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## **ANNUAL NARRATIVE REPORT FOR 2022**

*The past 2022 was a year of return of things to their normal current, where it was possible. Considering the way of functioning during the COVID-19 crisis in 2021, Crisis Center “Hope” kept the hybrid model in certain segments of the work, such as organizing online meetings, workshops, educational sessions, besides those organized with physical presence. CCH continued to work respecting the highest standards set by the Ministry of health and the Government of Republic of North Macedonia, in direction of providing the highest level of respecting the protection measures, with an aim of safe stay for the sheltered victims, but also safe health conditions for the staff of CCH. We keep continuing to pay special attention to the hygienic conditions in the center and we keep organizing regular disinfection of the premises and the working tools.*

*According to the Strategic plan and the strategic priorities of Crisis Center “Hope”, as well as according to the Work Programme for 2022, during the whole year, the organization continued with implementation of the regular activities on national level. In that direction, CCH offers services on national level for basic legal support and counselling, psychological counselling and support, education, awareness raising and prevention from domestic and gender-based violence. During the past year, there were numerous activities organized, such as trainings for the staff, workshops, seminars, all with an aim to reach the general objective and vision of CCH, which is a world free from violence.*

## Realized projects

### **Project: „Protection and sheltering of victims of domestic violence“**

**Donor:** Ministry of labor and social policy / City of Skopje / Municipality of Gazi Baba

**Period of implementation:** January – December 2022

**Target group:** victims and potential victims of domestic violence

### Realized activities and results achieved:

Providing information for professional and other type of help to the victims of domestic violence. Providing safe and secure temporary stay from 24 to 48 hours, connection and referring to relevant institutions and strengthening the services for victims of domestic violence.

- **Referrals and contacts made for cases of domestic violence:** the total number of received calls reporting domestic violence, during 2022 on the national SOS helpline was **514** CCH made:
  - 428 referrals to the Centers for Social Work,
  - 289 referrals to Police Stations
  - 121 referrals to health institutions
  - 53 referrals to civil society organizations.Contacts and referrals were made according to the call received and the competence of the institutions and organizations from the whole territory of Republic of North Macedonia. During 2022 CCH had direct contact with:
  - Centers for Social Work – 343 times
  - Police – 126 times
  - Health institutions - 23 times
  - Civil society organizations – 48 times.

Since 2020 during the Covid-19 crisis, CCH started using the online tools and receive reports through email, social networks – Facebook, Instagram. During 2022 there were 428 messages registered and the team of CCH appropriately answered all of them. Online tools were also used to arrange online sessions and counselling using ZOOM, Messenger, Viber and Google Meet.

- **Sheltering:** in the premises of Crisis Center “Hope” during 2022, there were totally **81 persons sheltered, of whom 35 women and 46 children** – victims of domestic violence, whose lives and security were endangered. They were sheltered during the crisis period from **24 to 48 hours**, sometimes **72 hours**, during weekends or holidays. For the stay, they were provided food, hygienics, clothes and medicines. During their stay, they were provided psycho-social support, legal advices, and counselling.

During 2022, while victims were staying in the shelter of CC “Hope”, they mainly respected the order and the rules in the center, and there were no specific problems for sheltering of women victims and their children. What was significant during 2022 was the procedures in the Courts and Public prosecutions were quite long for temporary protection measures for victims or prosecution act, which additionally burdens the situation of the victims, who should wait longer and stay longer in sheltering capacities throughout the country, away from their home and away from the schools where children go.

- **Educations:** there were totally **329 educations and counselling with 162 victims** of domestic violence. During the educations, they were provided with psycho-social support, they worked on safety plans, details for reporting and referrals in case of violence, as well as detailed information about the dynamics of domestic violence. They talked about their situations, emotions and their actual functioning in order to be emotionally strengthened. Educations were organized with a duration of 1 to 2 hours, depending on the need of the beneficiaries. Many of the educations and counselling were held online, through ZOOM, Google Meet, Viber, and Facebook (Messenger), while sheltered victims had their counselling and education while staying in the shelter. 30 persons received free legal support.
- Satisfaction of the service provided – sheltering in the intervention shelter: Crisis Center “Hope” assess its successfulness according to a level of satisfaction of the service provided from the beneficiaries. According to the work of the organization, the data received from the sheltered beneficiaries represent the thoughts and beliefs of the beneficiaries and their cooperation with the team of professionals. The answers are received through anonymous and voluntary participation. There were **35 beneficiaries** who filled in questionnaires during a period of 12 months and the total level of satisfaction was **92.85%**.

## **PROJECT: „Institutional support“**

**Donor:** Civica Mobilitas

**Period of implementation** July 2020 – June 2022

**Target group:** Target group of this project was the organization itself and the staff within the organization for institutional strengthening and organizational development.

### **Realized activities in the period from January 2022 to June 2022:**

- Provided psycho-social support and legal counselling to **81 victims of domestic and gender-based violence**;
- Organized **11 opened workshops** for education and public awareness raising;
- Organized **campaign on social networks** which had a reach to **31.555 citizens** throughout the country;
- Established communication with **12 business representatives** in order to gather financial support from the business sector;
- Organized **5 actions** for gathering individual donations;
- Organized **final conference** to present the results achieved.

**PROJECT: „Support to innovative practices for self-care, wellness, and resiliency of the professionals working with GBV victims in Republic of North Macedonia“**

**Donor:** USAID – CARE GBV Programme

**Period of implementation:** July 2021 – July 2022

**Target group:** Target group of this project were professionals that work directly with victims of domestic violence, representatives of civil society organizations and institutions competent for protection of victims of gender-based and domestic violence.

**Realized activities and results achieved from January 2022 to July 2022:**

- Prepared and distributed **Programme for training for gaining skills for self-care, wellness and resiliency**, directed to the professionals working with GBV victims;
- Organized **2 trainings** for self-care, wellness and resiliency of the professionals working with GBV victims, **36 professionals**, representatives of civil society organizations, Centers for Social Work, Police Stations and Domestic violence Department of Ministry of Internal Affairs;
- Provided **4 group mentoring sessions**, for total of 40 professionals;
- Provided **50 individual mentoring sessions** for total of 50 professionals;
- Provided **2 group sessions for psycho-social support** for total of 30 professionals;
- Provided per **2 individual sessions for psycho-social support**, led by licensed psychologists and psychotherapists for **30 professionals**, total of 60 sessions for psycho-social support;
- Prepared and distributed **Guide for gaining skills for self-care, wellness, and resiliency**, aimed for professionals working with victims of gender-based and domestic violence.



## **PROJECT: „First annual workplan for the implementation of the Strategic plan of Crisis Center “Hope” 2022-2025”**

**Donor:** European Union – IPA Programme

**Period of implementation:** January 2022 – December 2022

**Target group:** Women and children – victims of domestic violence; Children and young people from the Republic of North Macedonia

### **Realized activities and results achieved:**

- Provided help and support to **81 users** of the service **safe stay in an intervention shelter**, of whom 35 women and 46 children;
- Provided regular help and support through the National SOS helpline, 15-315 for **514 victims and potential victims** domestic and gender-based violence;
- Regular and continuous help to **428 users** through the social networks of Crisis Center “Hope”;
- Improvement of the quality control system of the provided service **crisis sheltering in an intervention shelter** and prepared **2 semi-annual reports** for the level of satisfaction from the service, published on the website of Crisis Center “Hope”;

*\*The first report refers to the period from 01.01.2022 – 30.06.2022, where 18 beneficiaries participated and it is available at the following link: [shorturl.at/eBM28](https://shorturl.at/eBM28)*

*The second report refers to the period from 01.07.2022 – 31.12.2022 where 17 beneficiaries participated. The report is available at the following link: [shorturl.at/muR16](https://shorturl.at/muR16)*

- Preparation and distribution of **3 educative materials** for prevention of gender-based and domestic violence;
- Organized **6 individual mentoring and supervising sessions** with the staff, on quarterly level led by a certified life coach on the following subjects: identification and recognition of stress, stress relief strategies, avoiding burnout, and keeping the mental health of the staff – 10 stress relief strategies learned and accepted in the daily work;
- Organized **project management training** for the team of Crisis Center “Hope”, where there were subjects as: planning, writing, implementation, and reporting of projects, as well as for budget planning and preparation, and financial management – 7 staff members trained;
- Preparation of **10 project proposals** to domestic and foreign donors – 3 applications approved;
- Organized training for **fundraising** for the team of Crisis Center “Hope” – 7 staff members trained for fundraising and started implementing fundraising practices.

## **Donations**

- ❖ **Dm Drogerie Markt** donated washing machine and a refrigerator for the shelter and products for personal hygiene of the beneficiaries – donation was equal to the amount of **120.000 MKD**.
- ❖ **Orsay Skopje** donated women’s clothes for the beneficiaries to the amount of **141.331 MKD**.
- ❖ For the needs of the shelter, **Anex Export-Import** continue to donate toilet paper and wet wipes to the amount of **2.561 MKD**.

## **Other significant activities**

- **Signing a memorandum of cooperation with the Centers for Social Work in Skopje and Tetovo**

Signing of the memorandums was with an aim to improve the access to qualitative services for the victims of domestic violence, who will get easier and improved access to justice. Creation of a functional system which will contribute to the prevention of domestic violence is an obligation for all of us.

- **Participation at the Day of the civil organizations 2022 – Festival of Civica Mobilitas**

Crisis Center “Hope” participated at the fifth Festival of Civica Mobilitas that took place on 24<sup>th</sup> of September 2022. CCH had a stand where it presented the activities and distributed different promotional materials, educational and informational leaflets in order to raise awareness about the domestic violence, its recognition and reporting.

- **Organizing a public tribune with a topic: “Protection and prevention of domestic violence over the years and today”**

Crisis Center “Hope” in cooperation with the Municipality of Gazi Baba and the Commission for Equal opportunities of women and men within the municipality, organized a public tribune. It was organized within the global campaign “16 days of activism to end violence against women and domestic violence”. At the event, the opening remarks were given by the President of CCH, the Mayor of Gazi Baba Municipality, the Director of the Center for Social Work Skopje, the Head of the department of domestic violence in Ministry of Internal Affairs and the President of the Commission for equal opportunities of women and men in the Municipality of Gazi Baba. The discussion at the event was focused on the positive changes, but also still existing weaknesses of



the system to which there is a lot of work to be done in the future, in order to improve the situation with this social problem.

- **Participation in a mentoring process for creation of a Communication strategy**

The team of CCH prepared a Communication strategy with a support by a mentor provided by the Coalition of youth organizations SEGA. For the preparation of the Communication strategy, the general Strategic plan 2022-2025 was used as a main document. The team came to conclusion that the organization needs to have a Communication strategy, which will serve for a better visibility of CCH and will be a more structured plan for communication – both internal and external communication with the relevant stakeholders.

*For realization of all the activities in 2022, CCH expresses a special gratitude to the support given by the **Ministry of Labor and Social Policy, Municipality of Gazi Baba, City of Skopje, Civica Mobilitas, USAID and the European Union**, as well as a special gratitude to the socially responsible companies: **DM Drogerie Markt, Orsay and Anex**.*

*We continue in 2023 with the activities to end violence against women and girls and domestic violence, and we fight to achieve gender equality as well.*

**Skopje, 10.01.2023**



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**ANEX**  
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