

ITC FINAL REPORT: The Network of Trust to Fight Gender-Based Violence

SUMMARY

The Incest Trauma Center – Belgrade has been implementing in 2003 its project “The Network of Trust to Fight Gender-Based Violence” in a very precise manner corresponding to the frame that had been planned at the beginning of project period, therefore - in total - we find it as a successful model of 15 NGOs and GOs co-operating daily and resulting in practical and numerous good effects. The Network of Trust to Fight Gender-Based Violence (The Network of Trust) as a unique model of co-operation in this country (started up by the Incest Trauma Center – Belgrade in June 2001) will continue its primary function in practice by expanding the role of stable intervention team of experienced practitioners assisting child and adult survivors of gender-based violence (GBV). Influencing certain (majority of them expected) shortcomings makes some of the themes belonging to our strategic planning and aims to be listed for 2004. Both promoting achievements, working out shortcomings and stimulating further significant growth of the Network of Trust is the task for the Incest Trauma Center – Belgrade as the Network Co-ordinator. Designing guidelines will be closely linked to the total of future plans of the Incest Trauma Center – Belgrade (ITC).

DESCRIPTION OF COMPLETED ACTIVITIES

Structure of the Network of Trust – At the beginning of project period (December 2002), ITC co-ordinated the Network of Trust that was consisted of 14 NGOs and GOs (mainly from Belgrade plus 2 towns, 1 from Vojvodina and 1 from central Serbia). In January 2003, we have been working on integrating one partner organization from Sandzak that would have the same task as our local partners from Subotica and Krusevac to decentralize this model by developing local networks. ITC selected SOS Hotline Novi Pazar to become an active participant of Network’s activities. Practically, 15 organizations work against GBV daily together through its task-force consisted of 1-2 permanent representatives of each organization that are in constant contact. Representatives are delegated by the Head of their organization (each Head of organization signed the letter of commitment in 2001 to confirm an active participation in the Network of Trust). On daily basis, this means that in the case when either child or adult survivor of GBV or their family member / guardian looks for any kind of assistance and facing institutions / organizations in our Network, she / he will be assisted efficiently and referred to other agencies in the Network if other kind of assistance needed. Parallel, task-force meetings are held on regular basis working on case management as well as on preparing public relations and/or lobbying policy makers activities. Decision making process takes place either in plenary sessions when all Network members take a part or (agreed plenary) in small teams (working specifically on health issues, trainings for police officers, strengthening NGO co-operation). ITC facilitates each session, shares information and stimulates others to do the same, follows and stimulates the process as well as takes the role of a leader directly to promote multi- and interdisciplinary co-operation in the area of GBV highly efficient. (Pls. find the list of organizations belonging to the Network of Trust enclosed – appendix 1)

RESULTS – ACTIVITY ANALYSE, GOALS REACHED, LESSONS LEARNED

I Education in and out of the Network

1. *Training of trainers - TOT* (attended by 97 professionals from Subotica, Krusevac, Group 484 – Belgrade).

These trainings aimed to stimulate development of local networks in Subotica and Krusevac, so they gathered 59 multi-disciplinary professionals in Subotica and 19 in Krusevac to get through learning process jointly and exchange experiences (get the right idea of each other’s starting point and attitudes) after which had been meant to connect more closely and this process afterwards would be also facilitated by our local partners there (Social Work Centers in both towns). They learned on domestic violence and child abuse and neglect (emphasize on sexual abuse) and got more familiar with multi- and interdisciplinary assistance to survivors. Knowing from the Social Work Center Subotica, there are reliable indicators a number of trainees do spread this knowledge further. This was also an effort to decentralize our Network of Trust model centered on Belgrade institutions and city of Belgrade in 2001 and 2002.

Training program for 19 volunteers from Group 484 program for children with disabilities included elements of dynamics of violence against children, intervention, specifics regarding children with disabilities and designing prevention activities. Volunteers got certain number of picture books “Ik ben bang voor die meneer” from us

to be used when working with disabled children (translated and published by ITC in the year 2002 supported by the Royal Netherlands Embassy in Belgrade).

Carried out by multidisciplinary Network team:

- Ms Aneta Lakic (Institute of Child Neurology and Psychiatry)
- Ms Milena Zivanovic (Sex Offences Police Department – Belgrade level)
- Ms Vesna Stanojevic (Counseling Center against Domestic Violence and two shelters for victims of domestic violence and sex trafficking)
- Ms Ljiljana Bogavac (ITC)
- Ms Dusica Popadic (ITC)

Duration: 14 hours, Subotica and Krusevac and 18 hours, Group 484 (ITC certificates issued to participants).

2. *Training on writing proposals and fundraising* (attended by 28 professionals from social work centers; minority of trainees came from health services).

Trainers:

- Ms Sanja Miloradovic, “Swallow”
- Ms Marija Krivacic, “Psihokod”.

Some of trainees later on took steps to write proposals and asked for our assistance. Report enclosed (appendix 2)

Duration: 9 hours.

3. *14 lectures / panels* (attended by 94 professionals from health services and 376 students of different faculties and centers for children without parental care).

Host-institutions for our lectures / panels:

- Medical Faculty
- Clinic of Psychiatry belonging to the Clinical Center of Serbia
- Pharmacy Faculty
- Philology Faculty (Department of Psychology)
- Teachers' Faculty
- High School for Pedagogy
- Students' dormitory (various faculties included)
- Students' dormitory (various secondary schools included)
- Center for children without parental care for adolescent population in 52 Zvecanska st.
- Center for children with hearing disability and autism

Carried out by Network lecturers:

- Ms Vesna Brzev (Adolescent Psychiatry Department of Clinic of Psychiatry “Dr Dragisa Misovic”)
- Ms Miroslava Vukovic (Students' Polyclinic)
- Ms Aneta Lakic (Institute of Child Neurology and Psychiatry)
- Ms Ljiljana Bogavac (ITC)

* All lecturers coupled with ITC trainer except Ms Lakic; Ms Milena Zivanovic (Sex Offences Police Department – Belgrade level) guest-speaker on call

Duration: 1.5 – 2 hours.

Bottlenecks and problems:

4. *Training of trainers in Novi Pazar (SOS Hotline)*. This partner organization informed us they had not been able to find time to organize this two-days training over there although the Network team has been ready to carry it out.

Strategies taken to resolve this problem:

- a) Negotiation process with SOS Hotline and offering full assistance to make this training come true.
- b) Assessment of other partner's organizations needs within the Network, so to transfer this offer or adapt it to the acute ones (pls. look below to 5 and 6).

5. *Ed. program for media professionals* – not held because of insufficient number of applications received. Still, we find the following reasons as the main ones that we did not succeed to complete this training:

- Preparation stage should have been done by ITC more precisely by contacting first editors of different media houses and then sending out applications through editors after making agreement with them that they would recruit individual journalists that would be signed on GBV issues in future. Instead of this path, we have just sent out applications and this resulted in insufficient number to form the group to work two-days with as planned. Apart from this, timing chosen by ITC wasn't the best one (in the month before presidential elections in Serbia plus other trainings regarding sex trafficking and terrorism and organized by OSCE and UNICEF took place in about the same week when we scheduled ours).
- Main reason and unrelated to ITC preparation shortcomings, so-called "objective" background: GBV including domestic violence and sexual assault in women and children is not a 'popular' issue. Media follow it just on a sensational level, therefore our task remains to carry out this training in coming months including lessons learned.

Strategies taken to resolve the problem:

We created the manual for media professionals regarding GBV issues and following training agenda (pls. look into appendix 3) and this manual is at the moment in printing process. The aim is to present it to the media on press conference. Apart from this, we went for designing ITC web page that will be in the month of January 2004 in practice, so training goals will be accomplished again partially by opening it. This is also description how finances belonging to ed. program media have been spent by keeping the same purpose.

Extra trainings done within the Network:

6. *Training for police officers in Subotica* – 16 police officers completed 28 hours training carried out by Ms Ljiljana Bogavac and Ms Dusica Popadic (ITC) together with Ms Milena Zivanovic (Sex Offences Police Department – Belgrade level). This activity assisted development of local network in Subotica and has been implemented in co-ordination with Social Work Center – Subotica that's been our local partner over there. ITC certificates issued to participants. (training agenda in appendix 4)

7. *Training program for (pre)school, health and social work professionals* – 26 female professionals completed 18 hours training carried out by Ms Ljiljana Bogavac and Ms Dusica Popadic (ITC) on working practically with child survivors of abuse and neglect (emphasize on therapy issues). This is another activity that stimulates advanced stage of composing local network in Subotica. ITC certificates issued to participants. (training agenda in appendix 5)

Summary – Ed. programs in and out of the Network:

It is to be content about results achieved within ed. programs in this project. Although two trainings haven't been completed that belong to starting project proposal, we are to think these have been reasonable circumstances and we already integrated lessons learned.

In the process of decentralization of the Network of Trust model, we are very pleased to predict that Subotica with Social Work Center as our local partner might be in future a kind of regional center to deal with GBV. ITC will continue to invest efforts into strengthening their capacity and making strong, reliable ally, especially in the area of child sexual assault. In our idea, to have ITC with the Network of Trust (its Belgrade partners) and Subotica network with Social Work Center can represent two strongly-connected regional centers by the end of 2004.

In the case of investment in local networks of Novi Pazar and Krusevac, it will take a longer time to get settled stable networks. Reasons lie in capacity (history and structure) of partner organizations that's been insufficient for the moment to fulfill their task fully (e.g. A) SOS Hotline - Novi Pazar is a young organization

with insufficient vision and strategic planning and very much donor-led, therefore cannot focus on GBV and capacity building offered activities which belongs to usual “pioneer stage” of NGOs B) Social Work Center - Krusevac burdened by the history of '90s with weakened staff capacity divided on daily political ground and lacking the focus on daily job).

Other completed ed. activities correspond to level of awareness raising (lectures / panels, opening web page) or provide practical tools to e.g. volunteers working with disabled children or educate on ethics in responsible reporting of media through written manual. Apart from this, all the trainees (independently of program) got min. 250 pages of literature (number of pages depending on profile of the group, majority of trainees got personal copy).

We find co-operation among our Network members satisfactory, particularly since some of them for the first time worked closely in the role of trainers. Many activities are being evaluated through evaluation forms by trainees. Besides, in-between questionnaires have been filled by partner organizations in Subotica, Krusevac and Novi Pazar to assess their process along the time. These questionnaires included in one segment the task to design indicators that will measure their own process, so educational character has been met as well. All forms are available at ITC. Results and lessons learned have been the subject both of Network monitoring and ITC supervision sessions. We spoke on results in public, e.g. press conference in Subotica.

II DATABASE

Database relates to all reported cases to the Network of Trust day by day. This has been for the first time in this country that joint keeping records have been made possible. Preparation period that included designing questionnaires and training professionals to fill the forms adequately took place until March 2003 after which our systematic evidence of reported cases of domestic violence and sexual assault (age of victims above 15) covered 6-months-period from April 16 to October 16, 2003. 9 organizations (NGOs and GOs) who work directly daily with survivors of GBV collected their data in uniform way and showed up with the representative sample of 139 cases. We used this period to pilot the start of research and present data (appendix 6) in public during “16 Days of Activism against GBV” (November 25 – December 10) on press conference (appendix 7). The same data have been presented to policymakers within the serial of round table discussions. Questionnaire itself has been highly ranked by clinicians who have recognized it as a precious clinical-diagnostic tool. Yet, after first 6 months, on the ground of practical use of this questionnaire, we improved it by adapting the form precisely to each organization that kept evidence (Sex Offences Police Department, 2 clinics that deal with adolescent / student population, Social Work Center - Subotica, DV shelter and counseling center, Roma Women’s Center “Bibija”, SOS Hotline Novi Pazar, “...Out of Circle–Support Group for Disabled Women” and ITC) and still keeping all compatible, comparable and valid to process them later using starting methodology by ITC researcher.

Bottlenecks / problems and strategies taken to resolve problems: ITC had unexpected personnel change in position of staff researcher in the middle of pilot research period, so we had to react quickly and find replacement as well as for her team of young assistants in charge for recording of data. Fortunately, we can now say that this abrupt switch of personnel occurred smoothly and all activities have been completed in time.

Lessons learned: It is a parallel process of checking validity of questionnaires, methodology and designing results AND providing continual education on GBV to professionals whose task is to fill these forms.

Follow-up: Through its research program, ITC will continue processing data of the Network of Trust belonging to survivors’ files and according to the system described aim to build rich central database. We predict extra work for our colleagues from GOs who will promote further questionnaires widely among their colleagues to make them adopt these forms and join filling them, so that our sample will be bigger along the time (results increasingly significant).

We are to offer this methodology to prosecutors employed in several courts we worked together on reported cases and enable them to join database we are trying to make as a central database. We’ll do the same toward the Ministry of the Interior since this pilot period gave enough reliability so that method can be transferred nationally (valid both to sex offences and juvenile delinquency departments where from we trained 208 police officers on territory of Serbia).

III LEGAL COUNSELING FOR ROMA WOMEN BY THE ROMA WOMEN'S CENTER "BIBIJA"

Report enclosed (pls. look into appendix 8)

IV AWARENESS RAISING

A) Within this activity ITC produced and has been distributing them within its programs (incl. prevention programs for schoolchildren), to the general public and its partner organizations within the Network of Trust (appendix 9):

- 2000 leaflets
- 2000 postcards
- 2000 brochures (self-defense manual for girls)
- 1000 posters
- 500 brochures (for prosecutors)
- 500 media manuals
- 1500 leaflets (regarding World Prevention Day of Child Abuse and Neglect, November 19)
- 500 calendars for the year 2004 (dedicated to 10 years of ITC work: 1994-2004, in the printing process)

Some of advertising / educational materials do not fit to announced ones in original project proposal approved in December 2002. We've felt free to adapt the form and purpose of them according to in-between assessments following latest project needs. We already experienced that introduced changes only helped more precise reaching goals.

B) "DOOR-TO-DOOR" ACTIVITIES: To influence policymakers, special teams from the Network of Trust paid visits to several ministries and introduced its work. We expressed our suggestions to get improved certain issues in the area of GBV that are in the power of certain ministry. We requested to meet with 'new' figures, as high as possible in ministries' hierarchy, not compromised in '90s. To the biggest extent our request was sustained.

Our teams were formed when Network members signed up to visit the ministry related to their primary mission and where they could make significant exchange based on long-term experience. We paid visits to the following authorities and persons:

- Ministry of Social Welfare (Ms Ljiljana Lucic, Deputy Minister)
- Network team consisted of representatives coming from: Centers for Children without Parental Care, Juvenile Delinquency Police Department, Social Work Centers from Subotica and Krusevac, Counseling Center Against Domestic Violence (incl. shelters), Roma Women's Center "Bibija", "Out of Circle", ITC.

Duration of this meeting: 2 hours.

Themes:

- a) Letter to Ms Lucic delivered in person enclosed. Written by ITC (appendix 10).
- b) Introducing uniform methodology in keeping evidence of GBV cases through database (there is no category named "abused child" or "abused woman" in official evidence of social work services).
- c) Creating protocols on multi-agency co-operation regarding GBV.
- d) Shelters in care of the state.
- e) Putting in practice multi- and interdisciplinary approach in the area of GBV. Creating authentic partnerships between GOs and NGOs.
- f) Disability issue (accessibility of institutions, medical and social model of understanding disability, special emphasize on children with disability)
- g) Supervision for employees at social work services.
- h) Improving communication channels between the Ministry and NGO Network members (inherited history of '90s).
- i) Best ways to use services of the Network of Trust.

- Ministry of Local Governance (Ms Jasmina Petrovic, Chief of Minister's cabinet)
- Network team consisted of representatives coming from: Group 484, Roma Women's Center "Bibija", ITC.

Duration of this meeting: 1.5 hours.

Themes:

- a) Ways to obtain premises for NGOs. Is there procedure existing: where to send requests, conditions, etc.
- b) Persons with disability and equal opportunities during elections
- c) Best ways to use services of the Network of Trust.

Ministry of the Interior (Mr. Ivan Djordjevic, Chief of Minister's cabinet) Network team consisted of representatives coming from: Group 484, Roma Women's Center "Bibija", Counseling Center against Domestic Violence (incl. shelters), Juvenile Delinquency Police Department, ITC.

Duration of this meeting: 3 hours.

Themes:

- a) Sending out official information to all police units that 118a (Domestic Violence) Article from Criminal Law of Serbia took place in March 2002, so that every police officer has to put it in practice. Introducing emergency intervention level for such cases.
- b) Creating protocols on multi-agency co-operation regarding GBV. Putting in practice multi- and interdisciplinary approach in the area of GBV.
- c) Shelter for women victims of trafficking - security and transport.
- d) Creating partnership between police and NGOs possible? History of '90s, mutual images.
- e) Lobbying for two more measures to be introduced within 118a Article (1. PFA order* and 2. removing offender from the flat he shared with a victim until crime occurred)
- f) How to put in accordance and increase efficiency of police and prosecution activities?
- g) Best ways to use services of the Network of Trust.

*PFA – Protection from Abuse (restricting order)

Serbian Refugee Committee (Mr. Ozren Tomic, Republic Commissioner) Network team consisted of representatives coming from: Roma Women's Center "Bibija", "Swallow- Houses for women from Krajina", Group 484, ITC.

Duration of this meeting: 1 hour.

Themes:

- a) Letter to Mr. Ozren Tomic delivered in person enclosed. Written by "Swallow" and Group 484. (Appendix 11).
- b) How to do assessment of GBV prevalence within refugee collective centers?
- c) How to reach Roma IDPs (living mainly in local Roma settlements)? Information sources and distribution of information, outreach work.
- d) Best ways to use services of the Network of Trust.

Ministry of Health (Mr. Dragomir Marisavljevic, Deputy Minister, and Ms Snezana Simic, Assistant Minister) Network team consisted of representatives coming from: Students Polyclinic, Adolescents' Psychiatry Department belonging to Clinic of Psychiatry "Dr Dragisa Misovic", Institute of Child Neurology and Psychiatry, ITC.

Duration of this meeting: 1.5 hours.

Themes:

- a) Mandatory reporting of GBV cases for health professionals.
- b) Keeping track of GBV cases in uniform way and building up database (Network database as a model).
- c) Closer co-operation with social work centers.
- d) Closer co-operation of school dispensaries with schools and school psychologists.
- e) Uniform ed. programs for health workers and associates to be able to recognize warning signs and get the necessary assistance when cases of abuse occur (ongoing X-days trainings and 1.5-2 hours lectures).

f) Introducing 2 hours in curriculum on GBV theme within university studies (medicine, philosophy – psychology and pedagogy, defectology, political sciences – social work) as well as within medical secondary and high school.

g) Best ways to use services of the Network of Trust.

Bottlenecks and problems:

- ITC has never got response from the Ministry of Human Rights (Ministry of Ethnic and National Minorities) regardless of the fact we contacted numerous times the office of Mr. Rasim Ljajic. Letter sent to Mr. Ljajic and written by the Roma Women's Center "Bibija" enclosed (appendix 12)
- We faced the change of Republic Commissioner for refugees, so no matter at first we had twice scheduled (and cancelled) meeting with Ms Sanda Raskovic Ivic, we finally met Mr. Ozren Tosic who was just at this position. Partly this faced the quality of our exchange since he was shortly there.

MEASURING EFFECTS – "DOOR-TO-DOOR" CAMPAIGN: ITC already had developed relationship with the Ministry of Education and did not schedule meeting in person at this time. The same is valid for the City Secretariat of Education.

"Door-to-door" campaign has been a unique experience both for ITC and Network members. No one worked in this way earlier so that has been a good learning experience, too. Some of good effects we may name are:

1. Meeting in person some of politicians / experts in a certain way demystified the image and the power of ministries; we got some important practical information as well (e.g. request for NGO premises to send to City Assembly, Ms Radmila Hrustanovic, etc.).

2. Among ourselves as a mixed team of NGOs and GOs, both with own background (read: relationship to government and authorities in general) but in the area of GBV with common aims – we have been working together as a very harmonized team;

3. Follow-up activities:

- Much more easy contacting same persons at the ministries for some ongoing issues (e.g. mostly by NGOs:

Group 484, Counseling Center against Domestic Violence).

- Regular attendance of ministries' representatives of our regional conference, round table discussions, etc.
- Invitation of the Ministry of the Interior to ITC to attend some of ministries' events (this is also thanks to other ITC project regarding ed. programs for police officers).
- Invitation of the Ministry of Health to ITC to submit project proposal for some activity we needed support for. We did it on behalf of the Network and got very symbolical sum that's going to be used for publishing Medical Atlas that helps evaluation of sexually assaulted child. This invitation has been repeated for another proposal by the end of 2003.
- Thanks to recommendation of the Ministry of Health, 13 medical students came to ITC to do their essay (social medicine) on child sexual assault issue.
- Thanks to recommendation of the Ministry of Health, colleagues from NIZW, Netherlands, visited ITC looking for local partner organization within MATRA program.
- Shortly after our visit to the Ministry of Health, 4 of our Network members (health services plus ITC) entered the Group against Abuse and Neglect of Children and Youth within the Ministry of Health (actually UNICEF's project at the Ministry). After 4 months, ITC departed the Group due to lack of transparency and efficiency.
- 1 Network member belonging to health services as well became a member of Government Council for the Rights of the Child in November 2003. In official correspondence from 1st meeting of this council, by Ms Lakic's name was written "Institute of Child Neurology and Psychiatry" and NGO "Network of Trust". Although the Network of Trust is the project of ITC and not a legal entity, we've been pleased to notice the visibility of our Network described in this way.
- November 19 is the World Prevention Day of Child Abuse and Neglect. Due to good co-operation with the Ministry of the Interior, ITC succeeded to organize joint street action of police officers (mainly our trainees previously), Group 484, 10-year-olds from the primary school "Radoje Domanovic" who've been attending our prevention violence program and ITC (It's never been possible earlier to get NGOs and police working this closely in public on one task together). We shared together advertising / educational material

to passersby and action has been also by media evaluated highly (this time some of the media reported this action as from the NGO 'Network of Trust').

- When ITC collected documentation to prove its work since 1994 and show to local authorities (4 municipalities and the City Assembly) that we are reliable partner for them to get premises for ITC office, we had asked several ministries to issue the letter of support so that our voice would be stronger at the local authorities who are with insufficient information about us. We got these letters smoothly from the Ministry of the Interior, Ministry of Education, Ministry of Social Welfare and Ministry of Health (appendix 13). Until now we have no positive response either from the local municipalities or the City Assembly. The local municipality of Vracar showed a kind of correct treatment.

C) SERIAL OF ROUNDTABLE DISCUSSIONS "FOR RESPONSIBLE INTERVENTION AND CREATING NATIONAL POLICY IN THE CONTEXT OF GENDER-BASED VIOLENCE"

FOR SOCIAL WORK CENTERS, PROSECUTORS, POLICE, REPRESENTATIVES OF MINISTRIES, LOCAL MUNICIPALITIES, INTERNATIONAL DONOR ORGANIZATIONS: 55 professionals in the set of 3-hours-long sessions discussed essential issues like:

1. Personal responsibility of helper vs. responsibility of social work center / prosecutor working in an adequately organized institution.
2. Responsibility of social work center / prosecutor in the context of total support system for survivor.
3. Helper-client relationship and political responsibility in the context of GBV.
4. Responsibility of networking actively with other agencies belonging to the protection system from abuse
5. The role of international donor organization in the context of GBV.
6. Best ways to use services of the Network of Trust.

These themes raised questions around communication channels from social work centers to the Ministry of Social Welfare and social workers communicating their results and needs in GBV area to their superiors within institution, looking for common language between social work centers' practitioners / prosecutors and NGO practitioners (personal contacts vs. official commitment to co-operate), considering criteria and strategies to select staff that would be motivated to work on GBV cases (preferably experienced workers trained for GBV than complete newcomers), image of GBV workers is a complex one ("they divorce women", if it is GO worker: "she co-operates with NGOs"). Agencies learned a lot on each other's role in the context of GBV, procedures and ways to increase efficiency. We spoke on short-cuts that sometimes have to be made and the 'wholes in the law' that are necessary to use until GBV area is better regulated to serve the interest of survivors.

Further, how to cope with time-limited interest in GBV issue (short-term projects) and many simultaneously ongoing projects that are carried out with insufficient or full lack of co-ordination, organizations that are 'favorites' of certain ministries, 'old partnerships' belonging to '90s, 'closed up circles' and international donor organizations' 'favorites'. Regarding the role of international donor organizations and local municipalities, participants talked more about donor-driven culture introduced both to NGO and governmental sector and activities of both sectors that reinforce this culture. Round table discussion gathering policymakers, local municipalities and international donor organization included presentation of the Network data. Local municipalities' representatives suggested NGO Network members to initiate monthly forum at their local municipality which would be the chance to present its work and achievements and when expressing needs to enter negotiations with authorities. Finally, it is to say that this has been very fruitful cycle of discussions and for sure it is to plan precisely further developing this exchange.

V REGIONAL CONFERENCE "MULTIDISCIPLINARY APPROACH TO THE PROTECTION OF WOMEN AND CHILDREN FROM DOMESTIC VIOLENCE AND SEXUAL ASSAULT"

This is the activity that ITC may say to be very proud of. Planned in our original project proposal as a regional mini-exchange, due to a big interest of our colleagues from former Yugoslavia who've been invited, this activity grew to the size of regional conference organized by ITC and attended by all the Network members. This good change along the way caused need for an additional funding, so it's completed by joint finances of the Fund for an Open Society in Belgrade and the Royal Netherlands Embassy. Report enclosed; Evaluation in the shape of video recording done by Ms Sanja Miloradovic, "Swallow" (pls. look into appendix 14).

VI CASE MANAGEMENT (INTERVISION) / STRATEGIC PLANNING

Network members spent in June 2003 3 days at Srebrno jezero together. Activities belonging to this long weekend were: case management (interview) sessions, workshop on human rights issues by Ms Zorica Zivojinovic, Group 484, strategic planning regarding activities remained for 2nd half of 2003.

Case management has been necessary part of Network's activities. Speaking of the service quality of our intervention team, how we connect as agencies, how do we know that we did a good job (no indicators on service quality (GBV issue) designed in any institution in this country). We talked how efficient and in time we are exchanging information and how big room is still for survivors to stroll around without adequate assistance. We spoke on possibilities and limitations of our agencies and what would be compensation strategies in the best interest of survivors and their guardians. One of important issues discussed was around strategies to involve colleagues from your own organization or get them sensitized for GBV issues and learning on intervention. This has been an issue both to some of the NGOs as well. Another important theme related to getting involved in more essential (not only formal) way – own chiefs or other superiors under your own roof. Starting from the fact that Network task-force members are much more educated, skilled and experienced on GBV than majority of their superiors, it is tricky and sensitive to create the right path to influence either superiors or motivate less skilled colleagues.

Strategic planning: This activity took less time in proportion than planned at first. It happened due to numerous cases we discussed during case management sessions. ITC facilitators followed this need and decided to schedule various activities planned for coming months within small teams' talks having in mind to schedule regular meetings to make up for this. One of them took place just before summer break when we 'closed the season' by watching video recording – evaluation of the Regional Conference. From the time perspective of writing this report, it is to confirm we succeeded in fulfillment of major plans, even to a big extent keeping time-schedule announced at the beginning of project period. Changes made had no significant influence, but occurred reasonably.

Bottlenecks and problems: Logistical problems at the place itself during these 3 days.

Several conditions offered by the hotel did not respond to the starting agreement.

ITC staff has been aware that we were helped by good atmosphere within the Network in couple of frustrating moments.

Strategies taken to resolve problems: Negotiation at Srebrno jezero with hotel staff (with no much success). Investigating the responsibility of ITC staff member in charge for logistics and taking certain measures when this responsibility confirmed. Measures were taken according to ITC procedures.

Extra work (apart from the project frame approved in December 2002):

Starting with ITC Regional Conference in May 2003 (described in report above), Ms Zorica Zivojinovic, Group 484, led serial of workshops on human rights as a kind of in-service for Network members. Since her workshop at the Conference was highly ranked, as ITC, we've been aware that especially GOs have insufficient knowledge on human rights and took advantage of one of programs belonging to the Group 484 called "ABC of Democracy". Therefore Ms Zivojinovic led 3 workshops on the following issues: prejudices and stereotypes, social perception, privacy, (un)equality. 1st was at the Conference, 2nd at Srebrno jezero and 3rd was in September as after-monitoring session. Duration of each workshop: 2 hours.

Lessons learned:

- Extremely good social climate within the Network and relaxation achieved (Some of the Network members on our way back in the bus on Sunday said: "I feel like I had a good rest and that's how I go tomorrow at work.") teach ITC staff to integrate such long weekend out of Belgrade annually as MUST. Both experiences in 2002 (Novi Becej) and 2003 (Srebrno jezero) confirm this.
- Integrated into plan for 2004 already it is to hold monthly case management meetings of the Network at ITC premises. To emphasize is to make an extra effort and to keep this structure and not to get distracted by other activities. This reminder means also that apart from daily exchange of Network members involved around specific case, it is not to forget the significance of plenary work that intervision session enables.
- Such working trips should be (for logistical reasons) preferably organized somewhere in Vojvodina.

VII "COURAGE TO HEAL" ("HRABRO KA OPORAVKU")

ITC is at the moment waiting to get the book "Courage to Heal" (by Ellen Bass & Laura Davis, 2002, 496 pages) out of printing house printed out in 1000 copies. This book is a historical book in this country meant primarily for adult female survivors of childhood sexual assault and secondarily for every ally of survivor (supportive persons: partners, family members, professionals). Still no professional textbook on this theme has been published here (just ITC manual "Interviewing Child and Adult Survivors of Sexual Assault" (with an overview on interviewing child sexual abuse offenders))

We are going to distribute certain amount as planned to: 1. Survivors themselves 2. University (psychology department: students and teaching staff) 3. Professionals from health and legal services, social work centers, schools, police, NGO-s media 4. Women's groups dealing with violence 5. Libraries in Serbia (selected).

The Royal Netherlands Embassy may declare that the first two valuable foreign books (translated from Dutch and English into Serbian) on child sexual assault have been showing up in Serbia in its care.

Together with 1st picture book for children "Ik ben bang voor die meneer" which works as a mini-prevention tool against childhood sexual abuse (ITC published in 2002), the "Courage to Heal" is surely going to make an impressive impact on its readers.

VIII SUPERVISION / MONITORING SESSIONS

3 regular monitoring sessions done. 2 reports enclosed (pls. look into appendix 15) from March 2003 (written by Ms Marleen Diekmann, ITC supervisor) and September 2003 (written by Ms Marija Krivacic in position of project evaluator). The switch from Ms Marleen Diekmann to Ms Marija Krivacic occurred for well-grounded private reasons, so that ITC Director took belonging decision around this issue. Since this change caused the fact that transport costs of foreign expert would not be spent for this purpose, ITC got approval by the Royal Netherlands Embassy to use this sum for database costs since unexpectedly lot of work showed up on that side (letter by e-mail from Ms Olja Babic, Oct. 7, 2003)

Instead of classical summary of this report, herewith follows joint final view of Ms Marija Krivacic, project evaluator and Ms Dusica Popadic, ITC director (Project Co-ordinator) belonging to 3rd monitoring session held in December 2003.

FINAL VIEW ON THE NETWORK OF TRUST

It hasn't been an easy task for ITC to co-ordinate the Network of Trust. Any kind of network as system or structure to make function makes the complex task by definition. What we've seen in the year 2003 about 15 organizations working together in the context of GBV makes a big success – all described activities, its results and target groups reached are the proof - and at the same time stimulates hard work in creating vision for further. Although every completed activity makes come true small peace of the vision we had at founding of ITC in 1994 and along the time our planning always followed fresh understanding of present situation therefore we are very much flexible and open to adopt suggestions and solutions that work in the best interest of survivors – by co-ordinating the Network of Trust we faced different backgrounds of our partner organizations, different visions how to implement their primary missions followed by motivation and ambition that differ. Network as the model of organizing depends on numerous factors and (among others) daily politics takes specific place, not a small one.

We faced the increase of reported cases of abuse but we still cannot claim that we our quality service in the Network is the best one. We can just say that mostly every organization does her best and this public arena - that our Network is – works as a kind of correction mechanism when we provide direct services to survivors. At the same time, we can be sure that practitioners that work in the Network of Trust are the best ones ITC knows in its nowadays 10 years of working in this field. And we believe in the process that will day by day expand the number of practitioners within GOs-Network members that will work with the attitudes in their hearts composed in the best interest of survivors.

Different organizations' background defines how and how much they mobilize within the Network. Of course that we may talk about the level of involvement and check if we speak of authentic partnership between NGOs and GO and how we overcome stereotypes and prejudices about each other. We may speak of personality-driven NGOs that have its advantages and disadvantages and donor-driven level of involvement in our Network, too. Financial (in)stability within own 'house' defines very much the level of involvement of NGOs and drawing priorities; and need for education, expanding skills, obtaining readings, using ITC as a kind of resource center, motivation to explore these new multi-agency models of co-operating are the motives often on the side of GOs. All these motives and processes have been predicted by ITC and welcome. They just belong to the whole. Two main qualities have been not only kept from the start of the Network in June 2001 but they have been growing, too: 1. Individual practitioners from the Network's task force made this model of working live and, here and now in a positive sense, personality-driven. 2. The Network of Trust provides the safe, trusting room for both survivors and its helpers.

ITC has been aware that modalities of functioning are to embrace in coming time. Regardless of the fact that 2003 activities made significant impact, the last monitoring session in December gave an opportunity to understand occasionally paralyzed Network members that do not connect sufficiently in terms of fully using joint mailing list to exchange information on each others' work or in terms of designing own projects and growing in inter-connecting. Instead, they rely on ITC as a leader-organization and "the one who takes care of the project". This insufficient recognition of ideal partners among each other, in our idea, comes mainly again from different backgrounds therefore ways of thinking (e.g. GOs do not come to idea or NGOs are too busy with all the time starting up and completing "own" projects), sometimes too stuck in front of potential new experience. ITC and Centers for Children Without Parental Care, in the name of future model, by ITC supervising their Department for Emergent Protection of Abused and Neglected Children, hoping it might be taken over by others' inter-connecting in the shape of wonderfully original (sub)projects.

Our task, on the ground of freshly occurring political changes in Serbia, is to think wisely. Even earlier, ITC has already in its annual global plan for coming year (2004) decided to focus fully on educating citizens / general public on (GBV and) sexual assault particularly. This means getting back mainly to prevention programs with usual daily working with survivors (reported cases to ITC). Just for ITC purposes we'll concentrate on designing service quality questionnaires that will be filled by our clients and we'll work on developing volunteers' recruitment program. Co-ordination of the Network of Trust with activities directly linked to survivors like building up database will smoothly continue. It is natural that the Network of Trust will live on just by every helper from the Network doing its regular job. Our particular task in coming year will be to schedule monthly case management (intervision) meeting and facilitate them and to provide ed. programs for all of us from the Network following capacity building guidelines both for ITC and the Network of Trust. We know that time will bring even more assistance in finding the best way to incorporate lessons learned in the next stage.

Sincerely,

Dusica Popadic
director

Belgrade, December 22, 2003