

ASSOCIATION DEMETRA
ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT
CORPORATIONS ACT
For the year ending on 31.12.2023

Translation from Bulgarian



ANNUAL REPORT OF ORGANIZATION

“ASSOCIATION DEMETRA”

FOR THE YEAR 2023

Burgas, March 2024

Table of Contents

Introduction

PART ONE: PROGRAM REVIEWS

A. Specialized services for domestic and gender based violence.....

I. Hotlines

II. Center for prevention of violence and crime

III. Center for Support of Victims of Sexual Violence "Vselena" – city of Burgas

IV. Crisis Center for children and adult victims of violence – city of Burgas

V. Shelter for temporary accommodation and Center for the protection and assistance of victims of trafficking and Shelter for subsequent reintegration

B. Specialized services for perpetrators of domestic and gender-based violence.....

I. Center for prevention of violence and crime – city Burgas

II. Center for Crime Prevention in Sofia City

C. Specialized services for children and families

I. Crisis Center for children, victims of violence – city of Sredec

II. Center for Social Rehabilitation and Integration of Children from Risk Groups – city of Plovdiv

D. Preventive and training programs

I. Trainings and seminars

II. Supervisions of social services in Burgas District, Sofia and Plovdiv

E. Implemented projects in 2023

I. Project "Prevention and Response to Child Sexual Abuse in the Situation of the COVID 19 Pandemic"

II. Project "Support to victims of domestic violence through a programme to increase capacity and awareness among human resources specialists – SHE"

III. Project "Innovative Solutions to Eliminate Domestic Abuse – ISEDA"

IV. Project "Responding to domestic and gender-based violence in a post-Covid19 situation"

PART TWO: ADMINISTRATION AND MANAGEMENT

I. Institutional Development

II. Communications

ASSOCIATION DEMETRA
ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

III. Internship program

III. List of Staff

PART THREE : FINANCIAL REVIEW

The management of "Association Demetra" presents its **Report under Art. 40, paragraph 2 of the Non-Profit Corporations Act and its financial statements as of 31.12.2023**, prepared in accordance with the International Financial Reporting Standards applicable in Bulgaria.

ASSOCIATION DEMETRA
ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

INTRODUCTION

2023 was a year of crisis, but a crisis granting the opportunity, particularly to organisations integrated in victims support, to transform work processes and optimise the modes of internal and external communication.

Throughout the year, Demetra continued to build its innovative thrust in a number of key areas:

- expanding the social services and support for victims of violence
- developing and implementing several projects
- developing and implementing preventive educational programs
- providing 2 hotlines for victims support
- expanding a new program for children at risk and families such as named Child Contact Center

In all of these critical areas organisation sought (and in most cases managed) to produce innovative approaches and instruments to reach more victims and increase reporting of the cases and protection of the victims of violence, mainly women and children.

The year was also marked by a number of major campaigns throughout the country in which Association Demetra participated. They were part of awakening society and increasing its sensitivity to the problems of domestic violence and violence in intimate relationships. This also led to additions to the law on protection from domestic violence.

The year was also marked by the inclusion of the Demetra Association in the National Council for Prevention and Protection from Domestic Violence, which was a great recognition of the expertise and long-term work of the organization's team.

In 2023 the organization involved a large number of young people in preventive activities, such as campaigns and trainings, which again confirmed the awakening in society to the problem of violence.

This is evidenced by the data on the assistance provided and supported victims of violence, namely.

Since its establishment, the Demetra Association has worked on more than 200 projects. More than 5,000 victims of violence have been supported and more than 2,000 specialists and youth have participated in violence prevention training.

Burgas, December 2023

Ana Burieva
Chairwoman

PART ONE: PROGRAM REVIEWS

A. Specialized services for domestic and gender based violence

I. Hotlines

During the Covid pandemic, Association Demetra launched 2 hotlines for victims of violence to call. One line is mainly for victims of domestic violence, where victims receive psychological support and legal advice on how to obtain a protection order under the EPA. The second line is for victims of sexual harassment, where victims are consulted about the steps they need to take to get support, the procedures for gathering evidence and the possibilities for restorative psychological support. In the year 2023, the lines continued to function, as they are now recognizable and victims find us faster through them. In some of the cases, it is not necessary for them to come to the place, in view of their safety, since they receive the necessary information over the phone. For the past year 2023, 280 calls were registered to the domestic violence hotline and 150 to the sexual violence hotline. The lines are part of the counseling centers and are served by the teams in the centers.

II. Center for prevention of violence and crime

Pursuant to Order RD 01-224/16.02.2012, the Executive Director of the Agency for Social Assistance, and Contract with Registration № 46-00-20/1/16.05.2018 for management of social services in the community between Burgas Municipality and Association "Demetra" dd. 16.05.2018, the "Center for prevention of violence and crime" started its operation.

Financed by: Burgas Municipality

Duration: from May 2018 to March 2024

Contractor: Association "Demetra"

Target Group: In general, the target groups of this service are people who have experienced violence, as well as their families / relatives. The service is aimed specifically at: victims of domestic violence; victims of trafficking, perpetrators of domestic violence

Main Activities:

- social consulting - crisis intervention and social rehabilitation, with the purpose of discussing various options for dealing with the situation and taking the right decisions;
- psychological consulting – with the purpose of overcoming the traumatising event; developing skills for taking adequate decisions; increasing self-esteem and stress control;
- legal advice –providing information on opportunities for protection under the Law on protection from domestic violence and assistance in the preparation of documentation to request protection measures and initiation of a civil case under the Law on Protection against Domestic Violence;
- family consulting – family therapy after an individual therapeutic work with the victim of violence, and after a completed correction program conducted with the abuser to deal with anger and overcome negative emotions;

ASSOCIATION DEMETRA

ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

- specialized program for working with perpetrators of violence- long-term group therapy for perpetrators of violence in order to build alternative models of non-violent relationships and changing attitudes to awareness of their own aggressive attitude toward the close people;

- mobile service for victims of violence - provision of psychological, social and legal advice to victims of domestic violence who are not from the city of Burgas in the place they live in.

Team working at the center: Director, 1 Social Workers, 2 Psychologists, a Lawyer. The team has the necessary expertise and professional experience to work on the problems of the target group. The service is available at: city of Burgas, 9 "M. Louisa" Blvd., tel. 056/825 205. The capacity of the "Center for social rehabilitation and integration of victims of violence" - 15 individuals per month using the services by order of the "Social Assistance" Directorate – city of Burgas. Within the period of time from 01.01.2023 to 31.12.2023 the "Center for prevention of violence and crime" was visited by a total of 179 new clients / 171 women and 8 men / seeking help and support from the team of specialists working in it. A total of 1084 consultations were held with them, whereof social - 508, with a psychologist - 348 and with a lawyer – 228 applications were processed under the Law on protection against domestic violence with the Burgas District Court, all of them requesting immediate protection and, as the case may be, imposing restrictive measures under the Law on protection against domestic violence. By order of the Director of Social Assistance Directorate, city of Burgas 18 individuals were sent for long-term use of the service in the year 2023.

III. Center for Support of Victims of Sexual Violence "Vselena" – city of Burgas

Center for Support of Victims of Sexual Violence "Vselena" – city of Burgas has been established under a multilateral cooperation agreement between the Municipality of Burgas, the Municipality of Sozopol, Municipality of Nesebar, Municipality of Karnobat, Municipality of Primorsko, the Regional Prosecutor's Office – city of Burgas, the District Directorate of the Ministry of Interior – city of Burgas, the District Administration – District of Burgas, University Multipurpose Hospital for Active Treatment Burgas JSC and Association "Demetra, with the active support of the Embassy of the UK of Great Britain in the Republic of Bulgaria. In 2021, the cooperation agreement between the institutions listed above was pre-signed with contract No. 99-00-23/11.10.2021, for a period of 5 years.

Center "Vselena" has been created as a pilot project with several main objectives:

- provision of medical care, crisis consulting and assistance in the investigation in the event of sexual violence;
- maintaining a 24-hour hotline 0800 18 017 for victims of sexual assault. The line is staffed by specially trained psychologists who speak foreign languages.
- prevention of sexual violence within the territory of Burgas District;
- coordination of the activities of the individual institutions - parties to the contract;
- guidance and accommodation of victims of sexual violence where necessary in crisis centers for victims of violence.

Within the period of time from 01.01.2023 to 31.12.2023 a total of 89 consultations were carried out, 13 of them went to the 24-hour emergency line, 76 of the consultations were

ASSOCIATION DEMETRA

ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

held on site at Center Vselena. The center is functioning since Juneq 2016 and continues. In 2023 is funded by Municipality of Burgas, and leaded by Association "Demetra".

IV. Crisis Center for children and adult victims of violence - city of Burgas

On the basis of Order RD 01-621/27.05.2010 of the Executive Director of the Social Assistance Agency, a social service "Crisis Center" city of Burgas has been opened. On the basis of Order 1487/21.06.11 of the Mayor of Burgas Municipality, Mr. Dimitar Nikolov, a municipal property has been rented out to Association "Demetra" to open a "Crisis Center". On the basis of a Contract with Registration № 63-00-166/21.10.10 for management of social services in the community between Burgas Municipality and Association "Demetra", the Crisis Center for children and adults' victims of violence and trafficking started its activity. On the basis of a Contract with Registration №460076/1/22.10.2013 for management of social services in the community between Burgas Municipality and Association "Demetra", the Crisis Center for children and adults' victims of violence and trafficking continues its activities. On the basis of a Contract with Registration №63-00-358/1/21.10.2016 for management of social services in the community between Burgas Municipality and Association "Demetra", the Crisis Center for children and adults' victims of violence and trafficking continues its activities. On the basis of a Contract with Registration №36-00-336/2/01.11.2019 for management of social services in the community between Burgas Municipality and Association "Demetra", the Crisis Center for children and adults' victims of violence and trafficking continues its activities.

The Crisis center is funded by Burgas Municipality - State delegated activity. Duration is from 01.11.2019 to March 2023. Contractor: Association "Demetra".

Description of social service "Crisis Center":

Crisis Center is a complex of social services that create conditions for overall client service in temporary housing for a period of three to six months. The services provided are related to the satisfaction of daily, health, social, educational and rehabilitation needs, as well as the needs of organization of leisure time and personal contacts. The social service "Crisis Center" includes a complex of activities designated to overcome the crisis of the violence suffered, to provide protection and basic needs for the clients, to reduce the negative consequences and provoke personal resources, with a view to the social reintegration of the victim. The objectives of the direct work with clients are oriented in two directions: recovery from trauma and ensuring social and legal protection and prevention of violence/re-trafficking after the end of stay at the Crisis Center. These objectives are implemented through the deployment of a package of activities meeting the assignment and the nature of the social service.

The main goal of the service "Crisis Center" is to provide competent and professional assistance to children and persons who are victims of violence and trafficking by providing them with a safe and secure environment for recovery and a complex of social, psychological, medical, legal and family consultations.

This service also aims to:

- prevent domestic violence;

ASSOCIATION DEMETRA

ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

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- prevent sexual violence;
 - prevent trafficking;
 - provide assistance and support to persons who are victims of violence;
 - prevent violence against children;
 - prevent the development of criminal careers of children at risk and children with antisocial behavior, victims of violence;
 - re-socialize and reintegrate children leaving various institutions and children found in criminal or high-risk environments

The service suggests:

- to be provided in an environment accepting and stimulating personal development, taking into account the risk factors for human development;
- to be provided in optimal conditions for correction, integration and resocialization work with service users;
- to be applied in a suitable physical environment: adequate facilities for individual and group work, suitable furniture for conducting educational and training activities;
- to be used specialized methods and tools for risk assessment, evaluation of needs, planning and case management;
- to be realized complex individual, family and group activities, as well as mediation between the user and the existing social systems;
- all interventions within the service to be oriented towards achieving specific results depending on the resources available and the necessary time;- the role of each specialist to be clearly defined.

The services provided in the Crisis Center:

- are based on an individual approach and assessment of the specific needs of the child/individuals;
- assist to and build capacity for the development of skills for self-help in different situations;
- support the process of integration and promote personal development for empowerment and social performance;
- restore and enhance skills for social performance;
- provide support for prevention of consequences from the trauma;
- the services provided in the Crisis Centre provide a secure environment for children and survivors of violence, trafficking or other forms of exploitation.

The Crisis Center has a total capacity of 8 places. For the reporting period the Crisis Centre has accommodated totals of 23 individuals, whereof 14 minors and 9 adults. All users of the service are accommodated with orders and directions of the "Social Assistance" Directorate, as well as with police protection.

V. Shelter for temporary accommodation and Center for the protection and assistance of victims of trafficking and Shelter for subsequent reintegration

Temporary accommodation asylum and center for protection and assistance to victims of trafficking – city of Burgas: In connection with the procedure held for awarding a public procurement contract and on the grounds of Art. 41, para 1, of the Public Procurement Act a

ASSOCIATION DEMETRA

ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

Contract № DG-6 / 27.03.2020 has been concluded between the National Commission for Combating Trafficking in Human Beings and Association "Demetra" city of Burgas for provides the service within the territory of the Municipality of Burgas. The asylum has started its activity as of 25.02.2016 and has been operating so far. The following services are provided at the asylum:

- coordination with the NCCTHB and the LCCTHB of the signals for the victims of trafficking for the safe return of the victim from abroad or elsewhere in Bulgaria to the asulum;
- meeting and safe transportation of the victim to the asylum;
- detailed familiarization of the victim with the rights and obligations of the victims of trafficking in human beings, the services provided at the asylum including their stay and the services provided in the protection and assistance centers;
- safe and protected temporary accommodation in the asylum;
- ensuring full meal for the victims accommodated in the asylum, according to their age and health condition;
- urgent non-prescription and prescription medication;
- psychological support and consulting, including crisis intervention;
- provision of basic material needs / humanitarian aid of first necessity /;
- preparation of preliminary individual risk and needs assessment;
- preparation of an individual plan of action, services offered on a case-by-case basis, its specific needs and requirements;
- medical and dental care and / or service (if needed);
- legal advise, including when applying for assistance and financial compensation;
- social work;
- assistance in issuing personal documents;
- specialized additional vocational training / requalification;
- safe transport to and from other services, institutions.

During the past 2023 calendar year, a total of 15 victims of human trafficking were accommodated at the Temporary accommodation asylum and center for protection and assistance to victims of trafficking – city of Burgas. They were provided with the satisfaction of everyday basic needs, issuing personal documents, provided health care, the educational needs of some of them for completing education were satisfied and they were ensured employment. The ceneter is funded by National Commission for Combating Trafficking in Human Beings since 25.02.2016 – until now and leaded by Association "Demetra".

B. Specialized services for perpetrators of domestic and gender-based violence

I. Center for prevention of violence and crime

The Center for the Prevention of Violence and Crime in the city of Burgas also provides a program for perpetrators of domestic violence. The program is provided annually according to a methodology developed within the framework of projects supported by the Ministry of Justice. In the last 2023 a total of 11 individuals attended the Specialized Programme for

ASSOCIATION DEMETRA
ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

Perpetrators of Violence, with a court order for admission to the programme or voluntarily willing to participate in the programme.

II. Center for Crime Prevention in Sofia City

The center has been operating since 2020 at an address in the city of Sofia, Suhata Reka Residential Apartment Blocks, bl.18. The center provides on-site psychological and legal counseling to victims of violence and a specialized program for perpetrators of domestic violence. For the past year 2023 a total of 10 victims of violence visited the center and a total of 41 orders to attend a specialist programme for perpetrators were received.

In 2023 a new methodology for evaluating the effectiveness of the offender program was implemented at the center. It was borrowed from the ISEDA /European project/ project, where the center's team was trained to apply this tool.

C. Specialized services for children and families

I. Crisis Center for children, victims of violence – city of Sredec

On the basis of Order № RD 01-131/30.01.2014 of the Executive Director of the Social Assistance Agency, a social service called "Crisis Center for children victims of violence" has been opened in the town of Sredets. On the basis of a Contract Reg. № 474/19.05.2014 for management of social services in the community between Sredets Municipality and Association "Demetra", the Crisis center for children victims of violence started its activities. On the basis of a Contract Reg. № D 47/2019 for management of social services in the community between Sredets Municipality and Association "Demetra", the Crisis center for children victims of violence continues its activities. The Crisis center is funded by Sredets Municipality - State delegated activity from 01.07.2019 to 01.07.2024 and leaded by Association "Demetra".

Crisis Center is a complex of social services that create conditions for overall client service in temporary housing for a period of three to six months. The services provided are related to the satisfaction of daily, health, social, educational and rehabilitation needs, as well as the needs of organization of leisure time and personal contacts.

The social service "Crisis Center" includes a complex of activities designated to overcome the crisis of the violence suffered, to provide protection and basic needs for the clients, to reduce the negative consequences and provoke personal resources, with a view to the social reintegration of the victim. The objectives of the direct work with clients are oriented in two directions: recovery from trauma and ensuring social and legal protection and prevention of violence/re-trafficking after the end of stay at the Crisis Center. These objectives are implemented through the deployment of a package of activities meeting the assignment and the nature of the social service.

The main goal of the service "Crisis Center" is to provide competent and professional assistance to children and persons who are victims of violence and trafficking by providing

ASSOCIATION DEMETRA
ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

them with a safe and secure environment for recovery and a complex of social, psychological, medical, legal and family consultations.

This service also aims to:

- prevent domestic violence;
- prevent sexual violence;
- prevent trafficking;
- prevent the development of criminal careers of children at risk and children with antisocial behavior, victims of violence;
- re-socialize and reintegrate children leaving various institutions and children found in criminal or high-risk environments

The services provided in the Crisis Center:

- are based on an individual approach and assessment of the specific needs of the child;
- assist to and build capacity for the development of skills for self-help in different situations;
- support the process of integration and promote personal development for empowerment and social performance;
- restore and enhance skills for social performance
- provide support for prevention of consequences from the trauma;
- the services offered in the CC provide a secure environment for children and survivors of violence, trafficking or other forms of exploitation

In connection with the implementation of the annual municipal program for child protection for 2021, the activities of the Crisis Center fall under Priority IV: Protection of children from all forms of abuse, violence and exploitation. The activities carried out in 2023 in the Crisis Center for children who have experienced violence, the town of Sredets, are in implementation of activity 1.2, namely "Direct support of children, victims of violence or at risk of violence through social counseling and individual work". The current information covers the period of time from 01.01.2023 to 31.12.2023. For the reporting period the Crisis Centre accommodated a total of 21 children, all with Orders and directions issued by the "Social Assistance" Directorate.

II. Center for Social Rehabilitation and Integration of Children from Risk Groups – city of Plovdiv

On the basis of Order №RD 01-61 / 22.01.2009 of the Executive Director of the Social Assistance Agency, the social service Center for Social Rehabilitation and Integration of Persons from Risk Groups in the city of Plovdiv has been opened.

Pursuant to Contract Reg № 9DG-355 / 01.04.2019 for management of social services in the community signed between the Municipality of Plovdiv and the Association "Demetra", Center for Social Rehabilitation and Integration of Children at Risk Groups. "Center for Social Rehabilitation and Integration of Children at Risk Groups" is an integrated set of social services that are provided in the short and long term and include social and legal consultations; psychological and health support; case assessment, planning and management; mediation with institutions and social systems; family consultations; training for acquiring basic behavioral skills; education and vocational training and guidance

ASSOCIATION DEMETRA
ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

programs; preparation and implementation of individual correctional and social inclusion programs. In the past year, the Center expanded its target group, according to the Social Services Act, by launching the "Children's Contact Center" service. The services that the center offers meet the needs of specialized work on the prevention of violence, as well as on the integration and rehabilitation of children and families at risk. The service presupposes close cooperation with institutions such as Department of Child Protection, schools, police - district inspectors and inspectors at Children's Pedagogical Rooms, health facilities, municipalities and NGOs. The service is provided by highly qualified specialists with social, pedagogical, psychological or other appropriate education. In 2023 the team of the Center for Social Rehabilitation and Integration of Children from Risk Groups worked with a total of 109 visitors. Of these, 30 were referred to the Center for Social Rehabilitation and Integration of Children from Risk Groups in 2022, the provision of social services individually and in groups continues in 2023.

There are 5 cases referred to CSRI for use of the Children's Contact Center programme. Cases of children involved in parental conflicts, as well as families for assessment of parental capacity and/or risk of violence in the family, are referred for work at CSRI. The center is funded by: Municipality of Plovdiv - state delegated activity from 01.04.2019 to 01.04.2024 and leaded by Association Demetra

D. Preventive and training programs

I. Trainings, seminars

Association Demetra annually provides education, trainings and seminars for specialists and students. There are several programs that the organization has developed on projects and offers. Some of them are entered in the register of the Ministry of Education and are approved to be held in schools among young people. The programs also annually receive a quality certificate from a licensed quality agency. These are the programs: "To stop violence and bullying against children"; "Program Coordinated Response for the Prevention of Violence and Harassment of Children"; Program "Interaction of the school with the parent community for the prevention of violence and harassment of children". The three programs are registered in the register of the Ministry of Education under number UIN 57030002 and ISO 9001:2015. In 2023, 150 specialists and 200 children were trained through the programs.

II. Supervisions of social services in Burgas District, Sofia and Plovdiv

Case supervision in all centers is conducted weekly via Zoom. The organization also provides professional supervision of external services, which are monthly. External trainings related to the specifics of the services are also organized. Inclusion of service specialists in all training organized by the Demetra Association. In the past year 2023, experts from the organization have provided monthly supervisions to 8 external services and weekly supervisions to 9 services in the Demetra Association.

ASSOCIATION DEMETRA

ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

E. Implemented projects in 2023

I. Project "Prevention and Response to Child Sexual Abuse in the Situation of the COVID 19 Pandemic"

Project goal: Continuation of the work on the strategy for the prevention of sexual violence and abuse of children in Burgas Region and continuation of trainings among children and professionals under the two programmes "Hedgehogs" and "Let's stop sexual harassment" of the "Association Demetra". Implemented project activities: In implementation of the strategy, 8 trainings were conducted for 199 professionals. Passed ISO 9001:2015 certification audit in the field of application: Organization and conduct of trainings, conferences, seminars and supervisions. 2 trainings were conducted with parents including a group of foster families under the "More informed parents, more protected children" Programme. Entered in the register of the Ministry of Education and Science for the qualification of teachers with three programs for the prevention of violence in primary and secondary schools. Disseminated information in 12 Regional Educational Department of the Ministry of Education and Science in Bulgaria. Developed marketing strategy of the organization for a period of three years. Target group are professionals, students and children from primary and secondary schools. The project is funded by: The OAK Foundation through the Workshop Foundation for Civic Initiatives. Duration: from Aug.2021 to 30.01.2023 and leaded by Demetra Association

II. Project "Support to victims of domestic violence through a programme to increase capacity and awareness among human resources specialists – SHE" with lead partner Center for the Study of Democracy in partnership with "Association Demetra" and the Institute of Public Administration.

Project goals are Increasing the knowledge and skills of human resources specialists on the subject of domestic violence. Implemented project activities: Conducted trainings for human resources specialists throughout the country on the subject of domestic violence. Developed Manual for training specialists in the field of human resources for the public administration. The project is funded by Daphne Programme of the European Commission. Duration: from 01.03.2022 to 01.03.2024. Target group: professionals from public administration

III. Project "Innovative Solutions to Eliminate Domestic Abuse – ISEDA"

Project goal: Producing, testing, evaluating and upgrading innovative solutions against domestic violence in Europe. Implemented project activities are: adaptation and testing in Bulgaria, Greece and Spain of a CHATBOT, allowing survivors of violence to access key information about domestic violence and notify the police directly; increasing the professional capacity of police officers through a hybrid training program aimed at victims of domestic violence; programmes with a common methodology for assessing the potential to

ASSOCIATION DEMETRA
ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

protect victims, change the behavior of perpetrators and reduce recidivism; developing uniting and realistic awareness and prevention campaigns that focus on young people and connect traditional and new media. The project is funded by the Horizon Programme of the European Commission. Duration: from September 2022 to September 2025. Target group: professionals working with victims of domestic violence civil society youth and professionals by police.

IV. Project "Responding to domestic and gender-based violence in a post-Covid19 situation"

Project goal: to increase access and strengthen support and protection provided to women and girls who are victims of gender-based violence - domestic and sexual. Implemented project activities: provided psychological, social and legal counseling on site in the counseling centers of the organization for women and their families victims of domestic violence; conducting weekly groups for domestic violence perpetrators referred by the court; provision of a 24-hour hotline 0700 40 150, which serves victims of domestic violence on the territory of the Municipality of Sofia, providing them with psychological counseling over the phone. Over the past year, a total of 150 people received help and support from the hotline. Conducted trainings for future specialists from the University of Burgas on the subject of domestic violence. Funded by: L'Oréal Women's Support Fund Duration: from September 2022 to September 2023. Target group: women and young girls victims of gender-based violence.

PART TWO: ADMINISTRATION AND MANAGEMENT

I. Institutional Development

Association "Demetra" is a non-profit organization, registered in the Burgas District Court on 18th Nov. 1997 (with subsequent re-registrations respectively in 2002, 2008, 2008, 2010 and 2013) under the NPCA. It has been entered in the register at the Ministry of Justice as a public benefit non-profit association. The registered office is in the city of Burgas, 102a "Sheynovo" Str. In 2023 the Association was managed by a Board of Directors, chaired by Ana Dimitrova Burieva and members Pavlina Petkova Damyanova and Diyana Georgieva Videva. In its activities, Association Demetra is guided by the Statute of 2019.

The mission of organisation includes: development and implementation of strategies and practices in the field of social work, in the field of gender equality, integration of ethnic minorities, policies for young people; development and implementation of projects for disadvantaged groups; development and implementation of programs for vocational

ASSOCIATION DEMETRA

ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

education; organisation of training for the purposes of developing the capacity of its members; building of partnerships, exchange of information and participation in national and international collaborative networks; proposing programmes and consulting services - social, psychological, legal, pedagogical etc. services; provision of a space where women victims of violence may obtain the emotional support they need; establishment of contacts with state institutions, local self-government authorities, business and academic units, as well as with international organizations and sponsorship programs supporting the activities of NGOs; advocacy for civil rights; motivation and active involvement in public life of people or groups of people marginalized due to differences of social, cultural, religious or healthy character.

Strategic goals of organisation are connected with: supporting the formulation and implementation of public policies in the social sector, healthcare, education, culture and sport based on established priorities and needs; development and improvement of social strategies and practices; working for social involvement of young people, the elderly and disadvantaged families; identifying, protecting, and lobbying for the development and implementation of youth policies; improving the quality of vocational education and qualification for various groups of professionals; supporting the process of integration of minorities in the Bulgarian society; achieving gender equality as an integral part of economic, social and democratic development; achieving economic equality between men and women - eliminating the gender pay gaps; developing entrepreneurship for women; developing policies for social protection against poverty; combating multiple discrimination; achieving balance and reconciliation of work with private and family life - flexible employment for men and women; improving the quality of care services for all age groups; achieving a balance between men and women in caring for children and other dependent family members; improving the equal participation of women and men in decision-making - promoting the participation of women in politics, in business, in science and in technology; eliminating gender-based violence - domestic violence, trafficking of women, sexual harassment in the workplace; eliminating gender stereotypes in society, education, culture, labour market and the media.

In 2021, "Association Demetra" has been relicensed on the basis of the new Social Services Act with orders No. RD-3129-1-78/19.03.2021 "Provision of shelter", No. RD-3129-1-79/19.03.2021 "Therapy and rehabilitation", No. RD-3129-1-80/19.03.2021 "Information and consultation", No. RD-3129-1-81/19.03.2021 "Advocacy and mediation". In 2021, the organization was certified according to ISO 9001:2015 with certificate No. 1027-3878-Q/16.03.2021 in the field of application: organizing and conducting trainings, conferences, seminars and supervisions and in 2022 it passed a successful audit by the certification company Alfa Quality Certification SLLC.

In 2023, Association continued its efforts to optimise its internal administrative and financial reporting systems. The remuneration procedures were streamlined in line with the requirements from various financing institutions, and the need to comply with national labour regulations. In 2023, Demetra employed a staff of thirty- five, of whom twenty seven

ASSOCIATION DEMETRA

ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

in professional and management positions, including part-time consultants, and eight employees in administrative positions.

Accountability and transparency are guiding principles in the operation of the Association Demetra. These principles are implemented by means of: annual audit reports published since 1992; audits of individual projects; Demetra Annual Reports published since 1994; regular updates about Demetra's activities on its website; press-releases about on-going projects and their results;

The application of good management practices has been critical to the successful work of Association Demetra. In 2023, the organisation continued its efforts to diversify its sources of funding in addition to the traditional delegated budget social services. For each provided service organisation participate in tender procedures. Some of Demetra's activities were funded through the different projects, supported by OAK Foundation, L'oreal Women's Fund, Tide Foundation, European Program like Daphne, CERV and Horizon. In 2023, Demetra reconfirmed its reputation as a reliable partner and coordinator in above projects and also with stakeholders, mainly in the area of violence prevention in all levels: primary, secondary and tertiary.

II. Communications

Virtual events - Demetra developed virtual connection between centers during the Covid pandemic. In 2023 it is continued in every week supervision of the all services which are provided by organisation.

Social media - 2020 saw the addition of new platforms to Demetra's social media portfolio, such as Twitter and LinkedIn. The expansion of social media presence aims to establish a larger network of policy makers, experts and professionals, and to provide an opportunity for sharing policy insights in real time.

III. Internship program

Internship program

Association Demetra aims to provide internship opportunities for students from various universities. The student from social and psychological science take their placement in the service centers led by Demetra Association. There they have possibility to meet in confidential environment real victims in increase their skills to recognise violence and to refer to appropriate stakeholders. All in all, the organisation hosted 40 interns.

IV. List of Staff

Governing Board

Ana Burieva, Chairwoman

Pavlina Petkova, PhD, Program Supervisor

Diyana Videva, PhD, Program coordinator

Program Board

Iskra Delcheva, Director Crisis Center for children and adult victims of violence

Diana Stamova - Social Worker Center for children and adult victims of violence

ASSOCIATION DEMETRA

ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

Simona Peneva - Social Worker Center for children and adult victims of violence
Jaklin Pehlivanova - Social Worker Center for children and adult victims of violence
Stanislava Nikolova, Director crisis Crisis Center for children, victims of violence
Violeta Shavova - Social Worker Crisis Center for children, victims of violence
Katq Georgieva - Social Worker Crisis Center for children, victims of violence
Nadejda Stoqnova - Social Worker Crisis Center for children, victims of violence
Natalia Stancheva - Social Worker Crisis Center for children, victims of violence
Jenia Petrova, Director Center for prevention of violence and crime
Marinela Pavlova - Social Worker Center for prevention of violence and crime
Desislava Doneva - Psychologist Center for prevention of violence and crime
Neevena Chaippek, Lawyer Center for prevention of violence and crime, Manager Shelter for temporary accommodation and Center for the protection and assistance of victims of trafficking and Shelter for subsequent reintegration
Liubomir Lefterov - Psychologist Shelter for temporary accommodation and Center for the protection and assistance of victims of trafficking and Shelter for subsequent reintegration
Daniela Peneva - Psychologist Shelter for temporary accommodation and Center for the protection and assistance of victims of trafficking and Shelter for subsequent reintegration
Mariq Chividjian - Psychologist Shelter for temporary accommodation and Center for the protection and assistance of victims of trafficking and Shelter for subsequent reintegration
Ivan Ivanov, Director Center for Social Rehabilitation and Integration of Children from Risk Groups
Zdravka Chankova - Social Worker Center for Social Rehabilitation and Integration of Children from Risk Groups
Nadejda Stoqnova - Social Worker Center for Social Rehabilitation and Integration of Children from Risk Groups
Maq Petkova - Psychologist Center for Social Rehabilitation and Integration of Children from Risk Groups
Aleksandra Barakova - Psychologist Center for Social Rehabilitation and Integration of Children from Risk Groups
Miroslava Hristeva - Psychologist Center for Social Rehabilitation and Integration of Children from Risk Groups
Aleksandra Dimitrova - Social Worker Center for Social Rehabilitation and Integration of Children from Risk Groups
Teodora Dimitrova - Social Worker Center for Social Rehabilitation and Integration of Children from Risk Groups
Cveta Penkova - Psychologist Center for Social Rehabilitation and Integration of Children from Risk Groups
Radina Petrova – Psychologist Center for Social Rehabilitation and Integration of Children from Risk Groups
Georgi Yanev, Manager Center for Support of Victims of Sexual Violence "Vselenia" – city of Burgas, Psychologist specialized program for perpetrators Center for prevention of violence and crime

ASSOCIATION DEMETRA
ANNUAL REPORT ON THE ACTIVITY UNDER ART. 40, PARA. 2 OF THE NON-PROFIT CORPORATIONS ACT for the year ending on 31.12.2023 - continuing

Bianka Barova – Psychologist Center for Support of Victims of Sexual Violence "Vselenia" – city of Burgas

Ivanka Atanasova, Coordinator Center for Crime Prevention in Sofia City

Krasimira Sankiiska - Psychologist Center for Crime Prevention in Sofia City

Gabriela Matanska - Psychologist Center for Crime Prevention in Sofia City

Antonia Meserdzhieva, Coordinator of prevention programs

Financial Department

Tanya Shishkova, Financial Officer

Darina Zlatanova, Accountant

Technical Support

Bilyana Milenkovich

Burgas, 20.03.2024

Prepared by: signed



(Ana Burieva-Chair)

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