

ANNUAL REPORT

2025

Medica Gjakova

Advancing Dignity, Justice
Healing, and
Survivor-Centered Change



MESSAGE FROM THE EXECUTIVE DIRECTOR

The year 2025 was marked by both challenges and resilience. In a context where survivors of conflict-related sexual violence continue to face stigma, silence, and the long-term consequences of trauma, Medica Gjakova remained committed to providing survivor-centered support grounded in dignity, care, and feminist solidarity.

Throughout the year, we strengthened psychosocial and legal support services, expanded advocacy efforts, promoted women's economic empowerment, and continued advancing stress- and trauma-sensitive approaches within healthcare institutions in Kosovo. These efforts reflect our long-term commitment to supporting survivors not only in healing from trauma, but also in reclaiming their voices, rights, and place in society.

Behind every statistic presented in this report are women whose courage and resilience continue to inspire our work every day. Through collective support, safe spaces, advocacy initiatives, and opportunities for empowerment, survivors continued to challenge stigma and contribute to meaningful social change.

At the same time, 2025 reminded us that justice and healing require long-term institutional commitment. Many survivors continue to face barriers in accessing recognition, justice, and sustainable support. For this reason, Medica Gjakova continued to advocate for stronger institutional accountability, trauma-informed systems, and survivor-centered policies at both national and international levels.

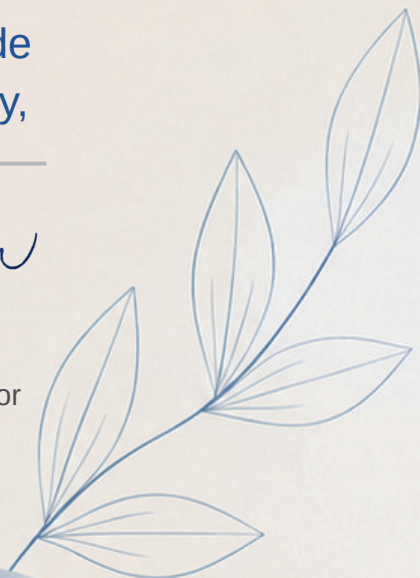
We are deeply grateful to the survivors who continue to place their trust in us, to our dedicated staff, partners, and allies, and to all donors who continue to support our mission and stand alongside survivors in the pursuit of dignity, justice, and equality.

As we look ahead, we remain committed to strengthening feminist approaches, expanding trauma-sensitive systems of care, and building a society where survivors are heard, respected, and empowered.



With gratitude
and solidarity,

Mirinda Sada
Executive Director
Medica Gjakova



ABOUT US

ABOUT MEDICA GJAKOVA

Medica Gjakova is a Kosovo-based non-governmental organization dedicated to supporting survivors of conflict-related sexual violence and advancing the rights, dignity, and well-being of women and girls affected by trauma and violence.

Established in 2011 by a committed group of professionals who had worked together since 1999 under the umbrella of medica mondiale Kosova, the organization has become a trusted and recognized actor in survivor-centered support, feminist advocacy, and trauma-informed care in Kosovo.

Medica Gjakova implements a holistic and long-term approach that combines psychosocial support, legal assistance, healthcare cooperation, economic empowerment, advocacy, education, and institutional engagement. Through its work, the organization contributes not only to individual healing and recovery, but also to broader social and institutional change.

At the center of Medica Gjakova's work is the belief that survivors must be treated with dignity, respect, confidentiality, and compassion. The organization promotes feminist and survivor-centered principles while advocating for institutional accountability, social inclusion, access to justice, and trauma-sensitive systems of care.

Over the years, Medica Gjakova has played an important role in strengthening public awareness, amplifying survivor voices, supporting institutional reforms, and building local, regional, and international partnerships dedicated to justice, healing, and gender equality.



VISION

Women and girls in Kosovo live in a violence-free society where they are valued, respected, and able to live with dignity.



CORE VALUES



Dignity and respect



Feminist solidarity



Survivor-centered approaches



Trauma-informed care



Trust and confidentiality



Empowerment and inclusion



Accountability and transparency



Compassion and long-term support

2025

in a glance

In 2025, Medica Gjakova continued to provide holistic, survivor-centered support and advance the rights, dignity, and well-being of women survivors of conflict-related sexual violence across Kosovo.



SURVIVORS & PSYCHOSOCIAL SUPPORT

- **334** survivors received support services
- **786** psychosocial support sessions delivered
- **83** new cases registered
- **55** survivor status applications supported
- **35** survivors officially recognized and receiving pensions



LEGAL SUPPORT & ACCESS TO JUSTICE

- **134** individual legal counselling sessions
- **14** court representations
- **25** appeals against status rejection
- **12** lawsuits related to status rejection
- **11** lawsuits concerning dual pension rights
- **8** positive court decisions



ECONOMIC EMPOWERMENT

- **143** women beneficiaries supported
- **56** women engaged through Medica Gjakova shops
- **22** women involved in handicraft production
- **12** grants distributed for economic initiatives
- A **15-day** mobile empowerment fair organized across Kosovo



TRAUMA-SENSITIVE HEALTHCARE SYSTEMS (THTP-3)

- **140** healthcare professionals trained
- **18** certified Trainers of Trainers (ToTs)
- **353** healthcare staff reached through continuing education
- **16** Steering Committee members engaged
- **3** Steering Committee meetings held



ADVOCACY & AWARENESS

- **13** survivor stories amplified through national media
- **2** institutional roundtables organized
- Public advocacy campaigns implemented across Kosovo
- Participation in regional and international advocacy forums

Recognition, Memory, and Survivor Voices

Throughout 2025, Medica Gjakova continued to strengthen feminist advocacy, survivor participation, and public dialogue on conflict-related sexual violence in Kosovo. Through education, awareness-raising activities, public installations, media engagement, and collective reflection spaces, the programme contributed to challenging stigma, amplifying survivor voices, and promoting recognition, dignity, and social accountability.

By creating spaces for dialogue, remembrance, and collective reflection, Amplifying Voices continued to support survivors not only in being heard, but also in being recognized as active agents of change within society.

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"Medica Gjakova empowered me and convinced me that it is not my fault."

(Woman survivor, Roma, Ashkali, Egyptian community)



Education & Awareness Raising

Throughout 2025, education and awareness-raising efforts expanded at both local and academic levels. Teacher trainings were initiated in the Municipality of Klina, engaging 14 teachers and 2 high school principals. A Memorandum of Understanding was signed with the Municipality of Gjakova, with planned expansion to additional municipalities.

The trainings focused on stress and trauma, gender-based violence, and conflict-related sexual violence during the war in Kosovo. Participants demonstrated strong engagement and began integrating trauma-informed and responsible approaches into their classrooms.

In cooperation with the Department of Sociology, sensitization sessions were also organized with 43 university students, based on the study "I Am Not Guilty for What Happened to Me", as part of the 16 Days of Activism campaign.

VOICES OF RESILIENCE

Healing, Justice, and Dignity for Survivors

Throughout the year, Medica Gjakova continued to provide long-term psychosocial and legal support to survivors of conflict-related sexual violence, grounded in dignity, trust, confidentiality, and trauma-informed care. The programme focused on strengthening emotional well-being, access to justice, institutional support, and opportunities for healing and empowerment.

In a context where many survivors continue to live with the long-term consequences of trauma, stigma, and social exclusion, the programme created safe spaces where survivors could receive support, regain confidence, and reconnect with their voices and communities.



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"The good words, treatment and care that they had not only for me, but also for my family, made me 80% lighter than I was."

(Woman survivor, Albanian))



Psychosocial Support to Survivors



During 2025, Medica Gjakova continued to provide long-term psychosocial support to survivors of conflict-related sexual violence.



A total of **334** survivors received services, while **786** psychosocial support sessions were delivered throughout the year. In addition, **83** new cases were registered.



Support focused on emotional stabilization, coping with long-term trauma, trust-building, and accompaniment through legal and institutional processes when relevant.



Medica Gjakova also supported **55** applications for official survivor status recognition, while **35** survivors received official recognition and began receiving monthly pensions.



Despite staff transitions and increasing workload, continuity of care remained a priority through careful case management and redistribution of responsibilities.



A dedicated training session was conducted with 10 members of the Government Commission responsible for reviewing survivor status applications, focusing on trauma-sensitive approaches, ethical engagement, and the long-term psychological impact of CRSV



LEGAL SUPPORT & ACCESS TO JUSTICE

Advancing Rights Through Survivor-Centered Legal Support

Access to justice remained a central priority throughout 2025. Through legal counselling, court representation, institutional advocacy, and trauma-informed accompaniment, Medica Gjakova continued to support survivors in navigating complex legal and administrative processes while protecting their dignity and confidentiality.

Particular attention was given to challenging institutional barriers, supporting appeals related to survivor status recognition, and advancing strategic legal efforts related to dual pension rights. These efforts contributed not only to individual cases, but also to broader progress in strengthening survivors' rights and institutional accountability.

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"Justice is not only about recognition. It is also about dignity, support, and being treated with respect throughout the process."

(Programme reflection)





KEY SERVICES AND RESULTS

During the reporting year, a total of 134 individual legal counselling sessions were provided, primarily addressing issues related to status rejection, dual pension claims, and other administrative and judicial procedures.

In addition to individual counselling, the Legal Sector conducted:



21

couple sessions
with 38 participants



13

family sessions
with 49 participants



11

educational sessions
with 61 participants

These activities aimed to increase legal awareness, prevent conflicts, and empower beneficiaries to take informed steps in protecting their rights

In the area of legal representation, 14 court representations were carried out, alongside:



25

appeals against status rejection



6

appeals concerning dual
pensions claim



12

lawsuits related to status rejection



11

lawsuits concerning dual
pensions claim



3

lawsuits related to war crimes



8 POSITIVE COURT DECISIONS

Recognizin survivor status by the Basic Court

CHALLENGES AND PROGRESS



CHALLENGES

The year 2025 was marked by a high number of status rejections, requiring extensive legal preparation and continuous follow-up of cases. Delays in judicial and administrative procedures increased the need for sustained communication and accompaniment of beneficiaries throughout the process.

Challenges were also encountered in ensuring attendance at court hearings due to stigma and fear of exposure. To address this, Medica Gjakova applied a trauma-informed approach, combining legal preparation with psychosocial support and ensuring confidentiality throughout judicial procedures.



PROGRESS

A significant achievement during 2025 was progress regarding dual pension rights for survivors of conflict-related sexual violence. Through strategic litigation, new judicial practices were established recognizing the right to dual pension benefits in cases where such entitlement is not explicitly prohibited by law.

These developments represent an important step toward strengthening legal protection and access to justice for survivors.



ECONOMIC EMPOWERMENT SECTOR

Strengthening Independence, Skills and Opportunity

Economic empowerment continued to play an important role in supporting survivors and their families in rebuilding confidence, strengthening independence, and increasing participation in community and economic life. Through grants, trainings, fairs, social entrepreneurship initiatives, and artisan production, women were supported in developing sustainable opportunities for income generation and professional growth.

Throughout 2025, Medica Gjakova continued to promote not only products created by women survivors, but also the stories of resilience, strength, and solidarity behind them.

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*"Bees are like family to me — my passion.
I spend time with them and feel better."*

(Woman survivor, Albanian)





MAIN ACTIVITIES AND ACHIEVEMENTS

Throughout 2025, the Economic Empowerment Sector continued implementing a wide range of activities that strengthened skills, promoted entrepreneurship, and created sustainable opportunities for women survivors.



143

beneficiaries supported



56

women engaged through Medica Gjakova shops



22

women involved in handicraft production



12

grants distributed to women members



15-day

Mobile Empowerment fair across 7 municipalities in Kosovo



KEY ACTIVITIES IN 2025

- Medica Gjakova's shops in Gjakova and Prishtina operated, supporting women in product management, sales and profit distribution
- Handicraft workspace activities continued, engaging 22 women in the production of handmade artisanal products.
- Professional and psychosocial trainings were organized, including self-care, food production and preservation, filigree, embroidery trainings, Art Therapy and Body Therapy trainings.
- "Empowerment Fair - Products with Stories of Life and Resilience" was organized across 7 municipalities over a period of 15 days, promoting survivor-made products and raising public awareness on women's economic empowerment.
- Trainings on social entrepreneurship and sustainable business development were organized in cooperation with Jakova Innovation Centre.



PARTNERSHIPS AND PROMOTION



Cooperation agreements were established with Adem Jashari International Airport, ARRA, and strategic institutional partners to support the promotion and sale of handmade products created by women beneficiaries.



Activities continued regarding the registration process of Medica Gjakova's Social Enterprise, expected to become one of the first registered social enterprises in Kosovo.



Beneficiaries participated in international fairs and exhibitions, while the "Corner of Courage" initiative showcased survivor-made products at the British Embassy in Kosovo and the Embassy of Kosovo in Poland.



Through all activities implemented during 2025, the Economic Empowerment Sector supported a total of 143 beneficiaries, contributing to women's economic independence, social empowerment, and active participation in community life



THTP-3 PROGRAMME

Strengthening Trauma-Sensitive Healthcare Systems

Throughout 2025, Medica Gjakova continued to strengthen stress- and trauma-sensitive approaches within Kosovo's healthcare system through training, institutional cooperation, advocacy, and international exchange. The programme focused on improving survivor-centered healthcare services while supporting healthcare professionals in responding to trauma with greater sensitivity, professionalism, and care.

By contributing to the institutionalization of trauma-sensitive approaches, THTP-3 continued to promote long-term systemic change and strengthen cooperation between local and central healthcare institutions.

PROGRAMME OVERVIEW AND ACHIEVEMENTS



143

healthcare
professionals
completed THTP
training



18

certified Trainers of
Trainers (ToTs)
delivered trainings



97

healthcare staff at the
Main Family Medicine
Center Peja received
training



256

healthcare staff at Peja
Hospital participated in
training programmes



National
Accreditation

THTP-3 Trainings
accredited by the
Doctor's Chamber
and Nurses' Chamber



"Trauma-sensitive care is not only a professional approach — it is a commitment to dignity, safety, and humanity."

(THTP Programme Reflection)



QUALIFICATIONS AND STRENGTHENING OF HEALTH PROFESSIONALS

- A key achievement during 2025 was the completion of training for 140 healthcare professionals working directly with survivors of sexual and gender-based violence.
- Participants completed three THTP modules focused on Stress and Trauma Approach (STA), SGBV, and Self-Care, strengthening their capacities to provide trauma-sensitive and survivor-centered healthcare services.
- In parallel, 18 certified Trainers of Trainers (ToTs) delivered institutional trainings, contributing to the integration of trauma-sensitive care practices across healthcare facilities.
- THTP topics were also integrated into Continuing Professional Education programmes at Peja Hospital and the Main Family Medicine Center. In this framework:
- 97 healthcare staff at the Main Family Medicine Center received training
- 256 healthcare staff at Peja Hospital participated in structured training programmes



NATIONAL-LEVEL ADVOCACY AND INSTITUTIONAL INTEGRATION

- Throughout 2025, Medica Gjakova strengthened cooperation with local and central healthcare institutions to support systemic implementation of THTP-3.
- A significant milestone was the accreditation of THTP-3 trainings by both the Doctors' Chamber and the Nurses' Chamber, ensuring official national recognition and confirming that the programme meets professional standards.
- THTP-3 continued to operate through a 16-member Steering Committee representing key stakeholders within Kosovo's healthcare system. During the year, three Steering Committee meetings were organized, focusing on coordination, development of Standard Operating Procedures (SOPs), and institutionalization of trauma-sensitive approaches.
- An external evaluation and feasibility study was also conducted, assessing programme progress, impact, sustainability, and future strategic directions.



INTERNATIONAL LEARNING AND ADVOCACY

- Throughout 2025, Medica Gjakova remained actively engaged in international learning, advocacy, and exchange processes through the International Steering Committee and International Advocacy Team.
- Project staff participated in international workshops, programme managers' meetings, working groups for the International THTP Manual, and discussions related to global advocacy strategies on trauma-sensitive healthcare.
- These engagements contributed to strengthening programme implementation, advancing international advocacy efforts, and supporting the development of global standards and guidelines for survivor-centered healthcare services.



"By working together at local, national, and international levels, we continue to build a healthcare system where survivors are heard, respected and supported."



ADVOCACY & PUBLIC ENGAGEMENT

Challenging Silence and Promoting Recognition

Throughout 2025, Medica Gjakova continued to raise awareness and advocate for the rights, dignity, and recognition of survivors of conflict-related sexual violence through public campaigns, media engagement, conferences, installations, and institutional dialogue.

Through survivor-centered advocacy and feminist approaches, the organization contributed to challenging stigma, strengthening public dialogue, and promoting greater institutional responsibility toward survivors and their long-term needs.



PUBLIC ADVOCACY AND AWARENESS



Advocacy efforts during 2025 contributed to the extension of the application deadline for survivor status recognition until **May 2027**.



A range of public remembrance and awareness initiatives were implemented, including:

- The **"16 Silhouettes"** installation in Gjakova
- The interactive installation **"Sit in My Place"**
- Contribution to the international memorial **"Petrified Survivors"** in The Hague



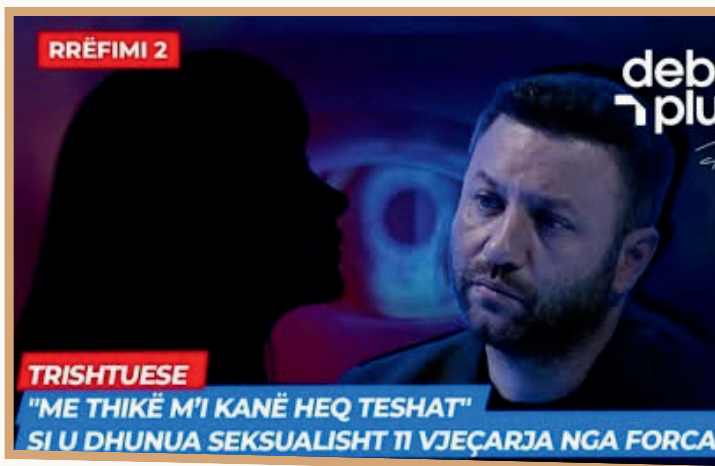
A **"Corner of Courage"** was hosted at the British Embassy, showcasing products created by survivors from partner organizations.

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"Trauma has no deadline"



MEDIA ENGAGEMENT AND INTERNATIONAL ADVOCACY



Throughout the year:



13 survivor stories were featured in the national TV programme "Debat Plus"



2 institutional roundtables were organized in Prishtina and Gjakova



Advocacy initiatives were implemented during March 8th and June 19th commemorative activities



Medica Gjakova participated in major international conferences and advocacy forums, including WAVE, Women, Peace and Security platforms, AidEx 2025 in Geneva, and regional conferences in Sarajevo



Advocacy efforts were also strengthened through cooperation with media, women's rights organizations, UN representatives, and justice institutions, contributing to greater visibility, institutional dialogue, and public recognition of survivors' rights and experiences



TRAINING & CAPACITY DEVELOPMENT

Building Knowledge, Skills,
and Collective Capacity

Throughout the year, Medica Gjakova organized and supported a range of professional trainings and capacity-building initiatives for healthcare professionals, journalists, students, civil society actors, and women beneficiaries. These activities aimed to strengthen trauma-informed practices, ethical engagement, feminist approaches, and institutional responsiveness across sectors.

By investing in learning, reflection, and professional development, the organization continued to contribute to long-term social change and stronger survivor-centered systems of support.



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"Change begins when knowledge is combined with empathy, responsibility, and action"

(Training Reflection)

CAPACITY BUILDING ACTIVITIES



An intensive five-day NGO capacity development training was organized during January, strengthening participants' skills in project design and management, fundraising, monitoring and evaluation, and advocacy.



A two-day training for journalists focused on ethical and sensitive reporting of conflict-related sexual violence, promoting survivor-centered and stigma-free media practices.



A three-day training on Intergenerational Trauma was also organized for students of the Faculty of Social Care and Welfare at "Fehmi Agani" University, strengthening understanding of trauma transmission, mental health impacts, and trauma-informed professional approaches.



Participants across trainings engaged in interactive learning through discussions, group work, and practical exercises, strengthening their capacities to address complex social issues with empathy, responsibility, and human rights-based approaches.



CHALLENGES AND LESSONS LEARNED



- Throughout 2025, survivors continued to face significant barriers related to **stigma, social exclusion, institutional delays, and fear of exposure** during legal and administrative procedures.
- At the same time, institutions and service providers continue to require long-term investment in **trauma-sensitive approaches, sustainable coordination mechanisms, and survivor-centered policies**.
- The year also highlighted the emotional burden carried not only by survivors, but also by professionals working closely with trauma and crisis situations. For this reason, **reflection spaces, self-care, supervision, and collective support** remain essential components of sustainable and ethical work.
- These challenges reinforced the importance of **long-term commitment, institutional accountability, feminist approaches, and integrated support systems** that place dignity, safety, and empowerment at the center.

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"By investing in learning, reflection, and professional development, the organization continued to contribute to long-term social change and stronger survivor-centered systems of support"





LOOKING AHEAD TO 2026



As Medica Gjakova looks ahead, the organization remains committed to strengthening survivor-centered support, feminist advocacy, and trauma-sensitive systems across Kosovo.

Key priorities for 2026 include:

- Expanding trauma-sensitive healthcare approaches and institutional cooperation.
- Strengthening legal advocacy and access to justice for survivors.
- Advancing the development of Medica Gjakova's Social Enterprise.
- Expanding economic empowerment opportunities for women survivors.
- Strengthening regional and international advocacy efforts.
- Continuing education and awareness-raising initiatives with youth, institutions, and communities.



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*Our commitment
is our path forward.
Together, we build a future
of dignity, justice and equality.*



Medica Gjakova remains committed to building a society where survivors are heard, respected, empowered, and supported through long-term and sustainable approaches grounded in dignity, justice, and equality.





PARTNERS AND DONORS

Medica Gjakova expresses its sincere gratitude to all partners and donors for their **trust, solidarity and continued support**.

Together, we strengthen the rights, dignity and well-being of survivors and contribute to a more just and equal society.



Federal Ministry
for Economic Cooperation
and Development



**medica
mondiale**



British Embassy
Pristina



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Federal Department of Foreign Affairs FDFA



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GLOBAL FUND FOR
WOMEN



Our work is possible because of strong partnerships and shared commitment
to **human rights, gender equality and social justice**.