

REPORT ON THE ACTIVITIES OF SOCIAL ACTIVITIES AND PRACTICES INSTITUTE IN 2012

In 2012 under the conditions of financial crisis and pressure by the government to limit the influence of NGOs in Bulgaria, the Social Activities and Practices Institute (SAPI) managed to develop its activities to support the social inclusion of children and families at risk in the direction of even higher quality, innovativeness and creativity.

We continued to operate with acknowledged high quality of social work with a growing participation of service users. A particular challenge is our response to the need for conceptualization of psychosocial interventions via the resilience approach.

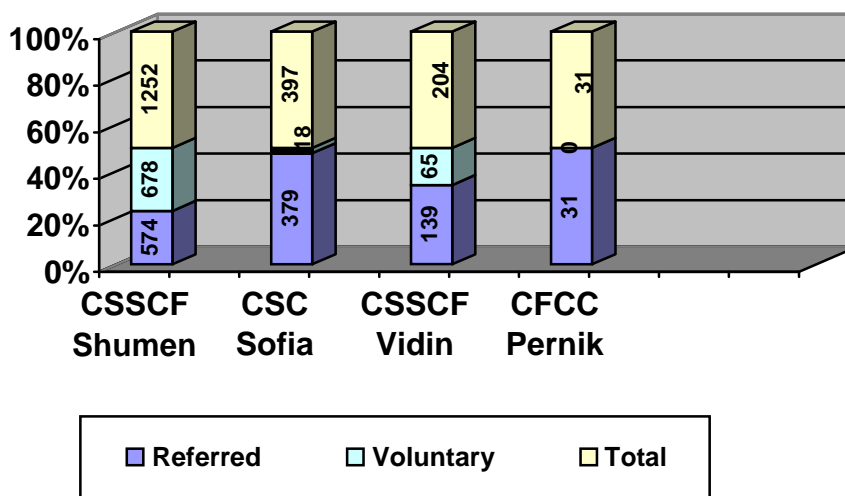
Particularly significant results we achieved in our work on prevention of abuse against children and the development and dissemination of child-friendly justice practices.

We continued to improve the capacity of those working in the field of social inclusion of children and families at risk through training, supervision and methodological support.

All our success has been achieved due to the efforts of the whole SAPI team in the country who work with the right attitude and professionalism!

I. THE DEINSTITUTIONALIZATION OF CHILD CARE IN BULGARIA remained a top priority for SAPI in 2012

SAPI total cases for 2012



The total number of users of the social services provided by centres ran by SAPI was 1884, of which 848 were individual case work. In comparison to the previous year, a 20% growth of users

is reported. The tendency to work on cases that exceed the capacity was retained, especially in Sofia and Shumen.

1. We believe that every child aged from 0 to 3 must be raised in a family environment and should not be placed in any form of residential care.

In partnership with UNICEF Bulgaria, government and local partners we effectively *closed the gate to the DMSGD (the Infant Home) in Shumen and stopped the transfer to other institutions.* The SAPI's contribution was significant in providing a new package of support services to families at risk for prevention of abandonment, which together with the development of foster care for babies closed the entrance to the residential institution.

More than one third of the children went back to their families, more than 120 families at risk of abandoning their children got support as early as from the moment of birth.

More than 100 children from infant homes were placed in foster families, selected, trained and supported by the team of CSSCF Shumen. *For the first time in Bulgaria more than 30 newborns were placed directly from the maternity hospital.*

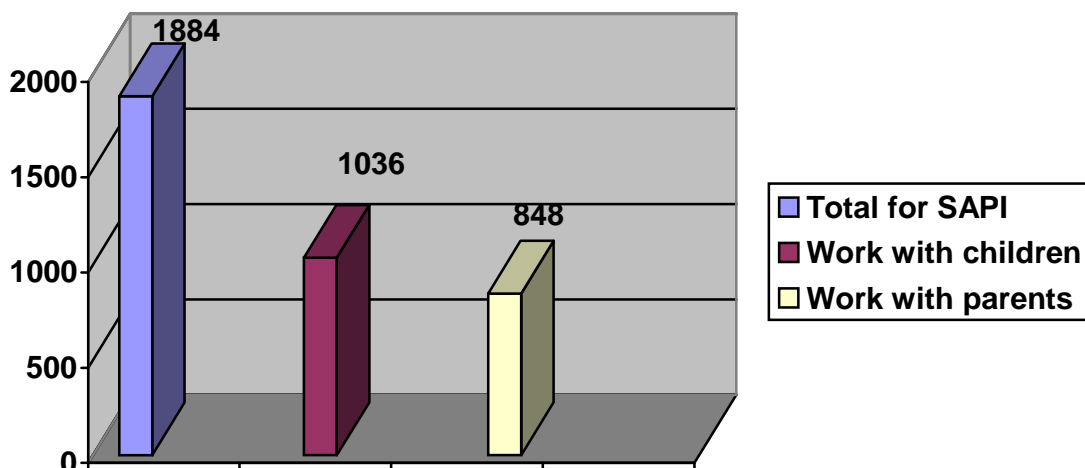
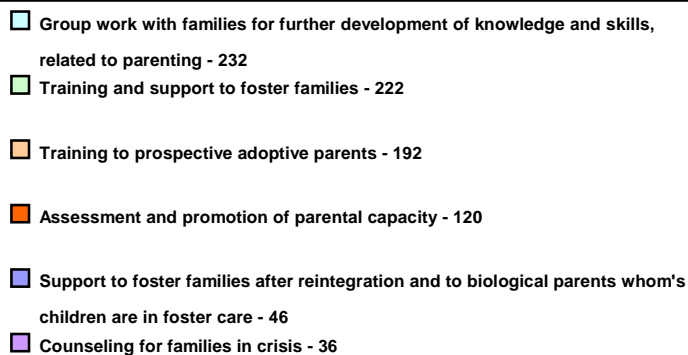
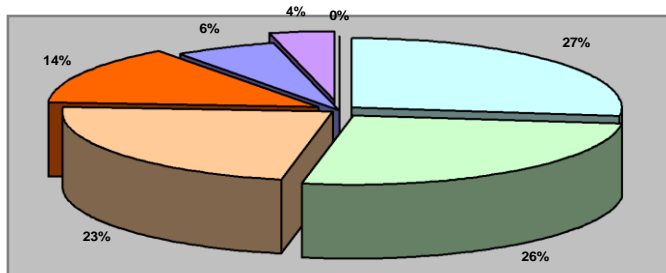
The support for children aged 0 to 3 was provided also at the centres in Sofia, Pernik and Vidin.



Research undertaken by SAPI and ISS showed that *the children placed in foster care from the DMSGD had serious delays in their physical, emotional, cognitive development*¹. More than two-

¹ Study of the impact of foster care with 70 children aged 0-3 removed from DMSGD, SAPI, 2012.

Work with parents



thirds had signs of fake autism and institutionalization. The change in the foster care is demonstrated in all areas, mainly in the emotional sphere, in the nature of attachment.

1.2. SAPI perceives the protection of children in family environment and the alternative care, including foster care as co-parenting. The support to each child happens with the participation of their family.

The centres for social services² which are managed by SAPI persistently introduce such an approach to the protection of children at risk that does not replace the family, but takes over just those care aspects and functions and that the family is temporarily unable to perform.

This year we recognize that we have achieved sustainability and the figures show that the support for the adults was 45%, compared to the total number of clients. **Voluntary clients comprise a total of 760, accounting for a 20% increase compared with the previous year.**

² SAPI strictly performs the contracts with municipalities – Sofia, Shumen, Vidin, Pernik and Pazardzhik Municipality, as a licensed provider of social services.

We successfully expand the scope of services in the Complex for Social Services for Children and Families (CSSCF) in Shumen for the seventh consecutive year, we develop more and more successfully the CSSCF in Vidin. In Pernik we continued to develop the foster care in the regional centre, together with the Foster Care team under “I have a family too” project of the MLSP in Vidin municipality. The Metropolitan municipality signed a new three-year contract for the management of the Community Support Centre (CSC).

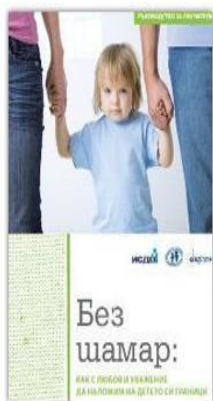
We could not continue managing the CSSCF in Pazardzhik, although we created the complex and in the course of six years we invested in its sustainability, specialized training and team building. The Municipality assigned the services to organisations run by municipal councillors from the Mayor’s quota.

160 in total are the foster families who support the SAPI foster care teams. Compared to the previous year, the number has increased by 55 families.

SAPI teams have trained nearly 200 candidates for adoptive parents, which is 12% more than last year.

The mobile work in the community, together with the partners from Family Counselling Centre (FCC)³ and the health mediators, had major contribution to the work on prevention of abandonment in Shumen and Vidin. During the year a representative from the CSC Sofia continued to participate in the mobile team of the Metropolitan Municipality to identify child beggars on the territory of Sofia.

“Good enough” parenting is the best prevention of neglect and abuse. In 2012, SAPI intensively endeavoured to support good parenting through the programmes “Workshop for parents”, **“Positive parenting”**⁴ which started as an outreach service in the Roma neighbourhood “Nov Pat”. Workshops for parents of young children were held in Sofia, Shumen and Vidin⁵. In addition to parents of children aged 0 to 6 years, the campaign was also targeted at professionals working with children. “Slap-free parenting – how with love and respect to set limits with our child”.



II. SUPPORT TO CHILDREN AT RISK AND IN ALTERNATIVE CARE

2.1. The children at risk and children in alternative care are children who are victims of various forms of abuse – abandonment, neglect, physical abuse, sexual abuse. The current system does not recognize as abuse victims the children in alternative care, children with challenging behaviour, and children at risk of dropping out of school.

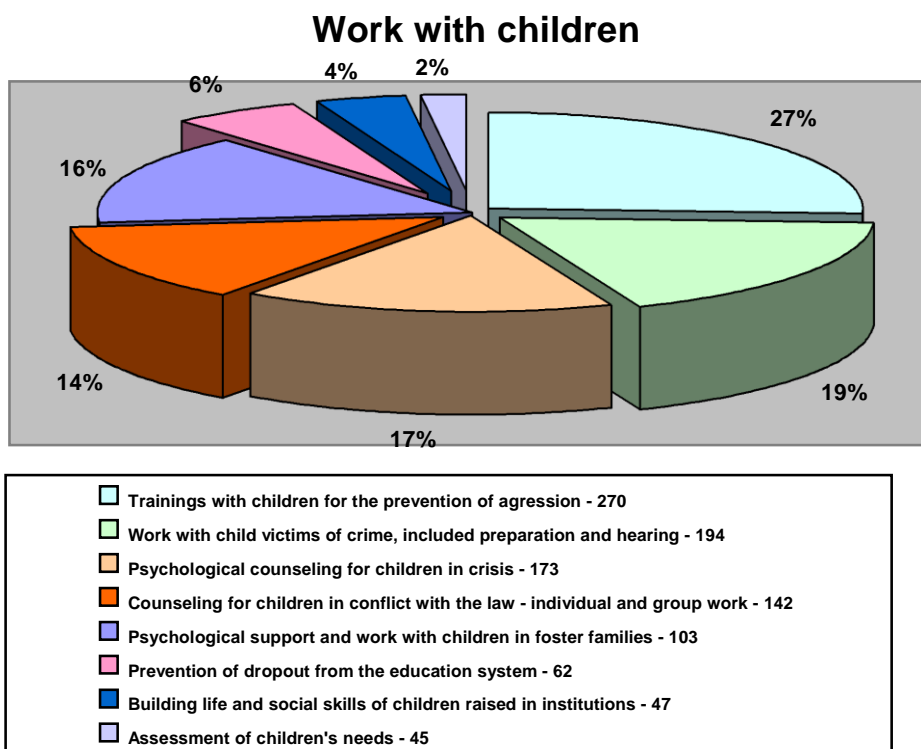
2.2. The support to children is based on individualised assessment of their needs and is preconditioned by their best interest. *The resilience approach conceptualises our efforts primarily via the understanding that aggression should be replaced by words. 1036 individual assessments and the same number of individual support plans* were discussed and drafted with the children.

⁴ In 2012 were invested significant resources in building the capacity of SAPI specialists for violence prevention and work on cases of child victims of violence within the “Smack-free home for every child” project under EC Daphne Programme, “Childhood without Abuse” and “Hear the Child 2” projects funded by the OAK Foundation and the “The child witness with special needs” project financed by the “Fundamental Rights” programme of the EC.

⁵ “Home without abuse for every child” under the EC Daphne Programme, “Childhood without abuse” project.

2.3. We may define as highly successful “It’s better to talk” programme with children from the Home for Children Deprived of Parental Care (DDLRG) “Assen Zlatarov”⁶ and with children in foster care. We talked with the children about violence among themselves and how can one substitute it with words. Compared to the previous year, in 2012 we have worked with **many more children placed in foster care**.

2.4. The **ateliers for children** are very well accepted by the children form of work – they develop communication skills, life and social skills, motivation for attending classes.



2.5. The **outings⁷ with children from the DDLRG “Assen Zlatarov” in Sofia** were an innovative and successful form of response to the needs of children in alternative care for meaningful contact with adults and with the world. The children had packages “Museum of Archaeology and pizza”,

⁶ “Improving the quality of child care in DDLRG “Assen Zlatarov” project.

⁷ Improving the quality of child care in the DDLRG “Assen Zlatarov” project.

“Museum of History and restaurant”, “Natural History Museum and confectionery”, etc. Small groups (4-5 children) with two adults conducted these outings for the purpose of ensuring communication and individualisation of the meetings.

2.6. We continued using **mediated meetings** as a method to support children in their meeting with a parent with whom the contact was broken for various reasons; in 2012 increased the cases of the so called PAS syndrome in divorce cases. Often such are the meetings with birth parents of children in alternative care. **Through projects⁸ under the “Justice for Children – Prevention of Abuse” SAPI co-finances the activities of the Community Support Centre in Sofia** run by SAPI.

2.7 In 2012 the **crisis placement of children** continued to be the best alternative for the child victims of violence. *A total of 55 children and 6 mothers have been supported at the Centres in Shumen and Vidin.* In 81% of children who benefited from the support we have achieved successful reintegration – the children were returned to their families or placed in kinship care, 15% of the children were placed in foster care and only 5% were institutionalised.

2.8. The **crisis intervention is one of the innovative⁹ services** for SAPI that has grown rapidly at the CSC Sofia and CSSCF Shumen. A team of specialists from CSC Sofia *conducted crisis intervention for persons who suffered from the earthquake in the town of Pernik.* Over 150 children and adults looked for support in individual and group counselling sessions. A team from the CSC conducted *crisis intervention for children at “Assen Zlatarov” institution* after media coverage of cases of HIV-infected inmates. The specialists in Shumen conducted crisis intervention for children in VII grade at the school in the village of Dibich in connection with the death of a child from the class.

2.9. The **psychological counselling** holds the largest share in the referrals we receive for working with children. One may notice a **tendency for increase in the number of children who are experiencing crisis in the adopting families** and need extensive work with a psychologist.

10. In 2012 SAPI contributed to raising children's awareness about their rights when involved in legal proceedings, as well as to improving their awareness of protection in situations of abuse.

⁸ “Fundamental Rights and Citizenship” Programme of the European Commission within the scope of “Protecting the right of child-victims of crime to psychological assistance and child-friendly interviewing procedures” project.

⁹ The team received specialised training in the framework of the “Protecting the right of child-victims of crime to psychological assistance and child-friendly interviewing procedures” project under the “Fundamental Rights and Citizenship” Programme of the EC.



11. In 2012 SAPI contributed to enhancing the competence of the professionals who work with child victims or witnesses of violence and their families.

Established was a network to provide **support to professionals working with child victims of abuse** and to strengthen their competence. In 2012 SAPI continued the delivery of the launched in 2011 200-hour *training¹⁰ for social workers and psychologists* from Social Service Complexes, Community Support Centres, Crisis Centre and other services throughout the country.



Publication:

Network of professionals working with children, 2012

III. SUPPORT TO CHILDREN INVOLVED IN LEGAL PROCEEDINGS

¹⁰ In 2012 was finalised the 200-hour training under the “Protecting the right of child-victims of crime to psychological assistance and child-friendly interviewing procedures” project funded by the “Fundamental Rights” Programme of the EC. This project involved social workers and psychologists from the CSC from all over the country and members of the Mobile team for interviewing children who are victims or witnesses of crimes.

In 2012 SAPI experts took part in working groups at the Ministry of Justice to discuss the action plan for implementation of the Concept about the public policy in the area of juvenile justice (2012 – 2020). We were also involved in the development of the Abuse Prevention Plan 2012 elaborated by the SACP.

Since 2008 SAPI is the only non-profit organisation lobbying and working¹¹ towards legislative change and introduction of child-friendly procedures for preparing and hearing of minor and under-aged children.

In 2012 SAPI contributed to the formation of adequate policies for child victims or witnesses of crime, law enforcement in line with the best interests of the child and ensuring children's rights in accordance with the international standards¹².

Introduction of a multidisciplinary approach through Standards for questioning of minors and under-aged involved in legal proceedings. These were elaborated with involvement of judges, prosecutors and experts in the social domain. The **standards** were consulted with users, professionals and institutions operating in the judiciary and child welfare systems. They were officially presented and proposed for introduction in the practice of the Office of the Prosecutor General of the Republic of Bulgaria and of the State Agency for Child Protection.



Publication:

How to conduct questioning of a child.

Manual for experts participating in questioning of underaged witnesses 2012.

Introduction of a multidisciplinary approach by implementing multidisciplinary training programs for police officers, magistrates, social workers. In 2012 were held the first **pilot trainings for investigative officers under a program** designed in collaboration with experts from the Police Academy, Institute of Psychology of the Interior Ministry and a prosecutor from the Sofia Regional Prosecutor’s Office. The first regular training course within the framework of this program

¹¹ “Hear the Child”, “Hear the Child II” projects funded by “OAK” Foundation.

¹² The pilot practice of SAPI fully complies with the provisions of EU Directive 2012/29/EU.

was held at the Police Academy. In 2012 SAPI continued to deliver trainings at the request of NIJ and other organizations for **training of magistrates**.

For the first time in the country interviews of children are now conducted by specially trained experts, following a specialized methodology for questioning children through the **established National specialized mobile team for questioning/hearing of children involved in legal proceedings**. In 2012 SAPI managed to expand the composition of the **mobile child-questioning team** – the team operates at national scale since 2011 and comprises specially trained psychologists and social workers. In 2012 within the framework of an established “Experts Club”¹³ were held ongoing **trainings of the Mobile team**. **The total number of children** who have undergone child-friendly procedure in 2012 was 20. Currently these **innovative services** are funded under SAPI projects¹⁴ and partly by the state budget through the state delegated services at the CSSCF or CSC, which puts at risk their sustainability.

Continued were our efforts to establish special premises for hearing child victims or witnesses of violence in other towns throughout the country. In 2012 was launched the opening of new specialised rooms for interviewing children in the towns of Stara Zagora, Blagoevgrad, Vidin and Rousse. The choice of towns in which the organisation supported the setting up of such premises and the development of local capacity through training of the teams and supervision was carried out after announced competition within the framework of “Hear the child” project. Plovdiv Municipality launched the fifth specialised room for interviewing children. SAPI team supported the efforts of our colleagues from Plovdiv. In 2012 SAPI established a second specialised room for interviewing children in Sofia in the building of the Community Support Centre – **Sofia**.

We made the first steps towards achieving a common approach to the child with **psychologists who, at the request of the court, draw up expert opinions concerning child victims or witnesses of violence**. The meeting identified the need for a very serious effort.

Changing the attitudes towards the introduction of a child-friendly juvenile justice continued to be a key operational task for SAPI through series of roundtables in all regional centres, trainings and involvement of the organisation’s experts in various presentations, workshops and training sessions at the request of other organisations.

The lack of data and information on the involvement of children in legal proceedings still remains as a key problem. In 2012 SAPI undertook a study of the current situation in respect of

¹³ “The child – witness with special needs” project funded by the Criminal Justice Programme № JUST/2010/JPEN/AG /1561 30- CE041873/00-05

¹⁴ “Hear the Child II” project

interviewing children in two regions – Pazardzhik and Shumen, where special rooms have already been set up. Reviewed were 51 case files on child abuse, and the current practice of the judiciary authorities and their attitude towards children as victims and witnesses of crime was analysed. The research findings will be presented in 2013 and will be used to target improvements in the local child-questioning practice.

In our opinion, the most serious problem in this field is the **slow transition from pilot to mainstream practice**. For this to happen, it is necessary to adopt legislative amendments to the Child Protection Act so as to set forth requirements as regards participation of children in legal proceedings, adoption of Standards for questioning of children, ensuring sustainability of the services associated with hearing, institutionalisation/ certification of the mobile team. It is also critical to extend the specialised facilities throughout the country. It is especially important for this whole process to be based on children's participation.

IV. QUALITY AND PROFESSIONALIZATION OF THE SAPI OPERATION

We received “**top-quality of service**” feedbacks from: the State Agency for Child Protection (SACP) – experts from “Control on the Rights of the Child” carried out planned inspections for compliance with the quality requirements for the “Crisis Placement Centre” service in Shumen, Sofia and Vidin. **The conclusion of the inspection reports in Shumen and Sofia is – the services are provided in compliance with all standards as per the Ordinance on the Criteria and Standards for Social Services for Children and with high quality and are recommended as best-practice model facilities.**

Leading international experts have praised the quality of SAPI’s work. The CSC in Sofia was visited by Boris Cyrulnik – French neuropsychiatrist and Jean Claude Le Grand, Regional Director of UNICEF Geneva to discuss the quality of foster care. Mark Beukema – Director of Programs at the WWO International Foundation (Worldwide Orphans Foundation) and representatives of UNICEF and Kirsty Maddie, deputy regional director of UNICEF for Central and Eastern Europe and the CIS countries and Tanya Radocaj, UNICEF Representative in Bulgaria met in February with the foster parents in Shumen. After this meeting and visit at the CSSCF Shumen, it was concluded that **high quality foster care is provided** in Bulgaria.

Boris Cyrulnik at a meeting at CSC in Sofia



Miriama Diallo, attaché of the Embassy of France at a meeting with with the team of CSSCF Shumen



*Mark Beukema and Kirsty Maddie /
CSSCF in Shumen*



Participants in the annual meeting of the EUROCHILD visited CSC Sofia and became acquainted with its services. At this meeting as well as at the International Conference of **IFCO** was presented the experience of the organisation in the development of foster care for babies,.

SAPI teams are working in collaboration with international experts. Specialists in the work with child victims of abuse from Shumen, Sofia and Vidin participated in an international supervision – supervisor Dr. Anu Aromaki – Stratos, Abo Academy University, Turku, Finland.

The Second International Conference on **Child Victimization, Dimensions and Prevention** held in November 2012 in Sofia triggered great interest and turned to be a real success. The conference was organized with the kind cooperation of the Ministry of Justice and Deputy Minister Velina Todorova made a special presentation: *First steps in the reform of justice for children*. Speakers at the conference were **international speakers** from France and Finland. The conference was attended by about 200 participants from Sofia and other towns, as well as by international experts in child hearing. For the first time the organisation was able to attract volunteers for the logistics and holding of the event for which we are extremely grateful to them.



Second International Conference on “Child Victimization, Dimensions and Prevention”, 29-30 November 2012. Princess Hotel, Sofia



Deputy Minister of Justice Mrs V. Todorova



r. Anu Aromaki-Stratos, psyc Abo Academy University, Turku, Finland

The second day of the conference was devoted to parenting and abuse prevention. Special guest speaker was Prof. Jean-Pierre Pourtois, University of Mons, Belgium, one of the leading specialists in the field of resilience and application of its concepts in “bienveillance”, or good attitude as a principle and method of operation. Assoc. Prof. Nelly Petrova presented a report on the shared parenting as key concept applied at SAPI when working with families.

During his visit to the Complex for Social Services for Children in Vidin, the U.S. Ambassador James Warlick stated “*The Social Service Complex for Children and Families is one of the best in the country and may serve as a model for other municipalities.*” **International delegation comprising representatives from Kyrgyzstan and Uzbekistan involved in the child protection network** got acquainted with the SAPI’s experience during a visit to the Community Support Centre in Sofia.

In 2012 SAPI launched its own **in-house career development system** enabling professional growth of the experts regardless of the organisation’s vertical structures. The system provides for several stages of career development – social worker, social worker – expert and social worker – consultant.

Methodological support and supervision for the professionals remains an integral feature and guarantee of the quality. SAPI is an organisation which not only provides social services, but is keen on up-keeping the quality of work in service provision. The quality is ensured by monthly supervision for every specialist and there are standards developed for one individual and one group supervision. **Methodological support and supervision of the SAPI team – 1152 hours. Supervision of foster parents – 68 hours.**

User participation is a key factor in quality assurance. We continue being guided by the **user feedback, the Council of Service Users** retains its function as a community-based authority in

the management of local services. We sustained the **innovative approach introduced during the previous year – participation of children in the Council of Service Users.**

Parents state, *“We feel more relaxed, as our children began to share with us”*; *“if necessary, we will know where to go”*.

We keep developing creative forms of career growth. The established *“Development” Club* in Shumen and *Literary café in Sofia* proved as effective forms of professional development of teams. These initiatives grew into professional forums for exchange of new and interesting information in the socio-psychological domains. We introduced innovativeness with the *Child Study Laboratory* which brings together professionals from different institutions in intervision discussion groups and indentified topics for the individual meetings. During the year in Sofia and Shumen were held 15 such meetings. Representatives of the SACP, SAD and other NGOs in the capital city gained the reputation of well-established participants in the laboratory.

Services managed by SAPI extended **the possibility for students and professionals, as well as social workers from other social services, to gain professional and practical experience.**

Through its work¹⁵ SAPI contributed to the communication between representatives of different institutions – CPDs, SADs, Adoption Panel at the RSAD, DDRLG, DDUI (Home for Children with Disabilities) and district court judges. The setting up of multidisciplinary and inter-institutional groups and the professional capacity building was possible through carrying out specialised training modules with total duration of 128 hours¹⁶.

SAPI is an organization providing training and supervision at the request of other organizations. In 2012 we delivered 360 hours of supervision and training of other organisations on project basis. To professionals in alternative care were provided a total 124 hours training¹⁷; invited to participate in these were also social workers from CPDs in Sofia. The courses were attended by 28 employees of DDRLG and 14 representatives of the CPD in Sofia, SACP and ASA (42 in total).

At the request of ASA were delivered 254 hours of training¹⁸, of which 96 hours for the newly established Foster Care Panels at the RSAD. The training involved representatives of 81

¹⁵ “Strengthening the capacity of those working in child protection in the region of Shumen” project financed by UNICEF.

¹⁶ “Child Development and consequences of institutionalisation”, “Social Work with Families”, “Case management in social work with children and families”, “Child-friendly hearing of children and children’s participation in legal proceedings”, “Making a decision about the best interest of the child”

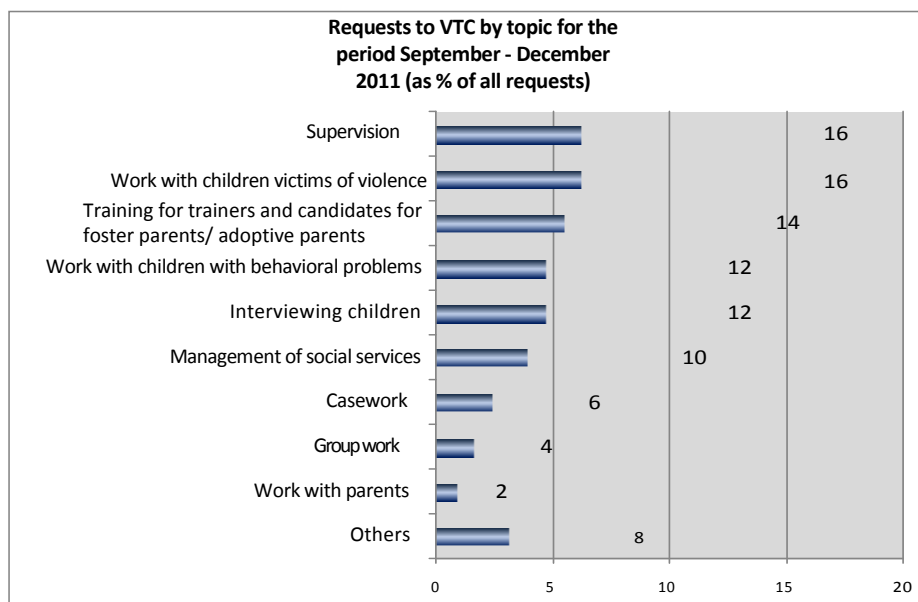
¹⁷ Under “Improving the quality of child care in the DDRLG “Assen Zlatarov” project financed by the “Social Assistance” Fund.

¹⁸ Under the “Foster Care Resource Centre” project financed by UNICEF in conjunction with the “I have a family” project - HRD OP.

municipalities. Foster care providers had received 62 hours of training. In 2012 for the teams¹⁹ of Family Counselling Centre in Shumen were delivered 64 hours of training in total, which was attended by 18 experts.

Requests to the VTC (Vocational Training Centre) by topics for the period September-December 2011

Chart 1. Requested training topics (as % of all requests)



One of the successes of SAPI in 2012 was the implementation of a requested in advance Indicative Programme of six training courses with recruited trainees. (See Chart 1.)

As a result of the proposed program in 2012 the VTC delivered **580 hours** of training to 160 professionals.

For the first time in Bulgaria was held continuous training based on standards of competence for supervisors, which had a duration of 220 hours of which 128 – theoretical training and 92 hours – practice. The participants were short-listed on the basis of the documents and interviews, prior to the establishment of the group which comprised 16 professionals in the field of social work. Training of supervisors in the “Blue Room” in Shumen, where they observe the development of skills through one-way glass together with the trainer Assoc. Prof. Nelly Petrova.

¹⁹ Under the “A Family for Every Child” project, UNICEF



In 2012 SAPI carried out two studies – “Is foster care really better for the children?” and “Evaluation and comparative analysis of communication and coordination of the various activities in implementing the National Strategy “Vision for the Deinstitutionalization of Children in Bulgaria”.

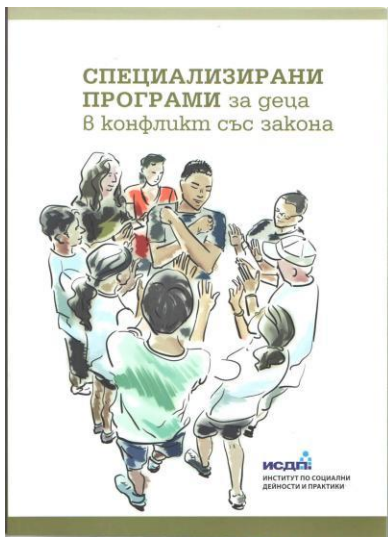
The study “Is the foster care really better for the children?”²⁰ demonstrated unequivocally the positive change for the children in foster care. As a result of the research findings, in addition to **better justification of the development of high-quality foster care, and the need to minimize the stay of children in institutions, it became possible amongst other things to better plan the support for foster families and children in foster care.** The study findings were presented by Assoc. Prof. Nelly Petrova at the 6th International Foster Care Network Conference in Zagreb in September 2012.

The study “Evaluation and comparative analysis of communication and coordination of the various activities in implementing the National Strategy “Vision for the Deinstitutionalization of Children in Bulgaria” **contributed to improving the communication and coordination among the key actors in the process of deinstitutionalization. Our involvement in the study contributed amongst others to the establishment of SAPI as an organisation with forefront expertise and commitment to the deinstitutionalization in the country.**

Publications:

In 2012, within the projects implemented by SAPI were issued the following series of manuals for professionals, training aids and reports.

²⁰ The study was accepted for publication in the 2012 Yearbook of Sofia University “St. Kliment Ohridski”.



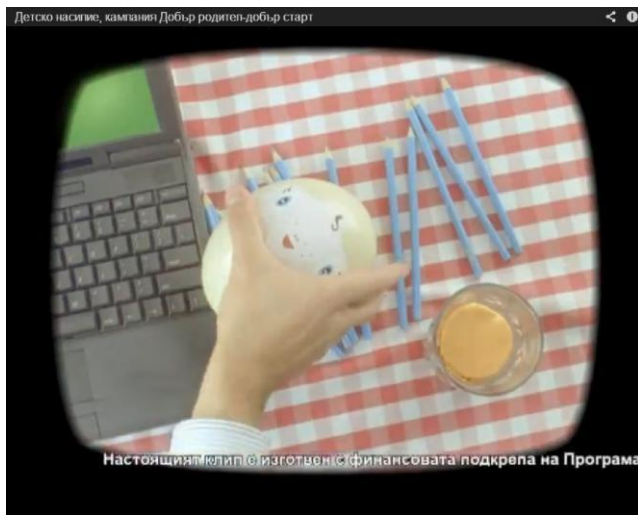
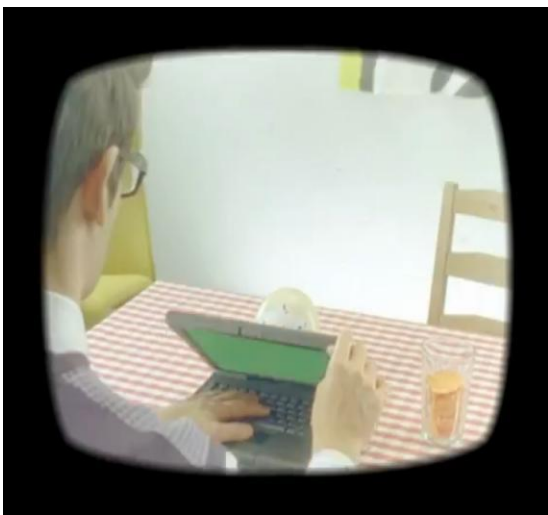
In 2012 SAPI paid particular attention to the prevention of the use of corporal punishment with the smallest children, by adapting and developing training films to be used as supplements to “Slap-free parenting” training program for parents.

“**The wonderful world of parenting**” is aimed at parents of children aged 0-2 and expecting parents. The film covers issues such as Shaken Baby syndrome, prevention of the use of spanking and strategies for coping in situations when the child is crying and the parents do not know what to do.



Educational materials for the “Rainbow– Rights Against Intolerance – Building an open minded world” project. Within the project we adapted 7 short films and a guidebook for work with teachers and students, with the aim to talk about different sexual behaviour and build tolerance from an early age to respect the diversity in sexual orientation.

The “**Good parent-good start**” campaign – radio and video spots were quite successful.



The campaign was launched in May 2012 and aims to raise public awareness and awareness of parents of young children to the negative effects of corporal punishment, as well as to provide information on methods of dealing with aggression on children. The campaign was supported by the bTV, Fox International Channels, 6 Optimum Media Group radio stations and 3 Emiss Bulgaria radio stations. The campaign was promoted in Sofia, Shumen, Vidin and Pernik, where information meetings were held with parents on this topic.

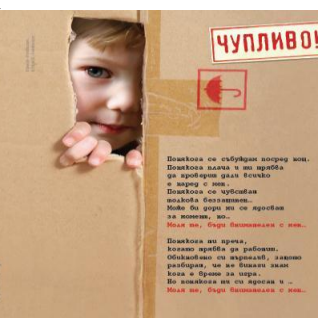
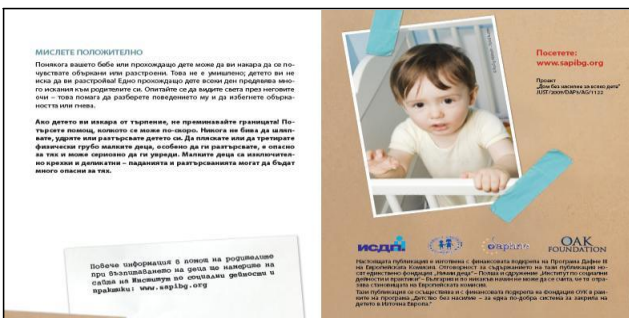
Campaign materials:



Poster



Sticker



SAPI HUMAN RESOURCES BY 31/12/2012

- 79 people with employment contracts
- 5 experts and other with service (civil) contracts
- 7 interns
- 5 volunteers
- Total: 96 persons

Based on full-time employment contract at the headquarters of SAPI – Sofia

Executive director – 1; Programme Director – 1; Coordinator and programme assistant – 1; Project

Managers – 3; Accountant – 1; Assistant for management of European projects and programmes – 1; HR organiser – 1; Programs and Projects Expert-Assistant – 1;

Based on full-time employment contract within the structures of SAPI – at the CSCs in Sofia, Pernik, CSSCFs in Shumen and Vidin – **Directors – 3; Psychologists – 5; Social workers, including Heads of Sector – 51; Treasurer-stewards – 3; Technical and support staff – Receptionists – 3; Hygienists – 2; Drivers – 2; Volunteers in the Complex for Social Services in Shumen – 5; Experts and other staff based on service (civil) contracts – 5; trainees – 7.**

FINANCIAL STATUS OF THE ORGANIZATION

SAPI	2011	2012
Revenues from non-profit activities	1,750,336	1,495,778
Expenses for non-profit activities	1,723,416.78	1,460,054
Revenues from business operations	20,411.01	31,840,69
Expenses for business operations	13,905.61	31,073.26

The report was drafted by:

Nelly Petrova, Chairman of SAPI MB

Veneta Gospodinova, “Social Services” Programme director and director of CSSCF Shumen

Nadia Stoykova, “Children and Justice – abuse prevention” Programme director

Eli Manasieva, “Education, Research and Methodological Assistance” Programme director

and with the support of all SAPI experts, project coordinators and heads of service centres.

Sofia, 2013