-type: none"> <li>• Development of transnational cooperation and coordination with the EU member states and EU institutions in order to exchange good practice, expertise and personnel with the aim of building management and organizational knowledge and develop institutional partnerships.</li> </ul> <p>Target groups: employees of PA institutions (national/regional level), PA institutions (national, regional level), citizens, civil servants.</p> <p>Beneficiaries: PA institutions including central state bodies, Ministry of Finance, Ministry responsible for public administration, PA at local/regional level, Croatian Bureau of Statistics, National School for Public Administration, as well as CSOs.</p> <p><u>Specific objective 11.i.2</u></p> <p>Judiciary enhanced in terms of quality and performance should be reached by design and implementation of the framework for improvement of the judicial services structure, improvement of the efficiency and quality of justice procedures.</p> <p>Enhancing the efficiency of the judiciary will be supported by the following main types of activities:</p> <ul style="list-style-type: none"> <li>• improvement and development of harmonised judicial practice to ensure simplification and optimisation of business processes at all levels and parts of justice system (Ministry, courts of first and second instance, state attorneys) through developing/updating and implementing business processes and case management techniques at courts and training the judges and court staff on their use;</li> <li>• analysing the results of the implementation of newly adopted reorganisation of judicial network process and streamlining the reorganisation process to ensure full implementation of measures related to the reorganisation, through, for example, analysing the workload and adapting the distribution of court staff according to the new distribution of courts, including the training of court staff to ensure smooth transition to the new judicial map;</li> </ul>	

<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
<ul style="list-style-type: none"> <li>educational activities related to the strengthening managerial competences of the courts managers in terms of human resource management, financial management and management of business processes (time management), for example through training, organising seminars with judges from other Member States sharing practices on court management, through developing ICT systems to support management functions of the court presidents (while respecting judicial independence).</li> </ul> <p>Improving the quality of the judiciary will be supported by:</p> <ul style="list-style-type: none"> <li>trainings for the judicial officials (judges and state attorneys) provided by the Judicial academy with specific focus on EU law, cyber-crime, prevention and suppression of corruption accompanied with the campaigns;</li> <li>professional tailor made trainings for civil servants based on the training needs analyses and professional requirements of specific areas of judiciary (e.g. land administration, administrative and legal procedures at state attorneys and courts, prison system administration, integrity, etc.);</li> <li>supporting ICT component by further development and outspread of e-registers (e.g. Integrated land administration system), the prison information system, records management and data bases as well as case management and communication between courts and other parties (e.g. electronic processing of small claims and undisputed debt recovery, electronic submission of claims). Development of tools which will enable citizens and firms to be informed on the status of their cases within the courts will support transparency of the system;</li> <li>improving coordination and interoperability of the integral judicial information system, further upgrading and consolidation of systems previously developed and introduced by pre-accession funds and in line with the e-justice policy. These actions need to be followed by training, education and by exchange of best practice and knowledge in the ICT area.</li> </ul> <p>Target groups: judges, state attorneys, courts staff, judiciary employees, judicial academy, other judicial bodies.</p> <p>Beneficiaries: Ministry responsible for justice, Judicial academy, other judicial bodies (courts, state attorneys).</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 and its methodology, at the level of the OPEHR.</p> <p>Appraisal of projects will be subject to detailed selection criteria approved by the Monitoring Committee.</p> <p>Based on Selection Criteria and its methodology 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 (direct award procedures).</p> <p>Key criteria for selection of operations/projects include as appropriate:</p> <ul style="list-style-type: none"><li>- compliance and contribution of the operation/project proposal to the realisation of the objectives set in the relevant national strategic documents (strategies, guidelines, action planes, programmes);</li><li>- the relevance and importance of the operation/project for the realisation of the objectives and indicators of the OPEHR;</li><li>- clearly defined and described target groups and their needs with regard to the objectives of the OPEHR;</li><li>- the quality of the project proposal (activities listed in the project proposal are clearly defined, they are related to the problems that the project should</li></ul>	



<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>resolve and they contribute to the goals of the project, the feasibility of the project plan);</p> <p>- the capacity of the applicant (the level of operational capacity of the applicant required for the preparation and implementation of the project);</p> <p>- sustainability of the project is presented and clearly described (there is the possibility of wider application of the results of the project).</p> <p>In the case of open calls an evaluation committee will be set at the level of IB level 1 or IB level 2 and detailed evaluation criteria will be defined by the MA. In the case of restricted call/direct award procedure IB level 1 will submit to MA proposal of selection of operation that will be granted as a restricted call for proposals on the basis of the relevant documentation provided, justifying selected beneficiary in respect to its institutional/legal particularities.</p>	

#### ***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)

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	Measurement unit	Fund	Category of region (where relevant)	Target value (2023)			Source of data	Frequency of reporting
					M	W	T		
SO402	Number of staff participating in training to improve their professional competence	Number	ESF	Less developed			20,300.00	MIS	Annually
SO400	Number of services supported for development or improvement	Number	ESF	Less developed			52.00	MIS	Annually
SO403	Number of bodies supported to improve work organisation	Number	ESF	Less developed			178.00	MIS	Annually
SO404	Number of courts supported that developed/upgraded business processes and/or case management techniques in view of improving their efficiency	Number	ESF	Less developed			44.00	Projects, MIS	Annually
SO405	Number of judiciary staff participating in training related to quality and efficiency of justice	Number	ESF	Less developed			1,400.00	MIS	Annually
SO407	Number of continuous training schemes supported for development	Number	ESF	Less developed			28.00	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 enhancing civil and social dialogue for better governance
<b>Results that the Member States seek to achieve with Union support</b>	CSOs are inevitable partners in improving good governance and strengthening inclusive and open policy making. Key challenge addressed under this SO is weak capacities of CSOs for effective dialogue and partnership with PA in shaping and delivering policy reforms. CSOs lack human and financial resources, skills for effective policy analysis, monitoring and evaluation of sectoral reforms, capacities to re-use public sector data and engage citizens in shaping and implementing public policies. CSOs also lack professional infrastructure – (most do not have any employee, while 1/3 of CSOs employ one or two persons). Less developed CSOs active at community level have limited access to funds, face challenges of inadequate internal management and low potential for mobilising volunteers, widening membership base and ensuring greater visibility of public

programs and services, which results in underdeveloped individual and corporate philanthropy in Croatia, as essential prerequisite for long term sustainability of CSOs.

In order to ensure contribution of CSOs to public policy development and create preconditions for durability of reforms in key policy areas related to socio-economic growth, strategic long term approach to investments in strengthening capacities and sustainability of CSOs, but also in building solid and participatory structures for policy implementation, is needed.

Regarding the quality of involvement of CSOs in policy design and delivery at national and regional level ESF will be used to increase their capacities to effectively use data provided by public administration with particular focus on building their advocacy, analytical, monitoring and evaluation skills combined with training programs for civil servants and officials on conducting timely and effective multi-stakeholders policy dialogue.

ESF will support grant schemes (capacity and partnership building programmes, innovative measures to enhance CSOs potential for mobilising citizens and volunteers, reinforce local, regional and national structures for open dialogue of CSOs, develop social innovation models for solving local problems, strengthen civil-public partnerships, fight corruption and conflict of interest, strengthen the role in civic education programmes, help citizens access their rights, and improve recognition of CSOs and other stakeholders as valuable partners in shaping and implementing policies at all levels, contributing to increase of trust, transparency and openness of PAPA).

The economic crisis and recession threaten economic and fiscal stability, levels of employment and job security as well as other rights arising from labour relations. Therefore still needed continuous efforts aimed at strengthening social dialogue and social partners in Croatia.

Structural reforms undertaken by the Government require general consensus of social partners on the implementation of reforms and their commitment to continuation of social dialogue in all spheres of economic and social development. It is necessary to achieve progress in establishment and implementation of sectorial social councils. This is a prerequisite for quality participation of social partners in European social dialogue and the best way to achieve their greater influence on decision

	<p>making process.</p> <p>Under the ESF it is envisaged, apart from capacity building activities, to strengthen the decentralisation of social dialogue and strengthen regional and local social partners and stakeholders.</p>
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**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		
SR408	Number of CSO implementing successfully projects contributing to the socio-economic growth and democratic development	Less developed	Number				100.00	Number	2014			950.00	MIS	Annually
SR409	Number of social partners organizations that have increased their capacities in the specific area	Less developed	Number				20.00	Number	2014			70.00	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	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><i>CSO Capacities development, structures for civil dialogue and multi-stakeholder partnerships in specific and general areas:</i></p> <p><i>Actions Supporting Local CSOs</i></p> <ul style="list-style-type: none"> <li>• Actions supporting capacity building of CSOs (such as trainings, workshops, seminars, public/expert discussions, on-the-job trainings, mentorship programmes, research activities, awareness raising, including pilot implementation of evaluation programmes) for effective development, implementation, monitoring and evaluation of sectoral reforms at local, regional and national levels in various policy areas (anti-corruption, public procurement, anti-discrimination, social, health, education, environment, employment);</li> <li>• Actions supporting the establishment of national, regional and local structures (such as local councils for cooperation, community discussion forums, networks, meetings of citizens) for cooperation between civil society and public administration in order to build citizen oriented public services (particularly for groups at risk of poverty and social exclusion that often have difficulties in participating more fully in politics and public affairs);</li> <li>• Actions supporting capacity building for local (community based) CSOs – such as trainings, workshops, seminars, public/expert discussions, on-the-job trainings, mentorship programmes, research activities, awareness raising, developing written materials (for effective response to</li> </ul>	

<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
<p>local community needs in the form of small community actions in the area of social inclusion, employment, education and good governance, including the introduction of pilot actions in the area of participatory democracy models implementation on local and regional levels, further on developing sustainable development models for local communities, as well as capacity building related to specific skills of local (community based) CSOs for services provision, administration, finance, analytical skills, implementation, monitoring and evaluation of local projects) and supporting the design of community (socio-cultural) centres' programmes (including concrete programmes of CSOs implemented in community centres and small renovation activities of community centres) for community led development and effective civil-public partnerships based on building joint solutions of identified problems, as well as life-long learning of CSOs employees and formal representatives including acquiring formal and informal education, specialization in the field of CSOs and specific trainings, as well as development of e-platforms and all other materials for distance learning;</p> <ul style="list-style-type: none"> <li>• Actions supporting balanced regional socio-economic growth through the development of capacities of CSOs in islands, and less developed regions (grant schemes specifically envisaged for various activities supporting the work of CSOs in islands and less developed regions, based on the needs assessments of the targeted areas: such as trainings, workshops, seminars, on-the-job trainings, mentorship programmes, awareness raising, development of written materials, including pilot actions of CSOs based on the needs of the targeted areas).</li> </ul> <p><i>Transparency and Active Citizenship</i></p> <ul style="list-style-type: none"> <li>• Actions supporting multi-stakeholder (public, business and civic) partnerships for improved transparency, openness, accountability and effectiveness of public administration and actions developing new tools for transparent monitoring of public procurement procedures by CSOs (including active involvement of citizens and CSOs in monitoring public procurement procedures, and watchdog activities of CSOs, as well as trainings, workshops, seminars, public/expert discussions, on-the-job trainings, mentorship programmes, research activities, awareness raising);</li> <li>• Actions supporting the innovative re-use of public sector data (collected, produced, reproduced and disseminated by the public sector in many areas of activity, such as social, economic, geographical, weather, tourist, business, patent and educational information) for improving existing or delivering new public services (including the possibilities for the re-use of documents by and for people with disabilities and other groups at risk of poverty and social exclusion, ICT/mobile application for citizens' inclusion in decision-making processes);</li> <li>• Actions supporting capacity building of CSOs for effective mobilisation of volunteers and citizens in policy development processes at local, regional and national levels (development of volunteering programmes, education of volunteering coordinators: such as trainings, workshops, seminars, public/expert discussions, on-the-job trainings, mentorship programmes, research activities, advocacy, awareness raising, including</li> </ul>	

<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
<p>implementation of volunteer programmes);</p> <ul style="list-style-type: none"> <li>• Actions (capacity building and awareness raising) related to promotion of innovative forms of philanthropy as a support mechanism to the sustainability of CSOs.</li> </ul> <p><i>Education</i></p> <ul style="list-style-type: none"> <li>• Actions contributing to CSOs effective involvement (trainings, workshops, seminars, public/expert discussions, on-the-job trainings, mentorship programmes, research activities, awareness raising, including implementation of civic education programmes) in implementing civic education programmes that include topics related to introducing concepts of; active citizenship, democratic decision-making, engagement for public good, human rights protection, social skills development, digital literacy, fight against prejudice, stereotypes, radicalisation and media manipulation developing culture of dialog and intercultural dialogue, entrepreneurship skills, active involvement of children youth in popularisation of science and sustainable development;</li> <li>• Actions supporting the development of CSOs and higher education institutions partnerships in conducting service learning programmes (development of practical implementation of theoretical knowledge gained through higher education institutions through the engagement in CSOs, especially in working with socially excluded groups – such as students discussions, trainings, workshops, seminars, public/expert discussions, mentorship programmes involving students in direct activities with CSOs’ beneficiaries to solve local community needs).</li> </ul> <p><i>Fight Against Corruption and Antidiscrimination Activities of CSOs</i></p> <ul style="list-style-type: none"> <li>• Actions supporting thematic networking of CSOs and other socio-economic partners for fighting any form of discrimination;</li> <li>• Actions (trainings, workshops, seminars, public/expert discussions, on-the-job trainings, mentorship programmes, research activities, awareness raising, advocacy activities) addressing fight against corruption and conflict of interest at different levels of administration (for example in the areas of health, education, environment, construction, etc.);</li> <li>• Actions contributing to strengthened capacities of CSOs for providing free legal aid and support for victims of domestic violence (such as trainings, workshops, seminars, public/expert discussions, on-the-job trainings, mentorship programmes, research activities, awareness raising).</li> </ul>	

<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
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### *Dialogue, partnerships and capacity building of social partners*

- Promotion of social dialogue, research and analytical projects on subjects like industrial relations and working conditions in Croatia;
- Capacity building of social partners related to specialisation according to different areas (health, social services including elderly, education, environment, transparency of public administration), including in particular specialised competencies for involvement in development, implementation and monitoring of policies at all levels;
- 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;
- Capacity building such as trainings, workshops, seminars, public/expert discussions, trainings, research activities, and activities related to internationalisation of Croatian social partners (sectoral councils, European Works Councils including implementation of European framework agreements and EU social acquis.

Target groups: CSO beneficiaries, groups at risk of poverty and social exclusion, volunteers, local and regional self-government employees, CSO employees, public administration employees, social partners.

Beneficiaries: CSOs active in the field of providing services of general interest (for instance, fight against the corruption, public procurement, health services, social services, education, science, environment, antidiscrimination, culture, tourism, philanthropy), local and regional self-government units, institutions, development agencies (regional and local), social partners.

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

<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
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The Monitoring Committee for the OPEHR will be set as the body for definition and adoption of the Selection Criteria and its methodology, at the level of the OPEHR.



<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
<p>Appraisal of projects will be subject to detailed selection criteria approved by the Monitoring Committee.</p> <p>Based on Selection Criteria and its methodology 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 (direct award procedures).</p> <p>Key criteria for selection of operations/projects include as appropriate:</p> <ul style="list-style-type: none"> <li>- compliance and contribution of the operation/project proposal to the realisation of the objectives set in the relevant national strategic documents (strategies, guidelines, action planes, programmes);</li> <li>- the relevance and importance of the operation/project for the realisation of the objectives and indicators of the OPEHR;</li> <li>- clearly defined and described target groups and their needs with regard to the objectives of the OPEHR;</li> <li>- the quality of the project proposal (activities listed in the project proposal are clearly defined, they are related to the problems that the project should resolve and they contribute to the goals of the project, the feasibility of the project plan);</li> <li>- the capacity of the applicant (the level of operational capacity of the applicant required for the preparation and implementation of the project);</li> </ul>	

<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
<p>- sustainability of the project is presented and clearly described (there is the possibility of wider application of the results of the project).</p> <p>In the case of open calls an evaluation committee will be set at the level of IB level 1 or IB level 2 and detailed evaluation criteria will be defined by the MA. In the case of restricted call/direct award procedure IB level 1 will submit to MA proposal of selection of operation that will be granted as a restricted call for proposals on the basis of the relevant documentation provided, justifying selected beneficiary in respect to its institutional/legal particularities.</p>	

#### 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)

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		
SO408	Number of (local) CSOs participating in capacity building activities relevant to their area of work	Number	ESF	Less developed			450.00	Project reports, MIS	Annually
SO409	Number of social partners supported to improve their internal capacities and expertise in the area of partnership and social dialog	Number	ESF	Less developed			70.00	Project reports, MIS	Annually

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

Priority axis	4 - Good governance
<p>Development of transnational cooperation and coordination with the EU member states and EU institutions under IP 11.i and IP 11.ii will be undertaken in order to exchange good practice, expertise and personnel with the aim of building management and organisational knowledge and develop institutional partnerships.</p>	
<p>Relation with other TOs:</p>	
<p>Relation with TO 2: in order to improve implementation of public reforms and delivery of public services, there is a need to establish clear relation with TO 2. 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>Relation with TO 4: 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>Relation with TO 7: Modern, efficient and simplified e-Customs systems based on client oriented services will enhance and upgrade public service and speed up and simplify international trade flows. Introducing advanced e-Customs systems will increase efficiency, speed and quality of business processes of the customs and economic operators related to domestic and international trade. Following this transparency and corruption in public administration will also be decreased.</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 - Good governance												
ID	Indicator type	Indicator or key implementation step	Measurement appropriate	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		
F.1	F	Total amount of certified expenditure eligible expenditure	EUR		ESF	Less developed			33.706.020,00			210.741.282,00	MIS	
SO403	O	Number of bodies supported to improve work organisation	Number		ESF	Less developed			34,00			178,00	Projects,MIS	
SO408	O	Number of (local) CSOs participating in capacity building activities relevant to their area of work	Number		ESF	Less developed			86,00			450,00	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 - Good governance		
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		97,830,089.00
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		81,300,000.00

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

Priority axis		4 - Good governance		
Fund	Category of region	Code		€ amount
ESF	Less developed	01. Non-repayable grant		179,130,089.00

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

Priority axis		4 - Good governance		
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Fund	Category of region	Code	€ amount
ESF	Less developed	07. Not applicable	179,130,089.00

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

Priority axis		4 - Good governance	
Fund	Category of region	Code	€ amount
ESF	Less developed	07. Not applicable	179,130,089.00

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

Priority axis		4 - Good governance	
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	153,130,089.00

**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 - Good governance

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

### 2.B.1 Priority axis

ID of the priority axis	5
Title of the priority axis	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

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

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

ID	Specific objective	Results that the Member States seek to achieve with Union support
1	Ensure efficient preparation, management, implementation, monitoring, evaluation and control of the operational programme	<p>The experience in implementing technical assistance was gained through the management and implementation of IPA and ESF Operational Programme Human Resources Development 2007-2013. Projects financed through TA encompassed capacity building of Operating Structure institutions, as well as of potential beneficiaries.</p> <p>One of the key challenges identified in the previous programming period was retention of staff and their capacity building.</p> <p>The high staff turnover has manifested in delays in different stages of the OP implementation and is thus necessary to ensure that this trend does not continue. This staff turnover was primarily caused by increase of workload, which was not followed by adequate reward and stimulation system within state administration. On the other hand, the opportunities within business sector resulted in a significant turnover of staff who gained knowledge through IPA/ESF programme management and implementation. In addition, the recruitment of new employees was not efficient enough to compensate for the turnover and a number of measures were taken to address this issue, including Government decision on recruitment of new staff for the purposes of management and control of EU funds and capacity building activities.</p>

ID	Specific objective	Results that the Member States seek to achieve with Union support
		<p>In order to address additional needs arising through the extended volume of the ESF means, wider range of intervention areas and increased number of new beneficiaries, the TA allocations will cover all bodies of the new ESF management and control system, in particular institutions that are currently outside the system.</p> <p>Therefore, TA will be allocated in co-financing of enhanced administrative capacities and effective overall and financial management of ESF, envisaged, among other through co-financing of staff salaries, implementation of educational modules, capacity building (i.e. supervision of financial control, verification, reimbursement, monitoring and evaluation activities, audit and other TA eligible activities). In addition, TA will be used to address new administrative challenges, in particular of MA in respect to its enhanced role for Financial Instruments, Transnational cooperation and Simplified Cost Options.</p> <p>In case when particular experience is not available in the management and control system (ESF procedure and methodology expertise, legal expertise, state aid and procurement rules expertise, IT system development and maintenance, running archive systems, accounting services, construction expertise) the expertise will be outsourced through TA.</p> <p>One of the priorities during the 2014-2020 OPEHR implementation will be adequate planning and conducting of evaluations in order to assess efficiency, effectiveness and impact of ESF/YEI support on the OP level and also to assess how the ESF support has contributed to the objectives for each priority. The experience gained during 2007-2013 period will serve as the starting point for further enhancing of evaluation capacities resulting in the implementation of evaluations and evaluation plan, distribution of and follow-up of evaluation reports, enhancement of evaluation capacities through different forms of trainings, and other eligible activities.</p>

## 2.B.5 Result indicators

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

Priority axis		1 - Ensure efficient preparation, management, implementation, monitoring, evaluation and control 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		
SR501	Employees within OPEHR management and implementation system who completed specialized training courses	Ratio			10.00	2014			80.00	Projects/MIS	Annually
SR502	Implemented evaluation recommendations	Ratio			90.00	2014			90.00	Projects/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	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><i>Support to potential beneficiaries</i></p> <p>Potential beneficiaries in Croatia have certain experience regarding implementation of IPA and ESF projects. However, regional and local stakeholders are not sufficiently familiar with the possibilities offered by the ESF and available ESI funds and its implementing methodology and instruments.</p> <p>Also, 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 made in order to ensure high level of readiness for proper use of the ESF possibilities and incentives. In practice, it will require bridging the current 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 them.</p> <p>Support for the local and regional level from the future TA ESF support will result in prepared adequate ESF project applications, acquainted skills and trainings for improvement of particular skills/competences in project cycle management and various implementing and monitoring documentation disseminated from central level to the local level. Also, particular support will be</p>



ID	Specific objective	Results that the Member States seek to achieve with Union support
		<p>provided to all potential beneficiaries and support to local level stakeholders that might provide intermediate support to them.</p> <p><i>Support to the project pipeline of OPEHR</i></p> <p>As the envisaged financial allocations for the OPEHR have largely increased (comparing it to OP HRD 2007-2013) significant problem might occur in the regard of a sufficient pool of projects that could be a potential pipeline for the whole 2014-2020 period. Thus, based on previous experience as well as evaluation reports from 2007-2013 period, the TA support will be used to prepare and develop sufficient, well-designed and mature project proposals pipeline for the OPEHR 2014-2020 period at the level of operations. It also takes into account a need to upgrade existing and develop project pipeline of regional and local organisations and stakeholders.</p>

## 2.B.5 Result indicators

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

Priority axis		2 - 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		
SR503	Contracts signed with beneficiaries, including regional/local stakeholders who participated at information events	Ratio			50.00	2014			60.00	Projects/Procurement plan/MIS/Surveys	Annually

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

ID	Specific objective	Results that the Member States seek to achieve with Union support
3	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	This specific objective will support areas that are relevant with respect to information, communication and visibility since the IPA period clearly showed that the absorption and efficient use of ESF depends to the large extent on the understanding of a broad public and

ID	Specific objective	Results that the Member States seek to achieve with Union support
		<p>interested business and civil society sector, as well as different public stakeholders.</p> <p>Planned results are related to the broadening information campaigns compared to those carried out in the 2007-2013 period, informing/promoting financing opportunities, throughout organisation of specialised events for general public/potential applicants and/or project promoters to increase their knowledge on ESF funding possibilities (share of best practices, conferences and seminars).</p> <p>Further efforts are needed in informing and engaging stakeholders and potential beneficiaries at national and local level regarding available funding opportunities under the OPEHR in the light of the new application procedures, including national requirements under ESF. Besides the partnership between potential beneficiaries, a strong cooperation between regional/local authorities and socio-economic partners, CSOs and entrepreneurs needs to be further promoted as well. In this respect one of the results encompassing the IPV for the OPEHR will be securing management and implementation of the Communication Strategy.</p>

## 2.B.5 Result indicators

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

Priority axis		3 - 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		
SR504	Key communication documents in implementation	Ratio			100.00	2014			100.00	Projects/MIS	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
Indicative list of actions to be supported under TA priority axis in the following area:	
<p><i>Preparation, management, implementation of the OPEHR 2014-2020</i></p> <ul style="list-style-type: none"> <li>• Specific management and implementation activities related to the effective management and control of the OP in (programming, preparation and selection of projects, implementation, financial management and accounting, control, monitoring, evaluation, reporting and audit);</li> <li>• Activities ensuring support for the building of administrative capacities of the authorities and bodies in the ESF structure for the effective program management and implementation through training and education on modules on ESI/ESF Fund methodology and implementing instruments;</li> <li>• Activities related to the participation in conferences and seminars, workshops, business trips and study visits, ensuring best practices and up to date competences for the effective management and implementation;</li> <li>• Activities aimed at supporting OPEHR evaluations (ex-ante/ex post, thematic and interim) and different expert studies and surveys;</li> <li>• Activities aimed at material and technical provision for the effective implementation of the Management Information System covering its current and future development and infrastructural needs;</li> <li>• Activities securing adequate premises (due to the increase in number of institutions and employees involved in OP management and control), procuring equipment, co-financing salaries, organizing monitoring committees, and all other eligible operational costs necessary for effective</li> </ul>	

Priority axis	5 - Technical Assistance
<p>and smooth work of the administration and qualitative implementation and management of the OP;</p> <ul style="list-style-type: none"> <li>• Activities ensuring external expert services for the smooth implementation of the OPEHR. (for example preparation of documentation and procedures/principles of implementation of Financial Instruments, Transnational cooperation, Simplified Cost Options; State Aid; further development of MIS; preparation of different guidelines).</li> </ul> <p><i>Potential beneficiaries and project pipeline</i></p> <ul style="list-style-type: none"> <li>• Activities related to the strengthening of the absorption capacity of the beneficiaries, and regional/local stakeholders in processing methodologies, manuals and project applications, in collaboration with the beneficiaries;</li> <li>• Activities aimed at assisting in the preparation of current and future pipeline of projects, support for the process of programming, implementation and financial management, as well as audit activities of the OPEHR through information events (i.e. workshops, seminars);</li> <li>• 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 (strategic) projects, including common initiatives with the European Investment Bank through information events (i.e. workshops, seminars), and on-the-job trainings.</li> </ul> <p><i>Information, publicity, visibility</i></p> <ul style="list-style-type: none"> <li>• Activities covering public information campaigns, conferences, (thematic) seminars and workshops at national and regional/local level, for the potential beneficiaries and interested public with the aim of getting familiar with the content of the OPEHR 2014-2020, along with the ESI (ESF) possibilities with its appraisal and implementing methodology and instruments;</li> <li>• Activities covering kick off meetings or closures of the particular programs/projects/measures, supporting the visibility of the OPEHR 2014-2020;</li> <li>• Activities aimed at exchanging experience on a national and international level including participation in networks of contact points;</li> <li>• Activities securing management and implementation of the activities/measures set in the Communication Strategy.</li> </ul>	

Priority axis	5 - Technical Assistance
<p>Target groups: staff of the ESF structure and its horizontal bodies, employees of the applicant institutions/potential final beneficiaries, staff of the State and Regional /local administrations, general public.</p> <p>Beneficiary institutions: bodies of the ESF structure and its horizontal bodies, State and Regional /local authorities/organizations, CSOs, Development Agencies, or any other applicant/potential beneficiary institutions.</p>	

### 2.B.6.2 Output indicators expected to contribute to results

**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	
SO501	Number of employees within OPEHR management and control system who participated in capacity building activities supported by TA	Number	120.00	330.00	450.00	Relevant registries/MIS
SO502	Number of employees (FTEs) whose salaries are co-financed by TA	Number	80.00	300.00	380.00	Projects/MIS
SO503	Number of projects implemented as part of OPEHR capacity building regarding specific management and implementation activities	Number			25.00	Projects, MIS
SO504	Number of evaluations	Number			10.00	Projects, MIS
SO505	Number of potential beneficiaries, including regional/local stakeholders, who participated at information events	Number			5,000.00	Projects, MIS
SO506	Number of information events organized for potential beneficiaries, including local stakeholders	Number			50.00	Projects, MIS
SO507	Number of IPV events promoting OPEHR organized for general public	Number			10.00	Projects, MIS
SO508	Number of key communication documents developed	Number			4.00	Projects, 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	Main allocation	Performance reserve	Main allocation	Performance reserve	Main allocation	Performance reserve	Main allocation	Performance reserve	Main allocation	Performance reserve	Main allocation	Performance reserve
ESF	Less developed	165,885,883.00	8,215,386.00	191,164,013.00	10,350,961.00	197,650,243.00	12,615,974.00	206,431,809.00	12,242,512.00	214,605,746.00	13,044,448.00	225,091,962.00	13,813,098.00	232,177,421.00	14,601,906.00	1,433,007,077.00	84,884,285.00
<b>Total ESF</b>		<b>165,885,883.00</b>	<b>8,215,386.00</b>	<b>191,164,013.00</b>	<b>10,350,961.00</b>	<b>197,650,243.00</b>	<b>12,615,974.00</b>	<b>206,431,809.00</b>	<b>12,242,512.00</b>	<b>214,605,746.00</b>	<b>13,044,448.00</b>	<b>225,091,962.00</b>	<b>13,813,098.00</b>	<b>232,177,421.00</b>	<b>14,601,906.00</b>	<b>1,433,007,077.00</b>	<b>84,884,285.00</b>
YEI		37,178,171.00	0.00	28,998,973.00	0.00	0.00	0.00	14,632,462.00	0.00	10,242,723.00	0.00	8,688,482.00	0.00	3,414,241.00	0.00	103,155,052.00	0.00
<b>Total</b>		<b>203,064,054.00</b>	<b>8,215,386.00</b>	<b>220,162,986.00</b>	<b>10,350,961.00</b>	<b>197,650,243.00</b>	<b>12,615,974.00</b>	<b>221,064,271.00</b>	<b>12,242,512.00</b>	<b>224,848,469.00</b>	<b>13,044,448.00</b>	<b>233,780,444.00</b>	<b>13,813,098.00</b>	<b>235,591,662.00</b>	<b>14,601,906.00</b>	<b>1,536,162,129.00</b>	<b>84,884,285.00</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	365,459,366.00	64,492,830.00	55,369,551.00	9,123,279.00	429,952,196.00	84.9999998604%		342,128,063.00	60,375,541.00	23,331,303.00	4,117,289.00		6.38%
1	YEI		Public	206,310,104.00	18,203,833.00	18,203,833.00	0.00	224,513,937.00	91.8918917715%		206,310,104.00	18,203,833.00	0.00	0.00		0.00%
2	ESF	Less developed	Public	340,146,855.00	60,025,916.00	60,025,916.00	0.00	400,172,771.00	84.9999999125%		307,170,682.00	54,206,591.00	32,976,173.00	5,819,325.00		9.69%
3	ESF	Less developed	Total	450,000,000.00	79,411,765.00	59,411,765.00	20,000,000.00	529,411,765.00	84.9999999528%		421,423,191.00	74,368,799.00	28,576,809.00	5,042,966.00		6.35%
4	ESF	Less developed	Public	179,130,089.00	31,611,193.00	31,611,193.00	0.00	210,741,282.00	84.9999996678%		179,130,089.00	31,611,193.00	0.00	0.00		0.00%
5	ESF	Less developed	Public	80,000,000.00	14,117,648.00	14,117,648.00	0.00	94,117,648.00	84.9999991500%		80,000,000.00	14,117,648.00				
<b>Total</b>	<b>ESF</b>	<b>Less developed</b>		<b>1,414,736,310.00</b>	<b>249,659,352.00</b>	<b>220,536,073.00</b>	<b>29,123,279.00</b>	<b>1,664,395,662.00</b>	<b>84.9999998378%</b>		<b>1,329,852,025.00</b>	<b>234,679,772.00</b>	<b>84,884,285.00</b>	<b>14,979,580.00</b>		<b>6.00%</b>
<b>Total</b>	<b>YEI</b>			<b>206,310,104.00</b>	<b>18,203,833.00</b>	<b>18,203,833.00</b>	<b>0.00</b>	<b>224,513,937.00</b>	<b>91.8918917715%</b>		<b>206,310,104.00</b>	<b>18,203,833.00</b>	<b>0.00</b>	<b>0.00</b>		
<b>Grand total</b>				<b>1,621,046,414.00</b>	<b>267,863,185.00</b>	<b>238,739,906.00</b>	<b>29,123,279.00</b>	<b>1,888,909,599.00</b>	<b>85.8191633341%</b>	<b>0.00</b>	<b>1,536,162,129.00</b>	<b>252,883,605.00</b>	<b>84,884,285.00</b>	<b>14,979,580.00</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)		

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	103,155,052.00	18,203,833.00	18,203,833.00	0.00	121,358,885.00	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	103,155,052.00				103,155,052.00	100.00%
<b>1</b>	<b>Total</b>			<b>206,310,104.00</b>	<b>18,203,833.00</b>	<b>18,203,833.00</b>	<b>0.00</b>	<b>224,513,937.00</b>	<b>91.89%</b>
<b>Total</b>				<b>206,310,104.00</b>	<b>18,203,833.00</b>	<b>18,203,833.00</b>	<b>0.00</b>	<b>224,513,937.00</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
High employment and labour mobility	ESF	Less developed	Promoting sustainable and quality employment and supporting labour mobility	365,459,366.00	64,492,830.00	429,952,196.00
High employment and labour mobility	YEI		Promoting sustainable and quality employment and supporting labour mobility	206,310,104.00	18,203,833.00	224,513,937.00
Social inclusion	ESF	Less developed	Promoting social inclusion, combating poverty and any discrimination	340,146,855.00	60,025,916.00	400,172,771.00
Education and lifelong learning	ESF	Less developed	Investing in education, training and vocational training for skills and lifelong learning	450,000,000.00	79,411,765.00	529,411,765.00
Good governance	ESF	Less developed	Enhancing institutional capacity of public authorities and stakeholders and an efficient public administration	179,130,089.00	31,611,193.00	210,741,282.00
<b>Total</b>				<b>1,541,046,414.00</b>	<b>253,745,537.00</b>	<b>1,794,791,951.00</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 (%)
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Priority axis	Indicative amount of support to be used for climate change objectives (€)	Proportion of the total allocation to the operational programme (%)
2	32,000,000.00	1.97%
<b>Total</b>	<b>32,000,000.00</b>	<b>1.97%</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 more balanced territorial development as the first objective, horizontal approach on the whole territory will be used. For actions implemented in the areas with specific development needs such as the assisted areas (defined according to development index as less developed) and/or islands and/or other geographical areas defined as national or regional priorities during implementation of OPEHR (e.g. for some specific areas with significant demographic problems, but which are not defined as underdeveloped areas according to development index), system of advantages will be applied contributing to equal development opportunities. This includes providing additional support through horizontal measures in different priority axes such as: target calls for projects or allocation, additional scoring “points” and/or modulation of financial support during both selection and implementation of projects.

Since all thematic objectives 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. Aforementioned 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 through horizontal approach 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. National Strategy for Regional Development, county development strategies, urban development strategies) 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.

In order to achieve second objective related to use of comparative advantages of different territories, additional approach will be used – territorial concentration of funds. In this context 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) and islands (as described under 6. Specific needs of geographical areas which suffer from severe and permanent natural or demographic handicaps).

#### **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.

Respecting Article 96(3) of the Regulation (EU) 1303/2013 and Article 7 of the Regulation (EC) 1301/2013, sustainable urban development (SUD) concept in Croatia will be implemented exclusively through the Integrated Territorial Investment (ITI) mechanism. Each ITI will consist of a mix of ERDF and CF integrated set of actions belonging to different priority axes of the OPCC, and additionally by actions co-financed by ESF under the OPEHR.

Research on urban development in Croatia [1] finds that an integrated approach to SUD will be beneficial in all towns with a population above 50,000 inhabitants including its surrounding area. Initially, the possibility to apply for implementation of ITI mechanism and to use allocation reserved for SUD, will be offered only to 7 largest urban centres with more than 50,000 inhabitants in central settlements – Zagreb, Osijek, Rijeka, Split, Zadar, Slavonski Brod and Pula. Only these urban centres will be offered to benefit from the integrated SUD in line with the following facts – increasing competitiveness of Croatian economy depends very much on investments in its most viable areas which highly correspond to areas of largest urban centres with population above 50,000 inhabitants in central settlements, the largest cities play role of development engines for their wider surroundings and have highest administrative capacities to implement projects under ITI mechanism.

Final decision on ITIs to be implemented in Croatia will depend on the outcome of the competition between targeted 7 urban centres. Competitive procedure will enable selection of approximately 4 best prepared urban authorities to implement ITIs and will be based on a strategy outline, containing an indicative list of projects and other principles for selection of urban centres as defined in PA (Chapter 3.1.2).

Formal arrangements for ITI implementation as well as the arrangements regarding coordination between MAs (OPCC and OPEHR) will be defined in written agreements. After the selection process, the delegation of functions including at least selection of operations will be detailed in written agreements between MA in charge of OPCC (ITI Lead Ministry) and approximately 4 selected ITI cities/Urban Authorities. ITI Lead Ministry will be responsible for verifying eligibility of operations/projects. For the selected ITIs other specific management modalities are set in the PA (Chapter 3.1.2).

In accordance with analysis of development problems and opportunities in large urban centres in Croatia, under ITIs integrated set of actions contributing to three thematic areas defined in the PA will be implemented:

- Progressive cities and drivers of economic growth (contributing from ERDF, SO 3a2 and from ESF, SO 10iii3, 10iv1);
- Clean cities, promoting energy efficiency and healthy environment (contributing from ERDF, SO 4c3, 6c1, 6e2 and from CF, SO 7ii2);
- Inclusive cities fighting poverty and supporting social integration (contributing from ESF, SO 8ii1, 9i1, 9iv2).

Thematic scope and a concrete set of integrated actions of each ITI will vary depending on the analysis and objectives formulated in the integrated SUD strategies. Additional actions falling outside the scope of the ITIs will also be implemented in cities under multi-sectorial partnership and complement the operation under the ITIs in order to achieve fully integrated approach.

[1] Prepared within contract IPA2007/HR/16IPO/001-05040 implemented in period September, 2013-July 2014.

**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>2.59%</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.

**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) (€)
Total		<b>0.00</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 macro-regional 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 OPEHR were drafted in a way to reflect national priorities within each strategy. It is expected that by supporting projects within identified specific objectives, a significant contribution to the implementation of macro-regional strategies shall be achieved. At the moment there are no specific selection criteria envisaged for projects falling under these specific objectives, but their alignment and contribution to macro-regional strategies 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. National Contact Points, coordinators, focal points and other relevant institutional stakeholders of both macroregional strategies will be members of NCC. Detailed analyses of planned actions of OPEHR that will contribute to EUSDR and EUSAIR are presented in tables attached

(Adriatic and Ionian Region Correlation Table attached as Programme Annex 1 and Danube Region Correlation Table attached as Programme Annex 2).

## **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 have territorial dimension and are 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 Croatian Homeland war 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 five pilot projects under ESF SO 9.i.2. 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.

The fight against discrimination is an issue relevant for the whole territory of Republic of Croatia. Some groups in risk of discrimination, such as Roma, are more concentrated in specific parts of Croatia. Roma people have above average concentration in Međimurje County and surroundings of big cities. Therefore, actions related to the combating discrimination will be focused on such areas.

## **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 an 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.i. within further developed intervention plans is listed under Section 2 of the OPCC.

**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 9i2 of the OPEHR.

Fight against social exclusion and discrimination is an issue relevant for the whole territory of Republic of Croatia, but some groups in risk of discrimination and social exclusion, such as Roma minority, are more concentrated in specific parts of Croatia. Roma population has above average concentration in Međimurje County and surroundings of big cities, therefore, actions related to the combating discrimination will be focused on such areas. Regarding the ESF actions aiming at combating discrimination and social exclusion are going to be implemented under all priority axes as a horizontal principle. The OP EHR will support actions to combat ethnic discrimination and discrimination on grounds of nationality, religion or belief, disability, age, gender, sexual orientation.

**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
Target groups at highest risk of discrimination or social exclusion	Discrimination is most prominent in the area of employment: Measures targeting employers and long term unemployed persons are envisaged through capacity building of CES and to be provided through their services.	1 - High employment and labour mobility	ESF	Less developed	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
Geographical areas most affected by poverty (as identified by the index of multiple deprivation and poverty mapping)	<p>Providing support for physical, economic and social regeneration and the revitalisation of degraded 5 pilot small towns (Pilot Projects areas) may include the following ESF type of actions (the list is not exhaustive):</p> <ol style="list-style-type: none"> <li>1) Support to self-employment - focusing on facilitating access to entrepreneurship for the vulnerable group of unemployed through ALPMs and self-employment;</li> <li>2) Support to the development of social entrepreneurship - supporting the start-up process, business mentoring and employees training;</li> <li>3) Broadening the network of community-based social services - support the transition from institutional care to community-based care services in line with the process of deinstitutionalization;</li> <li>4) Employment and skills related trainings tailored to the needs of vulnerable groups in terms of increasing their employability;</li> <li>5) Trainings and workshops aimed to foster employment of youth and facilitate their transition from the educational system into the LM, including the promotion and outreach activities aimed at youth in general;</li> <li>6) Workshops and information dissemination in youth centres, information centres and youth clubs;</li> <li>7) Promotion of labour market and social integration of the vulnerable groups, and combating any form of discrimination;</li> </ol>	2 - Social inclusion	ESF	Less developed	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability

Target group/geographical area	Main types of planned action as part of integrated approach	Priority axis	Fund	Category of region	Investment priority
	8) Provision of support to educational institutions in developing and delivering educational programmes.				
Target groups at highest risk of discrimination or social exclusion	As regards the Roma and other national minorities, data shows that these groups are particularly threatened by general discrimination, which leads to LM 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.	2 - Social inclusion	ESF	Less developed	9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
Target groups at highest risk of discrimination or social exclusion	In the area of education, anti-discrimination is of special concern regarding the 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. 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. Particular focus is placed on Roma minority and persons with disability.	3 - Education and lifelong learning	ESF	Less developed	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
Target groups at highest risk of discrimination or social exclusion	Related to good governance public administration will be improved in order to combat discrimination based on nationality, ethnicity, religion or belief, disability, age, gender, sexual orientation or any other characteristic.	4 - Good governance	ESF	Less developed	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

Target group/geographical area	Main types of planned action as part of integrated approach	Priority axis	Fund	Category of region	Investment priority
	Particular focus will be put on regional level. General public will be targeted through campaigns.				regulation and good governance

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

Between two Censuses in 2001 and 2011 a decrease of total population recorded -3.44%. More than 65% of territory is affected by the depopulation higher than the aforementioned average (also 35% of territory with the loss higher than 10%). Another problem is population density, 43% of territory with below 25 inhabitants per km<sup>2</sup>.

Demographic handicaps are more evident in border areas, hilly-mountainous areas and island out of which the last two are also areas with natural handicaps. But the most demographically challenged are the areas that are still facing war-related losses due to the Homeland war. The war affected areas are still on 60% of pre-war population with population density less than 25 inhabitants per km<sup>2</sup> and deteriorating trend of further depopulation (28% of Croatian territory with 9% of population). Those areas are also highly distressed by the poverty and social exclusion.

As the general depopulation area in Croatia, there are 718 islands but only 48 inhabited with a total of 132,000 permanent inhabitants. Apart from the physical detachment, this seasonable inflow of population (a large number of tourists during summer seasons) makes additional strain to the services.

The OPEHR recognises the specific need of islands, rural areas, small towns and provides activities through the following SOs:

### **SO 9.i.2**

To help in socio-economic regeneration and tackling deprivation of territories the most affected by poverty and social exclusion as well as with the lack of economic prospects, the pilot set of actions will be realised in selected small towns:

- actions allowing for better targeting of intervention, increasing the capacity of involved authorities 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, 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.

### **SO 9.iv.1**

The objective is to improve the access to healthcare by 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 on new and more efficient provisions of delivering health care services such as day hospitals/day surgeries.

This SO will support specialisations in Family Medicine, Clinical Radiology, Gynecology and Obstetrics, Paediatrics in the Community Health Centres, and Emergency Medicine in Emergency Medicine Departments in counties, as a serious deficit in medical specialisations system, particularly in the field of primary health care.

Specialisation is a part of general medical education of 4-5 years of duration depending on type of specialisation (4 years of duration for Family Medicine specialisation only), followed after period of internship and professional exam. Support will be given through schemes for graduated physicians (Medicine Doctors) to cover the costs for their specialisations and incentivise them to accept the employment in less attractive areas. They will be obliged to work in deprived areas for 4 or 5 years (starting from the first day of their specialisation) which will be monitored by the Ministry responsible for health and Ministry responsible for labour policy in order to achieve the sustainability of the ESF and complementary ERDF actions in deprived areas.

Priority geographical areas for these investments will be deprived areas according to the Development Index (1st and 2nd group on county level), islands and areas where the 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. Corresponding investments from ERDF will include equipping and renovation of the Primary Health Care Centres and equipping the Primary Health Care providers located in the 1st and 2nd group of counties.

#### SO 10.iii.3

- support for the implementation of the adult education programmes for persons with lower levels of qualifications, adults aged between 15-34 without qualifications (only primary level of education finished) and LTU above age of 45 as well as other measures aimed 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 proven to be relevant and quality assured).

## 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	Name of the person responsible for the authority/body (position or post)	Address	Email
Managing authority	Ministry of Labour and Pension System	Minister	Ulica grada Vukovara 78, 10 000 Zagreb	josip.aladrovic@mrms.hr
Certifying authority	Ministry of Finance	Chief State Treasurer	Katančičeva 5, 10000 Zagreb	ivana.jakir-bajo@mfin.hr
Audit authority	Agency for the Audit of European Union Programmes Implementation System	Agency Director	Alexandera von Humboldta 4/V, 10000 Zagreb	neven.sprlje@arpa.hr
Body to which Commission will make payments	Ministry of Finance / National Fund	Head of National Fund	Katančičeva 5, 10000 Zagreb	dubravka.flinta@mrms.hr

### 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 organisation, 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)), led by the Ministry of Economy;
- TWG 2 on Enhancing the competitiveness of small and medium-sized enterprises (SMEs) (referred to in Article 9(3)), led 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)), led 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)), led 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)), led 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)), led 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 prioritisation, 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 prioritisation process. In the TWG three members from the county level authorities (County representatives), were present with the role of disseminating relevant information from 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 OPEHR.

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 recognised, great interest for inclusion in the process was expressed especially in civil society organisations.

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 2013 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 organised 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 organised on 4-6 December 2013 in Zagreb, with participation of all the TWGs including the Ministry of Agriculture that presented the Rural Development Plan and the OPEMFF. 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 organised 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 organisations, 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 specialised 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, Varazdin and Zagreb. On 4 June 2014, "ESF Week" was concluded with a successful EU-funded projects fair in the premises of the Open University Zagreb.

Most of the observations during partnership events were direct support to the envisaged priorities, specific objectives and activities. Many proposals were made in light of securing simplification of implementation procedures and shortening the period of evaluations as a direct result of IPA implementation. Particular attention was given to the role of local stakeholders and therefore MA decided to pay attention to the involvement of local level stakeholders in all priority areas, as well as in the monitoring process and addressing activities at the local and regional level.

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. 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 inclusion on equal basis of all relevant partners will be ensured, including representatives of other operational programme, regional and local authorities, socio-economic partners, civil society organisations, non-governmental organisations, as well as representatives of institutions responsible for promoting social inclusion, the right of persons with disabilities, 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, the 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 Section 12.3.

[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 the priority axis 4 Good governance, Investment priority 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 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 5.6% 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 the section 2.1.

In the context of developing "complementarity" across OPs, the combination of proposals presented hereunder should achieve a net effect of strengthening cohesion as well as competitiveness.

### **Complementarity with the OP Competitiveness and Cohesion**

#### **TO 9: Social inclusion**

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. 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 (i.e. adaptation of housing communities, day or half-day care centres, equipment of those facilities and purchase of vehicles).

With respect to health priorities, Croatia has allocated approx. a quarter billion EUR of the Cohesion envelope in order to increase the cost-efficiency of healthcare (also under TO 2, e-Health). Investments from ERDF and ESF should be used complementary to achieve a shift from more to less resource-intensive hospital care, from hospital care to primary healthcare, and further on to home care and self-care. In some disciplines, such as mental healthcare and palliative care, there is a strong need to develop primary and community-level services, as health professionals with relevant specialty education are currently based almost exclusively in hospitals. The following interventions are planned: reorganisation of hospital network in terms of merging the functions and development of day hospitals and day surgeries, improvement of services of selected primary healthcare providers with a view to the transition from hospital care to primary healthcare, investments in conjoint emergency medical wards in hospitals and establishing rapid sea emergency medical service. Investments under TO 2 connected with informatisation of healthcare (delivering e-Healthcare solutions) are 100% in the function of reducing system costs and improving efficiency.

*Integrated operations in IP 9.2 (ERDF) and IP 9.i (ESF)*

Integrated operations in IP 9.2 (ERDF) and IP 9.i (ESF) in OPCC and OPEHR are foreseen related to implementation of pilot regeneration and revitalisation schemes (Integrated regeneration programme) in five degraded small towns. Within these pilot projects aiming at reducing social inequalities, exclusion and poverty, an integrated area-based approach will be implemented that will combine ERDF interventions on physical, social and economic regeneration with ESF activities aiming to reintegrate beneficiaries (e.g. community facilities, social economy projects, enterprise schemes, infrastructure and social housing to be accompanied with promotion of social enterprise and employment, education and training and social inclusion activities).

#### TO 10: Education and lifelong learning

In order to achieve goals of research excellence and relevance to the needs of economy besides investments such as R&D&I infrastructure, research projects of Centres of Research Excellence and R&D&I projects that are directed towards the needs of economy, it is also important in parallel to invest into human resources in order to ensure sustainability and productivity of the R&D&I system.

In relation to ensuring complementarity with ERDF expenditure foreseen, particular support to VET competence centres will be provided in order to enhance their infrastructural conditions for acquiring practical skills in specific VET sectors (aligned with the Smart Specialisation Strategy).

#### OPCC Priority 3: Business competitiveness

The OPCC 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 these services market sector in Croatia. Within the specific objective of OPEHR 8.i.2 Increase sustainable self-employment of unemployed people, especially of women the synergy with the TO 3 under the OPCC 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.

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

Local development is based on the involvement of the population and their participation in local development strategies through a bottom-up approach under Leader. EAFRD support for CLLD should stimulate the preparation and coordination of local development strategies, support the implementation of local development strategies, preparatory technical assistance for cooperation projects and implementation of projects of inter-territorial and transnational cooperation and running costs and animation of Local Action Groups. The EAFRD will thus contribute to improve the planning of local

development strategies focused on economic revival to promote growth and jobs, fostering the bottom-up involvement of the local stakeholders and communities. Access to basic facilities and local infrastructure and actions promoting village renewal will be improved in rural areas through targeted interventions in line with the EU2020 goals.

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 (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.

### **Complementarity with FEAD 2014-2020**

Complementarity will be ensured between the ESF and the FEAD (Fund for European Aid to the Most Deprived, OP I – Food and basic material assistance): since the ESF focuses on services aimed to enhance activation and employability (Investment priority 9.i), and the aim of the FEAD is to address and contribute to the reduction of poverty and social exclusion, by targeting the detected types of material deprivation and the most deprived beneficiaries. More precisely, the ESF is complemented via the Fund in such a way that the instruments of the Fund will be intended for persons who live in extreme poverty, persons who are often too far from the labour market to have direct benefits from activities of social inclusion financed from the ESF. Instruments from the Fund, therefore, will be used for ensuring food and basic life necessities, because the satisfaction of basic life necessities is often a precondition for the inclusion in all other activities such as training, counselling, job-seeking, etc.

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

To ensure consistency and 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 the AMIF National Programme are under way.

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

Complementarity of the Priority axis 4 Good governance (SO 11.i.2 Enhancing capacity and performance of the judiciary through improving management and competences) shall be possible with the 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 Priority axis 4 Good governance (IP 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) 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 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 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.

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 OPEHR, 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 MRDEUF, as an overall coordinator of EU Funds.

As regards 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 OPEHR, it will be considered as the joint responsibility of MRDEUF, the Ministry of Science and Education and the Ministry for Demography, Family, Youth and Social Policy.

Possible complementarity should be found between the Priority axis 4 "Good governance" 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 macro-regional strategies**



Coordination between OPEFIR and all 13 territorial cooperation programmes shall be achieved through regular staff meetings of all programmes, while coordination with macro-regional strategies (MRS's) shall be achieved on a higher level through the National Coordination Committee where all the internal and external financial assistance shall be coordinated.

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 macro-regional 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 2014-2020. 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**

Ex-ante conditionality	Priority axes to which conditionality applies	Ex-ante conditionality fulfilled (Yes/No/Partially)
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.08.3 - 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	Yes
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 - Social inclusion	Partially
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	No
T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.	4 - Good governance	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 - Good governance 5 - Technical Assistance	Partially
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 - Good governance	Partially

<b>Ex-ante conditionality</b>	<b>Priority axes to which conditionality applies</b>	<b>Ex-ante conditionality fulfilled (Yes/No/Partially)</b>
	5 - Technical Assistance	
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 - Good governance 5 - Technical Assistance	Partially
G.4 - The existence of arrangements for the effective application of Union public procurement law in the field of the ESI Funds.	1 - High employment and labour mobility 2 - Social inclusion 3 - Education and lifelong learning 4 - Good governance 5 - Technical Assistance	Partially
G.5 - The existence of arrangements for the effective application of Union State aid rules in the field of the ESI Funds.	1 - High employment and labour mobility 2 - Social inclusion 3 - Education and lifelong learning 4 - Good governance 5 - Technical Assistance	No
G.7 - The existence of a statistical basis necessary to undertake evaluations to assess the effectiveness and impact of the programmes. The existence of a system of result indicators necessary to select actions, which most effectively contribute to desired results, to monitor progress towards results and to undertake impact evaluation.	1 - High employment and labour mobility 2 - Social inclusion 3 - Education and lifelong learning 4 - Good governance 5 - Technical Assistance	Yes

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	1 - Employment services have the capacity to, and deliver: personalised services and	Yes	<p>Act on Employment Mediation and Rights during Unemployment (OG 12/2013) <a href="http://www.vlada.hr/hr/naslovnica/sjednice_i_odluke_vlade_rh/2013/126_sjednica_vlade_republike_hrvatske/126_10/(view_online)/1#document-preview">http://www.vlada.hr/hr/naslovnica/sjednice_i_odluke_vlade_rh/2013/126_sjednica_vlade_republike_hrvatske/126_10/(view_online)/1#document-preview</a> (Section 5). (<a href="http://www.hzz.hr/default.aspx?id=11696">http://www.hzz.hr/default.aspx?id=11696</a>)</p> <p><a href="http://www.hzz.hr/UserDocsImages/Cjelozivotno_profesionalno_usmjeravanje_u_HZZ-u.pdf">http://www.hzz.hr/UserDocsImages/Cjelozivotno_profesionalno_usmjeravanje_u_HZZ-u.pdf</a> nn.hr/clanci/sluzbeni/2013_12_157holistic individual approach to disadvantaged groups is also partnership and inter-institutional cooperation.</p>	<p>Act on Mediation in Employment and Rights during Unemployment defines the procedures, contents and objectives for the implementation of ALMP. The labour market analysis within Guidelines for implementation of ALMPM identifies the groups of unemployed who are in an unfavourable position in the local labour market. (<a href="http://www.hzz.hr/default.aspx?id=11696">http://www.hzz.hr/default.aspx?id=11696</a>).</p> <p>Guidelines for implementation of Active labour market policy measures for 2014 (annual). CES provides services of Mobile teams, in-work services of CES, as well as various forms of support for preservation of jobs and maintaining employment. As registered unemployed, a person is obliged to participate in active job search and to be available for work. Regulation on active job search and availability for work (OG 2/14) (Art.2 -7).</p> <p>The approach to career guidance services of disadvantaged groups, and all unemployed, is based on the 'tiered system'.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
Employment guidelines.	active and preventive labour market measures at an early stage, which are open to all jobseekers			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	while focusing on people at highest risk of social exclusion, including people from marg			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	inalised communities;			
T.08.1 - Active labour market policies are designed and delivered	2 - Employment services have the capacity to, and do, deliver: com	Yes	Regulation on active job search and availability for work (OG 2/14) <a href="http://www.hzz.hr/UserDocsImages/Pravilnik_o_aktivnom_trazenju_posla_i_raspodjivosti_za_rad_NN_2_2014.pdf">http://www.hzz.hr/UserDocsImages/Pravilnik_o_aktivnom_trazenju_posla_i_raspodjivosti_za_rad_NN_2_2014.pdf</a> Regulation on Records of Croatian Employment Service (OG 74/09; amended 123/12) <a href="http://www.hzz.hr/UserDocsImages/Pravilnik%20o%20evidencijama%20HZZ-a.pdf">http://www.hzz.hr/UserDocsImages/Pravilnik%20o%20evidencijama%20HZZ-a.pdf</a>	Access to published vacancy on the national job vacancy data base is available to all employers and jobseekers. Furthermore, all clients are informed about job mobility and the vacancies through enhanced transnational labour mobility (European Job Mobility Portal -EURES). On the other hand; EURES provides information on job vacancies and living and working conditions in Croatia as well. 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. Rights during Unemployment (Official Gazette 80/08; amended 118/12, 25/12, 121/10, 153/13; consolidated text: 12/2013)

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
in the light of the Employment guidelines.	prehensive and transparent information on new job vacancies and employment opportunities			<a href="http://www.hzz.hr/UserDocsImages/Posredovanje.pdf">http://www.hzz.hr/UserDocsImages/Posredovanje.pdf</a> <a href="http://www.hzz.hr/UserDocsImages/12_28_01_2013_Zakon_o_posredovanju_pri_zapostljavanju_i_pravima_za_vrijeme_nezaposlenosti-procisceni_tekst.pdf">http://www.hzz.hr/UserDocsImages/12_28_01_2013_Zakon_o_posredovanju_pri_zapostljavanju_i_pravima_za_vrijeme_nezaposlenosti-procisceni_tekst.pdf</a> and related regulations



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	taking into account the changing needs of the labour market.			
T.08.1 - Active labour	3 - Employment services	Yes	<a href="http://www.hzz.hr/UserDocsImages/Posredovanje.pdf">http://www.hzz.hr/UserDocsImages/Posredovanje.pdf</a> <a href="http://www.hzz.hr/UserDocsImages/12_28_01_2013_Zakon_o_posredovanju_pri_zaposljavanju_i_pravima_za_vrijeme_nezaposlenosti-procisceni_tekst.pdf">http://www.hzz.hr/UserDocsImages/12_28_01_2013_Zakon_o_posredovanju_pri_zaposljavanju_i_pravima_za_vrijeme_nezaposlenosti-procisceni_tekst.pdf</a> Regulation on providing activities in relation to employment (Official Gazette Nr. 19/11) <a href="http://www.hzz.hr/UserDocsImages/8_22_01_2014%20Pravilnik%20o%20obavljanju%20d">http://www.hzz.hr/UserDocsImages/8_22_01_2014%20Pravilnik%20o%20obavljanju%20d</a>	According to Act on Employment Mediation and Rights during Unemployment, CES operates in cooperation with employers, educational institutions and other legal persons (Article 63). The provisions on cooperation with employers, educational institutions and other legal persons, as well as social partners and

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
market policies are designed and delivered in the light of the Employment guidelines.	have set up formal or informal cooperation arrangements with relevant stakeholders.		<a href="http://www.mspm.hr/media/files/protokol_o_postupanju_potpisan_25_11_20112.pdf">http://www.mspm.hr/media/files/protokol_o_postupanju_potpisan_25_11_20112.pdf</a>	<p>other labour market stakeholders are also a part of the CES Statute. The cooperation with private employment agencies, temporary employment agencies and NGOs is done in the same way as with all other employers. For all the private mediators whose credibility is verified by EURES advisers from EU Countries Croatia also implements EURES practice to provide them with placement services. Act on Employment Mediation and Rights during Unemployment (Official Gazette 80/08; amended 118/12, 25/12, 121/10, 153/13; consolidated text: 12/2013).</p> <p>Protocol on procedures in the provision of services to long-term unemployed users of subsistence assistance.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
T.08.3 - Labour market institutions are modernised and strengthened in the light of	1 - Actions to reform employment services, aiming at providing them with the capacity to	Yes	<a href="http://www.hzz.hr/UserDocsImages/Posredovanje.pdf">http://www.hzz.hr/UserDocsImages/Posredovanje.pdf</a> <a href="http://www.hzz.hr/UserDocsImages/12_28_01_2013_Zakon_o_posredovanju_pri_zaposljavanju_i_pravima_za_vrijeme_nezaposlenosti-procisceni_tekst.pdf">http://www.hzz.hr/UserDocsImages/12_28_01_2013_Zakon_o_posredovanju_pri_zaposljavanju_i_pravima_za_vrijeme_nezaposlenosti-procisceni_tekst.pdf</a> Guidelines for implementation of ALMPM for 2014, Section 5; Annual CES Work Plan for 2014, Section 5 Rights during Unemployment (Article 26), specialised services are available to persons with disabilities. (OG 157/13) <a href="http://narodnenovine">http://narodnenovine</a> CES Investment Plan (August 2013).	<p>Act on Mediation in Employment and Rights during Unemployment defines the procedures, contents and objectives for the implementation of ALMP.</p> <p>The Guidelines for ALMP set specific objectives, activities and measures for tackling unemployment. CES also provides services of Mobile teams.</p> <p>CES services are free of charge, and are available to all Individual Action Plans are drafted in cooperation of CES and the unemployed within 60 days of registration. An important aspect of a holistic individual approach to disadvantaged is also partnership and inter-institutional cooperation. According to the “Developing Investment Plan of the CES”, investment strategy made provisions for planning investments for facilities related to disabled.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
the Employment Guideline s; Reforms of labour market institutions will be preceded	deliver: personalised services and active and preventive labour market measures at an early			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
by a clear strategic policy framework and ex-ante assessment including the gender dimension	stage, which are open to all jobseekers while focusing on people at high risk of social			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
nsion.	exclusion, including people from marginalised communities;			
T.08.3 - Labour market institution	2 - Actions to reform employment	Yes	Youth Guarantee Implementation Plan, April 2014 (YGIP) <a href="http://www.mrms.hr/wpcontent/uploads/2014/04/implementationplan-yg.pdf">http://www.mrms.hr/wpcontent/uploads/2014/04/implementationplan-yg.pdf</a>	Access to published vacancy on the national job vacancy data base is available to all employers and jobseekers. All clients are informed about job mobility and the vacancies through European Job Mobility Portal-EURES. The system for nationwide collection and the analysis of labour market data collects information from the unemployment register and the employers' survey, as well as the information from

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ns are modernised and strengthened in the light of the Employment Guidelines; Refo	ent services, aiming at providing them with the capacity to deliver: comprehensive and trans pare			regional and local development and investment plans. A 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). To ensure information on the current labour market trends, to address skills mismatches and improve digital skills it is envisaged upgrading of Labour Market Information System (measure 24, YGIP).

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
rms of labour market institutions will be preceded by a clear strategic policy framework	nt information on new job vacancies and employment opportunities taking into account			



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
k and ex-ante assessment including the gender dimension.	the changing needs of the labour market.			
T.08.3 - Labour market	3 - Reform of employment	Yes	Employment Mediation and Rights during Unemployment (Official Gazette 12/2013) <a href="http://www.hzz.hr/UserDocsImages/Posredovanje.pdf">http://www.hzz.hr/UserDocsImages/Posredovanje.pdf</a> <a href="http://www.hzz.hr/UserDocsImages/12_28_01_2013_Zakon_o_posredovanju_pri_zaposljavanju_i_pravima_za_vrijeme_nezaposlenosti-procisceni_tekst.pdf">http://www.hzz.hr/UserDocsImages/12_28_01_2013_Zakon_o_posredovanju_pri_zaposljavanju_i_pravima_za_vrijeme_nezaposlenosti-procisceni_tekst.pdf</a> Decision on establishing Forum for LLCG <a href="http://rasprava.mrms.hr/bill/prijedlog-odluke-oosnivanju-foruma-za-">rasprava.mrms.hr/bill/prijedlog-odluke-oosnivanju-foruma-za-</a>	According to Act on Employment Mediation and Rights during Unemployment, CES operates in cooperation with employers, educational institutions and other legal persons (Article 63). The provisions on cooperation with employers, educational institutions and other legal persons, as well as social partners and

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
institutions are modernised and strengthened in the light of the Employment Guideline	enterprises will include the creation of formal or informal cooperation networks with relev		cjelozivotn/print	<p>other labour market stakeholders are also a part of the CES Statute (Article 13). CES and Ministry of science, education and sport has been signed regarding data on pupils, schools and programs (e-matica) - for establishing e-survey on vocational intentions of pupils.</p> <p>Forum for lifelong career guidance as a multi-disciplinary and multi-institutional network has been formally established in September 2014, following the Decision on establishing the Forum from March 2014). One of the priorities in the work of the Forum is the adoption of the LLCG Strategy.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
s; Reforms of labour market institutions will be preceded by a clear strategic policy	ant stakeholders.			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
framework and ex-ante assessment including the gender dimension.				
T.08.6 - YEI: The	1 - A strategic policy	Yes	Youth Guarantee Implementation Plan, April 2014 <a href="http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf</a> Guidelines for implementation of Active labour market policy measures for 2014 (Chapter 2)	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

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
existence of a strategic policy framework for promoting youth employment including through	y framework for promoting youth employment is in place that:		<a href="http://www.vlada.hr/hr/naslovnica/sjednice_i_odluke_vlade_rh/2013/126_sjednica_vlade_republike_hrvatske/126_10/(view_online)/1#document-preview">http://www.vlada.hr/hr/naslovnica/sjednice_i_odluke_vlade_rh/2013/126_sjednica_vlade_republike_hrvatske/126_10/(view_online)/1#document-preview</a> National Programme for Youth 2014-2017 <a href="http://www.mspm.hr/djelokrug_aktivnosti/mladi/nacionalni_program_za_mlade_za_razdoblje_od_2014_do_2017_godine">http://www.mspm.hr/djelokrug_aktivnosti/mladi/nacionalni_program_za_mlade_za_razdoblje_od_2014_do_2017_godine</a>	implementation of Active labour market policy measures for 2014.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ugh the implementation of the Youth Guarantee.				
T.08.6 - YEI: The existence of a strat	2 - is based on evidence that measures	Yes	<a href="http://www.vlada.hr/hr/naslovnica/sjednice_i_odluke_vlade_rh/2013/126_sjednica_vlade_republike_hrvatske/126_10/(view_online)/1#document-preview">http://www.vlada.hr/hr/naslovnica/sjednice_i_odluke_vlade_rh/2013/126_sjednica_vlade_republike_hrvatske/126_10/(view_online)/1#document-preview</a> Youth Guarantee Implementation Plan, April 2014 <a href="http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf</a> Government of Republic of Croatia Conclusion on establishment of YGIP, April 24th 2014 <a href="http://www.mrms.hr/wp-content/uploads/2014/04/zakljucak-vlade-rh-gzm.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/zakljucak-vlade-rh-gzm.pdf</a>	In the Guidelines for implementation of ALMM 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. Croatia collects data on inactive young aged 15-29 through the Labour Force Survey. Centers for Social Welfare produce statistical reports on users and social welfare rights. Within these

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
egic policy framework for promoting youth employment, including through the implementation	the results for young people not in employment, education or training and that represents			<p>reports, users of social welfare rights are monitored by multiple characteristics, among other, according to age, belonging to users group (for instance, young people with behavioral problems, young people without adequate parental care), and also by working status.</p> <p>YGIP provides data on the NEET group, with an emphasis on registered NEETs and a need to further improve data coordination on more quality information for all NEETs (pages: 3, 6, 8 and 23 of the YGIP).</p> <p><a href="http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf</a></p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ntation of the Youth Guarantee.	a base to develop targeted policies and monitor developments;			
T.08.6 - YEI: The existence	3 - identifies the relevant	Yes	<a href="http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf</a> Government of Republic of Croatia Conclusion on establishment of YGIP, April 24th 2014 <a href="http://www.mrms.hr/wp-content/uploads/2014/04/zakljucak-vlade-rh-gzm.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/zakljucak-vlade-rh-gzm.pdf</a> <a href="http://narodne-novine.nn.hr/clanci/sluzbeni/2014_02_20_377.html">http://narodne-novine.nn.hr/clanci/sluzbeni/2014_02_20_377.html</a> National Programme for Youth 2014-2017	YGIP provides detailed information on management and coordinating partnerships across all levels and sectors and involves stakeholders relevant for addressing youth unemployment (section 2.2.Partnership approaches, page 14 of the YGIP). Youth Guarantee Implementation Plan, April 2014.



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
of a strategic policy framework for promoting youth employment measures including through the	public authority in charge of managing youth employment measures and coordinating the		<a href="http://www.mspm.hr/novosti/vijesti/nacionalni_program_za_mlade_za_razdoblje_od_2014_do_2017_godine">http://www.mspm.hr/novosti/vijesti/nacionalni_program_za_mlade_za_razdoblje_od_2014_do_2017_godine</a>	<a href="http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf</a> 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). MSPY is responsible for the coordination of the National Programme for Youth (Government Decision on Establishing an Interministerial Task Force for Implementation of Youth Guarantee ( <a href="http://narodne-novine.nn.hr/clanci/sluzbeni/2014_02_20_377.html">http://narodne-novine.nn.hr/clanci/sluzbeni/2014_02_20_377.html</a> )).

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
implementation of the Youth Guarantee.	erships across all levels and sectors;			
T.08.6 - YEI: The existence of a strategic policy	4 - involves stakeholders that are relevant	Yes	Government Decision on Establishing an Interministerial Task Force for Implementation of Youth Guarantee <a href="http://narodne-novine.nn.hr/clanci/sluzbeni/2014_02_20_377.html">http://narodne-novine.nn.hr/clanci/sluzbeni/2014_02_20_377.html</a>	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). <a href="http://narodne-novine.nn.hr/clanci/sluzbeni/2014_02_20_377.html">http://narodne-novine.nn.hr/clanci/sluzbeni/2014_02_20_377.html</a>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
y framework for promoting youth employment including through the implementation	for addressing youth unemployment;			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
of the Youth Guarantee.				
T.08.6 - YEI: The existence of a strategic policy framework for	5 - allows early intervention and activation;	Yes	<p>Youth Guarantee Implementation Plan <a href="http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf</a></p> <p>Government Conclusion on establishment of YGIP <a href="http://www.mrms.hr/wp-content/uploads/2014/04/zakljucak-vlade-rh-gzm.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/zakljucak-vlade-rh-gzm.pdf</a></p> <p>Annual CES Work Plan for 2014 <a href="http://www.hzz.hr/UserDocsImages/Godisnji_plan_rada_HZZ-a_za_2014_godinu.pdf">http://www.hzz.hr/UserDocsImages/Godisnji_plan_rada_HZZ-a_za_2014_godinu.pdf</a></p> <p><a href="http://www.cisok.hr/default.aspx">http://www.cisok.hr/default.aspx</a> National Programme for Youth 2014-2017</p>	<p>YGIP provides detailed information on measures to take place regarding outreach strategies and measures that allow early intervention and activation (section 2.3. Early intervention and activation, page 23 and table 2.3 Key reforms and initiatives to ensure early intervention and activation, page 28 of the YGIP).</p> <p><a href="http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf</a></p> <p>Career guidance of the pupils/students is conducted through joint efforts of school counsellors and career guidance counsellors of the CES (Annual CES Work Plan for 2014, Section 5). Annual CES Work Plan for 2014 available at <a href="http://www.hzz.hr/UserDocsImages/Godisnji_plan_ra">http://www.hzz.hr/UserDocsImages/Godisnji_plan_ra</a></p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
promoting youth employment including through the implementation of the Youth				<p>da_HZZ-a_z_2014_godinu.pdf</p> <p>Evenmore CES has established the network of CISOK centres (centres for life-long career guidance) on the regional level in 11 cities as the place for early intervention and activation.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
Guarantee.				
T.08.6 - YEI: The existence of a strategic policy framework for promoting	6 - comprise support measures for access to employment, enhancing	Yes	Youth Guarantee Implementation Plan, April 2014 (YGIP) <a href="http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf</a> Government of Republic of Croatia Conclusion on establishment of YGIP, April 24th 2014 <a href="http://www.mrms.hr/wp-content/uploads/2014/04/zakljucak-vlade-rh-gzm.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/zakljucak-vlade-rh-gzm.pdf</a> Annual CES Work Plan for 2014 <a href="http://www.hzz.hr/UserDocsImages/Godisnji_plan_rada_HZZ-a_za_2014_godinu.pdf">http://www.hzz.hr/UserDocsImages/Godisnji_plan_rada_HZZ-a_za_2014_godinu.pdf</a> Activity Plan for EURES Croatia, P/2013/004/0041 (not publicly available)	YGIP provides detailed information on measures to take place regarding supportive measures for access to employment, enhancing skills, labour mobility and sustainable integration of NEET (section 2.4. and table 2.4). Specific YGIP measures to encourage schools, including vocational training centres, and employment services to promote and provide continued guidance on entrepreneurship and self-employment for young people (Measure 32), measures to make available more start-up support (Measure 33). <a href="http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf</a> CES redesigned and expanded the existing ALMP measures <a href="http://www.hzz.hr/UserDocsImages/Godisnji_plan_rada_HZZ-a_za_2014_godinu.pdf">http://www.hzz.hr/UserDocsImages/Godisnji_plan_rada_HZZ-a_za_2014_godinu.pdf</a> The specific objectives of the EURES Croatia Activity Plan comprise all seven EURES guidelines and

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
youth employment including through the implementation of the Youth Guarantee.	skills, labour mobility and sustainable integration of young people not in employment.			therefore proposed activities within the Activity plan serves as a preparation for smooth transition and full functioning of CES within and in collaboration with EURES network.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	oym ent, education or training into the labour market.			
T.09.1 - The existence and the impl	1 - A national strategic policy framework	Yes	Strategy for combating poverty and social exclusion in Republic of Croatia (2014 – 2020), Link: <a href="http://www.mspm.hr/djelokrug_aktivnosti/socijalna_skrb/strategija_borbe_protiv_siromastva_i_socijalne_iskljucenosti_2014_2020/strategija_borbe_protiv_siromastva_i_socijalne_iskljucenosti_republike_hrvatske_2014_2020">http://www.mspm.hr/djelokrug_aktivnosti/socijalna_skrb/strategija_borbe_protiv_siromastva_i_socijalne_iskljucenosti_2014_2020/strategija_borbe_protiv_siromastva_i_socijalne_iskljucenosti_republike_hrvatske_2014_2020</a> - link to document is at the end of the text.	Strategy for combating poverty and social exclusion in Republic of Croatia (2014 – 2020) - adopted by Government of Republic of Croatia in March 2014.



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
<p>ementation of a national strategic policy framework for poverty reduction aiming at the activ</p>	<p>ework for poverty reduction, aiming at active inclusion, is in place that:</p>			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
e inclusion of people excluded from the labour market in the light of the Employment				

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ment guidelines.				
T.09.1 - The existence and the implementation of a national strategic policy	2 - provides a sufficient evidence base to develop policies for poverty reduction	Yes	Strategy for combating poverty and social exclusion in Republic of Croatia (2014 – 2020) <a href="http://www.mspm.hr/djelokrug_aktivnosti/socijalna_skrb/strategija_borbe_protiv_siromastva_i_socijalne_iskljucenosti_2014_2020/strategija_borbe_protiv_siromastva_i_socijalne_iskljucenosti_republike_hrvatske_2014_2020">http://www.mspm.hr/djelokrug_aktivnosti/socijalna_skrb/strategija_borbe_protiv_siromastva_i_socijalne_iskljucenosti_2014_2020/strategija_borbe_protiv_siromastva_i_socijalne_iskljucenosti_republike_hrvatske_2014_2020</a> : Evidence base is presented in chapter 2, p 4-11; CHAPTER 4 (p21, 27, 32) Data on employment- p21, on housing p27, social/ health services – p 32 Data on p. 8-12 Data on p.16-17	<p>The Strategy identifies the priorities and goals which are based on the analysis of the Croatian context.</p> <p>The analysis of the Croatia's context is based on, among others, the indicators for active inclusion in different policy areas. (Data: p.4-11, p.21.27.32)</p> <p>The analysis covers all three stands of active inclusion – adequate income support, labour market activation and access to enabling services. (Data on p. 8-12)</p> <p>Based on Croatia's context analysis, Strategy highlights the areas where challenges exist, i.e. areas where improvement is needed and sets three priority areas with goals for each priority. Measures that have been conducted so far in certain policy areas are outlined. (Data on p. 16-17)</p> <p>Monitoring system is defined in the Strategy's chapter 6 (Data: p. 44-46).</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
y framework for poverty reduction aiming at the active inclusion of people excluded from	ction and monitor developments;			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
the labour market in the light of the Employment guidelines.				
T.09.1 - The existence	3 - contains measures	Yes	Strategy for combating poverty and social exclusion in Republic of Croatia (2014 – 2020) <a href="http://www.mspm.hr/djelokrug_aktivnosti/socijalna_skrb/strategija_borbe_protiv_siromastva_i_socijalne_iskljucenosti_2014_2020/strategija_borbe_protiv_siromastva_i_socijalne_iskljucenosti_republike_hrvatske_2014_2020">http://www.mspm.hr/djelokrug_aktivnosti/socijalna_skrb/strategija_borbe_protiv_siromastva_i_socijalne_iskljucenosti_2014_2020/strategija_borbe_protiv_siromastva_i_socijalne_iskljucenosti_republike_hrvatske_2014_2020</a> .	The Strategy sets national poverty and social inclusion target until 2020: 150,000 people less in risk of poverty or social exclusion in Croatia. (Data: p16)  Strategy for combating poverty and social exclusion in

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
and the implementation of a national strategic policy framework for poverty reduction aims	supporting the achievement of the national poverty and social exclusion target (as defined in the			Republic of Croatia (2014 – 2020) defines priority areas and 8 fields where change is needed. Main strategic activities for achievement of sustainable and quality employment opportunities for vulnerable groups are stated under section 4.2, pp 22-23. MSPY is responsible for submitting report on implementation of measures to Government of Croatia until 30th June every year.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ing at the active inclusion of people excluded from the labour market in the light of	National Reform Programme), which includes the promotion of sustainable and quality empl			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
the Employment guidelines.	employment opportunities for people at the highest risk of social exclusion, including people			



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	from marginalized communities;			
T.09.1 - The existence and the implementation of a national	4 - involves relevant stakeholders in combating poverty;	Yes	Decision on establishment of working group for development of Strategy combating poverty: Government decision, Class: 022-03713-04/112, Reg.no: 50301-04/04-13-2, 21 March 2013, can be obtained at: <a href="https://vlada.gov.hr/UserDocsImages//Sjednice/Arhiva//81.%20-%2022.pdf">https://vlada.gov.hr/UserDocsImages//Sjednice/Arhiva//81.%20-%2022.pdf</a> Call for public debate on draft strategy: <a href="http://www.mspm.hr/novosti/vijesti/poziv_na_javnu_raspravu_o_prijedlogu_strategije_borb_e_protiv_siromastva_i_socijalne_iskljucenosti_u_republici_hrvatskoj_2014_2020">http://www.mspm.hr/novosti/vijesti/poziv_na_javnu_raspravu_o_prijedlogu_strategije_borb_e_protiv_siromastva_i_socijalne_iskljucenosti_u_republici_hrvatskoj_2014_2020</a>	Working group was established for the design and preparation of the Strategy (Decision, Class: 022-03713-04/112, Reg.no: 50301-04/04-13-2, 21 March 2013). It shows that all relevant stakeholders have been included in the design of the Strategy. These include relevant bodies from sector of education, health, social welfare, pension system, labour market, NGO sector , social partners  Also, Public debate on draft Strategy was organized in February 2014.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
strategic policy framework for poverty reduction aiming at the active inclusion of people				

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
excluded from the labour market in the light of the Employment guidelines.				

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	5 - depending on the identified needs, includes measures for the shift from institutional to com	Yes	Strategy for combating poverty and social exclusion in Republic of Croatia (2014 – 2020) Plan of Deinstitutionalisation and Transformation of Social Welfare homes and Other Legal Entities Performing Social Welfare Activities in Republic of Croatia 2011–2016/2018) Decision on Operational plan o transformation and deinstitutionalisation of Social Welfare homes and other legal entities performing social welfare activities in Republic of Croatia 2014 –2016	The Strategy for combating poverty and social exclusion includes priorities related to broadening out of institution services for people at risk of poverty and social exclusion in order to support the goals and measures set out in national Plan of deinstitutionalisation and transformation of social welfare homes and other legal entities performing social welfare activities in Republic of Croatia 2011-2016 (2018). Based on Plan of deinstitutionalisation, MSPY and relevant stakeholders developed the Operational plan of transformation and deinstitutionalisation of social welfare entities in Republic of Croatia for the period 2014 – 2016 which was adopted by Minister's decision on 18th June 2014. It contains concrete measures for implementing deinstitutionalisation process until 2016 (Measures 2.2.1, Deinstitutionalisation; Measure 2.2.2 Activities related to coordinated planning on all levels; Measure 2.2.3 Transformation of social welfare homes).

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
poverty reduction aiming at the active inclusion of people excluded from the labour market	municipality based care;			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ket in the light of the Employment guidelines.				
T.09.1 - The existence and the implementation	6 - Upon request and where justified	Yes	Government ordinance on internal organisation of Ministry of Social Policy and Youth (Official gazette 102/13): <a href="http://narodne-novine.nn.hr/clanci/sluzbeni/2013_08_102_2290.html">http://narodne-novine.nn.hr/clanci/sluzbeni/2013_08_102_2290.html</a> , Articles: 28-32.	According 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 and within the responsibility of MSPY. Also, as IB level 1, MSPY organises information sessions for potential applicants for every grant

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ntation of a national strategic policy framework for poverty reduction aiming at the active	ied, relevant stakeholders will be provided with support for submitting project applications			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.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
inclusion of people excluded from the labour market in the light of the Employment	and for implementing and managing the selected projects.			



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
guidelines.				
T.09.3 - Health: The existence of a national or regional strategic policy	1 - A national or regional strategic policy framework for health is in place	No	National Health Care Strategy 2012-2020 <a href="http://www.zdravlje.hr/programi_i_projekti/nacionalne_strategije/nacionalna_strategija_zdravstva">http://www.zdravlje.hr/programi_i_projekti/nacionalne_strategije/nacionalna_strategija_zdravstva</a> Draft National plan for the Development of Clinical Hospital Centers, Clinical Hospitals, Clinics, and General Hospitals in Republic of Croatia for the period 2014-2016 <a href="http://www.zdravlje.hr/zakonodavstvo/savjetovanje_sa_zainteresiranom_javnoscu/nacionalni_plan_razvoja_klinickih_sbolnickih_centara_klinickih_bolnica_klinika_i_opcih_bolnica_u_rh_2014_2016">http://www.zdravlje.hr/zakonodavstvo/savjetovanje_sa_zainteresiranom_javnoscu/nacionalni_plan_razvoja_klinickih_sbolnickih_centara_klinickih_bolnica_klinika_i_opcih_bolnica_u_rh_2014_2016</a>	National Health Care Strategy 2012-2020, adopted by the Croatian Government and Parliament, is the umbrella strategic document in the health sector. Priorities and measures defined in the Strategy clearly aim to improve the access to high-quality health services and to ensure efficient and sustainable health care system. Draft National plan for the Development of Clinical Hospital Centers, Clinical Hospitals, Clinics, and General Hospitals in Republic of Croatia for the period 2014-2016 as a strategic document which refers to the development of hospitals and hospital care, as well as the principles of achieving cost-effectiveness in the hospital system, is in public discussion and needs to be adopted by the Parliament.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
framework for health within the limits of Article 168 TFEU ensuring economic sustainability	that contains:			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
lity.				
T.09.3 - Health: The existence of a national or regional strategic policy	2 - coordinated measures to improve access to health services;	No	Croatian National Health Care Strategy 2012-2020 Draft National plan for the Development of Clinical Hospital Centers, Clinical Hospitals, Clinics, and General Hospitals in Republic of Croatia for the period 2014-2016 Ministry of Health Strategic Plan for the period 2014-2016 Draft National Plan for the Development of Human Resources in Health Care Croatian National Health Care Strategy 2012-2020 Plan of Health Care of the Republic of Croatia	Measures related to the strengthening of the primary care, especially through equipping primary health care providers and development of primary care group practices are provided at the National Health Care Strategy. The constitution of EHC teams is defined by the Regulation on Minimal Requirements in Emergency Medicine. The network of Conjoint Emergency Medical Wards in hospitals will be a part of the Registry of Hospitals. The Ordinance on Minimal Conditions for the Provision of Health Care Services sets the minimal standards for ensuring physical access to health care premises for people with disabilities and reduced mobility. The Ordinance is aligned with the Ordinance on Ensuring the Accessibility to Buildings for People with Disabilities and Reduced Mobility.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
framework for health within the limits of Article 168 TFEU ensuring economic sustainability				

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
lity.				
T.09.3 - Health: The existence of a national or regional strategic policy	3 - measures to stimulate efficiency in the health sector, through deployment	No	National Health Care Strategy 2012-2020 Draft National plan for the Development of Clinical Hospital Centers, Clinical Hospitals, Clinics, and General Hospitals in Republic of Croatia for the period 2014-2016 Strategic Plan for e-Health Development (draft)	The National Health Care Strategy 2012-2020 envisages measures regarding integration and cooperation in primary healthcare and public health such as establishment and equipping of group practices in primary health care; strengthening interdisciplinary cooperation in health care and reorganization of the hospital system through the increase in day hospital/day surgery. New cost-efficiency models as well as new services for users within the health system and towards patients are envisaged by the Strategic Plan for e-Health Development.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
framework for health with in the limits of Article 168 TFE U ensuring economic sustainability	element of service delivery models and infrastructure;			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
lity.				
T.09.3 - Health: The existence of a national or regional strategic policy	4 - a monitoring and review system.	No	Croatian National Health Care Strategy 2012-2020 (OG No. 116/12) Draft National plan for the Development of Clinical Hospital Centers, Clinical Hospitals, Clinics, and General Hospitals in Republic of Croatia for the period 2014-2016	<p>Systematic monitoring of the Strategy will be done through the the Monitoring Committee (MC) established by the Minister by means of ministerial decision.</p> <p>The MC will have the task to set targets and progress indicators, monitor the implementation according to the indicators on a yearly basis, propose corrective actions if the progress is not sufficient and report to the Minister of Health on the progress of implementation of the National Health Care Strategy and the decisions on corrective measures.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
framework for health within the limits of Article 168 TFEU ensuring economic sustainability				



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
lity.				
T.09.3 - Health: The existence of a national or regional strategic policy	5 - A Member State or region has adopted a framework outlining available budg	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.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
framework for health with in the limits of Article 168 TFE U ensuring economic sustainability	etary resources on an indicative basis and a cost-effective concentration of resources on prioritised			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
lity.	needs for health care.			
T.10.2 - Higher education: the existence of a national or regional strategy	1 - A national or regional strategic policy framework for tertiary education	Yes	The Strategy for Education, Science, and Technology was adopted by the Croatian Government on October 17th 2014: <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a>	The new 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. Identified measures are accompanied by the list of institution/s responsible for implementation of each measure as well as indicators of achievement. <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
egic policy framework for increasing tertiary education attainment, quality and efficiency	ation is in place with the following elements:			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
y with in the limits of Article 165 TFE U.				
T.10.2 - Higher education : the existence of a	2 - where necessary, measures to incre	Yes	The Strategy for Education, Science, and Technology was adopted by the Croatian Government on October 17th 2014: <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a>	The Strategy for Education, Science and Technology is introducing financing for underrepresented groups and support for disabled students (measures 6.1.2., 6.2.1. – 6.2.3., 6.4.1. - 6.4.7. in section: Higher education).  <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
national or regional strategic policy framework for increasing tertiary education attainment	ase participation and attainment that:			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
nt, quality and efficiency with in the limits of Article 165 TFE U.				
T.10.2 - Higher	3 - increase high	Yes	The Strategy for Education, Science, and Technology was adopted by the Croatian Government on October 17th 2014: <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a> Socijalna i ekonomska slika studentskog života u Hrvatskoj: nacionalno izvješće istraživanja	The Strategy for Education, Science and Technology is introducing financing for underrepresented groups and support for disabled students (measures 6.1.2., 6.2.1. – 6.2.3., 6.4.1. - 6.4.7. in section: Higher

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
education : the existence of a national or regional strategic policy framework for increasing	education participation among low income groups and other under-represented groups		EUROSTUDENT za Hrvatsku, Institut za razvoj obrazovanja, Zagreb 2011. Research available at: <a href="http://public.mzos.hr/Default.aspx?sec=2254">http://public.mzos.hr/Default.aspx?sec=2254</a>	education).  National Foundation for Support to Student Standard provides annual scholarships to different student categories (including students with disabilities, Roma minority students, social welfare students). Ordinance on conditions for gaining rights to state scholarship (OG 15/13) Information related to Call for scholarships: <a href="http://public.mzos.hr/Default.aspx?sec=3532">http://public.mzos.hr/Default.aspx?sec=3532</a> One of the goals of the Strategy for Education, Science and Technology is to provide a satisfactory spatial, information and communication resources of HE institutions. Ensuring necessary infrastructure is one of the priorities in the field of higher education and science (measures 5.1.1, 5.1.2, 5.2.1, 5.2.2, 5.2.3, 5.2.4 and 5.2.5 in section: Higher education).



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
tertiary education attainment, quality and efficiency with in the limits of Article 165	persons with special regard to disadvantaged people, including people from marginalised communities			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
TFEU.	ties;			
T.10.2 - Higher education : the existence of a national or regional strategic	4 - reduce dropout 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) Report available at: <a href="http://www.iro.hr/hr/publikacije/socijalna-ukljucivost-visokog-obrazovanja-2014/">http://www.iro.hr/hr/publikacije/socijalna-ukljucivost-visokog-obrazovanja-2014/</a> <a href="http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf</a> Strategy for Education, Science and Technology <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a>	<p>At the institutional level, measures will be defined, within the funding agreements that higher education institutions should take to reduce dropouts and increase graduation.</p> <p>Upon the completion of this three-year pilot period of funding programmes analysis of the results will be produced and on the basis of that analysis the results which will have to be achieved in the forthcoming three-year period will be determined.</p> <p>Based on the data that will be collected during several years, a comprehensive analysis of the performance of students will be made, according to the area of study in order to evaluate the system of subsidies at national level and increase its efficiency</p> <p>YGIP – STEM</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
policy framework for increasing tertiary education attainment, quality and efficiency				<p>Key objective: To introduce measures aimed at increasing enrolment rate into tertiary education in STEM and ICT fields</p> <p>Measure 1.2.6. of the Strategy for Education, Science and Technology (section: Higher education) aims to encourage completion of studies within the prescribed completion period.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
with in the limits of Article 165 TFE U.				
T.10.2 - Higher education: the existence of a national	5 - encourage innovative content and progress	Yes	Strategy for Education, Science and Technology <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a> Croatian Qualifications Framework Act (OG, 22/2013) National Reform Programme 2014. Act on Quality Assurance in Science and Higher Education (OG 45/09). Ordinance on the Content of a Licence and Conditions for Issuing a Licence for Performing Higher Education Activity, Carrying out a Study Programme and Re-Accreditation of Higher Education Institutions (OG 24/2010).	By implementing procedures and implementation steps under the CROQF as envisaged by the National Reform Programme the content and the quality of programmes currently implemented will be revised and improved (see NRP Croatia 2014. – page 29). 2013  National Reform Programme 2014.  The new Strategy for Education, Science and

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
national or regional strategic policy framework for increasing tertiary education attainment,	implementation;			Technology (section: Higher education) also envisages the analysis of existing course programmes (measure 1.1.1.) and advises improvement in sense of better use of ECTS and learning outcomes, encouragement for transversal skill acquisition, ensuring practical training and connection with labour market (measures 1.2.1., 1.2.4., 1.2.5. and 2.3.1). Innovative approach in programme realization that includes more effective use of ICT is encouraged (measure 1.2.2.), as well as orientation to student-centre learning through introduction of mentor systems to all high education institutions (measure 1.2.3). <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
quality and efficiency with in the limits of Article 165 TFE U.				
T.10.2 - Higher education	6 - measures to increase	Yes	Strategy for Education, Science and Technology <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a> Croatian Qualifications Framework Act (OG, 22/2013)	This particular issue is addressed through the measures in the Strategy for Education, Science and Technology (section: Higher education) such as: - analysing and improvement of study programmes;

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ation : the existence of a national or regional strategic policy framework for increasing terti	ase employability and entrepreneurship that:			<ul style="list-style-type: none"> <li>- ensuring integration and bigger scope of transversal competences in study programmes;</li> <li>- providing students the support in their academic work and professional guidance;</li> <li>- improvement of student standard placing focus on social dimension;</li> <li>- internationalization of higher education through encouraging mobility (programmes in foreign languages and networking with foreign institutions of higher education.</li> </ul>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ary education attainment, quality and efficiency within the limits of Article 165 TFE				



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
U.				
T.10.2 - Higher education : the existence of a national or regional strategic	7 - encourage the development of "transversal skills", including entrepreneurship	Yes	Strategy for Education, Science and Technology <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a>	This particular issue is addressed through the measures in Strategy for Education, Science and Technology such as improvement of study programmes, harmonizing the number and profile of study programmes in line with labour market needs (ensuring integration and bigger scope of transversal competences in study programmes).

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
policy framework for increasing tertiary education attainment, quality and efficiency	European in relevant higher education programmes;			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
with in the limits of Article 165 TFE U.				
T.10.2 - Higher education : the existence of a nation	8 - reduce gender differences in terms of acad	Yes	Socijalna i ekonomska slika studentskog života u Hrvatskoj: nacionalno izvješće istraživanja EUROSTUDENT za Hrvatsku, Institut za razvoj obrazovanja, Zagreb 2011. Research available at: <a href="http://public.mzos.hr/Default.aspx?sec=2254">http://public.mzos.hr/Default.aspx?sec=2254</a>	Free education at higher education public institutions has been ensured for successful and regular students in the 2012/2013, 2013/2014 and 2014/2015 academic years. According to the Constitution (Article 66), in the Republic of Croatia, everyone shall have access to education under equal conditions and in accordance with his/her aptitudes. The Constitution, as well as the recent judgement by the Constitutional Court in relation to the requirements for enrolment in secondary education, (which additionally confirms

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
national or regional strategic policy framework for increasing tertiary education attainment,	emic and vocational choices.			constitutional right to equal access to education in Croatia in accordance with candidate's ability), prevent an unequal treatment of the candidates in the context of enrolment into education, and thus on the basis of gender.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
quality and efficiency with in the limits of Article 165 TFE U.				
T.10.3 - Lifelong learn	1 - Annual or regio	Yes	The Strategy for Education, Science, and Technology <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a>	The Strategy for Education, Science and Technology (section: Lifelong learning) 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

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ing (LL) : The existence of a national and/or regional strategic policy framework for lifel	nal strategic policy framework for lifelong learning is in place that contains measures:			forms, including formal education programs, but also unintentional, unorganized and spontaneous acquisition of knowledge and skills.  <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ong learning with in the limits of Article 165 TFE U.				
T.10.3 - Lifelong learning (LL) :	2 - to support the development and	Yes	Strategy for Education, Science and Technology <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a> The CROQF Act (OG 22/2013) National pedagogical standard for Pre-school education (OG 63/08) National pedagogical standard for Primary education (OG 63/08) National pedagogical standard for Secondary education (OG 63/08) The Croatian Qualifications Framework Act (OG 22/2013)	Some of the aims as outlined in the Strategy for Education, Science and Technology (section: Lifelong learning; Objective 3) include development of system for validation of formal and non-formal learning). The strategy (section: Adult education) also advises Assuring the conditions for adult involvement in lifelong learning process (as well as increasing their motivation for continuing education and upgrading

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
The existence of a national and/or regional strategic policy framework for lifelong learning	linking services for LL, including their implementation and skills upgrading (i.e. validation			skills after the end of formal education and providing counselling and professional guidance on all levels of education (measure 1.3.2). Cooperation between different institutions for adult education, business sector and local government (measure 2.2.) is also envisaged.



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
with in the limits of Article 165 TFE U.	, guidance, education and training) and providing for the involvement of, and partnership with			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	relevant stakeholders ;			
T.10.3 - Lifelong learning (LL) : The existence of a national and/or	3 - for the provision of skills development for various target groups	Yes	Strategy for Education, Science and Technology <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a> Act on State Subsidy for Education and Training (OG 109/07)	<p>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: <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a>.</p> <p>The Act on State Subsidy for Education and Training (OG 109/07) provides a tool through which employers can lower the costs of the education and training of their employees. Expenses recognized by the Act are: tuition rates, costs for seminars, conferences, workshops, trainings and specialisations both in Croatia and abroad, the costs of supporting materials and instructors (OG 109/07).</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
regional strategic policy framework for lifelong learning with in the limits of Article 165	where these are identified as priorities in national or regional strategic policy framework			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
TFEU.	eworks (for example young people in vocational training, adults, parents returning to the			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	labour market, low skilled and older workers, migrants and other disadvantaged groups, in parti			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	cular people with disabilities);			
T.10.3 - Lifelong learning (LL): The existence of a national	4 - to wide access to LL including through efforts to effectively	Yes	The Croatian Qualifications Framework Act (OG, 22/2013) Ordinance on the CROQF Register entered into force on 22 May 2014 (OG 62/14): Vocational Education and Training Act (OG 30/09) Adult Education Act (OG 17/07)	<p>The implementation of CROQF will result in a higher degree of employability and it will enable the linking and comparing with other education systems in Europe, and facilitate the mobility.</p> <p>The Programme for Development of VET System, planned to be adopted by the end of 2015, will also contribute by introducing measures related to monitoring of education and training outcomes in terms of employability, transition of graduates and labour market relevance.</p> <p>Some of the aims as outlined in the Strategy for Education, Science and Technology (section: Lifelong</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
and/or regional strategic policy framework for lifelong learning with in the limits of Arti	y implementation transparency tools (for example the European Qualifications Framework, Nati			<p>learning) include development of system for lifelong personal and professional guidance taking into account specificities of each educational level.</p> <p>The “State Matura” (SM) examination was developed by the National Centre for External Evaluation of Education (NCEEE) and introduced system-wide in 2009/10. The SM represents a significant achievement for the increased transparency of this educational assessment milestone.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
Article 165 TFEU.	Qualifications Framework, European Credit system for Vocational Education and Training			



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	ing, European Quality Assurance in Vocational Education and Training);			
T.10.3 - Lifelong learn	5 - to improve the labo	No	The Croatian Qualifications Framework Act (OG, 22/2013) Ordinance on the CROQF Register entered into force on 22 May 2014 (OG 62/14) National Reform Programme 2014. Strategy for Education, Science and Technology <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a>	The Strategy (section: Adult learning) envisages improvement of adult education programmes by turning focus on gaining competences relevant to labour market (measure 3.2.2) and establishment of new qualification and occupational standards in line

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ing (LL) : The existence of a national and/or regional strategic policy framework for lifel	ur market relevance of education and training and to adapt it to the needs of identified targe			<p>with society needs (measures 1.1.1 and 1.1.2). The SEST also highlights the need to enhance the quality and relevance of AE programmes.  <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a></p> <p>Based on the Strategy for Education development of National Curriculum for VET is envisaged. The principles to be applied when developing the Curriculum are: VET flexibility through modularity and extracurricular, integrating acquiring basic skills and competences and more general knowledge in lower grades and postponing professional differentiation in upper grades; ensuring relevance of VET through labour market research and tripartite social partnership, introducing work-based learning models, etc.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ong learning with in the limits of Article 165 TFE U.	t groups (for example young people in vocational training, adults, parents returning to			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	the labour market, low-skilled and older workers, migrants and other disadvantaged groups, in			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	particular people with disabilities).			
T.10.4 - The existence of a national or regional strategic	1 - A national or regional strategic policy framework is	No	The Strategy for Education, Science, and Technology <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a> Vocational Education and Training Act (OG 30/09) The Croatian Qualifications Framework Act (OG, 22/2013)	<p>The VET reform will be implemented by using the procedures/principles of CROQF and quality assurance will be provided through ways of monitoring and permanent evaluation envisaged by The VET Act (Article 9). In that way the quality of system and services and relevance in relation to labour market / economy needs will be ensured.</p> <p>Here are the areas of the VET reform as envisaged by the new Strategy: a) development and implementation of new curricula (measure 2.4.18. in section: Early, preschool, primary and secondary education); b) development of national competence standards for teaching professions; c) conducting analysis of VET</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
policy framework for increasing the quality and efficiency of VET systems within the limits of the limit	in place for increasing the quality and efficiency of VET systems within the limits of the Article			programmes taking into account regional developmental needs; d) external evaluation (validation) of qualifications obtained within regular VET system. Further elaboration of VET system reform will be additionally tackled within the Programme for Development of VET System.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
s of Article 165 TFE U.	165 TFE U which includes measures for the following:			
T.10.4 - The existence of a nation	2 - to improve the labour market	No	Vocational Education and Training Act (OG 30/09) The Croatian Qualifications Framework Act (OG, 22/2013) Methodology for development of VET occupational standards, qualifications and curricula (Available at: <a href="http://www.asoo.hr/UserDocsImages/projekti/kvalifikacije/eu%20knjige/3%20Metodologija.pdf">http://www.asoo.hr/UserDocsImages/projekti/kvalifikacije/eu%20knjige/3%20Metodologija.pdf</a> Strategy for Education, Science and Technology <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a> National Reform Programme 2014. <a href="http://www.mrms.hr/wp-">http://www.mrms.hr/wp-</a>	In terms of partnership with relevant stakeholders based on provisions of Art. 14 of VET Act National VET Council has 17 members - representatives of various national stakeholder organizations.  In the CROQF Act, Article 9 (OG 22/2013), there are different bodies and stakeholders listed that are

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
national or regional strategic policy framework for increasing the quality and efficiency of VET	relevance of VET systems in close cooperation with relevant stakeholders including		content/uploads/2014/04/implementation-plan-yg.pdf	<p>involved in the development and implementation of the CROQF: The National Council for Development of Human Potential, the ministry responsible for education and science, the ministry responsible for labour, the ministry responsible for regional development and Sector councils (The Croatian Qualifications Framework Act (OG, 22/2013))</p> <p>Methodology for development of VET occupational standards, qualifications and curricula.</p> <p>Adoption of the Act on CROQF clearly defines the roles of each stakeholder in the process of harmonization of educational politics to the labour market needs (the role of individual ministries, the National Council for Human Resource Development and Sector Councils.</p>



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
systems with in the limits of Article 165 TFEU.	mechanisms for skills anticipation, adaptation of curricula and the strengthening of work			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	- based learning provision in its different forms;			
T.10.4 - The existence of a national or	3 - to increase the quality and attractive	No	<p>Vocational Education and Training Act (OG 30/09) E-kvaliteta tool (VET). Available at: <a href="http://e-kvaliteta.asoo.hr/pages/public/login.xhtml">http://e-kvaliteta.asoo.hr/pages/public/login.xhtml</a> Strategy for Education, Science, and Technology (<a href="http://www.asoo.hr/qavet/default.aspx?id=2489">http://www.asoo.hr/qavet/default.aspx?id=2489</a>) (<a href="http://www.mobilnost.hr/index.php?id=640">http://www.mobilnost.hr/index.php?id=640</a>) <a href="http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf">http://www.mrms.hr/wp-content/uploads/2014/04/implementation-plan-yg.pdf</a> Competitions in VET Available at: <a href="http://www.asoo.hr/UserDocsImages/Upute%20i%20Vremenik-2014.pdf">http://www.asoo.hr/UserDocsImages/Upute%20i%20Vremenik-2014.pdf</a></p>	<p>Significant progress related to development of Quality Assurance in VET has already been made, especially by development of “E-kvaliteta” tool for self-evaluation.</p> <p>Strategy for Education, Science and Technology, will also contribute to quality assurance, as well as promotion of excellence in VET.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
regional strategic policy framework for increasing the quality and efficiency of VET systems	ness of VET including through establishing a national approach for quality assurance for VET			<p>Curricular reform is also envisaged in the Strategy (including curricular reform in VET is based on principle and use of learning outcomes In that light, the need of setting standards and development of test materials according to learning outcomes is pronounced (as well as development and implementation of experimental hybrid models of evaluation and grading based on acquisition of learning outcomes <a href="http://public.mzos.hr/Default.aspx">http://public.mzos.hr/Default.aspx</a>.</p> <p>Programmes based on learning outcomes can be validated in relation to learning outcomes.</p> <p>However, the need to conduct more specific Program for development of VET system is evident, as acknowledged in the Strategy.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
with in the limits of Article 165 TFE U.	(for example in line with the, European Quality Assurance Reference Framework for Vocational			

Ex- ante con ditio nalit y	Crit eria	C ri te ri a fu lfi ll e d ( Y es / N o)	Reference	Explanations
	Educ ation and Train ing) and impl emen ting the trans pare ncy and reco gniti on tools , for exam ple			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	European Credit system for Vocational Education and Training (EC VET).			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's public authorities' administrative	1 - A strategic policy framework for reinforcing the Member State's public authorities' administrative	No	The Strategy of the Development of the Judiciary for 2013-2018 <a href="http://www.mprh.hr/reforma-pravosuda">http://www.mprh.hr/reforma-pravosuda</a> The Strategic (Action) Plan 2014-2016 ( <a href="http://ravidra.hr/wp-content/uploads/2014/06/STRATESKI-PLAN-MINISTARSTVA-PRAVOSU%C4%90A-2014-2016.pdf">http://ravidra.hr/wp-content/uploads/2014/06/STRATESKI-PLAN-MINISTARSTVA-PRAVOSU%C4%90A-2014-2016.pdf</a> )	<p>Timetable for the finalization of the Strategy for the Development of Public Administration 2015-2020</p> <p>November 2014 - March 2015 - consultations in line with the conclusions of the Economic and Social Council and preparation of the Final Proposal of the Strategy</p> <p>April -May 2015 – Governmental adoption and submission to the Croatian Parliament</p> <p>June 2015 – adoption of the Strategy by the Croatian Parliament</p> <p>June 2015 – a coordination Unit established by the Governmental decree</p> <p>The Strategy for the Development of the Judiciary 2013 – 2018 determines the priorities and goals whose implementation will ensure stable and secure environment for a faster and more efficient management of the judicial bodies in the Republic of Croatia.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
's administrative efficiency including public administration .	administrative efficiency and their skills with the following elements are in place and in the process			



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes/No)	Reference	Explanations
	of being implemented:			
T.11.1 - The existence of a strategic policy framework for reinforcement	2 - an analysis and strategic planning of legal, organizational	No	The Strategy of the Development of the Judiciary for 2013-2018 <a href="http://www.mprh.hr/reforma-pravosuda">http://www.mprh.hr/reforma-pravosuda</a> The Strategic (Action) Plan 2014-2016( <a href="http://ravidra.hr/wp-content/uploads/2014/06/STRATESKI-PLAN-MINISTARSTVA-PRAVOSU%C4%90A-2014-2016.pdf">http://ravidra.hr/wp-content/uploads/2014/06/STRATESKI-PLAN-MINISTARSTVA-PRAVOSU%C4%90A-2014-2016.pdf</a> )	Currently the analysis in the draft Strategy is covering legal, organizational and procedural part. The legal part is covered through analysis of the laws and bylaws that govern the area of public service, service delivery and organizational part. The organizational part is covered through the analysis of the communication with the citizens and business entities in the part covering service delivery. The organization of the PA is analysed by providing general overview of the functioning of the PA in Croatia, consisting from state administration bodies, legal entities with public authorities and local and regional government.  Statistical data are not present in the Draft Strategy

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ng the Member State's administrative efficiency including public administration.	and/or procedural reform actions;			<p>due to lack of analytical instruments in the PA.</p> <p>Strategy of Development of the Judiciary for 2013 – 2018 among others, defines further rationalization of judicial bodies and unification of business processes.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
T.11.1 - The existence of a strategic policy framework for reinforcing the Member State	3 - the development of quality management systems;	No	<p>Civil Servants Act <a href="http://narodnenovine.nn.hr/clanci/sluzbeni/2012_04_49_1166.htm">http://narodnenovine.nn.hr/clanci/sluzbeni/2012_04_49_1166.htm</a></p> <p>Ethical codex of Civil Servants <a href="http://narodnenovine.nn.hr/clanci/sluzbeni/2011_04_40_950.html">http://narodnenovine.nn.hr/clanci/sluzbeni/2011_04_40_950.html</a></p> <p>PIFC law <a href="http://narodnenovine.nn.hr/clanci/sluzbeni/2006_12_141_3188.html">http://narodnenovine.nn.hr/clanci/sluzbeni/2006_12_141_3188.html</a></p> <p>FMC methodology <a href="http://narodnenovine.nn.hr/clanci/sluzbeni/2006_12_141_3188.html">http://narodnenovine.nn.hr/clanci/sluzbeni/2006_12_141_3188.html</a></p> <p><a href="http://www.mfin.hr/hr/regulatorni-okvir">www.mfin.hr/hr/regulatorni-okvir</a></p>	<p>The Strategy (Chapter 5.1.4.) – Ethics in the Public Administration. Successful public administration needs integrity, objectivity and efficiency of its employees. Croatia needs to establish unique system of standards for the behaviour of its employees. Ethical behaviour is defined in the Civil Servants Act and Ethical codex of civil servants and other regulations and acts.</p> <p>PIFC is a good base for implementing quality management system but it has to be improved which will be done through the new Strategy of Modernization of Public Administration.</p> <p>Basic elements of the QMS were tackled in the chapter 4.1.1 Administrative and business processes in PA. In the chapter 5.1.3 Evaluation system, remuneration and career development in PA, the chapter 5.1.4 Ethics in PA, also in the chapter 6.1.1 Administrative system in the PA., as well as in the chapter 6.1.4 The relation of the PA with the users of</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
's administrative efficiency including public administration.				PA services.
T.11.1 - The existence of a	4 - integrated actions for	No	e-Citizens <a href="https://www.gov.hr/">https://www.gov.hr/</a> The Strategy of the Development of the Judiciary for 2013-2018: <a href="http://www.mprh.hr/reforma-pravosuda">http://www.mprh.hr/reforma-pravosuda</a> . The Strategic (Action) Plan 2014 -2016: <a href="http://www.mprh.hr/pstrateski-plan-ministarstva-pravosudap">http://www.mprh.hr/pstrateski-plan-ministarstva-pravosudap</a> .	According to the Draft Strategy (Chapter 4.1.1.) business processes should be considered from three aspects: administrative procedures and decision-making, professional creative jobs and horizontal functions aspect. Processes and procedures in the PA should be standardized, rationalized, simplified and

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
strategic policy framework for reinforcing the Member State's administrative efficiency	simplification and rationalisation of administrative procedures;			informatized. Measure 1.3.,from the Draft Strategy: Simplify and/or revoke unnecessary procedures that burden and delay the provision of administrative services. Rationalization and simplification of organizational structure and business procedures is the main step towards efficient judiciary. Efficiency of the judiciary is the most demanding area of strategic planning in 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.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
y including public administration				
T.11.1 - The existence of a strategic policy framework	5 - the development and implementation of human	No	Strategy for the Development of Public Administration 2015-2020 <a href="http://www.uprava.hr/UserDocsImages/Savjetovanja%20sa%20zainteresiranom%20javno%20C5%A1%C4%87u/2014/Strategija%20razvoja%20javne%20uprave/Prijedlog%20strategije%20razvoja%20javne%20uprave%202014.-2020..pdf">http://www.uprava.hr/UserDocsImages/Savjetovanja%20sa%20zainteresiranom%20javno%20C5%A1%C4%87u/2014/Strategija%20razvoja%20javne%20uprave/Prijedlog%20strategije%20razvoja%20javne%20uprave%202014.-2020..pdf</a> ) The Strategy of the Development of the Judiciary for 2013-2018 <a href="http://www.mprh.hr/reforma-pravosuda">http://www.mprh.hr/reforma-pravosuda</a> The Strategic (Action) Plan 2014 -2016: <a href="http://www.mprh.hr/pstrateski-plan-ministarstva-pravosudap">http://www.mprh.hr/pstrateski-plan-ministarstva-pravosudap</a>	<p>The Draft Strategy (Chapter 5.1.1.) - Competencies of employees in public administration – Management and development of HRM system is too complex, burdened with unnecessary processes and in certain cases inapplicable.</p> <p>The Draft Strategy (Chapter 5.1.4.) – Ethics in Public Administration – Successful public administration needs integrity, objectivity and efficiency of employees.</p> <p>Regarding improvement of HRM and HRD in the</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
k for reinforcing the Member State's administrative efficiency including public admini	resources strategies and policies covering the main gaps identified in this field;			<p>public sector, the Draft Strategy defines special measures relating to fight high turnover of staff through a merit-based salary system (Chapter 5.1.3) and to increase transparency in employment by developing a centrally coordinated employment system (Chapter 5.1.2).</p> <p>Greater specialization of the judicial officials and judicial bodies also contributes to bigger efficiency of the system. Through the Judicial academy initial and advanced trainings for judicial officials are conducted as well as lifelong learning modules.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
nistr ation .				
T.11.1 - The existence of a strategic policy framework for reinforcing the	6 - the development of skills at all levels of the professional hierarchy withi	No	The Programme of the Croatian Government for the mandate 2011- 2015 <a href="https://vlada.gov.hr/UserDocsImages///Program%20Vlade%202011-2015.pdf">https://vlada.gov.hr/UserDocsImages///Program%20Vlade%202011-2015.pdf</a> Civil Servants Act <a href="http://narodne-novine.nn.hr/clanci/sluzbeni/2012_04_49_1166.html">http://narodne-novine.nn.hr/clanci/sluzbeni/2012_04_49_1166.html</a> Public Servants and Employees in local and regional self-government Act <a href="http://narodne-novine.nn.hr/clanci/sluzbeni/2008_07_86_2752.html">http://narodne-novine.nn.hr/clanci/sluzbeni/2008_07_86_2752.html</a> The Judicial Academy Act -Official Gazette 153/09 and 127/10: <a href="http://narodne-novine.nn.hr">http://narodne-novine.nn.hr</a> and link to the Judicial Academy <a href="http://www.pak.hr/">http://www.pak.hr/</a>	<p>In the Draft Strategy (Chapter 5.1.1.) - The existing capacities are not sufficiently developed to satisfy the requirements put before modern public administration that serves citizens, business entities, provides services of high quality and creates a business friendly environment.</p> <p>The National School for Public Administration (NSPA) is responsible for the training of civil servants, officials in local and regional government units and employees in legal entities with public authority. The capacity of NSPA is not sufficient to cover all the demands for training of the PA.</p> <p>The training system within the justice system is set up under the jurisdiction of the Judicial Academy (JA). The Academy is in charge of developing and</p>



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
Member State's administrative efficiency including public administration.	national public authorities;			implementing initial training of trainees in judicial bodies and the training of future judges and state attorneys through the State School for Judicial Officials, which is an integral part of the Academy.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
T.11.1 - The existence of a strategic policy framework for reinforcing the Member State	7 - the development of procedures and tools for monitoring and evaluation.	No	Strategic plan of MoPA 2013-2015 <a href="https://uprava.gov.hr/UserDocsImages//o_ministarstvu/2012//Strate%C5%A1ki%20plan%202013-2015.pdf">https://uprava.gov.hr/UserDocsImages//o_ministarstvu/2012//Strate%C5%A1ki%20plan%202013-2015.pdf</a>	To ensure the fulfillment of the principles of the Strategy and to support its implementation, a central coordination unit will be set at the highest governmental level and under the direct supervision of the Government of the Republic of Croatia. The unit will be responsible for the management of the implementation, setting up monitoring mechanisms, ensuring that regular external evaluations are undertaken, and for the reporting to the Government. It is envisaged that the Governmental coordination unit will be established by the Government decree at latest three months after the adoption of the Strategy by the Croatian Parliament, i.e. by the end of September 2015. The details on the coordination unit will be elaborated in the chapter on monitoring and evaluation of the Draft Strategy, that will be added.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
's administrative efficiency including public administration.				
G.1 - The existence of	1 - Arrangements in accordance	Yes	Anti-Discrimination Act Gender Equality Act National Programme for Protection and Promotion of Human Rights for the period 2013-2016 ( <a href="http://www.uljppnm.vlada.hr/images/ljudska%20prava_za%20tiskaru.pdf">http://www.uljppnm.vlada.hr/images/ljudska%20prava_za%20tiskaru.pdf</a> ) Anti-discrimination Plan 2008 –2013 ( <a href="http://www.uljppnm.vlada.hr/index.php?option=com_content&amp;view=article&amp;id=113&amp;Item">http://www.uljppnm.vlada.hr/index.php?option=com_content&amp;view=article&amp;id=113&amp;Item</a> )	Representative of the Office for human rights and rights of national minorities, as well as representatives of CSOs in the field of combating discrimination and promotion of human rights, are members of the ESF Monitoring Committee for 2007-13. As such, they directly participate in the process of preparation and

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
administrative capacity for the implementation and application of Union anti-discrimination	dance with the institutional and legal framework of Member States for the involvement of bodi		id=83)	<p>implementation of ESF in Croatia.</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. The equality body is stated in EU Regulation 1303/2013 Article 5 as obligatory member of ESF Monitoring Committee for period 2014-2020.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
law and policy in the field of ESI Funds.	responsibility for the promotion of equal treatment of all persons throughout the preparation and			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	implementation of programmes, including the provision of advice on equality in ESI fund related			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	activities.			
G.1 - The existence of administrative capacity for the implementation	2 - Arrangements for training of staff of the authorities involved in	No	National Programme for Protection and Promotion of Human Rights for the period 2013-2016 ( <a href="http://www.uljppnm.vlada.hr/images/ljudska%20prava_za%20tiskaru.pdf">http://www.uljppnm.vlada.hr/images/ljudska%20prava_za%20tiskaru.pdf</a> )	<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.</p> <p>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. Furthermore, the new Anti-discrimination Plan which will be developed by Office for Human Rights and Rights of National Minorities will further elaborate these measures. The new Antidiscrimination Plan refers to period 2015-2020. The Working Group for Development of the Antidiscrimination plan was set</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
and application of Union anti-discrimination law and policy in the field of ESI Funds.	the management and control of the ESI Funds in the fields of Union anti-discrimination law			up in Sept 2014, including representatives of state administration bodies, independent institutions and NGOs. Plan is expected to be adopted at the end of second quarter of 2015.



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	and policy.			
G.2 - The existence of administrative capacity for the implementation	1 - Arrangements in accordance with the institutional and legal framework	Yes	Gender Equality Act ( <a href="http://www.ured-ravnopravnost.hr/site/hr/the-act-on-gender-equality-nn-8208.html">http://www.ured-ravnopravnost.hr/site/hr/the-act-on-gender-equality-nn-8208.html</a> ) National Policy for Gender Equality 2011-2015 ( <a href="http://www.ured-ravnopravnost.hr/site/hr/nacionalni-dokumenti/politike-planovi-programi-strategije/nacionalna-politika-2011-2015.html">http://www.ured-ravnopravnost.hr/site/hr/nacionalni-dokumenti/politike-planovi-programi-strategije/nacionalna-politika-2011-2015.html</a> )	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 such as educational activities, public events, establishment of commissions for gender equality on regional/local level, public campaigns. Representative of the Governmental Office for gender equality is a member of the Monitoring Committee.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
and application of Union gender equality law and policy in the field of ESI Funds.	k of Member States for the involvement of bodies responsible for gender equality throughout the			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	preparation and implementation of programmes, including the provision of advice on gender			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	equality in ESI Fund-related activities.			
G.2 - The existence of administrative capacity for	2 - Arrangements for training for staff of the auth	No	Gender Equality Act ( <a href="http://www.ured-ravnopravnost.hr/site/hr/the-act-on-gender-equality-nn-8208.html">http://www.ured-ravnopravnost.hr/site/hr/the-act-on-gender-equality-nn-8208.html</a> ) National Policy for Gender Equality 2011-2015 ( <a href="http://www.ured-ravnopravnost.hr/site/hr/nacionalni-dokumenti/politike-planovi-programi-strategije/nacionalna-politika-2011-2015.html">http://www.ured-ravnopravnost.hr/site/hr/nacionalni-dokumenti/politike-planovi-programi-strategije/nacionalna-politika-2011-2015.html</a> )	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. (OG NO. 88/11), measure 7.1.1. obliges all public servants to attend training seminars for gender equality. New National Policy for Gender Equality (2016-2020) will continue similar actions.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
the implementation and application of Union gender equality law and policy in the field	criteria involved in the management and control of the ESI Funds in the fields of Union			<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.</p> <p>Tailored-made training for staff involved in the implementation of the ESI Funds has not been developed yet as explained in Action Plan.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
of ESI Funds.	gender equality law and policy as well as on gender mainstreaming.			
G.3 - The existence	1 - Arrangements in	Yes	National Strategy of Equalization of Opportunities for Persons with Disabilities 2007-2015 ( <a href="http://www.mspm.hr/media/files/nacionalna_strategija_izjednacavanja_mogucnosti_za_osobe_s_invaliditetom2">http://www.mspm.hr/media/files/nacionalna_strategija_izjednacavanja_mogucnosti_za_osobe_s_invaliditetom2</a> ) Act on establishment of institutional framework for implementation of ESI funds in Republic of Croatia for the period 2014-2020 (OG 92/14) Decree on	MSPY is body in charge of protection of rights of persons with disabilities. MSPY is part of the management and control system for ESF, and as such is relevant institution participating in the process of preparation and monitoring of ESF in Croatia.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
of administrative capacity for the implementation and application of the United Nations	accordance with the institutional and legal framework of Member States for the consultation		management and control system bodies involved in implementation of ESF, ERDF and CF <a href="http://narodne-novine.nn.hr/clanci/sluzbeni/2014_09_107_2070.htm">http://narodne-novine.nn.hr/clanci/sluzbeni/2014_09_107_2070.htm</a>	In addition to MSPY, ESF Monitoring Committee for 2007-13 has representatives of CSOs engaged in promotion of rights and social inclusion of people with disabilities.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
Convention on the rights of persons with disabilities (UN CRPD) in the field of ESI	and involvement of bodies in charge of protection of rights of persons with disabilities or representation			



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
Funds in accordance with Council Decision 2010/48/EC.	tive organisations of persons with disabilities and other relevant stakeholders throughout the prep			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
	aration and implementation of programmes.			
G.3 - The existence of administrative capacity	2 - Arrangements for training for staff of the	No		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.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
for the implementation and application of the United Nations Convention on the right	authorities involved in the management and control of the ESI Funds in the fields of appli			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
s of persons with disabilities (UN CRPD) in the field of ESI Funds in accordance with	cable Union and national disability law and policy, including accessibility and the practical			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
Council Decision 2010/48/EC.	application of the UNC RPD as reflected in Union and national legislation, as appropriate.			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
G.3 - The existence of administrative capacity for the implementation and application of	3 - Arrangements to ensure monitoring of the implementation of Article 9 of the UNC RPD	No		<p>The Ministry of Social Policy and Youth (MSPY) is in charge for monitoring of the implementation of the National strategy and the Operational plan (when adopted), which also include obligations in relation to Article 9 of the UNCRPD.</p> <p>OPEHR will include the activities which will be co-financed through ESI funds as planned by each responsible and implementing body, which 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>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
the United Nations Convention on the rights of persons with disabilities (UN CRPD)	in relation to the ESI Funds throughout the preparation and the implementation of the progr			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
in the field of ESI Funds in accordance with Council Decision 2010/48/EC.	ammes.			



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
G.4 - The existence of arrangements for the effective application of Union public procurement rules through	1 - Arrangements for the effective application of Union public procurement rules through	Yes	Public Procurement Act (OG 90/11, 83/13,143/13, 13/14) – see Article 2. Act on the State Commission for Supervision over Public Procurement Procedure (OG 18/13, 127/13) Art 2. Act on Public Private Partnership (OG 78/12) Regulation on the methodology for drawing up and handling tender documents and tenders (OG 10/12) Regulation on public procurement notices (OG 10/12) Links: <a href="http://www.javnanabava.hr/default.aspx?id=3414">http://www.javnanabava.hr/default.aspx?id=3414</a> <a href="http://www.javnanabava.hr/default.aspx?id=3725">http://www.javnanabava.hr/default.aspx?id=3725</a>	<p>Institutional framework for the efficient implementation of public procurement is set up.</p> <p>Procurement System controls implementation of PP Act (ex post control, this doesn't stop the PP procedure). Any legal or natural person (even anonymously) or state body can lodge the procedure. If irregularities are found Ministry of Economy can start a misdemeanour procedure before competent misdemeanour court. Also, CA/CE have an obligation to publish their public procurement plans for procurements (when the estimated value is equal to or higher than HRK 20,000) and contract registers on their websites and send links to Ministry of Economy which publishes them on Public Procurement Portal – <a href="http://www.javnanabava.hr">www.javnanabava.hr</a>.</p> <p>CA/CE in open procedure (89% of all conducted procedures in 2012) must publish tender documents electronically in EPPC.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
urement law in the field of the ESI Funds.	appropriate mechanisms.			
G.4 - The existence of arrangements for	2 - Arrangements which ensure trans	Yes	Public Procurement Act (OG 90/11, 83/13, 143/13, 13/14) – see Article 2. Act on the State Commission for Supervision over Public Procurement Procedure (OG 18/13, 127/13) – See Article 2. Act on Public Private Partnership (OG 78/12) Regulation on the methodology for drawing up and handling tender documents and tenders (OG 10/12) Links: <a href="http://www.javnanabava.hr/default.aspx?id=3414">http://www.javnanabava.hr/default.aspx?id=3414</a> <a href="http://www.javnanabava.hr/default.aspx?id=3725">http://www.javnanabava.hr/default.aspx?id=3725</a>	Public Procurement Act (PP Act) proscribes that all public procurement notices for procurement the estimated value of which is above national threshold is published in the Electronic Public Procurement Classifieds of the Republic of Croatia (EPPC) - <a href="https://eojn.nn.hr/Oglasnik/">https://eojn.nn.hr/Oglasnik/</a>  Croatian national threshold is set to HRK 200,000 for goods and services and HRK 500,000 for works. Below this threshold, PP Act doesn't apply but every

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
the effective application of Union public procurement law in the field of the ESI Fun	parent contract awarded procedures.			CA/CE must have their internal rules on procurement issues. Basically, only difference in public procurement procedures between (above) national thresholds and (below) EU thresholds are in shorter time limits for the receipt of tenders and lodging an appeal.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ds.				
G.4 - The existence of arrangements for the effective application of Union	3 - Arrangements for training and dissemination of information for staff	No		PP training curriculum was already organised in 2007-2013. Appropriate training for staff involved in the application of EU PP rules will be further developed. Action plan for criteria fulfilment created.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
n public procurement law in the field of the ESI Funds.	involved in the implementation of the ESI funds.			
G.4 - The existence of	4 - Arrangements to ensure	No		Administrative capacity to be assessed and developed as necessary for the 2014-2020 period, given the increased amount of Funds. Appropriate arrangements under preparation. Action plan for criteria fulfilment created.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
arrangements for the effective application of Union public procurement law in the field	administrative capacity for implementation and application of Union public procurement			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
of the ESI Funds.	ent rules			
G.5 - The existence of arrangements for the effective application of	1 - Arrangements for the effective application of Union State aid rules	No	State Aid (SA) Act (OG 47/14) Role of the Ministry of Finance (MF): Art. 3. Notification of SA to the Commission and opinion of MF: Art. 8. Opinion of MF on SA exempted from notification to the EC: Art. 9. De minimis provision: Art. 10. SA and de minimis Registry: Art.14 & 15. Ordinance on SA proposals and data submission (OG 99/13): Art. 7 Annual SA report to Government and Parliament: Art. 17. Sending Annual Report on SA expenditure to the EC: Art. 16. SA recovery: Art. 13.	State Aid Act ensured full implementation of EU SA law from 2013. MF is institution competent for SA issues. Based on Article 3 of Decree on the Bodies of Management and Control of ESF, ERDF and the CF (OG 107/14), the MF carries out SA related activities in relation to measures created and financed from EU funds.. MF advises grantors how to comply with de minimis rule. MF will prepare a draft ordinance on data collection and register, provide a methodology for evaluation and impose the SA grantors an obligation to fill in the register and evaluation data. Financial instruments are not yet set-up for implementation which will start at the end of 2016. Recoveries are stipulated in the Article 13 of the SA Act.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
Union State aid rules in the field of the ESI Funds.	.			Prior to formal notification of GBER scheme to MF, advocacy and consultation between granting authorities and MF takes place on general conditions and provisions on GBER. SA schemes are published, grantors keep registers of SA and de minimis, and once a year report to MF.
G.5 - The existence of arrangements	2 - Arrangements for training and	No	State Aid Act (OG No. 47/14) Training for state aid grantors: Article 3	Training modules on SA were obligatory for staff dealing with EU funds under 2007-2013. Revised modules will extended to cover novelties introduced by the EU regulatory framework or by Croatia, including public procurement, SA and environmental issues. Capacity building shall be ensured through IPA 2011 twinning light project "Support for state aid system in relation to EU structural and cohesion



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ments for the effective application of Union State aid rules in the field of the ESI Funds.	dissemination of information for staff involved in the implementation of the ESI funds.			funds". Training strategy for SA, 2015-2017, is to be developed by the MF. Strategy shall be accompanied by an action plan. SA Education Programme for PA within a State School for Public Administration has been drafted. MA and MF prepare training needs questionnaire related to state aid, identifies training needs. The network of state aid experts and practitioners will include relevant staff from ESIF bodies engaged in drafting the state aid schemes, state aid experts from MF, staff in charge of National fund, audit and prevention of fraud.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
G.5 - The existence of arrangements for the effective application of Union and State aid rules	3 - Arrangements to ensure administrative capacity for implementation and application of	No	State Aid Act (OG 47/03): Articles 5 & 6 State Aid Act (OG 47/14)	The MF performs all activities in relation to measures created and financed from these ESI funds when they constitute SA. 14 posts are allocated in the SA Unit of the MF. Capacities of bodies designated to implement ESI funds in Croatia are assessed in terms of SA knowledge. SA education will start in 2015. The electronic register and efficiency evaluation system should be put in place in 2015. Appropriate technical assistance was provided to bodies applying SA rules in the context of ESIF. In the last ten years the CCA has, in cooperation with various assistance projects (CARDS, PHARE and IPA projects where CCA was a beneficiary, and within current BizImpact project where CCA experts act as partners to the project).

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
in the field of the ESI Funds.	Union State aid rules.			
G.7 - The existence of a statistical basis necessary to	1 - Arrangements for timely collection and aggregation of	Yes	Common National Rules 2007-2013 MIS 2007-2013 ESF Rules of procedure (relevant sections) Guidance for collection of micro-data Indicators' sheets	Arrangements to ensure that data on indicators are collected and verified on time have been set-up as part of 2007-2013 management and control system; they are being upgraded and adapted for 2014-2020 period, including MIS and procedures for collection of micro-data on participants. For indicators where values cannot be aggregated from MIS, data is ensured and collected by MA/IB1. Depending on indicator type, some data are provided by an organisation that ensures quality control and statistical validity (e.g. pension insurance data). In other cases, mechanisms exist to ensure collection, quality control and validation of data.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
undertake evaluations to assess the effectiveness and impact of the programmes. The existence	statistical data with the following elements are in place : the identification of sources and mech			Prior to development of MIS 2013 in 2nd half of 2013, measures were introduced in respect to collecting and reporting data on OP indicators and on micro-data to ensure timely reporting and exchange of data. MA/IBs are continuously working on improvement of methodology for collection of data from beneficiaries to ensure quality of data and facilitate control.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
of a system of result indicators necessary to select actions, which most effectively cont	analysis to ensure statistical validation.			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
tribute to desired results, to monitor progress towards results and to undertake impact evaluation				

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
uation.				
G.7 - The existence of a statistical basis necessary to undertake evaluation	2 - Arrangements for timely collection and aggregation of statistical data with	Yes	Common National Rules 2007-2013	The OP will be made available to the public via the MLPS/ESF.hr website and ESIF Funds strukturnifondovi.hr along with Annual Implementation Reports in regard to progress towards set targets. In addition, information and visibility material on implementation and achievement of results on OP, as well as Priority Axis level will be made to the public based on Communication Strategy and Communication Action Plan.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ns to assess the effectiveness and impact of the programmes. The existence of a system of resul	the following elements are in place : arrangements for publication and public availabilit			



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
t indicators necessary to select actions, which most effectively contribute to desired	y of aggregated data.			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
results, to monitor progress towards results and to undertake impact evaluation.				

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
G.7 - The existence of a statistical basis necessary to undertake evaluations to assess the	3 - An effective system of result indicators including: the selection of result indicators for	Yes	Indicators' sheets Draft OP EHR 2014-2020	<p>Selection of the result indicators: The MA has prepared indicators' sheets in cooperation with relevant IB1/line institutions. The sheet provides details on the indicator, including its definition, link to a specific objective and target groups, as well as explanation on the methodology used for setting baseline and target values. Further explanation on the selection of result indicators in relation to objectives set to be achieved through planned interventions is evident from intervention logic prepared as a supporting document through the programming process.</p> <p>The result indicators have also been analysed by the ex-ante evaluation of the OP, in regards to their – relevance, reliability of information sources, and assessed against the SMART criteria (specific, measurable, achievable, relevant, and time-bound).</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
effectiveness and impact of the programmes. The existence of a system of result indicators needs	each programme providing information on what motivates the selection of policy actions			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ssary to select actions, which most effectively contribute to desired results, to monitor	financed by the programme.			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
progress towards results and to undertake impact evaluation.				
G.7 - The existence of a	4 - An effective system of	Yes	Indicators' sheets Draft OP EHR 2014-2020	Methodology and calculation formula for setting baseline and target values for each indicator is provided in indicator sheets. The methodology includes information on evidence based data, as well as information on the frequency of data collection, relevant sources as well as indicates relevant

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
statistical basis necessary to undertake evaluations to assess the effectiveness and impact of	result indicators including: the establishment of targets for these indicators.			institutions for design of indicators and for entry of values into MIS.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
the programmes. The existence of a system of result indicators necessary to select actions,				



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
which most effectively contribute to desired results, to monitor progress towards results				

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
and to undertake impact evaluation.				
G.7 - The existence of a statistical basis necessary	5 - An effective system of result indicators including:	Yes	Common National Rules 2007-2013 Rules of procedure ESF Indicators' sheets MIS 2007-2013	Data collection, analysis and reporting have been envisaged in such a way as to ensure the timely availability of the necessary information for the consultation of the Monitoring Committee meetings, the programme reports and the relevant decisions the MA would need to make.

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
y to undertake evaluations to assess the effectiveness and impact of the programmes. The exist	the consistency of each indicator with the following requisites: robustness and statistical validation			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ence of a system of result indicators necessary to select actions, which most effectively	clarity of normative interpretation, responsiveness to policy, timely collection of data.			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
contribute to desired results, to monitor progress towards results and to undertake impact				

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
evaluation.				
G.7 - The existence of a statistical basis necessary to undertake evaluation	6 - Procedures in place to ensure that all operations financed by the	Yes	Common National Rules 2007-2013 Rules of procedure ESF Indicators' sheets	<p>Arrangements to ensure that the data on result indicators are collected and verified on time have been set-up as a part of 2007-2013 management and control system; they are being upgraded and adapted for the 2014-2020 programming period, including MIS functionalities and procedures for collection of micro-data on participants relevant, among other, for impact evaluation.</p> <p>Depending on the type of impact evaluation estimated as most appropriate for a particular OP priority axis and specific type of intervention, special arrangements will be made to collect or access data needed to carry out impact evaluation (e.g. data on non-participants) in advance, during the drafting of Evaluation Plans, to be prepared by the MA.</p>

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
ns to assess the effectiveness and impact of the programmes. The existence of a system of resul	programme adopt an effective system of indicators.			

Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
t indicators necessary to select actions, which most effectively contribute to desired				



Ex-ante conditionality	Criteria	Criteria fulfilled (Yes / No)	Reference	Explanations
results, to monitor progress towards results and to undertake impact evaluation.				

## 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 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 trainings on national and EU antidiscrimination policy. The measure has resulted in development of the programme between Office for Human Rights and Rights of National Minorities (OHRRNM) and Ombudsman. Together with the National School for Public Administration a yearly plan is agreed. OHRRNM in cooperation with the National School for Public Administration and bodies responsible for management and control of ESI funds will develop training programmes for staff involved in the implementation of ESI funds. Training programmes will be envisaged in the new Antidiscrimination Plan. Training programme will be implemented by the Managing Authority. Beyond 2017 training programmes will continue as measure within next National Programme for Protection and Promotion of Human Rights.	31-Dec-2016	Office for Human Rights and Rights of National Minorities is responsible for development of the Anti-discrimination Plan  Ministry of Labour and Pension System
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 mainstreaming for staff involved in the implementation of the ESI Funds (MA, IB, CA, AA) at all relevant levels. Staff to be trained on gender mainstreaming, learning process monitored and evaluated. Training activities will be developed and implemented in coordination with the National School for Public Administration, Ministry of Labour and Pension System and the Office	31-Dec-2016	Ministry of Labour and Pension System

General ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
		for Gender Equality, implemented by the Managing Authority. Staff to be trained on gender mainstreaming, learning process monitored and evaluated. Expertise needs to be developed to monitor and evaluate interventions from the gender sensitive perspective.		
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.	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.	Ministry of Social Policy and Youth in cooperation with the National School for Public Administration and Managing Authorities for ESI funds will develop training programmes for staff of the ESI funds' authorities. Training programmes will be envisaged in the Operational plan of the implementation of the National Strategy of Equalization of Opportunities for Persons with Disabilities 2016-2020. Training will be implemented by the Managing Authority.	31-Dec-2015	Ministry of Social Policy and Youth coordinates the preparation of the Operational plan Ministry of Labour and Pension System
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.	Managing authority will include bodies in charge of protection of rights of persons with disabilities in Monitoring Committees for ESI OPs. Namely, representatives of Ministry of Social Policy and Youth, Ombudsman for Persons with Disabilities, but also representatives of civil society will be included. Ministry of Social Policy and Youth, as body in charge for policies aimed toward persons with disabilities, is part of the operational structure for OPEHR 2014-2020, and therefore will provide sectoral monitoring.	31-Dec-2015	Ministry of Labour and Pension System Ministry of Social Policy and Youth
G.4 - The existence of arrangements for the effective application of Union public procurement law in the field of the ESI Funds.	3 - Arrangements for training and dissemination of information for staff involved in the implementation of the ESI funds.	1. Delivery of a new PP training plan for the ESIF bodies staff 2014-2020 Setting up an operational network of PP experts and coordinators (30 June 2015). Needs analysis: a) questionnaires to ESIF bodies staff (October 2014); Needs analysis: b) analysis (in cooperation with the Ministry of	30-Jun-2015	Ministry of Regional Development and EU Funds

General ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
		Economy) (December 2014); Training plan delivered (June 2015). 2. Setting up an operational network of PP experts and coordinators (March 2015).		
G.4 - The existence of arrangements for the effective application of Union public procurement law in the field of the ESI Funds.	4 - Arrangements to ensure administrative capacity for implementation and application of Union public procurement rules.	New PP experts recruited in the central body for PP, to ensure an effective and regular PP application in the ESIF programmes and projects. Workload analysis for 2014-2020 (December 2014); Recruitment plan (February 2015); launching recruitment procedures (if necessary) (March 2015).	30-Nov-2015	Ministry of Economy
G.5 - The existence of arrangements for the effective application of Union State aid rules in the field of the ESI Funds.	1 - Arrangements for the effective application of Union State aid rules.	Set up of a central State aid electronic register in the State aid central body connecting all granting authorities and introduction of an accompanying evaluation system	01-Jul-2016	Ministry of Finance
G.5 - The existence of arrangements for the effective application of Union State aid rules in the field of the ESI Funds.	2 - Arrangements for training and dissemination of information for staff involved in the implementation of the ESI funds.	Preparing a training strategy/plan related to State aid Targeted staff consulted through training needs questionnaire Completion of the training needs analysis Set up of the operational network of State aid experts and coordinators	01-Jun-2015	Ministry of Finance Ministry of Labour and Pension System Ministry of Labour and Pension System Ministry of Regional Development and EU Funds
G.5 - The existence of arrangements for the effective application of Union State aid rules in the field of the ESI Funds.	3 - Arrangements to ensure administrative capacity for implementation and application of Union State aid rules.	Needed supplementary State aid experts recruited in the Ministry of Finance (State Aid Unit)	01-Sep-2015	Ministry of Finance

**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.09.3 - Health: The existence of a national or regional	1 - A national or regional strategic policy framework for health is in place that contains:	Adoption of the National Plan for the Development of Clinical Hospital Centers, Clinical Hospitals, Clinics, and	01-May-2015	The Croatian Parliament

<b>Thematic ex-ante conditionality</b>	<b>Criteria not fulfilled</b>	<b>Actions to be taken</b>	<b>Deadline (date)</b>	<b>Bodies responsible</b>
strategic policy framework for health within the limits of Article 168 TFEU ensuring economic sustainability.		General Hospitals in Republic of Croatia for the period 2014-2016 (NPDH). Approval of the National Registry. Submission of Implementation plans by hospitals. Approval of Implementation plans by Ministry of Health.		Ministry of Health Hospitals under NPDH
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;	Adoption of the National Plan for the Development of Human Resources in Health Care. It will be adopted by the minister. Adoption of the National plan for the Development of Clinical Hospital Centers, Clinical Hospitals, Clinics, and General Hospitals in Republic of Croatia for the period 2014-2016. Approval of National Registry. The network of Conjoint Emergency Medical Wards in hospitals will be part of the National Registry , which accompanies the NPDH. Submission of Implementation plans by hospitals. Approval of Implementation plans by Ministry of Health. Adoption of the Operational Plan for the Implementation of the Strategy on the Rights of Children in the Republic of Croatia 2014-2020.	01-May-2015	Ministry of Health The Croatian Parliament Ministry of Social Policy and Youth
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;	Adoption of the National plan for the Development of Clinical Hospital Centers, Clinical Hospitals, Clinics, and General Hospitals in Republic of Croatia for the period 2014-2016. Approval of National Registry. Submission of the Implementation plans by the hospitals. Approval of Implementation plans by Ministry of Health. Adoption of Strategic Plan for e-Health Development. Needs of Primary Health Care Centres assessed through questionnaire.	01-May-2015	The Croatian Parliament Ministry of Health Hospitals under the NPDH Croatian Health Insurance Fund

<b>Thematic ex-ante conditionality</b>	<b>Criteria not fulfilled</b>	<b>Actions to be taken</b>	<b>Deadline (date)</b>	<b>Bodies responsible</b>
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.	Appointment of Monitoring Committee for National Health Care Strategy 2012-2020 set-up. The National Health Care Strategy 2012-2020 is currently monitored on an operational level per priority. Further systematic monitoring of the Strategy will be done through the Monitoring Committee.	01-May-2015	Ministry of Health
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).	Elaboration of measures, stakeholders and deadlines with regard to vocational education and training will be provided in the separate document Programme for Development of VET System.  Ministry of Science, Education and Sports will form the Committee for draft Program for Development of VET System by January 2015. The Committee will be in charge of preparing the first Draft (by March 2015).  The mature draft Programme for Development of VET System ready for launching public consultations will be prepared by 31 May 2015. the document will take into account the results of the evaluation of the measures of the VET System Development Strategy 2008-2013 and will include measures related to quality and efficiency, monitoring of education and training outcomes in terms of employability and transition of graduates, labour market relevance, establishment of regional centres of competences, work-based learning, attractiveness of VET, improving teachers' and trainers' competences.	31-Dec-2015	Ministry of Science, Education and Sports
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	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:	Elaboration of measures, stakeholders and deadlines with regard to vocational education and training will be provided in the separate document Programme for Development of VET System.  Ministry of Science, Education and Sports will form the	31-Dec-2015	Ministry of Science, Education and Sports

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
TFEU.		<p>Committee for draft Program for Development of VET System by January 2015. The Committee will be in charge of preparing the first Draft (by March 2015).</p> <p>The mature draft Programme for Development of VET System ready for launching public consultations will be prepared by 31 May 2015. the document will take into account the results of the evaluation of the measures of the VET System Development Strategy 2008-2013 and will include measures related to quality and efficiency, monitoring of education and training outcomes in terms of employability and transition of graduates, labour market relevance, establishment of regional centres of competences, work-based learning, attractiveness of VET, improving teachers' and trainers' competences.</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;	<p>Elaboration of measures, stakeholders and deadlines with regard to vocational education and training will be provided in the separate document Programme for Development of VET System.</p> <p>Ministry of Science, Education and Sports will form the Committee for draft Program for Development of VET System by January 2015. The Committee will be in charge of preparing the first Draft (by March 2015).</p> <p>The mature draft Programme for Development of VET System ready for launching public consultations will be prepared by 31 May 2015. the document will take into account the results of the evaluation of the measures of the VET System Development Strategy 2008-2013 Objective 1.1. Demand oriented VET. Objective 1.2. Work-based learning (WBL).</p>	31-Dec-2015	Ministry of Science, Education and Sports

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
		Objective 3.1. Strengthened excellence and attractiveness on VET and its inclusive role.		
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 - 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>Elaboration of measures, stakeholders and deadlines with regard to vocational education and training will be provided in the separate document Programme for Development of VET System.</p> <p>Ministry of Science, Education and Sports will form the Committee for draft Program for Development of VET System by January 2015. The Committee will be in charge of preparing the first Draft (by March 2015).</p> <p>The mature draft Programme for Development of VET System ready for launching public consultations will be prepared by 31 May 2015. the document will take into account the results of the evaluation of the measures of the VET System Development Strategy 2008-2013 .</p> <p>Objective 2.1. National system for VET quality assurance. Objective 3.1. Strengthened excellence and attractiveness on VET. Objective 4.1. Strengthened international role of VET.</p>	31-Dec-2015	Ministry of Science, Education and Sports
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:	<p>Timetable for the finalization of the Strategy for the Development of Public Administration 2015-2020</p> <ul style="list-style-type: none"> <li>• November 2014-March 2015 – consultations in line with conclusions of the Economic and Social Council and preparation of the Final Proposal of the Strategy</li> <li>• April -May 2015 – Governmental adoption and submission to the Croatian Parliament</li> <li>• June 2015 – adoption of the Strategy by the Croatian Parliament</li> <li>• June 2015 – a coordination unit established by</li> </ul>	15-Jun-2015	Ministry of Public Administration



Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
		<p>the Governmental decree</p> <p>The Strategy will be discussed and adopted by the Parliament by June 15th 2015.</p> <p>The Final Proposal of the Strategy will be available by the end of March 2015.</p> <p>The Strategy will be accompanied by a concrete Action (implementation) plan.</p> <p>A central coordination unit set at the highest Governmental level and under a direct supervision of the Government of Republic of Croatia will be in charge of the implementation of the Strategy. The coordination unit will be established in June 2015.</p>		
T.11.1 - The existence of a strategic policy framework for reinforcing the Member State's administrative efficiency including public administration.	2 - an analysis and strategic planning of legal, organisational and/or procedural reform actions;	<p>The analysis of the legal, organizational and procedural reform actions, is still underway and will be altered during the consultation phase and until the adoption of the Strategy by the Croatian Parliament, June 2015.</p> <p>Currently the analysis is covering organizational and procedural part through analysis of its public services and current development and management of human resources in the civil service and in local and regional government For each of the three main areas identified there are particular measures developed and targets with the relate time frame set.</p> <p>Statistical data is not yet available due to non existent standards and analytical instruments in the PA. A measure will be envisaged in the Strategy to prepare analytical data in accordance with the EU standards.</p> <p>Particular project that will be envisaged under the ESF</p>	15-Jun-2015	Ministry of Public Administration

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
		will support establishment of the supporting statistical instruments and methods in order to enhance the analytic capacities of the administration.		
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>The assessment of needs of stakeholders is done partially through the various chapters of the Draft Strategy (5.1.1, 5.1.4, 6.1.4) by tackling particular areas of public administration; services, business process and enhancement of HRM. The Draft Strategy defines some actions needed to achieve requirements of the QMS system (customer needs, human resources, planning, processes). Still holistic approach analysing main practice and models used is missing. This will be added by the end of March 2015.</p> <p>A special Chapter on QMS will be added in the Draft Strategy by the end of March 2015.</p>	15-Jun-2015	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;	Each ministry will prepare action plan for the simplification, standardization, rationalization and informatization of administrative procedures in their responsibility area under the supervision of the central coordination unit set at the highest Governmental level and under a direct supervision of the Government of Republic of Croatia.	15-Jun-2015	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.	5 - the development and implementation of human resources strategies and policies covering the main gaps identified in this field;	Main needs/gaps and goals in terms of development of HR in the civil service have been identified in the Draft Strategy. In the Chapter 5.1.2, 5.1.3 and 5.1.4 of the Draft Strategy the mechanisms for development have been identified: competencies development, optimal number of employees, better and transparent employment system, career development system, merit based salary system, ethical principles. A special measure in Chapter 5 will be added in the Draft Strategy regarding the preparation of a single document which encompasses ethical behaviour of	15-Jun-2015	Ministry of Public Administration

Thematic ex-ante conditionality	Criteria not fulfilled	Actions to be taken	Deadline (date)	Bodies responsible
		employees in the whole PA. The Action plan for the implementation of HR measures will be developed after adoption of the Strategy, by the end of 2015. The missing financial elements will be added until the Draft Strategy is finalized by the end of March 2015.		
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;	In order to fulfill a comprehensive approach to the development of skills at all levels of the professional hierarchy within public authorities additional measures will be added in the Draft Strategy for revising the legal framework regarding in-service training for the whole PA. Further, additional measures for the development of the PA training strategy will be developed. The NSPA status has to be regulated through a new legal framework as a result of a measure added in the Draft Strategy.	15-Jun-2015	Ministry of Public Administration National school for 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.	A central coordination unit will be set no later than June 2015, at the highest governmental level and under a direct supervision of the Government of the Republic of Croatia. More detailed information on the coordination unit will be elaborated in the chapter on monitoring and evaluation of the Draft Strategy.  A special measure will be added regarding evaluation of existing administrative system and improving the system of indicators.	31-Mar-2015	Ministry of Public Administration

## 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 standardised procedures (business processes), tools and methods, which are, where appropriate, supported by joint MIS.

**The corpus of standardised 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 early 2015). 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 standardisation 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), standardised 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, **the 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' or 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.

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 OPEHR 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:

- Under Priority axis 1 - High employment and labour mobility activities/operations related to the self-employment and promotion of entrepreneurship.
- Under Priority axis 2 - 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.
- Under Priority axis 3 - Education and lifelong learning, activities/operations related to the promotion of the R&D academic sector also demonstrate direct link with the sustainable development.
- Under Priority axis 4 - Good governance, activities/operations related to the support of 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 OPEHR.

Croatian legal framework highlights 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/operations under Priority axes 1 High employment and labour mobility, 2 Social inclusion and 3 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.

Some of the activities under Priority axes 1 High employment and labour mobility, which covers activities aimed at strengthening labour market institutions' own capacities in order to improve scope, quality and adaptability of provided services include types of activities to be supported include relevant education and training of staff. One particular area that will be covered as regards training is anti-discrimination, as a basis for the implementation of non-discriminatory practices in work with users, but also so as the advisers to serve as multipliers of antidiscrimination information and framework.

Some activities/operations under the Priority axis 2 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, various awareness raising activities will be conducted, but also direct contact and information sharing with key stakeholders on the LM. The focus will be on training for the public sector on the national and regional level and establishing support tools and mechanisms for employers for non-discriminatory conduct. Exchange of good practices and evaluation of actions, monitoring of public policies related to anti-discrimination, advocacy activities and free legal aid for vulnerable groups in work and social rights cases is envisaged as well.

Under Priority axis 3 Education and lifelong learning, different types of institutional/non-institutional targeted/financial support to Roma students at the level of preschool and primary education are envisaged: education aimed to speed up the process of their integration into regular education system (i.e. teaching of Croatian language, introducing Roma Class Assistants, development and implementation of after school activities – extended board programmes, summer camps activities and extracurricular events focused on social integration of Roma pupils).

Under Priority axis 4 Good governance, 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. To monitor the development of the HR including non-discrimination in employment of national minorities in PA, the RegZap and COP registry has been implemented. The registry consists of data regarding the institutions and public/civil servants. The registry serves the Government of Croatia already for evidence-based policy making and once a year the parliament is informed of number of employees of national minorities.

### **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 OPEHR. Croatian legal framework highlights 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 axis 1 High employment and labour mobility and 2 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 1 High employment and labour mobility, special operations are envisaged for promotion of 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
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## 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	YEI		F.1 - Total amount of certified expenditure eligible expenditure	EUR			107.795.943,00			224,513,937.00
1 - High employment and labour mobility	ESF	Less developed	F.1 - Total amount of certified expenditure eligible expenditure	EUR			64.400.016,00			429,952,196.00
2 - Social inclusion	ESF	Less developed	F.1 - Total amount of certified expenditure eligible expenditure	EUR			57.798.782,00			400,172,771.00
3 - Education and lifelong learning	ESF	Less developed	F.1 - Total amount of certified expenditure eligible expenditure	EUR			79.297.110,00			529,411,765.00
4 - Good governance	ESF	Less developed	F.1 - Total amount of certified expenditure eligible expenditure	EUR			33.706.020,00			210,741,282.00
3 - Education and lifelong learning	ESF	Less developed	SO309 - Participants with pre-tertiary education (ISCED 1 to 4)	Number			5.008,00			26,200.00
1 - High employment and labour mobility	YEI		Soy07 - unemployed	Number			35.768,00			70,550.00
4 - Good governance	ESF	Less developed	SO403 - Number of bodies supported to improve work organisation	Number			34,00			178.00
2 - Social inclusion	ESF	Less developed	SO203 - Experts participating in training	Number			766,00			7,355.00
4 - Good governance	ESF	Less developed	SO408 - Number of (local) CSOs participating in capacity building activities relevant to their area of work	Number			86,00			450.00
1 - High employment and labour mobility	ESF	Less developed	CO01 - unemployed, including long-term unemployed	Number			11.022,00			57,672.00
2 - Social inclusion	ESF	Less developed	CO01 - unemployed, including long-term unemployed	Number			6.716,00			35,139.00
3 - Education and lifelong learning	ESF	Less developed	CO11 - with tertiary education (ISCED 5 to 8)	Number			4.186,00			21,900.00

## 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 Defence
- 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
Explanatory Note	Supplementary information	08-Jan-2020		Ares(2020)141597	Explanatory note	10-Jan-2020	nrajcilu

### Submitted annexes by the Commission implementing regulation laying down the model of the programme

Document title	Document type	Programme version	Document date	Local reference	Commission reference	Files	Sent date	Sent By
Citizens' summary OPEHR	Citizens' summary	1.2	08-Dec-2014		Ares(2014)4115208	Citizens' summary OPEHR	08-Dec-2014	nivakata
OPEHR 2014-2020 ex-ante evaluation report	Report of the ex-ante evaluation	1.2	08-Dec-2014		Ares(2014)4115208	OPEHR 2014-2020 ex-ante evaluation report	08-Dec-2014	nivakata
EAC and Action plan extended	Documentation on the assessment of the applicability and the fulfilment of ex-ante conditionalities	1.2	08-Dec-2014		Ares(2014)4115208	EAC and Action plan extended	08-Dec-2014	nivakata
Programme Snapshot of data before send 2014HR05M9OP001 5.0	Snapshot of data before send	5.0	10-Jan-2020		Ares(2020)141597	Programme Snapshot of data before send 2014HR05M9OP001 5.0 hr	10-Jan-2020	nrajcilu

## LATEST VALIDATION RESULTS

Severity	Code	Message
Info		Programme version has been validated.
Warning	2.13.1	The total Union support (main+performance) per Fund/year (ESF/2019) in Table 17 should be equal to the total Union support for the programme/Fund/year in the last partnership agreement sent to the Commission (2014HR16M8PA001 4.0) : 238,905,060.00 - 237,046,771.00
Warning	2.13.1	The total Union support (main+performance) per Fund/year (YEI/2019) in Table 17 should be equal to the total Union support for the programme/Fund/year in the last partnership agreement sent to the Commission (2014HR16M8PA001 4.0) : 8,688,482.00 - 6,828,482.00
Warning	2.19.3	The sum of the annual EU Support per category of region "Less developed" and per year "2019", must be smaller or equal than the corresponding annual EU Support specified in the Financial Perspectives: "914,614,278.00", "912,755,989.00".
Warning	2.65	The total ESF allocation (Main + Performance Reserve from Table 17) over all IGJ Programmes of country "HR" is not equal to the total ESF allocation in Table 1.4.1 of the Partnership Agreement with CCI "2014HR16M8PA001": "1,517,891,362.00", "1,516,033,073.00".