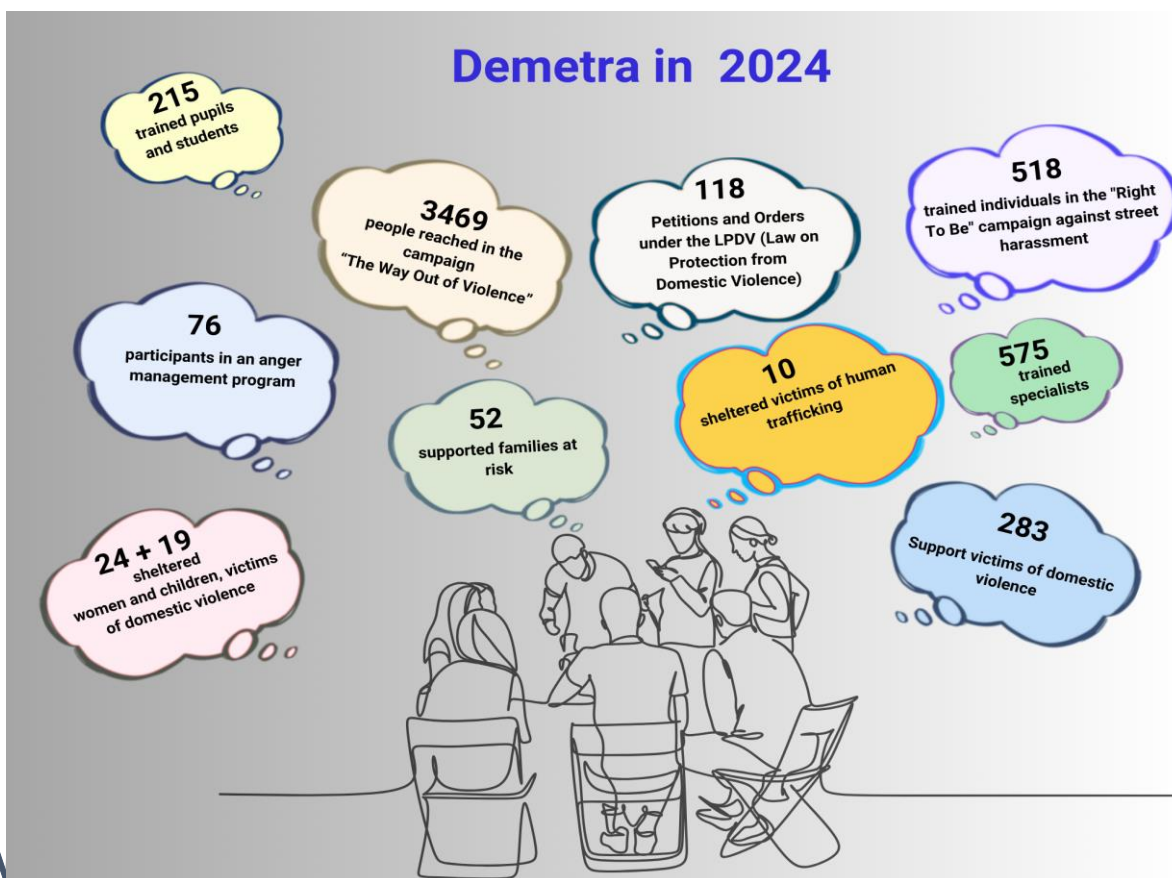


2024 year



ANNUAL REPORT OF THE ASSOCIATION "DEMETRA"



31.03.2025

WHAT WE ACHIEVED IN 2024

- Conducted training for 400 individuals, specialists from human resources across the country, on the topic of domestic violence under the "SHE" project.
- Developed an adapted prevention program for domestic violence and partner violence for students and pupils, based on European experience. The training program was piloted with 215 students.
- 50 educational specialists completed training on recognizing violence among children, including cyberbullying, and measures for counteracting it.
- 125 educational specialists received qualification credits after completing training on types and forms of gender-based violence, violence against children, and coordination mechanisms for working with cases of child abuse.
- Information campaign "The Way Out" under the ISEDA project, which developed and distributed various informational resources on social media (brochures, posters, videos) on the topics of domestic violence and intimate partner violence. The campaign reached 3,349 individuals online and 120 people in person through training sessions and events.
- After training from the "Right to Be" organization, the "Demetra" association launched the "Stand Up Against Street Harassment" campaign in partnership with L'Oréal in October 2024. The campaign included the distribution of informational materials and training. By the end of 2024, 581 people had participated in the campaign's training sessions.
- The Prevention Center provided individual psychological counseling and ongoing support to 283 individuals, victims of violence (252 women and 21 men). A total of 1,700 consultations were held. 118 petitions under the Domestic Violence Protection Act were processed and filed in the District Court, all of which resulted in protection orders.
- During the reporting period, 24 individuals, including 19 children, were accommodated at the Crisis Center for a period of 6 months.
- 67 individuals sought help from the Sexual Violence Victims Center via the hotline and in person at the center.
- 10 individuals were cared for at shelters for victims of human trafficking, accommodated for a period of 1 year.
- The team at the "Center for Social Rehabilitation and Integration for Children and Families" worked with a total of 52 clients and their families.
- In 2024, 87 orders for attending specialized programs for offenders were received. Of these, 76 offenders attended the group program for controlling aggressive behavior,

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with a male to female ratio of 7 (76 men) to 1 (11 women). 64 reports on the participants in the specialized program were prepared for the court.

A detailed presentation of the initiatives and results achieved in 2024 follows.

The management of the Association "Demetra" presents the Report under Art. 40, para. 2 of the Non-Profit Legal Entities Act and the financial statement as of December 31, 2024, prepared in accordance with the National Accounting Standards applicable in Bulgaria.

I. VISION, MISSION, STRATEGIC GOALS

Vision

"Demetra" Association is a non-profit legal entity, registered in the Burgas District Court on November 18, 1997 (with subsequent re-registrations in 2002, 2008, 2008, 2010, and 2013) under the Non-Profit Legal Entities Act (ZULNC). It is listed in the register of non-profit legal entities for the implementation of public benefit activities at the Registry Agency.

The registered address is 102a "Sheinovo" Street, Burgas. Since 2024, the Association has been managed by a Governing Board, chaired by Ana Dimitrova Burieva, with members Pavlina Petkova Damyanova and Diana Georgieva Videva. In its activities, the "Demetra Association" is guided by a Statute adopted at its founding and updated in 2024.

Mission

- Development and implementation of strategies and practices in the field of social activities, gender equality, integration of minority ethnic groups, and policies for youth;
- Development and implementation of projects for disadvantaged groups;
- Development and implementation of professional education programs;
- Organizing training to build the capacity of its members;
- Building partnerships, exchanging information, and participating in national and international networks for collaboration;
- Offering programs and consultancy services in the fields of social, psychological, legal, educational, and other services;
- Providing a space where women who have experienced violence can receive the emotional support they need;
- Establishing contacts with state institutions, local government bodies, businesses, academic institutions, as well as international organizations and donor programs supporting NGO activities;
- Advocacy for civil rights;

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- Motivating and actively engaging in public life individuals or groups marginalized due to social, cultural, religious, or health differences.

Strategic Goals

- Supporting the formulation and implementation of public policies in the areas of social affairs, healthcare, education, culture, and sports, based on established priorities and needs;
- Development and improvement of social strategies and practices;
- Working towards the inclusion of disadvantaged youth, adults, and families into society;
- Identifying, protecting, and advocating for the creation and implementation of policies for young people;
- Enhancing the quality of vocational education and qualifications for various professional groups;
- Supporting the integration process of minority communities into Bulgarian society;
- Achieving gender equality as an essential and inseparable part of economic, social, and democratic development;
- Achieving economic equality between men and women – eliminating the gender pay gap;
- Promoting women's entrepreneurship;
- Developing social protection policies against poverty;
- Combating multiple discrimination;
- Achieving a balance and integration of work with personal and family life – flexible employment for both men and women;
- Improving the quality of care services for all age groups;
- Achieving a balance between men and women in caregiving for children and other dependent family members;
- Enhancing equal participation of women and men in decision-making processes – encouraging women's participation in politics, business, science, and technology;
- Eliminating gender-based violence – domestic violence, trafficking of women, sexual harassment in the workplace;
- Eliminating gender stereotypes in society, education, culture, labor market, and media.

Licensing

In 2003, the "Demetra" Association was registered with the Ministry of Justice with Certificate No. 003/17.12.2003 in the Central Register of Non-Profit Legal Entities for the implementation of public benefit activities under No. 20031217003.

In 2021, the "Demetra" Association was re-licensed under the new Social Services Act by the "Agency for Social Services Accreditation" with the following licenses:

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- "Provision of Shelter" – License No. L-3129-81 from 06.04.2021
- "Therapy and Rehabilitation" – License No. L-3129-79 from 06.04.2021
- "Information and Counseling" – License No. L-3129-80 from 06.04.2021
- "Advocacy and Mediation" – License No. L-3129-82 from 06.04.2021
- "Community Work" – License No. L-3129-1418 from 09.01.2023
- "Training for Skill Acquisition" – License No. L-3129-1419 from 09.01.2023
- "Support for Acquiring Work Skills" – License No. L-3129-1417 from 09.01.2023

In 2024, the organization was recertified, assessed, and approved for compliance with the requirements of ISO 9001:2015 with Certificate Reg. No. BG-6236-Q/06.03.2024, in the following areas of application:

- Organizing and conducting training, conferences, seminars, and supervision sessions.
- Providing social services for children, individuals, and families. A successful audit was carried out by the certifying company Alfa Quality Certification Ltd.

II. IMPLEMENTED PROJECTS IN 2024

II.1. Project: Support for Victims of Domestic Violence through a Program for Enhancing Capacity and Awareness Among Human Resources Specialists – SHE

Lead Partner: Center for Democracy Studies in partnership with the "Demetra" Association and the Institute for Public Administration

Financed by: European Commission

Duration: From 01.03.2022 to 01.03.2024

Target Group: Professionals from public administration

Project Goal: To increase the knowledge and skills of human resources specialists regarding domestic violence.

Implemented Activities in the Project:

- Developed a Handbook for Training Specialists in Human Resources within Public Administration.
- Conducted training for 400 human resources specialists nationwide on the topic of domestic violence.

Team: The team of the "Demetra" Association.

II.2. Project: "Innovative Solutions for Eliminating Domestic Violence – ISEDA"

Financed by: Horizon Europe Program of the European Commission

Duration: From 09.2022 to 09.2025

Target Group: Professionals working with victims of domestic violence

Project Goal: The ISEDA project (Innovative Solutions for Eliminating Domestic Violence)

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aims to fight and eliminate domestic violence by using an enriched European approach, modern technological tools, and improved multisectoral expertise in its activities.

Implemented Activities in the Project:

The project involves 15 partners from 9 EU countries. The following activities will be carried out as part of the project:

- Adapting and testing a CHATBOT in Bulgaria, Greece, and Spain, allowing survivors of violence to access key information about domestic violence and directly notify the police.
- Enhancing the professional capacity of police officers through a hybrid training program focused on domestic violence victims.
- Implementing programs with a unified methodology for assessing the protection potential for victims, changing the behavior of perpetrators, and reducing recidivism.
- Developing inclusive and realistic campaigns for raising awareness and prevention, focusing on young people and connecting traditional and new media.



Implemented Activities in the Project:

An information campaign using various informational resources, including:

- One main brochure covering four key topics:
 - Domestic violence and intimate partner violence
 - Healthy and unhealthy relationships
 - Safety in the home and intimate relationships
 - Prevention of domestic/intimate violence and available support resources
- 5 Facebook posts addressing:
 - Definitions and characteristics of domestic violence

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- Recognizing toxic relationships
- Safety measures and resources
- Prevention strategies
- Available support services

Results: 2,630 page visits, 1,916 views, 142 likes, 20 shares

- 5 Instagram posts on the same topics
Results: 719 views, 44 likes, 7 saved posts
- 4 informational videos produced by the Demetra team
- 3 videos presented by police officers
- 1 awareness poster ("Victims – Resources: You Are Not Alone")
- 5 Facebook and Instagram stories (reels) visualizing campaign messages
- 2 banners for website ranking for online awareness
- 3 Twitter posts reinforcing key messages

The campaign focuses on five main topics:

- Domestic violence and intimate partner violence (definition, legal framework, and impact)
- Healthy vs. unhealthy relationships (key characteristics and warning signs)
- Safety in the home and intimate relationships (practical advice and legal protection)
- Prevention strategies (public awareness, intervention programs, and legal measures)
- Available resources for victims (hotlines, shelters, and legal assistance)

Target Audiences and Key Messages

The campaign aims to reach the general public, individuals in relationships, potential victims of violence, and professionals working in social services.

Highlighted Key Messages:

- The cyclical nature of violence and its impact
- The importance of recognizing and avoiding toxic relationships
- Practical steps for ensuring safety in cases of domestic violence
- The role of prevention in reducing incidents of violence
- The availability of support services for victims and survivors

Communication Channels

The campaign uses a variety of digital platforms and direct outreach:

- Website: www.demetra.bg

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- Social Media:
 - Facebook: Demetra Facebook page
 - Instagram: Demetra Instagram
 - LinkedIn: Demetra LinkedIn

The campaign reached a total of 3,349 individuals online and 120 people in person through training sessions and events. The project initially aimed to reach 1,000 people, demonstrating the campaign's effectiveness in exceeding its outreach goals.

Team: The team of the "Demetra" Association.

Posters:
(digital & print-ready)



Short videos:
(Stories & Reels)



Brochures:
(print-ready trifold)



Long videos:
(Adaptable templates, based on Reel templates)



Static visuals:
(for Facebook, Instagram, X, LinkedIn posts)



Additional assets:
(Website banners, adaptable templates)



II.3. "Prevention of Offenses Center" in Sofia

Duration: 12 months, from January 2023 to December 2023

Target Group: Victims of domestic violence and perpetrators

Activities:

The center has been operational since 2020, located in Sofia, Sukhata Reka residential area, block 18. The center provides on-site psychological and legal consultations for victims of violence, as well as a specialized program for perpetrators of domestic violence.

In the year 2024, the center provided services to a total of 20 victims of violence and received 77 orders for attendance at the specialized program for perpetrators, with 56 of the perpetrators attending a group program on controlling aggressive behavior. The gender ratio of perpetrators was 6 men (66) to 1 woman (11).

During 2024, the center prepared 64 reports to the court regarding participants in the specialized program and sent 10 letters and notifications to relevant institutions.

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A hotline (0700 40 150) also operates at the center.

The center provides a Social Rehabilitation Program for victims of violence, in collaboration with the colleagues from the Hotline, which is a remote form of crisis intervention for victims of violence.

Victims of violence are referred by the police, courts, prosecutors, hospitals, or through self-referral. The center also directs victims to continued psychological support, medical help, legal consultations, police assistance, and ensures a safe environment.

In 2024, the center carried out individual psychological counseling and continued support for 47 victims of domestic violence from January to December.

Team: The team of the "Demetra" Association.

II.4. Project: L'Oréal Paris Campaign “Stand Up Against Street Harassment”

Financed by: L'Oréal Paris

Duration: 1 year, from 01.09.2024 to 31.08.2025

Target Group: General public, women, young people, and students, with the project aiming to reach 4,000 individuals who will undergo training.

Activities:

After completing training by the organization "Right to be", the Demetra Association launched the “Stand Up” campaign nationwide, focusing primarily on the cities of Sofia, Plovdiv, and Burgas. The campaign includes the distribution of informational materials and conducting training sessions. By the end of 2024, 581 individuals had participated in the campaign's training sessions.



II.5. Project: Training on Violence Prevention for Educational Specialists

Financed by: Self-financing

Duration: 3 two-day training sessions conducted

Activities:

Training sessions were held for educational specialists on the prevention of violence, with the provision of qualification credits. The training covered the following topics:

- Types and forms of gender-based violence
- Violence against children
- Coordination mechanisms for dealing with cases of violence against children

A total of 125 specialists participated in the training, and each received a certificate for professional development credits.

III. STATE-DELEGATED ACTIVITY

III.1. "Center for Social Rehabilitation and Integration of Victims of Violence" – Burgas:

Based on Order No. RD 01-224/16.02.2012 by the Executive Director of the Social Assistance Agency and Agreement No. 63-00-407 from 08.08.2023 for the management of social services in the community between the Municipality of Burgas and the Demetra Association, the "Center for Social Rehabilitation and Integration of Victims of Violence" has been operating since 16.05.2018.

Financed by: Municipality of Burgas – state-delegated activity

Duration: The most recent agreement runs from August 2023 to May 2028

Implementing Organization: Demetra Association

Target Group:

The general target groups of this service are individuals who have experienced violence, as well as their families/close ones. Specifically, the service is aimed at:

- Victims of domestic violence
- Perpetrators of domestic violence

Key Activities:

- Social Counseling: Crisis intervention and social rehabilitation, aimed at discussing options for dealing with the situation and making the right decisions.
- Psychological Counseling: Aimed at overcoming the traumatic event, developing skills for making appropriate decisions, boosting self-esteem, and managing stress.
- Legal Counseling: Providing information on available protection measures under the Domestic Violence Protection Act and assisting in preparing documentation for

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requesting protective measures and initiating civil proceedings under the Domestic Violence Protection Act.

- Family Counseling: Family therapy following individual therapeutic work with the victim of violence and after completing a correctional program with the perpetrator, focusing on anger management and overcoming negative emotions.
- Specialized Program for Working with Perpetrators of Violence – Long-term group therapy for perpetrators of violence, aimed at building alternative models of non-violent relationships and changing attitudes to raise awareness of their own aggressive behavior towards close family members.
- Mobile Service for Victims of Violence – Providing psychological, social, and legal consultations to victims of domestic violence who are not from the city of Burgas, in the settlement where they reside.

Team working in the center:

- Director
- 1 Social Worker
- 2 Psychologists
- Lawyer

The team possesses the necessary professional experience and expertise to work on the issues related to the target group.

Service Location:

Burgas, M. Luiza Blvd. No. 9

Phone: 056/825205

Center Capacity: The capacity of the "Social Rehabilitation and Integration Center for Victims of Violence" is 15 individuals per month, using the services with an order from the Directorate "Social Assistance" in Burgas.

From January 1, 2024, to December 31, 2024, the "Social Rehabilitation and Integration Center for Victims of Violence" was visited by 236 individuals (215 women and 21 men).

A total of 1,565 consultations were conducted with them, as follows:

- 200 "Information and counseling" sessions under Article 12, paragraph 2, item 1 of the Social Assistance Act (ZSU),
- 505 "Information and counseling" sessions under Article 15, item 1 of the ZSU,
- 303 "Advocacy and mediation" sessions,
- 500 "Therapy and rehabilitation" sessions,
- 20 "Community work" sessions,
- 19 "Skills acquisition training" sessions,
- 18 "Support for acquiring work skills" sessions.

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- 118 applications under the Protection Against Domestic Violence Act (PZDN) were processed and prepared, which were filed with the District Court, all of which resulted in protection orders.

In the past year, 2024, a total of 10 clients (10 men) participated in the Specialized Program for Perpetrators of Violence, either through a court-imposed measure to join the program or those who voluntarily chose to participate.

III.2. "Crisis Center for Children and Victims of Violence" – Burgas:

Based on Order No. RD 01-621/27.05.2010 of the Executive Director of the Agency for Social Assistance, the social service "Crisis Center" in Burgas was established.

Based on Order No. 1487/21.06.2011 of the Mayor of Burgas, Mr. Dimitar Nikolov, a municipal property was leased to the "Demetra" Association for the establishment of the "Crisis Center."

Based on Agreement No. 63-00-166/21.10.2010 for the management of community social services between the Municipality of Burgas and the "Demetra" Association, the Crisis Center for Children and Victims of Violence and Trafficking started its activities.

Based on Agreement No. 460076/1/22.10.2013 for the management of community social services between the Municipality of Burgas and the "Demetra" Association, the Crisis Center for Children and Victims of Violence and Trafficking continued its activities.

Based on Agreement No. 63-00-358/1/21.10.2016 for the management of community social services between the Municipality of Burgas and the "Demetra" Association, the Crisis Center for Children and Victims of Violence and Trafficking continued its activities.

Based on Agreement No. 36-00-336/2/01.11.2019 for the management of community social services between the Municipality of Burgas and the "Demetra" Association, the Crisis Center for Children and Victims of Violence and Trafficking continued its activities.

Based on Agreement No. 63-00-406/01.03.2023 for the management of community social services between the Municipality of Burgas and the "Demetra" Association, the Crisis Center for Children and Victims of Violence and Trafficking continues its activities.

Financed by: Municipality of Burgas – state delegated activity

Duration: Last agreement from March 2023 to March 2028

Executor: "Demetra" Association

Description of the Social Service "Crisis Center"

The Crisis Center is a complex of social services that create conditions for the comprehensive support of clients through temporary accommodation for a period of three to six months. The services provided are related to meeting daily, health, social, educational, and rehabilitation needs, as well as needs related to organizing leisure time and personal contacts.

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The social service "Crisis Center" includes a range of activities aimed at managing the crisis caused by the violence experienced, ensuring protection and meeting the basic needs of the clients, reducing negative consequences, and provoking personal resources for the social reintegration of the affected person. The goals of direct work with clients are focused in two directions: recovery from trauma and ensuring social and legal protection, and preventing violence/re-trafficking after the stay in the Crisis Center is completed. These goals are achieved by developing a package of activities that align with the objectives and nature of the social service.

The main goal of the "Crisis Center" service is to provide competent and professional help to children and adults who are victims of violence and trafficking by providing a safe and protected environment for recovery, along with a comprehensive range of social, psychological, medical, legal, and family counseling services.

Additionally, the service aims to:

- Prevent domestic violence;
- Prevent sexual violence;
- Prevent trafficking;
- Assist and support victims of violence;
- Prevent violence against children;
- Prevent the development of a criminal career for at-risk children and children with anti-social behavior, victims of violence;
- Resocialize and reintegrate children leaving various institutions and children in criminal or high-risk environments.

The services provided in the Crisis Center:

- Are based on an individual approach and an assessment of the specific needs of the child/person;
- Assist and build the ability to develop self-help skills in various situations;
- Support the integration process and encourage personal development for empowerment and social inclusion;
- Restore and enhance social inclusion skills;
- Provide support to prevent the consequences of trauma;
- The services provided in the Crisis Center ensure a protected environment for children and individuals who have experienced violence, trafficking, or other forms of exploitation.

The Crisis Center has a total capacity of 8 places. During the reporting period, a total of 24 individuals were accommodated in the Crisis Center.

III.3. "Crisis Center for Children Victims of Violence" - Sredets

Based on Order No. RD 01-131/30.01.2014 of the Executive Director of the Social Assistance Agency, the social service "Crisis Center for Children Who Have Experienced Violence" was established in Sredets.

Based on Agreement Reg. No. 474/19.05.2014 for the management of social services in the community between the Municipality of Sredets and the "Demetra" Association, the Crisis Center for Children Who Have Experienced Violence began its operation.

Based on Agreement Reg. No. D 47/2019 for the management of social services in the community between the Municipality of Sredets and the "Demetra" Association, the Crisis Center for Children Who Have Experienced Violence continued its activity.

Funded by: Municipality of Sredets - state-delegated activity

Duration: From 01.07.2019 to 01.07.2024

Implementer: "Demetra" Association

Description of the Social Service "Crisis Center":

The Crisis Center is a complex of social services that create conditions for the comprehensive care of users through temporary accommodation for a period of three to six months. The services provided are related to meeting daily, health, social, educational, and rehabilitation needs, as well as needs related to organizing leisure time and personal contacts.

The social service "Crisis Center" includes a range of activities aimed at managing the crisis caused by the violence experienced, ensuring protection and meeting the basic needs of the clients, reducing negative consequences, and provoking personal resources for the social reintegration of the affected child. The goals of direct work with clients are focused on two directions: recovery from trauma and ensuring social and legal protection, and preventing violence/re-trafficking after the stay in the Crisis Center is completed. These goals are achieved by implementing a set of activities that align with the objectives and nature of the social service.

The main goal of the "Crisis Center" service is to provide competent and professional help to children who are victims of violence and trafficking, ensuring a safe and protected environment for recovery, as well as a comprehensive range of social, psychological, medical, legal, and family counseling services.

The provision of the service also aims to:

- Prevention of domestic violence;
- Prevention of sexual violence;
- Prevention of trafficking;

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- Prevention of the development of a criminal career for children at risk and children with antisocial behavior who are victims of violence;
- Resocialization and reintegration of children leaving various institutions and children in criminal or high-risk environments.

Services provided in the Crisis Center:

- Are based on an individualized approach and assessment of the specific needs of the child;
- Assist and build the ability to develop self-help skills in various situations;
- Support the process of integration and encourage personal development for empowerment and social inclusion;
- Restore and enhance skills for social inclusion;
- Provide support to prevent the consequences of trauma;
- The services provided in the Crisis Center ensure a protected environment for children who have experienced violence, trafficking, or other forms of exploitation.

This report covers the period from 01.01.2024 to 31.12.2024. During the reporting period, a total of 19 children were admitted to the Crisis Center, all with Orders from the Directorate of "Social Assistance".

III.4. Support Center for Victims of Sexual Violence "Vselenia" – Burgas

Financed by: Municipality of Burgas, Municipality of Nesebar, Municipality of Sozopol

Duration: From June 2016 – ongoing

Executor: "Demetra" Association

A cooperation agreement has been signed with several municipalities in the region to implement the activities in the center. The agreement number is 99-00-23/11.10.2021.

The Support Center for Victims of Sexual Violence "Vselenia" – Burgas was established through a multilateral cooperation agreement between the Municipality of Burgas, Municipality of Sozopol, Municipality of Nesebar, Municipality of Karnobat, Municipality of Primorsko, Burgas District Prosecutor's Office, Burgas Regional Directorate of the Ministry of Internal Affairs, Burgas District Administration, UMBB Burgas AD, and the "Demetra" Association, with the active support of the Embassy of the United Kingdom in the Republic of Bulgaria. In 2021, the agreement (No. 99-00-23/11.10.2021) for cooperation between the aforementioned institutions was re-signed for a period of 5 years.

The "Vselenia" Center was created as a pilot project with several main goals:

- Provide medical assistance, crisis counseling, and support for investigations in cases of sexual violence;

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- Maintain a 24-hour helpline at 0800 18 017 for victims of sexual assaults. The line is staffed by specially trained psychologists who speak foreign languages;
- Prevent sexual violence in the Burgas region;
- Coordinate the activities of the institutions that are parties to the agreement;
- Direct and accommodate victims of sexual violence in crisis centers for victims of violence if necessary.

From January 1, 2024, to January 31, 2024, the Vselenia Center provided assistance to 67 individuals who sought help through the hotlines and in person at the center.

III.5. Shelter for Temporary Accommodation and Center for Protection and Assistance for Victims of Trafficking – Burgas

Financed by: National Commission for Combating Trafficking in Human Beings

Duration: From 25.02.2016 – ongoing

Executor: "Demetra" Association

Following a public procurement procedure and based on Art. 41, para. 1 of the Public Procurement Act, a contract (Contract No. DG-8/28.03.2023) was signed between the National Commission for Combating Trafficking in Human Beings and the "Demetra" Association for providing the service in the territory of Burgas Municipality. The shelter began its operations on 25.02.2016 and continues to function to this day.

The following services are provided in the shelter:

- Coordination with the National and Municipal Commissions for Combating Trafficking in Human Beings regarding signals for trafficking victims for their safe voluntary return from abroad or from other places in Bulgaria to the shelter;
- Reception and safe transportation of the victim to the shelter;
- Detailed information provided to the victim about their rights and obligations as trafficking victims, the services offered at the shelter, including their stay and the services available in the protection and assistance centers;
- Safe and secure temporary accommodation in the shelter;
- Full daily meals for the residents, tailored to their age and health condition;
- Emergency over-the-counter and prescribed medication;
- Psychological support and counseling, including crisis intervention;
- Provision of basic material needs/ humanitarian assistance for essential needs;
- Preparation of an initial individual risk and needs assessment;
- Development of an individual action plan, services offered according to the specific case, its specific needs and requirements;
- Medical and dental support and/or services (if necessary);

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- Legal counseling, including assistance with submitting applications for support and financial compensation;
- Social work;
- Assistance in issuing personal documents;
- Specialized additional professional education/retraining;
- Safe transportation to and from other services or institutions.

In the past 2024 calendar year, the shelter in Burgas provided care for a total of 10 clients. These individuals were provided with daily basic needs, assistance with obtaining personal documents, health care, education support for some to complete their education, and were provided with employment opportunities.

III.6. Social Rehabilitation and Integration Center for Children and Families – Plovdiv

Financed by: Plovdiv Municipality – state-delegated activity

Duration: From 01.04.2019 to 01.04.2024

Executor: "Demetra" Association

Based on Order No. RD 01-61/22.01.2009 from the Executive Director of the Social Assistance Agency, the social service "Social Rehabilitation and Integration Center for Individuals from Risk Groups" was established in Plovdiv.

The "Demetra" Association manages the service based on Agreement Reg. No. 9DG-355/01.04.2019 for the management of social services in the community between the Municipality of Plovdiv and the "Demetra" Association, "Center for Social Rehabilitation and Integration for Children and Families."

Description of the Social Service "Social Rehabilitation and Integration Center for Children and Families"

The "Social Rehabilitation and Integration Center for Children and Families" is an integrated complex of social services that are provided both short-term and long-term. These include social-legal consultations, psychological and health support, case assessment, planning, and management, mediation with institutions and social systems, family counseling, training to acquire basic behavioral skills, education and vocational training programs, and the development and implementation of individual correction programs and social inclusion programs.

In the past year, the center expanded its target group in accordance with the Social Services Act by launching the "Children's Contact Center" service.

The services provided by the center meet the needs for specialized work on violence prevention, as well as the integration and rehabilitation of children and families at risk. The service requires close cooperation with institutions such as Child Protection Department (CPD), schools, police – district officers and traffic police inspectors, health institutions, municipalities, and NGOs.

ASSOCIATION DEMETER ANNUAL REPORT ON ACTIVITIES
under Article 40, paragraph 2 of the Non-Profit Legal Entities Act for the year
ending December 31, 2024 (Continuation)

The service is delivered by highly qualified professionals with social, pedagogical, psychological, or other relevant education.

In 2024, the team of the "Social Rehabilitation and Integration Center for Children and Families" worked with a total of 52 clients.

IV. FINANCIAL RESULTS

Funding and Reported Revenues for 2024

In 2024, the organization reported revenues amounting to 1,000,070 BGN from non-profit activities. The main source of funding for the Association's activities comes from delegated budgets, participation in tender procedures, projects from European and other funds, as well as donations.

Detailed information regarding the funding by programs for 2024 and the sources of financing, along with the reported revenues from non-profit activities, are disclosed in sections 3.2 and 3.3 of the Annex to the Financial Statement.

All funds received from donations have been used according to the wishes of the donors.

Expenditure of Funds and Reported Expenses for 2024

The Association has spent its revenues and assets on conducting public-benefit activities, and during the calendar year 2024, it expended 1,000,070 BGN. Detailed information on the expenditures by programs, as well as their accounting by economic elements and activities, can be found in section 3.5 of the Annex to the Annual Financial Statement.

The Management confirms that it has applied an adequate accounting policy, and that in preparing the financial statements as of December 31, 2024, it has adhered to the principle of prudence in the assessment of assets, liabilities, revenues, and expenses.

The Management is responsible for maintaining accounting records, for the proper management of assets, and for taking the necessary measures to prevent and detect any potential fraud.

March, 2024

Prepared by:
(Ana Burieva - Chairperson)

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