



ANNUAL REPORT 2021

ANIMUS ASSOCIATION FOUNDATION

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INTRODUCTION

The past 2021 has made our social, psychotherapeutic and counselling work even more challenging with increasingly severe cases of violence against women and children. Numerous media publications have become known in Bulgarian society, showing an escalation of violence and an increase in cruelty in domestic violence situations. One of the reasons for this was linked to crises in politics and hence in the state, as well as the perceived impunity of perpetrators of violence. At the same time, the pandemic of COVID-19 continued and the state of emergency imposed in the country led many people not only to isolation but also to an unstable mental state with high anxiety, fear for life, loss of loved ones, despair, etc.

This required our work to be organised on a flexible mode – both online and face-to-face. No programme had its work interrupted, although we had difficult situations when almost the entire teams of one of the programmes got sick.

We witnessed a huge increase in the cases of parental conflict and children getting involved on one parent's side. We believe this is a serious problem for the future mental health of these children.

Mental health and the development of emotional intelligence of pupils aged 6 to 16 continued to be a priority for our organisation.

We continued our work with teachers on our mental health promotion programmes - "Zippy's Friends", "Apple's Friends" and "Class of Friends" and "Key".

We are proud that we were also able to offer a new programme - "Passport" - which has a digital version, particularly useful for online education. Current issues for children - loss and change, what is fair, honest and right, how to deal with difficult feelings and emotions such as being alone, isolated or feeling misunderstood - are the focus of the "Passport" programme. 99 teachers from 76 schools across the country were trained to teach children how to deal with the challenges they face.

Here is some more statistics for 2021. Behind it are the stories and fates of those who sought our help because they trusted us.

In 2021, a total of 4863 used our programmes and services.

- Centre for Counseling, Psychotherapy, and Psychoanalysis and Child and Youth Advocacy Centre “Zona ZaKmila” – 1 659 clients
- St. Petka Crisis Centre for Survivors of Violence – 30 clients
- Social Services Centre for Children and Families
- Community Support Centre – 300 clients
- Mother and Baby Unit – 42 clients
- National Hotline for Survivors of Violence – 2289 clients
- Training and Research Centre – 536 trained specialists, 3 webinars, 4 research materials, and 1 conference

The figures clearly show increased social, psychotherapeutic, counselling and training activities.

A highlight of the past year was the adaptation of all our services to the new Social Services Act. We have actively worked with both the Child Protection Department and other colleagues to upgrade and refine the new procedures and documentation.

The joint work with the state institutions on the draft amendments to the Protection against Domestic Violence also continued in a working group. Unfortunately, the proposed amendments, which were entirely in favour of the victims, were postponed. We hope that the new government will show greater determination both to adopt the amendments and to implement the law.

We would like to thank all our colleagues, friends, partners, and supporters. To Sofia Municipality - for the timely care for our health and that of our users. Thank you to all who have helped us and continue to help us.

Special thanks to our volunteers and to our wonderful team, who are able to work well even in difficult and critical moments.



Nadejda Stoytcheva



Maria Tchomarova

ACTIVITIES IN 2021

DIRECT WORK WITH SURVIVORS OF VIOLENCE

1. **Social Services Centre for Children and Families – Community Support Centre**, (December 1, 2017 – November 30, 2022), A Sofia Municipality social service allocated for management following a competition as a state-delegated activity.
2. **Social Services Centre for Children and Families – Mother and Baby Unit**, (December 1, 2017 – November 30, 2022), A Sofia Municipality social service allocated for management following a competition as a state-delegated activity.
3. **“St. Petka” Crisis Centre for Victims of Domestic Violence** (March 1, 2018 – March 1, 2022), A Sofia Municipality social service allocated for management following a competition as a state-delegated activity.
4. **Child and Youth Advocacy Centre “Zona za Krila**, (January 1, 2021 - December 31, 2021), funded by UNICEF Bulgaria
5. **Support Centre for Victims of Domestic Violence**, (March 1, 2019 – February 28, 2022), funded by Medicor Foundation, Liechtenstein
6. **Maintenance of the National Hotline for Victims of Domestic Violence - 02 981 76 86; 0800 18 676**, Under contract for granting of gratuitous financial assistance with reg. № 93-00-100, 16/04/2020 concluded with the Ministry of Justice. Period of implementation of the contract: 16/04/2020 – 16/04/2021; 27/05/2021 – 27/05/2022
7. **Support and Accommodation for Refugee and Migrant Women and Children** (January 1, 2020 – September 1, 2020; October 1, 2020 – December 1, 2021), funded by UNICEF Bulgaria
8. **Zonta says “NO!”** (November 1, 2020 – March 31, 2021), funded by Zonta Club Sofia
9. **Safe Bubble** (June 1, 2021 – May 31, 2022) , funded by French embassy;
10. **Empowerment programme for women** (May 1, 2021 – April 30, 2022), funded by Dutch embassy;
11. **Help Me and Mommy Stay Together** (January 1, 2021 – August 31, 2021)q Workshop for Civic Initiatives Foundation, IRIS Programmes – Help Families Stay Together

PREVENTION OF DOMESTIC VIOLENCE. INCREASING THE AWARENESS OF THE PUBLIC ON THE ISSUES OF DOMESTIC VIOLENCE

12. **OAK Foundation Core Support to Animus Association Foundation** (September 1, 2019 – August 31, 2022), provided by OAK Foundation
13. **Pro-active against Violence against Women** (November 1, 2019 – November 1, 2022), with the financial support of Active Citizens Fund Bulgaria under the Financial Mechanism of the European Economic Area

14. **BODROZI – National Response to Domestic Violence against Children** (October 1, 2019 – September 30, 2021), funded by the “Rights, Equality, and Citizenship” Programme of the European Commission
15. **Effective judicial protection** (August 1, 2021 – July 31, 2022) - повишаване на осведомеността, funded by Dutch embassy;
16. **Protecting Human Rights** (July 9, 2021 – April 8, 2024), with the financial support of Active Citizens Fund Bulgaria

PREVENTION OF VIOLENCE AND PROMOTION OF MENTAL HEALTH

17. **Key to a Fear-free School** (May 1, 2016 – February 28, 2022), funded by OAK Foundation
18. **Being a Dad** (November 1, 2017 – February, 28, 2021), funded by OAK Foundation
19. **Research and Advocacy Campaign** (September 1, 2019 – March 31, 2021), funded by OAK Foundation
20. **WeToo - Protecting mental health: Empowering frontline workers and SGBV victims and survivors** (November 1, 2020 – October 30, 2022), funded by the “Rights, Equality, and Citizenship” Programme of the European Commission
21. **"Passport" for Social Skills and Emotional Intelligence** (January 2021 – January 2022), funded by America for Bulgaria Foundation

PREVENTION OF TRAFFICKING IN HUMAN BEINGS AND SUPPORT TO REFUGEES AND MIGRANTS

22. **TOLERANT - Transnational Network for Employment integRAtion of women vicTims of trafficking** (January 2, 2019 – Marhc 31, 2021), funded by the “Asylum, Migration, and Integration” Programme of the European Commission
23. **WIN – Trafficked Women Integration** (October 14, 2019 – October 14, 2021), funded by the “Asylum, Migration, and Integration” Programme of the European Commission
24. **ACTIVATE - enhAnCing the anti-Trafficking Identification, preVention And support mEchanisms** (October 1, 2020 – September 30, 2022), funded by the “Asylum, Migration, and Integration” Programme of the European Commission

TRAINING CENTRE

25. **Building Skills and Knowledge on Gender-based Violence for Key Professionals** (October 1, 2020 – December 31, 2021), funded by UNICEF Bulgaria
26. **Activities of Animus Association Foundation Training Centre** (January 1, 2021 – December 31, 2021)

DIRECT WORK WITH SURVIVORS OF VIOLENCE

Social Services Centre for Children and Families

Community Support Centre

December 1, 2017 – November 30, 2022



A Sofia Municipality social service allocated for management following a competition as a state-delegated activity.

In 2021, the Community Support Centre provided services to a total of 300 clients on 204 different cases. 121 of the clients were children, while 179 were adults.

In the past year, Animus Association Foundation (AAF) in its role of a service provider at the Social Services centre, conducted systemic activities aimed at upholding high professional standards in providing services by the team of experts at the Centre.

The work of the Community Support Centre was completely reorganised after the introduction of the pandemic situation. All anti-epidemic measures were observed. As a care to the team, 98 clinical team meetings were held, where more than 700 cases were discussed /some of the more severe cases were discussed more than once/. Weekly group supervision of the team and individual supervision were held when necessary. For 2021, 81 group supervisions were conducted.

In 2021, administrative and organizational team meetings were also held, with the purpose to share information among the team regarding important procedures and rules of work, inform them about existing services and achieved partnership relations with various organizations and services, as well as distribute tasks and activities among the team members related to the organization and activities of the Centre. 12 meetings were held during the year.

The efforts of the team continue to focus on developing the parenting skills and capacities of biological families. Behind all the numbers are tens of thousands of hours searching for solutions in the best interest of children. And although this work remains invisible to our community, we urge parents to seek out the outreach workers who know the reality best, based on their experience, practice and professionalism.

This year was also marked by the pandemic and the challenges related to the provision of social services, as well as the challenge of reformulating social services under the newly adopted Social Services Act and its implementing regulations.

We have worked on all the programmes outlined in the Centre, with good results in most cases.

This year the topic of parental conflicts and cases of parental conflicts were a challenge for the team. During the year, a thematic inspection by the State Agency for Child Protection was carried out on the topic. As professionals who are trained and have been working on the topic for many years we

provided our professional opinion. And that is that in order to have constructive thinking about the interests of children, it is important to have a well-trained team of professionals in each institution who, without being accusatory, solely through their professional understanding and role, bring the focus back to the parents on the needs and requirements of the children. It is also important that there is distinction and fairness to individual cases. The Child protection Act itself says that a distinction should be made between cases of parental conflict and cases of domestic violence. It is important that different professionals have a mechanism by which to interact in cases of parental conflict. There is a need to develop a methodology for dealing with cases of parental conflict, as well as a great deal of support for all those working in the system in the form of regular training and supervision, in order to prevent professional burnout syndrome in professionals.

Social Services Centre for Children and Families

Mother and Baby Unit

December 1, 2017 – November 30, 2022



A Sofia Municipality social service allocated for management following a competition as a state-delegated activity.

In 2021, 17 women (including 5 minors) and 25 children benefited from the service.

For the reporting period, the support of each pregnant woman or mother was aimed at increasing their social skills in order to improve their overall functioning; at developing attachment between mother and child and promoting their upbringing in a family environment; at developing autonomous care for the baby or children and strengthening their confidence in their role as a parent.

It is noteworthy that out of 17 mothers and pregnant women admitted to the social service during the year, 13 were admitted in a crisis situation, which required intensive crisis interventions.

A great deal of social work was carried out in the form of counselling, family mediation, liaison with institutions, etc.

As a result of this work, the placements of 12 mothers and 17 children were terminated. They have been successfully reintegrated into the community and are responsibly caring for their children.

5 children were registered in the integrated childcare system, were admitted and are attending childcare.

Social advocacy was provided for the needs of all clients and their children. In addition to the indicated support for the selection of a personal doctor; assistance and accompaniment for medical examinations of insured and uninsured persons; assistance and accompaniment for the issuance of personal documents and bank accounts, etc., it is necessary to note the results achieved by the successful legal cases for seven of the clients.

In the last year, the challenge of working with four refugee mothers and their eight children continued. These mothers were from countries with no treaty relations with Bulgaria, had no income and were entirely on the Unit's budget. Working with single refugee and/or migrant mothers cost the team a lot of effort. It requires a lot of professionalism, a lot of socio-pedagogical, psychological and legal activities. Communication is also a big challenge, due to language barriers, especially regarding childcare arrangements; helping them socialise in the Bulgarian society and to join the labour market. For this purpose, three of the mothers were included in Bulgarian language training to facilitate their communication, adaptation and further successful realization.

The positive effect of regular group supervision sessions, in which space is given for debriefing, feedback and evaluation of each social worker, is reported. During the reporting period, it was observed that team care slowed down symptoms of professional burnout and team turnover.

St.Petka” Crisis Centre for Victims of Domestic Violence

December 1, 2017 – November 30, 2022



A Sofia Municipality social service allocated for management following a competition as a state-delegated activity.

The St. Petka Crisis Center is the only place on the territory of the Sofia Municipality that offers accommodation for women victims of domestic violence and their children. The service is used by victims of domestic violence not only from Sofia and the Sofia region, but also from all over the country. The 24 hour operation time of the crisis center allows for immediate support to be given at all times, which in some cases can be life-saving.

One trend that has persisted over the past year is the **increase in the number of socially complicated cases**. Many of the women who turned to the Crisis Center for help do not have a support system or the needed skills to use a social support network.

Our experience in working with victims of domestic violence shows that in the current situation, the Crisis Center is mostly approached by women in extremely difficult emotional and socio-economic situations.

On the other hand, the situation with COVID-19 has undoubtedly also affected women, from increasing domestic violence and domestic responsibilities and work to the loss of employment. During the pandemic, women bear most of the responsibility for household chores. The closing of schools further aggravates the situation and increases stress levels. In the crisis situation, stress, isolation, alcohol and / or drug use, unemployment and financial difficulties are added, which are additional risk factors for domestic violence against children and women.

It is especially difficult for mothers with children under the age of 12, who do not have a close support system and do not have their own home. Given the unpredictable epidemiological situation and the anti-epidemiological measures that are being taken, they cannot leave their children alone at home, which prevents them from keeping or starting employment and keeping or gaining financial independence through which to separate from an abuser and find housing for rent.

Another challenge in our work is the issue of elderly people being abused, a topic that people continue to ignore and still tend to belittle and keep quiet. There is a growing tendency for victims to be helpless and dependent because the abusers are their own children or grandchildren. It is very difficult to overcome the parent-child relationship and harassment is often systematic because the parent justifies his child's actions and cruelty in every possible way.

Particularly important in the described situation was the quick, timely and professional intervention, as well as the psychological work to deal with the crisis. Of great importance for the successful outcome and complete resolution of cases, both for women and for children and their mothers who have suffered violence at such a time, was for someone to take care of the victims, listen to them, believe them, alleviate their suffering and to suggest specific steps for resolving the situation.

The organization of the work in the center helped the women who turned to the center and their children affected by violence, in an effective way to get out of the crisis and reach recovery and reintegration. To a large extent, the focus of the work was on coping and recovery, through the provision of psychological assistance, psychosocial work, legal support and taking protective measures under the Domestic Violence Protection Act.

The provision of this type of service in combination with the multidisciplinary approach to the problem was of great importance for ensuring the legal protection of clients and the realization of their human rights.

Child and Youth Advocacy Centre Zona ZaKрила



January 1, 2021 – December 31, 2021

Cofounded by UNICEF Bulgaria



The project is being developed with the support of UNICEF on the territory of Sofia Municipality.

Zona ZaKрила provides social services to children who have suffered violence and their families, introducing a specialized integrated approach and services that combine good legal, medical, psychological and social practices with child-friendly procedures and environments.

The integrated approach to high-risk children implies:

- Child friendly justice.
- Protection.
- Recovery.

The center provides ongoing support and advocacy for children, who have suffered violence and their families throughout the case work process - from the moment of receiving the report of violence and the start of the investigation to the completion of the recovery process.

Zona ZaKрила works with children affected by all forms of violence and their families, covering children who have been victims of past violence and cases of current and/or ongoing violence.

Main goal - security, impartiality, approaches and practices in which the best interests of the child are in the focus of each undertaking.

Areas of work - protection, access to justice and mental health.

The programs are aimed at providing:

- Crisis intervention.
- Advocacy support.
- Assistance in providing medical consultations.
- Psychological counseling and therapy.
- Legal advice and accompaniment.
- Preparation of the child in when appearing as a witness in court and conducting an interrogation/ hearing in a specialized room for a child friendly hearings - "Blue Room".
- Prevention.

The benefits for children

- Children and families optimally benefit from good coordination.
- No institution can see for itself the whole picture of the life of the child that suffered violence.
- An integrated approach based on cooperation in assisting that allows the avoids of excessive interference.
- The child is brought to a place where all specialists work together in a team, each in his own field and role in the best interests of the child.

A major challenge for the work of the team of specialists in the past 2021 was the increased number of socially complicated cases of sexual violence, in particular incest, as well as cases of violence to a life-threatening degree. One of the main tasks of the team last year was to maintain the accessibility and participation of other services in the work on cases, in order to ensure the possibility of choice and continuity of care for victims.

Achieved results

Over the past year we have seen a steady trend of increasing the number of new cases in the Child Advocacy and Support Center "Zona ZaKmila", which is related to the effective use of the capacity of the service and its promotion.

The expertise and professionalization of the team are a guarantee for the quality of work.

- In 2021, the Zona ZaKmila team is working on 183 cases.
- 79 children and 104 parents were covered in psychological counseling and therapy.
- Legal aid was provided to 91 children and parents.
- The team of Zona ZaKmila - Sofia conducted a sparing hearing and provided access to sparing legal procedures for 3 children.
- For 2021, the Zona ZaKmila team participated in 57 working meetings with institutions in connection with case work.
- For the past year we took part in 16 meetings under the Coordination Mechanism for Violence, in accordance to Article 36D of the Child Protection Act
- During the past year, 2 upgrading trainings were conducted for the team of Zona ZaKmila

Feedback from our clients indicates the efficient use of the service capacity.

The main criteria for quality are satisfaction and the real change in the life situation of the clients, for the better, which has happened thanks to the support provided by the service and the efforts they have made.

The main internal organizational challenge for the work of the team of ZZK was its functioning in the conditions of COVID - 19 and the high number of sick colleagues. Despite the reduced human resources, the team was able to successfully reorganize the provision of social services so as to ensure the operation of the Child Center at full capacity, without affecting the development of the cases. This was facilitated by the flexible organization of

work activities, in a way that guarantees each user's access to quality social services according to their individual needs.

Support Centre for Victims of Domestic Violence



March 1, 2019 – February 28, 2022

Extended until 30 June 2022

Funded by Medicor Foundation, Liechtenstein

The project “Support Centre for Victims of Domestic Violence” is supported by Medicor Foundation, Liechtenstein. Medicor Foundation is a long-term partner to the organization in providing psycho-social support to victims of domestic violence. This is a follow-up action of the previous project funded by Medicor and its implementation period is March 1, 2019 – February 28, 2022. Due to the high number of complex cases the project was extended until 30 June 2022.

The overall project goal is to provide possibilities for children, adolescents and women victims of domestic violence in Bulgaria to recover from the consequences of the experienced violence and to acquire skills for an independent life, free of violence. The target groups of the project are women, adolescents, and children victims of domestic violence, couples in a situation of domestic violence and/or separation, relatives and members of the extended families of survivors of domestic violence, the staff of AAF providing direct support to victims, and the professional community.

In 2021, 211 victims of domestic violence benefitted from the programs of the Support center. 128 women and children were counseled, whereas 35 clients were accommodated in the Crisis Centre. 55 women were part of the empowerment program and 25 families or relatives of survivors participated in the family consultations programme. 36 clients received pedagogical support in 2021, and 102 clients received individual advocacy concerning their rights, access to social services etc.

In 2021, COVID-19 did not stop the Support Centre from supporting victims of violence. As a result of the continued state of emergency, the Centre kept providing online counseling to the victims in order to keep its clients and staff healthy. Working directly with victims continued to use different means – mainly online via Skype, Viber or phone.

Maintenance of the National Hotline for Victims of Domestic Violence
02/ 981 76 86; 0800 18 676



Under contract for granting of gratuitous financial assistance with reg. № 93-00-100,
16/04/2020 concluded with the Ministry of Justice

Period of implementation of the contract: 16/04/2020 – 16/04/2021

VIVACOM

Under contract for granting of gratuitous financial assistance with reg. № 93-00-150,
27/05/2021 concluded with the Ministry of Justice

Period of implementation of the contract: 27/05/2021 – 27/05/2022

The service "**Maintenance of the national hotline for domestic violence victims – 02 981 76 86; 0800 18 676**" has the following aims:

- to maintain twenty-four-hour service of the National hotline, including weekends and official holidays;
- to consult and support victims of violence;
- to provide a weekly specialized juridical duty on the hotline;
- to refer to social services throughout the country, which can assist the victims.

The project is aimed at the following target groups:

- women, men, and children **victims of domestic violence**, as well as their close ones throughout the country;
- consultants from the National hotline for domestic violence victims.

The main activities in the project were:

- twenty-four hour functioning of the National hotline for domestic violence victims 02/ 981 76 86 / 0800 18 676;
- e-mail consulting;
- implementing a virtual chatbot service that provides consultations on the most common topics the hotline encounters.

Results, achieved in the period 01/01/2021 – 31/12/2021:

- **2289** telephone consultations of violence survivors;
- **146** telephone consultations with a lawyer, concerning the rights of victims in accordance to the Law on domestic violence protection;
- **113** e-mail consultations of violence survivors;

- **Two recruitment campaigns** for new consultants on the National hotline for domestic violence victims, followed by **intensive 5-day training sessions** that took place from March 15 to March 19 2021 and from September 27 to October 1 2021, introducing the new recruits to the work on the National hotline for domestic violence victims;
- **Regular group supervisions and team meetings** on organizational topics, **an annual seminar** for the estimation of the consultants' work and outlining the activities for the next year, as well as **two seminars** on the subjects of "**Children, witnesses of domestic violence**" and "**Consulting violence survivors in old and advanced age**";
- **Updating** of the "Map of the services for domestic violence victims".

A year after the countrywide implementation of strict anti-epidemic measures against the spread of COVID-19, the National hotline for domestic violence victims saw a slight decline in the number of calls: between 200 and 250 in the months of January, June, November, and December, while the rest of the months averaged between 150 and 200 calls. Though not with the same intensity as during the lockdown periods of 2020, in 2021 there were still e-mail consultations provided (113), as in many cases the only opportunity available to the survivors of abuse was to seek help by e-mail. During the period 01/01/2021 - 31/12/2021, 2 reports concerning victims of violence were sent to the "Social Assistance" Agency, a "Social Assistance" Directorate and/or the Agency for the Quality of Social Services. Also in 2021, with support from the Embassy of France in Bulgaria, began the development of the "Animus chatbot" service – a virtual chatbot that has been trained to answer the most frequently asked questions about violence and violent encounters.

Compared to 2022, when the hotline had registered 2403 total calls, 2021 saw a slight decrease both in the total calls count (2289), and in calls about domestic violence: from 1632 in 2020 to 1587 in 2021. However, percentage-wise, there has been a slight increase in the number of domestic violence consultations: from 67,9% of all calls in 2020 to 69,3% of all calls in 2021.

Despite the hiatus between the terms of the two contracts with the Ministry of Justice, the hotline never ceased its services, only decreasing its work time from a 24-hour period to a 12-hour period for six weeks in the months of April and May 2021. The continued support of the service in the aforementioned circumstances is owed both to the assistance of the hotline's partners and to the commitment of the team of volunteer consultants, who showed their readiness to help victims of violence.

On October 1 2021, the hotline celebrated 24 years since its inception. So far its consultants have held over 43 000 conversations with victims seeking help and support.

Support and Accommodation for Refugee and Migrant Women and Children



October 1, 2020 – December 1, 2021

funded by UNICEF Bulgaria

I. Direct support in the form of accommodation for refugee and migrant women and their children at St. Petka Crisis Centre and Mother and Baby Unit

II. Working on difficult cases of refugee mothers and their children can sometimes be challenging for the team. Therefore, the project involves assisting the Crisis Centre and the Mother and Baby Unit professionals to work on difficult cases in the most effective way. Methodological support, debriefing workshops and supervision are provided as a way of ensuring that the team can work effectively and support clients coming into services

The project is also responding to the global situation of the COVID-19 pandemic, which directly affects both services. Ensuring that both clients and team members are healthy is one of the most important elements of scaling up support. Cleaning of spaces and items is provided.

Project implementation:

Mediation, advocacy services, job placement, employment, inclusion in social and cultural life are provided, according to the scheduled activities.

The accommodated refugee/migrant women and their children from Afghanistan, Iraq, Ghana, Albania and Morocco were supported. Educational support has been provided to mothers and their children, as well as to women victims of violence and their children according to the scheduled activities. Games supporting the development of the children and their mothers have been implemented. Educational programmes have been implemented with translation into their native language twice a week.

Methodological support, workshops, supervision, debriefing have been conducted for the team. Safety, sanitation and disinfection were provided in relation to the pandemic. During pandemic, no client suffered from a COVID-19 infection. Brochures and posters for the Social Services Crisis Centre and Mother and Baby Unit were produced, printed and distributed. They were translated into Arabic and Farsi.



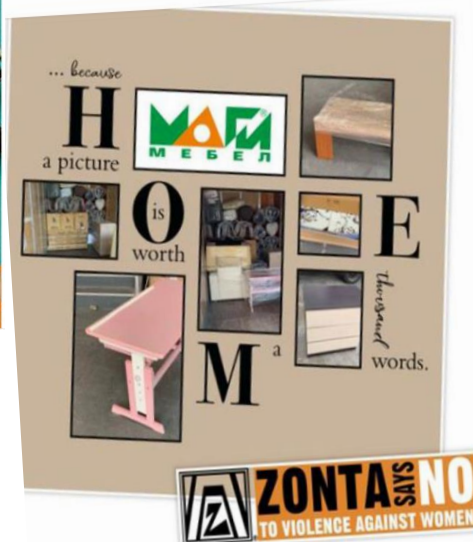
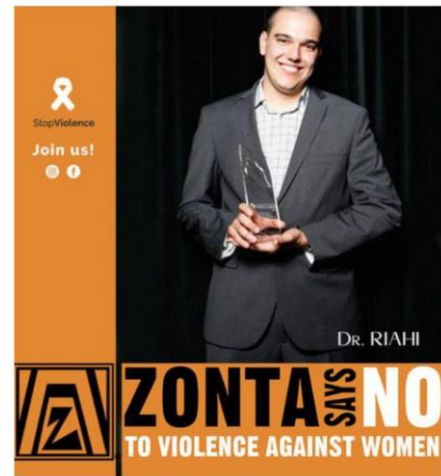
Zonta Says “No!” to Violence against Women

November 1, 2020 – March 31, 2021

Funded by Zonta Club Sofia

The “Zonta Says “No!” to Violence against Women” includes six mini projects aimed at supporting the work of AAF emergency services which concluded successfully in 2021.

1. “A Shining and Healthy Smile” and “White teeth” projects – ensuring dental care and treatment to women and children using the services of AAF. The project was implemented by Dr. Sofien Riahi and Dr. Dimitar Angelov;
2. “Zonta Baby” project – delivery of diapers, dry milk, purees, etc. for the babies and children accommodated in the Mother and Baby Unit;
3. “Zonta New Home” project – delivery of new furniture for the St. Petka Crisis Centre and the Social Services Centre;
4. “A Smile instead of a Tear” – a drawing competition for the children accommodated in the services managed by AAF;
5. Donations of clothes, shoes, and accessories for women and children accommodated in the Mother and Baby Unit and the St. Petka Crisis Centre.



Safe Bubble for Women in Trouble

June 1, 2021 – May 31, 2022

funded by French embassy

This project succeeded in its objectives to ensure better access to support for victims of domestic and gender-based violence as well as to expand and build the capacity of the National Hotline by introducing a new service for victims of domestic and gender-based violence.

Despite the shorter timeframe of 8 months instead of the planned 12 and after the Ministry of Justice held off announcing a competition for funding of the National Hotline for Survivors of Violence, all of the specific goals and activities of the project were met.

Chat service development and implementation

For the development of this service, four possible options were considered, with work meetings being conducted with their respective representatives. Their offers were discussed in two team meetings, and after weighing the pros and cons of each one, we selected the offer made by UMNI.BG. The main concern voiced by our team of volunteers was the possibility of many cases, wherein the online chat consultation would be interrupted by an incoming phone call that could last up to an hour. This is why, as a first step, a decision was made to combine a chatbot service with the already existing Correspondence Program.

In 2021, the Correspondence Program conducted 113 consultations with 46 people.

At launch, the chatbot featured responses to the following 29 topics:

1. What is domestic violence?
2. He promised not to touch me again. Will it change?
3. What can I do to stop it?
4. What is better for children where there is violence between the parents?
5. Will I manage on my own after the separation?
6. To whom can I turn for help and protection?
7. What help and protection can I get?
8. How to get a restraining order?
9. How can I get a medical certificate?
10. How to prove violence occurred in front of institutions?
11. Can I be temporarily accommodated somewhere?
12. What is a crisis center?
13. Where can I find a crisis center?

14. How to protect my child, when they are a victim of violence?
15. How to protect my child, when they are a witness to violence?
16. Will my children be taken away if I seek help?
17. Will my partner take custody of our children?
18. What to do if my partner is threatening to take custody of our children?
19. I don't wish to traumatize the children and have them grow up with a single parent, what should I do?
20. What should I do if he starts hitting me?
21. What should I do if I feel threatened?
22. Where can I go to protect myself?
23. I was sexually abused, where can I seek help?
24. How can I prove that I am a victim of sexual abuse?
25. What is human trafficking?
26. How to recognize danger signs when travelling abroad?
27. Where can I seek help if I suspect trafficking in human beings?
28. I am trapped. Where can I seek help?
29. Labor exploitation – what to watch out for?

To sum up the result of the project:

We developed a web-based chatbot service, linked to a correspondence programme operated by the consultants of the National Hotline for Survivors of Violence as an alternative for the victims to look for help. This is an innovative service for problems of domestic violence. Such a chatbot allows victims to seek and receive help confidentially by the consultants even when people are confounded to the same place with their abuser or in case they are not able to leave their houses. The chat provides information, and, if necessary, referral to the correspondent programme - similar to the functions of the Hotline. People who received support and information increased by 8% which shows improved access for victims of domestic violence to support service during the post Covid-19 pandemic.

Empowerment programme for women

May 1, 2021 – April 30, 2022

funded by Dutch embassy

In 2021, the draft of the interactive game technique for empowerment was developed. Its name is “Teacher for a Day”. AAF social workers started providing individual empowerment sessions to a total of 8 women both in the “St Petka” Crisis Centre and the “Mother and Baby” Unit. These sessions supported the drafting of the relevant topics for group work with the accommodated women according to their personal needs.

„Help Me and Mommy Stay Together“

January 1, 2021 – August 31, 2021,

Funded by Workshop for Civic Initiatives Foundation, IRIS Programmes – Help Families Stay Together

Project objective

To not allow a single child to be removed from his or her family because of the pandemic situation. To keep 15 families together. To provide material and emotional comfort, and intellectual development to children in their biological family environment.

Project activities

1. Provision of humanitarian aid: milk, diapers, supplies; payment of childcare fees; initial rent for accommodation; payment of essential equipment for accommodation when leaving the Unit;
2. Healthcare for mothers and their children – examinations, medications, health insurance, if needed;
3. Prevention of Covid-19 – face masks, gloves, disinfection materials;
4. Social assistance by a social worker and medical professional for mobile work;
5. Project coordination – monitoring, reporting, promotion.

Results

1. No mothers or children contracted COVID-19.
2. We kept 15 families together and no child accommodated in the Unit was taken from their family home.
3. We can report that the parents in the 15 families supported by project increased their parental capacity.
4. Mothers were empowered to handle the care for their children via psycho-social work and socio-pedagogical support, as well as mobile work and social assistance.

Six of the families were reintegrated and socialized in the community after leaving the Unit. Two of the clients found a job, while another two are negotiating with employers. The remaining two are handling life outside the Unit successfully with the support of their parents, social assistances directorates and the community

**PREVENTION OF DOMESTIC VIOLENCE. INCREASING THE AWARENESS OF THE PUBLIC ON
THE ISSUES OF DOMESTIC VIOLENCE**

Core Support to Protect the Rights of Women and Children who Have Experienced Violence in Bulgaria



1 September 2019 – 31 August 2022

Funded by OAK Foundation

OAK Foundation provides a core support to Animus Association Foundation in its activities to tackle violence against women for the period 2019-2022. The Core grant is aimed at a comprehensive and sustainable development of support services for woman victims of domestic violence in Bulgaria. It is also directed towards our efforts to influence legislative changes aimed at introducing mechanisms that can effectively guarantee the rights and protection of victims of violence. This is the first such grant that AAF has received and it is extremely important for the organization's activities in this incredible relevant to the Bulgarian society topic of violence against women.

In 2021, the team organized a number of trainings and seminars as well as awareness-raising and advocacy activities aimed at transforming harmful practices and understandings around gender and gender-based violence.

In addition, AAF representatives took part in a number of working groups and prepared statements on relevant legislative initiatives with the goal of ensuring more effective support mechanisms for victims of violence via legislative changes. The Social Services Act entered into force on 1 July 2020 and immediately after that the working group started preparing the by-laws to the Act. By the end of 2021, the work was not finalized. AAF representatives took part in all meetings and provided statements and opinions on all discussed matters.

AAF representatives also participated in the preparation of the changes to the Protection against Domestic Violence Act in 2020. The draft was put up for a public debate at the beginning of 2021. AAF provided statements in support of the draft and took part in an event organized by the Ombudsman of Bulgaria within the public debate. By the end of 2021, the draft was not yet introduced for voting.

Pro-active against Violence against Women

1 November 2019 – 1 November 2022

Funded by Active Citizens Fund under the Financial Mechanism of the European Economic Area



The main objective of the project is to educate and activate the civil society to stand up to violence against women. The project is implemented in partnership with "Safety and Security" Foundation and takes place in four regions of the country - Sofia, Silistra, Sliven, Smolyan.

Activities implemented in 2021

Research, monitoring and analysis

In 2021, three online workshops were held in order to discuss the 2020 data on domestic violence cases. Among the participants were 41 representatives from courts, police, prosecutor's offices, social assistance directorates, municipalities, NGOs from with three of the project regions - Sofia city, Silistra and Sliven. The collected information was summarized in an analytical report [“Attitudes of Police Officers and Problematic Areas in the Work on Cases of Domestic Violence”](#).

Regarding the research on the attitudes of police officers, the data from the focus groups and the survey were summarised in a report [“A Questionnaire on the Research of Attitudes of Police Officers towards Domestic Violence and the Need for Further Training”](#).

Awareness-raising Campaign

On 25 November, the team began the project’s awareness-raising campaign called [“Love Does not Hurt! Speak Up! Help!”](#)

In order to promote the campaign, we prepared a number of prevention materials – bags, mirrors, cosmetic bags, posers, cards, as well as a [Pocket Guide against Domestic Violence](#).

In 2021, 50 women victims of violence took part in the empowerment programme.

The training programme for ambassadors against domestic violence trained six women victims of violence who participated in a number of [media appearances](#).

Advocacy Campaign

Four trainings were held with 61 police officers from the project districts - Sofia-city, Silistra, Smolyan and Sliven on the topic of domestic violence.

Thus, it can be concluded that it is necessary to periodically conduct trainings with police officers on the topic of domestic violence, which should emphasize the need for psychological work with the victims of violence. The overall protection of victims depends on effective support from the police and the availability of social services in the area.

In 2021, the team also prepared [four statements](#) in relation to the amendments to the Protection against Domestic Violence Act and the by-laws of the Social Services Act.

As a result of the advocacy activities in front of the National Bureau for Legal Aid, a [Regional Counselling Centre](#) to the Sofia Bar Association was established.

As part of the activities of the Resource Centre, the team conducted 25 consultations on the topic of domestic violence requested by stakeholders.



“BODROZI” – National Response to Domestic Violence against Children”

1 October 2019 – 30 September 2021

Funded by the “Rights, Equality and Citizenship” Programme of the European Commission

BODROZI



ИСПИ

In 2020, we continued our work on the “BODROZI” – National Response to Domestic Violence” project, co-funded by the REC Programme of the European Commission. Animus Association Foundation is a partner to “Social Activities and Practices Institute” Association in this project where the general goal is to improve the response of child protection services in cases of domestic violence involving children as victims or witnesses. The specific objectives of the action include taking into consideration and using the children’s point of view in all stages of protection and support, improving the cooperation between key stakeholders on each case, and improving the capacity of experts to recognize, communicate and address domestic violence.

In 2021, the following activities took place:

1. 39 trainings in the whole country with a total of 1 048 participants from all relevant institution and actors involved in child protection activities as per the Child Protection Act. AAF conducted 19 trainings with 495 participants in Veliko Tarnovo, Gabrovo, Rousse, Silistra, Smolyan, Plovdiv, Bourgas, Stara Zagora, Yambol, Sliven, Haskovo, Kardzhali, and Sofia region.
2. A training on working with the trauma from the experienced violence aimed at experts from innovative services for integrated service provision to children victims of violence – Child and Youth Advocacy centre “Zona ZaKmila” in Sofia, Shumen and Montana.
3. A manual “Guidelines on Implementing Child and Youth Participation in Procedures for Interrogation and Hearing” which unites the experience of the previously conducted four meetings with children from the AAF team.
4. A conference on the topic of “The Voice of Children behind Closed Doors” where 120 representatives of the whole country and international experts took part. The conference presented the feedback from the trainings, the opinion of the participants and the reflections of the trainers. At the end of the project, an external evaluation showed that the trainings were highly efficient for acquiring and implementing the new knowledge they provided to the participants.

Effective judicial protection for Victims of Domestic Violence in Bulgaria

August 1, 2021 – July 31, 2022

funded by Dutch Embassy

In 2021, AAF started implementing the “**Effective Judicial Protection for Victims of Domestic Violence in Bulgaria**” project, funded by the Dutch Embassy to Bulgaria.

The main objective of the project is to support more effective protection of victims of domestic violence by supporting the work of the courts, police and prosecution in cases of domestic violence. The project targets the city of Sofia, as an extremely large area of the country with many cases of domestic violence, but also the districts of Lovech, Vratsa, Dobrich, Yambol and Gabrovo, where there is no well-developed inter-institutional support for victims of domestic violence. The main activity is the organisation and delivery of trainings in the abovementioned districts.

In the framework of the project in 2021 a research and elaboration of a report with an analysis of the case law for the judicial districts that are the focus of the project was launched. This case law analysis will be used during the training sessions.

In 2022, the project will continue with training sessions to be delivered by teams of lawyers and psychologists.

Protecting Human Rights

July 9, 2021 – April 8, 2024

funded by Active citizen fund

The project is implemented in partnership with "IGA Crime Prevention Fund" Foundation – Pazardzhik and "Bulgarian Lawyers for Human Rights" Foundation - Sofia. "GA" Foundation, Plovdiv, is the main applicant for the project.



The main objective of the project "Protecting Human Rights" is to improve the implementation of international human rights standards, to conduct awareness-raising campaigns on human rights, including by involving young people, and to provide legal assistance and advice to victims of discrimination and human rights violations.

Project activities:

A study on human rights violations

Research on the topic of domestic violence, sexual violence and human trafficking in Bulgaria and whether the victims are protected - types, forms, legal framework, implementation of the law, practice, whether there is sufficient analysis of the movement of money in these cases, penalties, awarded compensation, denied compensation, collection of compensation, legal gaps, criticism, recommendations.

Legal programme for the protection of human rights

The activity provides for the establishment of a Legal Programme for the Protection of Human Rights in the field of gender-based violence - domestic violence, sexual violence, human trafficking. It is envisaged that national cases will be led by the Gender Alternatives Foundation, the Animus Association Foundation, the IGA Crime Prevention Fund and the Bulgarian Lawyers for Human Rights Foundation. It is also envisaged that international cases before the European Court of Human Rights (ECtHR) and the UN Committee on the Elimination of All Forms of Discrimination against Women (CEDAW) and international interventions before the ECtHR will be led by all organisations. The aim of the activity is to improve the

implementation of international human rights standards in the area of protection from gender-based violence.

Trainings on human rights protection

The activity provides for training for the preparation of the establishment of specialized support programs for victims of domestic violence and gender-based violence, with a focus on women and girls of Roma origin in Sofia and Pazardzhik, as well as trainings on "Protecting the rights of women and young girls from gender-based crimes - domestic violence, sexual violence, trafficking in human beings - trainings for the staff of the crisis centers of the partner organizations, representatives of courts, police, prosecutors, social services, NGOs, teachers, doctors and media. The activity aims to raise awareness on human rights in the field of gender-based violence.

A specialized programme for support of victims of domestic and gender-based violence with a focus on Roma women and girls. The activity provides for the establishment of a specialized support programme for victims of domestic and gender-based violence with a focus on women and girls of Roma origin in Plovdiv, Sofia and Pazardzhik.

Discussions with students

Prevention activities for the youth

Monitoring and evaluation

<http://www.pravata.org/>

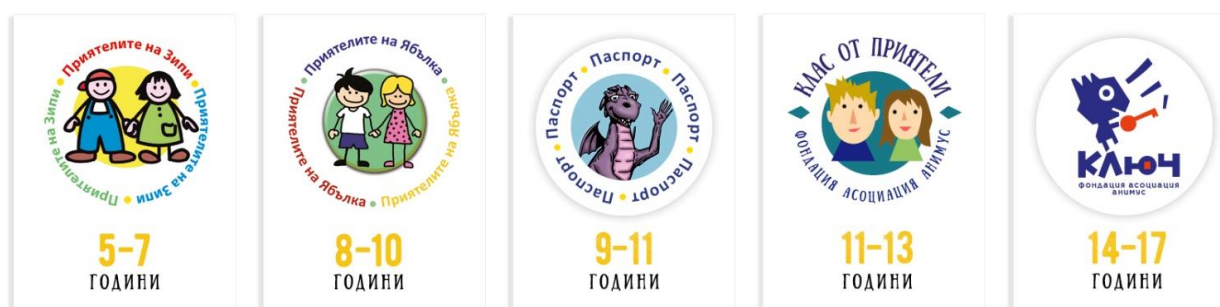
PREVENTION OF VIOLENCE AND PROMOTION OF MENTAL HEALTH

Key to a Fear-free School



1 May 2016 – 28 February 2022

Funded by OAK Foundation



The "Key to a Fear-Free School" initiative has upgraded and is now "Skills for Life". As of this year, the initiative also includes the Passport program for promotion of mental health and development of emotional intelligence.

Based on data from our partners and our research and feedback from project participants, the activities and programs have had a significant impact in bringing social skills and mental health prevention to more than 3,650 children ages 7 to 17, directly benefiting an equal number of families. In the long term, these children have improved opportunities to develop themselves and communicate with each other in healthy ways, to grow as active citizens, to deal with injustices by coming together, seeking and giving help, and communicating in a mature, respectful and non-violent manner. In the course of their lives, they confirm what they have learned by persistently seeking and giving empathy, have a conscious acceptance of the losses that accompany life, and will generally be more resilient to stress and environmental challenges. **The impact of the project is multiplied** - the benefits are for each individual child, the environment and the whole school.

The investment in teachers is sustained by building on their psychological skills to work with all subsequent classes of the trained teachers.

In the classrooms where the project programs have been conducted, the relationship between children and teachers has been improved, which improves relationships, reduces stress for both teachers and children, ensures a calm learning process and increased academic performance.

The program builds skills children can use outside the classroom.

Teachers report that timely referral of children to specialized help - school psychologist, resource teacher, other specialist - is made when necessary.

In the feedback, teachers added that the programs have enabled children to find their place among others in hierarchical or horizontal relationships, being able to switch roles of strong-weak, leader, power-holder-subordinate, being able to compete, win, lose and relate to basic values and ethics rather than imposing themselves through aggression and violence.

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„Being a Dad”

1 November 2017 – 1 November 2020, extended until 28 February 2021



Funded by OAK Foundation

Being a Dad national campaign runs for a second time and is implemented by a consortium of eight organizations: Social Activities and Practices Institute, Bulgarian Gender Research Foundation, Parents Association, DOIT Foundation, PIK Foundation, Tulip Foundation, Animus Association Foundation, and National Network for Children. The campaign is supported by OAK Foundation.



“Being a Dad” aims at focusing the public attention to the importance of the father figure for the child’s development. The base of the campaign is the positive inclusion of men into the children’s lives which has a positive influence on gender equality and prevention of child abuse. <http://mencare.bg>

The project concluded successfully in 2021 with the organisation of a final conference called “Who is Daddy?”



Adolescents' Perception of Healthy Relationships

Research and Advocacy Project



March 2017 – March 2020, March 2020 – March 2021

Co-funded by OAK Foundation



“Adolescents' Perception of Healthy Relationships”, and its follow-up - the Research and Advocacy Campaign, funded by OAK Foundation, was implemented in three phases. The first and second phases took place between March 2017 and March 2020, where AAF organized a quantitative (Phase 1) and a qualitative (Phase 2) research. Phase 3, namely the Research and Advocacy Campaign took place between March 2020 and March 2021.

The project was implemented in partnership with International Institute of Social Studies (part of Erasmus University, Rotterdam), International Child Development Institute (The Netherlands), Nascent Research and Development Organization (Uganda)

A group of 40 young peer researchers (YPRs) – girls and boys aged 15-18 from Sofia and Aitos, developed the tools for the research part of the project and realized the research on the adolescents' perception of healthy relationships.

The young peer researchers were empowered on youth participation, trained and supervised by two researchers from The Training and Research Unit of Animus Association Foundation.

As a result of the advocacy campaign in Sofia and Aytos the following activities were organized and implemented:

- Small follow-up research project, exploring young people’s intimate relationships during the pandemic of COVID-19;
- Presentation of the findings during a workshop with peers;
- 7 videos as a result of the advocacy campaign;
- Several articles were published in a blog developed by the young people in order to popularize the activities during the campaign: <https://glasnamladite.wixsite.com/thevoiceoftheyouth>
- 2 workshops related to intimate relationships and violence prevention were facilitated by the young advocates;

- A social café was organized and facilitated in order to create a space for the young people and their teachers in order to find new ways to promote meaningful youth participation within the school setting.

The project ended successfully in March 2021 with a video clip on the major results - <https://www.youtube.com/watch?v=CnwJ-Qh1RaE>

WeToo - Protecting mental health: Empowering frontline workers and SGBV victims and survivors



1 November 2021 – 31 October 2023



Co-funded by the Rights, Equality and Citizenship (REC) Programme of the European Commission

#wetoocare

WeToo is a burnout prevention and treatment program for frontline workers with sexual and gender-based violence cases. Support is also provided for survivors of sexual and gender-based violence in their recovery. The countries included are Greece, Italy, Serbia, Germany and Bulgaria. The project is co-funded through the Rights, Equality and Citizenship (REC) programme of the European Commission. Partners are OXFAM ITALIA INTERCULTURA, ALICE Società Cooperativa Sociale Onlus, Animus Association Foundation, NGO ATINA - Citizens Association For Combat Against Trafficking In Human Beings And All Forms Of Gender-Based Violence, KENTRO MERIMNAS OIKOGENEIAS KAI PAIDIOU, INTEGRA FILDER E.V.

To date, a needs survey has been conducted and the data has been summarised in an international report including a comparative analysis of the legal framework on gender-based violence and mental health care at national and European level.

A methodology has been developed which will be used in the mental health prevention programme. Two screening methodologies for Burnout Syndrome and one for PTSD have been translated and adapted.



"Паспорт" за социални умения и емоционална интелигентност

(January 2021 – January 2022)

funded by America for Bulgaria Foundation



9-11 ГОДИНИ



<https://bezstrah.org/pasport/>

The main goal of the project is to provide schools with a comprehensive program that can be implemented online to promote students' mental health, emotional intelligence, and abilities to develop and use a variety of coping strategies to support academic achievement.

“Passport” is aimed at children aged 9 to 11.

Once again, teachers hold classes with the children, and the children develop their own positive coping strategies through engaging activities: reading comics, discussion, games, watching movies. These activities create a pleasant atmosphere where difficult topics can be discussed. A coloured game board is used to find as many solutions as possible. There are also home activities to reinforce learning at home with the family. The children are encouraged to think of different ways of tackling different problems, then collectively assess the strategy. A good strategy is one that helps you feel better and does not hurt you or anyone else.

„Passport” supports children’s emotional development as well as building skills for tackling difficulties thanks to which children can more easily overcome challenges and problems in life.

The programme consists of 18 sessions. In each session, the children will read an episode from a comic book illustrating the themes of the programme, then participate in activities designed to help them discover and experiment with different ways of coping. Although the stories in the comic book are fictional, the in-class activities involve everyday situations that children might find themselves in. The sessions are divided into five modules:

- Module 1 – Emotions
- Module 2 – Relationships and support
- Module 3 – Difficult situations
- Module 4 – Honesty, fairness, and what is right
- Module 5 – Change and loss

“Passport” is licensed by Partnership for Children and is offered around the world. In Bulgaria, the programme is offered only by Animus Association Foundation.

To implement the program, 6 two-day online training sessions were held with 94 teachers from across the country. Methodological meetings were held with the trained teachers to discuss the implementation of the programme in a classroom setting.

In 2021, we organized three webinars on the topic of “Life-long Skills – the mental health of my child”



**PREVENTION OF TRAFFICKING IN HUMAN BEINGS AND SUPPORT TO REFUGEES AND
MIGRANTS**

TOLERANT -Transnational Network for Employment integrAtion of women vicTims of trafficking



1 January 2019 – 30 April 2021

Funded by the Asylum, Migration and Integration Fund of European Commission

The main applicant for the project is the Greek organization KMOP. The project is implemented in partnership with LEFO (Austria), CESIE (Italy), Differenza Donna Associazione (Italy) and AIDROM (Romania).

The general objective of the project is to enhance the integration of third country national women victims of trafficking for the purpose of sexual exploitation in the labour market in in the countries of implementation, and the EU in general, through employment support.

More specifically, the project aims at:

- Enhanced transnational cooperation and exchange on the integration of women VoT for sexual exploitation in the labour market
- Enhanced access of women VoT for sexual exploitation to integrated and gender-specific services supporting their access to employment (taking into account the specific needs of the victims of sexual exploitation)
- Increased awareness of employers, recruiters and policy makers and/or other relevant stakeholders on the importance of facilitating access to the labour market for women VoT.

In 2021

- A national report on Bulgaria and the implementation of the project was published which provides a realistic picture of the risks of becoming victims of human trafficking refugees and asylum-seekers face. The report was published on the **official EU portal for Migrant Integration**
- A video was developed and disseminated on the need of labour integration of migrant women as the most efficient way of integration and prevention of re-trafficking. It can be accessed at <https://www.youtube.com/watch?v=UwdGgkr583s>



WIN – Trafficked Women Integration

14 October 2019 – 14 October 2021

Funded by the Asylum, Migration and Integration Fund of European Commission

The leading applicant of the WIN project is FPMCI - Fondo Provinciale Milanese per la Cooperazione Internazionale (Italy). The project is implemented in partnership with AMIGA Association (Spain), LULE (Italy), and Energheia Training Center (Italy).

The **general objective** of the project is to improve socio-economic integration of third country national women victims of THB for the purpose of sexual exploitation (Trafficked Women TW) in the host societies as a powerful prevention of re-trafficking.

To achieve this, the project sets the following **specific objectives**:

- To increase mutual-learning among different EU Countries and stakeholders and to develop transnational common guidelines, methodology and practical tools for integration of trafficked women third country nationals in host societies;
- To implemented Personal Integration Plans (PIPs) for socio-economic integration of trafficked women third country nationals in host societies;
- To improve understanding and knowledge of trafficking in human beings among the business, training and job services providers, trade unions and professional associations.

In 2021:

- 21 women seeking or granted international protection in Bulgaria were supported through referral to different training programs, accompaniment in the process of job search, conducting activities for key competencies such as computer skills, introduction to the labor market and labor rights, development of social skills needed for employment, psychological, social and legal counseling.
- A meeting was held with employers, labour intermediaries and training organisations on "The Hidden Potential of Migrant Women in Bulgaria" (1 July 2021).
- AAF organized an international conference "Labour Integration of Women Victims of Trafficking from Third Countries – Tackling Multiple Vulnerabilities" (5 October 2021).
- An interinstitutional expert meeting was held on "The problems of integration of migrant women victims of trafficking for sexual exploitation and other forms of gender-based violence" (5 November 2021).

- “An analysis of the results of the implementation of the WIN project” was published.
- A short video based on real cases was produced and disseminated, showing how important it is for women survivors of trafficking to be supported to find work and become autonomous. It is published at <https://www.youtube.com/watch?v=t759whEbxYk>

ACTIVATE – EnhAnCing the anti-Trafficking Identification, preVenion and supportT mEchanisms



1 October 2020 - 30 September 2022



Co-funded by the “Asylum, Migration, and Integration” Programme of the European Commission

KMOP (Greece) is the leading organization, while Animus Association Foundation, Differenza Donna Associazione Di Donne Contro La Violenza Alle Donne onlus (Italy) and SOLWODI (Germany) are project partners.

Contributing to the eradication of trafficking, the ACTIVATE project aims to step up actions on the prevention, identification and support mechanisms against trafficking in human beings (THB), with a special focus on Victims of Trafficking (VoT) for sexual exploitation.

Project activities include:

- Capacity Building to enhance identification and support of VoTs
- Creation of training manuals for training staff working in Reception Centres and lawyers
- Trainings of professionals in Reception Centres and lawyers
- Strengthening of the National Referral Mechanisms and improving the cooperation between public authorities and key stakeholders
- Transnational exchange of knowledge/expertise and good practices
- Improving support mechanisms to deal with multifaceted cases of trafficking
- Raising Awareness and Dissemination

In 2021:

- We held two trainings for social workers from registration and reception centres and other services targeting refugees and asylum seekers in Bulgaria on "Social work with refugees and migrants. Identification and working with vulnerabilities". A total of 45 people participated in the two trainings (27 September and 19 November 2021).
- We held a training for lawyers and other legal professionals working with refugees and asylum seekers in Bulgaria on "Human Trafficking in the Context of Migration. Legal Protection of Victims of Trafficking." It was attended by 38 experts in various areas of law related to human trafficking and migration (17 December 2021).

- We kept working on the development of an online platform on trafficking in human beings based on the National Referral and Assistance Mechanism for Victims of Trafficking in Bulgaria.
- We were in the process of publishing manuals for trainers of social workers and lawyers assisting victims of trafficking, refugees, and asylum seekers and beneficiaries.

TRAINING CENTRE

Building Skills and Knowledge on Gender-based Violence for Key Professionals



1 October 2020 – 31 December 2021

Funded by UNICEF Bulgaria

"Action against gender-based violence affecting refugee and migrant women and children in Bulgaria"

The project was funded and implemented in cooperation with UNICEF Bulgaria and was realized in several directions: preparation of specialized training and information materials for professionals who work with victims of gender-based violence, with a focus on vulnerable groups such as migrant women and children; conducting specialized trainings on these topics and creating prerequisites for integrating these topics into some academic courses and disciplines by representatives of the academic community. With regard to the first objective, a pocket manual on how to support survivors of gender-based violence, developed by UNICEF, was translated in Bulgarian and adapted - it is available electronically and on paper, and in addition to it a package of electronic information materials has been developed to help professionals working with migrants. Also 9 trainings were carried out on the topic of "Working with vulnerable groups, victims or at risk of gender-based violence" in different Bulgarian cities (Sofia, Yambol, Haskovo, Kardzhali, Sliven, Gabrovo, Silistra), with the participation of nearly 200 professionals from different fields (social workers, psychologists, police officers, cultural mediators, medical staff, pedagogical advisers) who had the opportunity to deepen their knowledge on gender-based violence, and build on their skills to work with those affected by it. In the final part of the project, links with academic staff were established in order to further disseminate knowledge and skills.

Activities of the training centre

1 January 2021 – 31 December 2021

The past 2021 continued to be a challenging year for the training centre, but this did not prevent trainings from being organised in a hybrid form

The following training and research activities took place in 2021:

- **4 trainings** on casework for child victims or witnesses of domestic violence-identification and direct support, and recovery work;
- **6 trainings** on an integrated and multidisciplinary approach towards children victims or witnesses of domestic violence, focused on their needs and best interests;
- **6 trainings** on multidisciplinary approach to cases of child witnessing or victims of violence - identification, intervention, and interagency collaboration
- **2 recruitment campaigns** for new counsellors on the Hotline for Victims of Violence 0800 1 86 76 and 5-day intensive training;
- **1 3-day workshop** on 'Psychoanalytic understanding of psychological trauma';
- **4 training sessions** with police officers on 'Dealing with domestic violence cases';
- **4 workshops** on developing a monitoring system of public policies and practices on the topic of domestic violence;
- **6 trainings** for teachers on the implementation of the "Passport" programme for children aged 9-11 years.
- **Online conference** "Labour integration of women victims of trafficking from third countries".
- **1 Training seminar** on "Social work with refugees and migrants".
- **1 Training** on methodology for interviewing and hearing child victims or witnesses of violence or crime and on preparation for interviewing and hearing and interaction with law enforcement.

Complying with all epidemiological requirements, the training center continued its practice of working with students from different universities in the country, providing clinical facilities for internship of students under a contract signed with Sofia University - Faculty of Pedagogy and Faculty of Primary and Preschool Pedagogy.

Traditionally, the activity of the training center, oriented towards deepening the knowledge and skills of the team of therapists and counselors of the AAF for the provision of

psychotherapeutic and psychosocial assistance to the clients of the different programs was also.

288 online supervisions were carried out with the team of the Foundation, which included specialists from the Center for Counseling, Psychotherapy and Psychoanalysis, the Social Services Centre for Children and Families, the Crisis Center "St. Petka, and the Hotline for Survivors of Violence.

We are continuing to work effectively and provide trainings well into 2022.

2021 STATISTICS OF ANIMUS ASSOCIATION FOUNDATION

Total number of beneficiaries for 2021 – 4327 clients

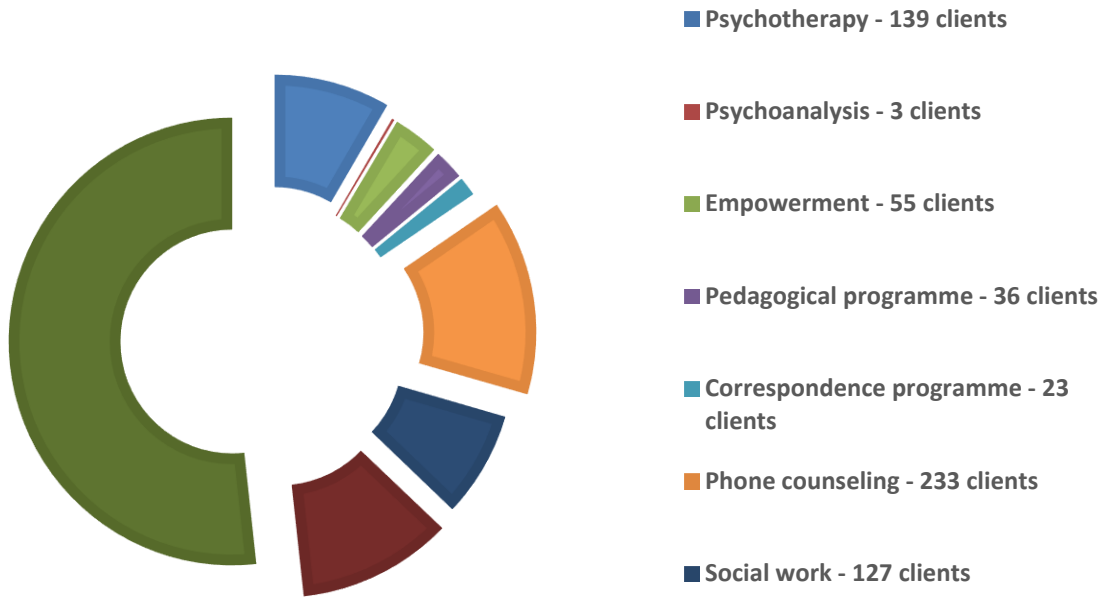
Distribution of clients of Animus Association Foundation

1. Centre for counselling, psychotherapy, psychoanalysis and “Zona zaKmila” – **4327** clients
2. Crisis Centre for Survivors of Violence – **37** clients
3. Social Services Centre for Children and Families – **300** clients
4. Mother and Baby Unit – **42** clients
5. National Hotline for Survivors of Violence – **2 289** clients
6. Training Centre and prevention programmes

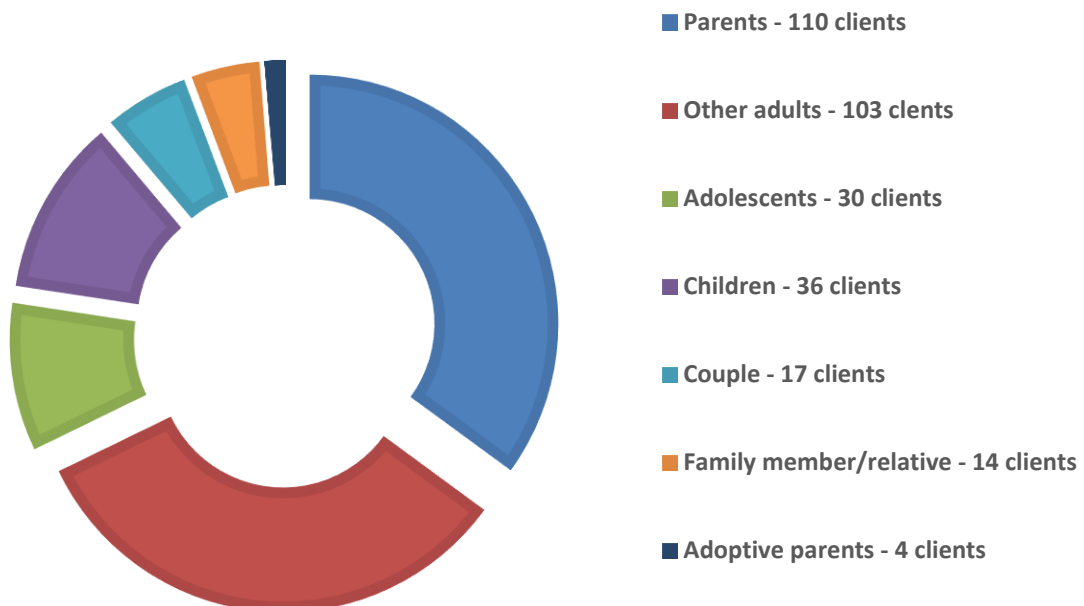
1. STATISTICS OF THE CENTRE FOR COUNSELLING, PSYCHOTHERAPY, PSYCHOANALYSIS AND “ZONA ZAKRILA”

Total – 1 659 clients

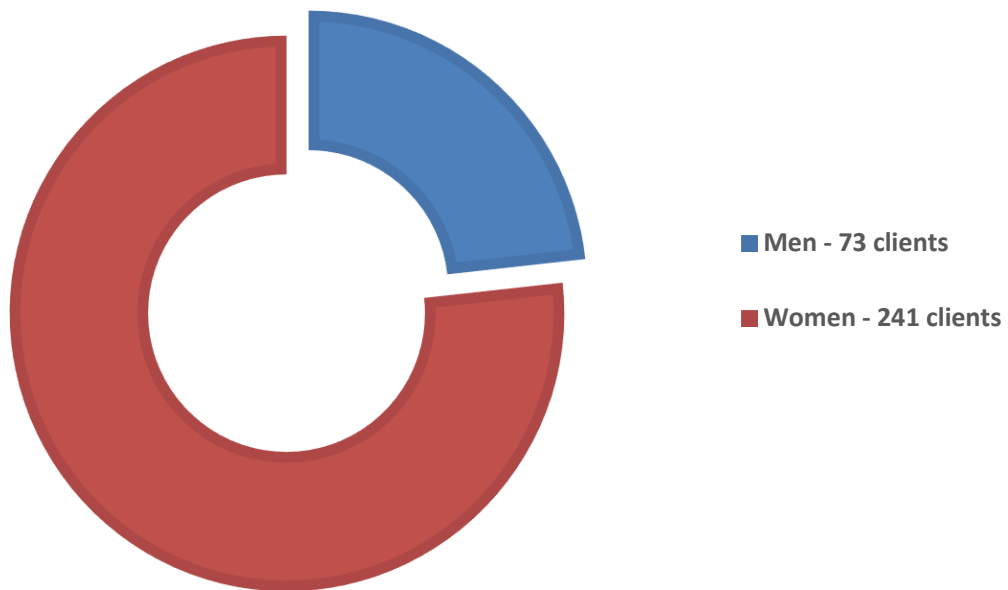
Tab. 1 Distribution of clients according to the type of programme



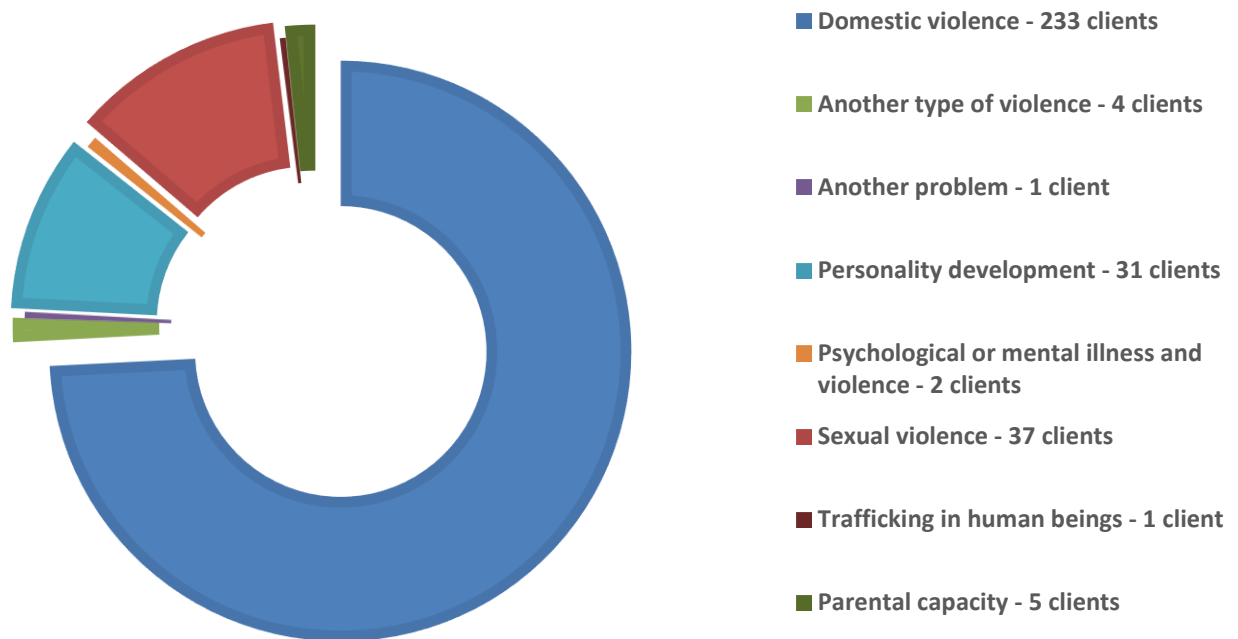
Tab. 2. Distribution of clients of the psychotherapy and psychoanalysis programme, and the empowerment programme



Tab. 3. Distribution of clients by sex



Tab. 4. Distribution of clients by the type of problem



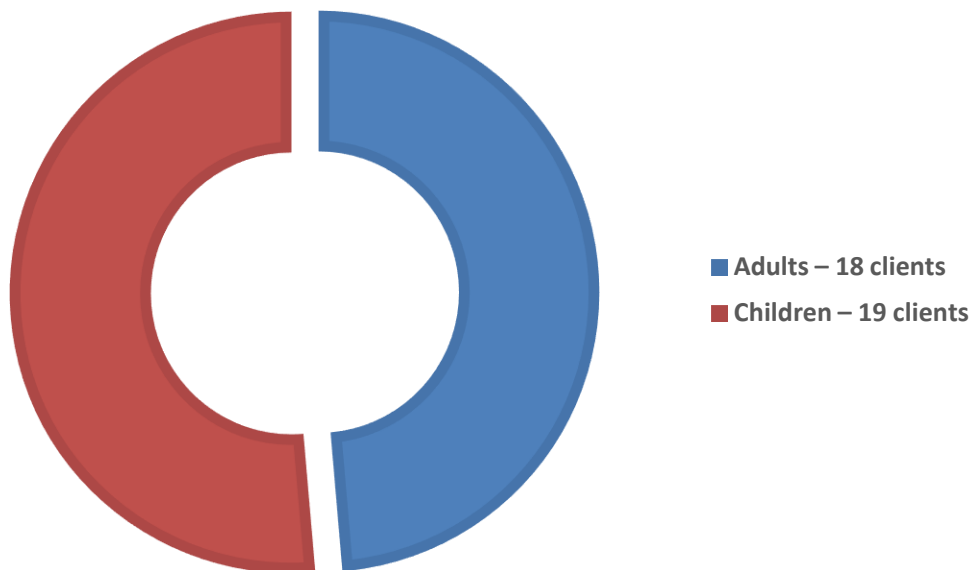
2. STATISTICS OF THE CRISIS CENTRE FOR SURVIVORS OF VIOLENCE

Total – 37 accommodated clients

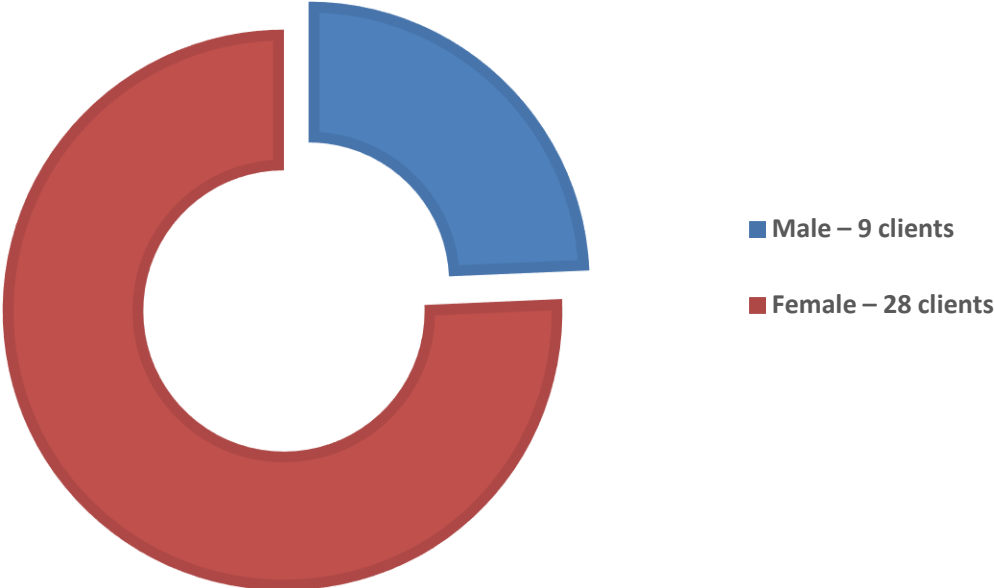
Tab. 5. Distribution of clients by type of problem



Tab. 6. Distribution of clients by age



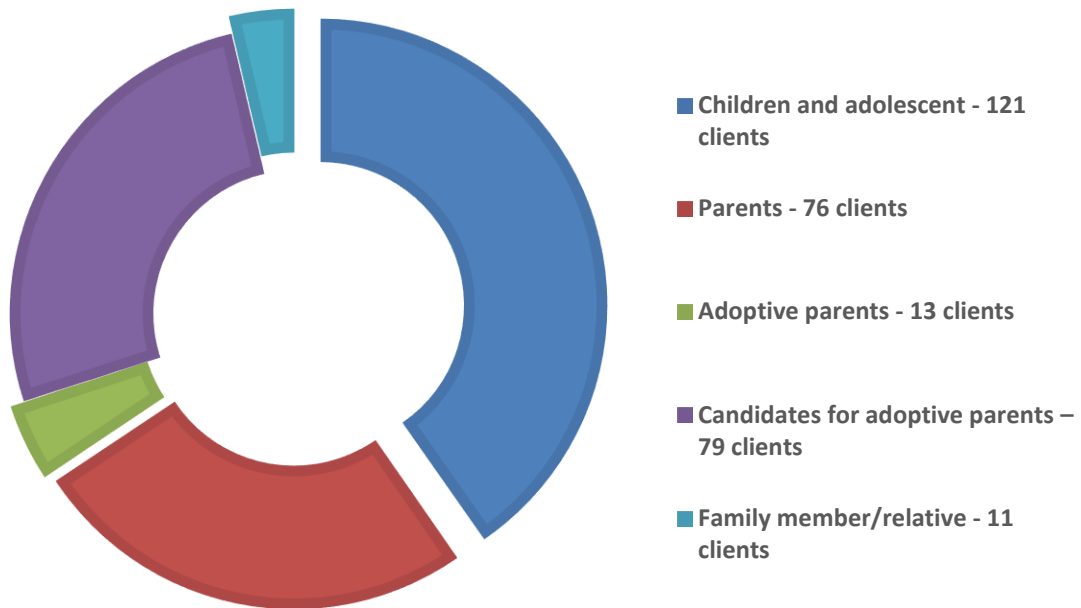
Tab. 7. Distribution of clients by sex



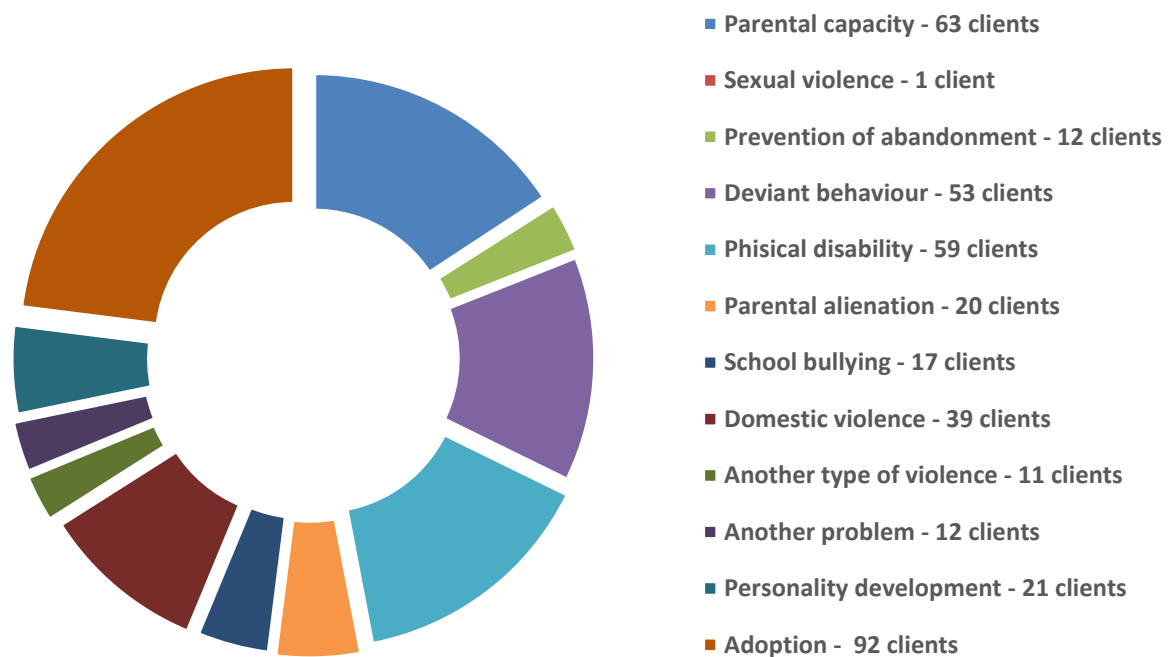
3. STATISTICS OF THE COMMUNITY SUPPORT CENTRE TO THE SOCIAL SERVICES CENTRE FOR CHILDREN AND FAMILIES

Total – 300 clients

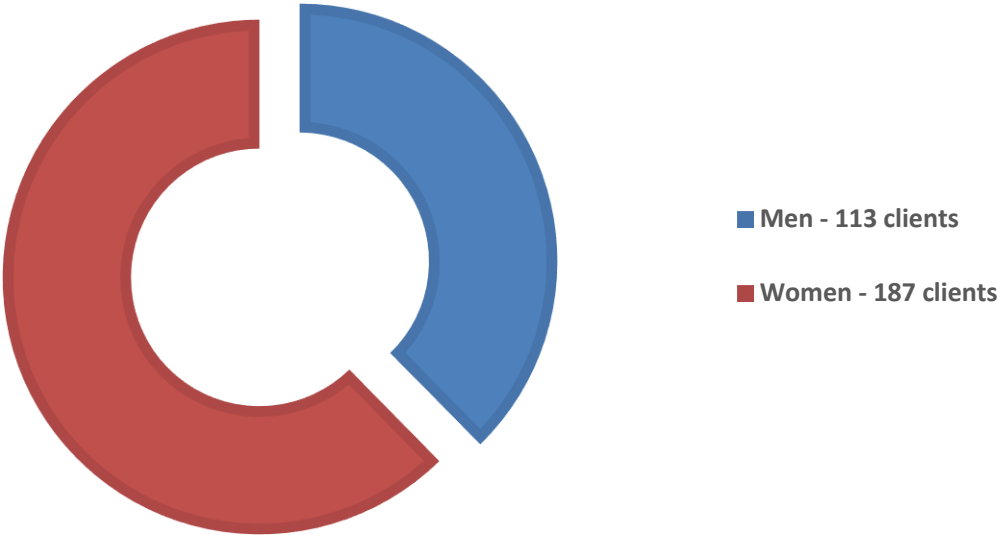
Tab. 8. Distribution of clients



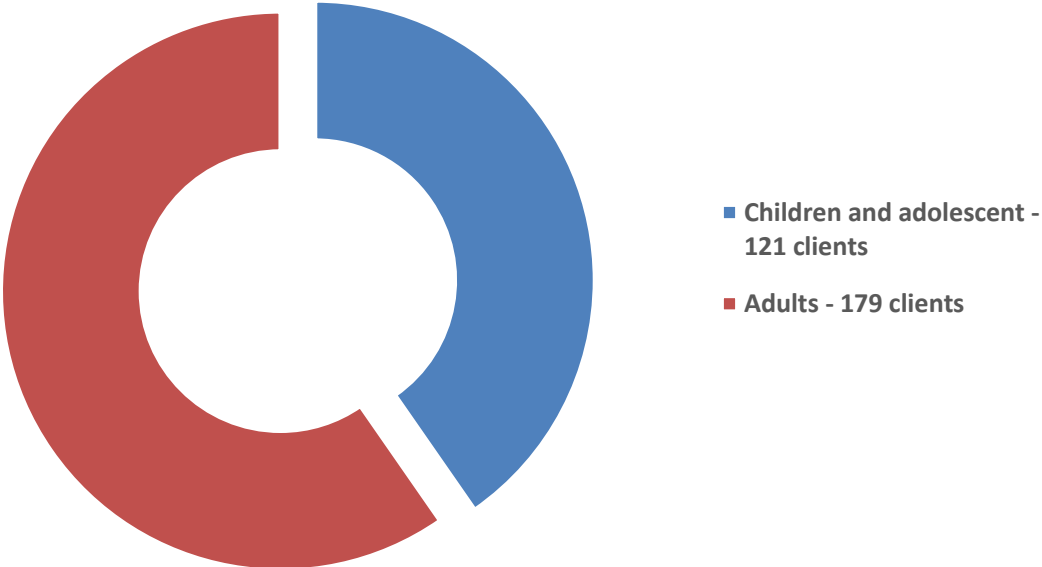
Tab. 9. Distribution of clients according to the type of problem



Tab. 10. Distribution of clients according to sex



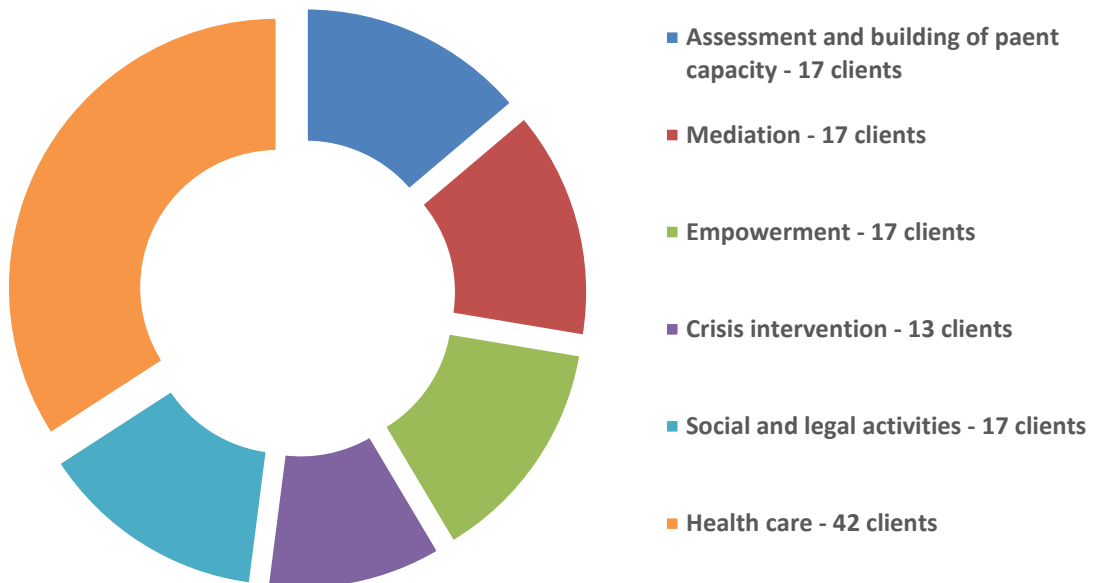
Tab. 11. Distribution of clients according to age



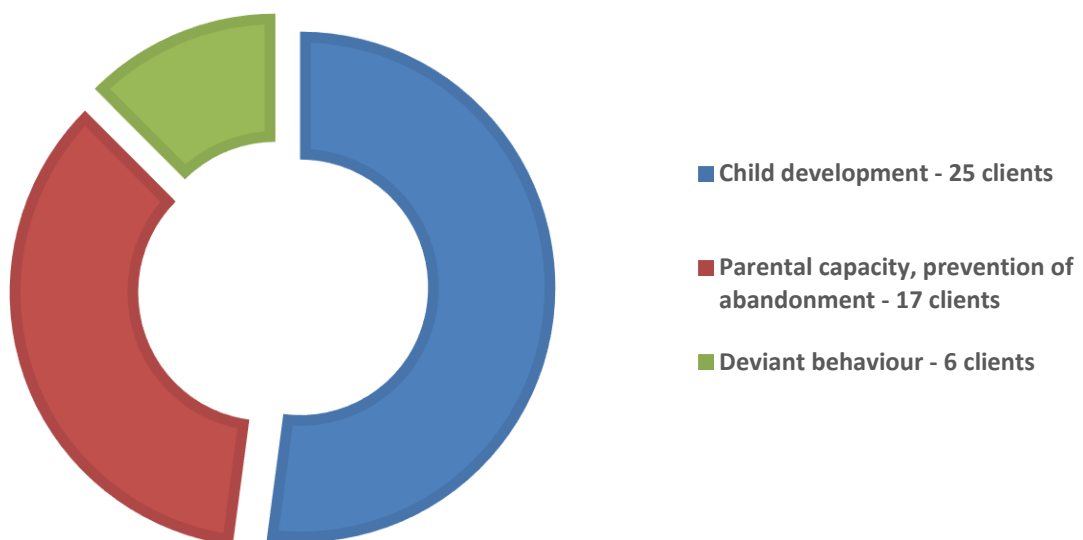
4. STATISTICS OF THE MOTHER AND BABY UNIT TO THE SOCIAL SERVICES CENTRE FOR CHILDREN AND FAMILIES

Total – 42 clients

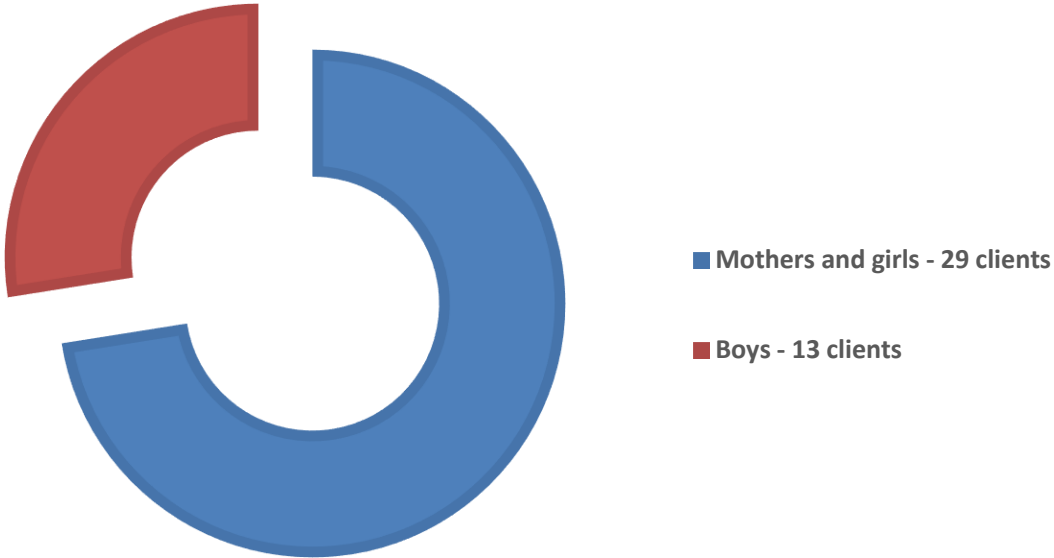
Tab. 12. Distribution of clients according to the type of service



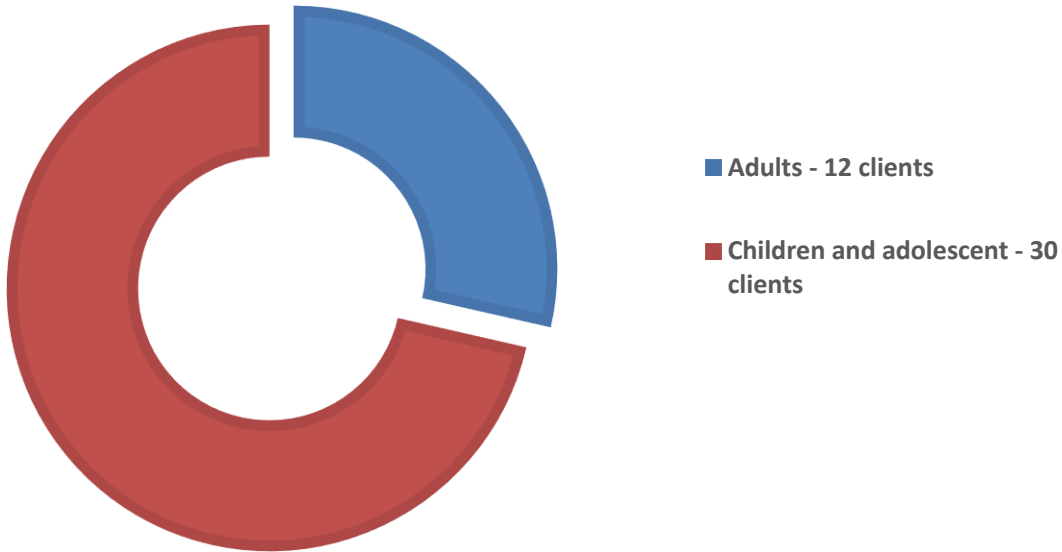
Tab. 13. Distribution of clients according to the type of problem



Tab. 14. Distribution of clients according to sex



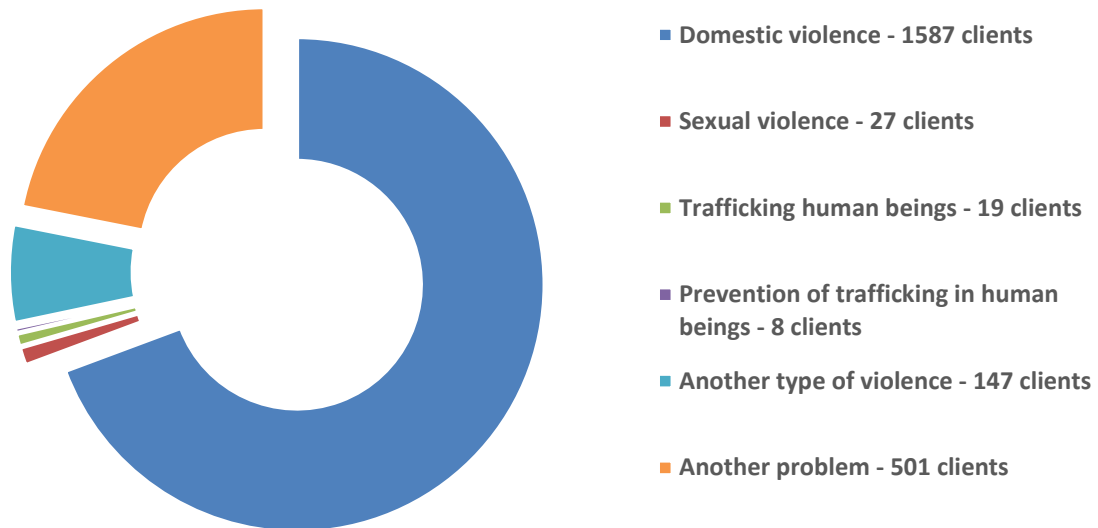
Tab. 15. Distribution of clients according to age



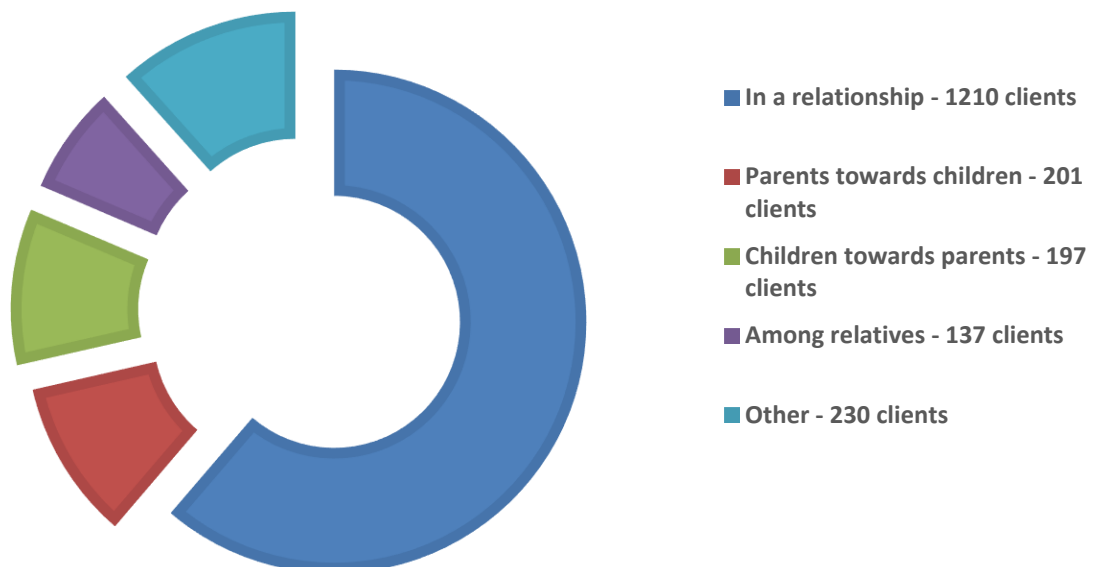
5. STATISTICS OF THE NATIONAL HOTLINE FOR SURVIVORS OF VIOLENCE

Total – 2 289 consultations

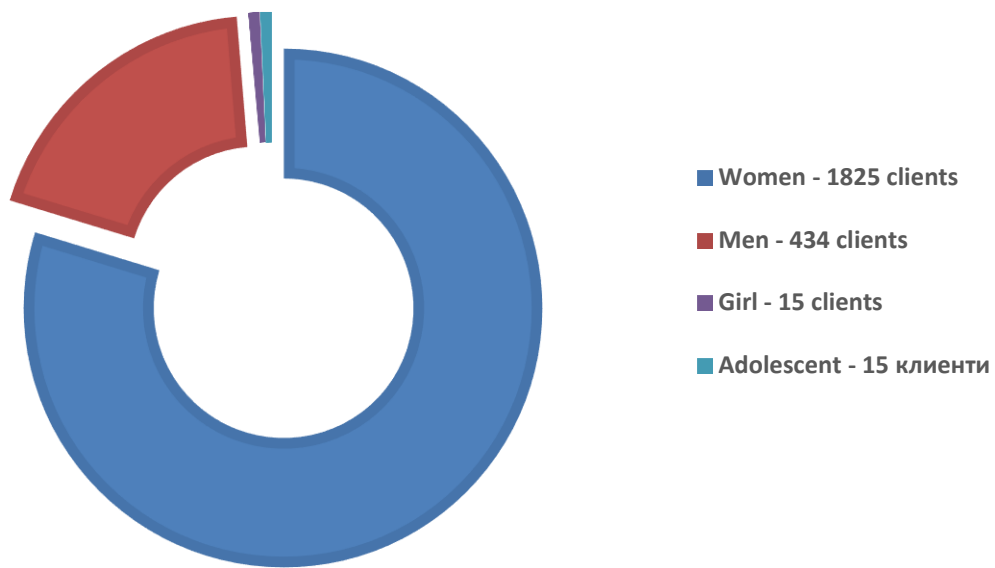
Tab. 21. Distribution of clients according to the type of problem



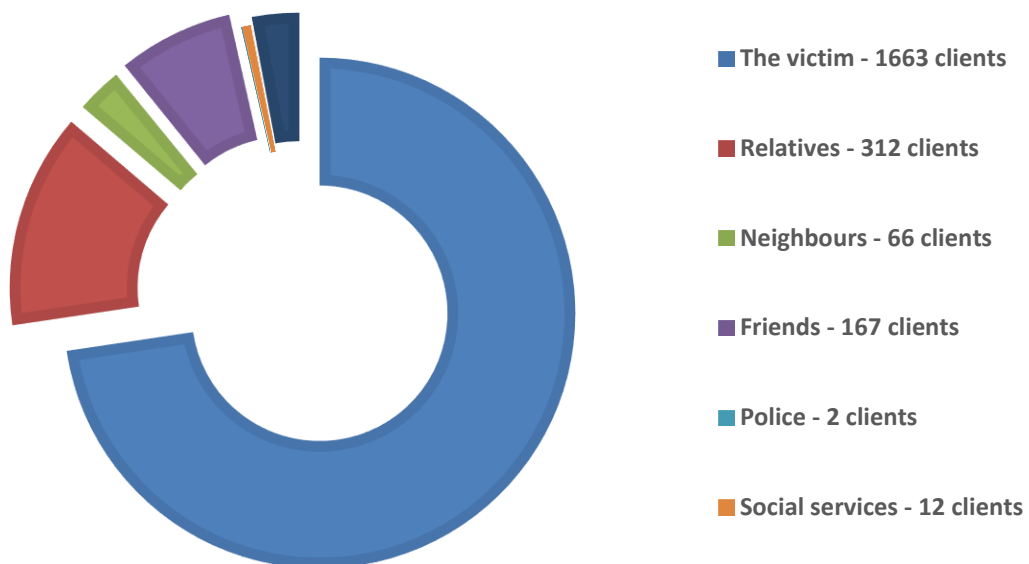
Tab. 22. Distribution of clients according to the type of domestic violence



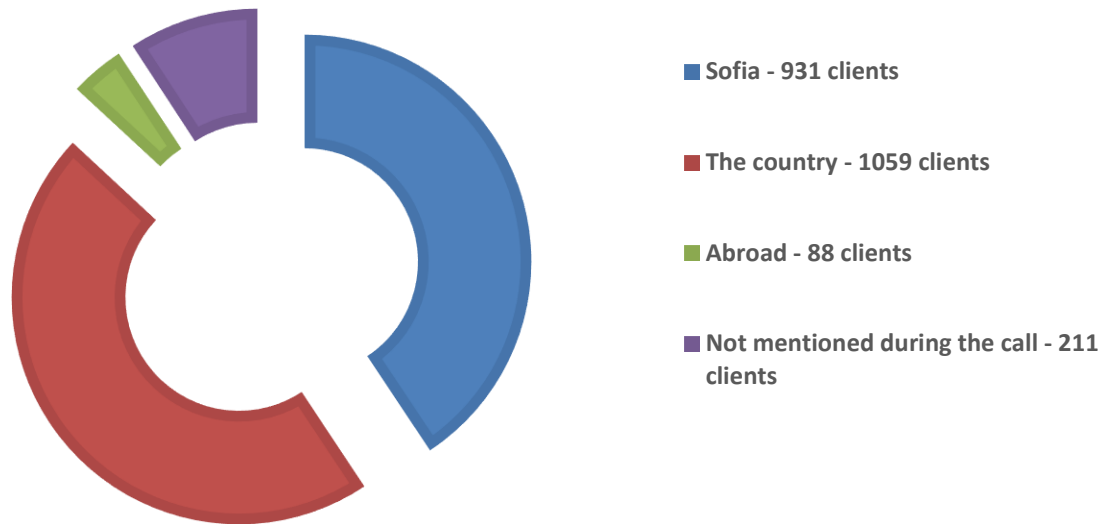
Tab. 23. Distribution of clients according to sex



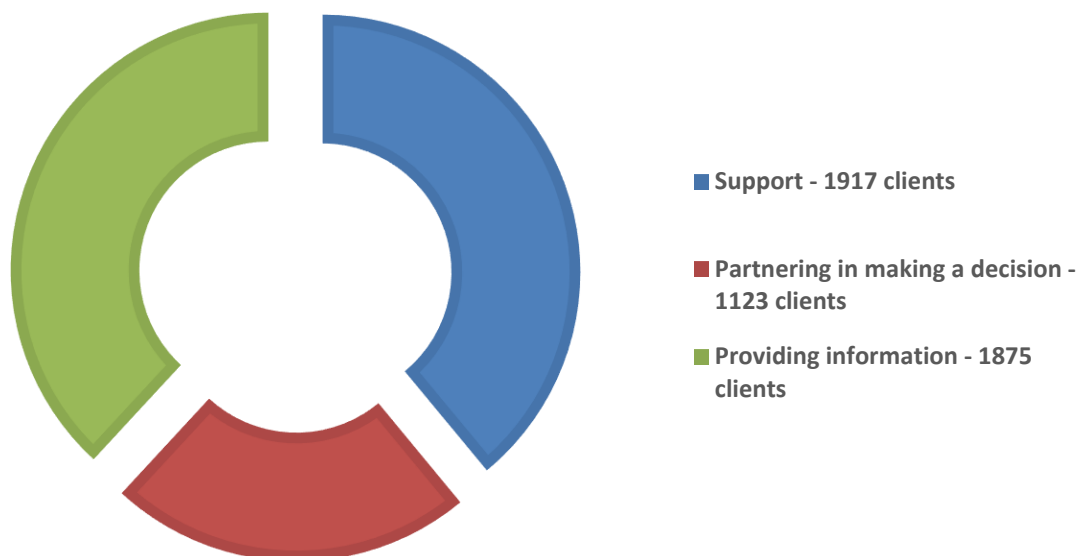
Tab. 24. Distribution of consultations according to the type of caller



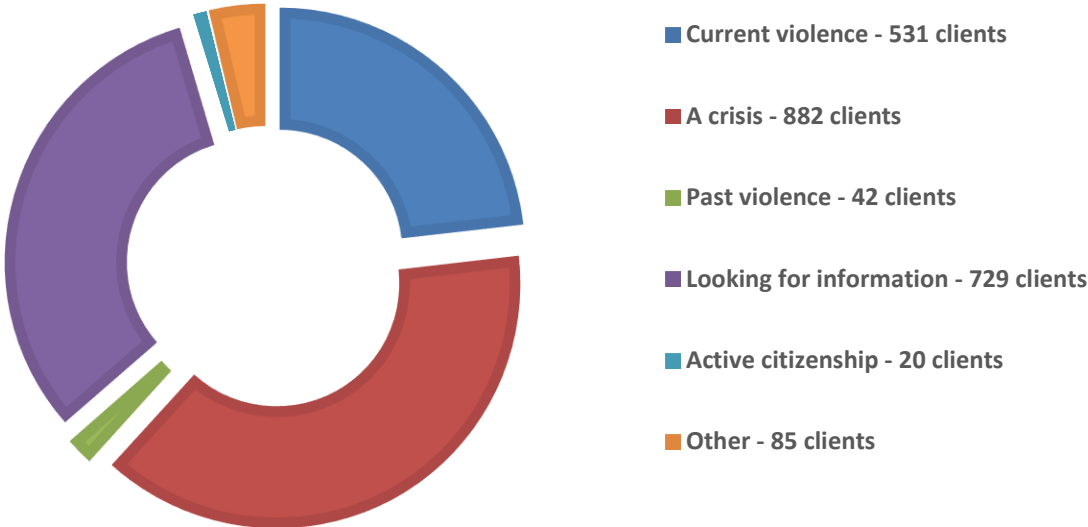
Tab. 25. Distribution of callers according to the place of residence



Tab. 26. Distribution of clients according to the type of support provided

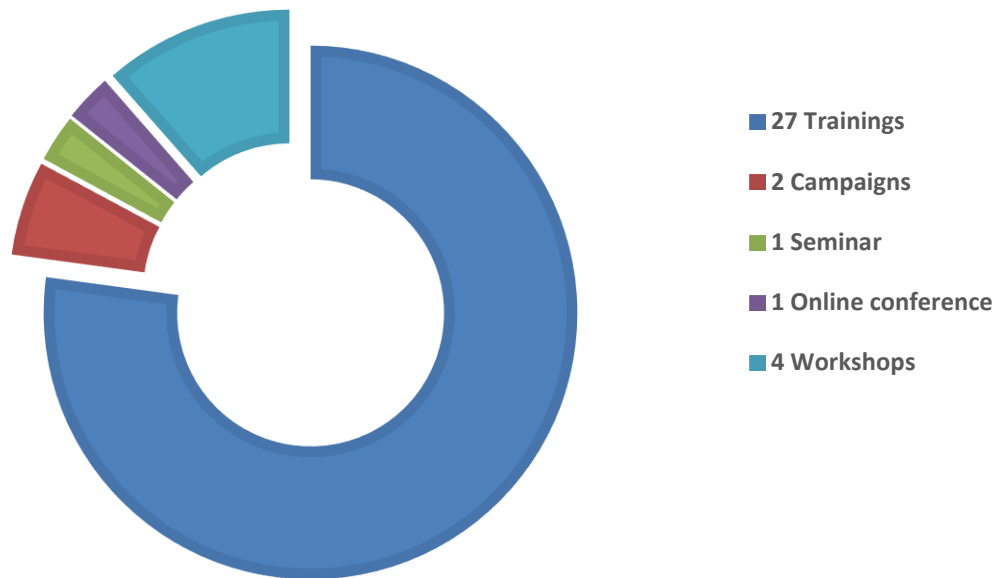


Tab. 27. Distribution of clients according to the type of the call



6. TRAINING CENTRE STATISTICS

Tab. 29. Distribution of activities



Activities - training centre:

- **4 trainings** on casework for child victims or witnesses of domestic violence-identification and direct support, and recovery work;
- **6 trainings** on an integrated and multidisciplinary approach towards children victims or witnesses of domestic violence, focused on their needs and best interests;
- **6 trainings** on multidisciplinary approach to cases of child witnessing or victims of violence - identification, intervention, and interagency collaboration
- **2 recruitment campaigns** for new counsellors on the Hotline for Victims of Violence 0800 1 86 76 and 5-day intensive training;
- **1 3-day workshop** on 'Psychoanalytic understanding of psychological trauma';
- **4 training sessions** with police officers on 'Dealing with domestic violence cases';
- **4 workshops** on developing a monitoring system of public policies and practices on the topic of domestic violence;
- **6 trainings** for teachers on the implementation of the "Passport" programme for children aged 9-11 years.

- **Online conference** "Labour integration of women victims of trafficking from third countries".
- **1 Training seminar** on "Social work with refugees and migrants".
- **1 Training on** methodology for interviewing and hearing child victims or witnesses of violence or crime and on preparation for interviewing and hearing and interaction with law enforcement.
- 288 online supervisions were carried out with the team of the Foundation, which included specialists from the Center for Counseling, Psychotherapy and Psychoanalysis, the Social Services Centre for Children and Families, the Crisis Center "St. Petka, and the Hotline for Survivors of Violence.

Grant Thornton OOD
A 26, Cherni Vrah Blvd, 1421 Sofia
A 4, Paraskeva Nikolau Str., 9000 Varna
T (+3592) 987 28 79, (+35952) 69 55 44
F (+3592) 980 48 24, (+35952) 69 55 33
E office@bg.gt.com
W www.grantthornton.bg

INDEPENDENT AUDITOR'S REPORT

To the founders of
Animus Association Foundation
Sofia, Bulgaria

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Animus Association Foundation (the Foundation), which comprise the balance sheet as of 31 December 2021 and the statements of income, equity and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Foundation as of 31 December 2021 and of its financial performance and its cash flows for the year then ended in accordance with National Accounting Standards and Bulgarian legislation.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the "Auditor's Responsibilities for the Audit of the Financial Statements" section of our report. We are independent of the Foundation in accordance with the International Code of Ethics for Professional Accountants (including International Independent Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code), together with the ethical requirements of Bulgarian Independent Financial Audit Act, and we have fulfilled our other responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Information Other than the Financial Statements and Auditor's Report Thereon

Management is responsible for the other information. The other information comprises the annual management report, prepared in accordance with Bulgarian Accountancy Act, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or whether our knowledge obtained in the audit may indicate that there is a material misstatement or otherwise the other information appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with National Accounting Standards and Bulgarian legislation, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Foundation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Foundation or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs and Bulgarian Independent Financial Audit Act will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of our audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Foundation's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management;
- conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Foundation's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Foundation to cease to continue as a going concern;
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Other Legal and Regulatory Requirements

In addition to our responsibilities for reporting under ISAs, described above in section "Information Other than the Financial Statements and Auditor's Report Thereon", regarding annual management report, we have performed the additional procedures contained in the Guidelines of the professional organisation of certified public accountants and registered auditors in Bulgaria - Institute of Certified Public Accountants (ICPA). The procedures on the existence, form and contents of the other information have been carried out in order to state whether the other information includes the elements and disclosures in accordance with Chapter Seven of Bulgarian Accountancy Act.

Statement Pursuant to Article 37, Paragraph (6) of Bulgarian Accountancy Act

Based on the procedures performed, we describe the outcome of our work:

- (a) the information in the management report is consistent with the financial statements for the same reporting period;
- (b) the management report is prepared in accordance with the applicable legal requirements; and
- (c) as a result of the acquired knowledge and understanding of the activities of the Foundation and the environment in which it operates, we have found no cases of material misrepresentation in the management report.

Mariy Apostolov
Managing partner

Grant Thornton Ltd.
Audit firm

27 June 2022
Bulgaria, Sofia, 26, Cherni Vrah Blvd.



Silvia Dinova
Registered auditor, responsible for the audit

**Statement of financial position
 As of 31 December 2021**

| SECTIONS, GROUPS, ITEMS | Note | Amount (BGN'000) | | SECTIONS, GROUPS, ITEMS | Note | Amount (BGN'000) | |
|---|------|---------------------|---------------|---|------|---------------------|---------------|
| | | Current year | Previous year | | | Current year | Previous year |
| a | | 1 | 2 | a | | 1 | 2 |
| A. Non-current assets | | | | A. Equity | | | |
| I. Long-term tangible assets | | | | I. Reserves | | | |
| 1. Land and buildings, incl.: | | 260 | 283 | 1. Other reserves | | 759 | 702 |
| - land | | 40 | 40 | Total Group I: | | 759 | 702 |
| - buildings | | 220 | 243 | B. Liabilities | | | |
| 2. Machinery, industrial equipment and appliances | 2 | 9 | 11 | 1. Payables to suppliers, incl.: | 7 | - | 6 |
| 3. Equipment and other | | 7 | 10 | - up to 1 year | | - | 6 |
| Total Group I: | 3 | 276 | 304 | 2. Other liabilities, incl.: | 8 | 23 | 33 |
| II. Long-term financial assets | | | | up to 1 year | | 23 | 33 |
| 1. Investments in subsidiaries | 4 | 17 | 17 | - liabilities to employees, incl.: | 8.1 | - | 3 |
| Total Group II: | | 17 | 17 | up to 1 year | | - | 3 |
| B. Current assets | | | | - liabilities for social security, incl.: | 8.1 | 12 | 15 |
| I. Receivables | | | | up to 1 year | | 12 | 15 |
| 1. Project receivables | 5 | 52 | 16 | - tax liabilities, incl.: | 8.2 | 11 | 15 |
| Total Group I: | | 52 | 16 | up to 1 year | | 11 | 15 |
| II. Cash, incl.: | | | | Total Section B, incl.: | | 23 | 39 |
| -cash on hand | | 7 | 12 | up to 1 year | | 23 | 39 |
| -cash in banks (deposits) | | 929 | 1 101 | C. Financing and deferred income, incl.: | | 499 | 709 |
| Total Group II: | 6 | 936 | 1 113 | - financing | 9 | 499 | 709 |
| Total Section B: | | 988 | 1 129 | | | | |
| TOTAL ASSETS (A+B) | | 1 281 | 1 450 | TOTAL LIABILITIES (A+B) | | 1 281 | 1 450 |

The accompanying notes on pages 5 to 16 form an integral part of the financial statements.

Prepared by:

/Daniela Popova/

Executive directors:

/Nadejda Stoytcheva/

Date of preparation: 02.06.2022

Auditor's report dated 27.06.2022

Grant Thornton, audit firm

Mariy Apostolov, Managing Partner

Silvia Dinova, registered auditor, responsible for the audit



/Maria Tchomarova/

**Statement of profit or loss
 For the year ended 31 December 2021**

| EXPENSES | Note | Amount (in BGN'000) | | REVENUE | Note | Amount (in BGN'000) | |
|--|------|---------------------|---------------|---|------|---------------------|---------------|
| | | Current year | Previous year | | | Current year | Previous year |
| a | | 1 | 2 | a | | 1 | 2 |
| I. Operating expenses | | | | I. Operating revenue | | | |
| A. Expenses for regulated activities | | | | A. Revenue from regulated activities | | | |
| 1. Donations | | 99 | 55 | 1. Revenue from conditional donations | | 1 997 | 1 760 |
| 2. Other expenses | 10 | 1 850 | 1 703 | 2. Revenue from unconditional donations | | 56 | 67 |
| Total Section A: | | 1 949 | 1 758 | 3. Other revenue | | 2 | - |
| B. Administrative expenses | 11 | 40 | 35 | Total Group I: | | 2 055 | 1 827 |
| Total Group I: | | 1 989 | 1 793 | III. Profit from economic activity | | - | - |
| II. Finance costs | | | | IV. Total revenue | | 2 055 | 1 827 |
| 1. Negative differences from exchange rate changes | | 2 | 1 | | | | |
| 2. Other expenses on financial operations | | 7 | 5 | | | | |
| Total Group II | 12 | 9 | 6 | | | | |
| III. Total expenses | | 1 998 | 1 799 | | | | |
| IV. Results | | 57 | 28 | | | | |
| Total /III+IV/ | | 2 055 | 1 827 | Total /IV/ | | 2 055 | 1 827 |

The accompanying notes on pages 5 to 16 form an integral part of the financial statements.

Prepared by:

/Daniela Popova/

Executive directors:

/Nadejda Stoytcheva/

Date of preparation: 02.06.2022

/Maria Tchomarova/

Auditor's report dated 27.06.2022

Grant Thornton, audit firm

Mariy Apostolov, Managing Partner

Silvia Dinova, registered auditor, responsible for the audit



Statement of cash flows For the year ended 31 December 2021

| Cash flow description | Note | Current year | Previous year |
|---|------|----------------|----------------|
| a | 1 | 2 | 3 |
| I. Opening balance at the beginning of the period | | 1 113 | 1 080 |
| II. Cash flows from non-trade activities | | | |
| A. Proceeds from non-trade activities | | | |
| 1. Conditional donations received | | 987 | 940 |
| 2. Unconditional donations received | | 56 | 67 |
| 3. Other proceeds | | 794 | 799 |
| Total proceeds from non-trade activities | | 1 837 | 1 806 |
| B. Payments for non-trade activities | | | |
| 1. Employee compensation payments | | (1 154) | (1 055) |
| 2. Social security contribution payments | | (310) | (283) |
| 3. Bank and foreign currency transactions | | (7) | (5) |
| 4. Services | | (397) | (307) |
| 5. Other payments | | (146) | (123) |
| Total payments for non-trade activities | | (2 014) | (1 773) |
| C. Net cash flow from non-trade activities | | | |
| III. Cash flows from trade activities | | | |
| A. Proceeds from trade activities | | - | - |
| B. Payments for trade activities | | - | - |
| C. Net cash flow from trading activities | | - | - |
| IV. Closing balance at the end of the period | 6 | 936 | 1 113 |
| V. Change in cash and cash equivalents during the period | | (177) | 33 |

The accompanying notes on pages 5 to 16 form an integral part of the financial statements.

Prepared by:

/Daniela Popova/

Executive directors:

/Nadejda Stoytcheva/

Date of preparation: 02.06.2022

/Maria Tchomarova/

Auditor's report dated 27.06.2022

Grant Thornton, audit firm

Mariy Apostolov, Managing Partner

Silvia Dinova, registered auditor, responsible for the audit



Statement of changes in equity For the year ended 31 December 2021

| Items | Other reserves | Current profit | Total equity |
|--|----------------|----------------|--------------|
| a | 1 | 2 | 3 |
| 1. Balance at the beginning of the reporting period | 702 | - | 702 |
| 2. Financial result for the current period | - | 57 | 57 |
| 3. Financial result transferred into reserves | 57 | (57) | - |
| 4. Balance at the end of the reporting period | 759 | - | 759 |
| 5. Equity at the end of the reporting period | 759 | - | 759 |

The accompanying notes on pages 5 to 16 form an integral part of the financial statements.

Prepared by: 
 /Daniela Popova/

Executive directors: 
 /Nadejda Stoytcheva/

Date of preparation: 02.06.2022


 /Maria Tchomarova/

Auditor's report dated 27.06.2022
 Grant Thornton, audit firm
 Mariy Apostolov, Managing Partner
 Silvia Dinova, registered auditor, responsible for the audit

