

Crime Prevention Fund - IGA

ANNUAL REPORT



Pazardzhik

2014

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I. PRESENTATION OF THE ORGANISATION

Crime Prevention Fund - IGA is an independent professional organisation, engaged in civic engagement initiatives and in lowering the crime rate.

To achieve its goals, the Organisation:

- Develops and implements experimental programs and models;
- Conducts training, consulting, information-educational and publishing activities;
- Deepens the dialogue and inter-institutional relations;
- Monitors the institutions working on crime-related issues;
- Conducts advocacy campaigns in favour of its target groups;
- Provides social services to offenders;
- Develops national and international partnerships.

It was founded in 1998 in Pazardzhik as a non-profit organisation.

The IGA Fund has gained significant experience in adapting international models to the regional and national contexts, as well as establishing local, national and international partnerships and working with institutions.

The Fund's expert capacity is represented by **a number of awards** such as:

- Probation 2004 International Award in the category of "Pioneer Organisation"; presented personally by Her Royal Highness The Princess Anne on 29.01.2004 in London;
- First prize in the field of freedom of information in a competition organised by Access to Information Program in 2004;
- Award by Sofia Municipality for "the development of an effective model for inter-agency cooperation in the implementation of European projects in partnership with Sofia municipality" in 2007;
- The annual international European Crime Prevention Award 2010 of the European Crime Prevention Network (EUCPN) for building the first specialised centre for social rehabilitation and integration of children with antisocial behaviour in Plovdiv in 2010.

The IGA Fund participates actively in **national and European networks**:

- Member of the European Organisation for Probation (CEP) since 2006;
- Organisation's Programme Director Dimitar Rusinov was a CEP Board member for two consecutive terms: 2007-2010 and 2010-2013;
- Since the end of 2009 the IGA Fund has been a member of the State-Public Consultative Commission on Crime Prevention;
- Since 2009 the Organisation has been a member of the Alliance for Protection against Domestic Violence /APDV/;
- Since 2012 the Organisation has been a member of the National Network for Children;
- Since 2013 - of the National Alliance for Social Responsibility.

The Organisation has built a sustainable model for partnership with local and regional institutions. This model has been constructed for 17 years through various projects and initiatives: building coalitions; public-private partnerships; developing strategies at regional and national levels. For more information, visit the IGA Fund website – www.iga-bg.org

Registrations, licences and certificates

- *Crime Prevention Fund - IGA is registered with the Central Registry of Non-profit Legal Entities at the Ministry of Justice as an organisation carrying out community service; № 20030613004 of 13.06.2003);*
- *Day Centre for the Elderly, Certificate № 63-09 / 16.02.2010;*
- *Crisis Centre for Children Victims of Abuse or Trafficking; Licence № 07-13 / 19.04.2012, Certificate № 6315 / 07.05.2012;*
- *Centre for Social Rehabilitation and Integration for the Elderly, Certificate № 63-02 / 17.09.2009;*
- *Monitored Home; Certificate №63-07 / 16.02.2010;*
- *Day Centre for Elderly People with Disabilities, Certificate № 63-10 / 16.02.2010;*
- *Centre for Social Rehabilitation and Integration of Children from Risk Groups, Licence №0473 / reissued on 14.11.2012, Certificate № 63-08 / 16.02.2010;*
- *Social Assistant for the Elderly № 63-04 / 17.09.2009;*
- *Home Assistant for the Elderly № 63-05 / 17.09.2009;*
- *Crisis Centre for the Elderly № 63-06 / 17.09.2009;*
- *Centre for Family-Type Accommodation, Licence № 0698 / 21.02.2012, Certificate № 63-11 / 29.02.2012;*
- *Community Support Centre, Licence № 0707 / 19.03.2012, Certificate №63-12 / 29.03.2012;*
- *Mother and Baby Unit, Licence № 0707 / 19.03.2012, Certificate №63-13 / 29.03.2012;*
- *Foster Care - Licence № 0707 / 19.03.2012 Certificate №63-14 / 29.03.2012;*

Board of Managers

➔ **Dimitar Rusinov** - Chairman, Master of Education;

Members:

- ➔ **Mariana Boyrikova** - philologist, Project Coordinator, PR and publishing;
- ➔ **Valentina Gesheva** - Bachelor of Social Work, Social Services Coordinator;
- ➔ **Andrey Momchilov** - lawyer, International Project Manager;
- ➔ **Nikolay Valkov** - Master of Economics, financier of the Organisation.

Operational team

In 2014, 65 people in the Organisation worked under employment contracts (social workers, lawyers, economists, educators, psychologists, project coordinators, managers, etc.), divided between the two main offices in Pazardzhik and the 5 social services with offices in Pazardzhik, Plovdiv and Peshtera.

On average, for the past year about 30 people were employed under service agreements, including: social workers, psychologists, educators, lawyers, sociologists, translators; consultants and experts at national level; experts from countries in the European Union; outreach workers involved in the implementation of

activities aimed at maintaining low prevalence of HIV infection among intravenous drug users; outreach workers involved in the implementation of activities for prevention and control of tuberculosis in Bulgaria, etc.

Capacity

The Organisation's office is located in a three-storey house provided by the municipality of Pazardzhik for 10 years (in 2013 the contract was renewed for another 10 years). In addition to its main office, the IGA has its own office in Pazardzhik - 105 sq.m. and its own separate floor of a building (500 sq.m.) - the Crisis Centre for Individuals Victims of Abuse in the town of Peshtera. To conduct its operations, the IGA Fund is technically very well equipped: 55 computers (including 12 laptops), 4 copiers, ten printers, 4 scanners, 5 multimedia projectors, high-speed 24-hour Internet in all offices, fax, phones. The Organisation possesses also two cars.

The IGA Fund has implemented more than 180 projects that piloted various models and programs. On average annually the IGA Fund team implements 15-20 projects in these areas at the total amount of about BGN 1.5 million. In this regard, the Organisation has developed its own system for project work that allows processing all documentation as required by existing regulations.

II. AN OVERVIEW OF THE ACHIEVEMENTS DURING THE YEAR

In 2014, the IGA Fund continued to fulfil its mission of crime prevention and civic engagement initiatives at regional, national and international levels.

In 2014, as in the past few years, the IGA Fund worked in the following areas:

- Provision of social services in several municipalities in Bulgaria;
- Provision of health services in the area of Pazardzhik Province;
- Implementation of projects related to the Organisation's core mission and goals.

The provision of social services is done under contracts with the municipalities of Plovdiv, Pazardzhik and Peshtera. In Plovdiv, the IGA provides 3 social services, in Pazardzhik and Peshtera - one each. Four of the services have been designed under projects by the IGA Fund and subsequently, after their inclusion in the municipal and regional strategies for the development of social services, the Organisation has been subcontracted to supply these, after responding to public call for tenders.

In 2014, all centres run by the Organisation provided services to a total of 368 users.

The IGA Fund's policy is to build and manage, if possible, social services that support the Organisation's mission and allow for the creation of new and innovative models and practices. Furthermore, the Organisation seeks for well integrated individual services that can be supported additionally by its projects and initiatives.

One of these services (Centre for Social Rehabilitation and Integration of Children at Risk) has been opened by Plovdiv Municipality as an innovative service for children in conflict with the law and has been developing as a pilot model for the country in this area. The Organisation has been managing the Centre since 24.04.2009. With each passing year, the dynamics of the psychological work and mobile outreach further increase. Each year the service introduces the most advanced models and instruments, as the instrument for assessing the risk of re-offense (SRAI - adapted by IGA from the English version of the ASSET), a screening tool developed by the Organisation to assess problematic behaviour at school, programs for group and individual work with specific offenders. In view of the process of reforms in juvenile justice in the recent years in the country, the Centre began to play an important role as an exemplary model for working with children in conflict with the law.

Two of the services, "Centre for social rehabilitation and integration to support children to develop skills for independent living and prevent risky behaviour" and "Monitored Home" in Plovdiv were created under a project of Human Resources Development OP 2007-2013, between 2009 and 2011, as part of the restructuring program run by the Home for Children Deprived of Parental Care "Rada Kirkovich". Since the 10th of June 2011 these services have been managed by the IGA as activities delegated by the state. In 2014, both services developed very dynamically. The Centre for Social Rehabilitation and Integration (CSRI) actively uses and improves mobile outreach work, having built a hall and rooms for art studios and increasing the intensity of psychological support. In Monitored Home, by means of a project called "My New Job" the IGA has managed to assist the young occupants to obtain the vocational qualification of "Waiter-Bartender", and as a result they all

began working in various companies and improved their position on the labour market.

One of the most successful services of the Organisation is the Crisis Centre for Individuals and Children, Victims of Abuse (CCICVA), which operates in Peshtera Municipality. The service was created as part of an IGA project under PHARE in 2007-2008. On 23.07.2009 it became a state-delegated activity entrusted for management by the municipality. In 2014, the IGA Fund managed to buy the building which houses the Centre, thus creating the conditions for its sustainability over time. Over the years, the Crisis Centre has been the subject of various visits and inspections from state and non-governmental institutions (the State Agency for Child Protection, BHC, and others), and they all assessed highly the Organisation and the service capabilities.

The Centre for Social Rehabilitation and Integration of Offenders is also an innovative service in the country. It was established after an IGA project under OPHRD in 2011, and since 1.07.2012 the Organisation has managed the Centre as a state delegated activity with the Municipality of Pazardzhik. The IGA is a leading organisation in the country in terms of rehabilitation and reintegration of ex-prisoners and its policy is to develop a comprehensive model for working with this group. Programs, models and instruments for working with released prisoners have been developed under various IGA projects. Also as a result of the efforts of the Organisation, two more similar services have been launched in the country, in the municipalities of Plovdiv and Burgas.

Health services in the area of Pazardzhik Province have been provided since 2004, when the Organisation was selected after evaluation of its capacity by the Ministry of Healthcare to implement the National Programme "HIV/AIDS Prevention and Control." In 2014, the IGA worked on two components of this program and two components of the National Programme "Strengthening the National Programme for Tuberculosis in Bulgaria". The total number of clients reached under these 4 program components is 3080, more detailed information is provided below.

Implementation of projects related to the Organisation's core mission and goals.

During the past year, the IGA continued to be extremely active in developing and managing projects that help achieve the mission and the main goals of the Organisation. Projects in various fields were implemented, and they can be grouped into the following areas:

- Innovative model for Bulgaria for working with sexual offenders - 2 projects:

In this direction the IGA Fund worked on two projects: "RATES - A system for risk assessment and treatment of sexual offenders" and "CIRCLES4EU". These projects were an attempt, for the first time in Bulgaria, to develop an integrated model for dealing with sex offenders. The most important success of the first project was the signing of an Agreement between the IGA Fund and the Department of Public Safety and Emergency Preparedness of Canada. This document made it possible for the Organisation to launch a procedure in Bulgaria for implementing the most advanced tools for risk assessment of sexual offenders - ACUTE, STABLE and STATIC. 14 representatives of the General Directorate of Execution of Penalties with the Ministry

of Justice and the IGA Fund were certified successfully to implement those instruments. "Guidelines for the Application of Sex Offender Risk Assessment Tools" were drawn up by Assoc. Prof. Vladimir Velinov. "Program for Corrective Work with Sex Offenders" was developed and prepared for implementation by Georgi Kirilov. At the end of the year the program began its pilot implementation in prisons in Sofia, Pazardzhik, Plovdiv and Burgas. The second project gave the start of the pilot designing and testing of "Circles" for voluntary work with sexual offenders in the community. This part of the model provides monitoring and support for released sex offenders by combining the efforts of volunteers and professionals.

- *Developing the system for juvenile justice in the country - 3 projects;*

Within the project "A Solid Foundation for the Future of Young Offenders", a training program for young offenders was developed based on the experience of the Netherlands, Spain, Italy and Bulgaria. It focuses on reducing illegal activities, increasing personal effectiveness and enhancing social skills and competences for solving problematic situations. The program focuses on identity development in relation to different roles in life. A trainer from Bulgaria was trained within the program which was then tested in the Correctional Boarding School, Rakitovo.

Within the project "Improving the Capacity of the Systems for Child Protection and Juvenile Justice in the Province of Sliven", in partnership with UNICEF - Bulgaria, the IGA started to work on improving the capacity of child protection and juvenile justice systems for working with children in conflict with the law in Sliven Province. In 2014, the IGA developed competency profiles for all professionals who work with children in conflict with the law and started the process of creating a training program based on competence profiles. A series of meetings were held in the office of UNICEF to discuss the two developments, as a result of which a number of adjustments and additions were made. The project will continue with the implementation of the program in the town of Sliven in 2015.

Within the RATES project, as well, a program for children in conflict with the law was created and prepared for piloting. In 2014, surveys were held in Boychinovtsi CBS.

- *Development of the probation system and alternatives to detention - 2 projects;*

Last year the IGA started a project named "Reducing Prison Population: Advanced Tools of Justice in Europe", in partnership with the Association "Papa Giovanni XXIII"- Italy. The project aims at exploring the experience and identifying best practices of 8 European countries related to alternatives to imprisonment. As a final product, a best practice guide on the subject will be produced in different languages, which will also be published on the Internet.

The IGA Fund restored one of its own best practices of 7-8 years ago, starting in 2014 the project "Independent Monitoring of the Legislative and Institutional Development of Probation in Bulgaria." The project envisages a study on the probation services in Bulgaria, on their work with clients and the effect of the system on public security.

- *Improving security through democratic engagement - development of web-based training course - 1 project;*

The Project "ISDEP - Improving Security through Democratic Participation" is implemented by the Association of Chief Police Officers of England, Wales and

Northern Ireland and in partnership with 10 other EU organisations and institutions. In 2014, a training course was developed and 8 trainers from Bulgaria, representatives of various institutions, were trained. The training included topics such as: Opportunities and influence of the media; Psychology and radicalisation of change; Grievances (a topic that analysed and discussed common grievances and their importance for violence and extremism); Visual identification and extremist ideology (a topic aimed at raising awareness about the physical indicators that can demonstrate a commitment to an extremist ideology or a path to radicalisation). Next year an online training course is to be uploaded in the languages of all participating countries and there will be a pilot training for representatives of various institutions of the participating countries.

- *Social entrepreneurship - a project;*

During the past year continued the implementation of the project "Social Inclusion of Offenders through Innovative Models of Social Enterprises". It was implemented in partnership with xit-GmbH, Germany and Brandenburg Province. The project examined the experience of Germany (the province of Brandenburg, to be more precise) in social entrepreneurship; three models of social enterprises were transferred and adapted to the Bulgarian context and a program was developed for testing and implementing these models at regional and national levels in 4 main modules. At the end of the year, the implementation of the program began. The project will continue further into next year, as well.

- *Support for employment of juveniles at risk;*

The project "My New Job" was aimed at supporting young people living in the "Monitored Home" in Plovdiv. 6 young people participated in a training to acquire part of the vocation of "Waiter-Bartender", code: 811080 and the speciality "Service in public catering facilities", code: 8110801. At the end of the project all young people started work in different companies in the town of Plovdiv.

- *Research approach to support cost-effective strategies that promote access and increased participation in early childhood education.*

Project "READY FOR SCHOOL 2014-2015" is a research project carried out by the Trust for Social Alternative (TSA) Foundation with the support of the America for Bulgaria Foundation, in cooperation with the World Bank and the Open Society Bulgaria. Its main objective is to improve the scope of kindergartens and the attendance of 6,000 children from vulnerable communities in 240 towns and villages in Bulgaria. The IGA is implementing the project in nine towns and villages in Pazardzhik Province and Plovdiv Province;

- *Increasing the capacity of the Organisation - 2 projects.*

Two of the projects run by the IGA in 2014 were focused on enhancing the capacity of the Organisation and its structures. "Building Capacity for the Future", which is funded by the Swiss Confederation through the Reform Fund Linked to Civil Society Participation, aims at improving the capacity of the IGA Fund to provide social services to people from vulnerable groups. Particularly, project activities aim at improving the Organisation's ability to maintain high quality of service provision in different regions, improving the potential of the Organisation for further development

of services and improving the ability for partnerships in individual cases from the network and systemic partners, as well as those from remote regions.

With the project "New Job at IGA," the Organisation together with the Labour Bureau, Pazardzhik, recruited 12 juveniles under the age of 29. One group of 6 young people successfully completed vocational training for Office Secretary, speciality Administrative Service and the key competence Communication in Foreign Languages, subject English. The remaining 6 young people successfully completed vocational training for Social Affairs Associate, speciality Social Work with Children and Families at Risk and the key competence Digital Competence. At the end of the year all 12 persons began working at the IGA.

In 2014, the IGA Fund actively used the program for student practices to enhance and expand its capacity. During the year, 7 students participated for 3 months in the Organisation's work in different fields.

Traditionally the annual report notes the important successes of the Organisation since its creation in various areas:

Probation

- Holding two training visits in the UK and an international conference in Bulgaria to promote probation;
- Establishing the first Probation Centre in the country; Training the first 20 probation specialists;
- Developing Concept for Legislative Introduction of Probation in Bulgaria;
- Organising information and training seminars on probation with more than 1000 participants (judges, prosecutors, investigators, police, local authorities and NGOs);
- Presenting the first Independent Report on Monitoring the Legislative and Institutional Introduction of Probation in Bulgaria;

Work with Offenders

- Developing and adopting of a model for delivering social services to offenders in several regions in the country ;
- Establishing Centre for Social Services in Pazardzhik (2005);
- Adapting to the Bulgarian context a structured tool for assessing the risk and the needs of juvenile offenders based on the British ASSET;
- Creating "Assessment and Case Management" specialisation at the Paisiy Hilendarski University of Plovdiv;
- Conducting forensic examination of sexual offenders in all prisons in the country;
- Piloting the first program for work with sex offenders in 4 prisons in the country;
- Developing a model for social service for released prisoners; Developing the methods of the service and piloting with 200 customers;
- Training specialised personnel from institutions and NGOs to recognise and master behaviour deviations, prevention and resocialisation - about 200 people;
- Establishing the first Centre for Social Rehabilitation and Integration of Offenders - a delegated state activity;
- Developing a model for sex offender risk assessment and treatment programs for this target group;

Preventing the spread of AIDS, tuberculosis and drug use

- Conducting an advocacy campaign for the adoption of the country's second Municipal Program for Prevention, Treatment and Rehabilitation of Drug Addictions in Pazardzhik;
- Implementing Regional Programme for Prevention of Drug Distribution involving more than 2,000 children from Pazardzhik;
- Introducing three components of the National Programme "HIV/AIDS Prevention and Control":
 - among intravenous drug users;
 - among prostituting women and men;
 - among young people at greatest risk (aged 15-24)
- Introducing two components of the program "Improving Tuberculosis Control in Bulgaria": among intravenous drug users and people with alcohol addiction; among members of the Roma community;
- Introducing a component of the program "Strengthening the National Tuberculosis Program in Bulgaria" among juveniles at risk.

Anticorruption

- Organising over 20 anti-corruption initiatives: information days, monitoring, training seminars, round tables, conferences;
- Starting projects for the institutionalisation of public ombudsmen in 6 municipalities of Pazardzhik Province and 13 more throughout the country;
- Establishing the first Regional Public Council Against Corruption; Receiving 20 corruption signals;

Crime Prevention

- Drawing up the first for the country Strategy for Crime Prevention in Plovdiv Municipality;
- Participating in the working group drafting the National Strategy for Crime Prevention.
- 67 children from Sofia reintegrated into the education system;

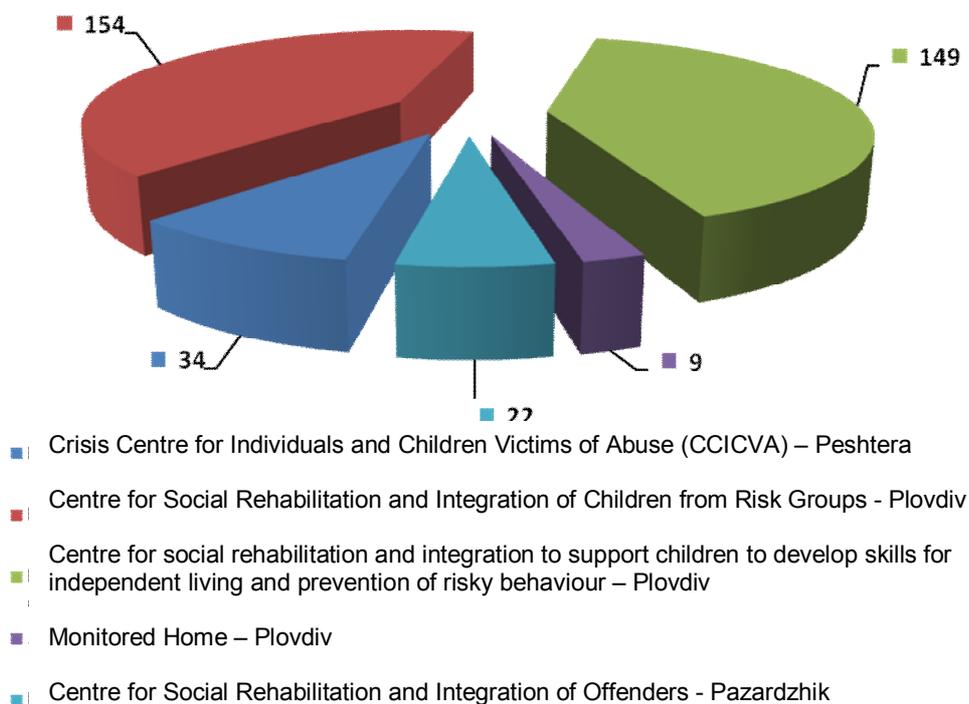
Dimitar Rusinov - Chairman of the Board

III. PROVISION OF SOCIAL SERVICES

In 2014 the IGA Fund continued delivering social services in three municipalities (Pazardzhik, Plovdiv and Peshtera) under contracts concluded with the local administration.

During the said period, a total of 368 users received services within 5 social services.

A summary of the number of users in each centre for 2014



1. Crisis Centre for Individuals and Children Victims of Abuse (CCICVA) - Peshtera



A state delegated activity entrusted for management by the Municipality of Peshtera as disclosed by Contract 113/23.07.2009 and a second Contract 163/29.04.2013. The supply period is 4 years, until 30.04.2017.

The Crisis Centre for Individuals and Children Victims of Abuse is a set of social services that create conditions for comprehensive customer service in a temporary accommodation for up to three months. When

optimal results on the case have not been achieved, the stay is extended by another three months by an administrative order. The services rendered in the Crisis Centre for Individuals and Children Victims of Abuse are related to satisfying the daily, health, social, educational and rehabilitation needs, as well as and the needs for organising leisure time and personal contacts.

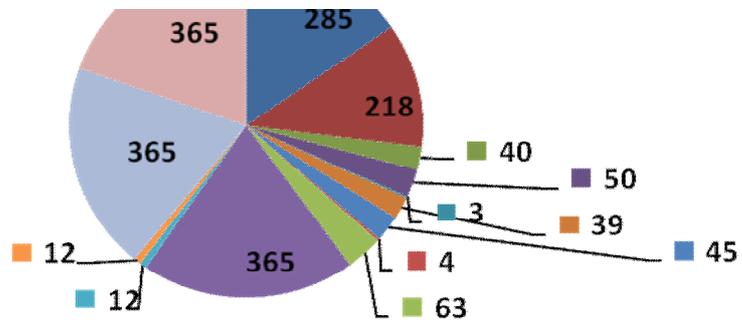
General purpose of the service:

The main objective of the "Crisis Centre for Individuals and Children Victims of Abuse" is to offer competent and professional consultative assistance to children and people who are victims of violence and trafficking, to work on prevention of violence against vulnerable groups, to reduce violence and institutionalisation of children. The provision of the services is aimed at:

- prevention of domestic violence;
- prevention of sexual abuse;
- prevention of psychological abuse;
- prevention of trafficking;
- assisting and supporting adults and children victims of violence and trafficking;
- preventing violence against children and adults;
- influencing the families and the developmental environment for children and families at risk.

Target audience: Children and families at risk, as well as their families/relatives. More specifically, the service is directed to: Children and adults victims of violence; Children and adults involved in trafficking or at risk of being involved in trafficking; Families/mentors/relatives of the above groups;

In 2014, the team of the Crisis Centre for Individuals and Children Victims of Abuse worked in total with 34 users /27 children and 7 adults/. 9 of them were reintegrated into a family setting, 11 were returned to social services, and one of the accommodated users started an independent life after leaving the CC. For all those who left the shelter, final social reports were submitted to the Social Assistance Directorate - town of Peshtera. With the remaining 6 work is still being done for their reintegration and for finding the most favourable environment for them. All accommodated children of school age were enrolled in school.



TYPE OF SERVICES	Number of individual sessions
1. Social and pedagogical counselling	285
2. Psychological counselling	218
3. Examinations carried out by a doctor at the CCICVA	40
4. Health consultations	50
5. Legal advice	3
6. Program "My New Skills"	39
7. Program "Me and Us"	45
8. Program "Management of Personal Finances"	4
9. Behavioural rehabilitation support program for women victims of domestic violence	63
10. Restoration program for children who have experienced abuse - the so-called Art Therapy	365
11. Club "My Flower Garden"	12
12. Club "Dance With Me"	12
13. Monthly group program "Mini School"	365
14. Art therapy program for children victims of abuse - development of various collages, posters, postcards, models, paintings, souvenirs and much more.	365

In 2014, the CCICVA employed 7 people under employment contracts and 2 under service agreements, as follows:

Under employment contracts: Manager - 1/2; Social worker - coordinator - 1; Social workers - 5; Psychologist - 1/2;

Under service agreements: Supervisor - 1; Doctor - 1;

2. Centre for Social Rehabilitation and Integration of Children from Risk Groups



A state delegated activity, which the Municipality of Plovdiv entrusted to the Crime Prevention Fund IGA for management by a Contract for Entrustment of Social Services No. 09DG690/24.04.2009, Annex No. 1/30.03.2012 and subsequent contract № 14DG399/02.04.2014 for the period of three years until 31.03.2017.

The Centre for Social Rehabilitation and Integration of Children from Risk Groups is an integrated set of social services that are provided for a short term - up to three months or for a long term - six months, including:

- socio-legal advice; psychological and health support;
- assessment, planning and case management;
- mediation with institutions and social systems;
- family counselling;
- trainings to acquire basic behavioural skills;
- programs for education and vocational training and guidance;
- preparation and implementation of individual correctional programs and programs for social inclusion.

The General purpose of the service CSRI for children from risk groups is to reduce offences and antisocial behaviour committed by children and thus reduce crime and protect society through:

- preventive and re-socialisation activities for children with deviant behaviour in the community;
- coordinating the efforts of all stakeholders in creating a supportive and understanding environment for the management of deviant behaviour in children.

Target audience:

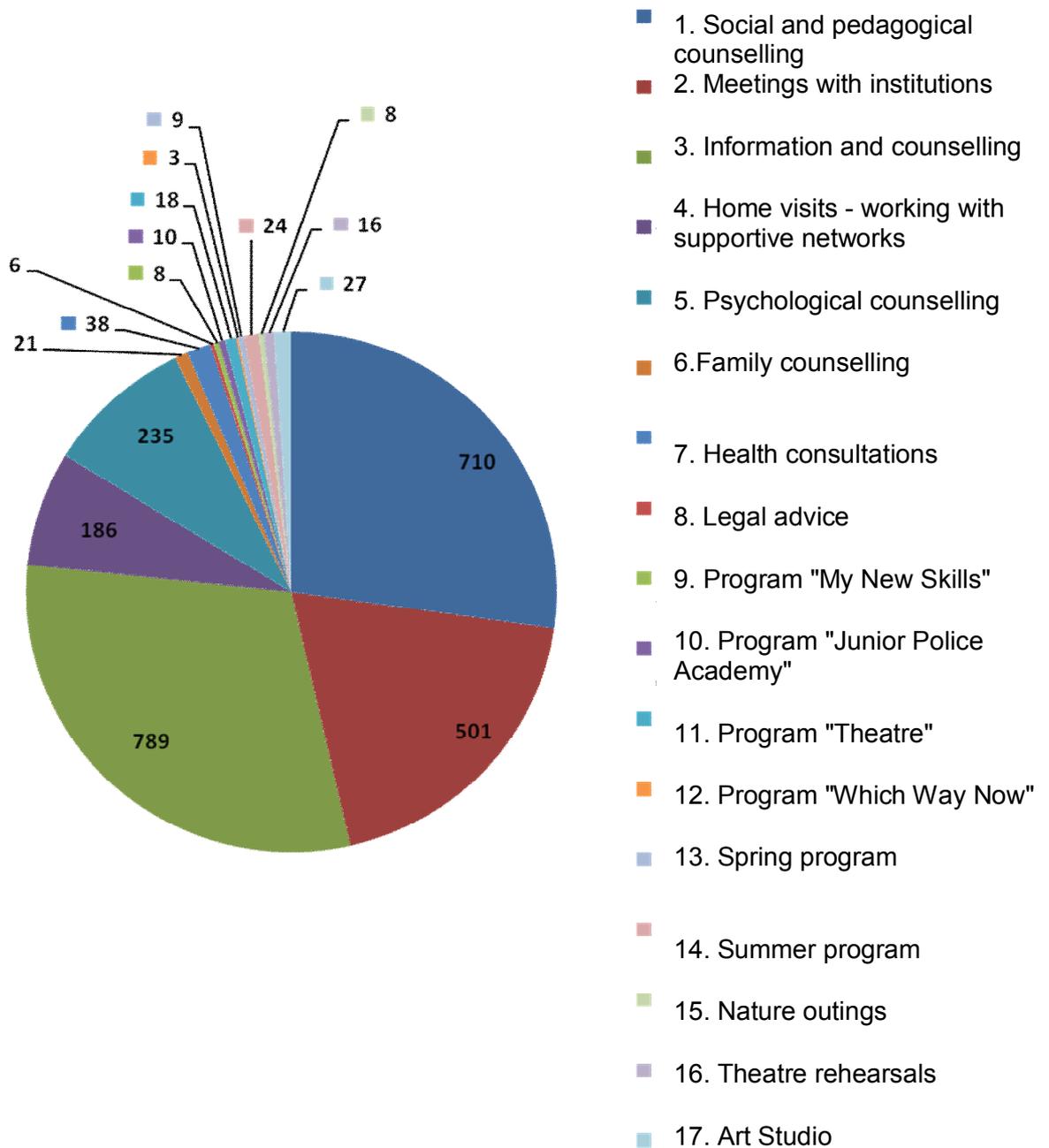
The service satisfies the needs for specialised work on the prevention of antisocial behaviour and crime committed by children, as well as integration and rehabilitation of child perpetrators of such acts, who have been imposed a measure by the Local Commissions for Combating Juvenile Delinquency, placed in (or released from) special schools such as correctional boarding schools or social and educational

boarding schools, sentenced to probation, suspended sentences or effective imprisonment, who are being released from a penitentiary. The service covers also children at risk or social exclusion and their families, who have been referred by the Department for Child Protection.

- In 2014, the team of the Centre for Social Rehabilitation and Integration of Children from Risk Groups worked in total with **154** clients. **44** of them were referred to the CSRICRG in 2013, and the provision of social services, individually or in groups, continued further into 2014.

In 2014, **110** cases were referred to the CSRICRG for individual work, and when needed, group programs were included. **65** out of these were individual cases directed to the use of social services with a Referral to Social Services by the DCP - Plovdiv, **7** by the DCP - Maritza, **24** by the DCP - Rodopi, **14** by the DCP - Stamboliyski, and **7** were referred to the CSRICRG with Requests for the Use of Social Services made by the inspectors from the Child Pedagogical Room and Local Commissions for Combating Juvenile Delinquency.

Parents of children placed in a Crisis Centre are referred to work with the CSRICRG. Working with parents during the placement of their child at the Crisis Centre enables successful reintegration in the family. With the aid of the CSRICRG team parents prepare to take the child back to the family, improve communication among them and learn to set rules and boundaries.



TYPE OF SERVICES	Number of sessions /clients and users/
1. Social and pedagogical counselling	710
2. Meetings with institutions	501
3. Information and counselling	789
4. Home visits - working with supportive networks	186
5. Psychological counselling	235
6. Family counselling	21
7. Health consultations	38
8. Legal advice	6
9. Program "My New Skills"	8
10. Program "Junior Police Academy"	10
11. Program "Theatre"	18
12. Program "Which Way Now"	3
13. Spring program	9
14. Summer program	24
15. Nature outings	8
16. Theatre rehearsals	16
17. Art Studio	27

In 2014, the CSRICRG employed 9 people under employment contracts and 3 under service agreements, as follows:

Under employment contracts: Manager - 1; Psychologist-coordinator - 1; Social Workers - 6; Psychologist - 1;

Under service agreements: Supervisor - 1; Hygienist - 1; Accountant - 1;

3. Centre for social rehabilitation and integration to support children to develop skills for independent living and prevention of risky behaviour - Plovdiv



A state delegated activity, which the Municipality of Plovdiv entrusted for management to the Crime Prevention Fund IGA by a Contract for Entrustment of Social Services No. 11DG657/10.06.2011, and subsequent contract № 14DG825/23.06.2014 for the period of three years.

The Centre for Social Rehabilitation and Integration is an integrated set of social services in the community

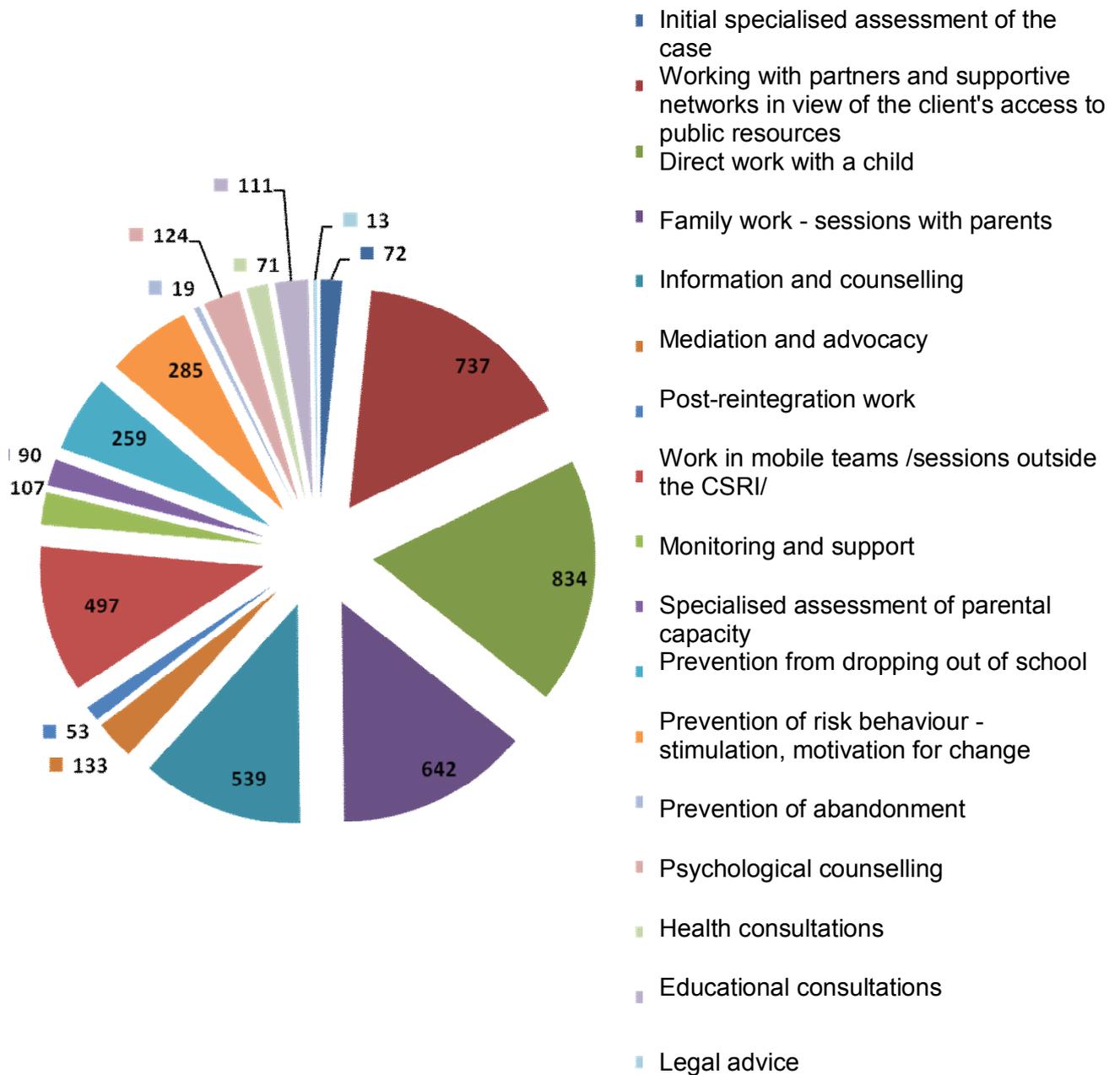
that are provided for a short term - up to three months and for a long term - over 3 months

The goal of the service provided is to imply effective social inclusion of the clients by preventing risky behaviour; development of skills for independent living; personality development and development of the abilities of the clients; creating conditions for support, mutual help, effective protection and social integration and reintegration.

Target groups:

- Children placed in Homes for Children Deprived of Parental Care;
- Young people leaving HCDPC;
- Children at risk of dropping out of school. Children who have dropped out of school and those who are not covered by the education system;
- Children at risk with a need identified by the Protection Body to use services at the CSRI - integration and reintegration, prevention of risky behaviour, monitoring and support, post re-integration work, mediation and advocacy in view of the access to public resources, preparation for independent living, etc.;
- Relatives of the above-mentioned groups.

In 2014, the service CSRI was used by 149 clients. During the year they were referred by the Social Support Directorates - Plovdiv, Stamboliyski, Maritza, Rodopi, Hisar /Local Office - Kaloianovo/. Work started based on an Order or Referral to Social Services. Contracts were signed for the use of the service.



Sessions as per strands of activity in 2014	Quantity /no. of sessions/ on a summed up monthly basis for 2014
Initial specialised assessment of the case	72
Working with partners and supportive networks in view of the client's access to public resources	737
Direct work with a child	834
Family work - sessions with parents	642
Information and counselling	539
Mediation and advocacy	133
Post-reintegration work	53
Work in mobile teams /sessions outside the CSRI/	497
Monitoring and support	107
Specialised assessment of parental capacity	90
Prevention from dropping out of school	259
Prevention of risk behaviour - stimulation, motivation for change	285
Prevention of abandonment	19
Psychological counselling	124
Health consultations	71
Educational consultations	111
Legal advice	13

Comparison and development of the service in 2014 compared to 2013:

The level and dynamics of psychological work was retained, and sessions aimed at the prevention of risk behaviour and dropping out of school were doubled. The work with supportive networks and partners on cases was increased, as well as work with children's parents. Outreach work was doubled in view of the access to public resources of clients - users of social services at the CSRI.

Breakdown of sessions as per the above strands of activity summarises the quantitative results: 4590 sessions during the year, which, with 149 cases, equals about 31-32 sessions per client.

In 2014, the CSRI employed for working with children 8 people under employment contracts and 2 ½ under service agreements, as follows:

Under employment contracts: Manager - shared position (½); Social educator - 1; Psychologists - 2; Social Workers - 3 ½ positions; Social Worker - coordinator -1; Under service agreement: Supervisor - 1; Hygienist - 1; Social worker - outreach ½

4. Monitored Home - Plovdiv

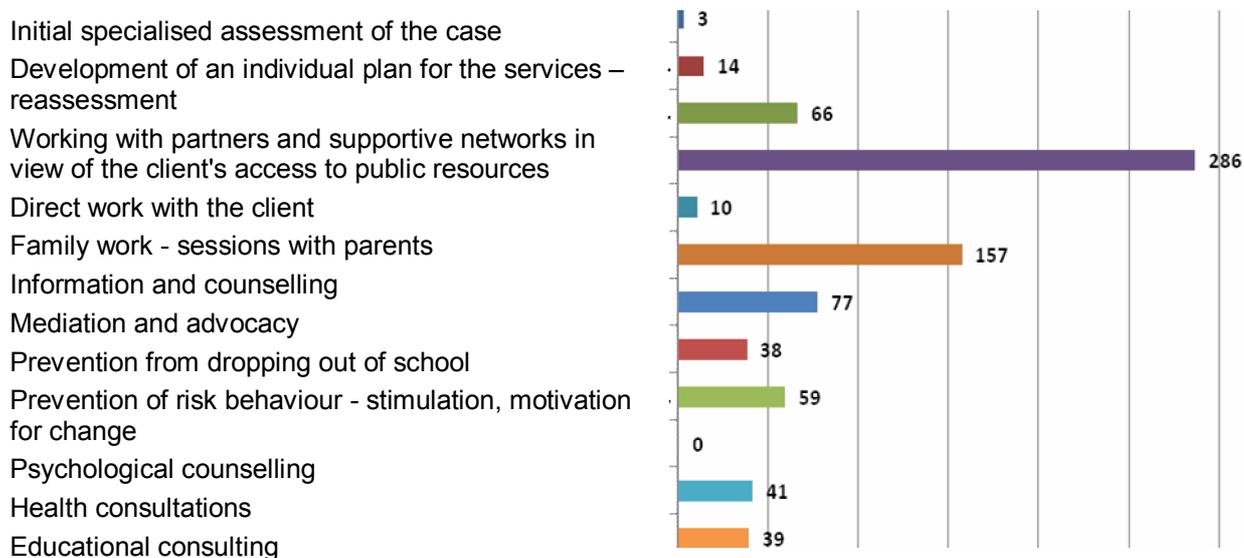


A state delegated activity, which the Municipality of Plovdiv entrusted to the Crime Prevention Fund IGA for management by a Contract for Entrustment of Social Services No. 11DG655/10.06.2011, and subsequent contract № 14DG824/23.06.2014 for the period of three years.

Monitored Home is a form of social services for support and counselling of persons aged 18 years or over, who are leaving a specialised institution and are heading for an independent way of life.

The main objective of the service provided is to ensure a smooth transition and equal standpoint for successful integration into society to people leaving a specialised institution; to provide an adequate and independent lifestyle in a suitable family-like environment, with a possibility of support and accomplishment; to create conditions for assisting, mutual help, effective protection and social integration to the social service users; and as a result of all this to allow for an effective social inclusion of the users.

In 2014, the service Monitored Home was used by 9 users, who had left two Plovdiv institutions - HCDPC "Rada Kirkovich" and HCDPC "Maria Luisa" and a young man leaving his foster family. Good inter-agency contacts were established with the Municipalities and Directorates "Social Assistance" in the region of Plovdiv Province, where it was agreed and approved that the focus of the work done for Monitored Home needed to be expanded, namely to include juveniles from the community without family support.



Sessions as per strands of activity/Consulting 2014	Quantity / No. of sessions per month – statistics of 2014
Initial specialised assessment of the case	3
Development of an individual plan for the services – reassessment	14
Working with partners and supportive networks in view of the client's access to public resources	66
Direct work with the client	286
Family work - sessions with parents	10
Information and counselling	157

Mediation and advocacy	77
Prevention from dropping out of school	38
Prevention of risk behaviour - stimulation, motivation for change	59
Psychological counselling	-
Health consultations	41
Educational consulting	39

In 2014, one person worked under employment contract at Monitored Home. Under employment contracts: Manager - shared position (1/2); Social worker - shared position (1/2).

5. Centre for Social Rehabilitation and Integration of Offenders



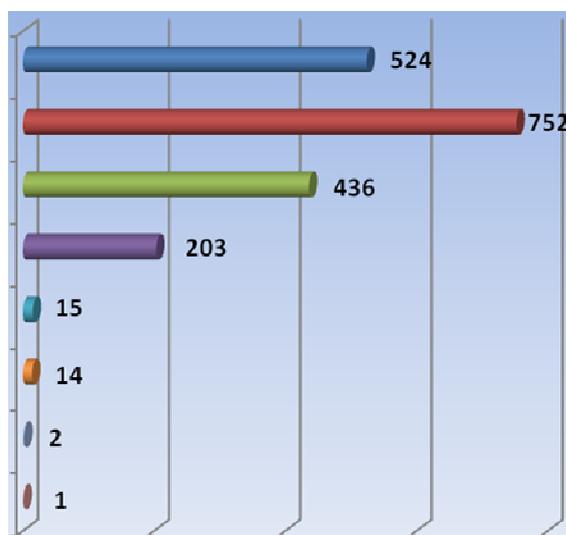
The Centre functions as of 1.07.2012 as a state delegated activity with the Pazardzhik Municipality, and since 1.09.2012 the management of the service has been entrusted to the Crime Prevention Fund IGA by Contract No. 949/31.08.2012 for the period of 7 years.

The goal of the social service: Psycho-social support and motivation towards a positive change in the way of thinking and behaving in the target group; Prevention

from committing new offences by including a full package of health-care and consulting services.

Target groups: Persons released from the places of imprisonment; Persons with suspended sentences; Persons sentenced to probation.

The capacity of the service is 20 places, and 22 users had taken advantage of it by the 31st of Dec. 2013.



Sessions as per strands of activity/Consulting 2014	Quantity /No. of sessions per month – statistics of 2014
Psychological counselling	524
Healthcare and social counselling	752
Labour therapies	436
Social and labour mediations	203
Home visits and seeing relatives	15
Legal advice	14
"My New skills" Program	2
"I'm Looking for a Job" Program	1

In 2014, the CSRI for offenders employed 4 people under employment contracts and 4 under service agreements, as follows:

Under employment contracts: Manager - ½; Psychologist - ½; Social workers - 2; Therapist - 1;

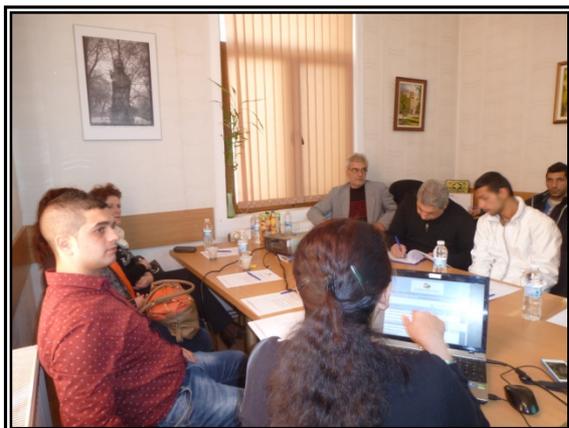
Under service agreements: Supervisor - 1; Lawyer - 1; Hygienist - 1; Accountant - 1;

IV. PROVIDING HEALTH CARE SERVICES;

Since 2004 the IGA Fund has been performing activities under programs of the Ministry of Healthcare financed by the Global Fund to fight AIDS, Tuberculosis and Malaria. In 2013, the Organisation continued working on the following programs:

Program: "Improving the control of tuberculosis in Bulgaria"

Component 4: "Reducing the transmission of tuberculosis among intravenous drug users; persons with alcohol addiction; children in the street; refugees and asylum seekers"



Partners: Ministry of Healthcare and Regional Dispensary for Pneumo-phthiatric Diseases - Pazardzhik.

Main goal: Prevention of tuberculosis among the target groups, research and treatment of newly detected cases of tuberculosis diseases.

Component 5: "Improving case detection and treatment success of TB in the Roma community"

Partner: Ministry of Healthcare and the Regional Dispensary for Pneumo-phthiatric Diseases - Pazardzhik.

Main goal: Prevention of tuberculosis among the target groups, research and treatment of newly detected cases of tuberculosis diseases.

Program "Strengthening the National Programme on Tuberculosis in Bulgaria"

Component 4: "Improving access to prevention and treatment of tuberculosis for groups at high risk - refugees and asylum seekers, immigrants, youth at risk, intravenous drug users"

Main goal: Improving access to prevention and treatment for tuberculosis for the high-risk group "youth at risk" - dissemination of information on the problem, tracking the diseased ones and their families, etc.

Program: "HIV/AIDS Prevention and Control"



Component 4: "Outreach work with intravenous drug users"

Main goal and objectives: Tracking down people and establishing contact with IDUs; consulting the target group on the risk of HIV/AIDS and the treatment mechanism; attracting volunteers; referring to health and social services; motivating to do testing;

maintaining regular communication on cropping up problems or resolving issues concerning the activity; successful completion of the case and regular filling in of necessary documents; organising ANTI-AIDS campaigns; organising and conducting tests on HIV/AIDS according to the projected number for testing.

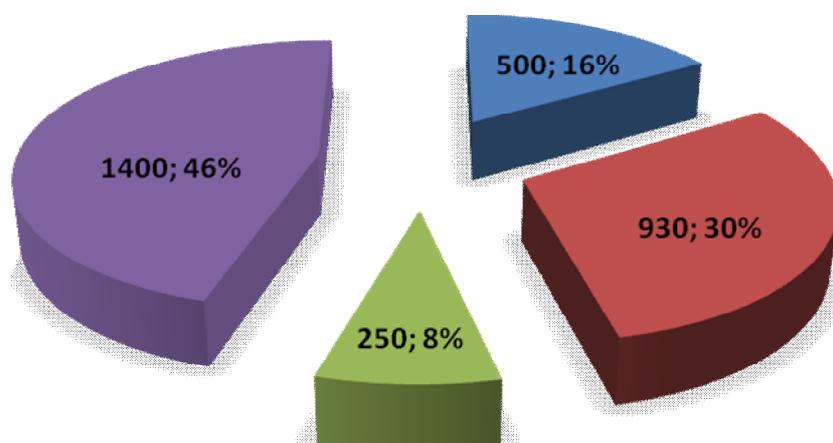
Component 7: "Reducing vulnerability to HIV among the young people at greatest risk (aged 15-24) by increasing the range of services and programs aimed at young people"



Main goal and objectives: Work among juveniles at risk, for a growing awareness on the health risk taken, refusal from or reducing risky behaviour and supporting positive behaviour changes; Referring juveniles over 16 years at risk for HIV testing, motivating to reduce the risky behaviour; Maintaining a municipal club/centre for peer trainers, as well as providing information and material about safe sex practices; Organising media campaigns to reach out local

juveniles at risk; Organising advocacy campaigns to ensure young people's access to a systematic and modern health education and services appropriate for the young, incl. HIV testing.

TOTAL NUMBER OF CLIENTS REACHED IN ALL PROGRAMS



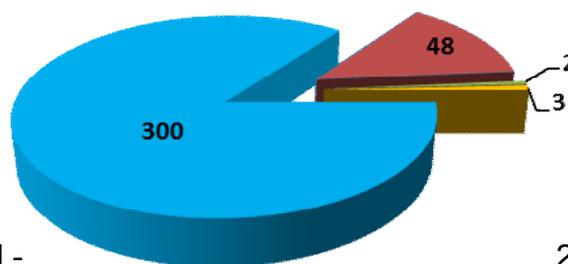
- Component 4 of "HIV/AIDS Prevention and Control" Program
- Component 7 of "HIV/AIDS Prevention and Control" Program
- Component 4 of the Program "Strengthening the National Programme for Prevention and Control of Tuberculosis in Bulgaria"
- Component 5 of Programme "Strengthening the National Programme for Prevention and Control of Tuberculosis in Bulgaria"

Summary of the clients who have received health and social services under the Components of the National Programs: "HIV/AIDS Prevention and Control" and "Improving TB Control in Bulgaria" for 2013

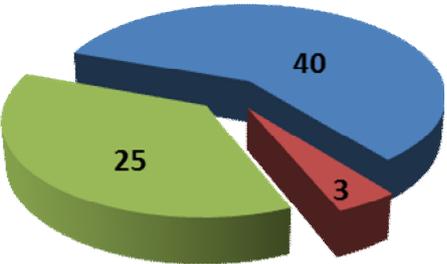
1. Component 4 of "HIV/AIDS Prevention and Control" - "Preventing vulnerability to HIV among intravenous drug users by increasing the scope of the group with a full package of interventions"

total number of clients reached - 500

- total number of tests done (HIV, Hepatitis B, Syphilis) - 300
- total number of clients of "Case Management" - 48
- total number of campaigns conducted - 2
- total number of trainings for the target group - 3



2. Component 7 of the Program "HIV/AIDS Prevention and Control" - "Reducing vulnerability to HIV among young people at greatest risk (aged 15-24.) by increasing services and programs aimed at youth"



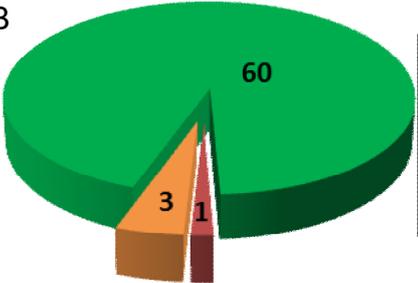
total number of clients reached - 930

- total number of clients tested for HIV - 40
- total number of campaigns conducted - 3
- total number of trainings for the target group - 25

3. Component 4 of the Program "Strengthening the National Programme for Prevention and Control of Tuberculosis in Bulgaria" - "Improving the access to prevention and treatment of tuberculosis for high-risk groups - refugees and asylum seekers, immigrants, juveniles at risk, IDUs, persons with drug addiction"

total number of clients reached - 250

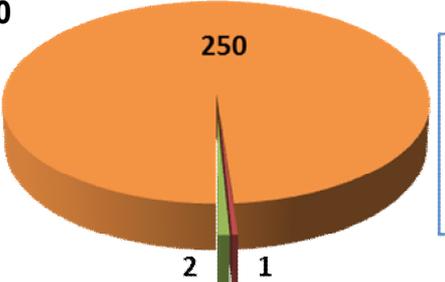
- total number of clients tested for TB - 60
- total number of campaigns conducted - 1
- total number of trainings for the target group - 3



4. Component 5 of Programme "Strengthening the National Programme for Prevention and Control of Tuberculosis in Bulgaria" - "Extending the scope of effective care for the prevention and control of tuberculosis in the Roma community"

total number of clients reached - 1400

- total number of clients tested for TB - 250
- total number of campaigns conducted - 1
- total number of trainings for the target group - 2



V. IMPLEMENTED PROJECTS

The IGA Fund continues to develop and implement various projects aimed at contributing to the accomplishment of the mission and main objectives of the Organisation.

V.1. PROJECTS COMPLETED IN 2014

During the past year the IGA Fund successfully completed the following projects that had been started during the previous periods.

Project "My New Profession"



Leading organisation: Crime Prevention Fund - IGA

Source of funding: Bulgarian Charities Aid Foundation and the Fund "Start up – support for employment for young disadvantaged people".

Partners: Plovdiv Municipality, BT - Plovdiv, Bueno EOOD, Luxor EOOD.

Project duration: 26.11.2013- 26.05.2014

Results: The project was designed for youths residing in Monitored Home in Plovdiv as part of the social service entrusted to the IGA Fund for management by the Municipality of Plovdiv. The main objective of the project was to provide the six juveniles from the Monitored Home - Plovdiv with sustainable employment. In 2014, as part of the project the six juveniles were enrolled in a vocational training to acquire part of the job "Waiter-Bartender", code: 811080 and the speciality "Service in public catering facilities", code: 8110801. All participants successfully completed the 324 academic hour-training, held by the Vocational Training Centre with the Centre for Training and Services Association, licensed as VTC №200712426/18.04.2007. At the end of the training a two-day visit was organised with educational and motivational purposes at Mario Hotel Complex in the town of Melnik. In late April, an Open Day was held to present the interested institutions, companies and the public with the activities and the results achieved within the project. During the event the six trainees were officially awarded certificates for completed vocational qualification. Thanks to the active assistance and support in the course of the vocational training and job searching by specifically hired social and labour mentors, all the 6 young people who had completed the training course found employment at different restaurants in Plovdiv and other companies. In this way they found their sustainable employment.

Project "Solid grounds for the future of young offenders"

Leading organisation: The 180 Foundation, the Netherlands;

Source of funding: Daphne Programme of the European Union;

Partners: Crime Prevention Fund - IGA, Bulgaria; The Hunnerberg, Den Hey-Acker, The Netherlands; NIACRO, Northern Ireland; JVA Wriezen, Germany; Foundation Dagrama, Spain; Association Diagrama, France and the Ministero Della Giustizia, Italy;

Project duration: 01/01/2013 - 30/12/2014

Results: The project developed training program for young offenders. It focused on reducing illegal activities, increasing personal effectiveness and enhancing social skills and competences for solving problematic situations. The program focuses on identity development in relation to different roles in life. In 2014, the main project activities were aimed at drawing up a pilot version of the program and its implementation in each of the countries participating in the project. In the first two months of 2014 the main activities were drafting and modelling the final version of the program. Then a two-day training was held in the Netherlands that included the countries participating in the project. The aim of the training was to train the program facilitators for work with young offenders. After the training the pilot program was conducted in each country-project partner within two to three months. In September, a report was drawn up on the performance of each of the program sessions, incorporating detailed information about the challenges and achievements, as well as any changes made. In October, a one day workshop was held in Italy that included the countries participating in the project. The purpose of the workshop was to exchange experience of the program's implementation and present results. At the end of 2014 the final version of the program was drafted.

V.2. PROJECTS IN DEVELOPMENT IN 2013

Project RATES - Risk Assessment, Treatment and Evaluation System (System for risk assessment and treatment of sexual offenders)

Leading organisation: Crime Prevention Fund - IGA

Source of funding: OAK Foundation

Partners: General Directorate "Execution of Penalties" with the Ministry of Justice;

Project duration: 01.09. 2012 - 31.8.2016

Results: In 2014, the implementation of the project continued aiming at building a fully functioning system for the treatment and supervision of sex offenders in Bulgaria that would reduce the level of recidivism among them. One of the most important events of the project was the signing of an Agreement between the IGA Fund and the

Department of Public Safety and Emergency Preparedness of Canada. This document made it possible for the Organisation to launch a procedure in Bulgaria for implementing the most advanced tools for risk assessment of sexual offenders - ACUTE, STABLE and STATIC. On the recommendation of Carl Hansen from Canada (one of the authors of these instruments), a contact was made with the Latvian Probation Service, which had trainers trained in the implementation of these three instruments. In May and June two consecutive training sessions were held: "Introduction to working with sex offenders" and "Working with sex offenders. Assessment and risk management through dynamic supervision." They were led by Anvars Zavaksis and two more trainers from the Latvian Probation Service. Out of the 14 participants in the training (representatives of the General Directorate "Execution of Penalties" with the Ministry of Justice and the IGA Fund), 10 were successfully certified to implement the tools. For the period from January to July a specialised translation of the three instruments was made and "Guidelines on the Application of Tools for Risk Assessment of Sexual Offenders" were drawn up by Assoc. Prof. Vladimir Velinov. More than 100 assessments of prisoners convicted for sexual offences were made in the prisons in Sofia, Bobov Dol, Pleven, Lovech, Pazardzhik, Plovdiv. In 2014, "Program for Corrective Work with Sex Offenders" was developed and prepared for implementation by Georgi Kirilov. At the end of the year the pilot implementation of the program began in the prisons in Sofia, Pazardzhik, Plovdiv and Burgas by a team from the General Directorate "Execution of Penalties" led by Daniela Yordanova. An important element of the project was the pilot creation of "Circles" for voluntary work with sexual offenders in the community. This model provides monitoring and support for released sexual offenders by combining the efforts of volunteers and professionals. In this part the project was integrated with and supplemented by the project "CIRCLES4EU" (see below).

Project "CIRCLES4EU"



Leading organisation: Avans University of Applied Sciences - the Netherlands;

Source of funding: Daphne Programme of the European Union;

Partners: Crime Prevention Fund - IGA, Dutch Probation Service, the European Organisation for Probation, Tilburg University, Nottingham University, Ministry of Justice of the Autonomous Government of Catalonia,

Barcelona University, Judicial Service Antwerp, Resource Center for Social Work - Budapest, Circles UK, Latvian Prison Administration, Probation Service of Latvia, Latvian University, Ministry of Justice (Hungary), Probation Service of Ireland, Charles Perens Hospital Centre;

Project duration: 15.01.2013 - 14.01.2015

Results: The project started in 2013 and continued its implementation throughout 2014. It is closely associated with the project RATES (see above). The CIRCLES4EU project aims at encouraging and facilitating the development in Europe of "Circles of Support and Security" to reduce the risk of committing a sexual reoffence. The Circles provide monitoring and support for released sexual offenders by combining the efforts of volunteers and professionals. This project proved the effectiveness of this approach, not only in terms of preventing new victims, but also protecting the existing victims of sexual abuse.

The main activities conducted in 2014:

- A recruitment procedure started for volunteers to join the project. Each prospective volunteer submitted a package of documents, including application for inclusion in the project; Personal Data Declaration; Declaration of Compliance with Confidentiality Requirements. Then each prospective volunteer was called for an interview according to a pre-established model. The approved volunteers signed a Cooperation Agreement;
- A procedure for selection of clients (core members) was carried out, as well. The process started with submission of Application by any prospective client for inclusion in the project. Then they went through an interview based on a pre-established model. Then each client went through an assessment, followed by Declaration of Compliance with Confidentiality Requirements and Personal Data Declaration. The selection process for clients within the project completed with the preparation of an Individual Plan for Project Activities;
- Volunteers, clients and coordinators were trained for each round. Subsequent trainings were held, as well, for all involved in the implementation of the project activities (volunteers, clients, coordinators);
- During the year three rounds were launched. The first round was launched in March, the second - in April and the third - in July. Within the total of three rounds, 131 meetings were held: between the client and volunteers, between the volunteers without the client and meetings between the client, volunteers and an outer circle of professionals;
- 5 supervisions for each round were held, 4 expert meetings in Rounds 1 and 2, and 3 expert meetings in Round 3;
- Two IGA experts took part in the Second Training Seminar in Riga, Latvia, in April 2014 and the Third Training Seminar in Barcelona, Spain, in October 2014
- 6 IGA members participated in the final project conference in Barcelona, Spain, in November 2014

Project "ISDEP - Improving Security Through Democratic Participation"



Leading organisation: Association of Chief Police Officers of England, Wales and Northern Ireland;

Source of funding: Directorate General Home Affairs (2011 / ISEC) Prevention of and Fight Against Crime;

Partners: Crime Prevention Fund - IGA and 10 other organisations and

institutions of EU countries: Federal police - Belgium; Technical University - Prague, Czech Republic; Technical University - Lübeck, Germany; Police Service of Northern Ireland - United Kingdom; Association "PUAC" - Yorkshire and Humber - United Kingdom; Association "KFUM" - Sweden; Ministry of Justice - Sweden; Institute "Recora" - City Council, Dudley - United Kingdom; Association "Agenfor" - Italy; Ministry of Security and Justice, National Coordinator for Counterterrorism - the Netherlands; "Result Group - Global Risk and Crisis Management" - Germany;

Project duration: 11.12.2012 – 30.06.2015

Results: The project focuses on improving internal security through active participation and is based on the need of making the EU societies adaptable to change, by stimulating a culture of responsibility to change and diversity through multilateral and multi-level approach. In 2014, four specialised training for work in multicultural environments took place, aiming at recognising and countering radicalisation. The trainings were held in Bramshill, UK, with representatives of the following sectors: NGOs for the period from 26 to 31 January 2014, Law Enforcement Services for the period from 23 to 28 March 2014, Prison/Probation for the period from 1 to 6 June 2014, Higher Education for the period from 11 to 16 May 2014. All trainings were conducted within 5 days each, and were attended by 8 representatives of NGOs, the police, judges, employees of General Directorate "Execution of Penalties" with the Ministry of Justice, representatives of universities. During the training the following topics were discussed: Opportunities and influence of the media; Psychology and radicalisation of change; Grievances (a topic that analysed and discussed common grievances and their importance for violence and extremism); Visual identification and extremist ideology (a topic aimed at raising awareness about the physical indicators that can demonstrate a commitment to an extremist ideology or a path to radicalisation). During the year the following events took place, as well: Focus group held in Sofia on 31.07.2014 with representatives of the General Directorate "Execution of Penalties" and the leading organisation ASRO; Participation in a partnership meeting of the project management group, held in the Netherlands from 18 to 20.03.2014.

Project "Social Inclusion of Offenders through Innovative Models of Social Enterprises"

Leading organisation: Crime Prevention Fund - IGA



Source of funding: Operational Programme "Human Resources Development", co-financed by the European Union through the European Social Fund, Grant Scheme: BG051PO001-7.0.07 "WITHOUT BORDERS - COMPONENT 1 - Phase 2" Contract № BG051PO001-7.0.07-0140.

Partners: xit-GmbH - Germany and Training and Service Centre Association.

Project duration: 01.11.2013 - 30.06.2015

Results: The project started at the end of 2013 and aimed at improving the quality of life of people in Bulgaria using the German experience in the development of innovative models of social enterprises for offenders.

In the past 2014 the following activities were conducted:

- Three meetings for management and coordination of the project with the participation of the Working Group members;
- Study visit to Germany with the participation of 12 representatives of the target group;
- Report from studying the German experience in using innovative models of social enterprises;
- Six focus groups took place in the 6 planning regions of Bulgaria with 12 participants from the target group: in Kardzhali, Burgas, Sofia, Pleven, Lovech and Isperich;
- Technical and expert work on the transfer and adaptation of the models to the Bulgarian context. Report on the functioning of the model in Bulgaria;
- Developing a Program for testing and implementing the models at regional and national levels in 4 modules: *First module:* Designing an information day for promoting the models among the target groups in Bulgaria; *Second module:* Designing a two-day working meeting for representatives of NGOs and municipalities which provide social services to offenders or have existing social enterprises; *Third module:* Designing a training seminar for applied specialists who will experiment with the elements of the social enterprise models; *Fourth module:* Designing a practical training for applied specialists experimenting and testing different elements of the three social enterprise models;
- 6 information days held in the 6 planning regions in the country with a total of 120 participants;
- promoting the project and its results; information leaflet, a poster and project website.

Project "Building Capacity for the Future"



Leading organisation:

Crime Prevention Fund - IGA;

Source of funding: Swiss Confederation through the **Thematic Fund (TF) "Reform Fund Linked to Civil Society Participation" (CSP)**;

Partners: none

Project duration: 01/09/2013 - 31/08/2015

Results: The project aimed at improving the capacity of the IGA Fund to provide social services to persons from vulnerable groups. In particular, the project activities aimed at improving the Organisation's ability to maintain a high quality of service

provision in different regions, improving the potential of the Organisation for further development of services and improving the ability for partnerships for individual cases from the network and the systemic partners, as well as for those from remote regions. During the year the following activities were conducted:

- Studying the annual reports of the 5 delegated social services with the IGA Fund. A questionnaire was prepared and completed for all managers and staff for the services, from which detailed information was received on those aspects that need improvement. A report of the study was drawn up, as well.
- 3 two-day trainings were held: *The first one* - with the participation of the social services managers, coordinated by the IGA Fund on issues related to leadership techniques, human resources management, team building, maintenance, supervision and ethics; *The second one* - to provide comprehensive expertise and conduct training for the financial officials from the five social services in matters of financial management; *The third one* - for the social workers from all the services, with a focus on social work practices for outreach in remote areas and closed (ethnic) communities and identifying issues applicable to other services or network partners;
- The contents of the current information collected in the course of service provision were studied, focusing on the factors that cause the risks associated with these groups. A report was drawn up on the study and a comprehensive system of indicators and data to be monitored. A program was created and a two-day training conducted for the staff to gather information and monitor indicators with the participation of one representative of each service;
- The partnership process was studied in each of the social services run by the IGA Fund, with the network and systemic partners in the respective region with emphasis on the scope of each network, its members and their importance, the frequency of contacts, timely communication and partners' capabilities;
- 9 one-day work meetings were organised between the network and systemic partners in each of the places for the provision of social services coordinated by the IGA Fund.

V.3. STARTING PROJECTS IN 2014

Project "Improving the Capacity of the Systems for Child Protection and Juvenile Justice in Sliven Province"

Leading organisation: Crime Prevention Fund - IGA

Source of funding: THE UNITED NATIONS CHILDREN'S FUND (UNICEF), Bulgaria office.

Partners: UNICEF Bulgaria; SACP; Ministry of Justice; NGOs working with UNICEF; institutions from Sliven Province working with children in conflict with the law.

Project duration: 14.04.2014 - 31.10.2015

Results: The project started in April 2014. Its main objective was to improve the capacity of the systems for child protection and juvenile justice to work with children in conflict with the law in the Province of Sliven, in accordance with: 1) the principles set out in the Public Concept for Reform of the Juvenile Justice System, its Roadmap

and the Protection of Child Rights Act; 2) the relevant international standards; 3) the best international and national standards for case management.

In 2014, the IGA developed competency profiles for all professionals who work with children in conflict with the law and started the process of creating a training program based on competence profiles. A series of meetings were held in the office of UNICEF Bulgaria to discuss the two developments, as a result of which a number of adjustments and additions were made. The project will continue with the implementation of the program in the town of Sliven in 2015.

Project "Reducing Prison Population: Advanced Tools of Justice in Europe"

Leading organisation: Association "Papa Giovanni XXIII" - Italy / Associazione Comunità Papa Giovanni XXIII

Source of funding: European Commission / Directorate "Justice" - Contract JUST/2013/JPEN/AG/4489/

Partners: Crime Prevention Fund - IGA; Sabiedriskas politikas centrs PROVIDUS - Latvia; University of Dundee - England; Dipartimento di Sociologia e Diritto dell'Economia-Centro Interdisciplinare di Ricerca sulla Vittimologia e sulla Sicurezza (SDE-CIRVi.S) (Universita di Bologna) - Italy; Synergia S.r.l. - Italy; Asociata "Generatie Tanara" (Unga_Liv) - Romania; Societe internationale de criminologie (SIC) - France; Hochschule fur offentliche Verwaltung Bremen - Germany

Project duration: 01.05.2014 – 30.04.2016

Results: The project started in mid 2014 and aims at exploring and identifying 8 European countries' best practices in the alternatives to imprisonment. It includes: research in the eight countries participating in the project, which should result in national reports containing the basic legal framework of alternatives to detention; Conducting in-depth interviews among employees of institutions, legislators and others interested in the topic, with the purpose of identifying best practices in alternatives to imprisonment; Preparing a final product by the experts by compiling all the information in a manual of best practices on the topic in the different languages and publishing the manual on the Internet; Presenting the manual at a national seminar in each of the countries participating in the project.

In 2014, the Organisation experts Dimitar Rusinov and Andrey Momtchilov conducted a study on the basic legal framework of alternatives in Bulgaria, conducted five in-depth interviews with stakeholders from the country, and one of them was with Daniela Yordanova, the Director of the Probation Sector with the General Directorate "Execution of Penalties"; All the best practices collected through the interviews were analysed. Andrey Momtchilov participated in an international meeting in Leuven, Belgium, to present the first draft version of the analysis of best practices in alternatives to imprisonment. At this meeting, all partners presented summaries of their works on the subject.

Project "READY FOR SCHOOL 2014-2015"



Leading organisation: Foundation "Trust for Social Alternative" (TSA)

Source of funding: Trust for Social Alternative Foundation (TSA) with the support of the America for Bulgaria Foundation, in cooperation with the World Bank.

Partners: Crime Prevention Fund - IGA is a partner in the project, together with 22 other NGOs to implement the activities locally.

Project duration: Preparatory Phase - three months (June-August 2014); Implementation Phase - 11 months (September 2014 - July 2015)

Results: The project started in the middle of the year. It applied research approaches to the assessment of impact to help find cost-effective strategies that promote access and increased participation in early childhood education. Its main objective is to improve the scope of kindergartens and the attendance of 6,000 children from vulnerable communities in 240 towns and villages in Bulgaria. Before the start of the project, the Open Society Foundation had investigated the places of implementation and selected the final beneficiaries. 240 places across the country were identified as eligible: concentrated economically disadvantaged population, among which at least 25 families with children aged 3-5; kindergarten which can be reached on foot.

During 2014 the IGA carried out the following activities:

- A team was formed: a coordinator, a local contact person for each village, an accountant;
- The project started in 9 towns and villages in Pazardzhik Province and Plovdiv Province;
- The coordinator met with the mayors to present the project; presenting the NGO, establishing good relationships and acquiring information on forming the fees for kindergartens;
- The coordinator met with the directors of the kindergartens to promote the project, acquiring information on the enrolment conditions and visiting and negotiating the participation of the kindergarten in the project;
- The coordinator recruited local contact persons from each village or town;
- The coordinator, with the help of the local contacts, checked (in September 2014) whether local grocery stores were working with Sodexo food vouchers;
- The coordinator, accompanied by the local contact person, met with the kindergartens teachers to present the project and the conditions for participation;
- The coordinator, accompanied by the local contact person, met with the directors of the KGs to sign an agreement between the NGO and the KG and to select the children involved in the project;
- In September 2014 the IGA Fund organised a training (at the regional centre) for all the directors of kindergartens which held the interventions "free education" and "free

education + voucher." The training was half day and was led by a TSA team member. The training for each KG director was conducted on a laptop purchased in advance by the TSA;

- The local contact person informed the entire local community through posters and home visits about the first information session on the topic of benefits of early education. The session was open to all who wished to attend;
- Textbooks were purchased only for those places involved in the interventions "free education" and "free education + voucher."

Project "New Job at IGA"

Leading organisation: Crime Prevention Fund - IGA

Source of funding: Operational Programme "Human Resources Development", co-financed by the European Union through the European Social Fund, Grant Scheme: BG051PO001-1.1.13 "New Job", Contract № ESF-113-06-08001.

Project duration: 01.05.2014 - 31.10.2015



Results: The project started in the middle of 2014. It aimed at ensuring new jobs for unemployed juveniles under 29 by providing training for acquiring or enhancing vocational qualifications and trainings in key competencies for 12 unemployed young people under the age of 29,

registered at the Directorate "Bureau of Labour" - Pazardzhik and ensuring employment of those who had successfully completed the training.

In 2014, the IGA Fund successfully launched the project, and together with the DBL recruited the target group and selected 12 persons for inclusion in the project activities. They were divided into two groups. One group of 6 young people successfully completed vocational training for Office Secretary, speciality Administrative Service and the key competence Communication in Foreign Languages, subject English. The remaining six representatives of the target group successfully completed the vocational training for Social Affairs Associate, speciality Social Work with Children and Families at Risk and key competence Digital Competence. All 12 young people were provided jobs in the specialities that they had been trained for in the two IGA offices - all of them signed employment contracts for a period of 10 months starting from the 10th of December 2014.

Project "Independent Monitoring of the Legislative and Institutional Development of Probation in Bulgaria"



Leading organisation: Crime Prevention Fund - IGA

Source of funding: Program for support of NGOs in Bulgaria under the Financial Mechanism of the European Economic Area 2009-2014

Project duration: 1.11.2014 - 30.04.2016

Results: The main objective of the project is to promote the involvement of NGOs in the process of policy formulation and decision-making, together with the institutions involved in the functioning of the probation system at local, regional and national levels. After about a 10-year period the IGA again is turning its attention to the processes associated with the legislative and institutional development of probation in the country. The project activities are oriented as well to the European dimension in the development of the probation system. In 2014 only some preparatory project activities were started.

VII. PUBLIC PARTICIPATION AND PARTNERSHIPS

Crime Prevention Fund - IGA is a member of:

- the European Organisation for Probation (CEP);
- the National Network for Children;
- the Council for the Execution of Penalties with the Ministry of Justice;
- the Association of Social Enterprises in Bulgaria.

Strategic international partnerships

- British Ministry of Justice;
- the European Organisation for Probation - CEP;
- Hungarian Ministry of Justice;
- Ministry of Justice of Catalonia;
- Latvian Probation Service;
- Xit, Germany;
- The universities of Cambridge, Oxford, London, UK, Advance, The Netherlands;
- WORK WISE, the Netherlands;
- COEUR, Il Pioppo, Giancarlo Siani, Italy;

National partners - state and municipal institutions

- General Directorate "Execution of penalties" with the Ministry of Justice and Ministry of Labour and Social Policy;
- National Centre for Drug Addictions;
- Municipalities of Plovdiv, Pazardzhik, Peshtera, Belovo, September, Velingrad, Batak, Panagyurishte, Sliven;
- National Institute of Justice;
- District Court - Pazardzhik and Plovdiv;
- Prisons in Vratsa, Pleven, Sofia, Pazardzhik, Plovdiv, Bobov Dol;
- Regional Services for Execution of Penalties in Plovdiv, Pazardzhik, Vratsa, Pleven, Blagoevgrad, Kardzhali, Sofia

VIII. Donors.

Current:

- OAK Foundation, Switzerland;
- UNICEF Bulgaria;
- Swiss Confederation through the Reform Fund Linked to Civil Society Participation; Bulgarian Charities Aid Foundation and the Fund "Start up – support for employment for young disadvantaged people".
- Operational Programme "Development of Human Resources";
- The Global Fund to Fight AIDS, Tuberculosis and Malaria through the Ministry of Health;
- European Commission, Directorate-General "Internal Affairs";
- DAPHNE Program of the European Commission;
- Ministry of Justice in Bulgaria;
- Municipality of Plovdiv, Municipality of Pazardzhik and Municipality of Peshtera - under contracts for provision of social services;

Donors that have supported the Organisation:

- UN Democracy Fund;
- FCO - Global Opportunity Fund;
- Royal Netherlands Embassy in Bulgaria - program MATRA KAP;
- PHARE Programme of the European Union - "Development of Civil Society", PHARE ACCESS Program and "Social Integration" Program of the MLSP;
- Programme "Europe" of the European Commission Delegation in Bulgaria;
- Program of the Democracy Commission at the US Embassy in Bulgaria;
- British Council, Sofia;
- Program "Leonardo da Vinci" and Program "Socrates - Grundtvig 2" of the EU;
- Open Society Institute
- Foundation "Soros Center for the Arts"
- UNAIDS;
- State Agency for Youth and Sports;
- The British Department for International Development;
- United Dutch Foundations for Central and Eastern Europe;
- Foundation "Interethnic Initiative for Human Rights";
- Institute for Regional and International Research;
- International Centre for Minority Studies and Intercultural Relations;
- CRS - Catholic Relief Services, Bulgaria.