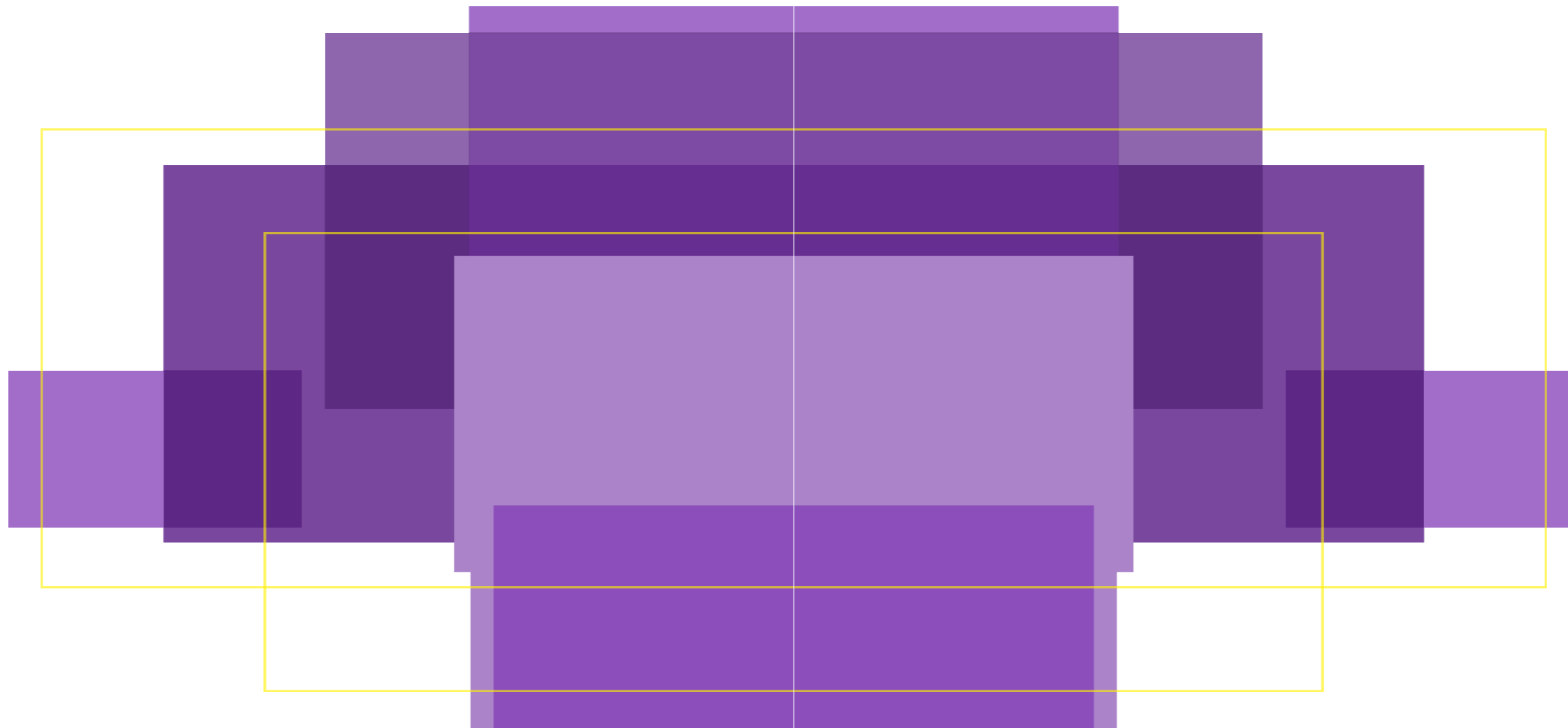


Annual Report
2018
Medica Gjakova





Annual Report



Medica Gjakova

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Foreword by the Executive Director



Mirinda Sada

The year 2018 was successful year for Medica Gjakova (MG), the efforts for respecting and promotion of women's rights, with emphasize, survivors of sexualized violence during the war in Kosovo and aftermath, has been reaffirmed through double strategy including basic-level activities (direct services) as well as activities developed on social and political level.

MG continuously provided holistic and trauma-sensitive psychosocial support, gynecological care, and legal advice, income generating activities as well as advocacy and awareness raising activities regarding sexualized and gender-based violence on a societal level.

In February 2018, as a result of strong MGs and the partners, advocacy, lobbying and direct pressure, the application for verification and recognition of the legal status of survivors of sexualized violence during the war in Kosovo commenced for the first time. This social category was recognized by the status of civilian victims of war and the right to a personal pension.

2018 MG continued implementation of programs to improve livelihood opportunities by enhancing (self)employment opportunities for women survivors (including female family members) of SGBV and returnees in Western part of Kosovo. Through, creation of opportunities and employment possibilities in the fields of agriculture, dairy products, drying fruits and herbals, tailoring, culinary/catering and hairdressing and

education (trainings, mentoring) for women survivors of SGBV and returnees. These activities are accompanied by psychosocial counselling. Economic empowerment for target group would directly influence to the social inclusion and combating stigma.

In 2018, the MG launched the: “Be my voice” campaign, which aimed to sensitize the society about the link between war-related sexualized violence, SGBV in general and gender roles. “ Be my Voice” campaign especially emphasise the membership of survivors of sexual violence in the society, community and the family. “Be my Voice” contribute to restore dignity of survivors. Furthermore campaign contributes to an easier access for survivors in applying for the recognition of their status as a survivor of sexual violence.

2018 MG started with new program on the Transnational Health Training Programme (THTP), with the aim to improve access to stress- and trauma sensitive health care services for women and girls affected by SGBV during the conflict in Kosovo. There are three main components of the project: Qualification of health care professionals; Institutionalisation of stress- and trauma-sensitive health services and International networking and advocacy work.

Through the last year MG has organized various awareness raising campaigns on women's rights and promoting an equal social status.

Medica Gjakova will continue to work uncompromisingly, believing that all survivors of sexualized violence during the war in Kosovo and aftermath have an inalienable right to rehabilitation and integration in all aspects of vital life and that our mission is to support them in this regard.

Our professional cooperation with our main partner

organization medica mondiale, other partners, and international donors, national institutions in local and national level has made our results tangible and measurable.

So, we would like to thank all our supporters and collaborators for their professionalism. Medica Gjakova is strongly committed in our joint mission in improving the health of survivors of SGBV, advancing their rights and their integration in society.

Mirinda Sada , Executive Director

About Medica Gjakova

Vision: Women and girls in Kosovo live in a society free of violence, respected and in dignity.

Mission: improving the rights and status of women and girls in Kosovo, survivals of the sexual and gender-based violence during and after the war, through direct inter-disciplinary psycho-social, gynecological, and legal services, economic initiatives, and advocacy programs to improve the policies and legislation for women and girls.

Values: respect for human rights ; Dedication to the cause of women human rights ; Confidentiality dealing with cases ; flexibility when dealing with different cases , Cooperation with main stakeholders is the key to success.

Women Association Medica Gjakova is established on July 2011 as a local/Kosovar NGO by a group of dedicated people who have been working together since August 1999 in Gjakova and its surroundings under the umbrella of Medica Mondiale. The organization's mission was “to improve the mental and physical condition of traumatized women with emphasis on women survivors of sexual violence during the war in Kosovo and the impact on social policies in supporting of women's survivors welfare and their integration in all vital areas”. In order to achieve the mission, the Medica Gjakova management and professional staff have adopted a strategy including basic activities-- psychosocial, gynecological , legal counseling and economic empowerment services--as well as social and political activities aiming at increasing the awareness of society and government regarding the difficult situation of women victims of war crimes and the need for policies to ensure women's welfare and social integration. This way, Medica Gjakova has helped women to overcome the significant social stigmatization and to break the taboo themes that directly affect the respect for women human rights.

Vision:
Women and girls in Kosovo live in a society without violence, where they are treated with respect and dignity.

Support to Women survivors of Sexual Violence

Support to Women survivors of Sexual Violence
As result of good accessing strategy of MG, It is obvious that clients were willing to participate in group sessions and they constantly emphasize that participation in the group away them from the stress of everyday life, and felt much better after the group session. These group sessions have positively influenced the perception of clients for themselves, for the area where they live, and change the behaviors that are not desirable for them and their family members and community. Other positives is that some of the clients after several group sessions didn't hesitate to talk about the topic that has been taboo, and meantime seek for help regarding the difficulties they face in important sectors of the life.



The targeted women are much more open to discussions, comments and suggestions for certain topics in groups and as individuals. They are very aware of physical well-being, emotional and social of their lives, always compared with the beginning of counseling, they are very grateful.
Women are able to evaluate their work and support of the MG. They are grateful and say:

“I know the place where I can come to speak freely about my problems without being judged and that no words of mine will be misused - all that is spoken here remains”

Psychosocial sessions (PSYs) new groups of women recovered their mental and psychical health, thus strengthen women to take care of themselves, their family members as well as to be able to integrate into the society. As these women, manly have never got psychosocial support since after the war, it was quiet difficult to make them understand the importance of this kind of support, not only for them personally, but also



for their family members and environment they are surrounded with. Educational, meetings for economic motivation and relaxation Psychosocial Groups' sessions are offered groups of women.

The total number of new psychosocial groups of women is 16. They include 120 beneficiaries (6-8 women per group) of psychosocial support.
The psychosocial group sessions offered to new psychosocial groups of women is organized in the villages, towns and MGJ Center. Women of the new above mentioned psychosocial groups are offered 135 psychosocial group sessions in total. From the total number of women beneficiaries of new groups of psychosocial support:



Groups	Location of held psychosocial groups' sessions	Total PSYS	Beneficiaries
8	Villages	103	57
2	MG Center	55	49
6	Towns	76	47
16	Total:	234	153

- 165 are rape survivors, or 91.2 %;
- 21 suspicious cases, or 8.8%;

Individual psychosocial support for women survivors of SGBV

Aiming to recover the mental health and reduce the symptoms of trauma caused by experienced sexual violence and other SGBV forms during the war in Kosovo and aftermath, the professional psychosocial staff of MG offered also individual psychosocial sessions to women survivors of SGBV / beneficiaries. The sessions are held in villages (women's houses); in towns and in MG center.

Among the number of individual psychosocial sessions offered to women beneficiaries individually are included two groups of women. One groups of individual psychosocial sessions' beneficiaries are women that were either refereed by other women, co-villagers, any of their family members, partner organizations, MG's gynecological department, women met during visiting the villages and towns for establishing the groups of women, and /or women coming to the center to ask for support on their self-initiative. The other individual cases include women who are also members of groups of women but need to be supported individually too, so from now on they are called "individual women coming out of the groups of women".

During this period of time in total 511 individual psychosocial counseling are offered to 78 individual clients (the number changes through the implementation period, because during the project time some individual cases joined to groups of women, in other cases there were women of the groups who requested individual counseling, mostly in crises periods, or after flashbacks). 59 psychosocial counseling are held in women's houses in their villages, 176 in towns, while 276 sessions in MG Center.

Place	No.of individual sessions	No. of beneficiaries
	2018	2018
Villages	59	78
Towns	176	
MG Center	276	
	511	78

Family and Couple sessions

Professional staff of MG have begun to offer Family and Couple psychosocial sessions, these services are something new in our society, however, although with difficulty, are very well accepted by the target Families and Couples. Professional staff of MG is constantly working on constructing the bridge of trust and security in order that targeted families and couples to feel comfortable.

We constantly worked on increasing the value of psycho-social counseling, because unfortunately we live in a low economic standard and all requirements and desires of clients are based on material values and material benefits often made us meet difficulties in enhancing the value of psycho-social counseling.

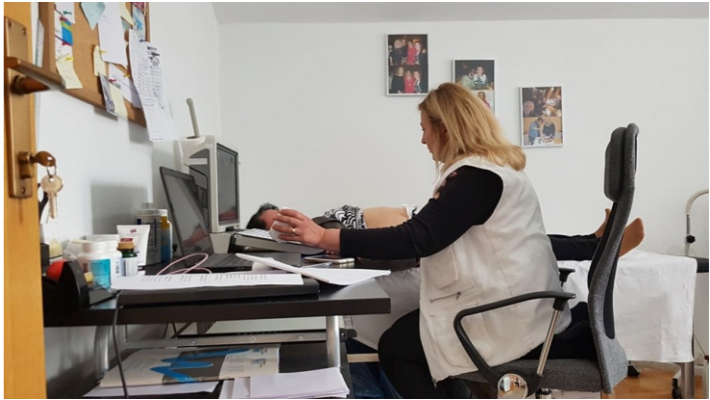
There are 14 couples that participated in 56 couple sessions and 8 families that participated with 28 family sessions.



Gynecological services

Gynecological sector had positive impact on the health of patients, with regular health education were women raised the awareness about physical health, reproductive health, risk of various infections etc., checkups and pap tests. Women were very satisfied with the services and behavior of Gynecological team. Gynecological team offered 547 individual gynecological health consultations. From them: 488 where made in stationary ambulance of MG and 59 in field.

Gynecological sector also offered 710 check-ups to 510 patients, out of this number of check-ups were made 174 pap-tests. Total number of beneficiaries of gynecological services is: 1,057 women and girls, (included individual check-ups and beneficiaries of gynecological health services, educative sessions and individual consultations.)



Total women beneficiaries from gyn.sector	No of women patients	No of visit/.check ups	No. of counseling health sessions	No. of women beneficiaries from educational sessions
1,057	1,057	710	547	120

Legal services

Free legal services are provided by Medica Gjakova's Legal Advisor, through providing direct legal advices and educative sessions which had quite well impact in women's getting knowledge on legal issues in general, but in particular with women's rights and their right to beneficiations ensured with the law, also accompanying clients in different legal institutions and NGOs when they needed and helping victims to fill their application form for pension.

The legal advisor has offered 24 groups' educative legal sessions: in villages: 14; in towns: 4; in MGJ premises: 6. The topics concentrated on: general legal discussions; Women's Rights; Rights on Inheritance; and Law No.04/L-172. There are also offered 10 individual legal advices and fill of 104 applications for pension.



Total women beneficiaries of legal department services		No of groups' educational legal sessions			No of individual legal advices	Fill of application form
Groups' participants	Individual clients	In villages	In towns	In MGJ premises	Legal advices	Applications
132	27	14	4	6	10	104
Total: 159		Total: 24			Total: 10	Total: 104

Self-help groups

After 2- 3 years of regular Psychosocial counseling, supervision, as well as trainings of women survivors were considered that they trauma is handled we worked to increase their capacities to become self-help groups. There are 16 self-help groups containing 120 women participants. Psychosocial counseling, have supported women in being more reflective on their attitudes and behaviors towards their children and family members and community. These activities touched a lot the personality and identity of the women in most of the cases we could observe huge transformation, especially when their hidden negative emotions and experiences were explored.

These activities touched a lot the personality and identity of the women in most of the cases we could observe huge transformation, especially when their hidden negative emotions and experiences were explored. These groups of women are very thankful to this program and as a result they are more opened with others and know very well to present their needs and requirements. Self-help groups meet regularly every five weeks.

There are offered 135 sessions to 16 self - groups:

Groups	Location of held psychosocial groups' sessions	Total PSYS	Beneficiaries
8	Villages	61	61
2	MG Center	45	46
6	Towns	29	36
16	Total:	144	143



Economic Empowerment of Women

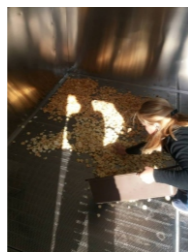
Economic empowerment activities of women survivors of SGBV including women returnees from other countries of Europe, has improved livelihood opportunities by enhancing employment / self-employment opportunities for targeted women.

We have estimated that the economic empowerment activity has had a tremendous impact on the beneficiaries in three aspects: the personal one; relationship with others and the community.

The direct target group of economic empowerment includes 800 women and adolescents (including up to 40% returnees), consisting of ethnic Albanians, Serbs and also the RAE community. The indirect target group include the families of the direct target group.

The following activities have been implemented:

- The production point for processing is completed with the machines and is ready for production.
- Trainings for the capacity development on Entrepreneurship and Business Planning and trainings on Handy Crafts has finished, total number of beneficiaries of these trainings were 216.
- Shop in Gjakova was opened after a successful finalization of earlier activities. Number of beneficiaries is 40 who were self(employed) by selling their products in the shop and thus earning income.
- Throughout the year women beneficiaries of Medica Gjakova have participated in 6 different fairs in Albania and Kosovo, in the cities of: Mitrovica, Gjirokastra, Kukës, Gjakovë, Prishtinë, thus promoting their products and the organization all over the country and earning income in the same time.



The Transnational Health Training Programme (THTP)

Medica Gjakova has started to implement project together with medica mondiale and its partner organisations in Bosnia and Herzegovina, Afghanistan and Iraq to improve access to appropriate health services for survivors of gender-specific and sexualised violence (SGBV).

The programme aims at improving access to stress- and trauma-sensitive health services for women and girls affected by SGBV. The programme contributes to the implementation of the resolution adopted at the 67th World Health Conference in May 2014 calling on Member States to strengthen the role of their health systems in the treatment of (S)GBV.

The programme follows a system-oriented approach with several interlinking components:

- Component 1 - Qualification of health care professionals, strengthens the capacity of health professionals to provide stress- and trauma-sensitive health services.
- Component 2- Institutionalisation of stress- and trauma-sensitive health services. strengthens capacities at individual level by raising awareness on the need for stress- and trauma-sensitive health services among management structures and decision-makers in the participating health facilities.
- Component 3 (international networking and advocacy work) strengthens the capacities of the participating health institutions and local project holders international advocacy processes.



In Kosovo about 15 family health centres and 2 hospitals in the municipalities of Gjakova and Prizren will be directly involved in the project. The National Ministry of Health (MoH) and the health directorates of Gjakova and Prizren shall also be involved in the project. Relevant academic actors such as the National Institute of Public Health and the Faculty of Medicine at the University of Pristina may also be involved in the course of the project.

Resilience of
MG professional staff



The resilience of Medica Gjakova professional staff is strengthened. They have better work-life balance. Psychosocial counselors, Dr. Gynecologist, Midwife and the Legal Advisor participated in several supervisions organized inside and outside of Kosovo. This way Medica Gjakova professional staff had the opportunity to relieve the work stress that they face every day during the work with the survivors of SGBV and to learn about some self-care techniques. They discussed about challenges during the work with clients that have been through several traumas during the war, and they also made different relax exercises.



Process of
application for
recognition of the
status of Sexual
Violence Victims
during the War
in Kosovo.

Medica Gjakova as an authorized NGO from the Ministry of Labour and Social Welfare, offer individual support and counseling regarding the application process for the status as civil victim of war.

During our sessions with the survivors both in the Center and in field was to informed about the application process for the status accompanied the pension scheme and the mechanisms and institutions which are responsible for the implementation of the law, as well the NGOs that support them in the process. The application process is confidential which is very important for the survivors due to the fear of stigmatization.



The application process started on 5th of February 2018, and we can consider as a good process. Since the beginning by the end of 2018, Medica Gjakova submitted in total 170 applications (168 women; 2 man). From them 33 (32 women; 1 men) are verified and approved from the commission, whilst, 2 women are refused. for these 2 refused cases MGJ lodged lawsuit in the competent court.

Whilst, from the data we received from the chair of the Government Commission on Recognition and Verification of the Status of Sexual Violence Victims during the Kosovo War in Kosovo level (4 authorized NGOs ; 7 offices of the DFDL -Department for the Family of the War Invalid's , and Secretariat of the Commission) from 05.02.2018 - 31.12.2018 are submitted 900 application in total. 190 are verified and approved 100 are refused, whilst The rest are in the process.

Applications	Approved		Refused		In process		TOTAL	
	F	M	F	M	F	M	F	M
Medica Gjakova	32	1	2	0	136	1	168	2
Total	33		2		137		170	

Campaign

"Be My Voice"

The campaign sensitized the society about the link between conflict-related sexual violence, SGBV in general and gender roles. The campaign especially emphasized the membership of survivors of sexual violence in the society, community and family and the fact that guilt is with the perpetrator and not with the survivor. The campaign contributed to restore dignity for survivors.

Fighting of Stigma and Prejudices, raising awareness for support within families, community and society is a moral responsibility of each of us!

"Be my voice" is a powerful call for all society, for inclusion and support for the survivors of sexual gender based violence during the war in Kosovo.

Since the launch of the campaign, there have been a number of different activities and events accompanying the development of it. The campaign targeted different groups of society in general, youths, families, international audience, politicians, civil society organizations and survivors of sexual violence during the war in Kosovo.

In the framework of "Be My Voice"- campaign Medica Gjakova staff made different activities such: Video clips of different personalities who support victims of sexual violence, forum-theater, activities with youth, debates, TV and radio debates, sport activities, murals, posters, leaflets, banners, and activities outside Kosovo also. The survivors and the large number of citizens were involved in the campaign through different activities.



16 days of Activism against Gender Based Violence

The 25th of November marks the International Day for the Elimination of Violence as well as the first day of the global campaign **“16 Days of Activism against Gender Based Violence”**. On behalf of this campaign a sensitizing march was organized to prevent violence against women and girls with this year's slogan **“Hear me too”**.



Advocacy,
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Medica Gjakova
through pictures:







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