

Final Project Evaluation Report

Title of the project evaluated: “Reduce Violence against Women with focus on LBT community in Albania”

Project implemented by: Alliance against Discrimination of LGBT people

Project duration: January 2015 – December 2016

Project financially supported by: The United Nations Trust Fund to End Violence Against Women (UNTF)

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List of Acronyms and Abbreviations

Aleanca LGBT	Alliance against Discrimination of LGBT people
CSO	Civil Society Organization
LGBT	Lesbian, Bisexual and Transgender
LGBT	Lesbian, Gay, Bisexual, and Transgender
LGBTI	Lesbian, Gay, Bisexual, Transgender and Intersex
M&E	Monitoring and Evaluation
MoE	Ministry of Education
MoH	Ministry of Health
MoSWY	Ministry of Social Welfare and Youth
NAP	National Action Plan
NGO	Non-Governmental Organization
ToR	Terms of reference
UN	United Nations
UNTF	United Nations Trust Fund to End Violence against Women

1. Executive Summary

Context of the project

The LGBTI community in Albania continues to face prejudice, discrimination, marginalization on a daily basis, and is still at high risk of being attacked. Albanian society continues to remain very conservative, where homophobic attitudes, are firmly entrenched in the country.

The situation of LBT women in particular, is even worse. The LBT women suffer multiple obstacles and discrimination: as women, (like other women) they are subject to discrimination and are at high risk of violence, because of their gender; as persons belonging to LBT community, they suffer discrimination and violence because of their sexual orientation. This is particularly the case with the areas outside Tirana, the capital of Albania. There are no LGBT NPOs outside of Tirana that can provide assistance to these women.

Project summary

The project “Reduce Violence Against Women with focus on LBT community in Albania” was implemented by the Alliance against Discrimination of LGBT people. The project was funded by UNTF with a budget of USD \$95,000 and was run from 1st January 2015 to 31st December 2016. The project is the first largescale project that has ever been undertaken for this particular group in Albania. It includes Tirana, the capital of Albania, as well as several towns and cities outside the capital. The overall goal of the project is to reduce violence and discrimination of some service providers, such as health and education institutions towards LBT women in Albania, through improvement of these two particular institutions. LBT women in Albania will experience greater freedom from violence and discrimination, greater respect for their rights, and better access to high quality services from such key institutions, such as education, and health care when they do experience violence.

Purpose and objectives of the evaluation

The subject of this evaluation is the UN Trust Fund to End Violence against Women (UNTF) supported project: “Reduce Violence against Women with focus on LBT community in Albania”. This evaluation covers all aspects of the project from its beginning in January 2015 to its end in December 2016.

This evaluation aims to assess the results and outcomes of the project based on its goals; to evaluate how effective, relevant, efficient and sustainable the activities undertaken in the context of this project are; at what extent this project has an impact on the LBT women community and the improvement of their access to the health and educational services. Furthermore, the evaluation was used as an exercise to draw on lessons learned, best practices, and subsequently generated recommendations for future actions.

The results and findings of this evaluation will be shared with all relevant stakeholders to continue to strengthen interventions and on-going initiatives against discrimination of LBT women in Albania.

Methodology of the evaluation

The evaluation was designed by the evaluation consultant in collaboration with the evaluation task manager of the organization during the inception stage and approved by the senior staff of the organization. Based on the TOR, the evaluation addressed the criteria of relevance, effectiveness, efficiency, sustainability, impact and knowledge generation, based on post-test design.

The data collection took place between 20th of January and 20th of February 2017, involving sources from six different regions: Tirana, Shkodra, Vlora, Elbasan, Pogradec and Diber.

This evaluation report is based on both secondary and primary data. The secondary data were gathered through the desk review of all the relevant documents, such as project proposal, project progress and annual reports, baseline data, study report produced, training materials developed and all the documents produced for the awareness raising campaign.

The primary data were gathered through different methods:

- End-line assessment conducted by external consultant based on the proposed indicators;
- In-depth interviews with key informants, beneficiaries and project staff.

All the documents, additional data requested as part of the evaluation and the in-depth interviews were analyzed through content analysis, in order to identify all the themes for each evaluation criteria and question approved after the inception report.

The evaluation was conducted in accordance with the principles outlined in the UN Evaluation Group (UNEG) 'Ethical Guidelines for Evaluation', with a special focus to:

- Guarantee the safety of respondents and the research team;
- Ensure anonymity and confidentiality of respondents;
- Store securely the collected information.

Key Findings

The project activities and results are reported to have generated positive changes in the lives of LBT women experiencing violence, especially of those outside the capital, mainly through more adequate and integrated care based on their needs.

Effectiveness: Except one output that was canceled during the project period due to the approval of the National Action Plan on LGBTI People in Albania 2016-2020, all the outputs and outcomes of the project have been achieved effectively, by contributing toward the overall goal of the project: LBT women in Albania have improved access to services in response to violence and more support for their right to live a life free of violence from institutions and women's groups.

Relevance: The project strategy and results achieved are still relevant to the needs of LBT women and girls in Albania, but further similar actions need to be undertaken in order to achieve better and more sustainable results.

Efficiency: The project activities were implemented in a cost-effective way and all the resources were managed adequately. All the activities were implemented and results achieved within the project timeframe, despite the delays occurred in some of the activities.

Sustainability: The strategy used as well as some positive external factors suggest that the results achieved during this project period can be sustainable.

Impact: The project resulted mainly in positive unintended results, by providing the primary beneficiaries with a wider range of services based on their needs and wider reach of advocacy campaign due to the use of innovative multimedia channels of communication.

Knowledge Generation: The main lesson learned from this project relate to strengthening monitoring and evaluation procedures during all the project timeframe and developing more detailed mitigation strategies in the future based on the external factors that may influence the implementation of activities, especially those in cooperation with public institutions.

Key recommendations

The key recommendations identified through the external evaluation to different stakeholders are listed below.

Government and public institutions should:

- Allocate the necessary funds for the implementation the National Action Plan on LGBTI People in Albania 2016-2020
- Support human rights NGOs and activists by allocating funds for their activities and including their services in the official referral system
- Support and motivate professionals trained as trainers to deliver regional or local training for their peers
- Improve the local and national cooperation between public institutions, health and educational professionals and NGOs and activists working on LGBTI rights
- Undertake all the foreseen legal measures to adequately react to reported cases of violence

NGOs and activists working on LGBTI rights and project implementers should:

- Include the beneficiaries in every step of project design, implementation and evaluation
- Conduct needs assessments and monitoring studies which will help better designed projects and help the development of research-based policies
- Ensure the visibility of project results to the beneficiaries and other interested groups
- Improve the monitoring and evaluation system throughout the project timeframe
- Continuously review the risk assessment matrix and mitigation strategies in order to limit the negative impact of external factors
- Share lesson learned during a project and promising practices with other stakeholders
- Use innovative channels of communications to advocate and share the results of the projects

2. Context of the Project

Over the course of a decade, the government of Albania has taken important steps to set up a regulatory framework to prevent and eliminate gender-based and domestic violence, as well as to combat violence and discrimination based on sexual orientation and gender identity. Albania has also signed and ratified various international conventions, documents, resolutions that have to do with the LGBT rights. These include, for example, the Declaration of Montreal on LGBT Human rights in July 2006, the 2008 UN declaration on Sexual Orientation and Gender Identity, the Yogyakarta Principles. In addition, Albania has also drafted its own legislation in line with these Conventions.

In such regards, the most important document approved in the last year is the National Action Plan on LGBTI People 2016-2020, which was adopted by Government of Albania in May 2016 and constitutes the main policy document in protecting LGBTI Rights, aiming to improve LGBTI rights in several areas, such as: education, employment, health and housing.

Despite these achievements, the LGBTI community in Albania continues to face prejudice, discrimination, marginalization on a daily basis, and is still at high risk of being attacked. Albanian society continues to remain very conservative, where homophobic attitudes, are firmly entrenched in the country. For example, the results of the European Social Survey, ESS published in 2013, showed that Albania was the most homophobic society out of the countries included in the survey. According to the survey data, about 53% of Albanians who were surveyed believed that “gays and lesbians should not be free to live life as they wish”, the largest percent-age holding that opinion in the survey¹.

In the latest survey published by National Democratic Institute in 2015, 76% of the LGBTI participants reported that they have experienced psychological abuse, while 36% reported to have been victims of physical abuse due to their sexual orientation and/or gender identity. In both cases, the most common perpetrators have been reported to be their friends, family members, schoolmates and people in the street².

The situation of LBT women in particular, is even worse. The LBT women suffer multiple obstacles and discrimination: as women (like other women) they are subject to discrimination and are at high risk of violence, because of their gender; as persons belonging to LBT community, they suffer discrimination and violence because of their sexual orientation. This is particularly the case with the areas outside Tirana, the capital of Albania. There are no specialized LGBT NGOs outside of Tirana that can provide assistance to these women. They suffer abuse and violence from their

¹ Cited in <http://www.balkaninsight.com/en/article/albania-is-the-most-homophobic-country-in-europe-survey-says> Albania is Europe's Most Homophobic Country, Survey Says. Balkaninsight.

² National Democratic Institute (2015) Public Opinion Poll Western Balkans on LGBTI issues, https://www.ndi.org/LGBTI_Balkans_poll

families and, being economically dependent on their families, they are unable to report any cases of violence to the police or even talk about them, because of shame. They are often forced into arranged marriages.

3. Description of the Project

The project “Reduce Violence against Women with focus on LBT community in Albania” was implemented by Alliance against Discrimination of LGBT people. The project was funded by UNTF with a budget of USD \$95,000 and was run from 1st January 2015 to 31st December 2016. The project was first large-scale project undertaken by the Alliance LGBT, since it will be wide-ranging, including several towns and cities outside the capital, Tirana.

The project aim was to reduce violence and discrimination of some service providers, such as health and education institutions towards LBT women in Albania, through improvement of these two particular institutions. LBT women in Albania will experience greater freedom from violence and discrimination, greater respect for their rights, and better access to high quality services from such key institutions, such as education, and health care when they do experience violence.

The overall goal of the project was ‘LBT women in Albania have improved access to services in response to violence and more support for their right to live a life free of violence from institutions and women's groups’, while the proposed outcomes and outputs of the project are listed below:

- ❖ Outcome 1: Key institutions (such as Health Care and Education) improve their response towards violence against LBT women in order to meet the needs and fulfill the rights of LBT women
 - Output 1.1: Researchers identify key reforms that are needed to address challenges and gaps in the institutional responses to violence against women and LBT issues.
 - Output 1.2: Key government ministries sign evidence-informed Cooperation Agreement and Guidelines produced by Alliance against Discrimination of LGBT people.
 - Output 1.3: Key professionals increase their awareness, knowledge and skills to respond to Violence against Women in general, and LBT women specifically.
- ❖ Outcome 2: Women’s NGOs and groups of LBT women strengthen their capacity to interact with state institutions and to advocate for better response to violence against women generally and LBT issues specifically.
 - Output 2.1: Women's organization and survivors of VAW outside Tirana have greater knowledge and capacity to help LBT women experiencing violence, including skills to help them establish emotional self-help groups.
 - Output 2.2: Women's organization and survivors of VAW are enabled to advocate and build relationships with the government to advocate for better response to violence against women generally and LBT issues specifically.

The full matrix of result chain, including the key activities proposed in the project document, can be found in Annex I of this report.

To contribute to the achievement of its goal, the project implemented a multi-faceted approach by producing in depth situational analysis on the topic, engaging local and national institutions and women organizations, providing training to duty-bearers, and conducting a national-wide awareness campaign on LBT women rights. The project activities took place in 6 regions of Albania (Tirana, Shkodra, Vlora, Elbasan, Pogradec and Diber) and was implemented in partnership with: Dev-Aid, Gruaja tek Gruaja, Vatra, Pro LGBT, Unë Gruaja, Argitra Vizion, Forumi i Gruas, Rrjeti i Organizatave Aven, BIRN Albania, Ministry of Health, Ministry of Education and Ministry of Social Welfare.

The primary beneficiaries of this project were 200 LBT women and girls survivors of violence, while the secondary beneficiaries were the local women NGOs working with survivors of violence, as well as school teachers, psychologists and health professionals working in the six regions of the country.

4. Purpose of the Evaluation

The subject of this evaluation is the UN Trust Fund to End Violence against Women (UNTF) supported project: “Reduce Violence against Women with focus on LBT community in Albania”. This evaluation aims to assess the results and outcomes of the project; to evaluate how effective, relevant, efficient and sustainable the activities undertaken in the context of this project are; at what extent this project has an impact on the LBT women community and the improvement of their access to the health and educational services. Furthermore, the evaluation was used as an exercise to draw on lessons learned, best practices, and subsequently generated recommendations for future actions.

As indicated in the Terms of Reference, the results and findings of this evaluation will be shared with all relevant stakeholders to continue to strengthen interventions and on-going initiatives against discrimination of LBT women in Albania.

5. Evaluation Objectives and Scope

The external evaluation of the project is mandatory and required by the UN Trust Fund to End violence Against Women. The evaluation covers all aspects of the project from its beginning in January 2015 to its end in December 2016. The evaluation took place in January – February 2017.

The objectives of this evaluation, as determined in ToR, are:

- ❖ To evaluate the entire project in terms of effectiveness, relevance, efficiency, sustainability and impact, with a strong focus on assessing the results at the outcome and project goals;

- ❖ To generate key lessons and identify promising practices for learning;
- ❖ To identify areas for continued advocacy and intervention at local and national level on reducing violence against LBT women in Albania.

Limitations to the evaluation:

Most of the limitations encountered during the evaluation were related to lack of baseline data related to many of the evaluation criteria, as well as to lack of previous reports and quantitative data on LGBT situation in Albania.

Also, another limitation was related to the staff turnover, especially of the key persons involved in the monitoring and evaluation of the project, both at the implementing organization/local partners and UN Women Country Office, which were unable to provide input for the final evaluation report.

6. Evaluation Consultant

CV for evaluation consultant can be found in Annex VIII.

7. Evaluation Questions

Based on the TOR and Evaluation Guidelines from UNTF, the key questions that need to be answered by this evaluation include the following divided into five categories of analysis. The five overall evaluation criteria – relevance, effectiveness, efficiency, sustainability and impact - will be applied for this evaluation.

Evaluation Criteria	Evaluation Questions
Effectiveness	<ol style="list-style-type: none"> 1. To what extent were the intended project goal, outcomes and outputs achieved and how? 2. To what extent did the project reach the targeted beneficiaries at the project goal and outcome levels? How many beneficiaries have been reached? 3. To what extent has this project generated positive changes in the lives of LBT women and girls experiencing different forms of violence addressed by this project? Why? What are the key changes in the lives of those women and/or girls? Please describe those changes. 4. What internal and external factors contributed to the achievement and/or failure of the intended project goal, outcomes and outputs?

	How?
Relevance	<ol style="list-style-type: none"> 1. To what extent was the project strategy and activities implemented relevant in responding to the needs of LBT women and girls? 2. To what extent do achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of LBT women and girls?
Efficiency	<ol style="list-style-type: none"> 1. How efficiently and timely has this project been implemented and managed in accordance with the Project Document?
Sustainability	<ol style="list-style-type: none"> 1. How are the achieved results, especially the positive changes generated by the project in the lives of LBT women and girls at the project goal level, going to be sustained after this project ends?
Impact	<ol style="list-style-type: none"> 1. What are the unintended consequences (positive and negative) resulted from the project?

As mentioned in the section above, one of the objectives of the evaluation is related to generate key lessons and identify promising practices for learning, which is addressed through the following questions:

1. What are the key lessons learned that can be shared with other practitioners on Ending Violence against Women and Girls?
2. Are there any promising practices? If yes, what are they and how can these promising practices be replicated in other projects and/or in other countries that have similar interventions?

8. Evaluation Methodology

Description of evaluation design	<p>The evaluation was designed by the evaluation consultant in collaboration with the evaluation task manager of the organization during the inception stage and approved by the senior staff of the organization. Based on the TOR, the evaluation addressed the criteria of relevance, effectiveness, efficiency, sustainability, impact and knowledge generation, based on post-test design³.</p> <p>The data collection took place between 20th of January and 20th of February 2017, involving sources from six different regions: Tirana, Shkodra, Vlora, Elbasan, Pogradec and Diber.</p>
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³ Based on the UN Trust Fund Evaluation Guidelines, 'post-test only without comparison group evaluation design' refers to the collection of data only after the ending date of the project.

Data sources	<p>This evaluation report is based on both secondary and primary data. The secondary data were gathered through the desk review of all the relevant documents, such as project proposal, project progress and annual reports, baseline data, study report produced, training materials developed and all the documents produced for the awareness raising campaign. The full list of documents reviewed can be found in Annex IV.</p>
Description of data collection methods and analysis	<p>The primary data were gathered through different methods:</p> <ul style="list-style-type: none"> – End-line assessment conducted by external consultant based on the proposed indicators; – In-depth interviews with key informants, beneficiaries and project staff. The list of persons and institutions interviewed and consulted can be found in Annex V of this report. <p>All the documents, additional data requested as part of the evaluation and the in-depth interviews were analyzed through content analysis, in order to identify all the themes for each evaluation criteria and question approved after the inception report.</p>
Description of sampling	<p>The project activities were focused in 6 main cities of the country, specifically Tirana, Shkodra, Vlora, Elbasan, Pogradec and Diber. In order to better represent all the different primary and secondary stakeholders, the evaluation consultant conducted 15 in-depth interviews with:</p> <ul style="list-style-type: none"> - Two representatives of the leading organization in Tirana; - Six representatives of local women organizations (one per each region included in the project); - Three interviews with local consultants involved during the project responsible for: conduction of the research, development of training manuals for professionals and training delivery; - Two representatives of Ministries (Ministry of Health and Ministry of Social Wellbeing and Youth); - One interview with the focal point from the UN Women Country Office; - One journalist responsible for the collection of success stories.
Description of ethical considerations in the evaluation	<p>The evaluation was conducted in accordance with the principles outlined in the UN Evaluation Group (UNEG) ‘Ethical Guidelines for Evaluation’, with a special focus to:</p> <ul style="list-style-type: none"> - Guarantee the safety of respondents and the research team; - Ensure anonymity and confidentiality of respondents; - Store securely the collected information.

Limitations of the evaluation methodology used	<p>Most of the limitations encountered during the evaluation were related to lack of baseline data related to many of the evaluation criteria, as well as to lack of previous reports and quantitative data on LGBT situation in Albania.</p> <p>Also, another limitation was related to the staff turnover, especially of the key persons involved in the monitoring and evaluation of the project, both at the implementing organization/local partners and UN Women Country Office.</p>
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9. Findings and Analysis

9.1. Effectiveness

Evaluation Criteria	Effectiveness
Evaluation Question 1	To what extent were the intended project goal, outcomes and outputs achieved and how?
Response to the evaluation question with analysis of key findings by the evaluation team	<p><u>Output 1.1:</u> The project activities produced the first large-scale research on challenges faced by LBT women and gaps in the institutional responses to violence against LBT women. This was the first study which looked at the gaps of the existing regulatory framework, knowledge and attitudes of health and educational professionals toward LBT issues, as well as experiences of LBT women in accessing such services. As reported by the stakeholders interviewed, the findings of the research report served to raise the awareness of institutions on steps that need to be undertaken to address the gaps and challenges identified, as well as served as a base for all the project activities that were undertaken after its publication.</p> <p>The fact that the research design, data gathering and analysis used a participatory approach, including the participation of different local stakeholders and national public institutions, increased the level of ownership and usage of the findings. From the in-depth interviews during the evaluation process, the representatives of local women organizations reported that such approach, their active participation in the field work and the formal trainings and mentoring received during the research, also contributed to raise their capacities in terms of methodology design, data gathering and ethical considerations to take into account, which can be used in the future for follow-up studies at local level.</p> <p>Also, the findings of the report were used as research-based data to advocate for necessary activities to address the gaps and challenges identified through the National Action Plan on LGBTI People in Albania</p>

2016-2020 (see the output 1.2 below).

Although the output 1.1 was fully achieved regarding its role toward the achievement of the outcome and goal of the project, due to the fact that it was based only on qualitative primary and secondary data, it failed to provide few quantitative baseline data for the internal monitoring and evaluation plan of the project.

Output 1.2: This output (Key government ministries sign evidence-informed Cooperation Agreement and Guidelines produced by Alliance against Discrimination of LGBT people) was cancelled during the project implementation phase, due to the decision on the Albanian Government to develop and approve in May 2016 the National Action Plan on LGBTI People in Albania 2016-2020, http://www.sociale.gov.al/files/documents_files/PKV_LGBTI_2016-2020.pdf.

Due to this decision, even though the cooperation agreements were developed from the project and several meetings with representatives from the Ministries were held, the activities foreseen under this output were cancelled. Despite this, as mentioned above, the findings of the study report were efficiently used to advocate for the inclusion of future actions in the National Plan, which will effectively address the legal gaps and institutional challenges that LBT women face, aiming to reduce violence among LBTs and provide better access to services. During the project period, the Alliance against the Discrimination of LGBT was actively involved in the working group for the development of the National Plan, alongside with other NGOs and activists working on LGBTI rights.

Due to the active participation and role, Alliance against the Discrimination of LGBT is a member of the National Group for its Implementation and Coordination, which will be responsible in monitoring the efficient implementation of the National Plan. This Group includes also representatives from the relevant ministries, Ombudsman's office and other representatives of civil society. Based on the in-depth interviews with relevant stakeholders, the participation of the Alliance against the Discrimination of LGBT in this process will contribute to the sustainability of the project results and use of best practices identified through its implementation.

Output 1.3: There are evidences of change at level of awareness, knowledge and skills of health and educational professionals to respond to Violence against Women in general, and LBT women specifically that can be attributed to the project's activities. Based on the in-depth interviews conducted for this evaluation with representatives of local women

organizations, project staff and health/educational professionals trained, there is an increase number of cases of LBT women that have been identified by professionals in each of the six regions of the country covered by the project, as well as increased number of referrals toward the local NGOs and/or the residential care operated by the Alliance against the Discrimination of LGBT.

The output was achieved by the implementation of different activities, such as formal national trainings of trainers, formal local trainings delivered by the partner organizations in each of the six regions, local meeting with professionals and mentoring and support on cases of violence reported by them.

All the professionals that participated to the national and local trainings and were contacted for this evaluation reported an increased level of awareness, knowledge and skills regarding the identification, assessment, support and referral of cases of violence among LBT women. Most of the participants in the national ToT trainings reported through the evaluation forms their willingness to use the manual to organize future trainings for their colleagues, especially after its accreditation by the National Center for Continuing Education, the public institution responsible for the recertification criteria of all health professionals in the country.

Despite the full achievement of the results foreseen during the project period, the key persons interviewed expressed some concerns regarding the possibility to further widen the effects of this output in the future based on two main reasons: the first one is the lack of motivation and willingness of the public institutions to facilitate the repetition of the training in the regions from the group of trainers trained during the project period; and lack of necessary resources to provide these trainings.

Also, an unexpected result was the involvement of social sciences students in local trainings, discussions with professionals and service delivery for LBT women. Based on the interviews with women organizations, the inclusion of this group made possible the inclusion of topics and thesis on LGBT right in several auditoriums at different universities.

Outcome 1: Based on the achievement of the above mentioned outputs, the key institutions (such as Health Care and Education) have improved their response towards violence against LBT women in order to meet the needs and fulfill the rights of LBT women.

Increased level of awareness, knowledge and skills of health and educational professionals, as well as successful cases of response and referral have been registered during the project period, which should be further more monitored as part of the implementation of the National

Action Plan on LGBTI People in Albania 2016-2020.

One of the challenges faced in regards to this outcome relate to the lack of cooperation from some of the public institutions and lack of resources for the health and educational professionals trained as trainers to spread the knowledge and skills acquired during the project period.

Output 2.1: Local women's organizations have reported increased awareness, knowledge and skills to better respond to LBT women experiencing violence. Based on the training delivered to the staff of local organizations on LGBT rights, their active involvement in the research design and data gathering, the manuals provided to them, the establishment and facilitation of self-support groups, as well as because their role as local trainers and service providers for LBT survivors of violence, all the representatives interviewed for this evaluation reported increased level of awareness, knowledge and skills.

Also, the local partner organizations included in the project achieved the establishment of 3 local self-support groups of LBT women, which have been supported to share their experiences and better react to the challenges faced in their families, communities and institutions. Also, the local partners of the project reported that in 4 from the 6 regions they have managed to include the modules developed through this project for the health and educational professionals as part of their overall training curriculums on gender based violence, by including this topic as an integral part of every training they deliver at local level.

Based on the above results, LBT survivors in each region reported more comprehensive services delivered from the local organizations, as well as a more supporting and understanding environment due to the participation in individual sessions or self-support groups. Also, the women organizations and survivors reported several success stories resulting from the improved knowledge and skills of the local partners, such as improved access to public services (e.g. a transgender woman who was continuously refused by the municipality was helped by the local organization to access the services and receive the documents/certificates needed); improved coordination of services (e.g. there are at least 5 cases documented when the school psychologist referred cases of LBT victims of violence to the local organization for more comprehensive support); more comprehensive support delivered to the LBT survivors (e.g. LBT women supported through individual psychotherapy sessions and at least 6 cases of admission to a vocational training course and 3 employment cases were made possible by the local organizations); and improved support in emergency situations (e.g. at least 3 cases of LBT women experiencing violence in family were

referred by local organizations to the residential care in Tirana).

Despite the above mentioned results, most of the key persons interviewed identified two main challenges in achieving the intended results: the negative attitudes toward LBT women from the local services and communities; and lack of concrete steps from authorities (e.g. many times, cases of violence against LBT are not followed-up or punished by the local authorities).

Output 2.2: During the project period, the organization and its partners successfully managed to advocate and raise institutions and public awareness on LBT rights. At the end of the project there were 4 posters designed by LBT survivors and distributed to more than 300 local institutions, one national video-campaign distributed through TV channels, online media outlets and different social media channels, many photo-rich stories published in online and social media, as well as a calendar printed in 50 copies and distributed to key stakeholders. All these different approaches, the usage of different channels of distribution, as well as the different strategies in targeting institutions, LBT victims of violence and general public were reported to be very efficient in raising awareness on the topic.

Even though there are no quantitative baseline and endline data on the level of increased awareness, through different sources (e.g. social media reach, estimated number of visitors of online media, reach of the posters in different institutions) assessed during the evaluation period, it is estimated that the campaigns run under the project have reached more than 10,000 professionals, representatives of public institutions and community members.

As advocacy campaigns usually take a lot of time to show measurable results and at the same time needs consistency, during the second year of project implementation was organized a summer school for multimedia activism for LBT women from different regions in order to raise their capacity and empower them to advocate for themselves.

Outcome 2: Based on the achievement of the above mentioned outputs, the project successfully managed to raise the awareness, knowledge and skills of local NGOs in response to cases of violence against LBT women in six different regions of the country.

LBT women in these regions are more aware of their rights and of services available in case of need.

Local NGOs and LBT groups are more empowered to advocate for equal rights and develop awareness raising campaigns.

	<u>Project Goal</u> : The achievements of the project have contributed toward the overall goal of the project: LBT women in Albania have improved access to services in response to violence and more support for their right to live a life free of violence from institutions and women's groups.
Quantitative and/or qualitative evidence gathered by the evaluation team to support the response and analysis above	<p>All the quantitative data regarding the achievement of the project goal, outcomes and outputs are summarized in Annex II of this report 'Results Monitoring Plan'.</p> <p>The qualitative data and success stories are summarized above under each relevant output and outcome.</p>
Conclusions	Except one output that was canceled during the project period due to the approval of the National Action Plan on LGBTI People in Albania 2016-2020, all the outputs and outcomes of the project have been achieved effectively, by contributing toward the overall goal of the project: LBT women in Albania have improved access to services in response to violence and more support for their right to live a life free of violence from institutions and women's groups.

Evaluation Criteria	Effectiveness
Evaluation Question 2	To what extent did the project reach the targeted beneficiaries at the project goal and outcome levels? How many beneficiaries have been reached?
Response to the evaluation question with analysis of key findings by the evaluation team	<p>The project goal aimed to improve the lives of 500 LBT women, 2000 women and girls in general and 200 women/girls survivors of violence (2700 women and girls in total). Based on the project reports from the leading organization and local partners, the project reach in total 2540 women and girls at the goal level, 90% of the initially targeted number of beneficiaries.</p> <p>At the outcome level, from the six targeted beneficiaries' groups, in four of them the project has succeeded to reach more beneficiaries, mostly by multiplying the reach of general public through the use of innovative awareness raising campaigns. The two targeted beneficiaries groups which numbers were not reached are the 'Government officials' and LBT women.</p> <p>The first group was not fully reached due to the change of activities related to the output 1.2 (as reported above), while the number of LBT women is reported to be low due to the difficulties that local women organizations encountered during field work in every region, such as cultural factors, lack</p>

	<p>of support from local authorities, etc.</p> <p>One of the main difficulties reported in calculating and evaluating the number of beneficiaries at project goal and outcome level is related to the type of indicators systematically gathered through the monitoring and evaluation plan, which might have missed to gather information based on different outputs and organizations.</p>																								
<p>Quantitative and/or qualitative evidence gathered by the evaluation team to support the response and analysis above</p>	<p>Outcome 1:</p> <table border="1"> <thead> <tr> <th>Beneficiary group</th> <th>Targeted number</th> <th>Actual number</th> </tr> </thead> <tbody> <tr> <td>Government officials (i.e. decision makers, policy implementers)</td> <td>100</td> <td>10</td> </tr> <tr> <td>Health professionals</td> <td>250</td> <td>266</td> </tr> <tr> <td>Educational Professionals</td> <td>250</td> <td>288</td> </tr> </tbody> </table> <p>Outcome 2:</p> <table border="1"> <thead> <tr> <th>Beneficiary group</th> <th>Targeted number</th> <th>Actual number</th> </tr> </thead> <tbody> <tr> <td>LBT women</td> <td>500</td> <td>426*</td> </tr> <tr> <td>Women and girls in general</td> <td>100</td> <td>330</td> </tr> <tr> <td>General public/community at large</td> <td>5000</td> <td>10000</td> </tr> </tbody> </table> <p>* Include LBT women in general and LBT survivors of violence</p>	Beneficiary group	Targeted number	Actual number	Government officials (i.e. decision makers, policy implementers)	100	10	Health professionals	250	266	Educational Professionals	250	288	Beneficiary group	Targeted number	Actual number	LBT women	500	426*	Women and girls in general	100	330	General public/community at large	5000	10000
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<p>Conclusions</p>	<p>The project successfully reached a large number of beneficiaries, even though there were variances in the level of achievement of the targeted numbers. It is important to emphasize the difficulties in the accurate calculation of reach among the general public, as well as the evaluation of level of impact on the targeted groups.</p>																								
<p>Others</p>	<p>For this specific question on beneficiaries, please complete the Beneficiary Data Sheet in Annex III.</p>																								

<p>Evaluation Criteria</p>	<p>Effectiveness</p>
<p>Evaluation Question 3</p>	<p>To what extent has this project generated positive changes in the lives of LBT women and girls experiencing different forms of violence addressed by this project? Why? What are the key changes in the lives of those women and/or girls? Please describe those changes.</p>
<p>Response to the evaluation question with analysis of key findings by the evaluation team</p>	<p>Based in the in-depth interviews, all the key informers agreed that this project has generated positive changes in the lives of LBT women, especially in the six regions of the country targeted by it.</p> <p><u>Specialized local services:</u> Through this project, for the first time was achieved the delivery of specialized services for LBT women in other 5 cities</p>

	<p>of the country, by increasing capacities of local women NGOs outside the capital to better recognize and respond to the cases of violence among LBT community. Due to the project, the local women organizations have started to offer group and individual support to LBT women at local level.</p> <p><u>Comprehensive respond</u>: Due to the trainings, manuals and mentoring, local women organizations have started to develop multi-disciplinary approaches in order to better respond to the multiple needs of LBT women, by providing psychological, physical, social, vocational and legal support.</p> <p><u>Better coordination between services</u>: Due to the training and awareness rising among different actors in the field, the key persons interviewed have reported more efficient and timely coordination between local and national actors. Several cases of referral and joint actions between public institutions and NGOs have been also reported.</p> <p><u>Better psychological support in schools</u>: The school psychologists, among all the other professionals targeted by the project, were reported to have more efficiently responded to the knowledge and skills acquired during the trainings. In every city targeted, there was at least one case of LBT girls who have experienced violence which have been referred to the women NGOs or other local authorities (child protection unit, anti-trafficking unit, etc) for more specialized care.</p> <p>As a result, more cases of LBT women have been better addressed and their referral in available services has been made possible.</p>
<p>Quantitative and/or qualitative evidence gathered by the evaluation team to support the response and analysis above</p>	<p>As reported above, through the project reports, case management records and in-depth interviews with key informants were identified several successful cases, attributed to the increase knowledge and skills of local actors. E.g., at least 45 LBT women have received support by the local women organizations through the establishment of the 3 self-support groups and individual case-management. Also, at least 8 LBT women have been supported to access health, social, employment and educational services. At least 9 LBT women have been referred to vocational training or residential care.</p> <p>Some of the success stories generated from the project are highlighted in the Annex VI of this report.</p>
<p>Conclusions</p>	<p>The project activities and results are reported to have generated positive changes in the lives of LBT women experiencing violence, especially of those outside the capital, mainly through more adequate and integrated care based on their needs.</p>

Evaluation Criteria	Effectiveness
Evaluation Question 4	What internal and external factors contributed to the achievement and/or failure of the intended project goal, outcomes and outputs? How?
Response to the evaluation question with analysis of key findings by the evaluation team	<p><i>External factors</i></p> <p><u>Cultural factors</u>: Wide-spread homophobia and tolerance of violence in the community are reported as the most important obstacles toward the full achievement of the project goal, especially in the remote regions of the country. By one hand these negative attitudes are reported to increase self-stigmatizing attitudes among LBT women by making most of them believe they deserve to be punished as they don't respect the norms of the communities and as a consequence don't report the cases of violence and don't ask for help and support from the fear to 'come out' to the professionals. By the other hand, professionals and public institutions don't react in the adequate way to the reported cases, by not punishing the abuser or by blaming the victims. Negative attitudes from health and educational professionals, as well as by public officials were reported also as the main challenge needed to be addressed during the project, which have influenced to certain limit the timely implementation of its activities.</p> <p><u>Weak awareness on human rights and activism</u>: As a result of the cultural factors mentioned above and lack of adequate resources, the country is lacking active civil society, which can raise awareness and protest against discrimination and violation of human rights, or offer many necessary and alternative services for vulnerable groups. For the same reasons, in the country there are only few active human rights organizations that include into the scope of their work LGBT issues.</p> <p><u>Governmental policies</u>: As mentioned above, during this project period, the Albanian Government approved the National Action Plan on LGBTI People in Albania 2016-2020, which clearly identify the priorities and responsibilities of each governmental and non-governmental actor toward the fulfillment of equality and non-discrimination. The three main pillars of the action plan are based on interventions needed in: the legal framework; safety and protection against discrimination; and access to services. Due to this renewed action plan, the NGOs and activists working in the field will have a more active role in monitoring its implementation and achievements, which are complimentary to the results of this project.</p> <p><i>Internal factors</i></p> <p>The staff turnover, especially of the key persons involved in the monitoring and evaluation of the project, both at the implementing organization and</p>

	UN Women Country Office, as well as the difficulty to find competent and experienced local consultant have caused few delays in the timetable of the activities foreseen in the project, but the implementing organization has allocated additional human resources to successfully mitigate the difficulties encountered.
Quantitative and/or qualitative evidence gathered by the evaluation team to support the response and analysis above	All the above mentioned factors were identified as important by the key informants interviewed and risk assessment data conducted during the project implementation.
Conclusions	Despite all the acknowledgment of the external factors that may negatively affect the project from its beginning and the successful mitigation measures undertaken during its implementation, some of the external factors, especially those related to the cultural background continue to negatively impact the achievement of the project goal.

9.2. Relevance

Evaluation Criteria	Relevance
Evaluation Question 1	To what extent was the project strategy and activities implemented relevant in responding to the needs of LBT women and girls?
Response to the evaluation question with analysis of key findings by the evaluation team	<p>The project strategy and activities were designed based on the limited existing data on LGBT situation in Albania, as well as on the previous practical experience of the implementing organizations in this field. Despite these challenges, the project strategy and activities resulted to be relevant to the needs of LBT women and girls, based on the following factors:</p> <p><u>Community-based interventions:</u> Differently from previous interventions in this field, this project targeted the delivery of services for LBT women in different regions, where previous expertise and services were missing. Also, in order to implement its activities, the leading organization cooperated with local organizations, by using their knowledge on local needs and contacts with local institutions and members of the communities by one hand, and ensuring more sustainable results after the termination of the grant by the other hand.</p>

	<p><u>Inclusive approach</u>: All the primary and secondary beneficiaries' groups were included and consulted in every step of the project. For example, the women organizations were involved in every step of research design and data gathering/analysis, while the LBT women were actively involved in multimedia training and production of awareness raising products.</p> <p><u>Institutional cooperation and referral system</u>: In order to better address the main challenges faced by LBT victims of violence, the project included in its activities the most relevant stakeholders: health professionals, educational professionals, women organizations and social services working in each region. By organizing joint events and trainings, the aim of the project was to give the possibility to each actor assess its role in such cases, in order to better address the needs of LBT women based on existing services in each region.</p>
Conclusions	The project strategy and activities implemented during the project were relevant and adequate to the needs of LBT women and girls in Albania and the problems their face to exercise their rights.

Evaluation Criteria	Relevance
Evaluation Question 2	To what extent do achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of LBT women and girls?
Response to the evaluation question with analysis of key findings by the evaluation team	<p>Even though the results of the project contributed to increased awareness and cooperation between local actors in response to cases of violence against LBT women, still there is a huge need for further interventions in such regard. The latest governmental action plan on rights of LGBTI people includes in its priorities the safety and non-discrimination of LGBTI persons, as well as increased access to services. Even though the National Action Plan was approved in May 2016, accompanied by a detailed budget with all the necessary costs, no concrete activity have been announced or supported yet. For this reason, the role of civil society organizations working in the field of LGBTI rights is considered to be crucial for the achievement of similar results in a larger scale and at national level.</p> <p>Also, the continuous homophobic rhetoric in the online and social media emphasizes the need for increased efforts in similar awareness campaigns around the country, especially by the use of mainstream and new media.</p>
Quantitative and/or qualitative	The data from the last European Commission Progress Report on Albania shows that the reported cases of hate crime against LGBTI remained

evidence gathered by the evaluation team to support the response and analysis above	<p>insignificant and no judicial prosecution has yet been initiated. Data collection on hate crime continued to be lacking. Anti-discrimination case-law needs to be further developed and its implementation improved. Also, public awareness and social acceptance remained low, particularly in rural areas. Amendments to the family code to introduce the concept of cohabitation of same-sex couples have not yet been adopted.</p> <p>https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/pdf/key_documents/2016/20161109_report_albania.pdf</p>
Conclusions	<p>The results of the project are still relevant to the needs of LBT women and girls in Albania, but further similar actions need to be undertaken in order to achieve better and more sustainable results.</p>

9.3. Efficiency

Evaluation Criteria	Efficiency
Evaluation Question 1	How efficiently and timely has this project been implemented and managed in accordance with the Project Document?
Response to the evaluation question with analysis of key findings by the evaluation team	<p>All the activities and results were achieved within the approved budget of the project. The administration costs remained low in comparison with the activities' costs. Also, all the budget lines foreseen for the partner organizations were adequately managed. Due to the under-spending in some of the budget lines, an additional activity was proposed and approved by the donor 'Summer School on Multimedia', in which 8 LBT women from different regions of the country participated. The 5-days training aimed in increasing their capacities in advocacy and awareness campaigns by the use of new media. The additional activity's costs were allocated to similar existing budget lines.</p> <p>Despite all the above mentioned changes, the project will not request the last tranche from the donor, as all the activities and results foreseen in the Project Document have been achieved.</p> <p>Even though all the activities were implemented within the project timeframe, there were few changes in the timetable initially proposed. The most relevant changes were related to the delay in finalizing the study report and in delivering the Trainings of Trainers for professionals.</p> <p>The first delay was caused by the resignation of the external consultant</p>

	<p>hired for the research. For this reason, the organization had to hire another consultant which resulted in the delay of the study report.</p> <p>The second delay was caused by the lack of cooperation and coordination among public institutions. Despite the fact that the ministries had already signed a letter of cooperation before the final approval of the project, their resistance or lack of motivation postponed the trainings of trainers for both health and educational professionals.</p> <p>Regarding the local organizations partners in this project, there were some differences in the level of engagement and efficiency, which overall affected the number of primary beneficiaries supported by the project, as explained above.</p>
Conclusions	<p>The project activities were implemented in a cost-effective way and all the resources were managed adequately. All the activities were implemented and results achieved within the project timeframe, despite the delays occurred in some of the activities.</p>

9.4. Sustainability

Evaluation Criteria	Sustainability
Evaluation Question 1	How are the achieved results, especially the positive changes generated by the project in the lives of LBT women and girls at the project goal level, going to be sustained after this project ends?
Response to the evaluation question with analysis of key findings by the evaluation team	<p>The project strategy has included a comprehensive and multifaceted approach to ensure the sustainability of the results achieved, such as:</p> <p><u>Investing in human capital</u> – The project activities were focused in increasing the awareness, knowledge and skills of NGOs’ staff and health and educational professionals to better respond to cases of violence against LBT women. The changes in all three levels reported during the project implementation timeframe will ensure the sustainability of the results achieved.</p> <p><u>Strengthening local synergies and existing institutions</u> – As project activities were implemented in six different regions of the country, as well as the active involvement of local women organizations has achieved increased local ownership of the project achievements, as well as better coordination between existing and sustainable local institutions to better respond to cases of violence against LBT women. Also, strengthening capacities of</p>

	<p>sustainable organizations that work in VAW field, have resulted in the inclusion of topics of LBT violence in the overall training curricula against gender-based violence for different target groups.</p> <p><u>Engaging primary beneficiaries</u> – During all the project activities, LBT women and girls were not identified only as primary beneficiaries, but they were actively included and empowered through trainings, self-support groups, capacities raising on awareness campaigns, development and implementation of advocacy actions and multimedia techniques. If LBT women and girls are empowered, they will be able to better advocate for their rights.</p> <p><u>National Action Plan</u> – As mentioned above, the plan and the inclusion of civil society representatives in the National Group for its Implementation and Coordination will increase and strengthen the capacities of local NGOs and activists to better advocate on LBT rights, such as non-discrimination and safety, improvement of regulatory framework, and improved access to services.</p>
Conclusions	<p>The above listed findings suggest that the results achieved during this project period can be sustainable if other limiting internal and external factors will be monitored.</p>

9.5. Impact

Evaluation Criteria	Impact
Evaluation Question 1	What are the unintended consequences (positive and negative) resulted from the project?
Response to the evaluation question with analysis of key findings by the evaluation team	<p>Based on the in-depth interviews gathered among stakeholders, the consulted identified few unintended consequences resulting from the project:</p> <p><u>Provision of wider range of services:</u> Due to the experience and expertise of local women organizations, even though the project was focus especially on health care and education, the primary beneficiaries were supported also additional services, such as access to local government institutions, legal aid, vocational training, occupation and shelter. This impact emphasis once more the importance of engaging as partners local organizations, which offer a wider range of services for their communities.</p> <p><u>Usage of multimedia content for wider reach:</u> Although the project was</p>

	<p>engaged in the use of traditional approaches of advocacy campaigns as described in the project document, due to the need to raise awareness among a broader public and especially youth, the implementing organizations made also use of innovative and alternative channels of communications, such as the production of the video campaign, photo-rich stories and calendars which resulted to be very effective.</p> <p><u>Summer School on Multimedia:</u> Based on these lessons learned, the project added an additional activity, aiming to strengthen the capacities of the primary beneficiaries to advocate for their right.</p>
Conclusions	<p>The project resulted mainly in positive unintended results, by providing the primary beneficiaries with a wider range of services based on their needs and wider reach of advocacy campaign due to the use of innovative multimedia channels of communication.</p>

10. Knowledge Generation

Lesson learned
<p><u>Engage local partners:</u> The engagement in the project of local women organizations facilitated the implementation of activities, the communication with local authorities and communities, the immediate reaction/support in cases of emergency, helped to save some indirect costs, such as transport, communication, etc. Despite all the positive consequences of engaging local partners, there were register few cases of hesitation from the side of LBT women to use the services delivered by local organizations (self-support groups, counseling, etc) due to the fear to be identified by members of the communities the live in, which should be taken in consideration in future projects.</p>
<p><u>Difficulties encountered with public institutions:</u> The public institutions were very resistant to the collaboration and the project encountered several and heavy resistance when trying to sign MoUs with three different ministries and this definitely impacted implementation, through delaying the training of trainers.</p>
<p><u>Taking into account all external factors when designing the timetable of activities:</u> One of the problems encountered during the implementation of activities was the pre-election and election period for local government in June 2015, which made impossible the collaboration of local official and the timely implementation of some activities.</p>
<p><u>Strengthening Monitoring and Evaluation System:</u> The lack of experience and resources in monitoring and evaluation for long-term project was reflecting in the lack of some measurable baseline indicators. Also, the Alliance against the Discrimination of LGBT should invest more in</p>

such direction and try to budget monitoring and evaluation costs in each future project.

Promising practices

Usage of multimedia content for wider reach: Although the project was engaged in the use of traditional approaches of advocacy campaigns as described in the project document, due to the need to raise awareness among a broader public and especially youth, the implementing organizations made also use of innovative and alternative channels of communications, such as the production of the video campaign, photo-rich stories and calendars which resulted to be very effective.

Strengthening local synergies and existing institutions: As project activities were implemented in six different regions of the country, as well as the active involvement of local women organizations has achieved increased local ownership of the project achievements, as well as better coordination between existing and sustainable local institutions to better respond to cases of violence against LBT women. Also, strengthening capacities of sustainable organizations that work in VAW field, have resulted in the inclusion of topics of LBT violence in the overall training curricula against gender-based violence for different target groups.

Engaging primary beneficiaries: During all the project activities, LBT women and girls were not identified only as primary beneficiaries, but they were actively included and empowered through trainings, self-support groups, capacities raising on awareness campaigns, development and implementation of advocacy actions and multimedia techniques. If LBT women and girls are empowered, they will be able to better advocate for their rights.

11. Conclusions

Evaluation Criteria	Conclusions
Overall	The project activities and results are reported to have generated positive changes in the lives of LBT women experiencing violence, especially of those outside the capital, mainly through more adequate and integrated care based on their needs.
Effectiveness	Except one output that was canceled during the project period due to the approval of the National Action Plan on LGBTI People in Albania 2016-2020, all the outputs and outcomes of the project have been achieved effectively, by contributing toward the overall goal of the project: LBT women in Albania have improved access to services in response to violence and more support for their right to live a life free of violence from institutions and women's groups.

Relevance	The project strategy and results achieved are still relevant to the needs of LBT women and girls in Albania, but further similar actions need to be undertaken in order to achieve better and more sustainable results.
Efficiency	The project activities were implemented in a cost-effective way and all the resources were managed adequately. All the activities were implemented and results achieved within the project timeframe, despite the delays occurred in some of the activities.
Sustainability	The strategy used as well as some positive external factors suggest that the results achieved during this project period can be sustainable.
Impact	The project resulted mainly in positive unintended results, by providing the primary beneficiaries with a wider range of services based on their needs and wider reach of advocacy campaign due to the use of innovative multimedia channels of communication.
Knowledge Generation	The main lesson learned from this project relate to strengthening monitoring and evaluation procedures during all the project timeframe and developing more detailed mitigation strategies in the future based on the external factors that may influence the implementation of activities, especially those in cooperation with public institutions.

12.Key recommendations

Evaluation Criteria	Recommendations	Relevant Stakeholders (Recommendation made to whom)
Overall	Allocate the funds for the implementation the National Action Plan on LGBTI People in Albania 2016-2020	Albanian Government and institutions
	Support human rights NGOs and activists by allocating funds and including their services in the official referral system	Public Institutions and donors
Effectiveness	Support and motivate professionals trained as trainers to deliver regional or local training for their peers	Ministry of Education, Ministry of Health
	Improve the local and national cooperation between public institutions, health and educational professionals and NGOs and activists working on LGBTI rights	Ministries, local authorities, NGOs, human rights activism
	Continuously review the risk assessment matrix and	Project implementers

	mitigation strategies in order to limit the negative impact of external factors.	
	Undertake all the foreseen legal measures to adequately react to reported cases of violence.	Public institutions
Relevance	Include the beneficiaries in every step of project design, implementation and evaluation	Project implementers
	Conduct needs assessments and monitoring studies which will help better designed projects and help the development of research-based policies.	NGOs and public institutions
	Ensure the visibility of project results to the beneficiaries and other interested groups.	Project implementers
Efficiency	Improve the monitoring and evaluation system throughout the project timeframe.	Project implementers
	Disburse funding on time and support more activities focused on capacity raising of the implementing organizations.	Donors
	Taking into account all external factors when designing the timetable of activities (e.g. election period, time needed for signing MoU, etc.).	Project implementers
Sustainability	Include and empower local actors in every project	Project implementers
	Further improve advocacy activities in order to improve public awareness and social acceptance	NGOs and public institutions
	Include LGBTI rights and protection in the school and VAW curricula	Public institutions and NGOs
Impact	Use social media and multimedia content to reach the young generation	Project implementers
Knowledge Generation	Share lesson learned and promising practices with other stakeholders.	Project implementers
	Use innovative channels of communications to share the results of the projects	Project implementers

Annex I: Results Chain of the Project

<p>Project Goal: LBT women in Albania have improved access to services in response to violence and more support for their right to live a life free of violence from institutions and women's groups.</p>		
<p>Outcome 1: Key institutions (such as Health Care and Education) improve their response towards violence against LBT women in order to meet the needs and fulfill the rights of LBT women.</p>	<p>Output 1.1: Researchers identify key reforms that are needed to address challenges and gaps in the institutional responses to violence against women and LBT issues.</p>	<p>Activity 1.1.1: In depth research on two main areas such as: Health and Education concerning ending violence against women in the light of LBT women</p>
		<p>Activity 1.1.2: Presentation of the main findings of the research and interest and working group on drafting the guidelines</p>
		<p>Activity 1.1.3: Develop guidelines based on research findings</p>
	<p>Output 1.2: Key government ministries sign evidence-informed Cooperation Agreement and Guidelines produced by Alliance Against Discrimination of LGBT people.</p>	<p>Activity 1.2.1: Develop proposed agreements/guidelines based on research findings.</p>
		<p>Activity 1.2.2: Advocacy to share research findings and encourage ministries to sign agreements/guidelines</p>
		<p>Activity 1.2.3: Signing the cooperation agreements and guidelines</p>
	<p>Output 1.3: Key professionals increase their awareness, knowledge and skills to respond to Violence against Women in general, and LBT women specifically.</p>	<p>Activity 1.3.1: Train the Trainers (Coordinators of Psychologists of Schools for every city, Coordinator of Health Promotion)</p>
		<p>Activity 1.3.2: Creation of Module for Training the Trainers</p>
		<p>Activity 1.3.3: Creation of Module for training local specialists and professionals</p>
<p>Outcome 2: Women's NGOs and groups of LBT women strengthen their capacity to interact with state institutions to advocate for better response to violence against women generally and LBT issues specifically.</p>	<p>Output 2.1: Women's organization and survivors of VAW outside Tirana have greater knowledge and capacity to help LBT women experiencing violence, including skills to help them establish emotional self-help groups.</p>	<p>Activity 2.1.1: Train women's NGOs to train LBT groups to create emotional self-support groups.</p>
		<p>Activity 2.1.2: Creation of Module for Training the Women's NGOs</p>
		<p>Activity 2.1.3: Creation of Module for Training the LBT women by women organizations</p>
	<p>Output 2.2: Women's organization and survivors of VAW are enabled to advocate and build relationships with the government to advocate for better response to violence against women generally and LBT issues specifically.</p>	<p>Activity 2.2.1: Train LBT groups to strengthen their capacity to interact with state institutions and advocate on LBT issues.</p>
		<p>Activity 2.2.2: Leaflets will be created by women networks on informing LBT community about their rights to be spread in LBT women and women in general.</p>
		<p>Activity 2.2.3: Posters will be produced from LBT women in cooperation with women network to be shown in schools and health institutions</p>
		<p>Activity 2.2.4: Gathering the success stories by primary and secondary beneficiaries</p>

Annex II: Results Monitoring Plan

A. Statement of Project Goal, Outcomes and Outputs	B. Indicators for measuring progress towards achieving the project goal, outcomes and outputs	C. Data collection methods	D. Baseline Data Please provide actual baseline data per indicator	E. Timeline of baseline data collection For each indicator listed in column B, when was BASELINE data collected? Please specify month/year.	F. Endline Data Please provide actual endline data per indicator	G. Timeline of endline data collection For each indicator listed in column B, when was endline data collected? Please specify month/year.
<p>Project Goal: LBT women in Albania have improved access to services in response to violence and more support for their right to live a life free of violence from institutions and women's groups.</p>	<p>1: Perspectives of key stakeholders from NGOs or activists groups about whether and how project activities have benefits LBT women and remaining challenges.</p>	<p>In depth interviews with stake-holders.</p>	NA		<p>The major part of specialists that we have been training were interested to know more about the situation of LBTs in general and stated that they have lack of knowledge on the referral system, which is a very large informative part at the manuals we developed for the trainings.</p>	Dec 2016
	<p>2: Perspectives of LBT women about the positive and negative changes they personally have experienced and the changes they think have occurred among the wider LBT community as a result of the Project.</p>	<p>In depth Interviews with LBT women and focus group discussion in the beginning and the end of project in order to measure the extent of the changes achieved.</p>	NA		<p>The chances for LBTs to have a better access in services are now growing since the specialists of health and education have been trained to get more information about this target group, and also they.</p>	Dec 2016
<p>Outcome 1: Key institutions (such as Health Care and Education) improve their response towards violence against LBT women in order to meet the needs and fulfill the rights of LBT women.</p>	<p>1: Percentage (%) of professionals attending training who report key attitudes and knowledge related to VAW LBT rights before and after training.</p>	<p>Pre and post-test questionnaires before and after training.</p>	NA		<p>As mentioned above, together with the Women NGOs from six regions we have been training health and educational professionals we could gather from this regions. Through the trainings we saw a change of perspective among the professionals regarding LGBTs in general and violence towards LBTs in particular.</p>	Dec 2016

	2: Number and types of policy or program reforms made to strengthen institutional capacity to respect the rights and provide services to LBT women.	Gathered at the baseline of the 9 month research, with follow up monitoring at the end of the project.	NA		National Action Plan on LGBTI People in Albania 2016-2020, plan which has been developed with the advices and outputs of Alliance and other Civil Society organizations. This action plan is at policy making level and aims the improvement of services and inclusion of LGBTI people in Albania.	Dec 2016
	3: Perspective of LBT clients who visit Health Care and Education institutions where we have delivered our training.	Face to face interviews with women that had to deal with health and education institutions.	NA		Since the Alliance is a grassroots NGO we have the opportunity to be in contact with the LGBT community in our everyday work. We have been able to see ourselves the change of attitude among professionals of health by accompanying them at the hospital when needed.	Dec 2016
Outcome 2: Women's NGOs and groups of LBT women strengthen their capacity to interact with state institutions to advocate for better response to violence against women generally and LBT issues specifically.	1: Perspective of women NGOs who report key attitudes and knowledge related to VAW LBT rights before and after project and their capacity to support women.	Face to face interviews	NA		Through this initiative we have managed to give women NGOs informational manuals in order for them to be able to train specialists of health and education in order to raise their awareness regarding the issues that the LBT community faces in Albania.	Dec 2016
	2: Perspective of LBT women who visit NGOs and report on key attitudes and knowledge related to VAW LBT rights before and after project.	Face to face interviews	NA		In different regions is difficult for LBT women to express their gender identity and sexual orientation and it will take some time to fully establish the self help groups. Nevertheless LBTs could ask for help without having to reveal their sexual orientation or gender identity.	Dec 2016
	3: Perspectives of people in NGOs and groups of LBT	Face to face interviews	NA		NGOs face difficulties trying to work with LBTs but they	Dec 2016

	women trained who report capacity to advocate for a better response to VAW and on LBT issues				helped in advocating and raising their voices for LBT rights in their respective regions by training professionals of health and education. Through the summer school for activism we were able to raise the capacity of LBTs to advocate for themselves.	
Output 1.1: Researchers identify key reforms that are needed to address challenges and gaps in the institutional responses to violence against women and LBT issues.	1: Number of guidelines developed on how to improve the institutional response to VAW and in particular LBT based on the research.		NA	Jan 2015	3	Dec 2016
	2: Number of presentations made on the research to key institutions.		NA	Jan 2015	5	Dec 2016
	3: Number of research papers by type.		NA	Jan 2015	1	Dec 2016
Output 1.2: Key government ministries sign evidence-informed Cooperation Agreement and Guidelines produced by Alliance Against Discrimination of LGBT people.	1: Number of ministries that sign the cooperation agreement or guidelines.		NA	Jan 2015	NA This output was cancelled due to the Government's decision to approve the National Action Plan on LGBTI Rights 2016-2020	Dec 2016
Output 1.3: Key professionals increase their awareness, knowledge and skills to respond to Violence against Women in general, and LBT women specifically.	1: Number of developed modules to train the trainers in how to respond to VAW in education and health		NA	Jan 2015	4	Dec 2016
	2: The number of trainers trained on how to respond to VAW and in particular LBT women.		NA	Jan 2015	65	Dec 2016
Output 2.1: Women's organization and survivors of VAW outside Tirana have greater knowledge and capacity to help LBT women experiencing violence, including skills to help them establish emotional self-help groups.	1: Number of self-help groups established for women survivors including LBT women.		NA	Jan 2015	3	Dec 2016
	2: Number of women trained on how to support women experiencing violence especially LBT women.		NA	Jan 2015	12	Dec 2016
	3: The number of women NGOs representatives participating in the training.		NA	Jan 2015	12	Dec 2016

Output 2.2: Women's organization and survivors of VAW are enabled to advocate and build relationships with the government to advocate for better response to violence against women generally and LBT issues specifically.	1: Number of features produced and published on women's rights to live free from violence.		NA	Jan 2015	8	Dec 2016
	2: Number of schools and health sharing information (leaflets/banners) produced by LBT women groups and/or NGOs on women rights to live free from violence and especially the rights of LBT women		NA	Jan 2015	6	Dec 2016
	3: Number of people reached through awareness campaign		NA	Jan 2015	10,000	Dec 2016

Annex III: Beneficiary Data Sheet

Beneficiary group	The number of beneficiaries reached		
	At the project goal level	At the outcome level	
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			
Lesbian, bisexual, transgender	980	376	
Women and girls in general	1450	330	
Women/girls with disabilities			
Women/girls living with HIV and AIDS			
Women/girls survivors of violence	110	50	
Women prisoners			
Others (specify)			
Primary Beneficiary Total		2540	756
Civil society organizations (including NGOs)	Number of institutions reached	NA	8
	Number of individuals reached	NA	20
Community-based groups/members	Number of institutions reached	NA	
	Number of individuals reached	NA	
Educational professionals (i.e. teachers, educators)	NA	288	
Faith-based organizations	Number of institutions reached	NA	
	Number of individuals reached	NA	
General public/community at large	NA	10,000	
Government officials (i.e. decision makers, policy implementers)	NA	10	
Health professionals	NA	266	
Media	NA	10	
Legal officers (i.e. lawyers, prosecutors, judges)	NA	2	

Men and/or boys	NA	
Parliamentarians	NA	
Private sector employers	NA	
Social/welfare workers	NA	5
Uniformed personnel (i.e. police, military, peace-keeping officers)	NA	5
Others (specify)	NA	
Secondary Beneficiary Total	NA	624

Annex IV: List of documents consulted

Alliance Against Discrimination of LGBT and partner documents:

- Project Document
- Interim reports x 2
- Annual reports x 2
- Minutes of meetings / trainings
- Study report on “Reduce Violence Against Women with focus on LBT community in Albania”
- Manual for ToT of Health Professionals
- Manual for ToT of Educational Professionals
- Manual for Health Professionals (participants)
- Manual for Educational Professionals (participants)
- Training materials (programme, PPT, evaluation forms used, etc)
- Evaluation reports of the ToT trainings x 3
- Annual reports from partner organizations (6 local organization x 2 reports each)
- Posters produced by the local women organizations
- Video produced by Alliance Against Discrimination of LGBT on LBT rights
- List of articles published in the media
- Success stories collected
- Draft-Results Monitoring Plan

Other key documents:

- European Commission Progress Report 2016 on Albania
- National Action Plan on LGBTI People in Albania 2016-2020
- The United Nations Trust Fund to End Violence against Women ‘Guidelines for Baseline/Endline Data Collection and Final External Project Evaluations’
- UN Evaluation Group (UNEG) ‘Ethical Guidelines for Evaluation’
- National Democratic Institute ‘Public Opinion Poll Western Balkans on LGBTI issues’

Annex V: List of persons and institutions interviewed

Livia Zotrija – M&E Officer of the Alliance Against Discrimination of LGBT
Xheni Karaj – Executive Director of the Alliance Against Discrimination of LGBT
Endrita Cici - Representative of local partner in Tirana
Fabiola Thana - Representative of local partner in Shkodra
Bukurie Begu - Representative of local partner in Dibra
Nertila Toli - Representative of local partner in Elbasan
Eleni Jajcari - Representative of local partner in Pogradec
Brikena Puka - Representative of local partner in Vlora
Brikena Balli - Local consultant engaged in the production of the study report
Izela Tahsini and Kristina Voko – Local consultants engaged in the development of the training modules and delivery of trainings for health and educational professionals
Eljesa Harapi – Contact point at the Ministry of Health
Etleva Sheshi – Contact point at the Ministry of Social Wellbeing and Youth
Alba Agolli – Focal point from the UN Women Country Office
Ivana Dervishi – Journalist involved in the collection of success stories and production of awareness campaign.

Annex VI: Success stories

LBT victims of violence in Albania find shelter and help thanks to UN Trust Fund Program

Everybody is born different, but in Shkodra people are destined to live the same life. As a child, they are taught what to do by the parents, as teens they will be criticized by peers if they do act diversely; and in their early 20s they must marry someone accepted by the family and follow the moral rules to avoid being despised by others.

About 94 kilometers northwest from the capital of Albania, Shkodra was centuries ago a hub of culture and great minds, but today people feel trapped inside a vicious circle of violence if they act modern or go against the mainstream mindset.



“Being born with a vagina is the crime”, says Brigela Demaj, 22, from Shkodra.

As a young photographer, Brigela, herself a victim of violence against women and LBT, saw UN Trust Fund program titled “Reduce Violence Against Women with a Focus on LBT Community in Albania” as the best way to response.

She experienced violence frequently by her family because of her willingness to freely express her feelings and sexual orientation.

“Women in Shkodra are beaten by their fathers and brothers if they try to speak or act their mind. I was one of them, but thousands of women in my city are victims of the patriarchal mentality that the men have full rights on their sisters or mothers”, Demaj says.

In 2014, Alliance Against Discrimination of LGBT in Albania with support from United Nations Trust Fund started a program to say “no” to everyone who raised their hand against women, from close relatives of the family to the public servants in health care and education institutions.

The program took place in some of the most important cities like Shkodra, Peshkopia, Tirana, Elbasan, Pogradec and Vlora, scattered all over the country. The main objective was lowering the violence and discrimination against women in general and lesbian, bisexual and transgender more narrowly.

For 24 months, Alliance Against Discrimination of LGBT focused on research, analysis, training and raising awareness north to south, west to east of Albania. In collaboration with women’s organizations, health care and educations institutions, media and civil society, the program spotted the problems and begun from work to fight violence against women in every way possible.

A women's organization in Shkodra, called From Woman to Woman founded in 2002, was one of the first to welcome Alliance's program and to come on board to help the victims of violence. They offer emergent shelter, free legal assistance and mental therapy to the victims.

Their expert in psychology, Fabiola Thana, 31, knocked every door she could find to ask people what they knew about LBT rights and the community needs.

"I realized how bad the situation was when a nurse in Shkodra told me that we are a healthy country because of the lower numbers of LGBTI individuals" says Fabiola, adding that this silly statement from the nurse gave to her a bigger stimulus to continue spreading the word against women and LBT violence.

"I had a dozen of interviews with public clerks in healthcare and education, who all laughed at my face when I asked them if they remembered helping a lesbian, bisexual or transgender. They told me these kinds of people I mentioned were sick and they can't do anything about it", said the psychologist.

She remembers teachers had a little more knowledge about LBT community thanks to previous trainings, but the prejudice and discrimination was the same as with the healthcare staff.

"Patriarchal mentality makes people believe its 'ok' to violate a lesbian, bisexual or transgender, because they are different. People don't understand that this can damage the mental health of a person from LBT community and make they suffer or even try suicide.

Doctors and nurses are crucial players to helping LBT victims of violence, because in serious cases of violence, the victims of gender or sexuality discrimination end up in hospitals heavily injured. It is necessary the healthcare workers recognize, empathize and give special care to a woman from this category in order to create a safe environment for the victim.

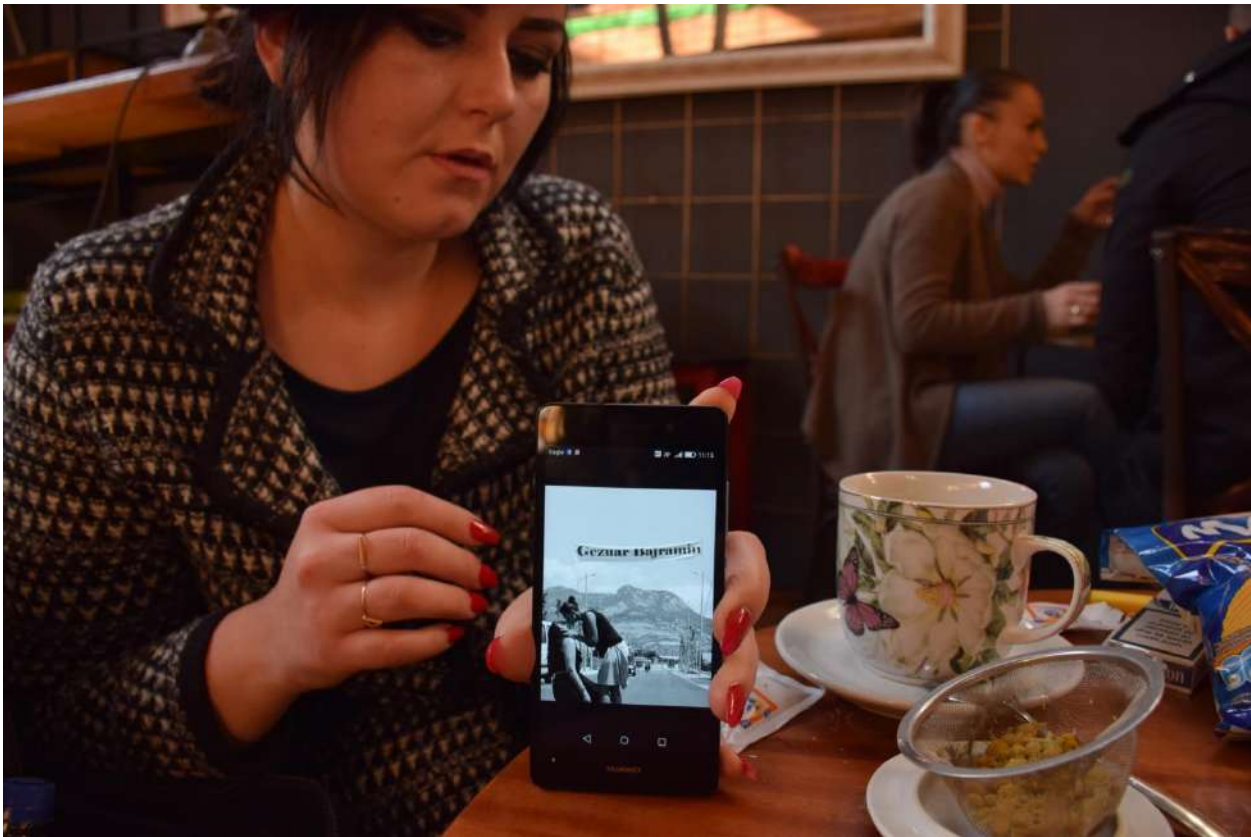
"Thanks to this program I am better equipped to deal with LBT community needs and help women who are victims of violence" – Fabiola Thana, 31, psychology specialist in Shkodra.

On the other hand, school teachers and psychology specialist in elementary and high schools play an even important role educating the coming generations to respect and accept LBT rights as human rights, while giving the community incentive to go public about their sexual orientation.

But as everywhere in Albania, in Shkodra also, very few people openly express their sexual orientation making it hard to find the people who need support or help.

"There was a young woman, about 24 years old, who was abused sexually and physically by her family because she was a lesbian. Anti-violence and anti-traffic department of the police in Shkodra sent the girl to us for special help. Thanks to close collaboration with Alliance, the girl left the violent family to find help at LGBT Shelter in capital Tirana", Fabiola said, very enthusiast about the success of this case.

She points out that the program helped her and colleagues to create new contacts between organizations that help women and LBT, proper training about special treatment of lesbians, bisexuals and transgender; as well as educating the public and LGBT community in small cities about the opportunities to find support in case they need it.



Brigela, the photographer, created awareness posters featuring pro-LBT messages that were exposed in health and education institutions to condemn violence against women and LBT community in her city.

She thinks ignorance is the root of discrimination and education of Albanian youth and public servants, is the best way to fight it.

“Police sees the domestic violence against women as family matter and does little to punish it. The best means to stop the violence is educating women not to tolerate it as a common thing it happens to every girl, but to raise the voice and say No”, Brigela says.

“Being abused since childhood makes the chain of violence harder to break, but women should speak up and demand respect about their gender or sexuality. I am very happy when victims of violence write to me saying my photos have given them the strength to fight back. I feel lucky for the opportunity to collaborate in this program supported by UN Trust Fund”, she adds.

“Being born with a vagina is not a crime, we should not tolerate abuse because of gender or sexuality” – Brigela Demaj, 22, photographer in Shkodra.

Around 220 kilometers away in the southern city of Vlora, Ana Lelo, 25, social worker near Vatra (Hearth) organization dedicated since 1998 in helping victims of traffic and violence, admits that lesbians, bisexuals and transgender face the same violence and discrimination.

“It’s a pity that teachers or school psychologist told us they dealt with a student of diverse sexual orientation, outing her to the parents”, Ana says.

“We interviewed doctors, nurses, teachers, public workers in healthcare and education departments and found that they had little or none knowledge how to deal with violated women, specially LBTs”, explains social worker.

“In Vlora, LGBT community still is seen as sick or disgusting. People can’t tolerate homosexuality here and this is the reason why everyone is in the closet. This poor respect for LGBT rights in Vlora makes the UN program vital for LBT community”.

“We could see who public servants were reluctant about LBT rights and in some cases they pretended to be ok with it, just not to look prejudicial, but not because they really respected gays rights” according to Ana Lelo.

She explains that younger staff is more open to learn about LBT needs and how to treat the community according to law, while older teachers or doctors just avoid dealing with the matter.

“It is especially hard for public servants to differ violence against women from the violence that comes from being a lesbian or bisexual or transgender. We used manuals from this program to educate them in order to notice the difference and better help victims” says Ana.

Students in Vlora seem to be more open to learn about equal rights of LGBT and express freely their sexuality. However, the small city makes things harder. Everybody knows everybody here and being a homosexual is stigma.

“Acceptance must begin in schools,” Ana Lelo, 25, social worker in Vlora.

“Vatra” Shelter is always available to abused victims and thanks to several trainings from Alliance Against Discrimination of LGBT in Albania, staff is also specialized in helping lesbians, bisexuals or transgender victims of domestic violence and discrimination.

Beside shelter, LBT community in Vlora can also head to Vatra to ask for legal assistance, professional courses and mental therapy.

“Change must begin at school,” believes Ana, who says adding LGBT rights in school programs can raise awareness and provide very necessary information to young people dealing with sexuality issues.

“I would consider a success the facts that thanks to this program people contact us about special cases when LBT victims of violence need help, without contacting their family who often do not accept them or kick lesbians or transgender out of their family houses” Ana concludes.

In the same city, Dea Nini, 20, materialized the passion for humans rights when choosing to study Law. Also a member of secret LBT community in Vlora, Dea can’t find the legal base of old-fashioned mentality of not accepting diversity.



“You can meet a LBT only through friends of friends, but nobody is going to accept it publicly, I wouldn’t do it myself,” she says looking very sure about her words.

“We thought that if homosexuals in Vlora can’t openly show their sexual orientation, at least we can reach them and support each-other on the internet,” explains the student adding that LGBT Alliance in Albania funded her project (in collaboration with two gay friends) to start a blog called ‘Rainbow Revolution’.

The local blog has three sections: information about LGBT, culture section featuring celebrity LGBTs and suggestion box where everyone can write about an idea. The students in Vlora plan to create a question & answer forum about lesbians, gay, bisexual and transgender.

“We had this idea long before, but LGBT Alliance summer school in Pogradec make it happen and we are very grateful for this exciting opportunity. We felt the lack of information during our early years while accepting our sexuality and now we want to help every LGBT person in Vlora join our online community” Dea says smiling.

The student says sometime change starts by small steps but it is important to start somewhere since LGBT rights are human rights.

“We feel free when we connect with likewise people on the internet, because the harsh reality makes you live a double life, oppress yourself and feel pressure from the family and friends” Dea concludes.

“LGBT Alliance’ summer school was the best thing that happened to me,” Dea Nini, 20, UN Trust Fund program fellow from Vlora.

Meanwhile in the capital Tirana, home of 1 million Albanians, (population is 2.8 in total) the LGBT community is just a little more free to express itself.

The annual Pride is one of the main events that manifest homosexuals and transgender rights, but not the only one. Media is more open to cover LGBT news and community can come together at a few bars that are known for being frequented by lesbians, gays, bisexuals and transgender.

Violence cases are more likely to go public and the Shelter is home to many victims who look forward to building a new life. Awareness campaigns in Tirana take place more often than the small cities.

One of them was a photo series featuring LGBT couples during Holidays season, which dozens of important websites published locally and Balkan Insight reported in the region. Hundreds of people welcomed the idea supported by Alliance Against Decimation of LGBT and UN Trust Fund. The photos also published in calendar format to be spread as gift at public institutions across Albania to call for equality and tolerance for LGBT community.



The situation of lesbian, gay, bisexual, transgender rights in Albania seems to slowly be improving thanks to the funding of dedicated international organizations willing to help insuring a warm and safe environment for diversity.

Now that the victims know there is a safe space for them and the women's organizations know how to united workforce all over Albania, the support is much more needed than ever. Equality and tolerance should be educated with patience and persistence.

Annex VII: Final Terms of Reference for the Project Evaluation

TERMS of REFERENCE (ToR)

Project :	Reduce Violence against Women with focus on LBT community in Albania
Position Title:	Consultant for External Evaluation of the SWSC project
Duration:	Final report due 28 February 2017
Start Date:	Mid-December 2016

1. BACKGROUND AND CONTEXT

1.1 Project description

Aleanca LGBT is a local non-for-profit organization that envisions a free, open, and equal Albanian society that embraces diversity and is inclusive of people of all sexual orientations and gender identities. To achieve this vision, Aleanca LGBT strives to support and empower a visible and inclusive LGBT community while increasing public understanding, education, and awareness of issues of sexual orientation and gender identity.

During the period January 2015 – December 2016, Aleanca LGBT has been implementing the project “Reduce Violence against Women with focus on LBT community in Albania”, supported by The United Nations Trust Fund to End Violence Against Women (UNTF). The project is the first largescale project that has ever been undertaken for this particular group in Albania. It includes Tirana, the capital of Albania, as well as 5 other towns and cities outside the capital. The overall goal of the project is to reduce violence and discrimination of some service providers, such as health and education institutions towards LBT women in Albania, through improvement of these two particular institutions. LBT women in Albania will experience greater freedom from violence and discrimination, greater respect for their rights, and better access to high quality services from such key institutions, such as education, and health care when they do experience violence.

1.2 Results chain of the project

The overall goal of the project was ‘LBT women in Albania have improved access to services in response to violence and more support for their right to live a life free of violence from institutions and women's groups’, while the proposed outcomes and outputs of the project are listed below:

Outcome 1: Key institutions (such as Health Care and Education) improve their response towards violence against LBT women in order to meet the needs and fulfill the rights of LBT women

Output 1.1: Researchers identify key reforms that are needed to address challenges and gaps in the institutional responses to violence against women and LBT issues.

Output 1.2: Key government ministries sign evidence-informed Cooperation Agreement and Guidelines produced by Alliance against Discrimination of LGBT people.

Output 1.3: Key professionals increase their awareness, knowledge and skills to respond to Violence against Women in general, and LBT women specifically.

Outcome 2: Women’s NGOs and groups of LBT women strengthen their capacity to interact with state institutions and to advocate for better response to violence against women generally and LBT issues specifically.

Output 2.1: Women's organization and survivors of VAW outside Tirana have greater knowledge and capacity to help LBT women experiencing violence, including skills to help them establish emotional self-help groups.

Output 2.2: Women's organization and survivors of VAW are enabled to advocate and build relationships with the government to advocate for better response to violence against women generally and LBT issues specifically.

1.3 The geographic context

For the implementation of this project Aleanca LGBT has worked in partnership with other local organizations in the regions of Tirana, Shkodra, Vlora, Elbasan, Pogradec and Diber, which should be included in the evaluation process.

1.4 Project resources

The evaluation consultant will work in close collaboration with M&E Officer of Aleanca LGBT.

The budget available for this evaluation is 2,500 USD, tax included.

1.5 Key partners

The list of key partner organizations to be included in the evaluation process is:

- Dev-Aid, Tirana,
- Gruaja tek Gruaja, Shkoder,
- Vatra, Vlore,
- Pro LGBT, Tirana,
- Unë Gruaja, Pogradec,
- Argitra Vizion, Diber,
- Forumi i Gruas Elbasan,
- BIRN Albania,
- Ministry of Health,
- Ministry of Education,
- Ministry of Social Welfare and Youth.

2. PURPOSE OF THE EVALUATION

This evaluation aims to assess the results and outcomes of the project; to evaluate how effective, relevant, efficient and sustainable the activities undertaken in the context of this project are; at what extent this project has an impact on the LBT women community and the improvement of their access to the health and educational services. Furthermore, the evaluation was used as an exercise to draw on lessons learned, best practices, and subsequently generated recommendations for future actions.

The results and findings of this evaluation will be shared with all relevant stakeholders to continue to strengthen interventions and on-going initiatives against discrimination of LBT women in Albania.

3. EVALUATION OBJECTIVES AND SCOPE

The external evaluation of the project is mandatory and required by the UN Trust Fund to End violence Against Women. The evaluation should cover all aspects of the project from its beginning in January 2015 to its end in December 2016. The evaluation should take place in January – February 2017, after the approval of the inception report.

The objectives of this evaluation are:

- To evaluate the entire project in terms of effectiveness, relevance, efficiency, sustainability and impact, with a strong focus on assessing the results at the outcome and project goals;

- To generate key lessons and identify promising practices for learning;
- To identify areas for continued advocacy and intervention at local and national level on reducing violence against LBT women in Albania.

4. EVALUATION QUESTIONS

The key questions that need to be answered by this evaluation include the following divided into seven categories of analysis. The five overall evaluation criteria are: relevance, effectiveness, efficiency, sustainability and impact. There are two additional criteria: gender equality and human rights based approach, and knowledge generation.

Evaluation Criteria	Mandatory Evaluation Questions
Effectiveness	5. To what extent were the intended project goal, outcomes and outputs achieved and how? 6. To what extent did the project reach the targeted beneficiaries at the project goal and outcome levels? How many beneficiaries have been reached? 7. To what extent has this project generated positive changes in the lives of LBT women and girls experiencing different forms of violence addressed by this project? Why? What are the key changes in the lives of those women and/or girls? Please describe those changes. 8. What internal and external factors contributed to the achievement and/or failure of the intended project goal, outcomes and outputs? How?
Relevance	3. To what extent was the project strategy and activities implemented relevant in responding to the needs of LBT women and girls? 4. To what extent do achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of LBT women and girls?
Efficiency	2. How efficiently and timely has this project been implemented and managed in accordance with the Project Document?
Sustainability	2. How are the achieved results, especially the positive changes generated by the project in the lives of LBT women and girls at the project goal level, going to be sustained after this project ends?
Impact	2. What are the unintended consequences (positive and negative) resulted from the project?
Effectiveness	1. To what extent were the intended project goal, outcomes and outputs achieved and how? 2. To what extent did the project reach the targeted beneficiaries at the project goal and outcome levels? How many beneficiaries have been reached? 3. To what extent has this project generated positive changes in the lives of LBT women and girls experiencing different forms of violence addressed by this project? Why? What are the key changes in the lives of those women and/or girls? Please describe those changes. 4. What internal and external factors contributed to the achievement and/or failure of the intended project goal, outcomes and outputs? How?
Knowledge Generation	1. What are the key lessons learned that can be shared with other practitioners on Ending Violence against Women and Girls? 2. Are there any promising practices? If yes, what are they and how can these promising practices be replicated in other projects and/or in other countries that have similar interventions?

5. EVALUATION METHODOLOGY

The Consultant will work in close and regular collaboration with the M&E Officer of Aleanca LGBT during all phases of the consultancy. The Consultant will not be required to conduct an endline evaluation against the projects indicators, as this information will be collected separately. This is an external evaluation only and it is expected that the data collected will be largely qualitative and through desk review, key informant interviews and focus group discussions. The consultant will be required to gather information from all relevant project stakeholders as well as through existing project documents and external sources.

The desk review will include the review of all the relevant project documents, such as project proposal, project progress and annual reports, baseline data, study report produced, training materials developed and all the documents produced for the awareness raising campaign. The full list of documents will be provided by M&E Officer of Aleanca LGBT.

In-depth interviews and /or focus groups should involve representatives of all project partners and stakeholders. The Consultant must follow the reporting structure and publishing format proposed in this TOR.

6. EVALUATION ETHICS

The evaluation must be conducted in accordance with the principles outlined in the UN Evaluation Group (UNEG) 'Ethical Guidelines for Evaluation' <http://www.unevaluation.org/ethicalguidelines>.

It is imperative for the evaluator(s) to:

- Guarantee the safety of respondents and the research team.
- Apply protocols to ensure anonymity and confidentiality of respondents.
- Select and train the research team on ethical issues.
- Provide referrals to local services and sources of support for women that might ask for them.
- Ensure compliance with legal codes governing areas such as provisions to collect and report data, particularly permissions needed to interview or obtain information about children and youth.
- Store securely the collected information.

The evaluator(s) must consult with the relevant documents as relevant prior to development and finalization of data collection methods and instruments. The key documents include (but not limited to) the following:

- World Health Organization (2003). *Putting Women First: Ethical and Safety Recommendations for Research on Domestic Violence Against Women*. www.who.int/gender/documents/violence/who_fch_gwh_01.1/en/index.html
- Jewkes, R., E. Dartnall and Y. Sikweyiya (2012). *Ethical and Safety Recommendations for Research on the Perpetration of Sexual Violence*. Sexual Violence Research Initiative. Pretoria, South Africa, Medical Research Council. Available from www.svri.org/EthicalRecommendations.pdf
- Researching violence against women: A practical guide for researchers and activists November 2005 http://www.path.org/publications/files/GBV_rvaw_complete.pdf
- World Health Organization (WHO), 'Ethical and safety recommendations for researching documenting and monitoring sexual violence in emergencies' 2007, http://www.who.int/gender/documents/OMS_Ethics&Safety10Aug07.pdf

Other key guiding documents include:

- Integration of Human Rights and Gender Equality into Evaluation: www.uneval.org/document/download/1294
- UNEG Quality Checklist for Evaluation Terms of Reference and Inception Reports: <http://www.uneval.org/document/detail/608>

- Global Evaluation Report Assessment and Analysis System, GERAAS: <http://www.unwomen.org/~media/headquarters/attachments/sections/about%20us/evaluation/evaluation-geraasmethodology-en.pdf>
- UNEG Quality Checklist for Evaluation Reports: <http://www.uneval.org/document/detail/607>

7. KEY DELIVERABLES AND TIMEFRAME

The Consultant will be accountable for producing and submitting the following to the grantee organization:

	Deliverables	Descriptions of deliverables	Timeline
1	Evaluation inception report	<p>The inception report provides the grantee organization and the evaluators with an opportunity to verify that they share the same understanding about the evaluation and clarify any misunderstanding at the outset.</p> <p>An inception report must be prepared by the evaluators before going into the technical mission and full data collection stage. It must detail the evaluators' understanding of what is being evaluated and why, showing how each evaluation question will be answered by way of: proposed methods, proposed sources of data and data collection/analysis procedures.</p> <p>The inception report must include a proposed schedule of tasks, activities and deliverables, designating a team member with the lead responsibility for each task or product.</p> <p>The structure must be in line with the suggested structure of the annex of TOR.</p>	30 December 2016
2	Draft evaluation report	<p>Evaluators must submit draft report for review and comments by all parties involved. The report needs to meet the minimum requirements specified in the annex of TOR.</p> <p>The grantee and key stakeholders in the evaluation must review the draft evaluation report to ensure that the evaluation meets the required quality criteria.</p>	20 February 2017
3	Final evaluation	<p>Relevant comments from key stakeholders must be well integrated in the final version, and the final report must meet the minimum requirements specified in the annex of TOR.</p> <p>The final report must be disseminated widely to the relevant stakeholders and the general public.</p>	28 February 2017

8. EVALUATION TEAM COMPOSITION AND COMPETENCIES

All members of the evaluation team must be independent from any organisations that have been involved in designing, executing, managing or advising any aspect of the project that is the subject of the evaluation and any other UN Trust Fund-funded projects.

The selection criteria for the Consultant are:

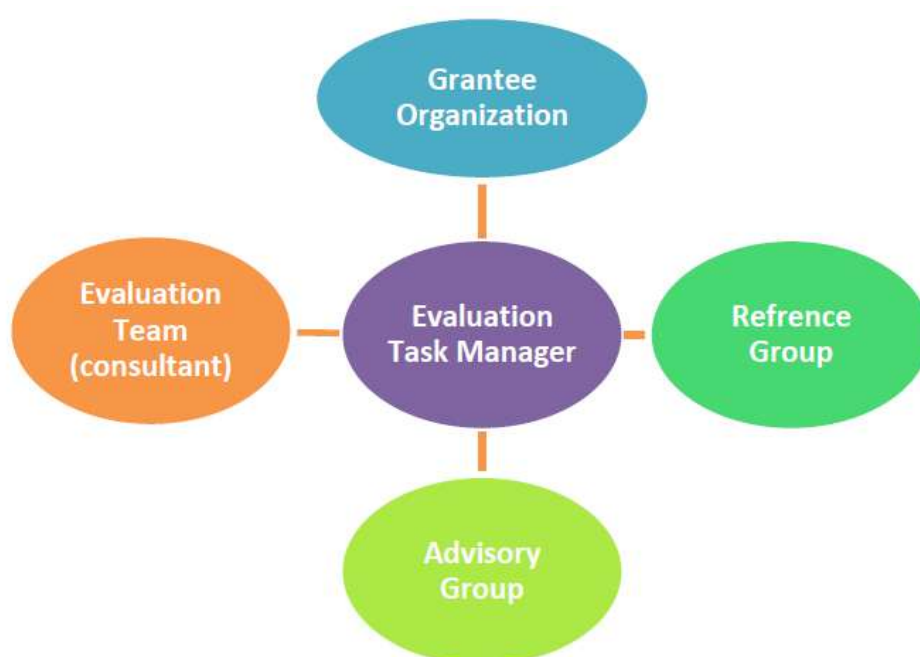
- Evaluation experience at least 5 years in conducting external evaluations, with mixed-methods evaluation skills and having flexibility in using non-traditional and innovative evaluation methods;
- Expertise in gender and human-rights based approaches to evaluation and issues of violence against women and girls;
- Previous experiences with projects on LGBTI rights will be an asset;
- Experience in collecting and analysing quantitative and qualitative data;
- In-depth knowledge of gender equality and women’s empowerment;
- A strong commitment to delivering timely and high-quality results, i.e. credible evaluation and its report that can be used;
- A strong team leadership and management track record, as well as interpersonal and communication skills to help ensure that the evaluation is understood and used;
- Good communication skills and ability to communicate with various stakeholders and to express concisely and clearly ideas and concepts;
- Language proficiency: fluency in English.

9. MANAGEMENT ARRANGEMENT OF THE EVALUATION

In order to clarify expectations, eliminate ambiguities, and facilitate an efficient and effective management of the evaluation process the management arrangements will be as follows:

Name of group	Role and responsibilities	Person responsible
Evaluation Team	External evaluators/consultants to conduct an external evaluation based on the contractual agreement and the Terms of Reference, and under the day-to-day supervision of the Evaluation Task Manager.	External evaluators (Consultant)
Evaluation Task Manager	M&E officer to manage the entire evaluation process under the overall guidance of the senior management, to: <ul style="list-style-type: none"> • lead the development and finalization of the evaluation TOR in consultation with key stakeholders and the senior management; • manage the recruitment of the external evaluators; • lead the collection of the key documents and data to be share with the evaluators at the beginning of the inception stage; • liaise and coordinate with the evaluation team, the reference group, the commissioning organization and the advisory group throughout the process to ensure effective communication and collaboration; • provide administrative and substantive technical support to the evaluation team and work closely with the evaluation team throughout the evaluation; • lead the dissemination of the report and follow-up activities after finalization of the report 	M&E Officer of Aleanca LGBT
Commissioning Organization	M&E Officer of Aleanca LGBT will be responsible for: 1) allocating adequate human and financial resources for the evaluation; 2) guiding the evaluation manager; 3) preparing responses to the recommendations generated by the evaluation.	M&E Officer

Reference Group	Include primary and secondary beneficiaries, partners and stakeholders of the project who provide necessary information to the evaluation team and to reviews the draft report for quality assurance. Experts in the sector will also be invited to join the reference group.	
Advisory Group	Must include a focal point from the UN Women Country Office and the UN Trust Fund Portfolio Manager to review and comment on the draft TOR and the draft report for quality assurance and provide technical support if needed.	



10. TIMELINE OF THE ENTIRE EVALUATION PROCESS

Stage of Evaluation	Key Task	Responsible	Number of working days	Timeframe
Preparation stage	Prepare and finalize the TOR with key stakeholders	Aleanca LGBT and M&E Officer		November 2016
	Compiling key documents and existing data			
	Recruitment of external evaluator(s)			Mid-December 2016

Inception stage	Briefings of evaluators to orient the evaluators	M&E Officer		Mid-December 2016
	Desk review of key documents	Evaluation Consultant / Team		
	Finalizing the evaluation design and methods	Evaluation Consultant / Team		
	Preparing an inception report	Evaluation Consultant / Team		30 December 2016
	Review Inception Report and provide feedback	Aleanca LGBT and M&E Officer Reference Group, and Advisory Group		10 January 2017
	Submitting final version of inception report	Evaluation Consultant / Team		15 January 2017
Data collection and analysis stage	Desk research	Evaluation Consultant / Team		30 January 2017
	In-country technical mission for data collection (visits to the field, interviews, , etc.)	Evaluation Consultant / Team		15 February 2017
Synthesis and reporting stage	Analysis and interpretation of findings	Evaluation Consultant / Team		
	Preparing a draft report	Evaluation Consultant / Team		20 February 2017
	Review of the draft report with key stakeholders for quality assurance	Aleanca LGBT and M&E Officer Reference Group, and Advisory Group		25 February 2017
	Consolidate comments from all the groups and submit the consolidated comments to evaluation team	M&E Officer		26 February 2017
	Incorporating comments and revising the evaluation report	Evaluation Consultant / Team		
	Submission of the final report	Evaluation Consultant / Team		28 February 2017
	Final review and approval of report	Aleanca LGBT and M&E Officer Reference Group, and Advisory Group		
Dissemination and follow-up	Publishing and distributing the final report	Aleanca LGBT		March 2017

	Prepare management responses to the key recommendations of the report	Aleanca LGBT		April 2017
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11. BUDGET

The total budget for this evaluation is USD 2,500 including tax (15%).

12. STRUCTURE OF THE INCEPTION REPORT

1. Background and Context of Project
2. Description of Project
3. Purpose of Evaluation
4. Evaluation Objectives and Scope
5. Final version of Evaluation Questions with evaluation criteria
6. Description of evaluation team, including the brief description of role and responsibilities of each team member
7. Evaluation Design and Methodology
 - a. pre-test and post-test without comparison group, as per data provided by the separate endline report;
 - b. Data sources (accesses to information and to documents)
 - c. 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)
 - d. Description of sampling (area and population to be represented, rationale for selection, mechanics of selection, limitations to sample); reference indicators and benchmarks, where relevant (previous indicators, national statistics, human rights treaties, gender statistics, etc.)
 - e. Limitations of the evaluation methodology proposed
8. Ethical considerations: a) Safety and security (of participants and evaluation team); and b) Contention strategy and follow up
9. Work plan with the specific timeline and deliverables by evaluation team (up to the submission of finalized report)
10. Annexes
 - a. Evaluation Matrix [See Annex 5]
 - b. Data collection Instruments (e.g.: survey questionnaires, interview and focus group guides, observation checklists, etc.)
 - c. List of documents consulted so far and those that will be consulted
 - d. List of stakeholders/partners to be consulted (interview, focus group, etc.)
 - e. Draft outline of final report (in accordance with the requirements of UN Trust Fund [see Annex 4]).

13. STRUCTURE OF THE EVALUATION REPORT

The UN Trust Fund requires the below structure and content for the evaluation report:

1. Title and cover page

- Name of the project
- Locations of the evaluation conducted (country, region)
- Period of the project covered by the evaluation (month/year – month/year)

- Date of the final evaluation report (month/year)
- Name and organization of the evaluators
- Name of the organization(s) that commissioned the evaluation
- Logo of the grantee and of the UN Trust Fund

2. Table of Contents

3. List of acronyms and abbreviations

4. Executive summary

[A standalone synopsis of the substantive elements of the evaluation report that provides a reader with a clear understanding of what was found and recommended and what has been learnt from the evaluation. It includes]:

- Brief description of the context and the project being evaluated;
- Purpose and objectives of evaluation;
- Intended audience;
- Short description of methodology, including rationale for choice of methodology, data sources used, data collection & analysis methods used, and major limitations;
- Most important findings with concrete evidence and conclusions; and
- Key recommendations.

5. Context of the project

- Description of critical social, economic, political, geographic and demographic factors within which the project operated.
- An explanation of how social, political, demographic and/or institutional context contributes to the utility and accuracy of the evaluation.

6. Description of the project

[The project being evaluated needs to be clearly described. Project information includes]:

- Project duration, project start date and end date
- Description of the specific forms of violence addressed by the project
- Main objectives of the project
- Importance, scope and scale of the project, including geographic coverage
- Strategy and theory of change (or results chain) of the project with the brief description of project goal, outcomes, outputs and key project activities
- Key assumptions of the project
- Description of targeted primary and secondary beneficiaries as well as key implementing partners and stakeholders
- Budget and expenditure of the project

7. Purpose of the evaluation

- Why the evaluation is being done
- How the results of the evaluation will be used
- What decisions will be taken after the evaluation is completed
- The context of the evaluation is described to provide an understanding of the setting in which the evaluation took place

8. Evaluation objectives and scope

- A clear explanation of the objectives and scope of the evaluation.
- Key challenges and limits of the evaluation are acknowledged and described.

9. Evaluation Team

- Brief description of evaluation team
- Brief description of each member’s roles and responsibilities in the evaluation
- Brief description of work plan of evaluation team with the specific timeline and deliverables

10. Evaluation Questions

- The original evaluation questions from the evaluation TOR are listed and explained, as well as those that were added during the evaluation (if any).
- A brief explanation of the evaluation criteria used (e.g. relevance, efficiency, effectiveness, sustainability and impact) is provided.

11. Evaluation Methodology

[The template below must be used for this section.]

Sub-sections	Inputs by the evaluator Consultant
Description of evaluation design	<i>pre-test and post-test without comparison group as per data provided for in the endline report.</i>
Data Sources 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.)	[Please refer to the evaluation matrix (template Annex5)]
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.) 	
Description of ethical considerations in the evaluation <ul style="list-style-type: none"> • Actions taken to ensure the safety of respondents and research team • Referral to local services or sources of support • Confidentiality and anonymity protocols • Protocols for research on children, if required. 	
Limitations of the evaluation methodology used	

12. Findings and Analysis per Evaluation Question

[The template below must be used per evaluation question in order to provide direct answer to the question, key findings and analysis, and quantitative and qualitative evidence per evaluation question. Evaluators may add additional paragraphs/sub-sections in narrative format to describe overall findings and analysis if they wish.]

Evaluation Criteria	Effectiveness
Evaluation Question 1	To what extent were the intended project goal, outcomes and outputs achieved and how?
Response to the evaluation question with analysis of key findings by the evaluation team	
Quantitative and/or qualitative evidence gathered by the evaluation team to support the response and analysis above	
Conclusions	
Others	

Evaluation Criteria	Effectiveness
Evaluation Question 2	<ul style="list-style-type: none"> • To what extent did the project reach the targeted beneficiaries at the project goal and outcome levels? • How many beneficiaries have been reached?
Response to the evaluation question with analysis of key findings by the evaluation team	
Quantitative and/or qualitative evidence gathered by the evaluation team to support the response and analysis above	
Conclusions	
Others	For this specific question on beneficiaries, please complete the Beneficiary Data Sheet in Annex 6.

[Please repeat the same template per evaluation question.]

Instruction for Findings and Analysis

- Findings cover all of the evaluation objectives and the key evaluation questions agreed in the evaluation TOR and during the inception stage (inception report).
- Outputs, outcomes and goal of the project are evaluated to the extent possible (or an appropriate rationale given as to why not).

- *Outcomes and goal include any unintended effects, whether beneficial or harmful.*
- *The report makes a logical distinction in the findings, showing the progression from implementation of the activities to the results (outputs, outcomes and project goal) with an appropriate measurement and analysis of the results chain, or a rationale as to why an analysis of results was not provided.*
- *Findings regarding inputs for the completion of activities or process achievements are distinguished clearly from the results of the projects (i.e. outputs, outcomes and project goal).*
- *Results attributed to the success/failure of the project are related back to the contributions of different stakeholders.*
- *Reasons for accomplishments and difficulties of the project, especially constraining and enabling factors, are identified and analyzed to the extent possible.*
- *Based on the findings, the evaluation report includes an analysis of the underlying causes, constraints, strengths on which to build on, and opportunities.*
- *An understanding of which external factors contributed to the success or failure of the project helps determine how such factors will affect the future initiatives, or whether it could be replicated elsewhere.*

For evaluation questions related to lessons learned and promising practices

- *Lessons and promising practices that contributes to general knowledge in the context of Ending Violence against Women, including innovative and catalytic methodologies/approaches.*
- *The analysis presents how lessons and promising practices can be applied to different contexts and/or different actors, and takes into account evidential limitations such as generalizing from single point observations.*
- *They are well supported by the findings and conclusions of the evaluation and are not a repetition of common knowledge.]*

13. Conclusions

[The template below must be used to provide conclusions organized per evaluation criteria, in addition to those for overall. Evaluators may add additional paragraphs/sub-sections in narrative format if they wish.]

Evaluation Criteria	Conclusions
Overall	
Effectiveness	
Relevance	
Efficiency	
Sustainability	
Impact	
Knowledge Generation	
Others (If any	

[Instruction

- *The logic behind the conclusions and the correlation to actual findings are clear.*
- *Simple conclusions that are already well known are avoided.*
- *Substantiated by findings consistent with the methodology and the data collected.*
- *Represent insights into identification and/or solutions of important problems or issues.*
- *Focus on issues of significance to the project being evaluated, determined by the evaluation objectives and the key evaluation questions.]*

14. Key recommendations

[The template below must be used to provide recommendations per evaluation criteria. Evaluators may add additional paragraphs/sub-sections in narrative format if they wish.]

Evaluation Criteria	Recommendations	Relevant Stakeholders (Recommendation made to whom)	Suggested Timeline (if relevant)
Overall			
Effectiveness			
Relevance			
Efficiency			
Sustainability			
Impact			
Knowledge Generation			
Others (If any)			

[Instruction

- *Realistic and action-oriented, with clear responsibilities and timeframe for implementation if possible.*
- *Firmly based on analysis and conclusions.*
- *Relevant to the purpose and the objectives of the evaluation.*
- *Formulated in a clear and concise manner.]*

15. Annexes (mandatory)

[The following annexes must be submitted to the UN Trust Fund with the final report.]

1. **Final Version of Terms of Reference (TOR) of the evaluation**
2. **Evaluation Matrix** [see Annex 5. for the template] please provide indicators, data source and data collection methods per evaluation question.
3. **Final version of Results Monitoring Plan** [see Annex 7. for the template] please provide actual baseline data and endline data per indicator of project goal, outcome and output

4. **Beneficiary Data Sheet** [see Annex 6. for the template] please provide the total number of beneficiaries reached at the project goal and outcome levels.
5. **Additional methodology-related documentation**, such as data collection instruments including questionnaires, interview guide(s), observation protocols, etc.
6. **Lists of persons and institutions interviewed or consulted and sites visited**
7. *[As appropriate, specification of the names of individuals interviewed should be limited to ensure confidentiality in the report but rather providing the names of institutions or organizations that they represent.]*
8. **List of supporting documents reviewed**
9. **CVs of evaluator(s) who conducted the evaluation**

Annex VIII: CV of the evaluation consultant

CURRICULUM VITAE

Personal Information

Name / Surname **SONILA MEÇAJ**
Address Rr. “Adem Seit Kruja”, Pall. 2.5, shk.2, ap.6 Tiranë
E-mail sonilamecaj@hotmail.com

Work Experience

Period	January 2004 – present
Job position	Psychotherapist
Institution	Albanian Center of Psychotherapy Bulevardi “Gjergj Fishta”, Kulla 1, Tirana
Period	November 2008 – August 2015
Job position	Head of Monitoring and Quality Unit
Institution	National Center of Continuing Education for health professionals Rr. Aleksandër Moisiu, nr. 84, Tirana, Tel. + 355 4 2452286, e-mail: info@qkev.gov.al, www.qkev.gov.al
Period	December 2000 – December 2007
Job position	Clinical psychologist
Institution	Community Center of Mental Health No. 2 Rr. “Konferenca e Pezës”, Tirana, Tel. + 355 42259426

Period June 2004 – November 2008
Job position Project coordinator
Institution Albanian Development Center for Metal Health
Rr. “Sami Frashëri”, Pall. 3/1, Ap. 3, Tirana,
Tel/Fax +355 4 234 404

Period October 2000 – January 2001, March – June 2007, 2010
Job position Part-time lecturer
Institution University of Tirana, Social Sciences Faculty, Psychology and
Pedagogy Department and Social Work Department, Tirana.

Period May 2007 – December 2008
Job position Project assistant ‘Mental Health in Southeast Europe’ Stability Pact
Albania
Institution Local office Stability Pact
Rr. Konferenca e Pezës, Tirana, Tel. +355 4 2259426

Education

Period 1996 -2000
Degree Master in Clinical Psychology
Institution University of Tirana, Faculty of Social Sciences, Psychology
Department, Tirana.

Period 2002 -2007
Degree European certificate of Psychotherapy
Institution European Association of Psychotherapy, Vienna, Austria.

Period 2009-2011

Degree Master in Health institutions' organization and managing

Institution University "Zoja e Këshillit të Mirë", Tirana

Foreign language English

French

Italian

Additional work experience **2015** – Participating in the implementation group of the Project “Empowerment of psychosocial services within the mental health service as a mean for prevention, treatment and social integration” – Open Society Foundation Albania.

2015 – External expert providing supervision for Child Residential Institution staff – Terres des Homes and Social State Service.

2013 – Participating in the working group for ‘Professional roles designing of the mental health team’ – a project implemented by Albanian Development Center for Mental Health - Open Society Foundation Albania.