

**ANNUAL REPORT  
OF THE ACTIVITIES OF THE ORGANIZATION IN 2008**



**Social Activities and Practices Institute**  
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**SOCIAL ACTIVITIES AND PRACTICES INSTITUTE  
(SAPI)**

**Initial Court Registration of the candidate**

Association Social Activities and Practices Institute is a non-profit organization, registered according to the Bulgarian legislation.

**Decision № 1 /5.03.2001 CC. № 11505/2000 SOFIA CITY COURT**

**Registration in public service**

**Decision № 2 /26.02.2004 CC. № 11505/2000 SOFIA CITY COURT**

**Registration**

**Decision № 3 /09.01.2006 CC. № 11505/2000 SOFIA CITY COURT**

**BULSTAT**

**130507277**

**Number from the National Tax Register**

**1221170446**

**Three names and Personal Identification Number of the person representing the organization**

**NELLI LIUDMILOVA PETROVA-DIMITROVA, PIN 5603016470**

**Member of the Steering Committee of the candidate**

| Name                               | Profession                             | Functions                  |
|------------------------------------|--|----------------------------|
| Nelli Liudmilova Petrova-Dimitrova | Associate Professor in Social Work     | Chairperson of the SC      |
| Nadia Ivanova Stoykova             | PhD in Social Pedagogic, Social Worker | Executive Director         |
| Diana Ruseva                       | Psychologist                           | Program Director           |
| Katerina Sergienkova               | Human Resources expert                 | Administrative Coordinator |

**Address according to court registration /registration act/**

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***The goals of the Association are:***

1. Development and improvement of the social strategies and practices;
2. Increase of the quality of the professional education, qualification, and re-qualification of the people from the helping professions;
3. Studying the policies, strategies, and practices related to social activities;
4. Optimization and introduction of innovative practices regarding social activities in Bulgaria;
5. Stimulation of the collaboration and coordination between institutions and organizations in the field of education and practices of social activities;

Main activities related to the accomplishment of our goals:

- Development and implementation of programs for additional professional education and training of people from the helping professions in cooperation with the Higher Education Institutions, as well as with other education organizations in the country and abroad;
- Development of projects for qualification standards, professional standards, and profiles of the helping professions;
- Development and implementation of programs for training and trainers in the sphere of social activities;
- Development, approbation, and implementation of social services for individuals, groups and communities, development and launching of new programs, methods, techniques, and tools for social work;
- Development and implementation of projects for the establishment of local, regional, and national networks in the sphere of education and training in social work and the practices of social work;
- Conduction of research and expert assessments of the policies, strategies, and practices in the sphere of education and training in social work; comparative research of the policies, strategies, and practices in other countries;
- Organization and implementation of thematic conferences and seminars; development and spreading of information and methodological materials; partnership, and cooperation in the development and implementation of projects and programs with other institutions and organizations from the country and abroad; international exchange of experience with organizations of similar interests.

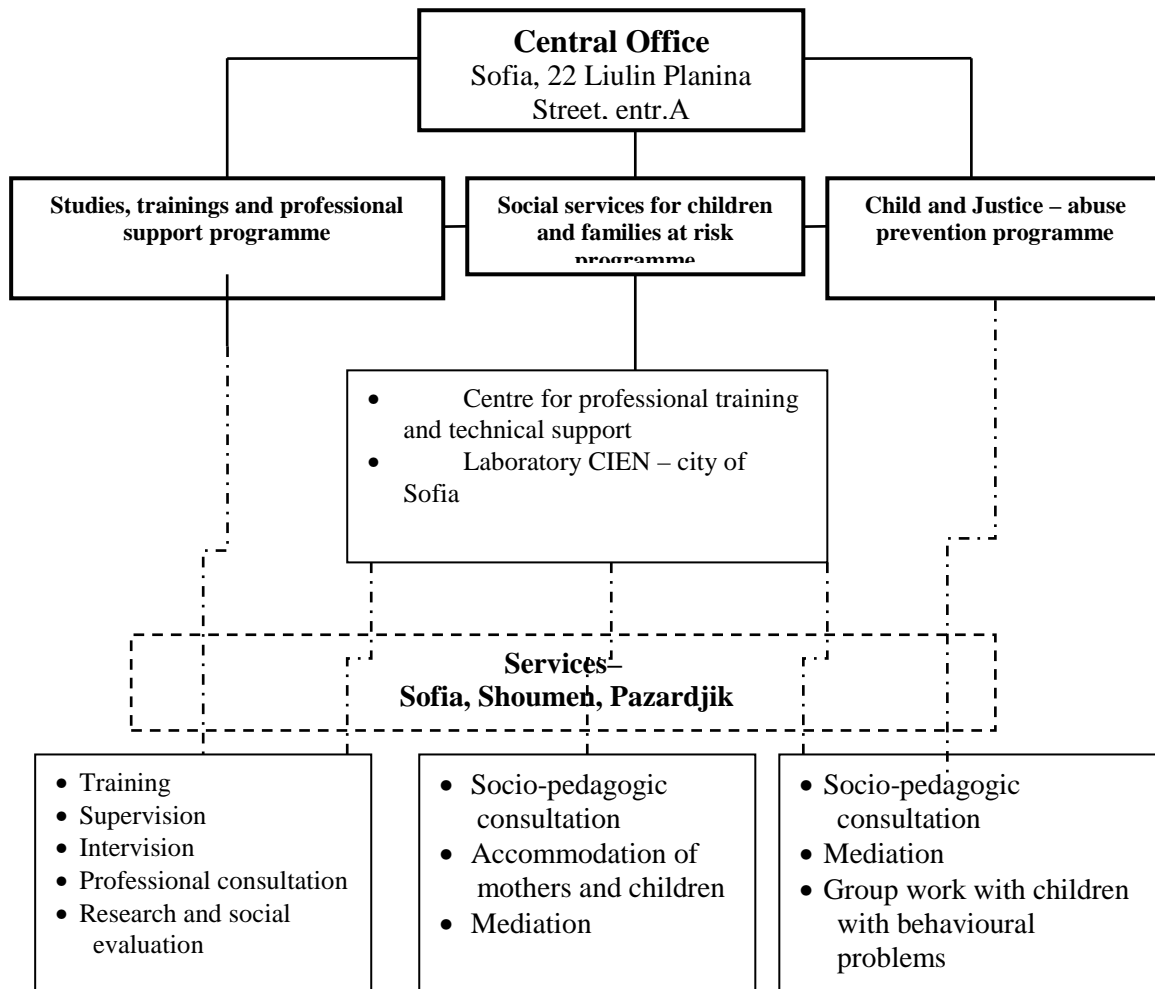
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**Capacity of the Organization**

**1. Professional team of 94 employees based on a labour contract, over 20 experts, 10 volunteers**

- Full-time project managers
- Full-time project assistants
- Full-time office managers
- Experts based in the central office
- Accountants
- Full-time technical and financial organizer
- Full-time administrative organizer and human resources
- Cashier-administrators in the Complexes for Social Services in Sofia, Shoumen, and Pazardjik
- Psychologists in the Complexes for Social Services in Sofia, Shoumen, and Pazardjik
- Social workers in the Complexes for Social Services in Sofia, Shoumen, and Pazardjik
- 10 volunteers in the central office and in the Complexes for Social Services in Sofia, Shoumen, and Pazardjik

## Structure



### Structure of SAPI as follows:

#### Centre for professional training and technical support

The Centre was established in 2002. It preserves a number of methodological materials and training programs for social workers and other specialists working with children and youths. **In 2007 SAPI received a licence from the National Agency for Professional Education and Training for the conduction of professional training related to the professions social worker and assistant institution supervisor.** The Centre offers approbated programs offering basic skills in social work, social work with children, including children with behavioural problems and juvenile offenders, socio-pedagogic consultation, interviewing skills, social group work, supervision, and intervision. The Centre is furnished with contemporary training equipment – training hall, video and presentation tools, etc.

People who have completed the courses based on the programs of the Centre for professional training and technical support of SAPI receive certificates for professional qualification or part of professional qualification as a result of the licence that our organization holds from NAPET for professional training associated with the profession “Social Worker” majoring in “Social Services for Children and Families at Risk” and “Social Services to Children and Adults with Chronic Diseases, Physical, and Sensor Disabilities”, and the profession

“Assistant Supervisor” majoring in “Assistant Supervisor in the Upbringing and Raising of Children”.

*The Centre offers the following services:*

- Continuing training in the afore-mentioned programs;
- Socio-pedagogic consultation of children and families;
- Supervision of professionals;
- Consultation of NGOs in relation to project development and implementation in the sphere of social activities.

*Coordinator: Gergana Georgieva*

### **Laboratory for child research “What are juveniles called delinquents trying to tell us?”**

The Laboratory was established in January 2005. It represented a response to the need for a more-detailed analysis of the cases on which the team of SAPI from the four centres for juvenile probation and supervision worked. The Laboratory was established with the collaboration of Freudian Field - Laboratories CIEN, France, and the Laboratory “To grow up without parents”, Bulgaria. Participants in the Laboratory are associates of SAPI that are involved in direct work with children and participate in the training programs of the Institute, pedagogical advisors from various schools, social workers from the CSSCF, and from the Centre for Street Children, people from the probation services, from prison administrations, from CPU, psychologists from SOS Children’s Villages, psychotherapeutics, theatre directors, etc. The Laboratory functions as a group for professional support in which cases are discussed, theoretical materials are analyzed, and concrete topics are examined. French psycho analytics participate in some of the meetings. The Laboratory has helped and currently helps in the search for solutions of cases from our practice in Gabrovo, Shoumen, Pazardjik, and Sofia.

*In 2006 a new branch of the Laboratory opened in the CSSCF in the city of Shoumen*

*Directors: Phillip Lacade and Nelli Petrova*

### **CSSCF in the city of Shoumen, Social Activities and Practices Institute in the Municipality of Shoumen, 2006-2011**

#### **Description of the service:**

The Social Activities and Practices Institute is a provider of social services in the Municipality of Shoumen. This activity is long-term for a period of 5 years and is state-delegated through the Municipality of Shoumen.

#### **Main goals are:**

- Improvement of the welfare of children in the Municipality of Shoumen through the provision of quality services and support in a family or close-to-family environment corresponding to the needs of the children.
- Increase of the quality and variety of the community-based services for children and families at risk, and development of their efficiency and availability.

#### **Sub goals:**

- Development of a sustainable and working model for inter-institutional collaboration;

- Increase of the capacity and the number of services provided in the CSSCF so that they correspond to a full extent to the needs of the target groups;
- Development of the mobile social work not only on site – on the street and within the community, but also in the family, in the homes of the users, especially in the cases of people obstructed from visiting the CSS for whatever reasons;
- Increase in the participation of the users in the processes of decision-making concerning the type and method of service provision;
- Actualization of the number of services provided, depending on the dynamics of the needs of the people in the community;
- Development of the capacity of the local providers of services for children and families;

The Complex for Social Services to Children and Families continues to implement activities divided into three main sectors: 1) Sector “Family Support”; 2) Sector “Services and Support for the Child”; 3.) Sector “Community Work”. The sectors include activities related to the following: prevention, reintegration, and direct work with clients; community services, as well as empowerment and mobilization of the local community in the sphere of service provision to children and families. Our work is aimed mainly at the de-institutionalization of the childcare through the work of the Complex and the provision of services in the normal family and child environment.

**The comprehensive methodology of the services in CSSCF - Shoumen** is based on the principles of the Bulgarian and international legislations for child protection, on the international standards for treating children at risk, as well as on the principles for contemporary social work.

*Director: Veneta Gospodinova*

### **CSSCF in the city of Pazardjik, Social Activities and Practices Institute in the Municipality of Shoumen, 2007-2012**

#### **Description of the service:**

The Social Activities and Practices Institute is a provider of social services in the Municipality of Pazardjik. This activity is long-term for a period of 5 years and is state-delegated through the Municipality of Pazardjik.

#### **Main goals are:**

- Improvement of the welfare of children in the Municipality of Pazardjik through the provision of quality services and support in a family or close-to-family environment corresponding to the needs of the children.
- Increase of the quality and variety of the community-based services for children and families at risk, and development of their efficiency and availability.

#### **Sub goals:**

- Development of a sustainable and working model for inter-institutional collaboration;
- Increase of the capacity and the number of services provided in the CSSCF so that they correspond to a full extent to the needs of the target groups;

- Development of the mobile social work not only on site – on the street and within the community, but also in the family, in the homes of the users, especially in the cases of people obstructed from visiting the CSS for whatever reasons;
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**The comprehensive methodology of the services in CSSCF - Pazardjik** is based on the principles of the Bulgarian and international legislations for child protection, on the international standards for treating children at risk, as well as on the principles for contemporary social work.

*Director: Yna Staneva*

**Community Support Centre, Sofia, Project “Another Space for the Children from the Home”, SAPI, PHARE Program**

The Centre provides services organized in two sectors 1) Sector “Family Support”; 2) Sector “Services and Support for the Child”; the sectors include activities related to the following: prevention, reintegration, and direct work with clients; community services, as well as empowerment and mobilization of the local community in the sphere of service provision to children and families. The main goal of the Centre is to collaborate for the de-institutionalization of childcare, especially concerning the children from HCDPC “Petko Slaveikov”, where the Centre is located, through the provision of services in the normal family and child environment.

**The comprehensive methodology of the services in CSC - Sofia** is based on the principles of the Bulgarian and international legislations for child protection, on the international standards for treating children at risk, as well as on the principles for contemporary social work.

*Project Manager: Radoslav Baicushev*

## **I. Intensification of the child care and protection of children in the Republic of Bulgaria**

In 2009 the Association continued to develop and extend the social services in the Complexes for Social Services to Children and Families in the cities of Pazardjik and Shoumen as a provider of services to children and families. We were satisfied with our work related to the provision of services throughout the year after we won a competition organized by the Sofia Municipality regarding the provision and management of the social services in the Community Support Centre in Sofia, which centre the Association “Social Activities and Practices Institute” built in March 2007 as an activity of the project “Another Space for the Children from the Home”. The Association put a lot of effort into the gathering of a specialized team and as a result within a six-month period the social services were very well accepted not only by the children from the Home for Children Deprived of Parental Care “P.R. Slaveikov” but also by the community of the capital city in general.

**In the three Community Support Centres in Shoumen, Pazardjik, and Sofia 1033 children and parents received help, which is with 20% more than the clients we had in 2008. Over 550 children and adults were directed to units for school support, for prevention of anti-social behaviour, for increase of the parental capacity upon request and order of the Child Protection Units, and were provided with the services of the CSSCF and CSC. There were 483 voluntary clients – children and parents supported by various groups and programs.**

The Centres for emergency accommodation in Shoumen and Pazardjik continued their active work for the protection of children at risk without state funding within the frames of their own resources and the flexible management of the financial resources from other activities. The main users of the service were children victims of violence - **74 children. Some of them were accompanied by mothers - victims of domestic violence. Specialists from the Association provided specialized support and preparation for 15 children.** It could be stated that in regards to the services for prevention of the abandonment of babies and their placement in institutions including the service Unit “Mother and Baby” the disturbing tendency **for increase of the under aged pregnant and young mothers and even minors continued this year.** Our practice reveals that such mothers that are still minors come from specialized institutions for children. We meet some difficulties when searching a lawful representative with whom to negotiate the rights and responsibilities concerning the provision of the service. We also had multiple cases of under aged single mothers who had lived in institutions and mothers - victims of violence. **There were six minors and under aged mothers and five victims of violence and we have alerted the Prosecutor’s Office about their cases. The total number of clients was 36 – 15 mothers and 21 children.** Within the framework of the project *“Development of a network of extracurricular activities – approbation of a model for prevention of dropping out from schools”* and the project *“Building a capacity and relation between the systems for juvenile justice and monitoring of the child labour in Bulgaria”* in the cities Shoumen and Pazardjik we formed multidisciplinary teams for work on the prevention of child labour and child begging. Direct help – purchasing of school materials and clothes – was provided for **185 children and thus we prevented the dropping out from school of these children. In 2009 in the country there were 270 confirmed foster families and the specialists of SAPI currently work with 50 of them.** The main part of the work is an intercession campaign for the increase of the awareness and information of the community about foster care as well as about the



improvement of the normative regulation and its application. **There are a total of 87 users of this social service that participated in a specialized modular training organized in a self-help group concerning the process of child upbringing and raising.**

**In 2009 the SACS carried out an examination in CSSCF in Shoumen in regards to the observation of the standards for social services offered to children. The conclusions in the report summarize: “the quality of the provided social services is at a high professional level”. We received the same assessment in 2008 after examination of the social services offered in the CSSCF in Pazardjik.**

**Additional funding of the social services in Shoumen, Pazardjik and Sofia amount to a total of 153 074 BGN from the implemented projects:**

**For CSC – Sofia – 59 186 BGN**

**For CSSCF - Pazardjik – 15 054 BGN**

**For CSSCF - Shoumen - 78 834BGN**

## **II. Children and justice – need for reformation and improvement of the practices**

SAPI gave its contribution for the piloting of the multidisciplinary method for prevention of the exploitation of children and against the hard labour of children. Thanks to the work of the teams in Shoumen and Pazardjik 218 children were supported through the provision of services /groups on social skills, school support, courses for professional qualifications/, and material support /school materials and support for prevention of school drop-outs/.

In 2009 the process of child participation in legal procedures was recognized as a problem by more and more institutions and organizations, which is mainly as a result of the contribution of SAPI. The specialized “**blue rooms**” for interviewing children victims or witnesses of crimes started to work. We have to highlight the intensified activity of the magistrates in Pazardjik who demonstrated the need for such premises. We attracted many magistrates, police officers, specialists from the helping professions, members of the existing “Coalition for child-friendly hearing”. **More than 600 judges, prosecutors, investigation officers, and social workers from all over the country participated in the 28 seminars** organized within the framework of the project “Listen to the Child”. It is expected that the coalition will be extended and that its members will cooperate for the change of the current practice of hearing children victims or witnesses of crimes. The specialization of a mobile team for child hearing trained by experts from Poland, Scotland, France and Bulgaria continued this year.

SAPI contributed for the increase of the awareness of the society via a number of national and local campaigns.

On June 12<sup>th</sup>, 2009 – the World Day for Fighting Child Labour – we carried out a campaign in Shoumen and Pazardjik implemented by the Complexes for Social Services to Children and Families. The campaign involved 700 children, parents, teachers and representatives from the local communities. Over 3000 information brochures were distributed.

One of our main goals is to increase the capacity of the specialists working with **children victims of violence through the resilience approach** and we have involved more than **250 people** in this initiative through the years.

### **III. Increase of the capacity of SAPI in the sphere of research, training, and support for the specialists**

The quality of the provided services depends on the unceasing improvement of the qualifications of the specialists, which is why SAPI is trying to keep its employees well-prepared. In 2009 **220 hours of training of the newly-hired employees and psychologists were organized in the Complexes for social services, CSC, and RCFC**. The teams of SAPI have passed **212 hours of specialized training for the actualization and broadening of the professional preparation**. In 2009 the teams of SAPI have passed 132 hours of training provided by other organizations. *In 2009 the Centre for Professional Training of SAPI provided a total of 16 courses or 796 hours of training with a total of 229 participants and issued 187 diplomas and 42 certificates.* In 2009 569 hours of supervision were organized for specialists from the social sphere, which includes **supervision of the team of SAPI** (CSSCF Shoumen – 60 hours group supervision and methodological support and 136 hours of individual supervision; CSSCF Pazardjik – 62 hours of group supervision and methodological support, the individual supervision is 252 hours; CSC Sofia – 6 hours of group and 3 hours of individual supervision).

**We provided supervision upon request from other organizations as a result of contracts with Association “Janeta”, Razgrad, Association “SOS – women and children victims of violence”, Novi Pazar, HCDPC “Pavel Bobekov”, Panagiurishte, CSC in Panagiurishte, and CSC in Velingrad.**

In 2009 there was an **international supervision** for social workers from the Macedonian organization “Pyrva detska ambasada vo svetot” in Skopje. Supervisor was Associate Professor Nelly Petrova.

For the professional preparation of the specialists in 2009 the Association attracted international experts. The psychologists and the social workers received **international supervision** by Martin Henry – expert in the work with children victims and witnesses of sexual abuse from Scotland, and Orthodoxy Salomon – clinical psychologist from France.

### **IV. Research and publications in 2009**

#### **Research**

During the past year SAPI conducted four researches:

1. Sexual abuse against children in specialized institutions, project “Sexual abuse against children in specialized institutions”. The research took place in the period 2009-2010.

2. National survey about children deprived of parental care EUROCHILD,
3. “Analysis of the phenomenon traffic of women and children in Bulgaria”, project “Fair trial for victims of traffic”, the Judges’ Association in Bulgaria.
4. Research of the attitudes of teachers to physical violence against children, May, 2009
5. Comparative analysis of the situation in Bulgaria, Poland, Moldova, Latvia, Lithuania, Macedonia.
6. Analysis of the situation of the child victim or witness of violence in the pre-court phase.

## **Publications**

- Research of the attitudes of teachers to physical violence against children, May, 2009
- Comparative analysis of the situation in Bulgaria, Poland, Moldova, Latvia, Lithuania, Macedonia
- Analysis of the situation of the child victim or witness of violence in the pre-court phase.
  
- Brochure Charter of the rights of the child victim/witness of crime”
  
- “Presentation of a specialized room for interviewing children victims or witnesses of crimes”
- Participation of children in legal procedures – manual in help of the working in the system of criminal justice – part one
- Participation of children in legal procedures – manual in help of the working in the system of child protection – part two
- I will testify in court – handbook for children and youths
- Manual in help of the specialists working in the system of criminal justice – first and second part.
- Manual “Multi-institutional approach for the prevention of dropping out from school”
- Manual “Development of the social services in the institutions for children”
- Manual “Management and development of social services”
- Manual for preparation of youths in disadvantaged situations for independent living.
- Movies – “Home without a name”, “The lied children”, “Listen to the child”
- Report about “Sexual abuse of children in institutions – statistics, researches, practices; Analysis of the situation”, published at the website of the Association

## **In conclusion:**

**The National Legal Regulation regarding the public relationships related to the protection of children involves a fairly huge amount of normative acts of various ranks – laws, regulations for the application of laws, instructions, strategies, and plans that still lead to a lack of coordination between the various institutions and continue to represent a major problem for prevention at the level of children and families at risk.**

**The management of the cases of children at risk is in the hands of the CPD and this is the only unit that implements the measures based on the child protection policy. They still lack the necessary preparation and organization of work. As a result, at many**

places attitudes and practices for “non-revealing” of new cases and ineffective management of the cases by CPD have developed.

The school is very far from playing the role that it is supposed to have as a social actor. In 2009 we developed and appropated a municipal model for prevention of dropping out from school that we are ready to present in front of all interested stakeholders. The difficulties of the children at school, the risk of dropping, and the dropping itself are in no way related to the quality of work provided at the schools. Instead, they are transferred on the children, their families, the child protection system, etc.

The prevention of violence calls for serious changes at all institutional levels of prevention. The introduction of a coordination mechanism in 2010 for cooperation in the cases of children victims of violence or at risk of violence is a good precondition for the improvement of the cooperation between all structures working with children. There is a lack of cooperation in the signalization, registration, and the direct interference and intervention processes.

The Law for fighting the anti-social acts of youths and minors approved in 1958 does not correspond to the contemporary view on the child protection policy and to the good practices for prevention of the different forms of deviant behaviour of the children, respectively, and it is necessary to substitute it with another more modern law for juvenile justice.

The professionalization of the activity of the helping specialists is a main guarantee for the “good treatment” (bientraitence) of the children and the other users of social services. The capacity of those working with children is a key factor for the successful implementation of the social policies and reforms for the improvement of the welfare of children. This is a sphere in which the contribution of our organization is substantial but it is still necessary to increase it.

Over the past year the organization delivered training characterized by high professionalism and quality. Evidence for this is the feedback we receive and the high interest in our training sessions. The training team of SAPI increases and it is necessary to pay special attention to the introduction of clear standards for the trainers and for the preparation of new trainers.

The lack of professional standards for the helping professions concerning obligatory basic education and specialization, introductory and continuing training organized on the basis of a competent approach continue to represent the most serious problem for the structures and organizations, especially for the central and the local authority structures. There are still many positions in the sphere of social work with children that do not require any kind of training or qualification (assistant-educator, baby-sitter, sanitary worker, etc.). The supervision continues to represent a very important service for which, however, there is still a lack of regulated preparation. This is a sphere in which SAPI will start to be more proactive.

The MB of SAPI wants to express its gratitude to all members of the Association, to all members of the team of the organization in all its structures, and to all partners and friends for the successful mutual activity in 2009.

Sofia, April, 2010

MB of SAPI