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I. **INTRODUCTION**

In 2019 we celebrated the organization’s 25th anniversary. It provoked us to make an assessment, to think about the past and the present and to try to imagine the future.

Here are several facts:

The Centre for Counselling, Psychotherapy and Psychoanalysis provided support to 21 043 clients.

The Hotline for Survivors of Violence 0800 1 8676 received 37 915 calls for help.

The St. Petka Crisis Centre accommodated more than 3 200 women and children.

The Training and Research Centre organized over 750 trainings for professionals, worked on over 10 research projects, and developed over 500 awareness-raising materials and guidelines.

Together with the State Agency for Child Protection, Animus Association Foundation established, piloted and managed the National Helpline for Children 116 111. For the 10-year period of its existence, the Helpline received 822 667 calls and provided 173 984 consultations.

We remembered all our colleagues, volunteers and friends without whom Animus Association Foundation would have been able to continuously completing its mission and achieving success. This anniversary was a moving experience and we would like to thank the whole community which supports us.

After 25 years of active work in support to people victims of violence the organization was attached as it never had been before. It was attacked by absurd, ludicrous and serious accusations which distort the nature of our work turning it into the exact opposite of what we do. Thanks to our professional experience and knowledge on the pathology of the relation “abuser-object of the abuse”, the organization was able to refrain itself from reacting to the aggression, while dealing with the challenge using the methods we know – psychodynamic thinking. We tried to think over and reach the whole spectrum of reasons and dynamics in the society without excluding our own participation in it.

One of the emphases this past year was the exceptionally successful campaign we organized on the topic of active fatherhood. We organized a conference for the whole family called “Fathers talking” which was the first of its kind and reach a large number of people.

We managed to publish a book called “Dear Daddy...” with the help of over 300 children – a deep and moving message to all parents.
The problems with fear and confusion in the society due to the spreading of fake news and great fears motivated us to continue our work on promotion of mental health in schools even further. We built upon the “Zippy’s Friends” and “Apple’s Friends” programmes aimed at the youngest students, by introducing “Class of Friends” and “Ozzy and Friends”.

In 2019 Animus Association Foundation continued its comprehensive activities in the fields of:

Providing services such as psychotherapy, psychological counselling, social support, empowerment and support

Developing partner relations and cooperation with international organizations and state institutions

Extensive training and research activities

Active awareness-raising campaign and participation in society’s development

These activities were funded on a project-based principle by 23 projects.

OAK Foundation, Switzerland provides institutional support to Animus Association Foundation (AAF) in the fight against violence against women in the period September 2019 – August 2022. The support is aimed at comprehensive and sustainable development of services for women victims of domestic violence in Bulgaria. OAK Foundation also support AAF efforts aimed at encouraging legislative amendments that effectively guarantee the rights and protection of victims of violence

The good results we achieve from our work encourage us to continue working actively.

Nadejda Stoytcheva

Maria Tchomarova
II. ACTIVITIES IN 2019

1. Social Services Center for Children and Families – Community Support Center, (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 Center 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 Center for Victims of Domestic Violence, (March 1 2018 March 1 2022 г.) A Sofia Municipality social service allocated for management following a competition as a state-delegated activity.

4. 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. № 93-00-25, 30/01/2019 concluded with the Ministry of Justice.Period of implementation of the contract: 15/02/2020 – 14/02/2020.

5. National Helpline for Children 116 111, (November 1, 2018 – October 31, 2019, November 1, 2019 – April 1, 2020), A State Agency for Child Protection social service funded by the state budget and allocated for management under the Public Procurement Act.

6. Child and Youth Advocacy Centre “Zona zaKrila, (January 1, 2019 - December 31, 2019), The project is developed with the support of UNICEF on the territory of Sofia Municipality.

7. Key to a Fear-free School, (May 1, 2016 – September 30, 2021), Co-funded by OAK Foundation, Switzerland.

8. Tolerant- Transnational Network for Employment integRAtion of women vicTims of trafficking, (1 January 2019 – 31 December 2020), Financed by Asylum, Migration and Integration Fund of EU.

10. **Being a Dad**, (November 1, 2018 – November 1, 2020), Funded by OAK Foundation.


14. **Adolescents’ Perceptions on Healthy Relationships**, (September 1, 2019 – September 1, 2020) Funded by OAK Foundation, Switzerland.


19. **Pro-active against Violence against Women** project, (November 1, 2019 – November 1, 2022), With the financial support of Active Citizens Fund Bulgaria under the Financial Mechanism of the European Economic Area.

20. **WIN – Trafficked Women Integration**, (October 14, 2019 – October 14, 2021), Co-funded by the Asylum, Migration and Integration Fund Programme of European Commission.

21. **BODROZI – National Response to Domestic Violence against Children**, (October 1, 2019 – November 30, 2021), Co-funded by the “Rights, Equality and Citizenship”


23. SAFE! Safe and Adequate Return, Fair Treatment and Early Identification of Victims of Trafficking, January 1, 2017 – December 31, 2018 Co-funded by the Asylum Migration and Integration Fund (AMIF) Programme of the European Commission


25. The social enterprise “Blaga Baba Blaga”
III.

ACTIVITIES OF THE SOCIAL SERVICES
FUNDED AS STATE-DELEGATED ACTIVITIES OR UNDER PUBLIC PROCUREMENT PROCEDURE
AND
PROJECT ACTIVITY IN 2019
In 2019, the Community Support Centre provided services to 433 clients on 298 cases. 174 of the clients were children, while 260 – adults.

The highly qualified team of experts continued its work on all programmes. The Centre continued to work above the capacity written down in the methodology of the state-delegated activity.

One of the main challenges in front of the Community Support Centre’s team in 2019 was the piloting of the Child Contact Centre. We concluded that in the last several years there exists a worrying tendency – the number of children growing up in a process of divorce/ separation remains similar and children are brought into the conflict with both parents and are limited in their possibility to maintain personal contacts with each of them (which is a basic right of the child as per Article 9, point 3 of the UN Convention on the Rights of the Child).

Our experience shows that the separation of the parents and especially when there is a conflict between them affects the child and their mentality negatively. In the majority of cases these conflict result in:

- Problems in maintaining personal contact between the parent and the child;
- Disputes over custody rights;
- Claims that the other parent cannot take good care of the child or puts the child at risk;
- Accusations of violence towards the child between the two parents;
- Dissatisfaction of the work performed by Child Protection Units’ representatives.

Different institutions are brought into these cases which despite their actions and according to their competences do not have effective mechanisms for influencing the parents to make the best possible decisions for the child and to put an end to their conflicting relationship.

This encouraged us to pilot the Child Contact Centre. The whole team of the Community Support Centre was trained. We worked with 25 clients on 17 cases in 2019. A separate consultant is involved in such cases for each member of the family (for the mother, for the
father, and for every child). Each contact is supervised by an observer of the meeting which very often is organized outside of working hours or on the weekends and has different duration. The work on these cases is hard, continuous and the results are for the most part unsatisfactory. We acknowledged that parents are still unwilling to cooperate in the realization of the access to the child as well as that the conflicts between the parents are deepening and children also get involved.

Our analysis shows that existing mechanisms, norms, practices and legislative amendments for interinstitutional cooperation must be reviewed so that the programme can be effective and the rights of children guaranteed. We can conclude that in order for the programme to be developed there is a need for a very well trained human resources as well as legislative amendments. The Child Contact Centre must be developed as a separate social service and not within the framework of an existing one.
In 2019, the Mother and Baby Unit conducted social work in the form of consultations, family mediation, communication with institutions, etc. A total of 18 mothers and 20 children benefitted for the services of the Unit.

As a result of the social work one pregnant woman and 11 mothers with 136 children left the Unit. They were reintegrated into the community and are now responsible in their care for their children.

Six children were registered into the integrated system of childcare facilities and three of them were accepted and are now attending such a facility.

The Mother and Baby Unit provides:

- Advocacy when choosing a general practitioner, paediatrician, gynaecologist;
- Assistance for going to medical examinations without health insurance;
- Assistance and accompaniment to see other professionals and examinations (consultation with a psychiatrist, dentist, etc.);
- Issue of personal documents and bank accounts;
- Application for support provided under the Family Child Allowances Act;
- Preparation of a weekly meal; budgeting, etc.
- Support in the criminal proceedings on two of the cases and when looking for legal aid in six of the cases.

One of the main challenges in 2019 was working with three refugee mothers. They came from third countries and did not have any income, thus, relying completely on the Unit’s budget. One of them did not even have personal documents which made the arrangements of their status extremely difficult.

The result of our work with this target group was that these women gradually acquired skills to satisfy their own needs and structure their daily lives. They took better care of their children. They learnt to follow eating and sleeping schedules, to satisfy their children’s
basic needs, to be critical towards their and their children’s experiences. At the beginning of their accommodation, the mothers believed that it was acceptable to use and tolerate aggressive behaviour as a method of education of their children which was due to the cultural differences. During the work process, these mothers managed to re-evaluate their parental strategies for education and to acquire skills that do not include violence. Supported by the Unit and UNICEF, two of the mothers managed to successfully integrate into the Bulgarian society.

In 2019, we organized 52 internal staff meetings and 16 multidisciplinary meetings and this is surely part of the strength of the most accurate decisions on each of the cases.

Despite the difficulties and challenges in front of the Unit’s team in 20148, the team can be proud of their dedication and professionalism that resulted in successful support of every mother as well as successful protection of every child’s interests.
The “St. Petka” Crisis Centre is the only place on the territory of Sofia Municipality for accommodation of victims of domestic violence - women and their children. The service is used by victims not only from Sofia and Sofia Regional, but also from the whole country. The continuous 24-hour operation of the Crisis Centre allows timely support, which in some cases can be life-saving.

The Crisis Center is a well-developed and popular community service that provides assistance and support to people in a state of crisis as a result of violence. This is a service which helps clients looking for help to overcome this state of crisis and to recuperate, and reintegrate in an effective way. It offers a safe and secure environment for the victims to reside in while the legal procedures according to the Protection Against Domestic Violence Act are in progress.

The Centre is organized to effectively help the women and their children, accommodated in it, to go out of a state of crisis, recover and reintegrate. To a large extent the focus of work is psychological help in the form of crisis intervention and psychosocial work.

The provision of this type of service, combined with the multidisciplinary approach to the problem, is of great importance to ensuring legal protection of clients and realization of their human rights.

The majority of women who turn to the Crisis Support Centre are in a state of impasse, provoked by a recent beating, other act of violence against them or their children or, in general, by an event in their lives, which they cannot cope with. This is usually associated with a sense of necessity for change and at the same time confusion, exhaustiveness, fear of life or frustration.

A trend that has been present during the last year emerges as a result from the risk assessments and its management in cases of victims of domestic violence is that there is an increase of the number of women that are victims of particularly and severely practiced physical violence, to a life threatening degree - such as rib fractures, torn contouring wounds in the head area, threats of murder, rape in marriage, threats of gunfire, suffocation.
attempts, modern slavery consisting of violating the right of personal freedom, freedom of correspondence and taking part in social gatherings, the right to labor and health care.

A disturbing trend has been observed during the past year – an increase of the number of children that have not only witnessed acts of domestic violence, but have also been victims of it.

Another trend is an increase in the numbers of restraining orders, issued according to the Protections against Domestic Violence Act.

We also find especially disturbing the fact that domestic violence takes such drastic forms, including murder.

There is also an increase in the number of abusers who own a legal/illegal firearm, who use it to break their victim’s will and keep them subordinate.

During the past year and to this day there is not a united procedure for seeking help from domestic violence. The only institution that has direct methodological instructions for taking action in cases of domestic violence is the police. Other institutions with partial instructions for taking action in matters connected to domestic abuse is Child protective services, but they operate according to the Law for the protection of children, NOT the Protection Against Domestic Violence Act.

The only measures taken for prevention and combating domestic violence during the year 2019 are only the ones included in the National program for prevention and protection from domestic violence, which is developed every year by the Ministry of Interior and is subject to approval by the Council of Ministers no later than the 31st of March of the same year. This program DOES NOT have its own budget, therefore the activities that are included need to be funded solely by the budgets of the respective institutions responsible for implementing it.

In Bulgaria the specialized programs for perpetrators of domestic violence according to the Protection Against Domestic Violence Act are to be provided by non-governmental organizations. These programs are financed only on a project basis, which makes them too short-timed, the average one spreading over a 6 month period, which is practically not a sufficient amount of time for meeting the needs for anger management.

In the past year, the Centre continued to play a key role in providing urgent psychological assistance, broad access for a large group of victims, choice and continuous care for women and their children, prevention of lasting injuries and prevention of child abandoning.

We aim at supporting the development and upgrading of the current judicial practices in Bulgaria, followed by the investigative services and prosecutor’s offices in every trial, for which the Centre provides legal help. During 2019 the team of the crisis centre worked on a number of strategic cases, but here we will talk about only a few of them.
In January we accommodated a mother and her 10 year old son, who lived for many years in situation of domestic violence. The psychological abuse, perpetrated by the child’s stepfather and supported by the mother, was so prolonged and severe that it qualified as torture, according to the Penal code. Because of that we filed a complaint for criminal wrongdoing on behalf of the child and the mother was included only as a witness. Unfortunately the Prosecutor’s office changed their roles and acknowledged the mother as a victim and the child as a witness, displaying a classic case of conservatism in the approach to proving criminal responsibility. More specifically only when there is evidence of visible physical injuries, but not when it comes to psychological suffering. The investigative organs like “playing it safe” and the psychological world of the victimized person is uncharted territory, which they prefer to avoid. Nevertheless the perpetrator spent more than a month in custody and was found guilty of threading to murder the woman. On account of him working as part of the Special Investigative Unit, his trial was a shocking and preventative message to his colleagues.

An absolute success of psychological and legal work with a nationwide significance was the trial of a woman who was a victim of human trafficking, who was accommodated in the centre in March. This case is a great example of a number of good practices that were followed by different colleagues and professionals in pursuit of helping this woman. The crisis centre provided an anonymous key witness on the case, who was later quoted in the conviction and the perpetrator was found guilty. The accusations were first only for coercion, but the attorney for the victim suggested them to be changed to human trafficking for the purpose of submission. The indictment passed and the court found the perpetrator guilty of trafficking of human beings and sentenced him to two years in jail.

During the process, at the request of the lawyer, the woman was questioned in a gentle manner in “blue room”, even though she is of legal age, after the court had granted the status of a “witness
with special needs of protection”. The sentence is a total precedent, as it condemns for the first time in Bulgaria the placing of a woman in a submission of a man in the context of a Muslim marriage and sends an important message to the community in the small town where the case is being conducted, that human rights prevail over traditional practice.

In the end during December, we accommodated the woman, who decided to run from her husband after 15 years of marriage. This woman – without realizing how bold and rare the statement is- that she had sex with her husband without desire and consent. To break her resistance, the man abused her in the presence of their children in the home and her reluctance the children to hear the scandal or beating her with his fists. The prosecution is investigating a case of bodily harm in order to facilitate another crime- raping and forcing intercourse with force and threats. The Bulgarian Court Low lacks cases of proven marital rape. Since in the case there is a long history and systematic nature of physical altercation, it is possible to become one of the first in the country to be charged with bodily harm “in the conditions of domestic violence”.

By funding the service as a state-delegated activity, it will continue to operate in a more stable and secure environment that will provide a guarantee for its use from needy clients.

Thanks to the coordinated and professional efforts of the entire Crisis Centre team and the growing public support against domestic violence, we have managed to create a real home for the victims of domestic violence and to provide an alternative towards a life without violence.

In the 20 years since its establishment in 1999, to this day the crisis center has not closed or stopped working with clients.

One of the projects and initiatives during the past year was the crafting of handmade marteniz on the occasion of the traditional Bulgarian celebration of “Baba Marta”, by the clients, accommodated in the crisis center, students and volunteers.

We received support by “Ole Male” and “Maiko Mila” who helped organizes the distribution of 4000 flyers supporting the fight against domestic violence in an International women’s day event in the Palace of culture on the 8th of March.

Volunteers and donors supported the crisis center in the renovating of the space for a second year in a roll.
The service "Maintenance of the National Hotline for Victims of Domestic Violence - 02 981 76 86; 0800 18 676" has the following aims:

- to maintain twenty-four-hour service of the National hotline, including on weekends and official holidays, in order to ensure successful reaction to cases of domestic violence;
- to provide a specialized legal consultations on the Hotline;
- to refer victims 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 relatives throughout the country;
- consultants from the National Hotline for victims of domestic violence.

The main activities in the project are:

- twenty-four hour functioning of the National hotline for victims of domestic violence 02/ 981 76 86 / 0800 18 676;

The expected results are:

- to maintain twenty-four-hour functioning of the National Hotline for victims of domestic violence;
- to attract and train new consultants in two training sessions a year, in order to maintain a team of 25-30 consultants, covering a twenty-four-hour schedule;
- to renew the "Map of the services for domestic violence victims".

Results, achieved in the period 01/01/2019 - 31.12.2019:

- **2 486** telephone consultations of violence survivors;
- **126** telephone consultations with a lawyer, concerning the rights and aid suggested by the Protection against Domestic Violence Act;
- **2 000** leaflets, created for informative and promotional purposes, as well as 3 800 bookmarks, intended to be distributed at an organized event at the National Palace of Culture on March 8;
- **Two recruitment campaigns** for new consultants on the National Hotline for victims of domestic violence;
- **Two intensive 5-day training sessions** - one in May 2019 and one in November 2019 for introducing new consultants to the work on the Hotline;
- **24 group supervisions**, regarding the needs of the team of consultants on the National Hotline during the period 01/01/2019 - 31/12/2019. Two times a month problematic calls were discussed in a group in order to constantly increase the consultants' competence and prevent burnout. Every supervision lasted 90 minutes and was led by an experienced professional.
- **One seminar** organized for the team of consultants on the National hotline for domestic violence victims, focusing on an annual estimation of the work and outlining the activities for the next year;
- **Two seminars** organized for the team of consultants on the National Hotline on the topics of "Rights of and Support for Elderly People in Domestic Violence Households" and "Psychological development within and outside of the Norm";
- Update of the "Map of the services for victims of domestic violence".
The National Helpline for Children 116 111 has been run by the Animus Association Foundation for 10 years (since 2009) after winning public procurement procedure opened by the State Agency for Child Protection (SACP) under the Public Procurement Act. In October 2019, the Child Helpline had a 10-year anniversary. There had been over 830,000 answered calls since the beginning in 2009 and over 140,000 consultations with children, parents and other adults on matters concerning children and children rights.

The Helpline uses a harmonized European number 116 111. It’s free of charge, operates twenty-four hours a day, and is confidential. Its functions are to provide psychological counseling and support to children and their parents, as well as to signal Child Protection Services nationwide in cases of at-risk children.

In 2019, a total of 52,658 conversations were conducted, 49,759 of which were received calls. There were 1,899 outgoing calls made towards Child Protection Services throughout the whole country in order to inform them of children-at-risk. A total of 9,775 consultations were provided to children and adults in the past year.

Key themes of interest that children and adolescents have sought help for include romantic relationships (first-time falling in love, break-ups, and infidelity), peer relationships (befriending peers, conflicts with/among friends), school problems (classmate alienation, adaptation difficulties in school, school bullying), family problems (child-parent relations, parental conflicts). Children would commonly call to discuss psychosocial problems relating to their identity, loneliness, fear, anxiety, and suicidal thoughts.

In many cases, adults would call for a consultation on problems they might encounter in the upbringing and disciplining of their children, often including problematic behavior of the adolescents and disrupted communication patterns in the family. Calls from parents and other adults most commonly have the purpose of signaling about a child-at-risk. In 2019, a total of 787 such cases have been referred to various Child Protection Departments in the country – which concludes with a 30% increase in comparison to the previous year.
One of the most difficult problems reported to the Helpline is child abuse; 851 consultations in relation to that problem were made in 2019. The most common risks that have been reported during the year include parental neglect, physical and emotional abuse, the endangerment of children's health and lives, as well as witnessing domestic violence and involvement in parental conflicts.
The project is developed with the support of UNICEF on the territory of Sofia Municipality. “Zona zaKrila” provides services to child survivors of violence and their families by introducing a specialized integrated approach and services that integrate good legal, medical, psychological and social practices with child-friendly procedures and environments.

An integrated approach to high-risk children involves:

- Child-friendly justice
- Protection
- Recovery

The Centre provides ongoing support and advocacy for children, victims of violence and their families throughout the case work process - from the time of receiving the violence report and initiating the investigation until the recovery process is complete.

„Zona zaKrila” works with children affected by all forms of violence and their families, including children who have been victims of past and/or current violence.

Main goal - security, impartiality, approaches and practices in the best interest of the child.

Lines of work – protection, access to justice and mental health.

The programs are aimed at providing:

- Crisis intervention
- Advocacy support
- Assistance in providing medical advice
- Psychological counseling and therapy
- Legal counseling and accompanying
- Preparation of a child to appear in court and take part in a hearing in a specialized Blue Room
- Prevention

Main partners - Child Protection Departments, Police, Prosecutor’s office, Courts.
Benefits for children:

- Children and families benefit from good coordination.
- No institution can independently see the full picture of the life of the injured child.
- An integrated approach, based on cooperation in providing assistance, which avoids excessive interference.
- The child is brought to a place where all specialists work together in a team, each in their own field and role keeping in mind the best interest of the child.

A major challenge for the work of the specialists’ team over the past 2019 has been the increase in the number of socially complex cases, cases of sexual violence, in particular incest, as well as cases of life-threatening violence. One of the main tasks of the team during the past year was to maintain the accessibility and participation of other services in the casework, in order to ensure the choice and continuity of care for the victims.

Achieved results

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

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

- In 2019, “Zona zaKrila” Team worked on 155 cases.
- 79 children and 76 parents received psychological counseling and therapy.
- Legal aid was provided to 74 children and parents.
- The team of “Zona zaKrila Sofia conducted a friendly hearing and accessed legal procedures for 5 children.
- Procedural representation in court or pre-trial proceedings was provided in 16 cases.
- For 2019, the “Zona zaKrila” team participated in a number of workshops with institutions on the topic of violence.
- Training for civil judges, prosecutors, police officers and social workers in the past year focused on specific legal and psychological aspects of identification and intervention in cases of child victims of domestic and sexual abuse.
- 318 children from 9 metropolitan schools were covered in prevention meetings with the theme: “What is violence and how to deal with it”.

Customer feedback indicates effective use of service capacity. The main quality criteria are satisfaction and the real change in their life situation for the better, which has happened thanks to the support they have given and the effort they have made.
Animus Association Foundation proposes a wholeschool approach aimed at preventing school bullying and violence in schools. The main goal of the project is together with teachers, school principals, children, and their parents to encourage the development of a school environment which teaches healthy communication, mature conflict resolution, and tolerance towards the differences. This is how we can prevent violence, school bullying, and humiliation among students and they can grow up healthy, happy, with good confidence academic success.

Key to a Fear-free School introduces teachers to implementing the teaching method proposed by the prevention programmes in all classes between 1st and 10th grade in three schools in Bulgaria for five consecutive school years. Key to a Fear-free School is co-funded by OAK Foundation, Switzerland. It started in May 2016 and will last for 5 years until 2021.

„Zippy’s Friends” is an internationally acknowledged mental health promotion programme. It empowers children to cope with problems and crisis situations in a healthy and constructive way by teaching skills to solve specific problems and by understanding and controlling their own emotions as well as those of others. The program is built around a series of illustrated short stories about a stick insect called Zippy and its friends - a group of young children. In the program, children learn how to apply different strategies when dealing with difficulties, how to increase their self-esteem, and how to improve their resilience to traumatic events. This empowers children to help themselves or others and to accept and value differences in the classroom. The program is divided into different modules on the topics of: feelings, communication, relationships, conflict resolution, and dealing with changes, loss, and difficulties. „Zippy’s Friends” is approved by the World Health Organization and Bulgaria is the 28th country to have started its implementation.
„Apple’s Friends” reinforces the coping strategies and social skills that the children acquired in Zippy’s Friends. The activities include role-playing games, drawing, discussions, and stories with the same characters, but this time together with Apple, the hamster. The difference in this program is the fact that children have to contribute more with their own ideas especially when it comes to unfinished stories whose end must be decided by the class.

„Class of Friends” is an interactive programme which includes students, parents, and teachers in activities directed towards gender-based roles, non-violent relationship, and encouraging of mental health. The programme helps children understand their difficulties, unbearable emotions, and internal conflicts better. This in turn increases their capacity to deal with frustration and anxiety. „School Class of Friends” started in the 2018-2019 school year.

“Ozzy’s Friends” is a new copyright programme targeting students between 14 and 17 years old following 8th grade. At the moment, we are piloting the programme and it will be implemented into the school curriculum in the 2020/2021 school year as a continuation of the previous programmes in the same schools.

The four programmes are aimed at systemic increase in teachers’ qualifications for acquiring psychological skills and knowledge to be able to address both individual difficulties of students as well as group problems in the class. For school professionals the benefits of the programmes are visible even after the project is complete as the knowledge, skills, and experience gathered during the project implementation can be used further.

Schools implementing the programmes:
• “Hristo Botev” Middle School, Aytos
• 23 Middle School “Frederick Joliot-Curie”, Sofia
• 68 Middle School “Academic Nikola Obreshkov”, Sofia

At „Zippy’s Friends” programm take part 17 teachers and 329 children
At „Apple’s Friends” programm take part 17 teachers and 206 children
At „Class of Friends” programm take part 17 teachers and children 245 children

Detailed information about the programs can be found on bezstrah.org together with materials, publications and addition information. In addition, the Manual for teachers and the leaflets for parents which can be useful to school principals and teachers for the realization of prevention activities related to bullying and aggression in schools can be downloaded for free from the website.
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 the partner countries and the EU in general through employment support.

More specifically, the project aims at:

- Enhancing transnational cooperation and exchanging information on the integration of women victims of trafficking (VoT) for sexual exploitation in the labour market
- Enhancing 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)
- Increasing the 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 2019, Animus Association Foundation was actively involved in the development of Guide for integrated service provision to support access to employment for Third Country National Women Victims of Trafficking for sexual exploitation.

The development of an electronic platform started with the goal to facilitate communication within the international network of organizations and institutions supporting employment and integration of victims of trafficking. In 2019, the project supported migrant women accommodated in the “St. Petka” Crisis Centre and in the “Mother and Baby” Unit. They had the opportunity to learn Bulgarian and were consulted about the Bulgarian labour market, and offered job opportunities. They went through various courses and were assisted in the job search process.
In October 2019, Animus Association Foundation completed the international project “Support VoC” which was implemented in partnership with four other organizations - KMOP (Greece), CESIE (Italy), the University of Barcelona (Spain) and "HFC" (Cyprus).

The project SupportVoC aims at contributing to the promotion and protection of the rights of victims of crime in Spain, Greece, Italy, Bulgaria, and Cyprus as well as to the effective implementation of Directive 2012/29 / EU on Minimum standards on the rights, support and protection of victims of crime.

A major achievement in 2019 was the development of a model and standard operating procedures for the development of integrated and accessible Generic Victim Support Services (GVSS) in Bulgaria. The model is based on the analysis of the Bulgarian legal framework on the rights and protection of crime victims and the best practices of implementing generic services in Spain.

The following documents are available to the Bulgarian public and the competent institutions in relation with the establishment of Generic Victim Support Services in Bulgaria:

1. Review and analysis of the Bulgarian national legal framework on the rights and protection of victims of crime and its application: contributing to an effective implementation of Directive 2012/29/EU establishing minimum standards on the rights, support and protection of victims of crime

2. Recommendations for the effective implementation of Article 8 of Directive 2012/29 / EU establishing minimum standards for the rights, support and protection of victims of crime.


4. Adaptation requirements in Bulgaria to implement the Generic Plan/SOPs


7. Recommendations and Guidelines for setting up a multidisciplinary task force for the Development of Generic Victim Support Services in Bulgaria.

The model was discussed with relevant stakeholders during two national workshops in February and March 2019.
Being a Dad national campaign began in November 2018. The 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 on 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.

On April 20, 2019 Animus Association Foundation organized a conference for the whole family called “Fathers are talking”. The conference was part of the national “Being a Dad” campaign which for the last couple of years has been active in the debates on the hardest profession - being a parent, and in particular being a father.

The main goal of the conference was to introduce different models of fatherhood as well as to show the way famous fathers and families manage to combine parenthood with professional success.

How do we understand our role in the family and in the lives of children? When does “Dad” become the most important word for a man? These were some of the questions answered by the conference participants: Doncho Papazov, seafarer, and his

Dimitur Stoyanovich, journalist and movie director, was invited to co-host the conference together with Maria Tchomarova, psychoanalyst and AAF director, who was the main host.

During the conference, the participants heard parts of the authentic letter the children wrote to their fathers. These letters were included into the booklet “Dear Daddy...” published in 2019. It is developed on the basis of the empowerment workshops with children who wrote letters and draw pictures to their fathers. The texts of the booklet are developed by Animus Association Foundation’s psychologists, working with children.

The booklet will be presented during the 2020 conference.
The work of our team was aimed at creating and developing a supporting environment for (potential) male victims of sexualized violence.

We conducted a research and a needs assessment of professionals working with children and youngsters as well as of key stakeholders of the social system. The full text of the report in English can be found on AAF website under “Publications”.

We conducted a specialized training for the consultants of the National Helpline for Children 116 111 as well as for the social workers in the St. Petka Crisis Centre and professionals we identified as potential first points of contact (FPC) for boys and youngsters suffered or at risk of sexualized violence. We conducted prevention seminars with 72 participants – youngsters and students.

We also conducted a national conference “The Silence of the Innocent” where 59 representatives of different institutions took part – Health and Social Development Foundation (Hesed), Partnership for Learning and Action, 23rd Middle School, UNICEF, State Agency for Child Protection, Sofia Municipality, Police, OAK Foundation, school psychologists and pedagogical counselors, teachers, NGO representatives working in the field of violence against children, etc.

During the Conference we presented the results of the work of the project partners as well as all developed materials:

- Needs assessment – national report for Bulgaria;
- Comparative analysis of the needs assessment of professionals in five countries – Germany, Austria, Bulgaria, Spain, and Italy;
- Four newsletters on the work process during the last two years;
- “Creating a Culture of Care against Sexualized Violence” – a manual for professionals working with children and youngsters where you can find an example of a prevention
program, different ideas for seminars, materials, cards for the seminars, etc.;

- “11 Facts about Sexualized Violence against Boys” – a leaflet, a posters, a number of seminar cards;
- “Facts and Concepts” – a leaflet on the “Culture of Care” project and some basic concepts related to the understanding of sexualized violence against boys.

Five organizations from five different European countries are partners on this project – Germany, Austria, Bulgaria, Spain, and Italy. The main applicant is Dissens – Institute for Education and Research working on the topics of social roles of the sexes, based in Berlin, Germany. The rest of the partners include Animus Association Foundation which provides psychological consultations and psychotherapy for vulnerable children and adults in Sofia, Bulgaria; Verein für Männer - und Geschlechterthemen (VMG), a centre for education, research, and psychological support to men; Istituto degli Innocenti, an organization dealing child care and child policies from Florence; AHIGE, which works on problems of men and gender equality in Spain. The project is oriented towards children and the problems of gender inequality and gender stereotypes.

Project website: boyscultureofcareBG.wordpress.com

The website contains detailed information about the project as well as updates about partner activities.
SAFE! Safe and Adequate Return, Fair Treatment and Early Identification of Victims of Trafficking

January 1, 2017 – January 31, 2019

Co-funded by the Asylum Migration and Integration Fund (AMIF) Programme of the European Commission

General information about the project

Animus Association Foundation together with the National Commission for Combating Trafficking in Human Beings and the International Organization for Migration (IOM) is implementing the project in Bulgaria. It involves another 10 organization from the Netherlands, Hungary, and Macedonia. The leading applicant is HVO Querido.

The main goal of the project is related to the context of the refugee crisis and the migration processes in the EU - to ensure early and adequate identification and protection of victims of trafficking in order to guarantee their safe future through sustainable integration and safe return.

Activities

In 2019 the project was completed by translating publishing in Bulgarian language and disseminating the main materials, based on the overall realization of the activities and the experience gained:

1. **“Voices from the Field” Safe! Training Manual on Early Identification and Safe Future, Safe Return of Victims of Trafficking in Human Beings**
2. **Safe! “Voices from the Field”. Final analytical report**

Both can be found on the Animus Association Foundation web page.
The project is an initiative of La Strada Association. It aims at providing better access to compensation to victims of human trafficking and other related crimes. The activities are coordinated by La Strada International and are implemented by organizations from 10 European countries – Bulgaria (Animus Association Foundation), Czech Republic (La Strada), Spain (SicarCAT and Esperanza), Germany (KOK), Austria (LEFO), the Netherlands (FairWork), Ireland (MRCI), Romania (Adpare), Macedonia (“Open Door”), and Serbia (ASTRA).

**Facts, Figures, Publications**

In 2019, two specialized trainings on obtaining compensations for victims of trafficking and related crimes were conducted. Thirty experts - judges, prosecutors, lawyers, police officers and social workers, were equipped with knowledge and skills on claiming and providing assistance for obtaining compensation by victims of crime, according to their professional role.

Awareness-raising campaign targeting the general public and experts promoted the rights of victims to receive compensation. The messages reached more than one hundred thousand people, including magistrates through social networks, publications in specialist legal journals, and media interviews.

A [Policy Paper](#) on Compensation for Victims of Trafficking in Human Beings was published and disseminated among all relevant stakeholders, decision makers and members of Bulgarian and EU parliament. It presents the main obstacles that prevent victims from obtaining compensation and provides recommendations to tackle them on national and EU level.

[Information leaflet](#) "Compensation for Victims of Trafficking in Human Beings - Frequently Asked Questions by Lawyers and Victim Support Professionals" was distributed with the assistance of the National Legal Aid Bureau and the National Commission for Combating Trafficking in Human Beings.
The Advocacy campaign has been piloted as a result of the findings based on a two-year project entitled Adolescents' Perception of Healthy Relationships. The project is funded by OAK Foundation. The International Institute of Social Studies (part of a very innovative research institution – Erasmus University, Rotterdam, The Netherlands) is the lead organization which has implemented the project activities in partnership with Animus Association Foundation (Bulgaria), International Child Development Initiatives (The Netherlands) and Nascent (a research institute in Tanzania).

Young people in Sofia and Aytos used their experience as young researchers in order to elicit the topics for the campaign. In 2019 they selected two topics – love relationships and youth participation which will be on the focus of their future activities with peers. According to young people’s perspective there is a need to create a space for these topics within the school setting.

The design of the Advocacy campaign will include workshops with peers, presentations in front of them and dissemination of the project results throughout a platform designed for this aim.

The campaign has a goal to promote healthy relationships in young people’s love life and to create a space for a meaningful participation at school.
Support and Accommodation for Refugee and Migrant Women and Children

1 January, – 30 September 2019
Funded by UNICEF Bulgaria

Project goals: To support three refugee mothers and their four children, accommodated in the Mother and Baby Unit run by Animus Association Foundation by providing safe and secure environment to raise their children as well as psycho-social legal, health and financial support; successful integration of the refugee mothers and their children into the society; Promoting the Mother and baby Unit service among vulnerable groups by preparing and disseminating brochures and posters; training the team of the Unit to work on cases of refugees and migrants.

Results: During the project period, the team worked with the refugee mothers towards increasing their parental capacity and support in their everyday activities related to basic needs. The Unit provided a pedagogue to work with the mothers every day and to support them to learn Bulgarian. The mothers were also provided with a course on how to learn their way around Sofia, on Bulgarian geography, history, traditions, customs, and culture in Bulgaria. After the project period, the mothers were able to speak and write in Bulgarian very well. The mothers and their children received access to health care and were registered with a personal physicians and pediatricians for the children. The children went through all the necessary examinations and vaccinations.

Every mother showed different skills for cooking, embroidery, cosmetic procedures and were encouraged to further develop these skills. Mothers developed good social contacts with the rest of the mothers accommodated in the Unit.

Mothers were provided with different options for social integrations by looking for a job, renting a home, while children were enrolled in schools and kindergartens depending on their age.

In order to promote the activities of the Mother and Baby Unit, the team prepared and printed brochures to be disseminated in all Child Protection Units on the territory of Sofia Municipality as well as other relevant institutions. Posters translated into Arab, Kurdish and Farcy were disseminated in refugee centres.

Trainings were organized for the team of the Unit. The experience gained from the trainings and the work with refugees and migrants allowed the team to calmly and confidently tackle the challenges coming from working with this target group.
The project is implemented in partnership among five organizations from four European countries: ASSOCIAZIONE SPAZIO DONNA ONLUS (Italy), Cooperativa Sociale Il Volo (Italy), UNIVERSITAT AUTONOMA DE BARCELONA (Spain, Catalonia), ANIMUS ASSOCIATION FOUNDATION (Bulgaria), HERTIN s.r.o. (The Czech republic).

The general objective is to generate a climate of trust between institutions, professionals and victims of violence through an innovative program of professional training, with the aim of increasing effective measures to protect women from the risk of relapse and countering the phenomenon of femicide.

The specific objectives are:

- To validate a multi-actor European training model based on participatory and experiential methodologies, with a precise system for evaluating learning outcomes, in particular in terms of attitudinal and behavioral changes;
- To validate a specific training course for the experts dealing with the psychological aspect of violence and the production of a legal report;
- To test the model in the cultural contexts of the countries involved;
- To produce legislative and operational recommendations to ease the correct application of existing laws;
- To develop a tool that eases health professionals to conduct guided interviews to understand the presence or not of violence in women, and possibly the type of violence suffered.

Together with all project partners we prepared a final research report (State of Art) – a summary of all the information and highlight of the most important training needs and deficits, as well as the expected innovative aspects of the FEEL trainings. The State of Art contains description of the good practices for supporting victims of violence, the legal frameworks, the existing training options for professionals working with such victims and the trainings needs of these professionals.

The next important result was the Preparation of The ToT model. The team of Animus Association took part and presented innovative ideas and conclusions related to the empowerment of women. Animus Association provided two trainings for professionals working in social services and policemen. The Training model was tested successfully and the feedback by the participants was positive.
At the end of 2019 the project ‘REVIVAL: right environment to protect women victims of violence at each level’ was successfully completed. Its aim was to improve opportunities for women victims of violence to receive help and support by the exchange of good international models and practices and its duration was two years – 2018 and 2019.

During the first year of the project as part of the international partnership we participated in the development of a model for a training of professionals – the team of the ‘Animus Association’ applied it in Bulgaria to train 85 professionals – medical staff, police officers, social workers, psychologists in better skills to identify and support more effectively victims of violence.

During the second year our team led a series of follow-up meetings with participants in these trainings where their knowledge was built up and we initiated many multidisciplinary meetings and worked on establishing closer contact with hospitals for the purposes of quick identification and referral of victims of violence. We also developed and took part in two partner meetings – one hosted by us in Sofia and one in Naples, Italy. In these meetings we exchanged experience and good practices that the partnering countries apply in order to identify and inform persons affected by violence, especially vulnerable groups like the elderly.

The project is co-funded by the European Commission, under the ‘Rights, equality and citizenship’ program, agreement 776629-SDO-REC-WAV-AG-2016/ REC-WAV-AG-2016-01. It was realize in partnership with: Associazione Spazio Donna, Associazione Salute Donna and Azienda Sanitaria Locale Caserta (Italy), Fundacio Hospital Universitari Vall D’Hebron – Institut de Recerca (VHIR), Universitat Autonoma Barcelona (UAB) and Institut Catala de la Salut (Institut Salut) (Spain).
The project “Support Centre for Victims of Domestic Violence” is supported by Medicor Foundation, Liechtenstein. Medicor Foundation is a long-standing 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 the foundation and its implementation period is March 1, 2019 – February 28, 2022.

During the first project year, 216 victims of domestic violence benefitted from the programs of the Support center. 116 women and children were counseled, whereas 39 clients were accommodated in the Crisis centre. 21 women were part of the empowerment program and 21 families or relatives of survivors participated in the family consultations programme. 40 clients received pedagogical support in the first year of the project and 92 clients received individual advocacy concerning their rights, access to social services etc. Experts participated in a total of 23 multidisciplinary meetings on cases of domestic violence.

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. This is being achieved through a comprehensive set of social services. A part of the comprehensive approach is increasing the capacity of AAF staff and other partners of the community to work with cases of domestic violence.

The project contributes to the achievement of AAF long-term goal to develop a specialized support centre for victims of domestic violence in Bulgaria. It plans to implement the *The Minimum Standards for Services for Survivors of Domestic Violence* elaborated in a previous project of AAF. The project continues and builds upon the good practice of programs already resumed in the first project funded by Medicor: crisis intervention and psychotherapeutic counseling, empowerment program, pedagogical program, community work, family consultations program, advocacy program. The capacity of professionals is supported and developed through regular debriefing seminars and clinical supervision on cases.

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 communit
On November 1st, 2019, Animus Association Foundation, in partnership with Society and Safety Foundation, started the implementation of the “Pro-active against Violence against Women” project. It will continue for 36 months and is financially supported by Iceland, Lichtenstein, and Norway under the Financial Mechanism of the European Economic Area.

Society and Safety Foundation is a non-governmental organization with public benefit purposes, which works for changing people’s opinions police officers (employees of the Ministry of Interior) and for building relationships of mutual trust and partnership.

The main goal of the project is to raise awareness and activate the general public to act against violence against women.

The main activities of the project include:

- A study on the police officers’ attitudes in four regions of the country (Sofia-city, Silistra, Smolyan, and Sliven);
- Monitoring and analysis of the work of key institutions working on domestic violence (Courts, the Prosecutor’s Offices, Social Services, etc.);
- An awareness-raising campaign aiming at clarifying the domestic violence phenomenon;
- An advocacy campaign aiming at providing knowledge to and developing skills of police officers to recognize and intervene in cases of domestic violence.

Expected results:

- Increase in reporting of cases of domestic violence and support provided to women by 30%;
- Increase awareness of police officers and the general public regarding domestic violence and violence against women;

The trainings on how to work on cases of domestic violence provided to police officers will contribute to putting an end to the violence and increasing the trust towards the Police regarding cases of domestic violence.
The analysis of cases from the practice and the data collection will indicate the problematic fields as well as inform which policies and practices work and which do not work. The conclusions will contribute to the improving of national policies on domestic and gender-based violence.

The campaign aimed at encouraging the reporting of cases of domestic violence, implemented together with the Police, will rely on different communication channels in order to reach a maximum number of people.

Encouraging active civil actions on cases of domestic violence will improve the overall protection of victims of domestic violence.
WIN – Trafficked Women Integration

October 14, 2019 – October 14, 2021.

Co-funded by the Asylum, Migration and Integration Fund Programme 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 Animus Association Foundation (Bulgaria), AMIGA Association (Spain), LULE (Italy) and Energheia Training Center (Italy).

The general objective of the project is to improve the 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 third-country-national women victims of trafficking in host societies;
- To improve the understanding and knowledge of trafficking in human beings among the business, training and job services providers, trade unions and professional associations.

Next to implementing the project's activities in Bulgaria, Animus Association is also responsible for the development of the project's vision, information materials and strategy for promoting and disseminating the goals and achievements.

At the end of 2019, thanks to the Animus Association, the project got a beautiful logo.
In October 2019 Animus Association Foundation started the Bodrozi national project implemented in partnership with the Social Activities and Practice Institute (Bulgaria).

The project aims at optimizing the reaction of the child protection system in Bulgaria to cases of domestic violence where children are involved as victims or as witnesses.

The project envisions consolidating the national experience and good practices on cases of child victims or witnesses of domestic violence such as the Child and Youth Advocacy Centres “Zona zaKrila”. These good practices and experience can then be applied to training materials and disseminated in the country. As a result, the practice when working with child victims or witnesses of domestic violence will improve.

A number of institutions have pledged to support the project activities even before the beginning of the project - Ministry of Interior, Ministry of Justice, Social Assistance Agency, UNICEF Bulgaria, and Municipalities of Sofia, Shumen, Montana. The project envisions active work with the institutions for the consolidation of a number of training materials and follow-up trainings for over 1000 experts in the whole country.

In the first three months of the project we conducted:

- A seminar for sharing experience on working with cases of child victims and witnesses of domestic violence
- A seminar for journalists for child-friendly reporting on cases of child victims and witnesses of violence
- Introduction of the project for the media
- Description of good practices of services in support of child victims and witnesses of violence in the whole country
The main goal of the project is to support the objectives of Mother and Baby Social Service in preventing child abandonment and placement of infants and young children in institutions, as well as preventing situations that threaten their security, health, and development.

Project sub-objectives:

- Providing child protection without the need for separation from the mother and accommodation in specialized institutions;
- Ensuring day-to-day interaction between the mother and her child, which is key to building affection;
- Providing specialized help and support to the mother, which enables her to adapt and develop attachment to her child;
- Preventing social exclusion of the mother-child couple and preparing for successful social integration;
- Performing an in-depth assessment of maternal parental capacity that assists child protection authorities in making long-term decisions about the child’s future;
- Improving the living conditions in which sheltered women and their children, victims of violence, of trafficking in human beings, underaged mothers and pregnant women from Roma or other ethnic minorities; refugee mothers; single mothers or pregnant women without support from relatives live temporarily;
- Building the mothers’ skills to handle modern techniques (considering the young age of some mothers, their way of life, poverty and long-lasting lack of attention until their adoption in the Mother and Baby Unit);
- Ensuring greater security, living and emotional comfort that mothers seek to create in their home after being empowered to live outside the Mother and Baby Unit;
- Increasing parenting capacity and mothers’ skills through cooking activities
- Building parental capacity, health culture and skills of women in their care for children, through meetings and talks with psychologists, doctors, and healthcare professionals;
- Mothers and pregnant women acquiring planning skills and skills for family budgeting and rationality, through intensive counseling by social workers and through a better lifestyle at the Mother and Baby Unit;
• Organizing and developing Mothers’ Social Workshops, where they will acquire additional skills that are applicable and useful in their lives outside the service;

**Results:**

1. Improvement in the material base of the Mother and Baby Unit;
2. Increased health culture and psycho-emotional status of women and their children;
3. Level of increased parenting, cooking and organizational skills;
4. Basic financial literacy available for family budgeting;
5. Mothers and pregnant women acquired new skills useful to them outside the Mother and Baby Unit;
6. Selected works from the Social workshop which were presented to the community to attract donors to buy the works (for example, lacquered wooden spoon, clover, etc. with a pyrographic inscription "Bulgaria", in Bulgarian and in Latin; silk handkerchief with embroidery "Bulgaria"; a varnished little man, painted in a costume; cards, martenitsas, bracelets with pieces of beads; Easter eggs, etc.). Each item bears the "Animus Association Foundation" - Mother and Baby Unit inscription on the back, and if possible the packaging or the item itself bears a slogan suitable for a campaign (for example, "I am against violence"; "Give a helping hand to victims of trafficking by supporting us with a minimum donation of ..."; "I'm not indifferent" and so on.
7. Partial financial independence of mothers – part of the money from the items sold to donors provided to the mothers who created them;
8. Community approval; promotion of causes; improved image of the service.
IV.

Activities of Animus Association Foundation Training Centre
January 1, 2019 – December 31, 2019

In 2019, the activities of the Training Centre were aimed at increasing the capacity of teams of professionals from Community Support Centres, Crisis Centres, and social workers in terms of providing help and supported to victims of violence or people in risk.

In 2019, we continued to organize trainings which were divided into modules and developed on the basis of theoretical framework and interactive work methods which provide practical skills to participants for working directly with people. We conducted a total of 4 training events for 48 participants. They were held in Animus Association Foundation Training Centre as well as in different places in the whole country. During the year, 5 trainings were held with teachers, students, medical and social workers, police officers and psychologists. Specialist training was about working with victims of violence and with teachers on the program Key to Fear Free Class.

The work of professionals in this area was also supported by regular supervisions of the direct work on cases.

We also conducted 2 trainings for 30 volunteers for working on the National Hotline for Survivors of Violence under Animus Association Foundation.

Traditionally, among the most popular were the activities related to expanding the knowledge and skills of the team of therapists and consultants working at Animus Association Foundation for providing psychotherapeutic and psychosocial help to clients of different programs. 328 group supervisions for Animus’ teams were held last year where specialists from the Counseling Centre, the Social Services Centre for Children and Families, the “St. Petka” Crisis Centre, the National Helpline for Children 116 111, and the National Helpline for Victims of Violence participated. Within the framework of these regular supervisions, the teams discussed clinical materials from the therapeutic work with children, parents, and families.

The Training Centre continued its work with students from different universities in the country by providing clinical base for internships to the students under a contract with Sofia University – Faculty of Pedagogy and Faculty of Preschool and Primary School Education. A total of 45 students had their compulsory internships and practice at the “St. Petka” Crisis Center and the “Mother and Baby” Unit.
The social enterprise “Blaga Baba Blaga” of the Animus Association Foundation continued to operate in year 2019. The idea is among the five approved best business plans in the Entrepreneurship of Non-profit Organizations 2017 program, organized by the Bulgarian center for Non-Profit law with the America for Bulgaria Foundation and the UniCredit Foundation.

**FOOD THAT BRINGS HOPE**

There is an old Bulgarian custom which is not found anywhere in the world. A forgotten magic which connects food with words and language to open space for Change. The ritual of Calling.

The social enterprise “Blaga Baba” is our calling for change in the days of women who are rebuilding their lives. Women who have been abused or left alone at the end of a usually difficult life. In “Blaga Baba” these women are coming back to life today not just through work, but through the examples of our grandmothers about the food as a bridge across the generations and a gesture of care. Of love. Of appurtenance.

In "Blaga Baba" you will find homemade breakfasts and other baked dough products, traditional for Bulgarian cuisine, as well as a healthy lunch menu, different every day.

All proceeds go to the only crisis center for women and their children affected by domestic violence on the territory of Sofia - “St. Petka”, which is the idea of the enterprise as a direct path from life in the center to life outside. The idea of homemade food comes as spontaneously and naturally as the first association with the desire of the team for these women once they’re out of the center to recreate their own homes. And the home smells like childhood, freshly baked bread and soup, bubbling on the stove. That’s how each of the team members remembers and shares a recipe of his/ her favourite dish from childhood and the memory of the good dishes of our beloved grandmothers. The name comes by itself.
We believe that the good grannies in “Blaga Baba” are women who despite their personal tragedies have something to give to the world and we want to support them very much through this journey to our roots and traditions. To the power in them to be independent again.

This is why “Blaga Baba” is not just a food shop or catering company. It is a way, a change, a hope.

For the past year, in addition to hosting cocktail catering events, delivering catering lunches and onsite customer service, we have also participated in bazaars and events. This year we also had the honour of receiving a donation from the annual Kaufland Charity Christmas bazaar to support causes from various foundations.

Creating our website during year 2019 was one of the main priorities for our development.

www.blagababa.com
VI.

2019 STATISTICS ANIMUS ASSOCIATION FOUNDATION

Total number of beneficiaries for 2019 – 14 571

Distribution of clients of Animus Association Foundation

1. Center for counselling, psychotherapy, psychoanalysis and “Zona zaKrila” – 1718 clients
2. Crisis Centre for Survivors of Violence – 121 clients
4. National Hotline for Survivors of Violence – 2486 clients
5. Social Services Centre for Children and Families – 433 clients
6. Mother and Baby Unit – 38 clients
7. Training Centre and prevention programmes
1. STATISTICS OF THE CENTER FOR COUNSELLING, PSYCHOTHERAPY, PSYCHOANALYSIS AND “ZONA ZAKRILA”

Total – 1718 clients

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

- **Psychoterapy** - 132 clients
- **Psychoanalysis** - 3 clients
- **Empowerment** - 21 clients
- **Pedagogical programme** - 29 clients
- **Referral programme** - 42 clients
- **Consultations by phone** - 176 clients
- **Social work** - 102 clients
- **Crisis intervention and risk assessment** - 161 clients

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

- **Parent** - 84 clients
- **Another adult** - 156 clients
- **Adolescent** - 29 clients
- **Child** - 54 clients
- **Couple** - 14 clients
Tab. 3. Distribution of clients by sex

- Men - 86 clients
- Women - 251 clients

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

- Domestic violence - 273 clients
- Other type of violence - 1 client
- Another problem - 2 clients
- Personal development - 42 clients
- Psychological or mental illness or violence - 2 clients
- Sexual violence - 11 clients
- Human trafficking - clients
2. STATISTICS OF THE CRISIS CENTER FOR SURVIVORS OF VIOLENCE
Total – 121 accommodated clients

Tab. 5. Distribution of clients by type of problem
- Human trafficking - 13 clients
- Domestic violence - 108 clients

Tab. 6. Distribution of clients by the used service
- Crisis consultation, social advocacy in relation to cases of violence - 69 clients
- Accommodated clients - 52 clients
Tab. 7. Distribution of clients by age

- Adults - 102 clients
- Children - 19 clients

Tab. 8. Distribution of clients by sex

- Men - 8 clients
- Women - 113 clients

Tab. 9. Transit cases and telephone counseling related with trafficking in people

- Transit cases - 6 clients
- Telephone counseling - 7 clients
3. STATISTICS OF THE SOCIAL SERVICES FOR CHILDREN AND FAMILIES

Total – 433 clients

Tab. 10. Distribution of clients

- Children and adolescents - 174 clients
- Parents - 131 clients
- Adoptive parents - 33 clients
- Candidate for adoptive parent - 70 clients
- Relative/family member - 25 clients
- Parental capacity - 33 clients
- Sexual violence - 2 clients
- Prevention of abandonment - 23 clients
- Deviant behaviour - 97 clients
- Physical disability - 82 clients
- Parental alienation - 25 clients
- School bullying - 17 clients
- Domestic violence - 25 clients
- Other type of violence - 27 clients
- Another problem - 19 clients
- Personal developments - 31 clients
Tab. 12. Distribution of clients according to sex

Men - 154 clients
Women - 259 clients

Tab. 13. Distribution of clients according to age

Children and adolescents - 174 clients
Adults - 259 clients
4. STATISTICS OF THE MOTHER AND BABY UNIT AT THE SOCIAL SERVICES CENTER FOR CHILDREN AND FAMILIES

Total – 38 clients

Tab. 14. Distribution of clients according to the type of service

- Parental capacity assessment, parental capacity increase - 18 clients
- Mediation - 18 clients
- Empowerments - 18 clients
- Crisis intervention - 13 clients
- Social and legal assistance - 18 clients
- Health care - 38 clients

Tab. 15. Distribution of clients according to the type of problem

- Child development - 21 clients
- Parental capacity, prevention of abandonment deviant behaviour - 18 clients
Tab. 16. Distribution of clients according to sex

- Mother and girls - 29 clients
- Boys - 9 clients

Tab. 17. Distribution of clients according to age

- 17 Adults - 17 clients
- 21 Children and adolescents - 21 clients
Tab. 18. Distribution of consultations according to the type of problem

- Child abuse - 851 consultations
- Relationship with peers - 530 consultations
- School problems - 362 consultations
- Romantic and intimate relationships - 4,230 consultations
- Family problems - 1,479 consultations
- Psycho-social problems - 444 consultations
- Information - 1,171 consultations
- Health and sexuality - 321 consultations
- Problems of children from specialized institutions - 90 consultations
- Other - 297 consultations

Tab. 19. Distribution of consultations - children under 12 and teenagers

- Children under 12 - 2,242 consultations
- Teenagers - 4,894 consultations
Tab. 20. Distributions of callers under 18 by sex

- Boys - 3,187 consultations
- Girls - 3,949 consultations

Tab. 21. Distribution of consultations according to the callers

- Number of consultations with children - 7,136 consultations
- Parents - 1,295 consultations
- Other adults - 1,114 consultations
- Teachers - 27 consultations
- Institutions - 203 consultations
6. STATISTICS OF THE HOTLINE FOR SURVIVORS OF VIOLENCE

Total – 2486 consultations

Tab. 22. Distribution of clients according to the type of problem

- Domestic violence - 1523 clients
- Sexual violence - 33 clients
- Human trafficking - 32 clients
- Human trafficking prevention - 28 clients
- Other type of violence - 125 clients
- Other problem - 745 clients

Tab. 23. Distribution of clients according to the type of domestic violence

- Intimate partner - 1242 clients
- Parents against their children - 158 clients
- Children against their parents - 155 clients
- Among relatives - 114 clients
- Other - 230 clients
Tab. 24. Distribution of clients according to sex

- Women - 2 068 clients
- Men - 389 clients
- Children - 5 clients
- Young girl - 5 clients
- Young boy - 19 clients

Tab. 25. Distribution of consultations according to the type of caller

- Victims - 1 872 consultations
- Relatives - 279 consultations
- Neighbours - 53 consultations
- Friends - 147 consultations
- Police - 5 consultations
- Social services - 14 consultations
- Journalist - 1 consultation
- Other - 115 consultations
Tab. 26. Distribution of callers according to the place of residence

- Sofia - 999 callers
- Outside of Sofia - 984 callers
- Another country - 187 callers
- Unknown - 316 callers

Tab. 27. Distribution of clients according to the type of support provided

- Support - 1962 clients
- Cooperation in making decisions - 837 clients
- Information - 2038 clients
Tab. 28. Distribution of clients according to the type of the call

- Current violence - 398 clients
- Crisis - 1 330 clients
- Past violence - 35 clients
- Information - 621 clients
- Citizens’ positions - 17 clients
- Other - 85 clients

Tab. 29. Distribution of calls in terms of referral

- AAF therapeutc programmes - 69 calls
- AAF Crisis Center - 70 calls
- Legal conselling by the Hotline - 375 calls
- Child protection units - 193 calls
- Social Assistance directorates - 132 calls
- Emergency telephon number 112 - 447 calls
- Police - 425 calls
- National Bureau for Legal Aid - 70 calls
- Medical Assistance (forensics/doctors/psychiatrists) - 316 calls
- Prosecutor’s - 127 calls
- Regional Courts - 444 calls
- National Helpline for Children - 134 calls
Table 30. Distribution of activities

- 5 trainings with 182 participants
- 4 Module trainings with 48 participants
- 2 trainings of volunteers for working on the National Hotline for Victims of Domestic Violence with 30 participants
- 4 Research Reports:
  - "Guidelines for Professionals Working with Women Victims of Violence"
  - "Compensations for Victims of Trafficking in Human Beings" - Facts, Conclusions, and Recommendations
  - "Young People’s Perceptions on Healthy Relationships"
  - Summary Report on good practices for providing support to victims of violence, legal norms, possibilities for training of professionals working with victims.

Training Centre in 2019:
- 45 interns and students – compulsory internship and practice; 260 participants in trainings
- 1 052 participants (class teachers and students) took part in Prevention of Violence and Mental Health Promotion
- 328 clinical seminars and supervisions for the teams of psychoanalysts, psychotherapists, psychologists, social workers, a speech therapists, and a musical pedagogue to the Centre for Counselling, Psychotherapy and Psychoanalysis, Social Services Center for Children and Families – Community Support Center, Mother and baby unit, “St.Petka” Crisis Center for Victims of Domestic Violence, National Hotline for Victims of Domestic Violence, National Helpline for Children 116 111.