



Final Evaluation Report

**'Improved access for women and girls survivors of violence
in Elbasan Region' (Albania)
Project Implementation by
Woman Forum Elbasan**



Forumi Gruas Elbasan

Project period: September 2018 - August 2021

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June 22, 2022

Disclaimer

This evaluation report has been developed by an independent evaluator. The analysis presented in this report reflects the views of the author and may not necessarily represent those of WFE, its partners or the UN Trust Fund.

Acknowledgments

The report was written in close consultation with the national team of consultants, Monika Kocaqi and Eniana Kociaj, and with the UN Trust Fund's monitoring and evaluation team, Annie Hedlund and Etsehiwot Eguale. I am very grateful for their guidance and input at all stages. I would also like to thank the WFE team, Shpresa Banja and Nertila Toli, who generously gave time to support this evaluation.

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List of Acronyms

CEDAW	Convention on the Elimination of All Forms of Discrimination Against Women
COVID 19	Coronavirus disease
CRM	Coordinated Referral Mechanism
CSO	Civil Society Organizations
DV	Domestic Violence
EPO	Emergent Protection Order
GEO	Gender Equality Officers
INSTAT	Institute of Statistics
IPO	Immediate Protection Order
LCDV	Local Coordinators against Domestic Violence
NGO	Non for Profit (non Governmental) Organizations
NSGE	National Strategy for Gender Equality
PEPO	Order for Preliminary Immediate Protection Measures
PO	Protection Order
RA	Risk Assessment
SDGs	Sustainable Development Goals
UN	United Nations
UNEG	United Nations Evaluation Group
UNTF	United Nations Trust Fund
VAWG	Violence against Women and Girls
WFE	Woman Forum Elbasan

Executive Summary

Context of the project

In Albania, a comprehensive legal and policy framework addresses domestic violence and other forms of violence against women. In 2006, the Law no. 9669, “On measures against violence in family relations,” was approved with 20,000 signatures from Albanian citizens.¹ The law has been amended in 2010, 2018, and 2020 to better address domestic violence based on the country’s context. The Criminal Code has also been amended in 2012, 2013, and 2020, incorporating many forms of violence against women, including domestic violence. The Code is harmonized with the Istanbul Convention, although additional changes are needed.² In addition, the Coordinated Referral Mechanism enhances a multi-sectorial approach for better management of domestic violence cases in all municipalities.³

In terms of policies, the National Strategy for Gender Equality (NSGE) 2021 – 2030 sets the vision for “a society which values gender equality and gender justice as fundamental conditions for the sustainable, social, economic and political development of the country, empowers all individuals to enjoy equal rights and opportunities in all walks of life, does not allow anyone to live behind, and which relies on the principle of zero tolerance against harmful practices, gender-based violence, and domestic violence, by punishing perpetrators and protecting, rehabilitating and reintegrating abused persons.” The NSGE aligns with the Istanbul Convention, EU Strategy for Gender Equality 2020-2025, EU GAP III, and the SDG Agenda, particularly SDG 5 and SDGs 8, 10, and 11. The strategic goal of the NSGE 2021 – 2030 is “[r]educing all forms of harmful practices, gender-based violence, and domestic violence” with specific objectives and measures also based on the previous NSGE 2016-2020. The NSGE emphasizes the necessity to punish and rehabilitate perpetrators, increasing specialist support services for survivors of violence until their reintegration, and raising awareness in the society not to tolerate violence against women and domestic violence.

Yet, the de-facto reality regarding violence against women and domestic violence shows that many women live in abusive relationships. The norms still blame women for violence, and crimes within the family, with women (wives or daughters) as victims, remain a big concern. The pandemic year also witnessed a significant increase in the number of domestic violence cases. Data presented from the Albanian Government in the information sent to the Committee of

¹ Law no. 9669, date 18.12.2006

² An issue for instance is about taking the necessary measures to ensure criminalization of any act of sexual violence between former or current spouses or partners. Currently, all forms of domestic violence are treated with three types of protection orders, namely Precautionary Emergency Protection Order, issued by police, Emergent Protection Order, and Protection Order – both issued by the Court. Physical and psychological forms of violence in family relations are criminalized as many other forms of violence against women and girls.

³ As foreseen also in the DV Law and in the respective Council of Ministers’ Decision no.327 date 02.06.2021. This CoM Decision replaced the previous CoM Decision no 334/2011 “On the coordinated mechanism on referring domestic violence cases and its way of functioning”

Parties of the Istanbul Convention in June 2021 show that the National Counselling Line for Women and Girls 116-117⁴ has received 5597 phone calls in 2020 and conducted 650 face-to-face counseling sessions, compared to 3014 phone calls and 861 face-to-face counseling sessions in 2019.⁵ During the COVID-19 lockdown, in April 2020, there were 60 percent more telephone calls than in the same month of the previous year.⁶ The number of injured persons in offenses like trafficking and domestic violence cases reported by the General Directorate of State Police increased from 1475 in 2019 to 1656 in 2020.⁷ The persistence of domestic violence highlights the importance of specialist support services available to survivors of domestic violence, caretakers, and care-dependent populations all over the country. The needs are not any different in the Elbasan prefecture. The official data show that, in 2019, the rate of women who have reported domestic violence per 10 thousand was 17.7.⁸ The number of cases sent to the Court of Elbasan requesting a protection order for 2020 was 175 cases.⁹

Project summary

The project "Improved access for women and girls survivors of violence in Elbasan Region" was implemented by Woman Forum Elbasan (WFE). The project goal was stated as "Women/girl survivors of violence targeted by the project, including victims of trafficking, women with disabilities, and women of Roma and Egyptian ethnicity, experience improved access to services in Elbasan Region." The project's geographical coverage extended to the municipalities of Elbasan, Librazhd, Cerrik, Belsh, Prrenjas, Peqin, and Gramsh. The project budget was set at \$161,886. The project implementing partner, WFE, contributed about 8% of the total budget, and the remaining portion of the budget, 92%, was provided by the United Nations Trust Fund (UNTF). The period of implementation that this final evaluation covers is between September 1, 2018, and August 31, 2021. A no-cost extension is approved to accommodate the final evaluation.

Purpose and objectives of the evaluation

This evaluation is commissioned to assess the results and outcomes of the project using the standard evaluation principles of relevance, effectiveness, efficiency, and sustainability. The final

⁴ This is 24/7 service that operates pursuant to Istanbul Convention standards.

⁵ See the full report in: <https://rm.coe.int/albania-report-on-the-implementation-of-the-recommendations-from-cp-ic/1680a30d7f> (pg.17)

⁶ Types of violence reported include psychological violence (57 per cent), physical (42 per cent), financial (31 per cent) and sexual violence (7 cases), often combined. See National Vth Report on the implementation of CEDAW in: <https://www.ecoi.net/en/file/local/2046178/N2226977.pdf> (pg. 20)

⁷ INSTAT "Women and Men in Albania, 2021", see: <http://www.instat.gov.al/media/8713/burra-dhe-gra.pdf> (pg.96).

⁸ INSTAT "Women and Men in Albania, 2020". See: <http://www.instat.gov.al/media/7376/burra-dhe-gra-2020.pdf> (pg. 102)

⁹ Statistical Yearbook, 2020 See: <https://www.drejtesia.gov.al/wp-content/uploads/2022/01/Vjetari-2020-i-plote-per-publicim-1.pdf> (pg. 323)

evaluation report is intended to be forward-looking and to be used as an exercise to draw on lessons learned, best practices, and recommendations for future actions. The results will be shared with the UN Trust Fund Secretariat, Woman Forum Elbasan, programme staff, and key stakeholders (local municipalities, national government partners, other regional actors, UN system) working on improved access to adequate services for women and girls survivors of violence.

Methodology of the evaluation

The methodology of the evaluation comprised three phases. The first two phases involved information gathering and consultation, leading to descriptive reports; the final phase consisted of analyzing the factual information to produce conclusions for the final report.

The data collection took place between May 20 and May 28, 2022, using a post-test design strategy. The primary beneficiaries, women and girls survivors of violence who benefited from the services provided by WFE, were invited to participate in an anonymous survey. A set of secondary beneficiaries, first respondent professionals such as the police, health care workers, and duty bearers at the Local -Self Government Units and Administrative Units who attended the training sessions designed by WFE were invited to participate in focus group discussions. These data together constitute primary data. The secondary data sources were relevant project documents, project proposal, progress and annual reports, and, where possible, the baseline data.

The evaluation was conducted in line with the principles outlined in the UN Evaluation Group (UNEG) – Ethical Guidelines for Evaluation, with special attention to these factors: (i) anonymity of the respondents, (ii) safety of the respondents, and the evaluation team (iii) storing securely of the information.

Key Findings

The project activities and results are reported to have generated positive changes in the lives of women who relied on the services of WFE, mainly through more adequate and integrated care based on their needs. The anonymous survey results reveal that more than half of the respondents reported being very satisfied, mostly satisfied, and satisfied with what they accomplished in life. Of the participants, about half reported being happy with their lives. Considering the ordeals they faced while seeking help from WFE, the result speaks of the resilience of the beneficiaries.

Effectiveness: The COVID 19 pandemic resulted in pivoting face-to-face services to online meetings. While many organizations tried to adjust to the lockdowns, the history of WFE, which predates the emergence of the internet, allowed the organization to rely on the practices when stigma would prevent women from reaching out for help and could not seek help in person. As a result, the planned outputs and outcomes of the project have been achieved effectively by contributing toward the project's overall goal: women and girls in Elbasan had better access to the services for survivors of domestic violence and had a safe place, had advocacy for their rights.

In addition, the first line respondents emerged from the training sessions with a better understanding of the legal consequences of domestic violence, both for the survivors and the perpetrators. The coordination mechanism among the first responders enabled them to provide immediate help and better services during the management of the cases.

Relevance: The project results are still relevant to the needs of women and girls in the Elbasan region. Provision of additional support for the planned and ongoing activities, such as training of Administrators of Administrator Units (AAU), training of police and health care workers, mentoring the members of the Coordinated Referral Mechanisms to deal with difficult cases, as well as the provision of the needed specialist support services (i.e., emergency shelter for the victim/survivor) have the potential to go beyond the prevention and response mechanisms and emphasize “breaking the cycle of violence” strategy.

Efficiency: The management team implemented the project cost-effectively and efficiently allocated the funds to the survivors' immediate needs during the COVID 19 lockdown period. The planned activities were implemented, and whenever circumstances required, the activities pivoted to accommodate the realities of the pandemic, such as providing hygiene sets and food packages.

Sustainability: The primary beneficiaries of the project report their resiliency after the support they received. Their assessment suggests a need for improvements in the support system. Furthermore, specialist support services are a requirement of the Istanbul Convention. In those cities/locations where they already exist, it is crucial to ensure long-term sustainability, in parallel with the improvement of the internal standards and procedures of the providers.

Impact: The project resulted mainly in positive and intended results by providing primary beneficiaries a safe space to access legal services, a place to shelter during an emergency period, and to receive psychological support. The unintended positive effects are primarily due to the pandemic lockdown measures – when the WFE activities were shifted to online platforms, thereby reaching women who would not otherwise be able to request assistance in person. Even though the pandemic is ebbing away, the evidence shows that WFE will keep leveraging its online presence by providing a platform through which women and girls could inquire about their rights.

Knowledge Generation: One of the lessons learned from this project is strengthening local partnerships through the coordinated multi-sectoral approach that the local governance units must lead. Another lesson is extending awareness-raising activities to the younger generations through collaborating with students, trainees, and men and boys as allies of women and girls. The CSOs with a long history in their communities have the advantage of breaking the cycle of violence by bringing different levels of stakeholders to the local negotiations and agreements.

Key Recommendations

Based on the highly positive potential impact of the project and its contribution to increasing the independence and resilience of women relying on the services, the evaluation team recommends the following actions to be considered

Effectiveness: Continuous monitoring of administrative data, marked on geographical maps and developing a project indicator which reflects the administrative data will provide a very efficient, accurate and timely evidence for the support provided by WFE.

Relevance: Establish programs that aim at the economic empowerment of survivors of violence that are sustainable as the only way to re-integrate in life and support their children.

Efficiency: The caseload of the first respondents and WFE staff requires long-term planning. Technical assistance and successful CSO operational models introduced within a network of similar CSOs may facilitate this process.

Sustainability: Local government staff (municipality and AUs) need assistance in monitoring the implementation of the protection orders. This factor is suggested as extremely important for the other six municipalities of Elbasan Prefecture. WFE may consider offering support to administer a pilot project in one or even all six Elbasan Prefecture municipalities.

Impact: By conducting short rapid assessments of training sessions after two weeks of completing the training sessions, WFE will have an opportunity to address the gap in transmitting the training materials with the participants, either by revising the training material, or by bringing the issue to the front to be discussed in the relevant networks.

Knowledge Generation: WFE considers training that UNTF and other UN Agencies may provide to improve internal procedures and regulations would increase the organization's efficiency and effectiveness. For instance, WFE considers additional support, and training i.e., to use a financial program which is dedicated for CSOs (so far, they use Alfa) would be highly appreciated.

Gender Equality and Human Rights: Support and technical expertise need to be provided, especially on management of the cases, with a specific focus on the management of cases of elderly persons, persons with disabilities, and LGBTI+ community members. Management of cases of the victims or perpetrators with mental health problems is expressed as a significant concern. One possibility for WFE is to work with NGOs that have developed integrated service provision for marginalized groups

Context of the Project

A comprehensive legal and policy framework addresses domestic violence and other forms of violence against women in Albania. In 2006, the Law no. 9669, “On measures against violence in family relations,” was approved with 20,000 signatures from Albanian citizens.¹⁰ Since then, it has been amended in 2010, 2018, and 2020 to better address domestic violence based on the country's context.

Albania was one of the first countries in Europe to sign the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (known as the Istanbul Convention) in 2011, and the country ratified the Convention in 2013. The Criminal Code was amended in 2012, 2013, and 2020, incorporating many forms of violence against women, including domestic violence. The Code is harmonized with the Istanbul Convention, although additional changes are needed.¹¹ Physical and psychological forms of violence in family relations are criminalized as many other forms of violence against women and girls. The current provisions allow all forms of domestic violence to be treated with three types of protection orders, namely Precautionary Emergency Protection Order, issued by police, Emergent Protection Order, and Protection Order – both issued by the Court. In addition, the Coordinated Referral Mechanism enhances a multi-sectorial approach for better management of domestic violence cases in all municipalities.¹² Overall, considerable achievements have been registered within the legal framework to ensure gender equality as well as to reduce violence against women and domestic violence in the last decade.

Of relevant legal frameworks, 91.7% recognize, promote, enforce, and monitor gender equality under the SDGs.¹³ In 2015, about 35% of the municipal council members were women.¹⁴ In 2019, of the winning candidates, 43.7% were women. Women constituted 29.5% of the MPs at the national level in the 2020 elections.¹⁵

In June 2021, the National Strategy for Gender Equality (NSGE) 2021-2030 was approved with Council of Ministers Decision no.400. The 2021 - 2030 National Strategy and Action Plan reflects the commitment to the achievement of SDGs and the 2030 Agenda, as well as alignment with

¹⁰ Law no. 9669, date 18.12.2006

¹¹ An issue for instance is about taking the necessary measures to ensure criminalization of any act of sexual violence between former or current spouses or partners

¹² As foreseen also in the DV Law and in the respective Council of Ministers' Decision no.327 date 02.06.2021. This CoM Decision replaced the previous CoM Decision no 334/2011 “On the coordinated mechanism on referring domestic violence cases and its way of functioning”

¹³ UN Women Albania Country Fact Sheet <https://data.unwomen.org/country/albania>

¹⁴ Project Document, p.13

¹⁵ Women and Men in Albania 2021, INSTAT.

the Gender Equality Strategy 2020-2025 of the European Union, along with CEDAW, the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence. The NSGE 2021-2030 highlights the **Law 47/2018** to strengthen "... safeguards and procedural measures for a more effective response to domestic violence and protection of victims by issuing the Precautionary Emergency Protection Order, preceded by a risk assessment, for each case handled. Additionally, for the first time, protection is provided to women and girls in intimate relationships without having formal ties with the perpetrators, such as marriage or cohabitation." ¹⁶

Despite the extension of legal protections, daily life continues to be marred with violence for women. The 2018 National Survey, "Violence Against Women and Girls in Albania," revealed that 52.9% of women reported having experienced violence at least once in their lifetime, and 36.6% reported being subjected to violence.¹⁷ Intimate partner abuse is the most common form of violence, closely followed by economic violence. Social norms highlight the persistence of wife-beating and domestic violence. The 2018 National Survey reports that 46.5% of community members believe that an abused wife is more tolerable than a divorce. Any discussion of violence outside of the family is considered a shameful act.¹⁸ Yet, women look for support mechanisms. In 2019, the number of divorces initiated by wives exceeded those initiated by husbands, 4326 and 3464, respectively.¹⁹

However, the pandemic year and the lockdown period recorded a significant increase in the number of domestic violence cases. Data presented in the information sent to the Committee of Parties of the Istanbul Convention in June 2021 show that the National Counselling Line for Women and Girls 116-117²⁰ has received 5597 phone calls in 2020 and conducted 650 face-to-face counseling sessions, compared to 3014 phone calls and 861 face-to-face counseling sessions in 2019.²¹ During the COVID-19 lockdown in April 2020, there were 60% more telephone calls than in the same month of the previous year.²² Again in 2020, out of 52 homicides, about 13.5 % are homicides within family relations.²³ The number of injured persons in offenses like

¹⁶ Further the NSGE states "...the measures for immediate removal of the perpetrator from the joint residence through PEPO by the State Police, or through IPO/PO issued by the Court within the time limit specified in these orders, specific rehabilitation programs for perpetrators, creation of an IPO/PO register, etc." NSGE 2021-2030, pp. 12-13

¹⁷ See: <http://www.instat.gov.al/media/6123/publication-violence-against-women.pdf>

¹⁸ Violence Against Women and Girls in Albania, 2018 INSTAT

¹⁹ Women and Men in Albania, 2021 INSTAT, p.34

²⁰ This is 24/7 service that operates pursuant to Istanbul Convention standards.

²¹ See the full report in: <https://rm.coe.int/albania-report-on-the-implementation-of-the-recommendations-from-cp-ic/1680a30d7f> (pg.17)

²² Types of violence reported include psychological violence (57 per cent), physical (42 per cent), financial (31 per cent) and sexual violence (7 cases), often combined. See National Vth Report on the implementation of CEDAW in: <https://www.ecoi.net/en/file/local/2046178/N2226977.pdf> (pg. 20)

²³ Women and Men in Albania, 2021 INSTAT

trafficking and domestic violence cases reported by the General Directorate of State Police increased from 1475 in 2019 to 1656 in 2020.²⁴

The persistence of domestic violence highlights the importance of specialist support services available to survivors, caretakers, and care-dependent populations. At the prefecture-level, the needs are similar in Elbasan, where according to the official data, in 2019, the rate of women who have reported domestic violence per 10 thousand was 17.7²⁵, and the number of cases sent to the Court of Elbasan requesting a protection order for the year 2020 was 175 cases.²⁶

In this background, social policy indicators are essential to understand the extent and depth of social protection available to women and vulnerable populations across the regions in Albania. Economic aid in Albania is available to poor families, orphans, victims of trafficking and domestic violence, and refugees. Between 2019 and 2020, the number of female-headed households receiving economic assistance increased by 1560, from 4932 to 6492 households, whereas the number of male-headed households increased by 652, from 59.125 to 59.777.²⁷ Of the prefectures in Albania, Elbasan has the largest number of households receiving economic aid, and poor households in the Elbasan Region receive 26% of the Albanian total economic aid.

Similarly, the prefecture with the largest number of disability payment recipients is Elbasan, with an average of 48 persons per 1000 inhabitants. In 2020, approximately 16 thousand persons were beneficiaries of social care services. The largest number of beneficiaries were in Shkodër prefecture, followed by Tirana and Elbasan.²⁸

In addition to the high proportion of the population needing care, Elbasan experienced decreasing population. The highest net internal emigration in 2020 was recorded for the prefectures of Dibër and Elbasan prefectures, with -1,845 and -1,289 persons, respectively. Within the Elbasan region, the highest outmigration was recorded in Librazhd, with 420 persons moving out of the municipality, followed by the municipality of Gramsh, where 356 people migrated out.²⁹

²⁴ INSTAT "Women and Men in Albania, 2021", see: <http://www.instat.gov.al/media/8713/burra-dhe-gra.pdf> (pg.96).

²⁵ INSTAT "Women and Men in Albania, 2020". See: <http://www.instat.gov.al/media/7376/burra-dhe-gra-2020.pdf> (pg. 102)

²⁶ Statistical Yearbook, 2020 See: <https://www.drejtesia.gov.al/wp-content/uploads/2022/01/Vjetari-2020-i-plote-per-publicim-1.pdf> (pg. 323)

²⁷ Women and Men in Albania 2021, INSTAT. See: <http://www.instat.gov.al/media/8713/burra-dhe-gra.pdf> (pg.91)

²⁸ Regional Statistical Yearbook, 2021, INSTAT.

²⁹ Regional Statistical Yearbook 2021, INSTAT.

Description of the Project

Decreasing population, increasing proportion of the care-dependent population, and persistence of domestic violence emphasize the importance of general social services available to survivors of domestic violence in the Elbasan prefecture. To this end, in September 2018, Woman Forum Elbasan (WFE) initiated implementing the project, "Improved access for women and girls survivors of violence in Elbasan Region," utilizing a small grant provided by the UNTF. The project goal was stated as "Women/girl survivors of violence targeted by the project, including victims of trafficking, women with disabilities, and women of Roma and Egyptian ethnicity, experience improved access to services in Elbasan Region during the three years of project implementation by September 2021." The period of implementation that this final evaluation covers is between September 1, 2018, and August 31, 2021. A no-cost extension is approved to accommodate the final evaluation.

The implementing partner, WFE, has been active in Elbasan for two decades. It has been providing social, psychological, and legal services through three hubs: Counselling Center, Advocate Studio, and Day Care Center, with no charge for women and girls in need. In addition to face-to-face counseling and counseling over the phone, the support system includes legal help in judicial reviews, court hearings, legal counseling, and a Day Care Center. The Day Care Center is created as a safe space for women and their children to be accommodated when their life is at high risk.³⁰

In 2017, immediately before implementing the project, WFE registered 423 face-to-face and 181 phone counseling in the Counseling Center, wherein the Advocacy Studio recorded 73 files for a judicial process with 130 court hearings and 182 legal counseling. The Day Care Center provided a safe place for 42 cases and 35 children coming out of a violent relationship.³¹

Using decades-long experience, WFE designed the project to simultaneously target the two sides of the domestic violence problem between 2018 and 2020. While improving response services through the hubs, the prevention aspect targeted the responders in the seven municipalities of Elbasan Prefecture, respectively in: Elbasan, Librazhd, Cerrik, Belsh, Prrenjas, Peqin, and Gramsh.

³⁰ The victims may stay there some hours (to rest and think carefully for their situation, or when it happens that they report their case to the police in very late hours – and stay in the center to avoid their further stay in police commissariat premises, until next morning), or they may stay there from one up to seven days (when their life is in high risk and they need a safe sheltering), until a long term sheltering is ensured for them. So, in other words, this Day Care Center is a type of specialist support centers (as required from Istanbul Convention) – an emergency shelter.

³¹ Project Document, p.10

The key partners in the project are numerous: UN Trust Fund and UN Women are the sister UN agencies as international partners. Local partners constitute the Elbasan Regional Council, Local Police in the seven municipalities of Elbasan Prefecture, seven Municipalities in Elbasan Prefecture, Regional Public Health Directory and local health services in all seven municipalities, Judicial Elbasan District Court, Regional Educational Directory, and the educational institutions at the local level in the seven municipalities of Elbasan' Prefecture and Local Media. With each institution, WFE signed a MoU where the objectives and field of cooperation were defined. And every four months, a representative of each partner participates in the regional network meeting. The wide network reflects the legal, security and public health sectors in the community at local and regional levels and shows the extent of buy-in for the project.

The intended outcomes of the project were two:

Outcome 1: Local professionals increase their capabilities and partnership skills through training, monitoring and the Regional Network to improve the services offered to VAW/G survivors.

With the expected results:

- Result 1.1 Increased capacities of professionals: 60 Administrators of Administrative Units (AAU), 60 Health Professionals (HP), and 60 Police Area Specialists (PAS)) to better assist victims of domestic violence;
- Result.1.2 Increased cooperation between local actors' part of the Regional Network to coordinate the action to prevent domestic violence;
- Result.1.3 Research study and monitoring on the services offered by local professionals on the response against domestic violence.

Outcome 2: Beneficiaries receive improved and better services (free social-psychological- legal support, emergency shelter) offered by WFE (Counseling Center, Advocacy Studio, Day Care Center) for victims of domestic violence.

- Result.2.1 Improved and better services offered by WFE for victims of domestic violence;
- Result.2.2 At least 180 women/girls survivors of violence will be empowered through 12 capacity building sessions held
- Result.2.3 100 difficult cases will be referred and their needs will be facilitated by WFE and Regional Network
- Result.2.4 Local community members in Elbasan region have increased information on the work of WFE (and other institutions offering services to VAW/G survivors) through increased visibility of the project and activities via TV broadcast, social media, web-based and other and visibility materials

The project outcomes are thus two-pronged – assisting first responders in helping the survivors access better care and learn about their rights in the seven municipalities of Elbasan Prefecture: Elbasan, Librazhd, Cerrik, Belsh, Prrenjas, Peqin, and Gramsh. The primary beneficiaries of this project were estimated to be 3200 women in need of the services, and about 5000 persons, including 60 officials for each of the first respondents category (AAU, HP, and PAS) and community members designated as secondary beneficiaries.

The results chain matrix is provided in Annex D.

Purpose of the Evaluation

This evaluation presents opportunities to understand:

- (a) The strategies to support access to multi-sectoral services, strengthening law and policy implementation, economic empowerment, and
- (b) The emphasis on interventions that can contribute to sustainable life change among survivors, including victims of trafficking, women with disabilities, and women of Roma and Egyptian ethnicity.

In doing so, the evaluation is commissioned to identify the coordination actions and efforts across the social sector partners in the Elbasan region to improve response and prevention of domestic violence in Elbasan, focusing on advocacy, awareness-raising, and research on domestic violence in the municipalities participating in the project.

This final evaluation of the project is forward-looking and intends to provide a learning platform for the UN Trust Fund Secretariat, Woman Forum Elbasan, programme staff, and key stakeholders (local municipalities, national government partners, other regional actors, UN system) working on improved access to adequate services for women and girl survivors of violence.

Evaluation Objectives and Scope

In further clarifying the purpose of this assignment, the TORs include the following specific objectives:

- Evaluating the three-year and three-month (39 months) project against the effectiveness, relevance, coherence, efficiency, and sustainability, as well as the cross-cutting gender equality and human rights criteria;
- Identifying key lessons and promising or emerging good practices in the field of ending violence against women and girls for learning purposes; and
- Exploring the (likelihood of) impact of advocacy and awareness campaigns on ending violence against women.
- Assessing the impacts of the COVID-19 pandemic on the project (i.e., context, programming, partnerships, monitoring, etc.) and implementing organizations and drawing key findings/lessons.

The time frame of the final evaluation covers the entire project duration: from September 1, 2018, to August 31 2021. The geographical coverage is the prefecture of Elbasan – and the municipalities in the prefecture: Elbasan, Peqin, Gramsh, Cerrik, Librazhd, Prrenjas, and Belsh.

Evaluation Questions

The evaluation criteria will adopt the OECD-DAC guidelines: effectiveness, relevance, coherence, efficiency, and sustainability, with overarching cross-cutting gender and human rights themes. The assessment of the program as such was developed around the key questions set in the evaluation matrix addressing the OECD-DAC criteria. The ToR sets the key evaluation questions below:

Effectiveness:

- Was the programme design logical in: a) taking into account the roles, capacities and commitment of stakeholders; and, b) in realistically achieving the planned outputs?
- To what extent were intended project goals, outcomes and outputs (project results) achieved and how?
- To what extent did the intervention strategy contribute to achieved results?
- What mechanisms enabled or constrained project performance?
- What alternative strategies would have been more effective in achieving expected results?
- Did the project need to adapt to emerging challenges related to COVID-19? If not, what factors facilitated the smooth continuation of the project? If so, to what extent was this project able to adapt to the challenges emerging from the COVID-19 pandemic?
 - A. What systems were/are in place to facilitate such adaptation in times of emergency and/or crisis?

B. What lessons could be offered to other small, women-led organizations to effectively adapt their EVAW/G programming?

Relevance:

- To what extent were the objectives and design of the intervention informed by needs and interests of diverse groups of stakeholders through in-depth consultation?
- To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls in project implementation sites across Albania?
- To what extent does the programme respond to the international framework to prevent and respond to violence against women, such as CEDAW, Beijing Platform Action and women's human rights principles?

Coherence:

- How is this EVAW/G project's strategy compatible with other interventions in the respective country? In the Western Balkan region? Compared to small women's led organizations within the same context?
- To what extent was this intervention complementary with other actors' response, in the context of the pandemic?
- How does the project work (partner/collaborate) with local NGOs (women organizations) and local authorities (local government representatives, police, etc.)?
- Can we identify good practices or "what works" when using monitoring, capacity building and awareness raising among practitioners and duty bearers at local level as a programmatic component to improve access to and the quality of essential services?

Efficiency:

- To what extent was the project efficiently and cost-effectively implemented?
- How efficiently does the programme management monitor programme performance and results?
- Have resources (funds, human resources, time, expertise, etc.) for integrating human rights and gender equality been allocated strategically to achieve results? What were the benefits, costs or consequences?

Sustainability:

- To what extent are the achieved results, especially any positive changes in the lives of women and girls (project goal level), likely to continue? To what extent are policy and regulatory frameworks in place that will support the continuation of benefits? To what extent was the capacity of partners developed in order to ensure sustainability of efforts and benefits?
- How have stakeholders been involved in programme implementation? How effective has the programme been in establishing local ownership?

- Can the programme approach or results be replicated or scaled up by national partners? What would support their replication and scaling up?
- What indications are there that the outcomes will be sustained, e.g., through requisite capacities (systems, structures, staff, etc.)? Will the programme beneficiaries be able to rely on themselves (be resilient) after funding reduces or is withdrawn?

Impact (likelihood of):

- To what extent has the project contributed to ending violence against women, gender equality and/or women's empowerment (both intended and unintended impact)?
- To what extent has this project generated significant positive or negative, intended or unintended, higher-level effects in the lives of women and girls in each municipality targeted?
- To what extent were the project results influenced by the Covid-19 pandemic?

Knowledge generation:

- To what extent has this project generated knowledge, promising or emerging practices in the field of EVAW/G, and in relation to the COVID-19 pandemic, that should be documented and shared with other practitioners?

Gender Equality and Human Rights

- To what extent was a human rights-based approach and gender equality incorporated in the design and implementation of the programme?
- To what extent does the intervention address the underlying causes of inequality and discrimination, including those experienced by vulnerable groups?

Evaluation Methodology

Description of the overall design

The design of the evaluation was proposed with respect to the evaluation criteria and key questions addressed in the ToR and is based on a post-test design.³² The non-experimental approach required using a combination of quantitative and qualitative research methods to ensure that the results would be validated. The proposed hybrid approach relied on document analysis, survey method, and key informant interviews. The baseline of certain services is

³² There is a vast literature on the experimental designs being unfit for the interventions that target victims of violence. See Deborah Epstein, Lisa A. Goodman & Cris M. Sullivan, Beyond the RCT: Integrating Rigor and Relevance to Evaluate the Outcomes of Domestic Violence Programs, 39 Am. J. Evaluation 58-70 (2018)

already acknowledged in the project document.³³ The data collected enabled the triangulation of the results and ensured that the evaluation would be utilization-focused and gender-responsive. The design explicitly integrated Human Rights-Based Approaches to building the evidence base. The evaluation methodology and the key data collection tools were approved by UN Trust Fund through the approval of the inception report, presented as the first deliverable under this evaluation assignment.

Data sources

This evaluation report is based on both primary and secondary data. The primary data collected evidence from the direct beneficiaries of the services WFE provided. In addition, the evaluation team conducted focus group discussions and in-depth interviews with the members of the Coordinated Referral Mechanisms in the seven municipalities of the Elbasan Prefecture³⁴ and the representative from the gender equality mechanism at the central level, a representative for the local media. The survey questions and the list of participants in the focus group discussions are provided in Annexes K and M.

The secondary data sources were gathered through the desk review of all the relevant documents, such as project proposal, project progress, annual reports, baseline data, study report produced, training materials developed, and all the documents produced for the awareness-raising campaign. The complete list of documents reviewed is provided in Annex I.

Description of data collection methods and analysis

The primary data collection took place between May 20, 2022, and May 28, 2022. Dr. Monika Kocaqi and Eniana Kocaj, national consultants, led the data collection processes. The end line assessments were conducted through proposed indicators, and in-depth interviews with key informants, beneficiaries, and project staff were analyzed through “most significant change” stories.

³³ “Based on WFE data, for 2017 it results that: The Counseling Center has received in total 697 - beneficiaries, realized 487 face to face counselling and 210 phone counselling. The Advocates Studio offered (244) legal counselling and has represented beneficiaries in (138) judicial sessions. In the Day Care Center (emergency shelter) were accommodated 44 women/girls and 39 children.” Project Document, p.14

³⁴ The Focus Group Discussions included Local Coordinators against domestic violence, administrators or social administrators of the administrative units, health professionals, and police officers.

Description of sample and sampling design

The project activities involved officials in seven municipalities in Elbasan Prefecture. To better represent all the primary beneficiaries related to the activities under Outcome 1, the evaluation team conducted ten in-depth interviews with:

- UN Women Regional EVAW project technical analyst
- UN Trust Fund Programme Manager
- Focus Group discussion with six representatives from Police Commissariats of Elbasan and Cërrik (five men and one woman police officers, working as Policing Area Specialists and dealing directly with VAW&DV cases management)
- Focus Group discussion with seven Social Administrators of Administrative Units of Elbasan and Librazhd municipalities (2 women and five men)
- Focus Group discussion with eight representatives from seven municipalities of Elbasan Prefecture, working as Local Coordinators against DV or as Gender Equality Officers (all women)
- Focus Group discussion with nine representatives from Local Health Care Units from municipalities of Elbasan, Librazhd, and Belsh (all women)
- Focus Group discussion with five staff members of WFE (including the project coordinator, finance person, social worker of the Daily Care Center, the lawyer who has provided free legal aid for victims/survivors, and a coordinator of the Counseling Center)
- A local journalist
- One of the trainers of WFE (who has provided the training with professionals)
- A local consultant who conducted the mid-term monitoring and evaluation report
- The Chief of the Sector for Gender Equality Policies, in the Directory of Social Inclusion and Gender Equality Policies, in the Ministry of Health and Social Protection

In addition, to represent the primary beneficiaries of the services provided by WFE, an anonymous survey link was sent to the beneficiaries who relied on the services provided by WFE during the project implementation period. The sampling design envisaged access to 96 persons. With a 30% response rate, the invitation to participate in the survey was extended to approximately 300 beneficiaries. The working sample of the survey was 86 participants, slightly lower than the target sample size of 96. Of the 86 participants, two declined to give consent, and thus the sample size was 84.

The evaluation team shortened the survey questions, considering the participants with low education levels. Some of the words that were considered difficult to be understood or might

not be familiar to the target population, such as “capacity,” were replaced with similarly recognizable words in the Albanian version. Unfortunately, the evaluation team did not have enough time to validate the questions with altered translation to a sample population; however, all changes made in the questionnaire were based on the WFE staff feedback. The survey instrument in Albanian and English are provided separately in Annex K.

The evaluation design did not target minors, but adults who used to have kids while they have received WFE services (about 55%), were also included in the sampling frame.

The characteristics of the sample participants did not differ from the average characteristics of the survivors described in the project monitoring reports. About 83% of the participants declared to be within the 25-59 age group, and about 67% of the respondents had at most secondary level of education. Slightly less than half of the participants reported being attached to the labor market. Of the participants, 11% declared themselves as a person with disability. A proxy measure for ethnicity suggests about 7% of the respondents were Roma/Egyptian minority.

According to the sample described in the monitoring report, comprising an analysis of legal cases and documents, the average survivor is within the age group of 31-40 years old, with Albanian nationality, with at most secondary level of education, unemployed, married and with children.³⁵ Considering the average characteristics of survivors of domestic violence who requested help according to the administrative data, the average respondent in the survey is quite close to being representative of the overall population that relied on support from WFE during the project implementation period.

Limitations

The evaluation design ran into several limitations:

- 1) To assure the confidentiality of the responses, the evaluation team decided not to record the Focus Group Discussions.
- 2) The sampling for the primary beneficiaries was limited to those whose contact numbers and addresses had not changed following the support they had received from WFE. We could only include the beneficiaries who continued to use the same phone number and address and who accepted the invitation.

³⁵ Monitoring Report 2018 – 2021, prepared by consultant: Ms. Elsa Gjeli

- 3) Although the evaluation team tried to simplify the user interface and shorten the questions, not all primary beneficiaries were familiar with online questionnaires. Unfortunately, we have no proof, but we suspect that the lack of stable and reliable internet connection was another factor in sample selection.
- 4) The data collection period through Focus Group Discussions overlapped with other activities of the secondary beneficiaries. This fact decreased the number of participants and caused a face-to-face interview to switch to an online discussion in one case.
- 5) The intense and stressful workload of the health professionals during the pandemic affected their desire and ability to recall the years before the pandemic. Many health professionals admitted that the pandemic erased their recall of 2018 and 2019; therefore, many could not fully remember their experience as trainees.

Safety and ethical considerations and protocols put in place

Because of safety concerns, the evaluation team ruled out online or face-to-face interviews with the survivors for privacy reasons. Because the team could not guarantee whether the survivor would be alone during an online interview or whether requesting the survivor to travel to the WFE premises might be safe, the evaluation team preferred the safety-first principle despite the high likelihood in sample selection. WFE handled the dissemination of the survey link to the participants and ensured the privacy of the participants.

The evaluation adhered to the principles set by the UN Evaluation Group (UNEG) Norms and Standards, UN Women Evaluation Policy, Recommendations on Remote data collection, and the Ethical Guidelines for evaluations in the UN System.³⁶ Specific safeguards have been put in place to protect the safety of respondents. These critical considerations were:

- Survey instruments were validated in academic publications in a way that did not create distress for primary beneficiaries
- The evaluation team collected survey data administered for the primary beneficiaries through google forms, where no personally identifiable information was asked or collected to protect the identity of survivors of domestic violence. The evaluation team relied on WFE to disseminate the survey to the survivors through known safe and secure communication channels and via mobile phones of the survivors. Before sending

³⁶ Norms and Standards for Evaluation (UN Evaluation); UNEG Guidance Integrating Human Rights and Gender into Evaluation; WHO Ethical and safety recommendations for intervention research on violence against women

the survey link, phone numbers of the survivors were verified. Each participant received the questionnaire link via phone over well-known encrypted applications. To ensure safety, the WFE staff refrained from meeting the participants in person.

- The survey instrument ensured that only broad demographic and social characteristics would be collected, such as age group and education. A consent form was provided to the participants, clarifying the issue of confidentiality but also the aspect of voluntary participation.
- All of the key informant and focus group interview participants were assured to interrupt the interview at any moment she/he felt to do it. For example, during the Focus Group Discussions with the Health Professionals, one participant stated that she was not ready to participate because she didn't remember the training organized in 2019. Thus she didn't participate in FGD.³⁷
- The team was trained in collecting sensitive information in different cultural settings
- The evaluators were competent in identifying the power dynamics and paid particular attention to the use of language.

Findings and Analysis

Effectiveness

Question: Was the programme design logical in: a) taking into account the roles, capacities and commitment of stakeholders; and, b) in realistically achieving the planned outputs?

The Outcome that aims to increase the capacity of the local governance units and other local actors to better respond to cases of domestic violence was supported through a series of training with:

- The local governments: for the Social Administrators of the Municipalities of Librazhd and Prrenjas, the training was organized in Librazhd on 09 April 2019; for the Social Administrator of the Administrative Units of Municipalities of Cërrik, Peqin, Belsh, and Gramsh, the training was organized in Cerrik on 14 November 2019; for social administrators of the Administrative Units of Municipality of Elbasan, the training was organized in Elbasan on 14 May 2021),

³⁷ In addition, she had some questions related to the legislation and the health care workers' role, and although this was not the aim of the discussion, the facilitator responded to all questions she had, using this as an opportunity to improve knowledge and to make all participants feeling comfortable.

- The health care professionals (For 20 health care workers of the municipalities of Librazhd and Prrrenjas, the training was organized in Librazhd on 29 May 2019; for 20 health care workers of the Municipalities of Gramsh, Cerrik, Belsh, and Peqin, the training was organized in Cerrik on 15 November 2019; and for 20 health care professionals of the Municipality of Elbasan, the training was organized in Elbasan on 22 October 2020), and
- For the police officers of Commissariats of Cërrik, Peqin, Belsh, and Gramsh, the training was organized in Cerrik on 13 November 2019. For the police officers of the Commissariat of Librazhd and Përrenjas, the training was organized in Librazhd on 15 April 2019. Finally, for police officers of the Commissariat of Elbasan, the training was organized in Elbasan on 16 October 2020.

During the evaluation, the evaluation team organized Focus Group Discussions in parallel with a brief survey instrument. The instrument was shared with all beneficiaries from these capacity building activities. The online questionnaires filled by trained professionals revealed that participants considered the training sessions successful.³⁸ One participant commented that

“the way the training was organized and the theme it had was very necessary for our work.”

Another participant highlighted the importance of case discussions:

“The discussions on legal provisions as a crucial part of the training.”

And other participants stated that

“... exchange of experiences with participants and trainers on the management of specific cases of domestic violence were particularly helpful” and that

“Familiarity with the changes in the law on domestic violence as well as the fulfillment of protection orders have been some of the more concrete aspects of the training that have been conducted with local coordinators.”

During the focus group discussion³⁹ organized with police officers⁴⁰, the critical role of WFE in the management of cases was made very clear. This role was especially critical by providing different types of specialist support services such as psychological counseling for the survivors, legal counseling, and follow-up of their court procedures. The support included provisions such

³⁸ The online questionnaire for the participants in the Focus Group Discussions received 13 responses. The questions included in the survey instrument were the same questions in the face-to-face or online discussions.

³⁹ The guiding questions for the FGDs are presented at the end of this report together with additional data collection tools

⁴⁰ 26th of May 2022 from 09.00 -10.15 in the premises of WFE' Daily Care Center, in Elbasan

as: covering the court fees, i.e., in case of a divorce or child custody process, which usually follows the woman's report of the DV case, and after the PO is issued, as well as by providing emergency shelter for women and their kids.

They considered this "package" of services most needed for case management. A police officer stated that

"The fact that the shelter premises are located next to our Commissariat is very meaningful for us since we know we may immediately address the need for emergency sheltering of the victim/survivor. In addition, if the reporting is made at very late hours during the night and we need to wait some hours, i.e., for filling the case in the system, we know we may provide the victim an opportunity of staying calm in a friendly environment, instead of staying at Commissariat' premises",

In addition, the participants in the Focus Group Discussions appreciated the efforts of WFE in improving the professionals' capacities, i.e., through training that focused on the legal framework and the case management, or the role of police in the risk assessment process and the importance of issuing the Order for Preliminary Immediate Protection Measures.

"The explanation of the process to fill the Risk Assessment Report was a need for me. I wanted to be clear in each step, and WFE provided many examples during the training on how to fill such report", said one police officer from Librazhd.

The changes in the domestic violence law in late October 2020 were not included in the training organized for police officers. The new law allows the police to remove the perpetrator from the residence following the Precautionary Emergency Protection Order, except for when the perpetrator is a minor, a person with disability, or an elderly. The training was completed before the new legislation changes entered into force. The participants requested future training on this aspect.

During the Focus Group Discussion with Social Administrators⁴¹, the need to provide as much services as possible for the survivors of violence against women and domestic violence was made evident. They mentioned that basic services are needed together with additional services to economically empower women and prepare them for reintegration into a life free from violence. The administrators considered the WFE services reliable support for women who benefit directly from these services and for themselves since they would know where to refer a case for a better treatment based on survivors' needs.

⁴¹ 26th of May 2022, in the WFE offices, from 10.30 – 11.45

“Awareness-raising activities and capacity building activities of professionals are also very important, and the partnership with WFE has been successful in this direction, too”, - said the social administrator of Tregan.

“I was part of the training WFE organized on the legislation and cases management, and I appreciate that we used case studies during the training”, - said the social administrator of Librazhd.

In addition, participants highlighted the importance of strengthening the coordinated multi-sectorial approach to be much more effective until the full reintegration of the victim/survivor into the society. The indicator for Output 2.3 “Number of cases referred and mediated by the Woman Forum Elbasan to the Regional Network” highlights the coordinated action: During the project implementation period, WFE referred approximately 32 cases to other public and non-public institutions depending on the needs of the survivors

“WFE has organized meetings of the Coordinated Referral Mechanisms in our municipalities, but a long time of coaching and mentoring is needed, especially considering the continuous changes of the legislation and the different forms of VAW we face in our daily work”, - said the Administrator of Elbasan, Unit 6.

“As a result of WFE training, the staff is more sensitive towards the survivors’ needs”, - said the Administrator of Unit 2, Elbasan.

As a suggestion for future interventions, the participants suggested a need for an exchange of experiences between the municipalities of Elbasan Prefecture and in most far rural Administrative Units and villages. Additional knowledge and resources would be needed when the survivors, and sometimes the perpetrators, are older adults.

The support provided for the functioning of the Coordinated Referral Mechanisms in several municipalities was mentioned by the Local Coordinators against domestic violence in the online FGD⁴². The local coordinators highlighted their observation of survivors’ trust in the coordinated multi-sectorial approach when concrete psychological, legal, or sheltering services are offered.

The participants also discussed the need for improvements in the standards of services:

“I sincerely appreciate the support provided by WFE in our municipality and the training organized. However, according to the legislation, we must be very clear that the municipality is officially responsible for the functioning of the Coordinated Referral Mechanism and WFE is only a member of this mechanism. These functions and the division of tasks between all members of CRMs must always be clear and must

⁴² 26th of May 2022, zoom meeting from 12.00 – 13.15

refer as they are even in the training and capacity building activities.” – said LCDV of Gramsh Municipality.

“I appreciate the services provided by WFE, and the Municipality of Elbasan is paying the rent for the Day Care Center (emergency shelter), meaning that good collaboration between our institutions has existed. However, as a member of the Coordinated Referral Mechanisms of Elbasan, I expect WFE to play the role of a coach and a facilitator in the relations between the Municipality and other CRM members instead of trying to replace the role/position of the Municipality. LCDV is legally known as the case manager. WFE may manage the cases only for the period when they are sheltered or receiving other specialist support services by keeping close collaboration with LCDV and reporting to LCDV for each case. This needs to be clarified, and I truly believe that WFE can improve performance in this direction. The situation with the WFE’s lawyer, who is “replacing” the presence of LCDV in the Police Commissariat, must be ended, and we expect a reflection from WFE itself on this direction. The presence of a lawyer is very important for protecting the survivors’ rights. Still, as a representative of one of the CRM members, the lawyer must direct the police to call LCDV before initiating the risk assessment procedures, even if the police officer “forgets” to undertake this step”, - said the GEO of the Municipality of Elbasan, who used to be also LCDV until the year 2021.

Considering the intended outcome, “Increased cooperation between local actors' part of the Regional Network to coordinate the action to prevent DV,” the evaluation team found the specialist support services provided by WFE as a necessity and as a good way of increasing the survivors’ trust to report their abusive relationships. The interviews revealed that the role of WFE as a network hub with the local institutions at the regional level (such as Prefecture, Regional Police Directory, and Regional Health Care Directory) emerged as an essential factor, especially for enabling the easy coordination for the capacity building activities with professionals.

Question: To what extent were intended project goals, outcomes and outputs (project results) achieved and how?

The project intended to reach about 3200 primary beneficiaries and 2680 secondary beneficiaries for Outcomes 1 and 2, respectively. While the number of members of community-based groups proved to be challenging to pin down, an approximation could be made by checking the social media followers of the WFE. The implementing partner keeps an updated news stream on social media with 2819 followers.

Table 1 Targeted and Actual Project Beneficiaries

Primary Beneficiaries ⁴³		
	Target population	Actual population*
Women/girls with disabilities	100	441
Women/girls survivors of violence	2000	3602
Women/girls victims of trafficking	100	314
W/G from Roma and Egyptian ethnicity	1000	1170
<i>Total number of Primary Beneficiaries</i>	3200	5527
Secondary Beneficiaries ⁴⁴		
	Target population	Actual population (Analysis of social media presence, Annual Reports of Year 1, Year 2, Year 3)
Members of community-based groups (boys and girls, women and men, students and pupils, teachers and parents)	2500	2819 (followers on social media receiving updates)
Local Government officials (decision makers, policy implementers)	60	Training sessions with 56 participants
Health professionals		
Police Area Specialist		
<i>Total number of Secondary Beneficiaries</i>	<i>2560</i>	<i>2875</i>
GRAND TOTAL	5760	8402

*Data sources: Annual Reports, Year 1, Year 2, Year 3, Final Report WFE August 2021

The review of the annual reports on activities revealed that the project outcomes and activities reached the intended targets. Whether the training proved to be effective, however, requires further analysis. Below, we analyze the effectiveness of training sessions. The respondents who participated in the focus group discussions highlighted the following points for future reference:

Although the training helped to raise awareness of the rule of law regarding domestic violence cases, the participants also highlighted the need for a broader-based coalition by inviting the local professionals who deal with economic assistance. The participants in the FGDs suggested possible exchange visits/experiences with other municipalities of the Elbasan Prefecture and even beyond the Prefecture.

While during the Focus Group Discussion with representatives from the health care sector⁴⁵, the evaluators faced the issue of “memory lost” from the beneficiaries of this training. They could

⁴³ Project Document, p.8

⁴⁴ Project Document, p.8

⁴⁵ 26th of May 2022 from 13.00 – 13.40, in WFE’ offices in Elbasan (no picture was taken since participants were not feeling comfortable).

not remember the content of the training received in 2019, although they remembered being together in those training and confirmed their handwriting on the signing sheets. Their inability to recollect could be linked to the demanding workload, stress, and pressure on the health care workers during the pandemic. This result could be used as a lesson learned for continuously repeating and organizing training by pre-set levels (basic, advanced, etc.).

Based on this, we may say that while the short and mid-term objectives are fully achieved, the sustainability of long-term results on capacity building activities needs future monitoring, especially considering the project period overlapping with the completely unpredicted factors such as the Covid-19 pandemic.

***Indicator 1.1:** Perspectives of local professionals who participated in the project on whether their capacities have been improved to respond adequately to VAW cases and meet survivors needs (disaggregated by profession type: Administrator of Administrative Units, Police Area, Health Professionals)*

The training of local professionals helped them identify the needs of special vulnerable groups. For instance, one participant highlighted that there would be a need *for increased services in all municipalities*, and another participant wanted *more attention to the needs of survivors of violence with disabilities*.

As mentioned above, one of the administrators has noticed that his staff (social administrators of the Administrative Units) are much more sensitive toward the survivors' needs after participating in WFE training. The observation points to the improvement of the professionals' capacities. The participants identified the need to focus on different groups of survivors who face multiple discrimination (such as Roma and Egyptian, people with disabilities, LGBTI+ community, etc.). Their awareness is another sign of increased knowledge of survivors' different needs, even though the victim and the officer might live in the same city/village.

Similarly, police officers expressed that they felt much more comfortable establishing the first contact with the survivors. The officers understood the importance of providing individualized specialist support services to survivors of domestic violence. The reaction of health professionals remains a concern. However, this concern is not unique to the Elbasan region. Even though the health professions receive continuous training from WFE and other actors, including the Ministry of Health and Social Protection, their recall rate remains low. This issue goes beyond the scope of this evaluation and will need additional ways of addressing it.

***Indicator 1.2:** Number of initiatives and actions taken by local professionals (who received the WFE) that have improved their response to VAW/G to better meet the needs of survivors (disaggregated by profession type and type of initiative)*

As a result of WFE activities (training, awareness meetings, and specialist services provided to survivors):

- Social administrators are more sensitive toward the needs of the survivors and, when they identify a potential case, react by coordinating actions with LCDV and other members of the Coordinated Referral Mechanisms in their municipalities.
- Local Coordinators against Domestic Violence have intensified actions to better and effectively coordinate the work for case management with all responsible public institutions and specialized NGOs (such as WFE).
- Police Officers are aware of the importance of conducting the risk assessment for every VAW or DV case reported or referred to Commissariat. They also better understand the necessity of addressing survivors' urgent needs such as the need for psychological or legal support and the need for emergency shelter.
- Health care workers know the concept of being on the frontline when it comes to treating violence against women and domestic violence, and they understand the importance of reporting the cases to the police and filing the required documentation. However, they still hesitate to act in practice.

We could not find evidence measuring the difference (increase/decrease) in the number of Order for Preliminary Immediate Protection Measures issued or the difference in the cases referred among members of the Coordinated Referral Mechanisms before and after the training sessions. As a result, we cannot support the qualitative evidence with statistics.

Question: Did the project need to adapt to emerging challenges related to COVID-19? If not, what factors facilitated the smooth continuation of the project? If so, to what extent was this project able to adapt to the challenges emerging from the COVID-19 pandemic? A. What systems were/are in place to facilitate such adaptation in times of emergency and/or crisis?

When many organizations tried to pivot to alternative ways of reaching out to their beneficiaries at the start of the COVID-19 pandemic, WFE relied on its long history that the organization existed even before the internet became widely available. The following statement summarizes the inherent pivoting in the activities:

"In 2020, due to coronavirus, we suddenly returned to the situation of 1999 when WFE first opened its services and women survivors of domestic violence only called and didn't come to WFE facilities due to the outward mentality and stigma."⁴⁶

⁴⁶ <https://unf.unwomen.org/en/news-and-events/stories/2020/07/covid19-crisis-woman-forum-elbasan-adapts-quickly-to-protect-women-and-girls-in-albania>

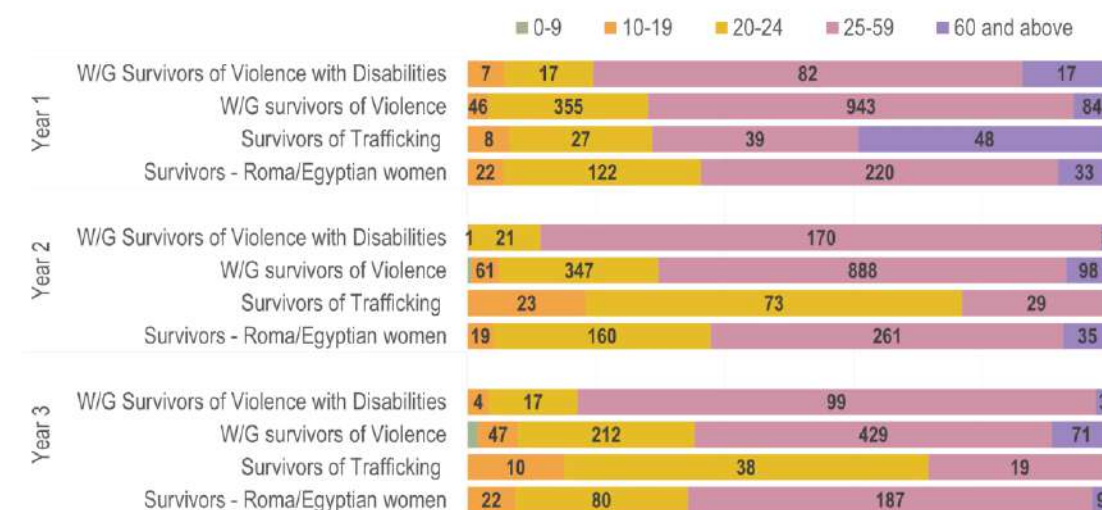
A careful analysis of the Annual Reports shows that the composition of beneficiaries seeking support from WFE slightly shifted to more vulnerable populations, such as survivors with disabilities and victims of trafficking during the pandemic year.

Table 2 Composition of Beneficiaries

	Year 1	Year 2	Year 3	Year 1 – Year 3
W/G Survivors of Violence with Disabilities	9.8%	8.9%	5.9%	8.0%
W/G survivors of Violence	61.3%	63.8%	69.0%	65.2%
Survivors of Trafficking	5.3%	5.7%	5.9%	5.7%
Survivors - Roma/Egyptian women	23.7%	21.6%	19.2%	21.2%

Source: Results and Activity Report Tables in the Annual Reports, Year 1, Year 2, and Year 3, Final Report.

Figure 1 Age distribution of primary beneficiaries in numbers



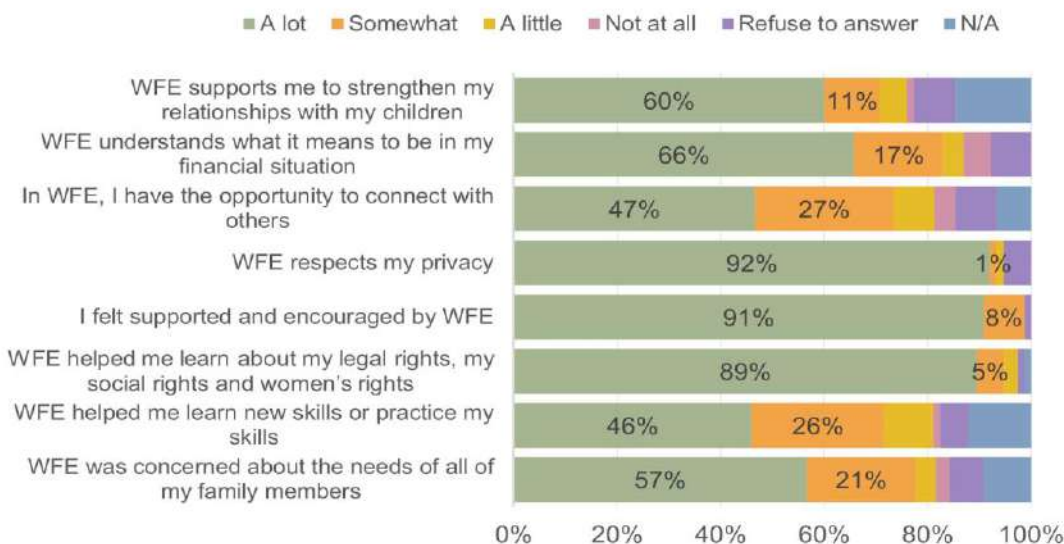
Relevance

Question: To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls in project implementation sites across Albania?

The results that the project achieved are undoubtedly relevant to the needs of women and girls. We will present the details of the responses below. This section will only show the results evaluating the project's relevance. Of the participants, an overwhelming majority, 89%, reported that through WFE, they could learn of their legal, social, and economic rights. Again, 66% of the

respondents felt that WFE completely understood their financial limitations. About 92% of the respondents felt WFE fully respected their privacy, and again 91% of the participants felt the full support of WFE.

Figure 2 Responses for the services



It is imperative to compare the assessments of primary beneficiaries with administrative data published in the Elbasan region. Doing so will provide a perspective on the relevance of the project for the needs of women in Albania. During the COVID-19 lockdown in April 2020, there were 60 percent more telephone calls than in the same month of the previous year in Albania.⁴⁷ The assessments of primary beneficiaries of the WFE services were by women who could receive legal help, counseling, and an emergency shelter during the same time.

The local governance officials highlighted the importance of continuous monitoring of domestic violence cases. And that trainees stated that there had to be continuity in training activities. Otherwise, the routine would take over. As a result, while the project activities could help the survivors seek shelter and space to flourish as a person, it will be difficult to break the cycle of violence without changing the next generation's attitudes.

Coherence

Question: How does the project work (partner/collaborate) with Local NGOs (women organizations) and local authorities (local government representatives, police, etc.)?

⁴⁷ Types of violence reported include psychological violence (57 per cent), physical (42 per cent), financial (31 per cent) and sexual violence (7 cases), often combined. See National Vth Report on the implementation of CEDAW in: <https://www.ecoi.net/en/file/local/2046178/N2226977.pdf> (pg. 20)

One of the well-known facts about the project was the connections that WFE had established over the years with women's organizations, UN agencies, donors, and state institutions. Instead of duplicating efforts in a similar project, WFE decided to scale up the project's design and help other municipalities with the coordinated referral mechanism that is the backbone of this project. As one key informant stated,

"...the project started with local buy-in, and WFE could efficiently leverage their Elbasan network."

The Municipality pays the rent for Daily Care Center. This cooperation is confirmed to continue in the following years, signaling good partnership with local government institutions. The official collaboration letter signed with the Elbasan Local Police Directorate in 2017 (during the preparation of the project proposal for UNTF) is another sign of the productive partnership of WFE with local authorities and a proof of the project rationale.⁴⁸

Question: Can we identify good practices or "what works" when using monitoring, capacity building and awareness raising among practitioners and duty bearers at local level as a programmatic component to improve access to and the quality of essential services?

For capacity-building activities, ensuring local buy-in comes before the implementation period proved to be a successful strategy.

Improving the multi-sectorial coordination is a critical factor that influences the success of case management. Unfortunately, although the Coordinated Referral Mechanisms are obligatory in all the municipalities by Albanian legislation, not all of them are functioning as required.

The intervention of WFE with the training of the Local Coordinators against domestic violence and the opportunity to exchange experiences with the Local Coordinator of Domestic Violence of Elbasan (where the CRM is functioning very effectively) increased the visibility and effectiveness of the Coordinated Referral Mechanisms. The members are organizing regular meetings and are much more aware of the functions and responsibilities of other members in the frame of joined collaboration. The local administrators understood how to manage the cases better and where to refer the survivor to meet other specific needs. These practices can be considered a good practice for the efficient functioning of a coordinated multi-disciplinary approach.

⁴⁸ WFE has a MoU except Elbasan Local Police Directorate with 7 municipalities, Counsel Region, Education Department and Health Department in the frame of UNTF project implementation

The provision of a “set” or a “package” of specialist support services” for survivors based on the one-stop-shop philosophy is essential and another good practice to be carried to the future. The fact that WFE provides psychological counseling, legal counseling, and support for court procedures and an emergency shelter is vital for women. As a result, they trust the system, don’t feel alone, and have much more courage to report their cases.

The economic support provided for covering court fees after protecting them from violence is another critical assistance. These practices need continuous investment to meet the international standards (i.e., the Istanbul Convention standards on sheltering).

In Albania, professionals rotate around the country, indicating the need for continuous provision of capacity building activities with each rotating cohort of public first-responders. In the future, there is room to offer these capacity building activities as accredited courses at different levels, such as basic and advanced levels.

Most Significant Change markers

The most significant change-makers are the responsible institutions for dealing with violence against women and domestic violence cases.

- Specialist support services such as sheltering, counseling, etc., are under the mandate of state institutions. The partnership between WFE and the Municipality has demonstrated that Municipalities could subcontract or buy the services from the CSOs. The possibility is legally possible. A CoM Decision has been issued “defining the types of social services and other specific or specialist services for which CSOs may also participate in procurement procedures.”⁴⁹
- **Health care professionals** are responsible for meeting survivors’ health needs and collaborating with other members of the CRMs. Through capacity building activities and mentoring or coaching sessions, WFE helped increase their professional reaction and sensitivity towards survivors’ specific needs and their responsibility to refer cases.⁵⁰
- **WFE has proved itself a significant change-maker**, especially in awareness-raising activities to create solidarity with women, men, girls, and boys who act together against violence and work for progress towards a society of equal opportunities and free from violence.

⁴⁹ The CoM Decision no 768 date 15.12.2021

⁵⁰ During 2021 there have been only 2 referrals from health care professionals to WFE, but even these cases were referred without any documentation This was made evident during the FGD with WFE staff

Efficiency

Question: To what extent was the project efficiently and cost-effectively implemented?

Question: How efficiently does the programme management monitor programme performance and results?

At the start of the COVID-19 pandemic, it was clear that the beneficiaries of the Day Care Center would need extra precautions in terms of hygiene and access to food and basic services. The UNTF portfolio manager revealed to the evaluation team that the expenditures allocated for activities, which had to be suspended due to the lockdown measures, were channeled to securing the health of the survivors who needed basic needs. As a result, the delivery rate across the project years shows variation. With the relaxation of public health restrictions, the delivery rate increased in Year 3.

Table 3 Delivery Rate (%)

	Year 1	Year 2	Year 3	Total
Outcome 1	84.9%	96.0%	100.2%	100.1%
Outcome 2	93.6%	81.2%	100.1%	100.1%
Cross-cutting issues (M&E, management)	45.5%	62.1%	56.3%	76.7%
Total	66.8%	74.9%	80.1%	90.8%

Source: Final Report, Table: Financial Report – Expenditure Summary A

All expenses were meticulously reported and, when necessary, with detailed explanations.⁵¹ The evaluation team analyzed the reports of expenditures and confirmed that the project was efficiently and effectively administered.

“One of the strengths of WFE is that they have always been transparent and very professional on reporting in terms of financial transactions. They have been UN Women’s partners for more than five years now. A month ago, they had financial auditing organized by us. I’m pleased to share with you the fact that the auditing report for WFE was without any reservations, which means a lot for us as UN Women.” - said Ms. Megi Llubani, the Project Coordinator at UN Women Albania, during her interview.

“We have been very careful in meeting the beneficiaries needs by using any amount of money we are receiving from our donors as effectively as possible. This means the WFE management and me, as a

⁵¹ For instance, the activity report explains how adjustments to the pandemic regulations were performed: “Activity 1.2.1. WFE has realized 2 meetings of Regional Networks online through the Zoom Platform foreseen in the project, with the participation of all the representatives public and non-public. No additional expenses have been incurred for activity from the UNTF funds since WFE used its own resources (the access to zoom, the internet platform, etc.)”

finance specialist, we work very closely and on a frequently basis with project coordinators to ensure the implementation of activities in time and by fulfilling all criteria, as well as to know in advance how is the financial situation for each of our projects, is there any gap created as a result of any delay in funds' transferal, is there any opportunity to use the funds from another project to extend the experience initiated from a previous or a parallel project, etc. And I think this has been very helpful for all of us, and this is one of the reasons why we passed very smoothly the transition from face to face to online services, even in the financial aspect during Covid-19, because we were fully aware of the financial situation on the time that Covid-19 lockdown happened", - said the finance specialist of WFE in the FGD organized with WFE staff.

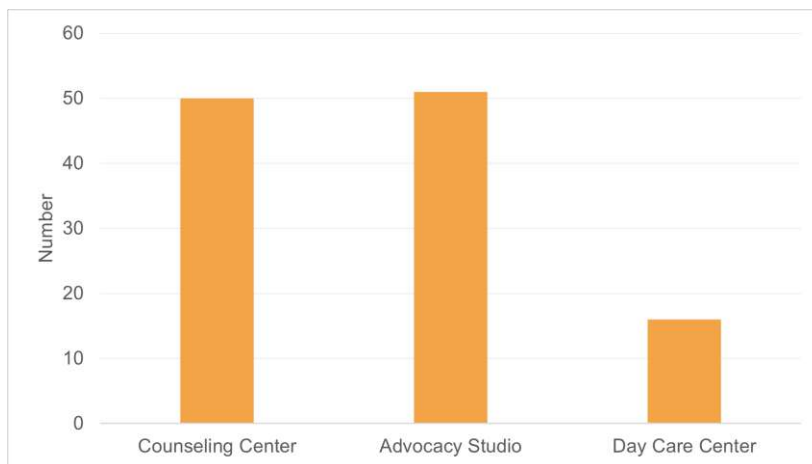
Sustainability

Question: To what extent are the achieved results, especially any positive changes in the lives of women and girls (project goal level), likely to continue? To what extent are policy and regulatory frameworks in place that will support the continuation of benefits? To what extent was the capacity of partners developed in order to ensure sustainability of efforts and benefits?

Question: What indications are there that the outcomes will be sustained, e.g., through requisite capacities (systems, structures, staff, etc.)? Will the programme beneficiaries be able to rely on themselves (be resilient) after funding reduces or is withdrawn?

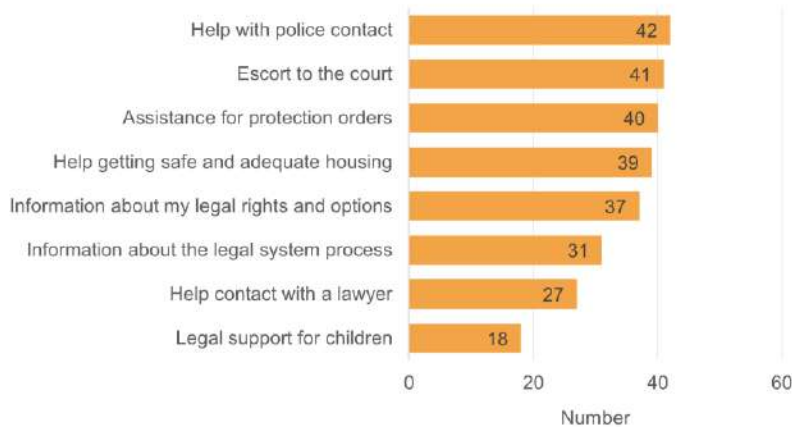
The highest use of the services provided by the WFE was reported as legal help. More than half of the participants relied on legal aid. An equally high number of participants needed the counselling center. Only 15 of the participants needed to seek shelter at the Day Care Center.

Figure 3 Distribution of Requests for Services



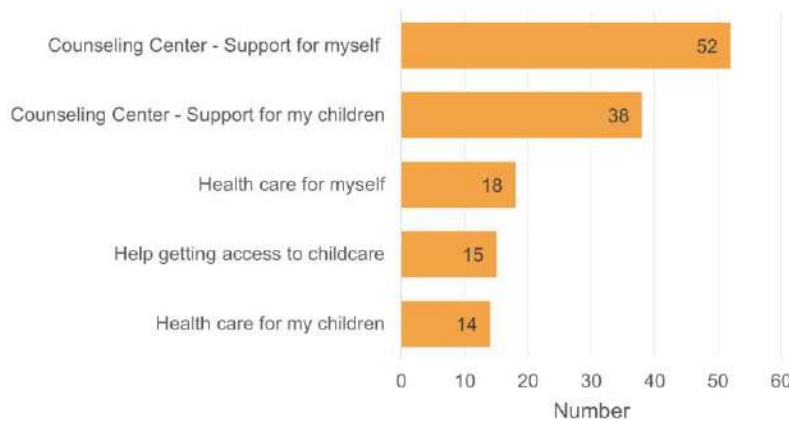
The survey participant beneficiaries sought help with police contact most, followed by requests for an escort to the court, indicating that the presence of WFE during the legal proceedings instilled confidence in the primary beneficiaries.

Figure 4 Reasons for Services Requested - Advocacy Studio



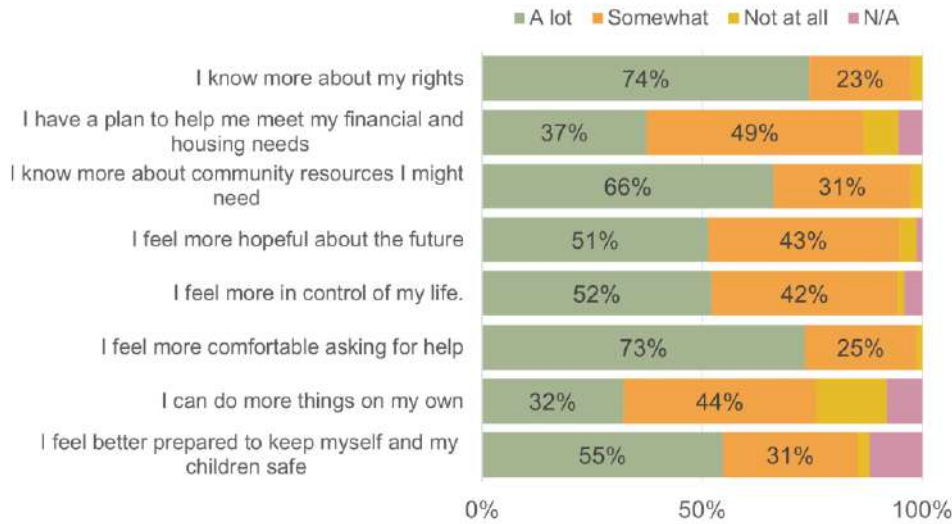
In terms of counseling services, most respondents reported that they sought help from the Counselling Services for themselves and their children.

Figure 5 Reasons for Services Requested - Counselling Center



The participants reported how the services provided by WFE helped them gain resilience. About 74% of the participants reported knowing more about their rights. Of the respondents, about 51% felt hopeful a lot about the future, and about 73% reported having confidence in asking for help.

Figure 6 Reported wellbeing and information on the rights



The policies and legal framework in place are very supportive of the services provided. The assessment of the survey participants reveals many beneficiaries felt stronger and had created the trust to move forward.

Likewise, professionals in the FGDs reported feeling more empowered with skills to manage the VAW and DV cases.

However, the services and activities provided by WFE are not bound by time, considering the legal changes of 2020 and 2021. Furthermore, behavioral changes in gender stereotypes and other harmful practices require a longer period.

The interview with the local journalist highlighted several factors that must be aligned when it comes to awareness-raising in media in terms of sustainability. First, the training provided to the media could be provided continuously, for instance, by the municipality or by an extension course affiliated with a university. The media members then could address domestic violence using gender- and human-rights sensitive language, when specific phrases could offend the victim, or in cases where the journalist uses a sexist and hateful phrase without even being aware of it.

Impact (likelihood of)

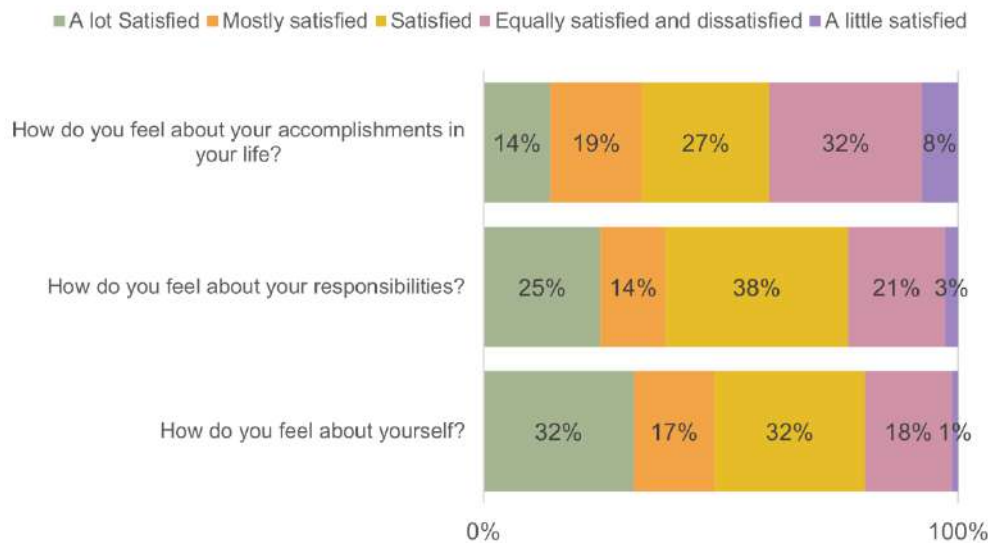
Question: To what extent has this project generated significant positive or negative, intended or unintended, higher-level effects in the lives of women and girls in each municipality targeted?

The last three questions of the survey instrument inquired about the general happiness level of the participants. While there is a vast literature on the reliability of on-the-spot answers for happiness for reflecting long-term happiness, it is also true that on-the-spot reactions can be as reliable as responses following long meditations.

About 18% of the respondents felt dissatisfied with themselves. The remaining 82% were happy with who they were. About 77% of the participants were satisfied with their responsibilities in life.

One of the most critical inquiries was how the respondents felt about their accomplishments in life. About 14% of the respondents reflected that they were very satisfied with what they accomplished in life. Another 19% reported being mostly satisfied with their accomplishments, and another 27% reported being just satisfied. Considering the ordeals they faced while seeking help from WFE, it speaks to the WFE supporting the resilience of the beneficiaries.

Figure 7 Reported Resilience



Knowledge generation

Question: To what extent has this project generated knowledge, promising or emerging practices in the field of EVAW/G, and in relation to the COVID-19 pandemic, that should be documented and shared with other practitioners?

One of the primary success markers in the project was the long history of WFE in the region and acting as a regional hub in building networks and bringing various communities. In a way, the credibility of WFE establishes a necessary but not sufficient condition for successful development interventions. Providing longer-term support to organizations will alleviate the concerns about underfunding and extra time absorbed by grant seeking and help the local, grassroots organizations instead focus on outreach activities.

WFE could pivot to online and phone line counseling services because there was a time when seeking help in person would bring stigma. The pivoting to online services highlights another important factor: Lessons learned become lessons lost unless they are effectively stored and transmitted. WFE, with its long history in the community, adapted the lesson they once used and proceeded accordingly to the needs of the present times.

The practice that WFE has created through the legal support provided for women's following their cases in the court is a critical asset and has the potential to be shared and used in other Municipalities and by other legal service providers. The lawyer working with WFE is meticulous in requesting the exemption of the victim from taxes in court sessions. This factor is crucial as not all judges are sensitive to the financial needs of a victim.

The philosophy for integration of services that WFE uses, including their reaction during the Covid-19 emergency and lockdown, is another practice that needs to be documented and shared with other practitioners.

Gender Equality and Human Rights

Question: To what extent does the intervention address the underlying causes of inequality and discrimination, including those experienced by vulnerable groups?

The primary beneficiaries, survivors of violence who sought help from WFE, responding to the survey instrument emphasized three points: (a) The support they received made them aware of their rights (74%) (b) Their relationship with their children improved (60%) after the survivors connected with WFE, and (c) their children received psychological help from WFE (46%).

From an evaluative point of view, the fact that the services provided by WFE help not only women but also their children are critical according to the literature on domestic violence: Children who grow up observing domestic violence are more likely to accept violence as a fact

of life. The results of the services are observable in the happiness scale of the survey respondents and the improvement of their relationship with their children.

Investing in the next generation by supporting the children of the survivors, WFE is also targeting to break the intergenerational transmission of domestic violence.

The project, by directly addressing violence against women, places the intervention at the nexus of equality and development, as violence against women is one of the social norms that force women into a position less than that of men. With this project, WFE draws attention to the nature, severity and magnitude of domestic violence in the Elbasan region that violates the rights of women to life, to equality and to security of person as declared in the UN General Assembly Resolution 48/104, Declaration of the Elimination of Violence against Women. The project recognizes that domestic violence against women is a fundamental violation of the rights and freedoms of women, and impairs their rightful enjoyment of these rights.

Promising practices

The history of Woman Forum Elbasan in the Elbasan region enables the institution to connect various sections within the community, such as bringing religious leaders to denounce domestic violence.⁵² One of the emergent practices that the key informants supplied to the evaluation team was that the project's design was not top-down but was responsive to and inclusive of the needs of primary beneficiaries. The adaptability and flexibility of WFE during the COVID 19 lockdown show that investing in organizations with local history increases the effectiveness of the funding. One of the key informants revealed that WFE collaborated with other municipalities and introduced the project design.

Conclusion

The project activities and results are reported to have generated positive changes in the lives of women who relied on the services of WFE, mainly through more adequate and integrated care based on their needs. The anonymous survey results reveal that more than half of the respondents reported being very satisfied, mostly satisfied, and satisfied with what they accomplished in life. Of the participants, about half reported being happy with their lives. Considering the ordeals they faced while seeking help from WFE, the result speaks of the resilience of the beneficiaries.

⁵² Ms. Megi Llubani, Project Coordinator at UN Women Albania, during her interview.

Effectiveness: The COVID 19 pandemic resulted in pivoting face-to-face services to online meetings. While many organizations tried to adjust to the lockdowns, the history of WFE, which predates the emergence of the internet, allowed the organization to rely on the practices when stigma would prevent women from reaching out for help and could not seek help in person. As a result, the planned outputs and outcomes of the project have been achieved effectively by contributing toward the project's overall goal: women and girls in Elbasan had better access to the services for survivors of domestic violence and had a safe place, had advocacy for their rights. In addition, the first line respondents emerged from the training sessions with a better understanding of the legal consequences of domestic violence, both for the survivors and the perpetrators. Finally, the coordination mechanism among the first responders enabled them to provide immediate help and better services during the management of the cases.

The end-line analysis of the indicators, measuring the actions taken by local professionals who attended training sessions to better meet the needs of survivors, indicates that professionals, as a result of the training, are more sensitive to the needs of the survivors, Local Coordinators improved their coordination for case management, and the Police Officers are aware of the importance of rich assessment for each case (Indicator 1.2). Furthermore, the planned activities were implemented, and whenever circumstances required, the activities pivoted to accommodate the realities of the pandemic, such as providing hygiene sets and food packages (Indicator 2.1). During the lockdown period, the primary beneficiaries were assisted through online counseling and legal sessions.

Relevance: The project results are still relevant to the needs of women and girls in the Elbasan region. Provision of additional support for the planned and ongoing activities, such as training of Administrators of Administrative Units, training of police and health care workers, mentoring the members of the Coordinated Referral Mechanisms to deal with difficult cases, as well as the provision of the needed specialist support services (i.e., emergency shelter for the victim/survivor) have the potential to go beyond the prevention and response mechanisms and emphasize “breaking the cycle of violence” strategy.

Efficiency: The management team implemented the project cost-effectively and efficiently allocated the funds to the survivors' immediate needs during the COVID 19 lockdown period. The planned activities were implemented, and whenever circumstances required, the activities pivoted to accommodate the realities of the pandemic, such as providing hygiene sets and food packages.

Sustainability: The primary beneficiaries of the project report their resiliency after the support they received. Their assessment suggests a need for improvements in the support system. Furthermore, specialist support services are a requirement of the Istanbul Convention. In those cities/locations where they already exist, it is essential to ensure long-term sustainability, in parallel with the improvement of the internal standards and procedures of the providers.

Impact: The project resulted mainly in positive and intended results by providing primary beneficiaries a safe space to access legal services, a place to shelter during an emergency period, and to receive psychological support. The unintended positive effects are primarily due to the pandemic lockdown measures – when the WFE activities were shifted to online platforms, thereby reaching women who would not otherwise be able to request assistance in person. Even though the pandemic is ebbing away, the evidence shows that WFE will keep leveraging its online presence by providing a platform through which women and girls could inquire about their rights. Another unintended benefit was using media channels as public communication tools in innovative ways.

Knowledge Generation: One of the lessons learned from this project relates to strengthening local partnerships by following the coordinated multi-sectorial approach which the local governance units must lead, by extending awareness-raising activities to the younger generations through collaborating with men and boys as allies of women and girls, supporting survivors to break the cycle of violence and increasing the effectiveness of CSOs with a long-term presence in their communities for achieving development outcomes.

Gender and Human Rights: From an evaluative point of view, WFE contributes to promoting gender equality and protecting human rights from two angles: By assisting this generation of survivors and providing critical assistance to the children of survivors, thereby breaking the cycle of violence. By adhering to the principles in the Declaration of the Elimination of Violence against Women, by protecting the dignity of survivors, helping them access justice, the project implemented by WFE helped survivors to access their rights. As a result, the intervention was crucial as a strategy to safeguard's women's rights to freedom from violence and freedom toward dignity, respect and self-reliance. It was important that the intervention was accompanied by a gender mainstreaming strategy to transform 'norms' through training sessions so that women and men, girls and boys, as a community have equal access to resources and the right to participate.

Recommendations

Based on the highly positive potential impact of the project and its contribution to increasing the independence and resilience of women relying on the services, the evaluation team recommends the following actions to be considered.

These recommendations are presented as a set of mutually reinforcing activities which is not meant to suggest any order of priority. Some only require performance monitoring to determine whether they should be extended and expanded. Others can be implemented at zero or minimal cost, such as those related to data collection. Others are likely to require new cooperation protocols among the stakeholders before they can be implemented and are most likely to be achieved in stages.

Evaluation Criteria	Recommendations	Relevant Stakeholders (Recommendation made to whom)
Overall	Continue to support and strengthen collaboration between CSOs, such as WFE, and local governance units and build networks by encouraging young generations, including but not limited to the young women and men students attending law schools, young women and men students at social work departments and at police colleges, to promote the exchange of ideas and increase the visibility of local support networks.	UNTF
	With the support from UNTF, promote the role of small grassroot organizations as think tanks and spaces where people gather, and ideas are generated.	WFE
Effectiveness	Local government staff (municipality and AAUs) need assistance in monitoring the implementation of the protection orders. This factor is suggested as extremely important for the other six municipalities of Elbasan Prefecture.	WFE
	Continuous monitoring of administrative data, marked on geographical maps and developing a project indicator which reflects the administrative data will provide a very efficient, accurate and timely evidence for the support provided by WFE.	WFE
	Self-defense sessions for women survivors of violence and young girls in schools should be supported and widespread covering all the territory of Albania with a focus on rural areas.	WFE

Relevance	We further suggest that a particular effort could be made to attract the students and graduates of prior capacity-building sessions to participate in such training.	WFE
	Establish programs that aim at the economic empowerment of survivors of violence that are sustainable as the only way to re-integrate in life and support their children.	WFE
Efficiency	One of the future considerations would be changes in the infrastructure of the Day Care Center, including but not limited to -- the use of outside cameras, as they used to be in the old premises where this center was located previously , the accessibility for PWD, and placing the shelter's regulations and procedures in visible spaces	WFE
	Another recommendation is to print informative materials (rules, regulations, forms) in languages other than Albanian (i.e., in Roma language, braille alphabet, for instance).	WFE
	The caseload of the first respondents and WFE staff requires long-term planning. Technical assistance and successful CSO operational models introduced within a network of similar CSOs may facilitate this process.	UNTF
Sustainability	Local government staff (municipality and AUs) need assistance in monitoring the implementation of the protection orders . This factor is suggested as extremely important for the other six municipalities of Elbasan Prefecture. WFE may consider offering support to administer a pilot project in one or even all six Elbasan Prefecture municipalities.	WFE
	Burn-out prevention programs and self-care program should be held in a periodic manner by WFE to ensure the well-being of the staff	WFE
Impact	There is a demand for refreshment training sessions for a regular set of first responders to follow up on the difficulties faced in their practices. Monitoring the effectiveness of training sessions could be supported by continuous use of administrative data in time, such as the number of cases referred to police by health professionals instead of post-training surveys.	WFE
	By conducting short rapid assessments of training sessions after two weeks of completing the training sessions, WFE will have an opportunity to address the gap in transmitting the training materials with the participants, either by revising the training material, or by bringing the issue to the front to be discussed in the relevant networks	WFE

Knowledge Generation	In addition, WFE considers training that UNTF and other UN Agencies may provide to improve internal procedures and regulations would increase the organization's efficiency and effectiveness. For instance, WFE considers additional support, and training i.e., to use a financial program which is dedicated for CSOs (so far, they use Alfa) would be highly appreciated.	UNTF
Gender Equality and Human Rights	Support and technical expertise need to be provided, especially on management of the cases, with a specific focus on the management of cases of elderly persons, persons with disabilities, and LGBTI+ community members. Management of cases of the victims or perpetrators with mental health problems is expressed as a significant concern. One possibility for WFE is to work with NGOs that have developed integrated service provision for marginalized groups	WFE

Resources

Deborah Epstein, Lisa A. Goodman & Cris M. Sullivan, Beyond the RCT: Integrating Rigor and Relevance to Evaluate the Outcomes of Domestic Violence Programs, 39 Am. J. Evaluation 58-70 (2018)

INSTAT Violence Against Women and Girls in Albania

<http://www.instat.gov.al/media/6123/publication-violence-against-women.pdf>

INSTAT Regional Statistical Yearbook 2021

<http://www.instat.gov.al/en/publications/books/2021/regional-statistical-yearbook-2021/>

INSTAT National Survey of Violence against Women and Girls in Albania

<http://www.instat.gov.al/en/statistical-literacy/violence-against-women-and-girls-in-albania/>

National Strategy for Gender Equality 2016-2020: <https://albania.un.org/index.php/en/46620-national-strategy-and-action-plan-gender-equality-2016-2020>

National Strategy for Gender Equality 2021-2030: https://shendetesia.gov.al/wp-content/uploads/2022/02/WEB_Strategjia-Kombetare-EN.pdf

UN Evaluation Norms and Standards for Evaluation

<http://www.unevaluation.org/document/detail/1914>

UNEG Integrating Human Rights and Gender Equality in Evaluations

<http://www.uneval.org/document/download/2107>

UN Women database <https://evaw-global-database.unwomen.org/es/countries/europe/albania>

WHO Putting women first: Ethical and safety recommendations for intervention research on violence against women

<https://apps.who.int/iris/bitstream/handle/10665/251759/9789241510189-eng.pdf>

Annexes

Annex A Terms of Reference



Terms of Reference:
Final Evaluation of the project
‘Improved access for women and girls survivors of
violence in Elbasan Region’ (Albania)

Location :	Home-based
Application Deadline :	9 February 2022 (Midnight New York, USA)
Type of Contract :	Individual Contract
Post Level :	International Consultant
Languages Required :	English, Albanian
Duration of Initial Contract :	2.5 months (approx. 45 working days)

Background

Established in 1996 by United Nations General Assembly resolution 50/166, the United Nations Trust Fund in Support of Actions to Eliminate Violence Against Women (the UN Trust Fund) was the first, and thus far remains the only, global, multilateral grant-giving fund specialized in preventing and ending all forms of violence against women and girls. Human rights are at the core of its work, recognizing that “violence against women violated and impaired or nullified the enjoyment by women of human rights and fundamental freedoms”ⁱ. The fund’s mandate emerged from and is grounded in international commitments arising from the Beijing Platform for Action (1995), the Vienna Declaration on Gender-Based Violence (1993)ⁱⁱ, the Declaration on the Elimination of Violence against Women (1993)ⁱⁱⁱ and the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), adopted in 1979 by the UN General Assembly^{iv}. In the twenty-five years of its existence, the UN Trust Fund has supported 572 initiatives for the value of almost USD183 million in 140 countries and territories. The fund has invested in innovative, demand-driven, evidence-based solutions and life-changing initiatives at national and local levels.

The UN Trust Fund introduced external evaluation as a mandatory stage of project cycle management for all grantees in 2012 in recognition of the importance of evaluation to align with UN Women policies and procedures. Since then, more than 100 external evaluations have been produced and published on the UN Trust Fund’s [Evaluation Library](#). One of the key objectives set out in the [UN Trust Fund’s Strategy 2021-2025](#) is to support grantees to produce knowledge on EAW/G programming including final evaluations and knowledge from practice-based learning. This will be achieved partly through improving the UN Trust Fund’s evaluation practice and results monitoring to produce high quality, useful evidence and supporting grantees to improve their own capacity in data collection, monitoring and evaluation, and in generating knowledge and evidence.

For small organisations receiving small grants^v the UN Trust Fund made a decision to centralize management of final, project, and external evaluations—presenting an opportunity to build upon existing capacity development activities and move toward a coaching relationship with evaluation task managers from small Civil Society Organizations. An [example](#) of one such centralized evaluation can be found on the UN Trust Fund Evaluation Library.

This is the third year the UN Trust Fund has centralized evaluations for small grants, and in the context of the new Strategic Plan and continuing COVID-19 pandemic a new approach was tested wherein the UN Trust Fund applied a phased approach to the review, assessment of evaluability and selection of projects to be evaluated. The UN Trust Fund is now seeking the services of a national consultant to conduct a final external evaluation of one EAW grant implemented between 2018 and 2021/2 in Albania. The evaluation process will be initiated by **10 April 2022** and will be completed by **25 June May 2022** (exact timing is open for negotiation in the inception phase). The following project in Albania has been selected for this evaluation.

Country	Organization	Project dates	Project Title
Albania	Woman Forum Elbasan (WFE)	1 Sept 2018- 30 Nov 2021 (incl. 3 months NCE)	Improved access for women and girls survivors of violence in Elbasan Region

Focus Area: Improving Service Delivery

Description: Gender inequality exists in many spheres in Albania, including leadership, decision making, employment and education. However, the Albanian Government has shown a political commitment to address gender discrimination. For instance, the Government has signed the Council of Europe’s Convention on preventing and combating violence against women and domestic violence and translated its provisions into national legislation and a strategic action plan. This contributes towards taking concrete steps to reduce domestic and gender-based violence in the country.

Woman Forum Elbasan has 22 years of experience in providing free social, psychological and legal services through their Counselling Centre, Advocate Studio and Day Care Centre. They provide face-to-

face counselling, phone counselling, support in judicial reviews and court hearings and legal counselling. Using a small grant from the UN Trust Fund, Woman Forum Elbasan works to improve access to services for survivors of violence and raise awareness of domestic violence and trafficking in the community in seven municipalities in the Elbasan Region. By working with the police, health professionals, the courts, local government units and local media the project will also ensure more effective and efficient responses to violence cases by local institutions through capacity building and improved coordination. **[See Annex A for results chain]**

Justification for the consultancy

This consultancy is intended *to provide the UN Trust Fund Secretariat with an external, independent, final evaluation of one small grant project being implemented in Europe and Central Asia (ECA)—namely, Improved access for women and girls survivors of violence in Elbasan Region (Albania).*

The desk review and evaluability assessment identified the added value and potential to address a knowledge gap through assessing this project in Albania. The evaluation presents an opportunity to explore elements of project strategies to support access to multi-sectoral services, strengthening law and policy implementation, economic empowerment, and capacity development of women and girls as an aspect of the project interventions that can contribute to sustainable life change among survivors, including victims of trafficking, women with disabilities and women of Roma and Egyptian ethnicity.

Additional strategies and/or approaches in the intervention include:

- Regional Network, coordinating actions and efforts to better address the needs of the survivors and preventing domestic violence in Elbasan Region.
- Improving *coordination efforts* between *local actors* involved in the response to violence against women and girls, with a focus on advocacy and monitoring/reporting.
- A focus on ethnic minorities, including Roma and Egyptian women.

Scope and Objectives

Evaluation scope:

- Timeframe: to cover the entire project duration: 1 Sep. 2018-31 Aug. 2021 [NCE: 1 Sept 2018 - 30 Nov 2021]
- Geographical Coverage: Albania (Elbasan): Peqin, Gramsh, Cerrik, Librazhd, Prrenjas and Belsh municipalities
- Target groups to be covered: primary and secondary beneficiaries, as well as key stakeholders of the project

Evaluation objectives include:

- Evaluating the three-year and three-month (39 month) project against the effectiveness, relevance, coherence, efficiency, and sustainability, as well as the cross-cutting gender equality and human rights criteria;
- Identifying key lessons and promising or emerging good practices in the field of ending violence against women and girls, for learning purposes; and
- Exploring the (likelihood of) impact of advocacy and awareness campaigns on ending violence against women.

- Assessing the impacts of the COVID-19 pandemic on the project (i.e.: context, programming, partnerships, monitoring, etc.) and implementing organizations, and drawing key findings/lessons.

Use of evaluation: The findings will be used to inform future programmatic decisions, organizational learning and accountability as well as for the identification of good practices in design, implementation and assessment of interventions working toward women’s economic empowerment, access to services for survivors of violence, raising awareness of domestic violence , and as far as feasible, organization learning with regard to reduction of violence and other intended program goals and outcomes.

Targeted users of the evaluation: The targeted users of the evaluation are UN Trust Fund Secretariat, Woman Forum Elbasan, and country level, programme staff, and key stakeholders (donors, government partners, other regional actors, UN system) working on improved access to adequate services and coordination in Albania.

Proposed evaluation questions⁵³ (to be agreed during the inception phase):

Evaluation Criteria	Evaluation Questions
<p>Effectiveness</p> <p><i>A measure of the extent to which a project attains its objectives / results (as set out in the project</i></p>	<ol style="list-style-type: none"> 1. Was the programme design logical in: a) taking into account the roles, capacities and commitment of stakeholders; and, b) in realistically achieving the planned outputs? 2. To what extent were intended project goals, outcomes and outputs (project results) achieved and how? 3. To what extent did the intervention strategy contribute to achieved results? 4. What mechanisms enabled or constrained project performance?
<p><i>document and results framework) in accordance with the theory of change.</i></p>	<ol style="list-style-type: none"> 5. What alternative strategies would have been more effective in achieving expected results? 6. Did the project need to adapt to emerging challenges related to COVID-19? If not, what factors facilitated the smooth continuation of the project? If so, to what extent was this project able to adapt to the challenges emerging from the COVID-19 pandemic? <ol style="list-style-type: none"> a. What systems were/are in place to facilitate such adaptation in times of emergency and/or crisis? b. What lessons could be offered to other small, women-led organizations to effectively adapt their EVAW/G programming?
<p>Relevance</p> <p><i>The extent to which the project is suited to the priorities and policies of the target group and the context.</i></p>	<ol style="list-style-type: none"> 7. To what extent were the objectives and design of the intervention informed by needs and interests of diverse groups of stakeholders through in-depth consultation? 8. To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls in project implementation sites across Albania? 9. To what extent does the programme respond to the international framework to prevent and respond to violence against women, such as CEDAW, Beijing Platform Action and women’s human rights principles?

⁵³ Please note that this list of questions is ONLY indicative and non-exhaustive. This can be further discussed during inception phase.

<p>Coherence</p> <p><i>The extent to which other interventions support or undermine the intervention, and vice versa. Includes internal coherence and external coherence.</i></p>	<p>10. How is this EVAW/G project’s strategy compatible with other interventions in the respective country? In the Western Balkan region? Compared to small women’s led organizations within the same context?</p> <p>11. To what extent was this intervention complementary with other actors’ response, in the context of the pandemic?</p> <p>12. How does the project work (partner/collaborate) with local NGOs (women organizations) and local authorities (local government representatives, police, etc.)?</p> <p>13. Can we identify good practices or “what works” when using monitoring, capacity building and awareness raising among practitioners and duty bearers at local level as a programmatic component to improve access to and the quality of essential services?</p>
<p>Efficiency</p> <p><i>Measures the outputs - qualitative and quantitative - in relation to the inputs. It is an economic term which refers to whether the project was delivered cost effectively.</i></p>	<p>14. To what extent was the project efficiently and cost-effectively implemented?</p> <p>15. How efficiently does the programme management monitor programme performance and results?</p> <p>16. Have resources (funds, human resources, time, expertise, etc.) for integrating human rights and gender equality been allocated strategically to achieve results? What were the benefits, costs or consequences?</p>
<p>Sustainability</p> <p><i>Sustainability is concerned with measuring whether the benefits of a project are likely to continue after the project/funding ends.</i></p>	<p>17. To what extent are the achieved results, especially any positive changes in the lives of women and girls (project goal level), likely to continue? To what extent are policy and regulatory frameworks in place that will support the continuation of benefits? To what extent was the capacity of partners developed in order to ensure sustainability of efforts and benefits?</p> <p>18. How have stakeholders been involved in programme implementation? How effective has the programme been in establishing local ownership?</p> <p>19. Can the programme approach or results be replicated or scaled up by national partners? What would support their replication and scaling up?</p> <p>20. What indications are there that the outcomes will be sustained, e.g., through requisite capacities (systems, structures, staff, etc.)? Will the programme beneficiaries be able to rely on themselves (be resilient) after funding reduces or is withdrawn?</p>
<p>Impact (likelihood of)</p> <p><i>Assesses the changes that can be attributed to a particular project relating specifically to higher-level impact (both intended and unintended).</i></p>	<p>21. To what extent has the project contributed to ending violence against women, gender equality and/or women’s empowerment (both intended and unintended impact)?</p> <p>22. To what extent has this project generated significant positive or negative, intended or unintended, higher-level effects in the lives of women and girls in each municipality targeted?</p> <p>23. The what extent were the project results influenced by the Covid-19 pandemic?</p>

<p>Knowledge generation</p> <p><i>Assesses whether there are any promising practices that can be shared with other practitioners.</i></p>	<p>24. To what extent has this project generated knowledge, promising or emerging practices in the field of EVAW/G, and in relation to the COVID-19 pandemic, that should be documented and shared with other practitioners?</p>
<p>Gender Equality and Human Rights</p>	<p>25. To what extent was a human rights-based approach and gender equality incorporated in the design and implementation of the programme?</p> <p>26. To what extent does the intervention address the underlying causes of inequality and discrimination, including those experienced by vulnerable groups?</p>

Outputs [exact dates to be determined with the selected consultant]

- I. **Inception report: By 20 April 2022**, produce an inception report that sets out what, how and when the evaluator(s) will complete the Final Evaluation. This should be based on an initial desk review of background documents and a *participatory* consultation with Woman Forum Elbasan staff/personnel, as well as relevant stakeholders and respective evaluation management groups. At inception stage, the evaluation team is expected to develop an evaluation matrix summarizing key questions, indicators, sources of information and methodology to guide the analysis and triangulation. The final evaluation matrix will be validated by the evaluation task managers and the evaluation reference group constituted in the framework of this evaluation processes and approved in the evaluation inception report. The inception report must also include ethical and safety protocols and a detailed timeline and deliverables.

- II. **Draft the Final Evaluation Report: By 15 June 2022**, produce a draft evaluation report that covers the agreed evaluation questions in the format agreed at the inception phase. It must provide evidence, analysis, conclusions and recommendations, including - where necessary - annexed summaries of the evidence gathered, tables and graphics to illustrate the findings. This should be presented to the UN Trust Fund grantee organization and select stakeholders for fact-checking and discussion to inform the final report. This should also be shared with the evaluation management group for quality assurance. The evaluator should collect feedback on the draft in a systematic manner to improve the final report.

- III. **Final Evaluation Report: By 25 June 2022**, based on the feedback provided on the draft report, finalize the evaluation report, which must cover the agreed evaluation questions in the format agreed at the inception phase. It must provide evidence, analysis, conclusions and recommendations, including - where necessary - annexed summaries of the evidence gathered, tables and graphics to illustrate the findings. This should be presented to the UN Trust Fund grantee organization, select stakeholders and the evaluation management group.

Activities [exact dates to be determined with the selected consultant]

Inception phase: by **20 April 2022**

- i. **Desk review of background documentation** to develop the evaluation methodology, including, but not limited to: Project Documents, baseline survey data, monitoring data, progress reports, end line data and report (when available).
- ii. **Design of the evaluation and the methodology:** to include draft data collection methods. The methodological design and approach to the evaluation must be gender-responsive and therefore ensure that human rights and gender equality are respected, addressed and promoted throughout the exercise. Innovative and pilot approaches to evaluation are highly encouraged.
- iii. **Draft the inception report setting out the proposed evaluation questions and criteria, the evaluation design and methodology** including a description of the stakeholders who will be interviewed and surveyed and the rationale for selection (sampling framework). This should include a more detailed workplan, timeline and deliverables for the data collection and analysis stage of the process as well as any limitations and constraints to set expectations for the evaluation.

Data collection, analysis and drafting phase: by 15 June 2022 iv. **Data collection and analysis:** complete the data collection as proposed in the inception report including in-depth case studies, surveys, interviews, discussions and document reviews etc. This may include missions to project site (to be agreed and confirmed during inception phase based on feasibility and health and safety concerns). All other data collection should be conducted remotely unless otherwise agreed during the inception phase.

- v. **Synthesis and draft reporting:** produce the first draft of the evaluation that addresses all the agreed evaluation questions in the format agreed at the inception phase. It must provide evidence, analysis, conclusions and recommendations specific to each project, and broader if applicable, including - where necessary - annexed summaries of the evidence gathered, tables and graphics to illustrate the findings.

Final reporting phase: by 25 June 2022 vi. **Consultation and feedback:** the draft report should be presented to the UN Trust Fund grantee organization and stakeholders for fact-checking and discussion to inform the final report. It should also be shared with the evaluation management group for quality assurance. The evaluator should collect feedback on the draft in a systematic manner to improve the final report.

- vii. **Final draft:** based on the feedback provided on the draft report, finalize the evaluation report that must cover the agreed evaluation questions in the format agreed at the inception phase. It must provide evidence, analysis, conclusions and recommendations, including - where necessary - annexed summaries of the evidence gathered, tables and graphics to illustrate the findings. This should be presented to the UN Trust Fund grantee organization, selected stakeholders and the evaluation management group.

Inputs and Timing

Contribution from the grantee organization: Woman Forum Elbasan will provide the consultant(s) with access to all the documentation required, key contacts and introductions to partners and stakeholders (and will introduce the consultant(s) when required to key partners and stakeholders). *ONLY IF FEASIBLE AND SAFE TO DO SO*, travel (international and domestic), accommodation and allowances for the mission to project sites should be organized and managed by the contracted consultant(s). Office space,

desk, access to internet and a printer will be provided by Woman Forum Elbasan for the period of that mission.

Consultants input: A total of 45 days (approximate, exact breakdown to be agreed in the inception phase)

- 10 days for the inception phase
- 25 days for the data collection and drafting phase
- 10 days for the final reporting phase

The consultant is expected to cover the costs of the home-based activities within their daily rate.

To apply, applicants should provide a short proposal covering the technical and financial implications of conducting this exercise, including a suggested approach to the evaluation, proposed daily rate for the work and travel costs (*if feasible to travel*). In the event that it is safe and permissible to, considering health risks and regulations, all travel to and within the region is to be coordinated by the consultant, with guidance from the grantee organization selected for evaluation (Woman Forum Elbasan in Albania).

This proposal must be included in the same attachment as your P-11 and resume. Please note that the selected consultant may suggest that additional support is required, in the form of an assistant or data specialist, however this additional support must be organized and managed by the selected consultant within the daily rate agreed. Please provide details in your proposal when applying for the consultancy.

Reporting

The draft report should be shared with the UN Trust Fund Secretariat by 15 June 2022 for consultation and fact checking, and the final report to be completed by 25 June 2022.

Required skills and experience

Core Values:

- Respect for Diversity;
- Integrity;
- Professionalism;

Core Competencies:

- Awareness and Sensitivity Regarding Gender Issues;
- Accountability;
- Creative Problem Solving;
- Effective Communication; • Inclusive Collaboration; • Stakeholder Engagement;
- Leading by Example.

Please visit this link for more information on UN Women's Core Values and Competencies:

[http://www.unwomen.org/-/media/headquarters/attachments/sections/about%20us/employment/unhttp://www.unwomen.org/-/media/headquarters/attachments/sections/about us/employment/un-women-employment-values-and-competencies-definitions-en.pdfwomen-employment-values-and-competencies-definitions-en.pdf](http://www.unwomen.org/-/media/headquarters/attachments/sections/about%20us/employment/unhttp://www.unwomen.org/-/media/headquarters/attachments/sections/about%20us/employment/un-women-employment-values-and-competencies-definitions-en.pdfwomen-employment-values-and-competencies-definitions-en.pdf)

Required Qualifications

Education:

- Master's degree or equivalent in social sciences, human rights, gender/women's studies, international development, or a related field is required.

Experience:

- 10 years of working experience in evaluation and/or programmatic and operational performance assessments of development programmes;
- 5 years of experience and background on human rights-based approach to programming and gender equality rights and specifically on issues related to EAW would be a distinct advantage;
- Proven experience of designing and leading or participating in gender-responsive and human rightsbased evaluations utilizing participatory approaches and methodologies;
- Experience in designing, implementing or assessing EAW awareness campaigns;
- Experience in working with NGOs, and multilateral/bilateral institutions and donor entities is an asset;
- Facilitation skills and ability to manage diversity of views in different cultural contexts;
- Ability to produce well written reports demonstrating analytical ability and communication skill;
- Ability to ensure that a high-quality product is delivered on a timely basis;
- Previous experience working in the Balkans; and
- Knowledge of any of the languages of Albania will be considered an asset.

Language:

- Full proficiency in English
- Full proficiency in Albanian (distinct advantage)

How to apply

Applicants should provide a short proposal with a suggested approach, timeline and costs breakdown for the Evaluation, including your proposed daily rate for the work. The costs breakdown should also include all travels costs associated with completing this exercise. This proposal must be included in the same attachment as your P-11 and resume. Note that all applications must include (as an attachment) the completed UN Women Personal History form (P-11) which can be downloaded from <http://www.unwomen.org/about-us/employment/employment>. Kindly note that the system will only allow one attachment hence the need to add your proposal and resume into the same document as the signed P-11. Applications without the completed UN Women P-11 form will be treated as incomplete and will not be considered for further assessment. **Deadline for submission is 9 February 2022.**

Due to the large number of applications, we receive, we are only able to inform the successful candidates about the outcome or status of the selection process.

Ethical code of conduct

It is expected that the consultant will ensure that the confidentiality and independence of judgment are maintained, and that findings and recommendations are independently presented. The consultant will

operate in an impartial and unbiased manner and give a balanced presentation of strengths and weaknesses of the issues being assessed. The consultant must disclose in writing any experience, which may give rise to a potential conflict of interest, and to deal honestly in resolving any conflict of interest which may arise.

Annexes

Annex A: Woman Forum Elbasan, Albania, Results Chain

<p>Project Goal: Women/girl survivors of violence targeted by the project including victims of trafficking, women with disabilities and women of Roma and Egyptian ethnicity experience improved access to services in Elbasan Region during the three years of project implementation by September 2021.</p>		
<p>Outcome 1: Local government representatives, judiciary institutions, NGOs and media in Elbasan Region have improved capacities to respond adequately to VAW cases and meet survivor’s needs by September 2021.</p>	<p>Output 1.1: Local professionals who participate in the training from WFE have improved knowledge and skills to better assist victims of violence and trafficking in Elbasan Region and this is sustained over the three years of project implementation.</p>	<p>Activity 1.1.1: 60 administrators of administrative units will increase their capabilities in order to better assist victims of DV in Elbasan Region.</p>
		<p>Activity 1.1.2: 60 police area specialists will increase their capabilities in order to better assist victims of DV in Elbasan Region.</p>
		<p>Activity 1.1.3: 60 health professionals will increase their capabilities in order to better assist victims of DV in Elbasan Region.</p>
	<p>Output 1.2: Increased cooperation between local actors (local government representatives, local professionals, judiciary representatives, NGOs) in the Regional Network to support VAW/G survivors and alleviate their living situation during three years of project implementation.</p>	<p>Activity 1.2.1: Regional Network will continue to be operational and active to coordinate the actions and efforts in better addressing the needs of the victims and preventing DV in Elbasan Region.</p>

	Output 1.3: A research study and monitoring data on the quality of services and the response of local government units, judiciary institutions and local media towards VAW/G in the Elbasan Region is publicly available and used to advocate for an improved response (within 3 years of project implementation)	Activity 1.3.1: Realized monitoring of the judicial system on issues related to DV and GBV in Elbasan Region.
		Activity 1.3.2: Realized monitoring of the seven municipalities on issues related to DV and GBV in Elbasan Region.
		Activity 1.3.3: Realized monitoring of the media on issues related to DV and GBV in Elbasan Region.
		Activity 1.3.4: Organizing a round table with local actors to present the findings and discuss upon them
		Activity 1.3.5: Inserting the data from the findings in social media to get feedback from the community and then printing 500 copies and distribution
Outcome 2: Women/girls survivors of violence, victims of trafficking, women with disabilities and women of Roma and Egyptian ethnicity receive quality services from WFE and are empowered to leave a violent situation with the services offered by the Woman Forum Elbasan by September 2021.	Output 2.1: Women/girls survivors of violence targeted by the project (including victims of trafficking, women with disabilities and women of Roma and Egyptian ethnicity) have access to free social-psychological support through the specialized services of Woman Forum Elbasan (Counseling Centre, Advocate Studio, Day Care Centre).	Activity 2.1.1: Around 2300 victims of gender-based violence will receive free social-psychological- support through specialized services of Woman Forum Elbasan (Counseling Center).
		Activity 2.1.2: Around 750 victims of gender-based violence will receive free legal support through specialized services of Woman Forum Elbasan (Advocate Studio).
		Activity 2.1.3: Around 150 victims of gender-based violence will receive free social support -sheltering through specialized services of Woman Forum Elbasan (Day Care Center).

	<p>Output 2.2: Women/girl survivors of violence who attend WFE capacity building sessions have improved knowledge and information on issues concerning women rights, property rights, shelter, access to social assistance and economic aid, etc during the three years of the project.</p>	<p>Activity 2.2.1: At least 180 women/girls survivors of violence will be empowered through 12 capacity building sessions will be held.</p>
	<p>Output 2.3: WFE refers and mediates difficult cases of violence to the Regional Network to ensure women/girl survivors have access to coordinated services and economic support with a special focus on needs emerged by the Covid-19 pandemic</p>	<p>Activity 2.3.1: 100 difficult cases will be referred, mediated and their needs will be facilitated by WFE, local actors public and non-public and Regional Network</p>
		<p>Activity 2.3.2: Providing food+detergent packages for women and girls, survivors of violence</p>
		<p>Activity 2.3.3: Rent payment for a period of 6 months for 5 beneficiaries of WFE services</p>
	<p>Output 2.4: Local community members in Elbasan region have increased information on the work of WFE (and other institutions offering services to VAW/G survivors) through Increased visibility of the project and activities via TV broadcast, social media, web-based and other and visibility materials</p>	<p>Activity 2.4.1: Visibility Actions; The visibility of the project will be increased through a TV broadcast, and visibility materials.</p>

Annex B: Relevant references

UN Trust Fund Strategic Plan (2021-2025):

<https://unwomen.org/en/digital-library/publications/2021/06/strategic-plan-2021-2025>

How to Manage Gender Responsive Evaluation. Evaluation Handbook:

www.unwomen.org/en/digital-library/publications/2015/4/un-women-evaluation-handbook-how-to-manage-gender-responsive-evaluation

Norms and Standards for Evaluation: <http://www.unevaluation.org/document/detail/1914>

UNEG Guidance Integrating Human Rights and Gender into Evaluation:

www.uneval.org/document/detail/1616

UNEG Ethical Guidelines: www.unevaluation.org/document/detail/102

UNEG Code of Conduct for Evaluation in the UN: www.unevaluation.org/document/detail/100

WHO Ethical and safety recommendations for intervention research on violence against women:

Annex B Inception Report

Section I: Introduction

Background and context of the project

Albania was one of the first countries in Europe to sign the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (known as the Istanbul Convention) in 2011, and the country ratified the Convention in 2013. Overall, considerable achievements have been registered within the legal framework to ensure gender equality as well as to reduce violence against women and domestic violence in the last decade. Of relevant legal frameworks, 91.7% recognize, promote, enforce, and monitor gender equality under the SDGs.⁵⁴ In 2015, about 35% of the municipal council members were women.⁵⁵ In 2019, of the winning candidates 43.7% were women. Women constituted 29.5% of the MPs at the national level in the 2020 elections.⁵⁶ The National Strategy and Action Plan on Gender Equality 2016 - 2020 set the vision for “a society that appreciates gender equality as a pre-requisite towards sustainable development and which is aimed towards zero tolerance against gender-based violence and domestic violence.”

In June 2021, National Strategy for Gender Equality 2021-2030 is approved with Council of Ministers Decision n.400. The 2021 - 2030 National Strategy and Action Plan clearly reflects the commitment to the achievement of SDGs and the 2030 Agenda, as well as alignment with the Gender Equality Strategy 2020-2025 of the European Union, along with CEDAW, the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence. Of important legal amendments, the 2021-2030 Strategy highlights the **Law 47/2018** to strengthen “... safeguards and procedural measures for a more effective response to domestic violence and protection of victims through the issuance of the Precautionary Emergency Protection Order, preceded by a risk assessment, for each case handled. Additionally, for the first time, protection is provided to women and girls in intimate relationships without having formal ties with the perpetrators, such as marriage or cohabitation.” The amendments made through **Law 125/2020** “... lay down the measures for immediate removal of the perpetrator from the joint residence through PEPO by the State Police, or through IPO/PO issued by the Court within the time limit specified in these orders, specific rehabilitation programs for perpetrators, creation of an IPO/PO register, etc.”⁵⁷

Despite the extension of legal protections, daily life continues to be marred with violence for women. According to the latest statistics, in 2020, “3,333 women have reported to police for

⁵⁴ UN Women Albania Country Fact Sheet <https://data.unwomen.org/country/albania>

⁵⁵ Project Document, p.13

⁵⁶ Women and Men in Albania 2021, INSTAT.

⁵⁷ 2021-2030 National Strategy for Gender Equality, pp. 12-13

domestic violence. Domestic violence cases reflect the number of reports made to the police, a phenomenon that may even cause a person's death. Thus in 2020, out of 52 homicides, about 13.5 % of them are homicides as a result of family relations (article 79/c)."⁵⁸ The 2018 survey revealed that 52.9 % of women reported having experienced violence at least once in their lifetime, and 36.6 % of them reported experiencing violence at the time of the survey. Intimate partner abuse is the most common form of violence, closely followed by economic violence. Social norms highlight the persistence of wife-beating and domestic violence. The 2018 National Survey reports that 46.5% of community members believe that an abused wife is more tolerable than a divorce. Any discussion of violence outside of the family is considered a shameful act.⁵⁹ Yet, women look for support mechanisms. In 2019, the number of divorces initiated by wives exceeded those initiated by husbands, 4326 and 3464, respectively.

In this background, social policy indicators are essential to understand the extent and depth of social protection available to women and vulnerable populations across the regions in Albania. Economic aid in Albania is available to poor families, orphans, victims of trafficking and domestic violence, and refugees. The pandemic year witnessed a significant increase in the number of female-headed households receiving economic assistance. Between 2019 and 2020, the number of female-headed households receiving economic assistance increased by 1560, from 4932 to 6492 households, whereas the number of male-headed households increased by 652, from 59.125 to 59.777.⁶⁰ Of the prefectures in Albania, Elbasan has the largest number of households receiving economic aid, poor households in the Elbasan Region receive 26% of the Albanian total economic aid.⁶¹ Similarly, the prefecture with the largest number of disability payment recipients is Elbasan, with an average of 48 persons per 1000 inhabitants. In 2020, approximately 16 thousand persons were beneficiaries of social care services. The largest number of beneficiaries were in Shkodër prefecture, followed by Tirane and Elbasan.

In addition to the high proportion of the population needing care, Elbasan experienced decreasing population. The highest net internal emigration in 2020 was recorded for the prefectures of Dibër and Elbasan prefectures, with -1,845 and -1,289 persons, respectively. Within the Elbasan region, the highest outmigration was recorded in Librazhd, with 420 persons moving out of the municipality, followed by the municipality of Gramsh, where 356 people migrated out.

Description of the project: Project partner, beneficiaries, results chain

Project Organization

⁵⁸ Women and Men in Albania, 2021 INSTAT

⁵⁹ Violence Against Women and Girls in Albania, 2018 INSTAT

⁶⁰ Women and Men in Albania 2021, INSTAT

⁶¹ Regional Statistics Yearbook, 2021.

Decreasing population, increasing proportion of the care-dependent population, and persistence of domestic violence highlight the importance of social services available to caretakers and care-dependent populations in the Elbasan prefecture. To this end, in September 2018, Woman Forum Elbasan (WFE) initiated implementing the project, "Improved access for women and girls survivors of violence in Elbasan Region." The project goal was stated as "Women/girl survivors of violence targeted by the project, including victims of trafficking, women with disabilities, and women of Roma and Egyptian ethnicity, experience improved access to services in Elbasan Region during the three years of project implementation by September 2021." The period of implementation that this final evaluation covers is between September 1, 2018, and August 31, 2021. A no-cost extension is approved to accommodate the final evaluation.

WFE has been providing social, psychological, and legal services through three hubs: Counselling Center, Advocate Studio, and Day Care Center, with no charge for women and girls in need. In addition to face-to-face counseling and counseling over the phone, the support system includes legal help in judicial reviews, court hearings, and legal counseling. In 2017, immediately before implementing the project, WFE registered 423 face-to-face and 181 phone counseling in the Counseling Center, wherein the Advocacy Studio recorded 73 files for a judicial process with 130 court hearings and 182 legal counseling. The Day Care Center provided a safe place for 42 cases and 35 children coming out of a violent relationship.⁶²

WFE has been active in Elbasan for the last two decades. Using the decades long experience, WFE designed the project targeting the two sides of domestic violence problem simultaneously. While improving response services through the hubs, the prevention aspect targeted the responders in the seven municipalities of Elbasan: Elbasan, Librazhd, Cerrik, Belsh, Prrenjas, Peqin, and Gramsh.

The key partners in the project are numerous: UN Trust Fund and UN Women are the sister UN agencies as partners. Local partners constitute Elbasan Regional Council, Local Police in Elbasan, Municipalities in Elbasan, Regional Public Health Directory, Judicial Elbasan District Court, Regional Educational Directory, and Local Media.

Project Beneficiaries

In Elbasan Region, as elsewhere in Albania, wife abuse can extend from spousal abuse to abuse practiced by in-laws. Given that social norms are hostile to women's basic rights, the project sets the primary beneficiaries as women and girls needing safe space, support, and legal help – with

⁶² Project Document, p.10

particular emphasis on disabled women, victims of trafficking, and Roma and Egyptian women and girls. The estimated number of primary beneficiaries is set at 3200 in three years.

The secondary beneficiaries are community members, people who work at social sector departments and at administrative units, and police force in the region. The estimated number of secondary beneficiaries is 2680, with 2500 community members and 60 officials from each local institution: government officials, health professionals, and police forces.

Table Total Beneficiaries targeted by the Project

Primary Beneficiaries ⁶³	
Target Population	Estimated number
Women/girls with disabilities	100
Women/girls survivors of violence	2000
Women/girls victims of trafficking	100
W/G from Roma and Egyptian ethnicity	1000
<i>Estimated total number of Primary Beneficiaries</i>	<i>3200</i>
Secondary Beneficiaries ⁶⁴	
Target Population	Estimated number
Members of community-based groups (boys and girls, women and men, students and pupils, teachers and parents)	2500
Government officials (decision makers, policy implementers)	60
Health professionals	60
Police Area Specialist	60
<i>Estimated total number of Secondary Beneficiaries</i>	<i>2680</i>
GRAND TOTAL	5880

Results Chain

The project relies on the expectation that well-timed and well-designed interventions have the potential to empower the victims and increase awareness among the first-line responders, such as health professionals. The simplified results chain of the project is described in the Table below⁶⁵:

Table Results Chain

Overall goal: To reduce DV and GBV for W/G, violence survivors in Region Elbasan by September 2021.		
Outcome	Activity	Results

⁶³ Project Document, p.8

⁶⁴ Project Document, p.8

⁶⁵ Adapted from Project Document, p.12

<p>Outcome 1: Local professionals increase their capabilities and partnership skills through training, monitoring and the Regional Network to improve the services offered to VAW/G survivors.</p>	<p>Training of local professionals to improve their response to DV Undertaking a research and monitoring study on the services offered by local professionals on response against DV</p>	<p>R.1.1 Increased capacities of professionals (60 AAU, 60 HP and 60 PAS) to better assist victims of DV; R.1.2 Increased cooperation between local actors' part of the Regional Network to coordinate the action to prevent DV; R.1.3 Research study and monitoring on the services offered by local professionals on the response against DV.</p>
<p>Outcome 2: Beneficiaries receive improved and better services (free social-psychological- legal support, emergency shelter) offered by WFE (CC, AS, DCC) for victims of DV.</p>	<p>Concrete services to beneficiaries (social-psychological- legal aid, emergency shelter) are offered</p>	<p>R.2.1 Improved and better services offered by WFE for victims of DV; R.2.2 At least 180 women/girls survivors of violence will be empowered through 12 capacity building sessions held R.2.3 100 difficult cases will be referred and their needs will be facilitated by WFE and Regional Network R.2.4 Local community members in Elbasan region have increased information on the work of WFE (and other institutions offering services to VAW/G survivors) through Increased visibility of the project and activities via TV broadcast, social media, web-based and other and visibility materials</p>

The project budget is set at \$161,886. The project implementing partner, WFE, contributes \$11,925 of the total budget, and the remaining budget, \$149,161 is provided by UNTF.

Purpose, objectives, and scope of the evaluation

Purpose

The desk review and evaluability assessment identified the added value and potential to address a knowledge gap through assessing this project in Albania. The evaluation presents an opportunity

- (c) to explore elements of project strategies to support access to multi-sectoral services, strengthening law and policy implementation, economic empowerment, and
- (d) capacity development of women and girls as an aspect of the project interventions that can contribute to sustainable life change among survivors, including victims of trafficking, women with disabilities, and women of Roma and Egyptian ethnicity.

These opportunities help to understand the coordination actions and efforts across the social sector partners in the Elbasan region to improve response and prevention of domestic violence in Elbasan, focusing on advocacy, awareness raising, and research on domestic violence in the municipalities participating in the project. Furthermore, the project extends its reach to ethnic minorities and victims of trafficking. The final evaluation of the project is forward-looking and intends to provide a learning platform for UN Trust Fund Secretariat, Woman Forum Elbasan, programme staff, and key stakeholders (local municipalities, national government partners, other regional actors, UN system) working on improved access to adequate services for women and girl survivors of violence.

To sum, the evaluation aims to assess the achievement of the project objectives since September 2018 using the standard evaluation principles of relevance, effectiveness, efficiency, and sustainability. The inception report seeks to clarify overall understanding of the use of evaluation by providing clear guidance on the object of evaluation and the evaluation methodology. In Section 2, the inception report describes:

1. Proposed methods and analysis frameworks
2. Data collection methods, procedures, and sources
3. Ethical concerns and guidelines
4. A work plan with associated activities, the timeline for deliverables, roles, and responsibilities

Objectives

In further clarifying the purpose of this assignment, the TORs include the following specific objectives:

- Evaluating the three-year and three-month (39 months) project against the effectiveness, relevance, coherence, efficiency, and sustainability, as well as the cross-cutting gender equality and human rights criteria;
- Identifying key lessons and promising or emerging good practices in the field of ending violence against women and girls for learning purposes; and
- Exploring the (likelihood of) impact of advocacy and awareness campaigns on ending violence against women.
- Assessing the impacts of the COVID-19 pandemic on the project (i.e., context, programming, partnerships, monitoring, etc.) and implementing organizations and drawing key findings/lessons.

The final evaluation is intended to be a forward-looking evaluation. The evaluation objectives present an opportunity for the project partners to build on the existing capacity in the field.

Given the long history of the WFE in the Elbasan region, the evaluation also helps to highlight the functions of providing long-run support to local organizations.

The findings are expected to inform future programmatic decisions, organizational learning, and accountability, as well as for the identification of good practices in the design, implementation, and assessment of interventions working toward women's economic empowerment, access to services for survivors of violence, raising awareness of domestic violence, and as far as feasible, organization learning with regard to reduction of violence and other intended program goals and outcomes.

The targeted users of the evaluation are the UN Trust Fund Secretariat, Woman Forum Elbasan, and UN Women, and key stakeholders (municipalities, donors, community partners, other regional actors) working on improved access to adequate services for survivors of violence against women and girls.

Evaluation scope

The period of implementation that this final evaluation covers is between September 1, 2018, and August 31, 2021. A no-cost extension is approved to accommodate the final evaluation. The geographical coverage is the prefecture of Elbasan – and the municipalities in the prefecture: Elbasan, Peqin, Gramsh, Cerrik, Librazhd, Prrenjas, and Belsh. The evaluation expects to cover a sample of primary and secondary beneficiaries.

Evaluation Criteria and Evaluation Questions

The evaluation criteria will adopt the OECD-DAC guidelines: effectiveness, relevance, coherence, efficiency, and sustainability, with overarching cross-cutting gender and human rights themes. The assessment of the program will be developed around the key questions set in the evaluation matrix addressing the OECD-DAC criteria. The ToR sets the key evaluation questions under effectiveness, relevance, coherence, efficiency, sustainability, potential impact, knowledge generation, gender equality, and human rights.

Effectiveness:

- Was the programme design logical in: a) taking into account the roles, capacities and commitment of stakeholders; and, b) in realistically achieving the planned outputs?
- To what extent were intended project goals, outcomes and outputs (project results) achieved and how?
- To what extent did the intervention strategy contribute to achieved results?
- What mechanisms enabled or constrained project performance?

- What alternative strategies would have been more effective in achieving expected results?
- Did the project need to adapt to emerging challenges related to COVID-19? If not, what factors facilitated the smooth continuation of the project? If so, to what extent was this project able to adapt to the challenges emerging from the COVID-19 pandemic?
 - A. What systems were/are in place to facilitate such adaptation in times of emergency and/or crisis?
 - B. What lessons could be offered to other small, women-led organizations to effectively adapt their EVAW/G programming?

Relevance:

- To what extent were the objectives and design of the intervention informed by needs and interests of diverse groups of stakeholders through in-depth consultation?
- To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls in project implementation sites across Albania?
- To what extent does the programme respond to the international framework to prevent and respond to violence against women, such as CEDAW, Beijing Platform Action and women's human rights principles?

Coherence:

- How is this EVAW/G project's strategy compatible with other interventions in the respective country? In the Western Balkan region? Compared to small women's led organizations within the same context?
- To what extent was this intervention complementary with other actors' response, in the context of the pandemic?
- How does the project work (partner/collaborate) with local NGOs (women organizations) and local authorities (local government representatives, police, etc.)?
- Can we identify good practices or "what works" when using monitoring, capacity building and awareness raising among practitioners and duty bearers at local level as a programmatic component to improve access to and the quality of essential services?

Efficiency:

- To what extent was the project efficiently and cost-effectively implemented?
- How efficiently does the programme management monitor programme performance and results?
- Have resources (funds, human resources, time, expertise, etc.) for integrating human rights and gender equality been allocated strategically to achieve results? What were the benefits, costs or consequences?

Sustainability:

- To what extent are the achieved results, especially any positive changes in the lives of women and girls (project goal level), likely to continue? To what extent are policy and regulatory frameworks in place that will support the continuation of benefits? To what extent was the capacity of partners developed in order to ensure sustainability of efforts and benefits?

- How have stakeholders been involved in programme implementation? How effective has the programme been in establishing local ownership?
- Can the programme approach or results be replicated or scaled up by national partners? What would support their replication and scaling up?
- What indications are there that the outcomes will be sustained, e.g., through requisite capacities (systems, structures, staff, etc.)? Will the programme beneficiaries be able to rely on themselves (be resilient) after funding reduces or is withdrawn?

Impact (likelihood of):

- To what extent has the project contributed to ending violence against women, gender equality and/or women's empowerment (both intended and unintended impact)?
- To what extent has this project generated significant positive or negative, intended or unintended, higher-level effects in the lives of women and girls in each municipality targeted?
- To what extent were the project results influenced by the Covid-19 pandemic?

Knowledge generation:

- To what extent has this project generated knowledge, promising or emerging practices in the field of EVAW/G, and in relation to the COVID-19 pandemic, that should be documented and shared with other practitioners?

Gender Equality and Human Rights

- To what extent was a human rights-based approach and gender equality incorporated in the design and implementation of the programme?
- To what extent does the intervention address the underlying causes of inequality and discrimination, including those experienced by vulnerable groups?

Section II: Methodology

The evaluation methodology will follow the UNEG Ethical Guidelines, UNEG Norms and Standards, and UNEG Guidance on Integrating Human Rights and Gender Equality in Evaluations. It will follow the UN Women Evaluation Policy, the Ethical Guidelines for Evaluations in the UN system, and WHO Ethical and safety recommendations for intervention research on violence against women.⁶⁶ Where necessary, the application of these guidelines, standards, and frameworks will be described in the inception report.

Evaluation Design and Methodology

The evaluation presents two different types of information problems. The first is breadth: the evaluation includes three different groups (direct beneficiaries, health and administrators of Administrative Units and police, and secondary beneficiaries, community members), across seven municipalities, through two main pillars: response (increasing capacity of local responders) and prevention (improved access to services for victims), all producing documentation in three years. The other is depth, given that only a small part of the relevant

⁶⁶ For full documentation, see the Section on resources consulted.

experience and knowledge of the individuals engaged and benefited from the implementation of the project can be captured in written reports or in a survey instrument.

To address these different problems, I propose a mixed-methods research design, with each method building on the information acquired in the previous step. I outline below the methodological steps I propose to take in carrying out the evaluation.

Overall evaluation design

The design of the evaluation is proposed with respect to the evaluation criteria and key questions addressed in the ToR and is based on a post-test design.⁶⁷ The non-experimental approach requires using a combination of quantitative and qualitative research methods to ensure that the results will be validated. The proposed hybrid approach will rely on document analysis, survey method, and key informant interviews. The baseline of certain services is already acknowledged in the project document.⁶⁸ The data collected will enable the triangulation of the results and ensures that evaluation will be utilization-focused, gender-responsive, and explicitly integrates Human Rights-Based Approaches to building the evidence base.

The evaluation design comprises three phases. The first two phases involve information gathering and consultation, leading to descriptive reports; the final phase consists of an analysis of the factual information to produce conclusions for the final report. In the text below, the methodology of evaluation is explained in a set of steps to be taken to complete each task.

1. First phase: desk study based on project documentation. The first phase covering the inception report and desk review is being carried out before identifying the extent of data collection. The project document, monitoring report, and three annual reports are reviewed and highlighted according to the activity clusters to compare similar themed activities across years. A review of the project-specific background resources is expected to be completed before initiating in-depth field visits, where plausible, and online interviews.

⁶⁷ There is a vast literature on the experimental designs being unfit for the interventions that target victims of violence. See Deborah Epstein, Lisa A. Goodman & Cris M. Sullivan, Beyond the RCT: Integrating Rigor and Relevance to Evaluate the Outcomes of Domestic Violence Programs, 39 Am. J. Evaluation 58-70 (2018)

⁶⁸ “Based on WFE data, for 2017 it results that: The Counseling Center has received in total 697 - beneficiaries, realized 487 face to face counselling and 210 phone counselling. The Advocates Studio offered (244) legal counselling and has represented beneficiaries in (138) judicial sessions. In the Day Care Center (emergency shelter) were accommodated 44 women/girls and 39 children.” Project Document, p.14

Evaluation matrix below is then designed to specify the sources, methods, and types of information to be gathered and used as a structure to systematize evidence. The data would be collected based on the evaluation questions included in the ToR, with sub-questions related to linkages and information flows to supplement them. This matrix is used to guide the formulation of the Survey questions and the structured field interview questions.

2. The second phase would include field visits (if possible) and in-depth interviews: To address the broad pool of quantitative and qualitative findings in the first phase, the evaluation parameters would be broadened (see above). The names and contacts of implementing partners, national counterparts, and other stakeholders will be obtained from the project staff and contacted with requests for appointments and suggestions of additional relevant sources (snowball method). Depending on the arrangements, national consultants would conduct field visits. Online interviews will be conducted using a semi-structured, open-ended set of questions in selected municipalities with local stakeholders to elicit the kind of detailed practice-related knowledge from project administrators, implementers, and beneficiaries that is difficult to standardize and thus not well captured by self-reporting or survey formats. An interview with the Donor structures would also be conducted. In addition, each person interviewed would be asked to complete a short questionnaire, which would also be sent to target groups of the intervention; operators, partners, participants, direct beneficiaries, and other identified relevant respondents who could not be personally interviewed due to distance or time limitations. This survey would aim to collect statistical evidence supporting the Evaluation questions to supplement and expand on the indicators and other information contained in the periodic reports.

While there are, in total, 35 evaluation questions, it is possible to increase efficiency of the evaluation by prioritization of the listed questions.

Category I: The questions that focus on whether there has been a measurable improvement for the beneficiaries will receive in-depth analysis. This category of questions will highlight if the intended benefits will likely be sustained beyond the end of the project.

Category II: The questions address key lessons and emerging good practices in the field of ending violence against women and girls.

Category III: The questions address the organizational concerns.

The evaluation questions that receive priority also reflect the priorities of the evaluation guidelines of the UN Trust Fund.

Table Main evaluation questions and methods to be applied

Evaluation Criteria	Indicator	Sources of Data	Method	Category
Effectiveness				

<p>Was the programme design logical in: a) taking into account the roles, capacities and commitment of stakeholders; and, b) in realistically achieving the planned outputs?</p>	<p>Indicator 1.3: Percentage of the institutions (municipalities, media and judiciary) monitored by the WFE on implementation of legal obligations, who accept the findings and agree to act to improve their response on VAW/G (after or before the report is published)</p>	<p>Project documents; Actor interviews</p>	<p>Desk review: Summary comparison of reported results</p>	<p>II</p>
<p>To what extent were intended project goals, outcomes and outputs (project results) achieved and how?</p>	<p>Indicator 1.1: Perspectives of local professionals who participated in the project on whether their capacities have been improved to respond adequately to VAW cases and meet survivors needs (disaggregated by profession type: Administrator of Administrative Units, Police Area, Health Professionals) Indicator 1.2: Number of initiatives and actions taken by local professionals (who received the capacity building from WFE) that have improved their response to VAW/G to better meet the needs of survivors (disaggregated by profession type and type of initiative)</p>	<p>Project documentation and reports</p>	<p>Desk review: Summary comparison of reported results</p>	<p>III</p>
<p>Did the project need to adapt to emerging challenges related to COVID-19? If not, what factors facilitated the smooth continuation of the project? If so, to what extent was this project able to adapt to the challenges emerging from the COVID-19 pandemic? A. What systems were/are in place to facilitate such adaptation in times of emergency and/or crisis? B. (Moved to the “knowledge management” section)</p>	<p>Indicator 2.1: Number of women/girl survivors who benefit from at least one free service (Social, Psychological and Legal Counselling, Emergency Shelter) provided by Woman Forum Elbasan per year, disaggregated by beneficiary type and</p>	<p>Project documentation and reports; actor interviews</p>	<p>Desk review: Summary comparison of reported results</p>	<p>I, II</p>

	service. (especially 2019-2020 period) Activity reports			
Relevance				
To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls in project implementation sites across Albania?	% evaluation survey participants reporting; collection of evaluation reports filled by the participants following the project activities under Output 2.2 "Percentage of women and girls who attend the WFE capacity building sessions who demonstrate knowledge on issues concerning women rights, property rights, shelter, access to social assistance and economic aid (after the sessions)"	Survey disseminated to the sample of primary beneficiaries (see the Annex); Document review, Actor interviews	Mixed methods	I
Coherence				
How does the project work (partner/collaborate) with Local NGOs (women organizations) and local authorities (local government representatives, police, etc.)?	Evaluation of Annual reports for Indicators 1.1., 1.2 for Outcome 1	Document review and Actor interviews	Qualitative	II
Can we identify good practices or "what works" when using monitoring, capacity building and awareness raising among practitioners and duty bearers at local level as a programmatic component to improve access to and the quality of essential services?	Most Significant Change markers	Actor interviews, open-ended questions in the short questionnaire distributed to the practitioners	Qualitative	II
Efficiency				
To what extent was the project efficiently and cost-effectively implemented?	Cost-economy analysis, distribution of costs across project components	Annual Work Plans (Expenditure and contributions reports disaggregated by cost categories and ingredients	Quantitative	III
How efficiently does the programme management monitor programme performance and results?	% outputs monitored in monitoring reports	Desk review of Annual Work plans, monitoring report	Quantitative	III
Sustainability				
To what extent are the achieved results, especially any positive changes in the lives of women and girls (project goal level), likely to continue? To what extent are policy and regulatory frameworks in place that will	Percent respondents expressing change in attitudes, support systems, evaluation forms filled after the	Surveys disseminated, Key Informant interviews, document reviews	Mixed methods	I, II

support the continuation of benefits? To what extent was the capacity of partners developed in order to ensure sustainability of efforts and benefits?	activities under the Indicators for Outcome.2.2.			
What indications are there that the outcomes will be sustained, e.g., through requisite capacities (systems, structures, staff, etc.)? Will the programme beneficiaries be able to rely on themselves (be resilient) after funding reduces or is withdrawn?	Number of partnership agreements in place with the Region, number of planned partnership agreements, percent of respondents expressing self-sufficiency and resilience	Key Informant and Focus Group interviews	Qualitative methods	I, III
Impact (likelihood of)				
To what extent has this project generated significant positive or negative, intended or unintended, higher-level effects in the lives of women and girls in each municipality targeted?	% respondents expressing an increased quality of life, if available local administration reports between 2018 – 2021 (police calls, hospital stays)	Survey disseminated to beneficiaries and local partners, administrative records (if available)	Mixed methods	I, II
Knowledge generation				
To what extent has this project generated knowledge, promising or emerging practices in the field of EVAW/G, and in relation to the COVID-19 pandemic, that should be documented and shared with other practitioners?	Number of extra support mechanisms in place and beneficiaries – which correspond with public health measures in the country, even though they were not planned – food distribution, cash assistance, etc.	Document review, media reports	Qualitative	II
Gender Equality and Human Rights				
To what extent does the intervention address the underlying causes of inequality and discrimination, including those experienced by vulnerable groups?	Changes in the regional (and, if possible municipal level) vital statistics between 2018 and 2020, most significant change stories	Regional statistics, administrative reports, actor interviews	Mixed methods	I, II

The key evaluation questions can only be addressed with the completion of the first and second phases of the assignment, which will determine whether sufficient measurable evidence is available to support validated and verifiable conclusions. The results and discussion of the remaining questions will be discussed in the draft final report, as necessary.

Data sources

The data sources are arranged among complementary streams of stakeholder groups within various segments. The first stream focuses on collecting evidence from the direct beneficiaries of the services WFE provided and from practitioners. The second stream focuses on in-depth

interviews with the local partners, such as community members, local media representatives, members of the Regional Network, health professionals, and police contacts.

The evaluation will ensure that gendered perspectives are central to determining data sources. The evaluation ensures that the methodology also aligns with human rights-based approaches for eliminating discrimination against women, and women's rights stand as one of the benchmarks of international human rights law.

Data collection methods and analysis

Primary and secondary data sources will be collected and analyzed to inform the findings of the evaluation. The mixed-methods will allow for information to be triangulated and verified. Qualitative data collection will be mainly collected from Key Informant interviews and, if possible, Most Significant Change stories. Quantitative data relevant to outcomes will be drawn from annual reports and other relevant documents.

The survey instruments to support quantitative evidence are validated in peer-reviewed publications and is presented in the Annex "Data Collection Methods" for approval.

In addition to the documents received for the Inception report

- Project Document
- Annual Reports (3 years)
- Project monitoring report

additional documents will be requested to finalize the desk review:

- Minutes of meetings/trainings
- Manual for ToT of Health Professionals, Police Officers
- Manual for ToT of Administrative Representatives
- Training materials (programme, PPT, evaluation forms used, etc.)
- Evaluation reports of the ToT trainings
- Posters and media reports produced for the project
- List of articles published in the media
- Evaluation reports of Focus Group Interviews
- The research study listed under Result 1.3
- Detailed documentation on the Regional Network, Coordinated Referral Mechanisms in each of the municipalities of the Elbasan prefecture

Sampling framework

The project activities were focused in the Elbasan region, covering seven municipalities. The evaluation intends to assess the improved access to services for survivors of violence. The population of the survey is then the primary beneficiaries of the three services: Counseling Services, Day Care Centers, and Advocacy Services, during the project implementation. With a known population, at 90% confidence level, the sample size for the online questionnaire is determined by the Slovin's formula

$$n = N / (1 + N * e^2)$$

For a population of 3200 beneficiaries at 90% confidence level, the sample size is set at n=97. Given the low response rate to online surveys, it is expected that there will be a 30% response rate. Under these assumptions, the survey will be disseminated to **at least** n=291 primary beneficiaries of the services between September 2018 and November 2021. The distribution of the sample is across the years to understand the betterment of the services. So the survey will be disseminated accordingly: 30% of the participants would be beneficiaries until 2019, 30% of the participants would be beneficiaries in 2020, and 40% of the participants would be beneficiaries 2021.

Because of safety concerns, neither online interviews nor face-to-face interviews can be conducted with the primary beneficiaries. One can not guarantee whether the survivor will be alone during an online interview, and one cannot ensure that the survivor would be willing to travel to conduct a face-to-face interview. Increasing participation in the survey will elicit information on the access to services and the extent to which the services improved lives of the beneficiaries.

To better represent all the different segments of other primary and secondary beneficiaries, the evaluation plan intends to conduct 11 in-depth interviews as:

- (1) One representative of WFE (Key Informant Interview)
- (2) Representatives of municipalities in the Elbasan prefecture (Focus Group Interview)
- (3) Local coordinators in the municipalities (Focus Group Interview)
- (4) One representative of the Regional Educational Directory
- (5) Representatives of local health professionals (Focus Group Interviews)
- (6) Representatives of police officers (Focus Group Interviews)
- (7) Case managers (Focus Group Interviews)
- (8) An interview with the local consultant involved during the project responsible for the conduction of the monitoring report (Key Informant Interview)
- (9) An interview with one UN Trust Fund representative
- (10) One interview with the focal point from the UN Women Country Office (Key Informant Interview)
- (11) One local journalist responsible for the collection of media stories (Key Informant Interview)
- (If possible) one interview with a representative from the Ministry of Health and Social Protection

The administrators, health officials and other service providers that received training will be interviewed via focus group discussions. Where possible, the questionnaire will be sent to the participants of trainings by email. In this case, snowball sampling method will be used. The

secondary beneficiaries will not receive any survey, but the intended and unintended benefits will be elicited through key informant interviews.

Limitations of the methodology

The restrictions on travel are mostly relaxed. While online surveys and interviews would benefit the safety concerns of the participants as well as the of the evaluation team, less than ideal access to online surveys or interviews will be a concern for some participants. Therefore, some of the critical stakeholders may find it difficult to participate in the data collection phase. Care will be taken that the data collection period will have a long-time frame to ensure representation. In case where a replacement needs to be found, the snowballing technique for interviews will be used. Even though children were among primary beneficiaries, no beneficiary under the age of 19 will be interviewed – as the relationship between parental consent and child’s privacy may endanger the safety of the respondent.

The evaluation matrix, Table 3, shows the key aspects of the assessment by specifying what will be evaluated and how. The matrix consists of the criteria, main questions with sub-questions, indicators for measuring progress, required data sources, and data collection methods. Following consultation with the UN Trust Fund evaluation manager, the matrix is subject to revision as the evaluation is conducted.

Section III: Safety and ethical considerations and protocols to be put in place

The evaluation will adhere to the principles set by the UN Evaluation Group (UNEG) Norms and Standards, UN Women Evaluation Policy, Recommendations on Remote data collection, and the Ethical Guidelines for evaluations in the UN System.⁶⁹ Specific safeguards have been put in place to protect the safety of respondents. Critical ethical considerations for data collection are being finalized and incorporated into the evaluation design. These considerations are

- Survey instruments are validated in academic publications in a way that does not create distress for primary beneficiaries
- Data will be collected at appropriate venues to protect the identity of primary beneficiaries
- The survey instrument will ensure that identity, confidentiality, and the rights of the respondents will be protected (these measures include that a preliminary informed consent will be signed, before initiating any data collection process clarifying not only the issue of confidentiality but also the aspect of voluntarily participation).
- All of the key informant and focus group interview participants will be assured to interrupt the interview at any moment she/he feels to do it
- The team is trained in collecting sensitive information in different cultural settings

⁶⁹ Norms and Standards for Evaluation (UN Evaluation); UNEG Guidance Integrating Human Rights and Gender into Evaluation; WHO Ethical and safety recommendations for intervention research on violence against women

- The evaluators are competent in identifying the power dynamics between groups and will pay special attention to the use of language.

In order to ensure the safety of the participating beneficiaries, the survey will be disseminated by an online link. We are assuming that the WFE has kept a registry of emails for the beneficiaries. Depending on the suggestions of WFE, the evaluation team can send the link to the survey. If the WFE finds it appropriate, the link can be forwarded by them. The Survey consists of 12 questions and can be completed in 15 minutes, at most. The evaluation design does not target minors but adults with minors are included in the sampling frame.

Section IV: Work plan

The purpose of the document review, in-depth interviews, and survey instrument is to consolidate into more easily grasped form the broad range of information that the participants self-report on their activities and project-related outcomes.

After data collection and triangulation, the findings and salient results will be presented in a draft report for validation. All comments received in writing will be responded to, and the Draft Report will be revised accordingly. Final revisions to the report will be made and the final report submitted. Please see the timeline below for indicative dates.

Deliverables	Indicative deadline
Inception Report	May 10, 2022
Completion of Interviews and data collection	May 25, 2022
Draft Final Report	June 10, 2022
Final Report	June 25, 2022

Description of evaluation team

The evaluation team comprises both national and international consultants. The national team consists of Dr. Monika Kocaqi and Eniana Kocaj, MA. The international consultant is Dr. Sevinc Rende Solak. The CVs of the evaluation team are available in the Annex.

The evaluation team is supported by UNTF and WFE representatives. The UNTF evaluation team includes Ms. Annie Hedlund and Ms. Etsehiwot Eguale. The WFE team includes Ms. Shpresa Banja, Ms. Nertila Toli, and Ms. Gertjana Hasalla.

Of the independent evaluators,

Dr. Sevinc Rende Solak – is responsible for designing the evaluation, conducting interviews, and delivering the final report.

Dr. Monika Kocaqi - is responsible for leading the interviews with key informants.

Eniana Koçiaj (MA) - is responsible for the translation of the questionnaire (if approved), online dissemination of the survey, and follow-up and conducting interviews.

Annex C Evaluation Matrix

Evaluation Criteria	Indicator	Sources of Data	Method	Category
Effectiveness				
Was the programme design logical in: a) taking into account the roles, capacities and commitment of stakeholders; and, b) in realistically achieving the planned outputs?	Indicator 1.3: Percentage of the institutions (municipalities, media and judiciary) monitored by the WFE on implementation of legal obligations, who accept the findings and agree to act to improve their response on VAW/G (after or before the report is published)	Project documents; Actor interviews	Desk review: Summary comparison of reported results	II
To what extent were intended project goals, outcomes and outputs (project results) achieved and how?	Indicator 1.1: Perspectives of local professionals who participated in the project on whether their capacities have been improved to respond adequately to VAW cases and meet survivors needs (disaggregated by profession type: Administrator of Administrative Units, Police Area, Health Professionals) Indicator 1.2: Number of initiatives and actions taken by local professionals (who received the capacity building from WFE) that have improved their response to VAW/G to better meet the needs of survivors (disaggregated by profession type and type of initiative)	Project documentation and reports	Desk review: Summary comparison of reported results	III
Did the project need to adapt to emerging challenges related to COVID-19? If not, what factors facilitated the smooth continuation of	Indicator 2.1: Number of women/girl survivors who benefit	Project documentation	Desk review: Summary	I, II

<p>the project? If so, to what extent was this project able to adapt to the challenges emerging from the COVID-19 pandemic?</p> <p>A. What systems were/are in place to facilitate such adaptation in times of emergency and/or crisis?</p> <p>B. (Moved to the “knowledge management” section)</p>	<p>from at least one free service (Social, Psychological and Legal Counselling, Emergency Shelter) provided by Woman Forum Elbasan per year, disaggregated by beneficiary type and service. (especially 2019-2020 period)</p> <p>Activity reports</p>	<p>and reports; actor interviews</p>	<p>comparison of reported results</p>	
Relevance				
<p>To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of women and girls in project implementation sites across Albania?</p>	<p>% evaluation survey participants reporting; collection of evaluation reports filled by the participants following the project activities under Output 2.2 “Percentage of women and girls who attend the WFE capacity building sessions who demonstrate knowledge on issues concerning women rights, property rights, shelter, access to social assistance and economic aid (after the sessions)”</p>	<p>Survey disseminated to the sample of primary beneficiaries (see the Annex); Document review, Actor interviews</p>	<p>Mixed methods</p>	<p>I</p>
Coherence				
<p>How does the project work (partner/collaborate) with Local NGOs (women organizations) and local authorities (local government representatives, police, etc.)?</p>	<p>Evaluation of Annual reports for Indicators 1.1., 1.2 for Outcome 1</p>	<p>Document review and Actor interviews</p>	<p>Qualitative</p>	<p>II</p>
<p>Can we identify good practices or “what works” when using monitoring, capacity building and awareness raising among practitioners and duty bearers at local level as a programmatic component to improve access to and the quality of essential services?</p>	<p>Most Significant Change markers</p>	<p>Actor interviews, open-ended questions in the short questionnaire distributed to the practitioners</p>	<p>Qualitative</p>	<p>II</p>
Efficiency				
<p>To what extent was the project efficiently and cost-effectively implemented?</p>	<p>Cost-economy analysis, distribution of costs across project components</p>	<p>Annual Work Plans (Expenditure and contributions reports disaggregated by cost categories and ingredients</p>	<p>Quantitative</p>	<p>III</p>

How efficiently does the programme management monitor programme performance and results?	% outputs monitored in monitoring reports	Desk review of Annual Work plans, monitoring report	Quantitative	III
Sustainability				
To what extent are the achieved results, especially any positive changes in the lives of women and girls (project goal level), likely to continue? To what extent are policy and regulatory frameworks in place that will support the continuation of benefits? To what extent was the capacity of partners developed in order to ensure sustainability of efforts and benefits?	Percent respondents expressing change in attitudes, support systems, evaluation forms filled after the activities under the Indicators for Outcome.2.2.	Surveys disseminated, Key Informant interviews, document reviews	Mixed methods	I, II
What indications are there that the outcomes will be sustained, e.g., through requisite capacities (systems, structures, staff, etc.)? Will the programme beneficiaries be able to rely on themselves (be resilient) after funding reduces or is withdrawn?	Number of partnership agreements in place with the Region, number of planned partnership agreements, percent of respondents expressing self-sufficiency and resilience	Key Informant and Focus Group interviews	Qualitative methods	I, III
Impact (likelihood of)				
To what extent has this project generated significant positive or negative, intended or unintended, higher-level effects in the lives of women and girls in each municipality targeted?	% respondents expressing an increased quality of life, if available local administration reports between 2018 – 2021 (police calls, hospital stays)	Survey disseminated to beneficiaries and local partners, administrative records (if available)	Mixed methods	I, II
Knowledge generation				
To what extent has this project generated knowledge, promising or emerging practices in the field of EVAW/G, and in relation to the COVID-19 pandemic, that should be documented and shared with other practitioners?	Number of extra support mechanisms in place and beneficiaries – which correspond with public health measures in the country, even though they were not planned – food distribution, cash assistance, etc.	Document review, media reports	Qualitative	II
Gender Equality and Human Rights				
To what extent does the intervention address the underlying causes of inequality and discrimination, including those experienced by vulnerable groups?	Changes in the regional (and, if possible municipal level) vital statistics between 2018 and 2020, most significant change stories	Regional statistics, administrative reports, actor interviews	Mixed methods	I, II

Annex D Final Results Chain

Overall goal: To reduce DV and GBV for W/G, violence survivors in Region Elbasan by September 2021.*			Baseline	Target	Actual	Status
Outcome	Activity	Results				
Outcome 1: Local professionals increase their capabilities and partnership skills through training, monitoring and the Regional Network to improve the services offered to VAW/G survivors.	Training of local professionals to improve their response to DV Undertaking a research and monitoring study on the services offered by local professionals on response against DV survivors.	R.1.1 Increased capacities of professionals (60 AAU, 60 HP and 60 PAS) to better assist victims of DV;	NA	60	56	Almost complete
		R.1.2 Increased cooperation between local actors' part of the Regional Network to coordinate the action to prevent DV;	30	45	65	Complete
		R.1.3 Research study and monitoring on the services offered by local professionals on the response against DV.	0	1	1	Complete
Outcome 2: Beneficiaries receive improved and better services (free social-psychological- legal support, emergency shelter) offered by WFE (CC, AS, DCC) for victims of DV.	Concrete services to beneficiaries (social-psychological- legal aid, emergency shelter) are offered	R.2.1 Improved and better services offered by WFE for victims of DV;	80%	>80%	85%	Complete
		R.2.2 At least 180 women/girls survivors of violence will be empowered through 12 capacity building sessions held	0	180	94	Almost complete
		R.2.3 100 difficult cases will be referred and their needs will be facilitated by WFE and Regional Network	60% support for referrals	>60%	70% support for referrals	Complete
		R.2.4 Local community members in Elbasan region have increased information on the work of WFE (and other institutions offering services to VAW/G survivors) through Increased visibility of the project and activities via TV broadcast, social media, web-based and other and visibility materials	0		At least three media occurrences	Complete

*Source: WFE Final Report

Annex E Beneficiary Data

TOTAL BENEFICIARIES REACHED BY THE PROJECT

Type of Primary Beneficiary	Number
Female domestic workers	
Female migrant workers	
Female political activists/ human rights defenders	
Female sex workers	
Female refugees/ internally displaced asylum seekers	
Indigenous women/ from ethnic groups	1170
Lesbian, bisexual, transgender	
Women/ girls with disabilities	441
Women/ girls living with HIV/AIDS	
Women/ girls survivors of violence	3602
Women prisoners	
Women and girls in general	
Other (Women/girls victims of trafficking)	314
TOTAL PRIMARY BENEFICIARIES REACHED	5527
Type of Secondary Beneficiary	Number
Members of Civil Society Organizations	
Members of Community Based Organizations	2819
Members of Faith Based Organizations	
Education Professionals (i.e. teachers, educators)	
Government Officials (i.e. decision makers, policy implementers)	56
Health Professionals (doctors, nurses, medical practioners)	
Journalists / Media	
Legal Officers (i.e. Lawyers, prosecutors, judges)	
Men and/ or boys	
Parliamentarians	
Private sector employers	
Social/ welfare workers	
Uniformed personnel (i.e. Police, military, peace keeping)	
Other (Specify here:)	
TOTAL SECONDARY BENEFICIARIES	2875
Indirect beneficiaries reached	Number
Other (total only)	
GRAND TOTAL	8402

Annex F Methodology Table

Sub-sections	Inputs by the evaluator(s)
Description of evaluation design	<i>post-test⁷⁰ only without comparison group</i>
Data sources	Project documents; Actor interviews, Survey disseminated to the sample of primary beneficiaries (see the relevant Annex);
Description of data collection methods and analysis (including level of precision required for quantitative methods, value scales or coding used for qualitative analysis; level of participation of stakeholders through evaluation process, etc.)	N=84 for the primary beneficiary survey, Focus Group Discussions: N=6, Key Informant Interviews =4 (one written)
Description of sampling <ul style="list-style-type: none"> • Area and population to be represented • Rationale for selection • Mechanics of selection limitations to sample • Reference indicators and benchmarks/baseline, where relevant (previous indicators, national statistics, human rights treaties, gender statistics, etc.) 	<p>Sampling: Elbasan Region, Albania,</p> <p>Selection: Survivors of violence who benefited from the services of WFE.</p> <p>Survey: non-random, only survivors who could be reached through phones,</p> <p>Baseline: Based on WFE data, for 2017 it results that: The Counseling Center has received in total 697 - beneficiaries, realized 487 face to face counselling and 210 phone counselling. The Advocates Studio offered (244) legal counselling and has represented beneficiaries in (138) judicial sessions. In the Day Care Center (emergency shelter) were accommodated 44 women/girls and 39 children</p>
Limitations of the evaluation methodology used	<ol style="list-style-type: none"> 6) To assure the confidentiality of the responses, the evaluation team decided not to record the Focus Group Discussions. 7) The sampling for the primary beneficiaries was limited to those whose contact numbers and addresses had not changed following the support they had received from WFE. We could only include the beneficiaries who continued to use the same phone number and address and who accepted the invitation. 8) Although the evaluation team tried to simplify the user interface and shorten the questions, not all primary beneficiaries were familiar with online questionnaires. Unfortunately, we have no proof, but we suspect that the lack of stable and reliable internet connection was another factor in sample selection. 9) The data collection period through Focus Group Discussions overlapped with other activities of the secondary

⁷⁰ "Test" means project/intervention in this context.

	<p>beneficiaries. This fact decreased the number of participants and caused a face-to-face interview to switch to an online discussion in one case.</p> <p>10) The intense and stressful workload of the health professionals during the pandemic affected their desire and ability to recall the years before the pandemic. Many health professionals admitted that the pandemic erased their recall of 2018 and 2019; therefore, many could not fully remember their experience as trainees.</p>
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Annex G Conclusions Table

Evaluation Criteria	Conclusions
Overall	<p>The project activities and results are reported to have generated positive changes in the lives of women who relied on the services of WFE, mainly through more adequate and integrated care based on their needs. The anonymous survey results reveal that more than half of the respondents reported being very satisfied, mostly satisfied, and satisfied with what they accomplished in life. Of the participants, about half reported being happy with their lives. Considering the ordeals they faced while seeking help from WFE, the result speaks of the resilience of the beneficiaries.</p>
Effectiveness	<p>The COVID 19 pandemic resulted in pivoting face-to-face services to online meetings. While many organizations tried to adjust to the lockdowns, the history of WFE, which predates the emergence of the internet, allowed the organization to rely on the practices when stigma would prevent women from reaching out for help and could not seek help in person. As a result, the planned outputs and outcomes of the project have been achieved effectively by contributing toward the project's overall goal: women and girls in Elbasan had better access to the services for survivors of domestic violence and had a safe place, had advocacy for their rights. In addition, the first line respondents emerged from the training sessions with a better understanding of the legal consequences of domestic violence, both for the victims and the perpetrators. Finally, the coordination mechanism among the first responders enabled them to provide immediate help and better services during the management of the cases.</p>
Relevance	<p>The project results are still relevant to the needs of women and girls in the Elbasan region. Provision of additional support for the planned and ongoing activities, such as training of Administrators of Administrative Units, training</p>

	of police and health care workers, mentoring the members of the Coordinated Referral Mechanisms to deal with difficult cases, as well as the provision of the needed specialist support services (i.e., emergency shelter for the victim/survivor) have the potential to go beyond the prevention and response mechanisms and emphasize “breaking the cycle of violence” strategy.
Efficiency	The management team implemented the project cost-effectively and efficiently allocated the funds to the survivors' immediate needs during the COVID 19 lockdown period. The planned activities were implemented, and whenever circumstances required, the activities pivoted to accommodate the realities of the pandemic, such as providing hygiene sets and food packages.
Sustainability	The primary beneficiaries of the project report their resiliency after the support they received. Their assessment suggests a need for improvements in the support system. Furthermore, specialist support services are a requirement of the Istanbul Convention. In those cities/locations where they already exist, it is essential to ensure long-term sustainability, in parallel with the improvement of the internal standards and procedures of the providers.
Impact	The project resulted mainly in positive and intended results by providing primary beneficiaries a safe space to access legal services, a place to shelter during an emergency period, and to receive psychological support. The unintended positive effects are primarily due to the pandemic lockdown measures – when the WFE activities were shifted to online platforms, thereby reaching women who would not otherwise be able to request assistance in person. Even though the pandemic is ebbing away, the evidence shows that WFE will keep leveraging its online presence by providing a platform through which women and girls could inquire about their rights. Another unintended benefit was using media channels as public communication tools in innovative ways.
Knowledge Generation	One of the lessons learned from this project relates to strengthening local partnerships by following the coordinated multi-sectorial approach which the local governance units must lead, by extending awareness-raising activities to the younger generations through collaborating with men and boys as allies of women and girls, supporting survivors to break the cycle of violence and increasing the effectiveness of CSOs with a long-term presence in their communities for achieving development outcomes.
Gender Equality and Human Rights	From an evaluative point of view, WFE contributes to promoting gender equality and protecting human rights from two angles: By assisting this generation of survivors and providing critical assistance to the children of survivors, thereby breaking the cycle of violence. By adhering to the principles in the Declaration of the Elimination of Violence against Women, by protecting the dignity of survivors, helping them access justice, the project implemented by WFE helped survivors to enjoy their rights.

Annex H Recommendations Table

These recommendations are presented as a set of mutually reinforcing activities which is not meant to suggest any order of priority. Some only require performance monitoring to determine whether they should be extended and expanded. Others can be implemented at zero or minimal cost, such as those related to data collection. Others are likely to require new cooperation protocols among the stakeholders before they can be implemented and are most likely to be achieved in stages.

Evaluation Criteria	Recommendations	Relevant Stakeholders (Recommendation made to whom)
Overall	Continue to support and strengthen collaboration between CSOs, such as WFE, and local governance units and build networks by encouraging young generations, including but not limited to the young women and men students attending law schools, young women and men students at social work departments and at police colleges, to promote the exchange of ideas and increase the visibility of local support networks.	UNTF
	With the support from UNTF, promote the role of small grassroot organizations as think tanks and spaces where people gather, and ideas are generated.	WFE
Effectiveness	Local government staff (municipality and AAUs) need assistance in monitoring the implementation of the protection orders. This factor is suggested as extremely important for the other six municipalities of Elbasan Prefecture.	WFE
	Continuous monitoring of administrative data, marked on geographical maps and developing a project indicator which reflects the administrative data will provide a very efficient, accurate and timely evidence for the support provided by WFE.	WFE
	Self-defense sessions for women survivors of violence and young girls in schools should be supported and widespread covering all the territory of Albania with a focus on rural areas.	WFE
Relevance	We further suggest that a particular effort could be made to attract the students and graduates of prior capacity-building sessions to participate in such training.	WFE
	Establish programs that aim at the economic empowerment of survivors of violence that are	WFE

	sustainable as the only way to re-integrate in life and support their children.	
Efficiency	One of the future considerations would be changes in the infrastructure of the Day Care Center, including but not limited to -- the use of outside cameras, as they used to be in the old premises where this center was located previously , the accessibility for PWD, and placing the shelter's regulations and procedures in visible spaces	WFE
	Another recommendation is to print informative materials (rules, regulations, forms) in languages other than Albanian (i.e., in Roma language, braille alphabet, for instance).	WFE
	The caseload of the first respondents and WFE staff requires long-term planning. Technical assistance and successful CSO operational models introduced within a network of similar CSOs may facilitate this process.	UNTF
Sustainability	Local government staff (municipality and AUs) need assistance in monitoring the implementation of the protection orders . This factor is suggested as extremely important for the other six municipalities of Elbasan Prefecture. WFE may consider offering support to administer a pilot project in one or even all six Elbasan Prefecture municipalities.	WFE
	Burn-out prevention programs and self-care program should be held in a periodic manner by WFE to ensure the well-being of the staff	WFE
Impact	There is a demand for refreshment training sessions for a regular set of first responders to follow up on the difficulties faced in their practices. Monitoring the effectiveness of training sessions could be supported by continuous use of administrative data in time, such as the number of cases referred to police by health professionals instead of post-training surveys.	WFE
	By conducting short rapid assessments of training sessions after two weeks of completing the training sessions, WFE will have an opportunity to address the gap in transmitting the training materials with the participants, either by revising the training material, or by bringing the issue to the front to be discussed in the relevant networks	WFE
Knowledge Generation	In addition, WFE considers training that UNTF and other UN Agencies may provide to improve internal procedures and regulations would increase the organization's efficiency and effectiveness. For instance, WFE considers additional support, and training i.e., to	UNTF

	use a financial program which is dedicated for CSOs (so far, they use Alfa) would be highly appreciated.	
Gender Equality and Human Rights	Support and technical expertise need to be provided, especially on management of the cases, with a specific focus on the management of cases of elderly persons, persons with disabilities, and LGBTI+ community members. Management of cases of the victims or perpetrators with mental health problems is expressed as a significant concern. One possibility for WFE is to work with NGOs that have developed integrated service provision for marginalized groups	WFE

Annex I List of documents reviewed

- a. Project Document
- b. Annual Work Plans (Year 1, Year 2, Year 3)
- c. Final Project Report
- d. Monitoring Report
- e. Progress Report Sept 2019 - Feb 2020
- f. Annual Report FINAL March - August 2019
- g. Annual Report March - August 2020
- h. Final Report March - August 2021
- i. Progress Report Sept 2018 - February 2019
- j. Progress Report Sept 2020 - Feb 2021
- k. National Strategy and Action Plan on Gender Equality 2016 – 2020
- l. National Strategy for Gender Equality 2021 - 2030
- m. Women and Men in Albania, 2019, 2020, 2021
- n. Additional Documents provided by WFE

Translated into English:

Training Agenda:

Training Agenda with the secondary beneficiaries in the Municipality of Cërrik, Librazhd, Elbasan, Belsh, Gramsh, Përrenjas, and Elbasan. The training was delivered in different periods and different municipalities from April 2019 until May 2021. Secondary beneficiaries who received training were: (1) health care professionals, (2) local government staff (administrative units professionals and social sector departments), and (3) police area specialists.

Main issues discussed during training sessions:⁷¹

- Identifying cases of Domestic Violence
- Addressing cases of Domestic Violence (state institutions responsible for DV; inter-institutional cooperation)

⁷¹ As shown in the Agenda

- Legal framework (Istanbul Convention; Albanian National Strategy 2016-2020; European Charter for Equality), [Comparisons](#) with the existing national legislation (DV Law, Criminal Code, Code of Criminal Procedures, etc.) as well as bylaws such as the CoM decision for the Coordinated Referral Mechanism, the Ministers' Guideline for the Risk Assessment procedure,

Training Agenda with Local Government:

Municipality of Librazhd – 09 April 2019

Municipality of Cërrik – 14 November 2019

Administrative Units of qarku Elbasan – 14 May 2021

Training Agenda with Health Care Professionals:

Health care Librazhd and Cërrik – 29 May 2019

Health representatives Training, four municipalities - 15 November 2019

Health care professionals Elbasan – 22 October 2020

Training Agenda with Police Area Specialist (SPZ):

SPZ Cërrik, Përrenjas, Belsh, Gramsh - 13 November 2019

SPZ Librazhd, Përrenjas – 15 April 2019

SPZ Elbasan – 16 October 2020

Request for Cooperation

Before each training, WFE has addressed different *requests for cooperation* with the targeted institutions. As a result, a *Memorandum of Understanding* between WFE and the Police Local Directory in Elbasan was signed on 12.12.2017.

Request for Cooperation addressed to Elbasan Police – 07 November 2019

Request for Cooperation addressed to Municipality of Belsh - 08 November 2019

Request for Cooperation addressed to Municipality of Cerrik - 08 November 2019

Request for Cooperation addressed to Municipality of Gramsh - 08 November 2019

Request for Cooperation to train SPZ addressed to Police Local Directory in Elbasan – 04 May 2019

In addition a *Thank you Letter* is addressed to the Local Directory of Police in Elbasan - 10 November 2019

Training materials/PowerPoint presentations

There are different documents of training materials and PP slides delivered to secondary beneficiaries during training sessions. The main topics covered were:

- a) What is domestic violence
- b) Why do professionals from different backgrounds fail to deal with cases of DV
- c) How should family doctors deal with victims of DV
- d) How should family doctors and other health care professionals fill out a health card for victims of DV
- e) How to fill out an Emergent Protection Order/ Protection Order
- f) Institutional cooperation and legal obligations for state institutions
- g) Domestic Violence Case management examples

Training Reports:

There are ten training reports related to different training sessions delivered by WFE to targeted secondary beneficiaries. Training reports are structured by Date and Venue of the training; Title; Description (the aim of the training; results); Challenges and future Recommendations; and Pictures.

Monitoring Report

There exists a three-year monitoring findings report prepared by Ms.Elsa Gjeli. The first monitoring period is from September 2018 to March 2019; the second is from December 2019 – February 2020; and the third is from December 2020 – to February 2021. The monitoring report provides findings of two hundred and twenty-five court decisions issued by the district court related to Emergent Protection Orders (EPOs) and Protection Orders (POs).

First monitoring period – 130 decisions

Second monitoring period – 62 court decisions

Third monitoring period – 33 court decisions

The report provides findings of the monitoring process of seven municipalities that have implemented court decisions issued to provide immediate protection orders and protection orders.

Local Media was also monitored on how they reported domestic violence cases and cases of gender-based violence in their media outlets.

Annex K Survey Instruments

Beneficiary Survey – version in English

This is an anonymous survey. The following information is being collected for study purposes only. If you agree to give your consent, at the bottom of the Consent Form please press the answer "Yes, I agree" and then fill in the questionnaire. In case you do not want to participate in the questionnaire please press the answer "No, I do not agree" and then press the "Submit" button.

At the bottom of each page of the questionnaire please press the "Next" button to continue with the questionnaire. At the end of the questionnaire, please press the "Submit" button to submit your answers.

Thank you!

Description and Purpose: The purpose of this survey is to evaluate the services that WFE provides in the Region of Elbasan.

What you will be asked to do: The survey will take approximately 10-15 minutes to complete. Participation is anonymous; you will not be asked to provide your name.

Risks and Discomforts: Researchers anticipate that your participation in this survey presents minimal risk or discomfort

Benefits: This survey will raise awareness about the experiences of survivors.

Privacy/Confidentiality/Data Security: You will not be required to provide your name or any identifying information.

Voluntary Participation: Participation is voluntary.

Consent _____ **(initials or check-mark)**

Section 0.

- 1) My age is a) 20 - 24 c) 25-59 d) 60+
- 2) My education a) 0-8 years b) 9-12 years c) 12+ years
- 3) My work is a) Paid work b) Self-employed b) Housewife c) Unemployed e) Retired
- 4) I am a person with a) no disability b) disability

Section 1.

1. I used the following services **(please check all that apply)**

- Counseling Centre (psychologist help)
- Advocate Studio (lawyer's help)
- Day Care Center (accommodation in the shelter)

2. Services :

2a. Woman Forum Elbasan helped me with issues in the following areas:

(please check all that apply)

- Help getting safe and adequate housing
- Immediate safe space for a few days
- Information about the legal system process
- Information about my legal rights and options
- Legal support regarding my children
- Help with a protective order
- Help with police issues
- Access to an attorney
- Someone to go with me to court

2b. Woman Forum Elbasan helped me with issues in the following areas:

(please check all that apply)

- Psychological support
- Psychological support regarding my children
- Healthcare for myself
- Healthcare for my children
- Help getting access to childcare

2c. Woman Forum Elbasan helped me with issues in the following areas:

(please check all that apply)

- Help arranging transportation to meet my needs
- Help getting a job
- Help getting job-related training
- Help with financial and in-kind benefits (court-fees, food packages)
- Immigration
- other (please explain: _____)

3. Thinking about how long you had to wait to get your first appointment, are you:

Satisfied with the amount of time it took

Not satisfied with the amount of time it took

4. Is Woman Forum Elbasan location convenient for you?

yes

no

5. How many times did you use the services provided by Woman Forum Elbasan?

Only once

Two-three times

More than three times

Section 2:

6. Because of my experiences with Woman Forum Elbasan

6a. I feel better prepared to keep myself and my children safe

Not at all Somewhat A lot Doesn't apply to me

6b. I can do more things on my own

Not at all Somewhat A lot Doesn't apply to me

6c. I feel more comfortable asking for help

Not at all Somewhat A lot Doesn't apply to me

6d. I feel more in control of my life.

Not at all Somewhat A lot Doesn't apply to me

6e. I feel more hopeful about the future

Not at all Somewhat A lot Doesn't apply to me

6f. I know more about community resources I might need

Not at all Somewhat A lot Doesn't apply to me

6j. I have a plan to help me meet my financial and housing needs

Not at all Somewhat A lot Doesn't apply to me

6k. I know more about my rights

Not at all Somewhat A lot Doesn't apply to me

7. Please check the response that best matches how you feel.

Change in format

7a. Woman Forum Elbasan was concerned about the needs of all of my family members

Not at all A Little Somewhat Very Much Not Applicable Decline to answer

7b. Woman Forum Elbasan helped me learn new skills or practice my skills

Not at all A Little Somewhat Very Much Not Applicable Decline to answer

7c. Woman Forum Elbasan helped me learn about my legal rights, my social rights and women's rights

Not at all A Little Somewhat Very Much Not Applicable Decline to answer

7d. I felt supported and encouraged by Woman Forum Elbasan

Not at all A Little Somewhat Very Much Not Applicable Decline to answer

7e. Woman Forum Elbasan respects my privacy

Not at all A Little Somewhat Very Much Not Applicable Decline to answer

7f. In Woman Forum Elbasan, I have the opportunity to connect with others

Not at all A Little Somewhat Very Much Not Applicable Decline to answer

7g. WFE understands what it means to be in my financial situation.

Not at all A Little Somewhat Very Much Not Applicable Decline to answer

7h. WFE supports me to strengthen my relationships with my children

Not at all A Little Somewhat Very Much Not Applicable Decline to answer

8. In general

8a. How do you feel about yourself?

Extremely happy Happy Mostly satisfied Mixed (equally satisfied and dissatisfied) Mostly dissatisfied Unhappy Terrible

8b. How do you feel about the responsibilities you have for members of your family?

Extremely happy Happy Mostly satisfied Mixed (equally satisfied and dissatisfied) Mostly dissatisfied Unhappy Terrible

8c. How do you feel about what you are accomplishing in your life?

Extremely happy Happy Mostly satisfied Mixed (equally satisfied and dissatisfied) Mostly dissatisfied Unhappy Terrible

Resources for the questionnaire

Beeble, M.A., Sullivan, C.M., & Bybee, D. (2011). The impact of neighborhood factors on the well-being of survivors of intimate partner violence over time. *American Journal of Community Psychology*, 47(3-4), 287-306.

Beeble, M.A., Bybee, D., & Sullivan, C.M. (2010). The impact of resource constraints on the psychological well-being of survivors of intimate partner violence over time. *Journal of Community Psychology*, 38(8), 943-959.

Beeble, M.L., Bybee, D., Sullivan, C.M., & Adams, A. (2009). Main, mediating, and moderating effects of social support on the well-being of survivors of intimate partner violence across two years. *Journal of Clinical and Consulting Psychology*, 77, 718-729.

Goodman, L.A., Thomas, K.A., & Heimerl, D. (2015). A guide for using the Measure of Victim Empowerment Related to Safety (MOVERS). Available at: dvevidenceproject.org/evaluation-tools

Schwarzer, R., & Jerusalem, M. (1995). Generalized Self-Efficacy Scale. In J. Weinman, S. Wright, & M. Johnston (Eds.), *Measures in health psychology: A user's portfolio. Causal and control beliefs* (pp. 35-37). Windsor, UK: Nfer-Nelson.

Sullivan, C.M., & Bybee, D.I. (1999). Reducing violence using community-based advocacy for women with abusive partners. *Journal of Consulting and Clinical Psychology*, 67(1), 43-53.

Beneficiary Survey - version in Albanian

Formular Miratimi

Përshkrimi dhe qëllimi: kjo anketë ka për qëllim vlerësimin e shërbimeve të ofruara nga Forumi i Gruas Elbasan (FGE) në qarkun e Elbasanit. Pyetësi do të kontribuojë në rritjen e njohurive për mbështetjen e të mbijetuarave të dhunës. Gjetjet e këtij studimi do të shërbejnë gjithashtu edhe për të informuar FGE-në, organizatat e Kombeve të Bashkuara (UN), politikë-bërësit dhe personat që i kanë mbijetuar dhunës.

Çfarë kërkohet prej jush: Koha e plotësimit të pyetësorit është 10-15 minuta. Ju do të pyeteni për shërbimet mbështetëse që ju janë ofruar dhe cilat prej tyre keni përdorur. Ju do të pyeteni edhe për moshën, aftësitë e kufizuara dhe statusin tuaj të punësimit. Pjesëmarrja është anonime; nuk ju kërkohet emri juaj.

Rreziqe dhe shqetësime të mundshme: Studiuesit hamendësojnë se pjesëmarrja juaj në këtë anketë nuk paraqet shqetësim apo rrezik për ju. Nëse gjatë këtij procesi ju përjetoni ndonjë

sheqhtësim, studiuesit ju sugjerojnë të bëni pak pushim, të mos u përgjigjeni pyetjeve që nuk dëshironi, ose të mos merrni pjesë në këtë studim.

Përfitime: Ju mund të përfitoni duke rritur nivelin e ndërgjegjësimit në lidhje me ndikimin e shërbimeve që FGE ofron në qarkun e Elbasanit. Informacionet nga ky studim mund të ndihmojnë organizata të tjera jo-fitim-prurëse që mbështesin gratë, politikë-bërësit dhe organizatat e Kombeve të Bashkuara në përmirësimin e shërbimeve për të mbijetuarat e dhunës. Kjo anketë do rrisë së paku ndërgjegjësimin për përvojat e të mbijetuarave të dhunës.

Privatësia / Konfidencialiteti / Siguria e të Dhënave: pjesëmarrja në këtë sondazh është anonime. Nuk ju kërkohet të jepni emrin tuaj apo çdo informacion tjetër identifikues. Të gjitha të dhënat do të fshihen menjëherë pasi raporti i vlerësimit të miratohet pas dorëzimit.

Pjesëmarrja vullnetare: pjesëmarrja është vullnetare dhe ju gëzoni të drejtën për t'u tërhequr në çdo kohë pa asnjë penalitet.

Miratimi:

Pyetësi

Ky pyetësor është anonim – mos shkruani emrin ose numrin tuaj të telefonit. Informacioni i mëposhtëm po mblidhet me qëllim grupimin e përgjigjeve dhe të informacionit. Informacioni nuk do të përdoret për t'ju identifikuar.

- 1) Mosha a) 20 - 24 c) 25-59 d) 60+
- 2) Arsimi a) 0-8 vjeçar b) 9-12 vjeçar c) 12+ vjeçar
- 3) Punësimi a) Punë e paguar b) Përmbushje e detyrave familjare c) E vetë-punësuar d) E papunë e) Pensioniste
- 4) Jam person a) me aftësi të plota b) me aftësi të kufizuara

Pjesa 1

9. Unë kam marrë shërbimet e mëposhtme në **(plotësoni të gjitha përgjigjet e mundshme)**
___ Qendër Këshillimi
___ Studio Avokatie
___ Qendër e kujdesit ditor
10. FGE më ka mbështetur për problemet e mëposhtme: **(plotësoni të gjitha përgjigjet e mundshme)**

- ___ Referim për strehim të sigurtë dhe të përshtatshëm
- ___ Strehim emergjent të sigurtë
- ___ Informim për procesin ligjor
- ___ Informim mbi mundësitë dhe të drejtat e mia ligjore
- ___ Ndihmë për urdhër mbrojtje
- ___ Ndihmë për të kontaktuar me policinë
- ___ Lidhje me një avokat
- ___ Shoqërues për në gjykatë
- ___ Mbështetje psikologjike
- ___ Ndihmë me transportin sipas nevojave
- ___ Ndihmë me gjetjen e një pune
- ___ Ndihmë për të marrë trajnime për punësim
- ___ Ndihmë për përfitime financiare dhe për programet mbështetëse qeveritare (tarifa gjyqësore; paketa ushqimore)
- ___ Përkujdesje shëndetësore për veten
- ___ Përkujdesje shëndetësore për fëmijët e mi
- ___ Ndihmë për të aksesuar shërbimet e përkujdesjes për fëmijët
- ___ Mbështetje ligjore për fëmijët
- ___ Mbështetje psikologjike për fëmijët
- ___ Pjesëmarrje në ngritje kapacitetesh
- ___ Emigracion
- ___ tjetër (ju lutem shtjelloni: _____)

11. Duke marrë në konsideratë kohën që ju është dashur të prisni për të marrë takimin e parë, ju jeni:

E kënaqur me kohën e pritjes

E pakënaqur me kohën e pritjes

12. A është vendodhja e FGE-së e përshtatshme për ju?

Po

Jo

13. Sa herë keni përdorur shërbimet e ofruara prej FGE-së?

Vetëm një herë

Dy deri në tre herë

Më shumë se tre herë

Pjesa 2:

14. Prej përvojës që kam patur me FGE-në

	Aspak	Disi	Shumë	Nuk vlen për rastin tim
Ndihem më e përgatitur për të mbajtur të sigurtë veten dhe fëmijët e mi				
Mund të marr përsipër më shumë gjëra për veten				
Ndihem më e qetë për të kërkuar ndihmë				
Ndiej se e kam jetën time më shumë nën kontroll				
Kam më shumë shpresë për të ardhmen				
Kam më shumë informacion për ofruesit e shërbimeve që mund të përdor në komunitet				
Ndihem më pak e vetme				
Njoh njerëz të cilëve mund t'u drejtohem për ndihmë dhe mbështetje				
Njoh ofrues shërbimesh në komunitet të cilëve mund t'u drejtohem për ndihmë dhe mbështetje				
Kam një plan për t'i plotësuar vetes nevojat e mia financiare dhe strehim				
Ndihem më konfidente për vendimet e mia				
Di më shumë për të drejtat e mia				

15. Ju lutemi plotësoni përgjigjet që i afrohen më shumë asaj çka ndieni

	Aspak	Pak	Disi	Shumë	Nuk vlen për rastin tim	Refuzoj të përgjigjem
FGE shqetësohej për nevojat e gjithë anëtarëve të familjes sime						
Kma qenë unë që kam vendosur për shërbimet që kërkoja ndaj FGE-së						
FGE më ndihmoi të përftoja aftësi të reja ose të praktikojta aftësitë ekzistuese						
FGE më ndihmoi të mësoja për të drejtat e mia ligjore, të drejtat e mia sociale dhe ekonomike dhe të drejtat e grave						
Jam ndier e mbështetur dhe e inkurajuar nga FGE						
FGE respekton privatësinë time						
Tek FGE kam mundësinë të njoh/lidhem me njerëz të tjerë						
FGE e kupton gjendjen time financiare						

FGE më ndihmon të forcoj marrëdhënien me fëmijët e mi						
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16. Në terma të përgjithshëm

	Shumë e kënaqur	E kënaqur	Kryesisht e kënaqur	Njësoj e kënaqur dhe e pakënaqur	Kryesisht e pakënaqur	E pakënaqur	Shumë keq
Si ndiheni për veten tuaj?							
Si ndiheni në lidhje me përgjegjësitë që keni për anëtarët e familjes suaj?							
Si ndiheni për çka po arrini në jetën tuaj?							

Questionnaire for trained professionals – version in English

The survey should take about 20 minutes to complete. This survey is voluntary. You can choose to do the survey or not do the survey and no one will report whether or not you completed it.

[Your answers will remain strictly confidential, any personally identifying information is for our classification purposes only.](#)

1. How long were you involved with WFE?
2. What was your principal role in collaborating with the WFE?
3. What are the main activities in your area(s) of responsibility?
4. Who are your main counterparts in carrying out your training related work?
5. Considering the goals of the training, do you feel that, on the whole, it was successful?
Yes ___
No ___

5a. If Yes, what factors were particularly important in achieving the goals of the training?

5b. What aspects of the training helped you to respond to the victims of violence?

5c. What obstacles had to be addressed to achieve the training goals?

5d. What, if any, aspects of the training goals were not reached and why?

5e. If no, what factors were significant barriers to reaching the training goals? (e.g. inadequate time, funding, skilled technical support, advance preparation, counterpart support, external factors such as weather or natural disaster)

6. What advice would you give to anyone initiating a training with similar goals in another country?

6a. Things to emphasize, positive aspects:

6b. Aspects that require caution:

6c. Risks or mistakes to be avoided.

6d. Things that worked well and can be replicated elsewhere

Questionnaire for trained professionals – version in Albanian

Koha për plotësimin e pyetësorit është rreth 20 minuta. Kjo anketë nuk është e detyrueshme. Mund të zgjidhni ta plotësoni ose jo anketën dhe askush nuk do raportojë për zgjedhjen tuaj.

[Përgjigjet do të mbeten rreptësisht konfidenciale dhe çdo informacion identifikues do të shërbejë vetëm për qëllimet tona të klasifikimit të informacionit.](#)

1. Për sa kohë jeni përfshirë apo bashkëpunoni me Forumin e Gruas Elbasan (FGE)?

2. Çfarë roli keni patur gjatë bashkëpunimit me FGE-në?

3. Çfarë aktiviteteesh përfshihen në fushë tuaj / janë në përgjegjësinë tuaj?

4. Me cilët partnerë bashkëpunoni për trajnimet tuaja?

5. Duke marrë parasysh synimin e trajnimit të zhvilluar me ju nga FGE, a mendoni se, në terma të përgjithshëm, ato u arritën me sukses?

Po___

Jo ____

5a. Nëse Po, cilët faktorë ishin veçanërisht të rëndësishëm në arritjen e qëllimeve të trajnimit?

5b. Cilat aspekte të trajnimit ju ndihmuan më shumë për t'ju përgjigjur nevojave të viktimave të dhunës?

5c. Cilat pengesa duheshin adresuar për të arritur qëllimet e trajnimit?

5d. Nëse ka, cili prej qëllimeve të trajnimit nuk u arrit dhe pse?

5e. Nëse Jo, cilët faktorë ishin pengesë për arritjen e qëllimit të trajnimit? (p.sh. koha e pamjaftueshme, financimi, mbështetja e kualifikuar teknike, përgatitja paraprake, mbështetja nga homologët , faktorë të jashtëm si moti ose fatkeqësitë natyrore) .

6. Çfarë këshillash do u jepnit personave që do të ndërmerinin një nismë të tillë (pra për organizimin e trajnimeve mbi dhunën me bazë gjinore me profesionistët e fushës suaj) në një bashki tjetër?

6a. Këshilla/shembuj/ushtrime për t'u ndjekur, anë pozitive:

6b. Këshilla që kërkojnë veprim:

6c. Risqe ose gabime për t'u shmangur:

6d. Aspekte/tematika të cilat funksionuan mirë dhe që mund të përsëriten/aplikohen diku tjetër:

Guiding Questions for the FGDs

During the focused group discussions, with all professionals there were raised some general questions such as:

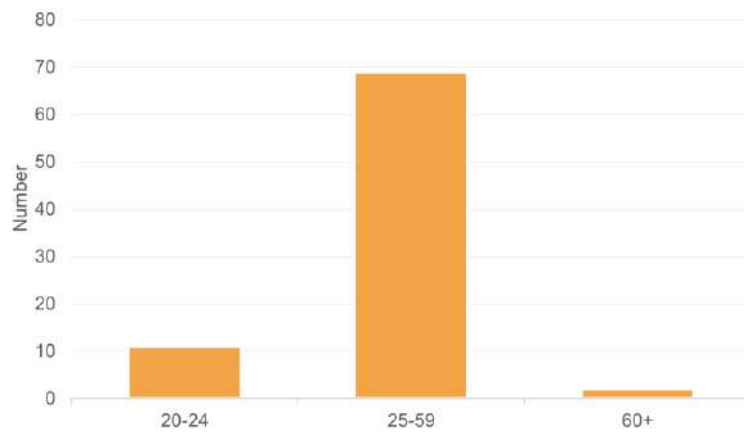
- For how many years do you collaborate with WFE?
- Which is your general perception about the work they do?
- Which is your opinion/ evaluation of the quality of their work? Why do you evaluate their work in this level? Could you provide some examples?
- Going back to the trainings you have participated organized from WFE: which is your general opinion/perception about these trainings?
- Were they needed? Were the selected topics important for your daily work?
- What elements from the training methodology do you liked mostly? Why?
- Any concern regarding the trainings organized? Any suggestion for their improvement in the future?

- In your opinion, which are the areas that WFE must continue to work in the future and why?
- Any additional information you'd like to share with us?

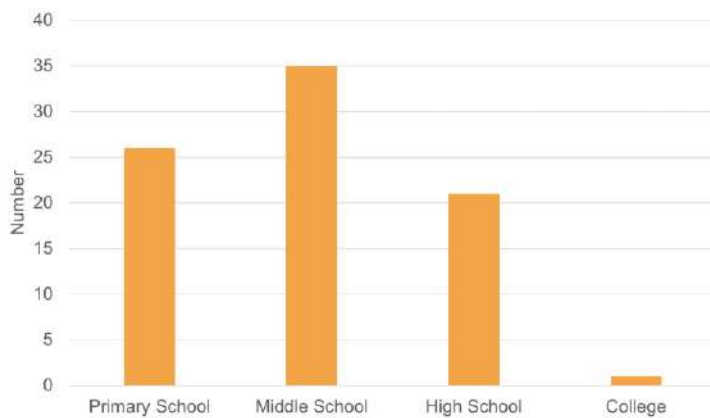
Annex L Sample statistics

Out of 86 participants, two did not provide consent, decreasing the working sample size to 84 persons.

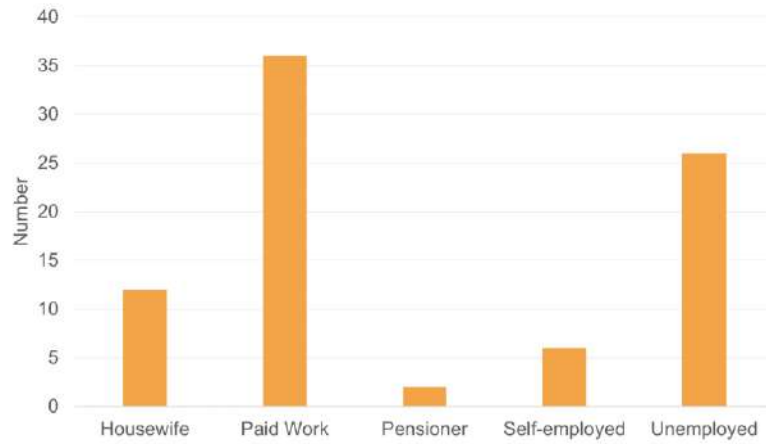
1) Age Distribution



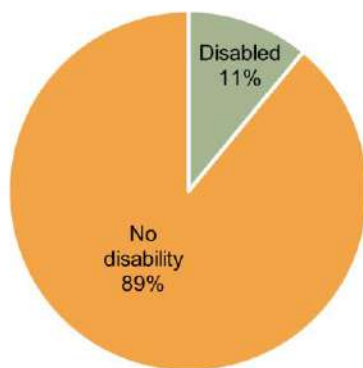
2) Education



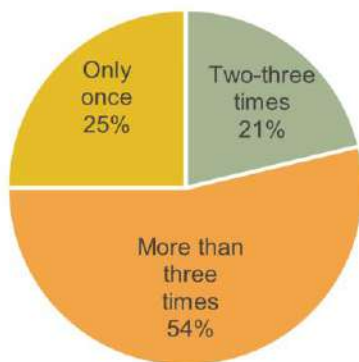
3) Employment



4) Disability



5) Times used the services of WFE



Characteristics	No of Respondents
Age	
20-24	11
25-59	69
60+	2
Education	
Primary School	26
Middle School	35
High School	21
College	1
Work	
Housewife	12
Paid Work	36
Pensioner	2
Self-employed	6
Unemployed	26
Disability	
Disabled	9
No disability	73
Times Used the Services	
Two-three times	17
More than three times	43
Only once	20

Annex N Media presence of the project

COVID-19 CRISIS: Woman Forum Elbasan adapts quickly to protect women and girls in Albania

<https://borgenproject.org/new-policies-to-protect-women-and-girls-in-albania/>

NGO Services in Albania: One NGO in Albania, the [Woman Forum Elbasan \(WFE\)](#), is working extremely hard to adapt to the needs of women during the pandemic. WFE provides free services to survivors of violence, including social, psychological and legal help. WFE also works with police and health professionals in several municipalities of the Elbasan area of Albania to improve the help given to women by local institutions. A grant from the U.N. Trust Fund to End Violence against Women funds WFE. During the pandemic, WFE performed almost 300 virtual counseling sessions to survivors in just March and April. Virtual counseling and hotlines are one way that WFE adapted to COVID-19 restrictions, they also use social media to raise awareness about safety measures and protective equipment needed. WFE also operates emergency shelters for victims of violence that is kept clean and disinfected for anyone needing their services.

'On social networks, WFE shares almost daily social and legal information for survivors of domestic violence.'

Date: Wednesday, 15 July 2020

This story has originally been published by [UN Trust Fund to End Violence against Women](#)

In response to COVID-19, staff at the Woman Forum Elbasan (WFE) in Albania immediately began to work from home and adapt their services for survivors of domestic violence, all too aware of the sharp increase in violence against women and girls worldwide occurring during the pandemic.

Supported by a small grant from the UN Trust Fund to End Violence against Women (UN Trust Fund), WFE provides free social, psychological and legal services for survivors of violence, and works closely with health professionals and police in seven municipalities in the Elbasan Region of Albania to improve responses of local institutions to domestic violence.

Only during March and April 2020, WFE provided 285 counselling sessions by telephone to survivors of violence. Its long experience facilitated the quick shift in working methods, explained Shpresa Banja, President of the WFE, "In 2020, due to coronavirus, we suddenly returned to the situation of 1999 when WFE first opened its services and women survivors of domestic violence only called and didn't come to WFE facilities due to the outward mentality and stigma."