

REPORT
ON THE ACIVITY OF ASSOCIATION
«SOCIAL ACTIVITIES AND PRACTICES INSTITUTE»
IN YEAR 2010

**I. PROVISION OF SOCIAL SERVICES TO CHILDREN AND
FAMILIES AT RISK**

The SAPI Program «Services» spans the whole process of provision of services in the cities Shoumen, Pazardjik and Sofia. The social services are being provided within the framework of the state-delegated activities: Community Support Centre – Shoumen, Pazardjik and Sofia; Centre for work with street children – Shoumen; Unit “Mother and Baby” – Shoumen and Pazardjik. The Community Support Centres in Shoumen, Sofia and Pazardjik provide the service foster care, while the ones in Shoumen and Pazardjik also provide “Emergency Accommodation” and specialized premises for hearing children victims and witnesses of crimes – “Blue Room”.

The main goal of the activity was the promotion and development of high-quality and wide variety of social services in support of vulnerable risk groups of children and families aiming at the improvement of their well-being and at the prevention of their social exclusion.

The principles that we followed:

Placing the child in the centre of the work process;
Treating the family as the best environment for the child;
Individualisation of the service and flexibility in its provision;
Multidisciplinary and systematic approach to work;
Fair treatment of all clients, equal access to the services and active involvement of the clients in its provision;
Improved access to the provided services;
Participation of the service users;

In the planning of the activity we were guided by:

- the guidelines of the European, the state and the local policies for children;
- the announced by the EU – 2010 as an year for fighting poverty and social exclusion;
- the guidelines of the European Commission for intensification of the process of deinstitutionalization and expansion of the network of alternative social services.

- The municipal social policies.

In 2010 SAPI strengthened the established positive practices and introduced **new mechanisms to promote efficiency and quality of work**. The priorities of the Program were set in the yearly programs of the CSSCF in Shoumen and Pazardjik and in the CSC in Sofia. Considering the conditions of a serious competition among the providers of social services in the community in the capital, the year was successful for the team of the CSC Sofia. The social services received greater popularity. A much higher number of children from the Home for Children “P.R.Slaveikov” received support through the development of life skills, school help, as well as psychological and social support. **The gained trust and the proved professionalism contributed for the development and distribution of the services among many other target groups.** The “Social Support” Directories in Sofia and the region assessed the quality of work of SAPI and advised children and parents to receive consultation, support, assessment, training and other types of services from the Association.

The CSSCF Shoumen – RFCC turned out as one of the leaders in the country in regards to the number of confirmed foster families, as well as for a very well-developed mechanism for cooperation with the local partners – CPD, the Child Protection Departments, SOS “Women and Children Who Experienced Violence”, RCPR, etc. The team of the CSSCF Pazardjik managed to **initiate and to gain experience in carrying out hearing procedures in the so-called Blue Room, and in the hearings of children involved in criminal and civil cases by specialists.** As a provider of social services to children and families with proved professionalism in the provision of services on a national level, **SAPI manages methodically** the local teams in the application of the most contemporary international theories in the practices of social work with children and families.

In 2010 SAPI continued to increase the professional skills of the local specialists, to improve the material base and to optimize the number of staff through its **own financial contributions** from projects implemented in Shoumen, Sofia and Pazardjik. **The members of the team gained self-confidence** of being good specialists that are sought after and preferred by the clients and partner organizations. **Using the feedbacks** of the clients in 2010 we analyzed the quality of work in the Complexes in Shoumen and Pazardjik and in the CSC in Sofia.

1.1. Analysis of the activity of service provision

Table. № 1.

NUMBER OF CASES	CSSCF SHOUMEN	CSSCF PAZARDJIK	CSC SOFIA	TOTAL FOR SAPI	Compared to 2009 in % „+” „-”
TOTAL NUMBER:	651	452	246	1349	+ 25%
• Direction from CPD and RPD	299	247	217	763	
• Voluntary clients	352	205	29	557	+ 15%
• Unit “Mother and Baby”	13 clients: 6 mothers and 7 children	30 clients: 13 mothers and 17 children	-	43 clients: 19 mothers and 24 children	+20%
• Centre for work	26 children	-	-		?

with street children					
•Emergency accommodation centre	34	32	-	64 children	- 10%
•Hearings of children in “Specialized room for child hearing”	9 hearings of children	6 hearing of children; 1 questioning of a woman-victim of international traffic	1 child hearing in the room; 11 children prepared for hearing;	16 child hearings; 11 cases of preparation for hearing	+ 35%

In 2010 SAPI continued the implementation of the project “Extension of the model for foster care” and intensively provided the service “Foster Care” through the Regional Foster Care Centres (RFCC) that were established in Shoumen, Pernik, Sofia – city and Sofia-region. The teams of the RFCC are situated in the buildings of the CSSCF – Shoumen, CSC – Sofia and work in close cooperation with the local teams providing the other services for children and families. The team of the RFCC Pernik works in close collaboration with the teams of the RFCC Sofia and RFCC Sofia – region.



Table № 2.

Activity of the Regional foster care centres in 2010				
	RFCC SHOUMEN	RFCC SOFIA - CITY	RFCC PERNIK	
Directions for assessment of training	47 new cases for study, assessment and training	31 foster families for training and assessment	6 foster families for training and assessment	+ 50%
Confirmed new foster families in 2010	At the end of the year a total of 67 families are confirmed with 63 children placed	At the end of the year a total of 6 families are confirmed	5 new foster families have been confirmed	
Support of families in fitting and after placement	Support of 34 families	Support of 4 families during placement; 1 - support in the provision of care	7 families were supported during placement	
Adoption	4 families for training	25 trained candidates for adopters	1 family has been trained	+ 100%

The data in the table shows that in 2010 the number of clients that SAPI supported has increased as a whole by **20%**, **foster care by 50%** and **support for adoption by 100%** due to the fact that in the previous year we did not provide training for adoptive parents.

During the 12 months of 2010 the teams of SAPI in the whole country have provided services to **763 clients** in the form of casework and 361 of them were families while 402 were children.

From all 763 clients 98 % were directed to the services of SAPI by CPD and only 2% of the clients were directed by other institutions upon request by the clients themselves. Of the total number of cases 60% are related to child support, among which the predominant cases are of children at risk of dropping out from the school system, children with anti-social acts and deviant behaviour /70%/, and children victims of violence /30%/. To a total of 134 children victims of violence, who represent 30 % of all the children, the organization has provided support through individual and group work within the spectre of services aimed at this risk group - SSC, psychological consultation, specialized group programs, preparation for hearing in specialized premises and hearing in Blues Rooms.

We want to remark that the number of children who, due to a high risk, were taken out of their normal family environment and placed in Emergency Accommodation Centres in Shoumen and Pazardjik has decreased by 10% throughout the year.

In the casework with parents the guidance towards our services by the CPD, which preclude the assessment of the parent capacity and the support for the families concerning responsible

parenthood, has increased substantially /40% as compared to the previous year. The number of families that need consultation and support in order to handle difficulties in the process of raising their children is also high. This happened in line with the implementation of the policies for deinstitutionalization of the children and the active work of the organization locally with the representatives of CPD, CPR and RDSA. In this respect, we have worked on the pre-established aims for “Securing a life in a family or close-to-family environment” and “Promotion and support of responsible parenthood”.

1.2. Effective usage of the capacity of the services

1.2.1. Casework upon request from CPR/CPD

SAPI maintains a policy for internal monitoring regarding the efficiency of the provided services. We have noticed that during the year there has been a **stable tendency for increase** of the number of new cases in Sofia and Shoumen and in the last months of the year in Pazardjik, as well. On average the team in CSSCF Shoumen has worked with 100 clients per month, while the total capacity of the services is 85, the team of the CSC Sofia has worked on 62 cases, while their capacity is 50 and the team of the CSSCF in Pazardjik has worked on 75 cases, while their capacity is 90. Regardless of the efforts of SAPI throughout the year, the CPD in Pazardjik was not active in guiding children and parents in need towards the services of the CSSCF Pazardjik. We have informed in writing the CPD about all the surveys and signals that we have received regarding risk cases.

1.2.2. Voluntary clients

In regards to the voluntary clients the work of the team in Pazardjik is very good. They had a total of **205 voluntary clients** throughout the year in a variety of group programs. The Group Program “**Discussion club for the contemporary parent of children between 0 and 3 years old**” started in November and participants were previous members of the group for pregnant women who had already given birth and were at that time taking care of their children. The **Group Program for Professional Orientation** involved children placed in the Crisis Centre. The **Group Program “Family Planning for Children at Risk”** involved also the girls from the Crisis Centre for children victims of traffic or victims of violence in Pazardjik. The **Group Program “Social Skills”** consisted of 2 group programs throughout the year with a total of 19 participants – children from the Primary School “Assen Zlatarov” in the village of Chernogorovo.

In the Complex in Shoumen continued the provision of free of charge psychological and legal consultations to parents who have difficulties in the raising of their children – a total of **167 consultations**. The kindergartens in Shoumen have been inviting us to group meetings with the parents as in the previous years to work on topics related to the age crisis in children. A new group “School for Parents” started during the year for parents of children at risk of dropping out from the education system within the framework of the project “We Are All Equal”. In Shoumen 60 mothers passed through the group work in the “School for Parents” during the year.

In the CSC Sofia in 2010 the team worked with groups of children most of who are placed in the Home for Children “P.R.Slaveikov”. Participants in the groups were also children who were not directed by the CPD, but who were willing to get involved themselves. A number of workshops were organized in the CSC: **Program “School Support”** was aimed at students

who are at risk of dropping out; Program “I can do it myself”, “Development of life skills for independent life”; “Fashion”; “Art”; “Holidays and Traditions”; “Drama”; “Computers”, etc. The aims of the group work are: learning better communication skills, skills for using the services of the most important institutions, skills for recognizing various places in the city and its cultural sites and transport, etc.



1.2.3. Training of candidates for adopters

This service is new and has been provided on a regular basis since April 2010 after the implemented changes and requirements for obligatory training of candidates for adopters. The Community Support Centre in Sofia started to organize groups for adults – **training of candidates for adopters**. Until the end of the year **5 courses** were completed **and the service was provided to 25 clients**. The service is also provided by other SAPI service centres in Shoumen, Pazardjik and Pernik, but to a lesser extent.



1.3. Activities related to the management of the quality of the provided social services

1.3.1. The principle of compliance to the legal requirements

One of the leading principles in the management of services is to guarantee compliance with the legal requirements for the provision of services. In this context the standards concerning the number of the staff personnel are followed. The total number of staff in each of the structures in 2010 corresponded to the **Methodology about the number of staff personnel in specialized institutions and social services in the community** from 23.06.2010 by the Minister of Labour and Social Policy.

The team of the Complex in Shoumen is composed of 32 tenure employees, including 5 social workers in the RFCC. After an analysis of the work load, the managing team of SAPI initiated an increase of the number of staff in Shoumen. The need was vindicated on the one hand by

the increased number of foster families and, on the other, by the termination of the labour contracts of some employees hired under the Program for disabled people. **In total, the number of staff in the CSSCF Shoumen increased by 3 specialists – a child carer, a receptionist and a social worker in the RFCC.**

As part of the team of the Complex in Pazardjik in 2010 on labour contracts worked 27 people, which means that there were 3 people more than the previous year. The reasons for the change were dictated by the requirements of the new methodology for the number of the staff personnel, by maternity covers, quitting or internal changes of position of some workers. A nurse and a child carer were hired in September in the CSSCF on labour contracts according to article 114.

In regards to the work load of the specialized staff of the CSC in Sofia 10 new employees were hired along with 7 employees in the RFCC. The specialized team for work with children in the CSC is composed of two psychologists, one of whom is head of the sector, and three social workers. After an assessment of the work load of the team, temporary-hired in the process of service provision to parents and families were social workers working on the project “Extension of the model for foster care in Bulgaria”. With the help of external income SAPI hired on a civil contract another psychologist in the CSC, and in the end of the year, in December, when the work load is highest, an additional social worker and a psychologist were hired.

1.3.2. The principle of flexible application of the human resources

In order to guarantee the quality of the services and to respond to the needs of the local community, Association SAPI follows the principle of flexible application of the human resource by hiring additional specialists in the teams of the centres. Again this year there were specialists who worked on particular tasks or on a part-time basis in order to fulfil the priorities in the program for the activities of the centres. In the CSSCF in Shoumen and Pazardjik were hired additional legal workers, psychologists, assistants in the Roma communities and social workers in support of the 12-hour duties in EAC and UMB.

1.3.3. Periodic attestation of the staff

Part of the internal mechanism for maintenance of the quality is the periodic attestation of the teams working in SAPI. In 2010 **attestations** of social workers in Shoumen, Sofia, Pazardjik and Pernik were carried out by the management team of SAPI. All the newly-hired specialists were attested after the end of their training periods and these on permanent contracts were attested twice a year according to the procedure for internal control. The aim of the attestations was to assess the quality of work of each member of the teams, his/her average work load, personal professional successes and difficulties, need of support, perspectives and preferences for development.

1.3.4. Improvement of the work environment of the teams

In order to maintain the material base of the Complexes and the CSC in good standing and to ensure a safe and pleasant environment for the clients in 2010 we performed the following:

- in Pazardjik – installed software to regulate the access of information at the various levels of

work and to ensure greater protection of the personal data of the clients. With this aim a new procedure was developed in which the access to information on the office computers is specified. Throughout the year minor repairing in the premises of the Unit “Mother and Baby”, the Emergency Accommodation Centre and the Community Support Centre were carried out.

- in CSSCF Shoumen – repairing work was carried out in the EAC– changed were the floor coverings and the wooden pieces in the sleeping premises were laminated, all rooms were refreshed.

- in CSC Sofia – in order to improve the material base in view of a more functional usage of the space significant changes in the interior were initiated. Specially refurbished was a separate “family room” for work with parents and for consultation of adults. In the entrance room a bar-plot – reception desk was placed, which improved the overall look of the Centre and it became more welcoming to visitors, especially with the decoration that was made by the children during the workshops. In another room for work with children the furniture were changed with new ones that were more appropriate for children.

1.3.5. Participation of the service users

The participation of the users was one of the main priorities in the work of the structures for provision of social services, as special attention was paid to the participation of the children. Firstly, it was implemented through the methodology of social work of SAPI, which is based on negotiation with the client and on duration of the help process that places the user in the position of **equal participant and partner**.

The participation of the users is stimulated also through the **Council of Users**, which following the example of the CSSCF Shoumen and CSSCF Pazardjik was gathered in the CSC in Sofia, as well.

In our practice in the provision of social services in 2010 we introduced a mechanism for collection of **feedbacks from the users**. This occurred at every stage of the process, but the most important moments were at the notification about the assessment of the needs and the development of the plan for the service provision, both during the analysis of the case and in the end of the case work. In the monthly reports to the municipalities we have provided copies of the filled feedback forms of the users. The feedbacks are one of the mechanisms for control of the quality of work, as well as an opportunity for the users to become active participants in the decision making process.

The users of social services of the CSSCF Shoumen expressed their opinion through their participation in the **Round Table “Quality of the social services according to the experience of SAPI”** held for the fifth anniversary of the Complex for social services.

The participation of the users is a subject of a serious methodological discussion among the experts of SAPI in order to diminish the risk of identification of the people with their problems, which risk is very probable in the case of poorly developed mechanisms of participation.

1.3.6. Attraction of volunteers

The attraction of volunteers in the social work with children and communities is a priority in the work of SAPI, included in the Technical Document for application for municipal funding. In comparison to the previous year the number of volunteers in 2010 has increased significantly. In Shoumen in August an American volunteer started work within the program “Youth Activities” of the Peace Corps of USA. Another two volunteers and three people on an internship – university students – participated in a Holiday Program with the children during the summer months. In 2010 there were two volunteers in the Complex in Pazardjik. One of them was of Armenian descent. Throughout the year partners of the team in the CSC remained the members of the international volunteer organization “**Good Heart**”. Following the requirements for volunteer work in the CSC and according to the signed in October 2010 treaty for cooperation, five of them participated in the group workshops with the children by adding activities and by communicating with the children.

In 2010 the head of the program “Services” developed an **Internship Program** for Association SAPI. The Program is submitted to universities in Shoumen, Pazardjik and Sofia and is available on the website of the organization. The goal of the Internship Program is to attract additional support for the staff, as well as to provide opportunities for the students to acquire practical experiences.

1.3.7. Guarantee of the quality through supervision and methodological support

Part of the activities for guaranteeing the quality of the services is a systematic provision of supervision and methodological support to the local teams. Every social worker, psychologist or an educator from the teams in Pazardjik, Pernik, Sofia and Shoumen is required to receive a minimum of one individual or one group supervision per month, as well as methodological support in the work with clients. In this activity SAPI uses its own resources and supervisors, and when it is necessary, external supervisors are hired, among them international supervisors.

During the past year we introduced as a standard that every case of violence against a child should be reviewed in an individual or group supervision.

1.4. Additional resources in the provision of social services, available as a result of the projects of SAPI.

With the aim of increasing the quality of the provided services and extending the partnership network, and taking into account the best interest of the children, SAPI implemented the following projects:

- **Project “Extension of the model for foster care in Bulgaria”,** financed by UNICEF through the established and functioning in the building of the CSC Regional Foster Care Centre on the territory of the Capital Municipality and the Regional Foster Care Centre in Shoumen;

- **Project “Resilience without borders”, financed by the OAK Foundation. Within the framework of the project SAPI financed four PS from Shoumen and Pazardjik as a result of approved projects;**
- **Project “Hear the child 2”, financed by the OAK Foundation.** Within the framework of the project work meetings, training, and supervision by international experts were held, as well as an international conference. The project is implemented in Shoumen, Pazardjik and Sofia;
- **Project of UNICEF-Bulgaria “Establishment of a National Resource Centre for Foster Care”** provided training for the teams in Sofia, Shoumen and Pazardjik;
- **Project “Childhood without abuse” - financed by the OAK Foundation and implemented by SAPI,** specialists took part in a training and supervision by Solomon Orthodoxy – France;
- **Project “Sexual abuse against children from institutions” of the DAPHNE III Program of the European Commission.** Under the project SAPI organized round tables and professional discussions in the months October-December in Pazardjik, Shoumen, Sofia and Dupnica, in which participants were experts and specialists from the whole country. As a result of the project SAPI was represented on an international conference, as well, “Victimization of the children. Dimensions and challenges” with the participation of 10 European countries and experts from the Council of Europe;
- **Project “New Generation”** started in October 2010 with the financial support of the Cultural Fund to the Municipality of Shoumen;
- **Project “We Are All Equal”,** implemented in the Complex in Shoumen with the financial support of the Open Society Institute Sofia. The project is part of the program “Empowerment of the powerless during the time of crisis” with the help of the Civil Society Trust for Central and Eastern Europe. It is implemented for a period of six months /September 2010 – February 2011/;
- **Project “Family for Every Child”** - started in December 2010 and is implemented in the municipality of Shoumen with the financial support of UNICEF and in partnership with Foundation “Dete i prostranstvo”, as well as the Municipality of Shoumen;
- **Project “Social Animation”** under the PROCOPIL Program of the French Foreign Ministry in partnership with the National Children's Network and Solidarite Laic, France;
- **Project “Multi-aspect approach to the protection of children-victims of crimes”** with the financial support of the Program “Prevention and Fight against Crime” of the EC - MD “Justice, freedom and security”.

The total financial contribution of SAPI in the provision of social services for year 2010 is 172 263 BGN, which is an increase of 12 % as compared to the year 2009.

II. INNOVATIVE PRACTICES IN THE ACTIVITY OF SAPI IN 2010

One of the missions of an NGO is to pilot and introduce new practices in the various spheres of activities in which it operates. As paradoxical as it may sound, SAPI has traditions in innovation. From its establishment for almost ten years now the organization has affirmed itself as an innovator that thanks to its high expertise introduces contemporary practices and activities relevant to the European and global experience. Equally important is that during all these years each new practice has become sustainable. We do not have a product from a project or an activity that has not continued to exist after the project funding has ended.

In 2010 the innovative practices were in the sphere of application of the resilience approach for turning the school into a welcoming and safe environment for the child; the introduction of child-friendly hearing of children victims of violence; the professionalization of the foster care; and the closing down of the CMSCH.

2.1. Innovative practices in the sphere of prevention of violence against children

2.1.1. For the first time this year school projects for prevention of violence against children were piloted, directed to the turning of the school into a safe and friendly place for the child. The ideology of the projects is the resilience approach. *Within the framework of the project “Resilience without borders” the non-recourse finance “The school - safe environment” was ensured* for five schools that work for the protection of children against violence through teaching skills related to safe behaviour of the children, through stimulation of activity and through the participation of all interested sides. Supported were the projects of two schools in Shoumen and two in Pazardjik, as well as one in Gorna Oriahovitsa. The provided non-resource finance “The school – safe environment” aims at:

- activities for the creation of conditions for turning the school into a safe environment and conditions for participation of the children into the school life;
- initiation and activation of cooperation between teachers, children and parents for prevention of violence in the school environment;
- engagement of the community with the problems of violence in school.

The school projects foresee socio-pedagogical art activities with children such as workshops, exhibitions, competitions, etc.; trainings and seminars for children and parents; work meetings to come up with conditions and procedures for cooperation between the interested people and organizations for the fulfilment of the project goals. Most of the school teams passed the two modules of training related to the resilience approach in the context of prevention of violence and work with a manual. As a whole, all teachers participating in the project teams are ready to change their work patterns in the context of the resilience approach; there is willingness and agreement about joint activities with the parents. In some of the schools – in Pazardjik the High School “G. Benkovski”, there was a desire for training of the whole team of teachers, while in Shoumen the school “Sava Dobroplodni” has expressed an interest in additional trainings. There is willingness on the part of all five schools to establish a network and to maintain coordination between themselves in all of the afore-mentioned cities. We have noticed a substantial interest in the school for parents (Gorna Oriahovitsa – on the part of the parents). Most of the teachers and the heads of the teams agree that it is better that the

teaching in the school for parents should not be conducted by the teachers and in the buildings of the schools. In this respect, the parents will be guided to the group for positive parenthood in the CSSCF in Shoumen and Pazardjik. All the schools are interested in the continuation of the project.

The pilot practices in this sphere were highly praised by our international consultants on Resilience Jan Mayer and Stephan Vansitendal who assessed them as **innovative and on a European level**.

2.1.2. Improvement of the practices for child-friendly hearing of children victims or witnesses of violence

Our main goal here is to achieve a decrease of the number of child hearings and to firmly introduce the requirements for special preparation of the investigators so that the risk of second victimization of the child is minimized. Serving as laboratories for the piloting of the new practices for child-friendly participation of children in legal procedures are our activities in Sofia, Shoumen and Pazardjik as a result of the **established network for cooperation between the various institutions and the equipped “Specialized rooms for child hearings”**.

In 2010 a **Support Council for the SAPI program “Children and Legislation”** was gathered. In the past year we registered changes in the practices for child-friendly hearing in the corresponding cities that are expressed in an increased number of children questioned in specialized rooms, as well as in the actual process of hearing the child. The work of the mobile team for hearing children victims or witnesses of violence continued its professional development throughout this year. In *Shoumen*, for example, the blue room was used in 12 cases (11 children victims of violence and 1 child witness of violence) as in six of the cases the hearing was a pre-trial procedure carried out by an interrogator, in three of the cases a psychological expertise was prepared; in three of the cases preparation for court hearing was carried out by specialists from the CSSCF. In Pazardjik the blue room was used in 13 cases of which 6 for child hearing and 1 for hearing of an adult witness in the case. It is important to mention that in three of the cases the children were interrogated by specialists from the mobile team for child hearing. The room was used in 2 cases for psychological expertise for the needs of the pre-trial procedures, in 7 cases for family mediation in cases of divorce and for one get-to-know meeting in a case of adoption. In Pazardjik the requests for child hearings by the court are 5 out of a total of 6 cases. It is hardest to change things in *Sofia* where because of the **location** of the blue room in the Social Department of the Ministry of Internal Affairs (SDMIA) and the lack of signed agreement with SDMIA for collaborative work the room is still not used properly and by the prepared specialists. However, we have achieved some progress in the development of **the service “Preparation of a child for court hearing”**. During the report period 14 children were prepared in the CSC in Sofia, and 4 of the cases were related to civil cases and a divorce of the parents, while 10 cases were related to criminal lawsuits and violence in the family. In all the cases the children were directed by the Directorate for Social Assistance/CPD and some of them also by the Regional Court.

In 2010 with the aim to extend the practices for child-friendly hearing of children on a national level a **Mobile team for hearing of children victims of violence and/or witnesses of violence** was gathered. The team is composed of 11 professionals that have the competency to tackle cases of preparation for court hearing and interrogation of children for the needs of the pre-trial procedures by dealing with cases from the country upon request by the respective

organs. In regards to the development of the mobile team, there is a need for a more active presentation of the team in front of the authorized organs and improvement of the internal procedures for the work of the team.

The results from the use of the blue rooms for child-friendly hearing of children provide us with reasons to say that the rooms are predominantly being used in civil cases related to a divorce of the parents, as compared to their main purpose of being used for the interrogation of children victims of violence. The resource of the teams in the Complexes prepared to question children victims of violence is still not used to its full capacity by the magistrates and the representatives of the police. The practice of child-friendly hearing is still dependent upon the individual preparation and attitude of judges, pre-trial investigators and representatives of the CPR. In regards to the use of the rooms in Shoumen and Pazardjik, we could make the conclusion that in comparison to 2009 the rooms are used more actively. In Pazardjik the specialists from the CSSCF have been used to a greater extent by pre-trial investigators and judges for the needs of the pre-trial procedures. In Sofia we can still not reach an agreement with the magistrates on a child-friendly hearing of children by prepared specialists.

Our practice demonstrates that there is a need for a system to support the technology and for improvement of its capabilities, as well as for a more adequate monitoring of the interviews.

2.1.3. Establishment of a network of professionals for protection of children in their participation in legal procedures and for child-friendly justice, as well as for raising the awareness of the society towards the problem of child violence

During the report period a Support Council for the program was gathered. The Council is composed of representatives of key institutions and organizations engaged with the prevention of child violence – SACP, ASSM the Ministry of Justice, National Judicial Institute, HIPORA. The Council's aim is to monitor and consult the implementation of the program activities and goals.

The representatives of the organization of the lawyers who have a serious influence on the improvement of the practices for child-friendly hearing are still not included as partners in the work for the protection of children in legal procedures.

In 2010 the second phase of the campaign “Dear Judges, I have the right not to be scared” was held. It was targeted at the professional communities involved in the process of child participation in pre-court and court procedures. The campaign aims to respect the rights of the children victims and/or witnesses through the provision of friendly conditions during their participation in the justice procedure. The communication materials were a poster, a brochure with the charter of the rights of the child witness and a fame postcard. We can count as a successful result the support of the campaign by the NGO of the judges and the prosecutors. An extension of the planned communication materials was made through the fame postcard, which provided an opportunity for the campaign to reach more people. We had some difficulties in the distribution of the posters of the campaign.

2. 2. Innovative practices in the development of foster care

Mainly as a result of the projects “**Development of the model for foster care in Bulgaria**”, jointly implemented by the Social Activities and Practices Institute, UNICEF, and the

International Social Services – Bulgaria, and Association “Samaritani”, the project “**The right of the child to have a family: foster care in the focus**” in partnership with **Amici de Bambini**, Italy, and NGOs from Romania, Poland and Bulgaria, the project “**Transfer of the French Certificate FAMILY ASSISTANT – AFUE**”, the process of deinstitutionalization of the child care in our country was promoted.

2.2.1. Regional approach in the provision of foster care

Development of the social service “foster care” in nine regions of the country – Veliko Tarnovo, Gabrovo, Pernik, Stara Zagora, Sofia-city, Sofia – region, Targovishte and Shoumen. SAPI implements the project in four of the established Regional Foster Care Centres – in Sofia city and region, Shoumen and Pernik. Involved in this process are all Child Commissions on the territory of the RFCC Pernik, Shoumen, Sofia city and region. The three National Meetings that took place in order to exchange experience and to assess the progress on the project with the participation of representatives of all RFCC, representatives of the MLSP, SSA, RDSA, CPR, CPD, SACP and other providers of the service foster care contributed to the actual analysis of the gathered experience and to the consultation of the government in the preparation of a national foster care project.

2.2.2. Provision of the foster care service as a complete process, from the information and attraction of people to the service, through the assessment of the trainings, assistance in the placement of the children and support after placement both for the foster family and very often for the child.

2.2.3. Professionalization of foster care

We contribute to the professionalization of foster care in the country through the development and introduction of a contemporary approach **based on competencies in the invention of standards for training and through development of a training program based on them**. We contributed to the development of two national programs for training candidates for foster families. Our participation in the two different teams (national and international) allowed us to establish connection and continuity.

The implementation of the project AFUE will lead to the professionalization of the social actors. In this way foster parents will be better trained, will become more competent, more efficient and, as a whole, more capable of dealing with situations that they find themselves in. The training organizations will update and adapt the offered trainings that will be validated in four European countries (Bulgaria, Romania, Hungary and France). In this way the project supports the development of a training system including common European instruments through which the transparency and the recognition of competencies will be promoted. The planned approach within the project will introduce the term to the **certification of competencies** from the point of view of the professional activities that should be performed by the family assistants.

The training program devised by the Bulgarian expert team and piloted on a national level is in reality the first Bulgarian program developed on the basis of competencies, studied in advance, with educational content organized in modules, and written in a way that is accessible for use by the trainers that will be engaged with it.

The increase of the number of foster families in the country seriously raises the question of how to guarantee the quality of the service “Foster Care”. The methodology for the provision of the service is a good foundation for standardization of the practice in the whole country in

view of the various steps and responsibilities of the different participants on the one hand, and the guarantee of consistency and completion of the process, on the other. However, a serious problem remains and it concerns the **preparation of the specialists** who will be responsible for the selection, assessment and training of the candidates for foster parents, and for the follow-up assistance for these candidates.

In 2010 SAPI together with UNICEF, The International Social Services – Bulgaria and Association “Samaritani” started their work on the establishment of a **Resource Centre for Foster Care**. Apart from these organizations the activity of the Centre is supported by leading experts in the sphere of foster care and organizations with experience in the provision of the service and the training of foster families and specialists.

In addition to training of specialists, the Resource Centre provides supervision and methodological support both to professionals and to foster parents, mediates in the process of training of the candidates for foster parents, carries out research in the sphere of foster care and provides information. The Resource Centre issues a virtual bulletin that reflects the good practices in Bulgaria and throughout the world, the difficulties in the provision of the service, as well as unifies the various points of view of the professionals and the foster parents on current problems and topics.

The project started in May 2010 and its duration is until the end of 2011. After this period we expect the Resource Centre to continue its work outside the framework of the project through self-funding.

2.2.4. Development of European guidelines for the provision of foster care

The encouragement of appropriate and effective forms of foster care in correspondence with the spirit of the Convention for the Rights of the Child 1989, the European Convention for Human Rights and the Resolution of the European Parliament from January 16th, 2008 “To a Strategy of the EU for the Rights of the Child” was in the basis of the work of an international team of specialists from Italy, Bulgaria, Poland and Romania. The team identified as their main tasks the definition of an effective role of the organizations of the civil society for the promotion of foster care within the programs, services and pilot projects that will contribute to the increase of the access to foster care of the children in need and to the development of a number of indicators specific to foster care, which in case of application will allow the identification of the potential efficiency of the services and the social programs, the popularization of the best practices and the exchange of the experience of the civil organizations and the state bodies. These tasks were based on the interviews carried out with helping specialists, foster families, biological parents and youths placed and/or placed out of foster care. The interviews became the foundation for the preparation of analysis of the attitudes to foster care in the partner countries.

2.3. Innovative practices for deinstitutionalization of child care – closing down of the home for medico-social child care

2.3.1. Prevention of the abandonment on maternity hospital level and of placement into CMSCH

The practice of early identification of the risks of abandonment for young mothers has been piloted by SAPI in the period 2006-2008 through the activity of the team of the CSSCF in Pazardjik, and it has been defined as a good practice by the SACS.

What was new this year is its introduction in the work of the CSSCF in Shoumen mainly in the prevention of placements in CMSCH through the development of foster care services for babies. In 2010 a serious preparatory work was done that led to important successes in the beginning of 2011. The service will include: prevention in risk communities, prevention of abandonment on maternity hospital level, family consultation and support of families that have abandoned a child, family planning and consultation of pregnant mothers at risk of abandoning their children.

2.3.2. Contribution for the implementation of the plans for action of every child placed in CMSCH in Shoumen

In partnership with UNICEF in the project “Family for every child” in the end of the year (in December 2010) SAPI started to work on the preparation of a new framework for the assessment of the parent capacity of the families of the children placed in CMSCH in Shoumen, including this of the extended families. The project aims to help in the decision-making process in the case of each baby, keeping in mind the baby's best interest.



2.3.3. Methodological contribution for the development of new services

Experts of SAPI participated in the process of methodological conception of the project “Family for every child” and contributed to the development of new services that are expected to be piloted in Shoumen and the region. Our suggestions were based on the understanding that there is a need for family services aimed at two main directions:

- to help the families to resume their good parental functioning;
- to take up part of the family responsibilities in case it is necessary so that every child can have real access to the resources of the society.

There is also a necessity, which we insistently discuss with our partners, for integrated services available to the families that will unify the resources of the society related to the issues of employment, assistance and services.

III. INCREASE OF THE CAPACITY OF THE HELPING SPECIALISTS, TRAINING, METHODOLOGICAL SUPPORT AND SUPERVISION

In 2010 the priority in this activity was the provision of expert support in the form of trainings and supervisions for the specialists from the helping professions for the prevention of violence, use of the resilience approach, and the professionalization of foster care. These

priorities were developed through the implementation of already existing projects, as well as through the starting of new ones.

In comparison to 2009 the volume of the provided methodological support and supervision to the SAPI teams and to external clients has increased significantly.

The activity of SAPI aiming at the increase of the capacity of the helping specialists is coordinated by the Program “Training, methodological support and research”, but in reality the activities go beyond the frames of the Program because they represent an important element of each of our projects.

3.1. Professional Training Centre of SAPI

The Professional Training Centre is a part of the SAPI program “Training, methodological support and research”. A main goal of the program is the increase of the quality of the proposed trainings, expansion of the range of trainings and making the provision of trainings and the conduction of research into leading activities of SAPI.

In 2010 the Professional Training Centre of SAPI delivered a total of 14 courses or 378 hours of training to a total of 271 participants. Issued were 12 diplomas and 107 certificates for passed trainings.

In 2010 the activities of PTC were enriched by the work of two Resource Centres – Resilience Resource Centre and a National Foster Care Resource Centre. In 2010 the accent was on the professionalization of the training and the expert teams of SAPI. Criteria and standards for defining the status of the trainers and for the delivery of training were approved. A team for the Professional Training Centre was gathered and specialized. Junior trainers were included in the team that, after passing the practical training period, will have to sit an examination in order to become certified trainers. The professionalization of the SAPI team will be a priority activity for the program during 2011, as well.

3.2. Increase of the capacity of the specialists from the SAPI team

During this year we provided a continuing and specialized training for the local teams. The quality of the provided services in general depends on the ongoing increase of the qualification of the specialists, which is why SAPI makes efforts to keep its employees well-prepared. In 2010 224 hours of training were offered to the newly-hired social workers and psychologists in the Complex for social services, in CSC and RFCC. The teams of SAPI have passed 336 hours of specialized training for *update and increase of the professional preparation*. The employees of SAPI have participated into specialized trainings provided by other organizations, as well. On average each one of them has passed through 96 hours of training.

3.2.1. Trainings provided as part of the projects of SAPI

- Project “Development of the model for foster care in Bulgaria”, International Social Service, UNICEF – 70 hours of specialized trainings.
- Project “Fair trial for the victims of traffic” - 8 hours of training for judges, prosecutors, pre-trial investigators and interrogators.
- Project “National Foster Care Resource Centre” - 208 hours of training.

- Project “Resilience without borders” - 9 courses of introductory and 9 courses of supplementary trainings.
- Project “Hear the Child 2” - 16 hours of specialized training for specialists, social workers and psychologists.
- Project “Childhood without Abuse” - 40 hours of training.
- Project “Family for every child” - 8 hours of introductory training.
- Project “Social Animation” - training for trainers in social animation – 80 hours training delivered by an international team.

3.2.2. Trainings implemented through participation in auction procedures, public orders and competitions

- During the past year SAPI continued to train teams working for the provision of the service “Family-Type Centre for Accommodation of Disabled Children” within the framework of a program funded by UNICEF and related to the closing down of the Home for Disabled Children in the village of Mogilino and placement of the children into alternative services. Trained was the team of one of the Centres – the one in Dve Mogili. The team passed 72 hours of training. The program will end in 2011 when it is expected that the last team gathered by UNICEF for the project “Support of the children from Mogilin” to provide the service in Sofia will be trained. The program started in 2008 and so far 5 teams have been trained to provide the service “Family-Type Centre for Accommodation” - two teams in Rousse, one in Varna, Teteven and Dve Mogili. At the end of the program an analysis of the training will be made and a report with recommendations will be prepared.
- Organization and carrying out of trainings and starting of a “Laboratory for Child Research” in relation to the project “**Life in a family environment and a better future for the children through alternative social services**”, **Contract for Non-Recourse Finance - BG051PO001-5.2.03-0044-C0001**, funded by the Operational Program “Human Resource Development”, scheme “For Better Future of the Children”. The period for implementation was January – September, 2010. During this period 2 training courses were organized with a total of 130 training hours. The “Laboratory for Child Research” was carried out 4 times and a specialist was trained to lead the Laboratory in the future.

3.3. Increase of the competence of the professionals working with children victims of violence and their families

SAPI shapes itself more and more as an organization that possesses a high level of expertise in the sphere of social work with children victims of violence. In this respect, throughout the past years we, on the one hand, continued to increase the competence of our staff providing services for children and families at risk, and on the other, we delivered many trainings for the helping specialists in other organizations and institutions and for specialists from other professions that are actors in the field of prevention. The trainings related to this type of problems are implemented mainly within the frames of the projects under the Program “Children and Justice – Prevention of Violence”. During the report period the support of the

professionals aiming to increase their professional competence was provided mainly in the form of planned trainings; only one of the trainings was delivered upon the request of the Municipality of Pernik due to the needs of the representatives of the municipal services to prepare for working with children victims of violence.

During the report period the following trainings were held: 4 trainings on *prevention of violence*; 2 trainings for participation of children in legal procedures; one for work with parents who have committed violence; and one training on intervention in cases of child violence. The total number of trained persons is 101.

During this year SAPI through the Resilience Resource Centre continued its mission to promote the resilience approach mainly through the organization of seminars. We carried out a total of 18 seminars with 267 participants. Among them 9 introductory and 9 supplementary trainings on the application of the resilience approach – for multidisciplinary teams in Shoumen, Pazardjik, Gorna Oriahovitsa, Stara Zagora, Sofia, Pleven, and the teams of 3 schools in Shumen, Pazardjik and Gorna Oriahovitsa.

During the past year **three courses by the request of other organizations** were carried out: training on the topic “How to work with parents who have committed violence against their children” by the request of “SOS – Kinderdorf” – Bulgaria – 12 hours; through the Natinal Foster Care Resource Centre - another training of trainers for foster parents – by the request of the CSSCF Plovdiv, the CSC in the village of Lesichovo, the CSC in Panagiurishte and Velingrad – 48 hours; a training for trainers of foster parents – by the request of the CSSCF Varna, the CSC in Provadia and organizations providing foster care services in Varna – 32 hours of training.

3.4. International seminars and trainings

A Bulgarian team of trainers on resilience carried out training in Lithuania with 27 participants, representatives of institutions for children.

Representatives of SAPI – **Dr Nadya Stoykova and Deiana Kiurchieva** carried out two basic international trainings on the topic “Introduction to Resilience” in Lithuania from 25th-28th of May, 2010.



Our representatives participated in various seminars and trainings outside the country, which

allowed them to increase their competence, as well as to compare results and experience. Representatives of the organization participated in an international conference “Support of children victims of violence” from 25th - 26th of October in Warsaw, and in the international congress for early childhood of the World Association for Psychological Health of Young Children from June 29th – July 3rd, 2010 in Leipzig.

In March 2010 in Nantes, France two representatives of SAPI took part in training on social animation within the framework of the project of the National Child Network, under the PROCOPIL Program, and in August-September 2010 a social worker from the CSC in Sofia took part in a ten-day training in social animation for the training of trainers in Bucharest, Romania. The training was carried out by an international team of experts from Bulgaria, France, Moldova and Romania.

In May in **Burguan, France** training within the project “Transfer of the French Experience in Foster Care” was delivered. A member of the team of the CSC in Sofia took part in it. The training aimed at preparing a description of the profession “professional foster parent” and at the definition of state educational requirements, validation of the national reports for analysis of the support collaboration.

In June 2010 in the city of Kishinev, Moldova the directors of the CSSCF Shoumen and the CSC in Sofia participated in the preparation of the training program for specialists working with children that have suffered violence. The meeting was organized as part of the PROCOPIL Program and at the same time we had opportunities to share and compare our practice with this in neighbouring countries. In the period between 19th and 21st of December a member of the CSC in Sofia participated in a meeting of the Management Council for the project “Transfer of the French Qualification Foster Parent” – **Budapest**, with the aim of validating the results from the project until then and of planning future activities.

Three social workers from Shoumen, Pazardjik and Sofia took part in a European Seminar in **Nantes, France** from 13th to 18th of December on the topic: “Public Space / Virtual World – What kind of trainings can we organize for the young people” with the participation of social workers, psychologists and youth leaders from Italy, Germany, Spain, Latvia, Poland, France and Bulgaria.



3.5. Methodological support and supervision

SAPI is an organization registered as a provider of supervision in the country. We have a team of supervisors that includes 3 expert-supervisors, 6 supervisors, and 10 trainees – supervisors. We constantly improve the practical preparation of supervisors, but there is still a need for actual improvement and standardization. SAPI carries out individual and group supervisions not only of its team, but also by request from other organizations and institutions.

3.5.1. Methodological support and supervision of the team of SAPI

The efforts of the management of SAPI throughout the year were concentrated on the **increase of the professionalism of all employees**. The practice of holding methodological meetings and carrying out supervisions of cases from the practice continued. Every specialist could take advantage of one individual and one group supervision. The expert-supervisors of SAPI – Ass. Professor Nelly Petrova, Dr Nadya Stoykova and the psychologist Diana Ruseva, provided supervision for all employees of SAPI. A total of 1442 hours of supervision were provided to the specialists in the social sphere: CSSCF Shoumen – 62 hours of group supervision and methodological support and 129 hours of individual supervision, CSSCF Pazardjik – 74 hours of group supervision and methodological support and 324 hours of individual supervision, CSC Sofia – 48 hours of group and 128 hours of individual supervision, RFCC – 360 hours of group supervision and methodological support and 216 hours of individual support.

For the first time we carried out **4 group supervisions of foster families**, in which participants were over 30 foster families from the region of Shoumen. A supervisor of the foster families was Ass. Professor Nelly Petrova.



3.5.2. Supervision by the request of other organizations

In 2010 SAPI continued to support substantially two organizations through the provision of supervision and methodological support – Association “Janeta”, Razgrad (36 hours), and Association “SOS – women and children who have suffered violence”, Novi Pazar (60 hours). Experts from SAPI supervised the work of the foster care team of the Municipal Foster Care Centre - Gabrovo, as well as the work of an expert trained in the methodology of the “Laboratory for Child Research”. SAPI also supervised the work of the team of the Community Support Centre in the village of Lesichevo. ***Carried supervisions – total number in 2010 – 56; total number for the two years – 86. Provided were also specialized supervisions for the CPD on cases of violence with a total of 56 participants from Plovdiv,***

Sofia, Sandanski and Varna. The local supervisions were held in cooperation with the Social Support Agency that submitted a request in the name of the places and professionals that needed support.

3.5.3. International supervision

During this year we continued the practice of carrying out international supervisions. The French clinical psychologist Mrs Orthodoxy Solomon held supervision with a total of 29 participants and the professionals received help related to intervention in their work with parents who have committed violence in 2010.

The specialists from Shoumen and Pazardjik had the chance to present cases of children victims of violence at **international group supervision by Kevin Brown** – Professor in the University of Nottingham in UK.

Mrs Orthodoxy Solomon – clinical psychologist from France carried out **international supervision** at which two cases of violent parents from the practice of the CSSCF in Shoumen, Pazardjik and of the CSC in Sofia.

Diana Ruseva as a **representative of SAPI provided an international supervision** in Macedonia in collaboration with the First Child Embassy, which was related to some concrete needs of the professionals in Skopje. Main topic of the supervision was the distribution of roles in the identification of the cases of violence and intervention (October 2010).

In conclusion we may say that in respect to one of our priorities “to bring SAPI to a position of a key provider of trainings for the professionals in the sphere of social services” and to ensure the provision of a variety of trainings, we have achieved a significant progress. In 2010 the organization continued to provide training not only to its own employees, but also to other providers and/or interested sides.

A new element in the provided trainings is the developed within the project “Extension of the model for foster care in Bulgaria” program for training of foster families. The program has been tested in 9 regional foster care centres and at the moment is in the process of improvement. As an important step in this process we can state that the Foster Family Program has been further developed as a Program for training of trainers of foster families. This has been accomplished as a result of the project “Resource Centre” implemented with the support of UNICEF.

In 2010 a priority in the activity of the program was the provision of expert support in the form of trainings and supervisions aimed at the specialists in the helping professions, along with the development of foster care and resilience. These priorities were developed through the implementation of already existing projects, as well as through the starting of new ones. In 2010 5 projects were being implemented that were aimed at the promotion and increase of the quality of foster care. This affirms more and more the position of SAPI as a key provider of the service foster care and as an actor for its professionalization.

With the development of the training and methodological activity of SAPI increases the need for **setting apart specialized teams of methodologists, trainers and researchers**, as well as for expansion of the team of external experts with whom the organization works. In this respect,

the Program still encounters serious difficulties due to the increased load of work for the specialists and the high standards of work that they observe. The expansion of the team of trainers, methodologists and supervisors remains a priority for 2011.

The Program has not been able *to provide an “independent” and separate space for the activities of the training centre* yet. In 2010 the trainings were held on the territory of the CSC Sofia, in the premises of the organizations that requested the trainings or in premises that were hired exclusively for the training purposes. SAPI has at its disposal a building that was provided by the Capital Municipality, but there is still no funding available for the repairing works. Our efforts to ensure this funding will continue in 2011.

IV. RESERACH PAPERS, ISSUES AND PUBLICATIONS

4.1. Preparation and carrying out of researches

During the past year SAPI implemented a total of five researches that can generally be grouped in two categories:

- *Group I - research regarding the victimization of children in the country – current situation, types of violence, the situation of the child victim in legal procedures, parent models related to violence.*
- *Group II - research of the current situation regarding foster care in the country.*

In group I are the following researches:

- *„Sexual Abuse of Children – Research of the Phenomenon and the Dimensions of Violence against Children in Institutions”, within the project “Sexual abuse of children in specialized institutions”. The research is part of an international comparative research, which was implemented in five countries, among them Bulgaria, Greece, Latvia, Lithuania and Poland. The current research presents data about the phenomenon sexual abuse against children from specialized homes in Bulgaria. The results from the research are published in a report in three languages (Bulgarian, English and French) and can be found on the website of the project: www.sacri-sapi.eu*
- *“Sexual Abuse against Children in Institutions – Comparative International Research in Bulgaria, Greece, Latvia, Lithuania and Poland”. The research provides data about the situation in the five countries and comparison of the phenomenon sexual abuse in the different countries. The report from the research is published in seven languages (Bulgarian, English, French, Greek, Latvian, Lithuanian and Polish) and can be found on the website of the project: www.sacri-sapi.eu.*
- *Research of the situation of the child victim and witness of violence in pre-court procedures, SAPI, Association of the Judges in Bulgaria, 2010.*
- *Omnibus research of the Bulgarian population – the punishment as an instructive method for raising children in Bulgaria. The research was implemented within the frames of the project “Childhood without abuse: a better child protection system in Eastern Europe”, financed by the OAK Foundation. The research was based on a unified methodology in six countries from the region – Bulgaria, Lithuania, Latvia,*

Ukraine, Moldova and Poland. In Bulgaria it was ordered by SAPI and carried out by a sociological agency /GfK/. The research can be found on the SAPI website: www.detetosvidetel.org.

In group II are the following researches:

- *Research of the attitudes towards foster care in Bulgaria*, project “Right of the child to have a family: Foster care in the focus”. The data from the research present the main difficulty and challenges in front of foster care in the country and especially concerning the collaboration with the biological parents of the children placed in foster care; the participation of children, based on their age, in the process of decision making regarding their lives; the role of foster care as support for the child or for the family of the child, etc. The research is in a process of finalization by the leading partner.

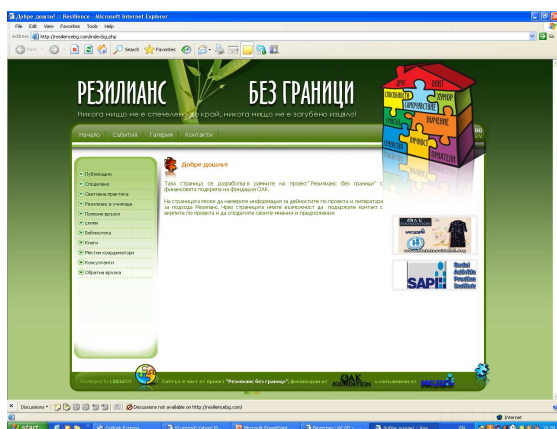
- *Assessment of the current situation and of the needs for training among foster families and the professionals working in the sphere of foster care* within the frameworks of the project “Transfer of the French Qualification Foster Parent - AFUE”. The research is part of a similar comparative analysis in three countries: Bulgaria, Romania and Hungary. It presents the current situation in regards to foster care, on the one hand, from the viewpoint of the legislation and the normative regulations of foster care in the country, and especially of the professional foster carer, and, on the other hand, from the perspective of the encountered difficulties and the need for support and training of the professionals in the sphere of foster care. Part of the goals of the research are to deduce the needs for normative changes in the practice related to the development and affirmation of the profession foster parent in the country by using the French experience. The report from the research is published in two languages (Bulgarian and French) and can be found on the website of SAPI under the section of the project : www.projetafeu.eu

4.2. Publications 2010

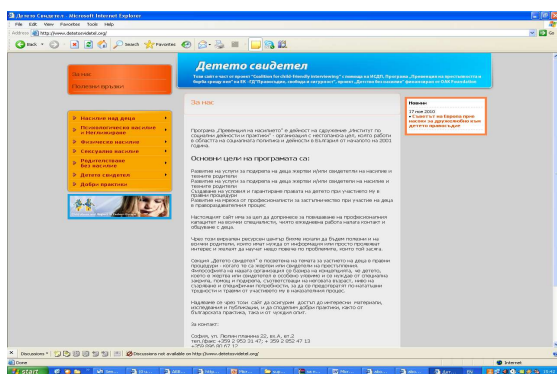
All publications within the program are part of the information portal of SAPI. They are aimed at professional communities, children and parents. They are available in electronic and paper formats.

4.2.1. The electronic publications of the program are presented in three separate internet websites and each one of them has links to the others.

- **Resilience Resource Centre** The website provides information about the development and the results from the project “Resilience without borders”, and contains literature and materials related to the approach. The published bulletins can be accessed on the website of SAPI : www.sapibg.org or on the website of the project: www.resiliencebg.com



- **Virtual Resource Centre** – provides support for professionals and parents; the materials are separated into sections such as violence against children, psychological abuse, sexual abuse, the child witness, good practices. The publications can be found on the website: www.detetosvidetel.org.



The efficiency of the provided support is measured via the integrated possibility for assessment by the users /questionnaire for the users of the information/ that will allow us to improve the functionality of the centre.

- **brochure presenting the services provided by the National Foster Care Resource Centre**



- **Foster Care Bulletin** – in October 2010 the team of SAPI started the publication of an electronic foster care bulletin. Until the end of 2010 2 issues were published. The bulletin is

prepared and published by the National Foster Care Resource Centre and contains five rubrics aiming to present the main challenges in front of foster care in the country and in front of the centres providing foster: www.sapibg.org.

- Reports from researches regarding sexual abuse against children

The website www.sacri-sapi.eu presents the activities and the results from the project “Sexual abuse against children in specialized institutions”. On the website products of the work of the partner organizations can be found, as well:

- *Researches: „Research of the phenomenon and dimensions of the sexual abuse against children in institutions”* – the reports present the results from the national researches in the countries participants in the project: Bulgaria, Greece, Latvia, Lithuania and Poland; *“Sexual abuse against children in institutions – comparative international research in Bulgaria, Greece, Latvia, Lithuania and Poland”* - joint report from the research in all partner countries published in 7 languages.
- *Good practices for prevention of violence against children:* International report with good practices for prevention of violence against children in Bulgaria, Greece, Latvia, Lithuania and Poland; National report regarding the existing good practices for prevention of violence against children – this report is different for each of the five countries participants in the project.
- *Recommendations for prevention of violence against children in institutions:* National recommendations for prevention of sexual abuse against children in institutions – the reports are separate for each of the five participating countries; Common recommendations for support of the policies and the practices for prevention of violence against children in institutions – the report unifies the recommendations of all five countries.

In respect to the electronic publications it could be stated that during the past year 2010 the team of SAPI intensively published materials, analysis, reports and articles that were in support of the professional community. All of the publications of SAPI prepared individually or in partnership with other organizations reflect the main goals and activities both of the organization and of its projects, of which they were part of. The main resources through which SAPI distributes the electronic publications are the websites of the organizations that contain materials for the respective users, but need regular update of the information. The systems for evaluation of the efficiency are not well-developed along with the forums that are part of the websites. The electronic publications need more advertisement in order to reach extended audiences.

4.2.2.Paper publications

A big portion of the publications in electronic format are also published in paper format, which makes their distribution easier. Paper publications are also more convenient to use in trainings. During the report period were published a total of: 2 reports, 5 handbooks, 1 brochure and 2 bulletins.

-*Resilience Bulletin* /part of the information portal of SAPI – two times a year/ is dedicated to a specific topic that is key in the development of the project “Resilience without borders”. Until the end of the report period a total of 5 bulletins dedicated to different topics that are important for the development of the projects and answers the needs of the main groups participating in the project were issued.



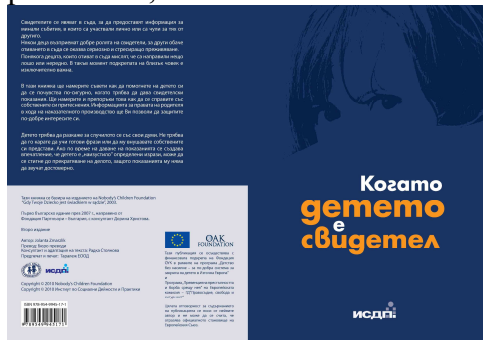
- *Reports from researches related to sexual abuse of children*: “Sexual abuse of children. Research of the phenomenon and the dimensions of the violence against children living in institutions” – the report presents the data about Bulgaria, it is published in Bulgarian and is distributed for free; “Sexual abuse of children from homes for abandoned children – comparative international research in Bulgaria, Greece, Latvia, Lithuania and Poland”. The publication is in seven languages and is being distributed for free.

- *Booklet “The Resilience – How Should We Apply It”, Sofia, 2010, ISBN 978-954-90306-5-5)* This booklet was issued in support of everyone who works in the area of practical application of the resilience approach. It is aimed at all the people who wish to share the responsibility for the process of making children and adults more resilient and helping them to develop despite the difficulties that accompany their personal stories.

- *Handbook for parents “How to make children more resilient” (authors Nelly Petrova and Yana Staneva, ISBN 978-954-90306-6-2) and for teachers “The school – a safe environment” (ISBN 978-954-903-6-8-6)* – the handbooks aim to support the work on prevention of violence in the context of the resilience approach. They provide practical guidance about how the parents and the teachers could act to support the resilience of children in hardships.



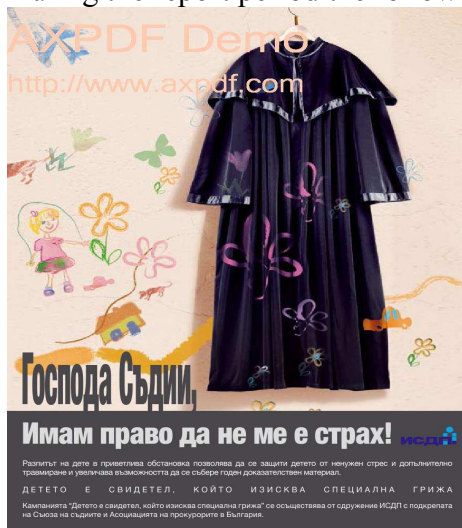
-When the child is a witness – in help of parents and children victims who participate in legal procedures, 2010



-Charter of the rights of the child victim and witness – a brochure that contains the charter and information about the services in support of children victims and their families, 2010

-Poster “Dear Judges, I Have the Right Not to Be Scared”

During the report period the following products were prepared for publication:



-Manual for professionals – diagnosis and intervention in cases of sexual abuse against children; under preparation, 2010-2011

- Expertise – Victimization of children in the country. Some aspects - 2010;

- Report about the child protection system concerning children victims and witnesses of violence;

- Program for positive parenthood – handbook for leaders of group work with parents

The following conclusions can be drawn in regards to the publications:

- In 2010 SAPI intensively published materials, analysis, reports and articles that were in support of the professional community
- All publications of SAPI that were prepared by the association individually or in partnership with other organizations reflect the main goals and activities both of the

organizations and of its projects, of which they were part of.

- The main sources through which SAPI distributes the electronic publications are the websites of the organization, which are in need of more regular update of the information
- The delay in the publication of some of the products is related both to the delay in the planning of their preparation and in the work of the authors.
- The advertisement of the publications is not enough – the paper and the electronic publications need a focused and systematic advertisement in order to reach extended audiences
- It would be useful to develop the systems for evaluation of the efficiency of the websites because they remain one of the important means of popularization of the products and publications of SAPI.

4.2.3. Production of training films

In 2010 SAPI managed to shoot a new training film. The name of the film is “Initials” and was created within the frameworks of the project “Sexual abuse against children in institutions” under the DAPHNE III Program of the EC. The film presents the dimensions of sexual abuse against children in institutions and relevant good practices for prevention. The film also shows cases from the practice and commentaries of professionals from Bulgaria, Great Britain, Greece, Latvia, Lithuania, Poland and USA.

In 2010 SAPI was licensed to translate another training film that is used especially for the training of professionals who interrogate children victims and /or witnesses of crimes. The name of the film is “To receive more” and is used for the training of social workers, magistrates and police officers within the framework of the project “Hear the Child II”

V. PARTICIPATION OF SAPI IN THE PLOCIES FOR SOCIAL INCLUSION OF VULNERABLE GROUPS

5.1. Contribution of SAPI to the development of the policies for social inclusion on national level

5.1.1. Collaboration with the state institutions, organizations and structures on a national level

As a representative of „Eurochild” SAPI is a member of the National Council for Social Inclusion, in which we contribute to the improvement of the national activities in general, and in particular, the improvement of the national statistics as a prerequisite for appropriate social policy.

In the beginning of 2010 upon request from the MJ SAPI developed a Concept about the reformation of the juvenile justice process that is published on the website of the organization. This concept was approved and adopted by the NCN where we lead the work group “Children and Justice”. We have stated our willingness to continue our efforts in this direction at work meetings with representatives of the MC, MJ and SACP.

Work meeting with the SACP, UNICEF and MJ for starting the activity for ratification of the Convention against the Sexual Exploitation of Children. On December 7th, 2010 SAPI held a round table encouraged by the SACP on the topic “Victimization of Children – Dimensions and Prevention”. The round table was opened by the Head of the SACP Mrs Nadya Shaboni and Ass. Professor Nelly Petrova. The results from a research on the sexual abuse of children in institutions and an analysis of Dr Iva Pushkarova regarding the problems related to the ratification of the Convention against the sexual exploitation of children of the Council of Europe (the Convention from Lanzarote, 2007) were presented at the round table. It was held as an activity of the project “Sexual abuse of children in institutions” under the DAPHNE III Program 2007 – 2013 of the European Commission.

A Round table on the topic “Victimization of Children – Dimensions and Prevention” was held in Dupnica, with the participation of Ass. Professor Nelly Petrova and Dr Nadya Stoykova and over 25 participants from the professional community in the Municipality of Dupnica. Discussed were the problems regarding the dimensions of sexual abuse against children raised in homes for abandoned children and possible good practices for dealing with this problem.

The foster parents engaged with the mission of popularizing the foster care social service participated in the start of the **National Campaign “Family for Every Child”**; in the **second season of the “Magnificent Six”**; **“This is Life”**; and the National Meeting of the RFCC – Veliko Tarnovo.

Experts from SAPI participated in work groups for the discussion of the Methodology of the Community Support Centre.



National Forum – conference on the topic “Quality of the social services from the point of view of SAPI” in celebration of the 5th anniversary of the Complex for social services to children and families in Shoumen. It was held on October 5th in Shoumen. Participants in the conference were state representatives from the SACP, MJ, municipalities and other institutions, as well as partners of SAPI from the non-government sector that are providers of social services in the country. Particular interest was demonstrated in the discussion of the **provision and assessment of quality social services, and once again the role of SAPI as a leading organization in the country providing qualitative services to the users was confirmed.**



5.1.2. Collaboration with the local authorities, with institutions and organizations on a local level

We make serious efforts to cooperate with the local authorities. We attempt to contribute to this partnership in a tolerant, expert and collaborative way with the sheer understanding that without this cooperation our efforts would not have the desired effect. **SAPI participates in the development of strategies** in the regions of Sofia-city and Sofia-region, Shoumen and Pazardjik. As a result of our good cooperation, our partnership with the Municipality of Shoumen was suggested for nomination at a national competition by the management council of the Municipality itself. In view of the five years of work of the CSSCF in Shoumen we estimated that in this period we have implemented over 10 joint projects with the Municipality and we have attracted funding amounting to over 300 000 BGN. In Shoumen we also have an extraordinarily good cooperation with the CPR and the RDSA, with the police, court, prosecution and the schools, which was spontaneously demonstrated during the celebration and the round table “The Quality of Social Services According to the Experience of the CSSCF”.

During the whole year, as a result of our partnerships with the authorities, the specialists of SAPI were invited to the discussions of local and national programs, strategies and documents related to social policy. We reached agreements with all institutions in concern on the fact that the hearing of children in Shoumen and Pazardjik should take place in specialized rooms. We have trained specialists to interview children victims and witnesses of crimes that are at the disposal of the regional and municipal courts in Shoumen and Pazardjik. In Pazardjik it became a practice that children are interrogated by specialists from SAPI. In Shoumen we apply successfully the Coordination Mechanism for Cooperation Between the Institutions in cases of signals of children victims of violence /6 meetings of the Coordination team were held/. A representative of the CSSCF is a regular member of the team of the Coordination Mechanism. We register successful prevention work as a result of the application of the multi-disciplinary approach (under the Methodology for casework of the CPD were issued orders to the CSSCF without the official opening of a case). In respect to the planning of the social services on municipal and regional levels, we supported the Municipality of Shoumen by taking in-depth interviews from the staff of institutions providing social services on the territory of the Municipality and from users of the social services provided in the CSSCF. In view of the planning of the municipal and regional strategies for social work in 2010 **an expert team of SAPI prepared a concept for the development of the social services in the country that the head of the MC Ass. Professor Nelly Petrova presented in writing in**

front of the mayors of the municipalities of Pazardjik, Shoumen and Sofia. Representatives of SAPI participated in all meetings for the discussions and approval of the regional and municipal strategies for social services.

We believe that we have very good partnership relationships with the Municipality of Sofia, and CPR, and RDSA in Sofia, as well, which represents a basis for the good work of the CSC. As a result of our efficient collaboration the Centre has worked with doubled capacity throughout the whole year.

We definitely need to mention our good cooperation with the CPR, the police, the court and the prosecution in Pazardjik and in the region, but we need to achieve serious progress in our mutual work with the Municipality.

In 2010 we started some new partnerships in the Municipality of Pernik and the municipalities in the region of Sofia that we need to keep.

5.2. European dimensions of the social inclusion activity

The European Strategy 2020 sets important priorities in regards to our work as an organization working in the field of social work with children and families at risk and, in a way, as a mediator between the national and the European policies in this sphere. Therefore, we try to set as our priorities exactly the European priorities, and at the same time we would like to and hope to contribute so that the voice of the Bulgarian families and children at risk is heard on a European level.

The Social Activities and Practices Institute is a member of the European network „Eurochild” and through its participation in the network contributes to the process of receiving information about the development of the social services in Bulgaria, as well as, to the application of the European priorities in the country. In January 2010 we took part in a round table in the European Parliament dedicated to the problems of deinstitutionalization, while in June we took part in the Yearly Assembly in Brussels. At the yearly conference of „Eurochild” in the city of Orebro, Switzerland we presented the research regarding the phenomenon of sexual abuse against children in institutions in the Thematic Group “Children in Alternative Care”.

Our work in various work groups on a European level in the sphere of juvenile justice also continued. In addition to our participation in the forums of the **International Observatory on Juvenile Justice (IOJJ)** in July, we were also invited in the expert group for development of standards for child-friendly justice by the EC.

In October in Strasbourg Nelly Petrova and Nadya Stoykova participated in the **congress “European View of Foster Care”**, organized by the National Association for Family Placement of France. At the congress the idea of establishing a European network for the development of foster care was born, in which we decided to participate.



In respect to the announcement of 2010 as a European year for fighting poverty and social exclusion, the European Commission is preparing a series of 29 video reports from different countries under the common name “Getting rid of poverty and exclusion”. The materials represent film portraits of 29 people who have managed to actively fight and overcome the above-mentioned problems with the help of services provided by organizations engaged in the social sphere. We assisted „Eurochild” in the shooting of a film regarding the problems of child poverty in Bulgaria.

By the suggestion of the Ministry of Labour and Social Policy a team from the EC produced a film as a good practice for social inclusion of vulnerable groups in Bulgaria featuring a case from the practice of the CSSCF in Pazardjik, which is managed by the Social Activities and Practices Institute.

Association SAPI organized an international conference in Sofia on the topic “Victimization of Children – Dimensions and Prevention”. The meeting was opened by Mr Tsvetan Tsvetanov, Deputy Prime Minister, and by Ass. Professor Nelly Petrova, Chairperson of the MC of SAPI. Specialists from Shoumen and Pazardjik participated in the two-day conference and they delivered a presentation concerning the experience of SAPI in Bulgaria in the work with children victims of violence. Participants in the conference were also representatives of the Ministry of Justice, the Ministry of Internal Affairs, the State Agency for Child Protection, the Council of Europe, and representatives from state institutions and non-government organizations. Present were experts from Great Britain, Switzerland, Scotland, Poland, Lithuania, Latvia, Ukraine, Moldova, Macedonia and Bulgaria. During the conference the national and European policies and practices regarding the prevention of violence against children in institutions were presented, along with child-friendly justice practices. The conference was organized under the patronage of the Ministry of Justice with the financial support of the OAK Foundation in Switzerland, Program East-East, “Partnerships without Borders”, the Open Society Institute, Sofia, and the DAPHNE III Program of the European Commission.



In November 2010 in Rome Dr Nadya Stoykova participated in the **campaign of the Council of Europe denouncing sexual violence against children**. The event was at an exceptionally high level and was opened by the President of Italy – Mr Giorgio Napolitano. The Conference was held as an activity of the project “To Build Europe for and with the Children”. The materials and the analysis from the conference were used in the preparation of the round table regarding the sexual abuse of children in institutions in Bulgaria.

On December 10th, 2010 representatives of SAPI – Dr Nadya Stoykova and Antonia Petkova, participated in a national conference in Thessaloniki, Greece. The conference was an activity of the project “**Sexual abuse of children in institutions**” under the **DAPHNE III Program of the European Commission**. At the conference some data from the comparative international research concerning the sexual abuse of children from homes for children in five countries: Bulgaria, Greece, Lithuania, Latvia and Poland were presented.

VI.FINANCIAL MANAGEMENT OF THE ORGANIZATION

The income of Association “Social Activities and Practices Institute” for 2010 is as follows:

The total income for 2010 is 1 363 644.10 BGN. That includes income from:

1/ implemented projects	1 327 037.10 BGN
2/ profit activity	36 607.00 BGN

The financial contribution of SAPI to state-delegated budgets related to the services of the CSC - Sofia, CSSCF in Pazardjik and Shoumen is:

1/ CSC –	86 430 BGN
2/ CSSCF Pazardjik –	20 769 BGN
3/ CSSCF Shoumen–	64 364 BGN

VII. MAIN PRIORITIES IN THE ACTIVITY OF SAPI IN 2011

1. SUPPORT FOR THE DEINSTITUTIONALIZATION OF THE CARE FOR CHILDREN

Activities:

1.1. Participation of SAPI in the development and application of policies in this sphere

- 1.1.1. Participation in work groups on a national level, active participation in the National Council for Social Inclusion, NCN, and local organizations
- 1.1.2. Active participation in the European organizations, forums, and networks – Eurochild, APFEL, IOJJ, OAK network, etc.
- 1.1.3. Support of the National Project for Deinstitutionalization

1.2. Direct participation in the processes of deinstitutionalization and interpolation of contemporary models and practices

- 1.2.1. Continuation of the development of foster care – development of the foster families, expansion of the range of the services, development of foster care for babies
- 1.2.2. Support of UNICEF in the implementation of the project “Family for Every Child” and closing down of the Children’s Medical and Social Care Home in Shoumen through individual assessment of every child and assistance and participation in new services for children and families
- 1.2.3. Continuation of the provision of social services in the communities in Pazardjik, Sofia and Shoumen
- 1.2.4. Development of community services in the CSSCF in Vidin
- 1.2.5. Expansion of the range of mobile provision of social services
- 1.2.6. Support of the reform in the sphere of juvenile justice, the reformation of the Youth Detention Centre and SPI, development of new services for children with behavioural problems

2. MANAGEMENT OF THE QUALITY OF SOCIAL WORK AND SOCIAL SERVICES FOR CHILDREN AND FAMILIES AT RISK

2.1. Management of the quality of the social services provided by SAPI

- 2.1.1. Development of a policy for the quality of work through the selection and development of the staff in the centres where services are provided
- 2.1.2. Up-to-date evaluation of the needs for training of the staff
- 2.1.3. Provision of trainings to the social workers, psychologists, etc., and the non-specialized staff in accordance with their needs related to the quality of work
- 2.1.4. Updated frames for assessment of cases in the sphere of social work, introduction of frames for diagnostics and assessment of the work of psychologists.
- 2.1.5. Assessment of the results from the trainings and their inclusion in the work processes
- 2.1.6. Attestation and analysis of the load of work of the teams in order to comply with the standards of SAPI
- 2.1.7. Specialization of the teams and individual professional development
- 2.1.8. Internal control and monitoring of the quality of services aimed at results

- 2.1.9. Collaboration with the state and local institutions and organizations and networking
- 2.1.10. Methodological support and supervision according to the standards of SAPI
- 2.1.11. Generalization and publication of internal quality standards of SAPI

2.2. Support of higher quality social services and social work with children in the country

- 2.2.1. Contribution for development of new professional standards – motivation and real participation
- 2.2.2. Contribution for development of new standards for training based on the competence approach
- 2.2.3. Carrying out of researches to assist the introduction of new quality approaches
- 2.2.4. Provision of trainings through the PTC and its Resource Centres – on foster care and on resilience – analysis of the needs, advertisement of the trainings
- 2.2.5. Provision of supervisions and methodological support to the providers of social services – analysis of the needs, active advertisement, development of the team of supervisors
- 2.2.6. Preparation of new projects in support of the professionals in the sphere of foster care and in the sphere of delinquent children

3. PROTECTION OF THE RIGHTS OF CHILDREN AGAINST VIOLENCE AND ABUSE

3.1. Development of activities related to the prevention of violence against children at school;

- 3.1.1. Additional support and assistance for the school teams
- 3.1.2. Preparation of a project proposal for continuation of the project activities
- 3.1.3. Support for the creation of a network of schools applying the resilience approach
- 3.1.4. Integration of the resilience approach in the teachers qualifying program
- 3.1.5. Piloting of the program for positive parenthood

3.2. Improvement of the practices for child-friendly hearing of children victims and/or witnesses of violence

- 3.2.1. Promotion of the Mobile Team on a national level
- 3.2.2. Support of new municipalities in the process of building rooms for child-friendly hearing of children participating in legal procedures;
- 3.2.3. Stimulation of the engagement of the magistrates in the child-friendly hearing of children through the promotion of the successful practices in Pazardjik
- 3.2.4. Starting a successful practice of child-friendly hearing of children in Sofia

3.3. Increase of the competence of the professionals working with children victims of violence and their families

- 3.3.1. Development and carrying out of a training program for professionals working in the sphere of prevention of child violence
- 3.3.2. Preparation of publications in support of parenthood
- 3.3.3. Advertisement of the publications of the program
- 3.3.4. Looking for additional resources for participation of more professionals in international seminars

3.4. Raising the awareness of the public about the problem of child violence

3.4.1. Organization of a campaign denouncing the sexual abuse of children

3.4.2. Planning of the distribution of materials and assessment

3.5. Establishment of a network of professionals to protect children in legal procedures and to promote child-friendly justice

3.5.1. Collaboration with the association of lawyers in support of child-friendly hearings

3.5.2. Continuation of the collaboration with the Judges Association

3.6. Preparation of new projects

3.6.1. Related to committers of violence

3.6.2. Related to continuation of the current activities of the program

3.6.3. Related to possibilities for exchange and professional internships