

## Contents

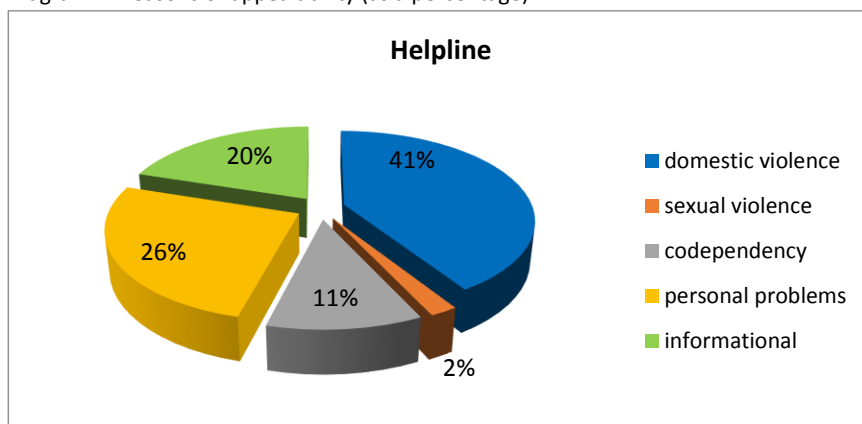
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## 1. PROGRAMME ACTIVITY

### 1.1 HELPLINE

For the report period **1580** calls were received, out of them **90%** are from women, **10%** – men. Mostly there is primary treatment– **90%**, about **35%** of requests to Helpline are registered for the personal consultations of psychologists and lawyers.

Diagram 1. Reasons of appealability (as a percentage)



Women are often treated with the problems associated with the effects of gender-based, domestic violence, sexual abuse, codependency, depression.

Men - with personal problems and obtaining information (in particular, to assist their families in a crisis situation).

## 1.2. LEGAL PROTECTION in the area of GENDER-BASED, DOMESTIC VIOLENCE and HUMAN TRAFFICKING

For the report period lawyers of CC «Sezim» conducted:

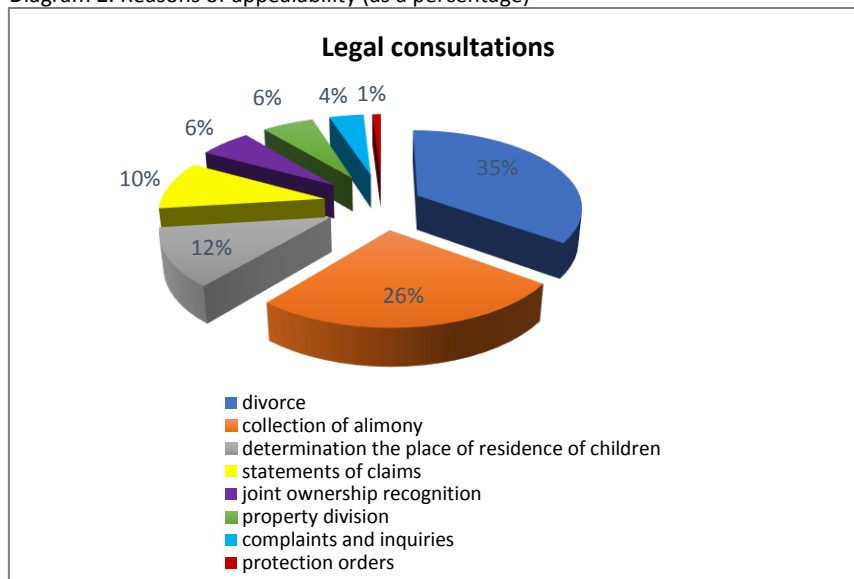
- At the office: **397** consultations/**269** people; **68** claims were prepared; **16** advocacy requests, complaints and applications; **6** applications for the granting of protective orders;
- At the mode of living at the shelter and TSH: **106** consultations/**69** people; **1** claim was prepared; **7** applications for the granting of protective orders.

### Advocacy protection at courts:

- At the office: **36** civil cases (**108** participations in courts);
- At the shelter: **2** civil cases (**4** participations in courts); **1** criminal case (**3** participations in courts).

**The 23 court cases were decided in favor of clients of CC "Sezim"**

Diagram 2. Reasons of appealability (as a percentage)



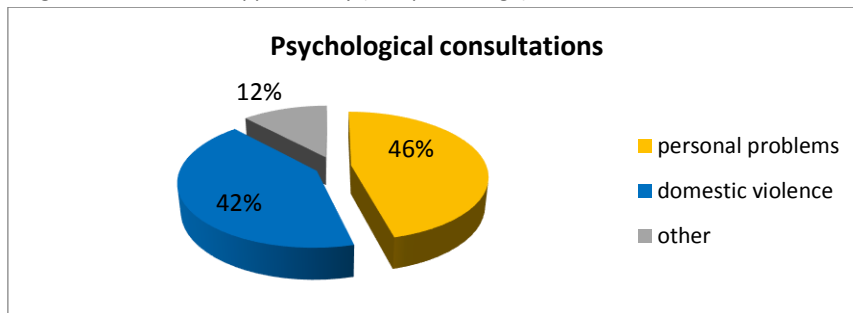
## 1.3. PERSONAL CONSULTATIONS OF PSYCHOLOGISTS/PSYCHOTHERAPIST

Psychological consultations on Kyrgyz and Russian languages are provided by experts (3 psychologists and 1 psychotherapist) with extensive experience in the field of crisis consulting.

**1456** consultations are conducted for the report period, including consultations at the office – **420** (including family consultations – **23**), at the shelter/TSH - **1036**.

**70%** of consultations – primary, **30%** - secondary. **66%** are consulting with a specialist who has a medical background (this service allows you to more accurately differentiate between psychological and medical issues of clients, if necessary, to recommend treatment and redirect to the facility).

Diagram 3. Reasons of appealability (as a percentage)



From February 2016 a child psychologist started to work at the CC «Sezim». Mainly parents with children from 3 to 15 years old who are witnesses or victims of domestic violence. A child psychologist provides the conclusion about the psychological state of children in judicial and investigative authorities, conducts classes for children and mothers, group and individual psychotherapy.

For the report period child psychologist conducted:

- ✓ **68** consultations at the office = 38 consultations for children /teenagers + 30 for parents;
- ✓ **368** consultations at the shelter = 210 consultations for children/teenagers + 158 for parents.

**Case № 1. Gulnara/ Victim of sexual trafficking /15 years old.** Underaged Gulnara was redirected to CC «Sezim» by volunteers of public organization which is engaged in the search of missing people. Gulnara is from a low-income family, lived in rural areas with a disabled father and stepmother (there are 3 more children in a family), she graduated from 9th grade. In summer she got a job at a bakery in her village to work and to buy school supplies. A 30-year old Nurlan worked at the bakery, earlier he was convicted married and had one child. This information for Gulnara became known later. In August 2016 Nurlan fraudulently kidnapped underaged Gulnara and moved her to Kazakhstan, Almaty. They crossed the border illegally through the river. In Almaty Nurlan had a lot of friends and he got a job in a bakery. For two months they have changed many places of residence. All that time the man abused Gulnara and he forced her to live with him and for resistance he beat her. All this time the man abused minors Gulnara, were forced to cohabit, for resistance to beat her. She was found two months later, thanks to the efforts of the operational group of the police Department of Chui region, which went to Kazakhstan. At the time of admission to the shelter of CC "Sezim" Gulnara was in a state of severe stress and tension. She was admitted to the city children's hospital. An important factor, which influenced the psychological state of the victim and the success of her recovery was the relationship with close relatives, particularly the father, who all supported her. Most of all she was afraid of lawsuits, confrontations with the abuser (procedure repeated questioning and reconstruction of the crime scene, is an additional traumatic factor to the already existing stress). Therefore, despite the fact that the client does not reside at the shelter, she meets child psychologist of CC "Sezim" and currently continues to undergo rehabilitation. CC "Sezim" provides legal assistance, the case of Gulnara is submitted to the court. She attends beauty school, plans after completing the course to work on her specialty, her mental state is stabilizing.

#### 1.4. SHELTER (under the support of Mayor's office of Bishkek, MSGD KR,DIMES fund)

**328 people** received shelter services for the report period (at the mode of living and outside the shelter) including:

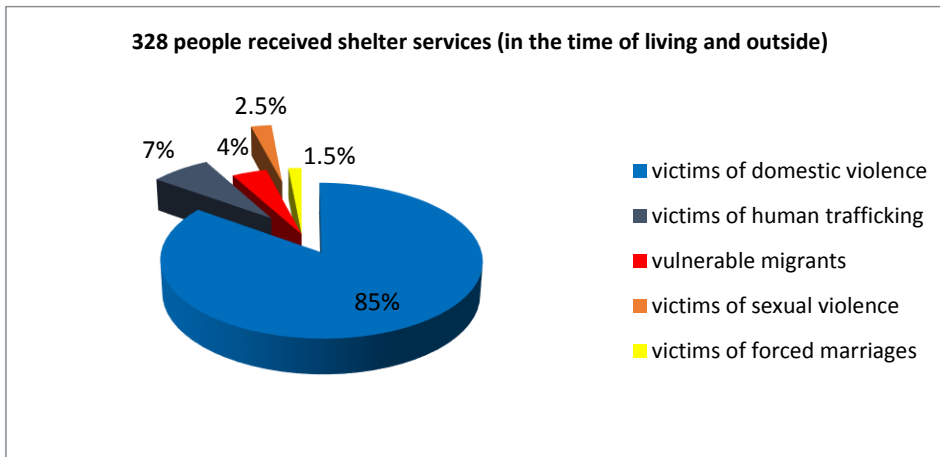
Living at the shelter (**313 people - 157 women / 156 children**):

- Victims of sexual violence – **145 women/ 151 children**;
- Victims of human trafficking – **3 women/ 3 children**;
- Vulnerable migrants - **2 women/ 2 children**;
- Victims of sexual violence – **4 women**;
- Victims of forced marriages – **3 women**.

Outside living at the shelter (**15 people – 7 women / 7 men / 1 child**):

- Victims of human trafficking – **3 men/ 6 women/ 1 child**;
- Vulnerable migrants – **4 men/ 1 woman**.

Diagram 4. Reasons of appeal ability (as a percentage)



**Case №2. Gulzhan/ Victim of domestic violence/ 28 years old**, citizen of Uzbekistan. She addressed to CC "Sezim" in June 2016. According to the client, after the end of the 2nd year at the university, unfamiliar guy stole her and forcibly married. After 2.5 years of married life, unable to withstand the physical and psychological violence by her husband and his relatives, Gulzhan, along with the 1.5 years old daughter she left the family. Then, Gulzhan continued her studies and graduated from the University. In the hope that the relationship with her husband and relatives could change for the better, and in order not to leave the daughter without a father, she returned to her husband. Parents of Gulzhan also demanded that she lived with her husband. But after a while, the violence by the husband and his relatives, was resumed with new vigor. Humiliation and abuse by her mother in law were constant. By that time her second child was born. Taking advantage of the fact that Gulzhan is a citizen of Uzbekistan and the complexity of departure to her to Homeland, the husband abused her in every way. One day the husband brutally beat her and broke ribs. After another conflict and beatings, Gulzhan's husband left daughter with him and he kicked his wife from the house with a little son which was the reason of her appeal to CC «Sezim». Soon with the assistance of Sokuluk FCSO Gulzhan was able to return her daughter. With the help of CC "Sezim" Gulzhan's daughter and son were arranged to school and kindergarten. Currently after the rehabilitation in the shelter Gulzhan is living at the TSH of CC "Sezim" with 2 children.

### 1.5. TRANSIT SOCIAL HOUSE «NUR»/ TSH (under the support of Eastern Bavarian community).

During the reporting period **31** people lived at the Transit social house (TSH) including **16** women and **15** children. Shelter clients who have passed a rehabilitation program are sent to TSH.

TSH is intended to support the socially vulnerable and low-income women and their families affected by gender-based, domestic violence and human trafficking for the period of their social reintegration (getting a qualification, finding permanent accommodation and employment).

Within the framework of policies of TCH continues to implement *the project on interest-free credit to TSH clients*, supporting professional development, training, small business development.

The loan in the amount of **500 Euro** shall be issued for a period of 15 months.

*During the reporting period the loan was issued to 1 client - the training in pedagogical college.*

**Case №3. Raushan/ Victim of domestic violence / 29 years old**. In January 2016 she was re-adopted to the shelter of CC «Sezim» with a 6 year old son. For 7 years this woman was systematically subjected to violence by husband. For several times Raushan went away from him but every time he repented and brought her back. Earlier in 2013 Raushan lived with her son at the shelter of CC «Sezim» and was undergoing rehabilitation, son of a client went to kindergarten «SOS Children's Village» where Raushan was arranged as a nanny. In the recent years of living together there were frequent quarrels and the husband began to drink alcohol oftentimes. Raushan was pregnant with her second child. In another quarrel the husband beat his pregnant wife, the birth was premature and severe, the child was born dead. Raushan repeatedly appealed to the CC "Sezim", she was in a state of shock and despair. The woman was provided with psychological and legal assistance. Her son categorically did not want to meet with his father, he was afraid of him and the woman strongly decided to divorce. After rehabilitation at the shelter, Raushan and her son were taken to TSH where they lived for 8 months. Currently a client is in a queue for public housing, she continues working as a nanny in a kindergarten. Raushan wanted to get a pedagogical education but for a long time she did not decide to apply. After repeated psychosocial consultations in 2016 she entered the Musical Pedagogical College, the faculty of «Preschool Pedagogy». She also completed a 2-month course of sewing skill and received a certificate. Living at the TSH she received an interest-free loan and bought a cattle for further breeding. At the present time a psychological state of a client is stable, self-esteem and self-confidence have enhanced. She lives in a rented apartment with her son.

## 2. Comparison table of references to CC «Sezim»: 2015/2016

	2015	2016
<b>Helpline</b>		
Total	1993	1580
<b>Advocacy protection on civil cases</b>		
Office	32 / 87 participations in courts	36 / 108 participations in courts
Shelter/TSH	4 / 32 participations in courts	2 / 4 participations in courts
Total	36 / 119 participations in courts	38 / 112 participations in courts
<b>Advocacy protection on criminal cases</b>		
Office	5 / 13 participations in courts	-
Shelter/TSH	3 / 14 participations in courts	1 / 3 participations in courts
Total	8 / 27 participations in courts	1 / 3 participations in courts
<b>Lawyers consultations</b>		
Office	396	397
Shelter/TSH	197	106
Total	593	503
<b>Prepared claims</b>		
Office	53	68
Shelter/TSH	18	1
Total	71	69
<b>Prepared complaints, requests</b>		
Office	32	16
Shelter/TSH	8	1
Total	40	17
<b>Issuance of temporary protection orders</b>		
Office	5	-
	4	1
Total	9	1
<b>Psychologists consultations</b>		
Office	446	420 + 68/child psychologist
Shelter/TSH	1213 for adults + 110 for teenagers	1036 + 368/child psychologist
Total	1659 for adults + 110 for teenagers	1456 + 436/child psychologist
<b>Shelter</b>		
VDV	147 women/ 166 children	145 women / 151 children
VHT and vulnerable migrants	26 women / 10 children / 15 men  (out of those assistance was provided outside the shelter to 14 men / 11 women)  Total : 51 people (41 adults / 10 children	12 women / 6 children / 7 men;  (out of those assistance was provided outside the shelter to 7 women / 7 men / 1 child)  Total : 25 people (19 adults / 6 children)
Victims of sexual violence	7 = 4 women/ 3 under-aged	4 women
Forced to marriage	1 woman / 5 children	3 women
Refugees and asylum-seekers	2 women / 8 children	-
<b>Total</b>	356 = 171 women / 184 children / 1 man (living at the shelter)  25 = 11 women / 14 men (outside the shelter)  Total: 381 people	313 = 157 women / 156 children ( living at the shelter)  15 = 7 women / 7 men / 1 child (outside the shelter)  Total: 328 people
<b>Transit social house</b>		
VDV	14 women / 9 children	16 women / 15 children
VHT	-	-
Total	23 people	31 people
<b>Main programme activity of CC «Sezim» was supported by the DIMES Foundation</b>		

### 3. PROJECT ACTIVITY

- ✓ Project «Support activities of the Crisis center «Sezim» / with the support of the DIMES Foundation.  
Deadline of realization: January – December 2016.
- ✓ «Managing shelter for the victims of human trafficking» / with the support of the International organization of migration. Deadline of realization: June 2015– March 2016.
- ✓ «Providing social services for people, the victims of domestic violence. Prevention of domestic violence» / with the support of the Ministry of labour and social development of KR.  
Deadline of realization: July 2015 –June 2016.
- ✓ «Development of social gerontological service» / with the support of Ministry of labour and social development of KR. Deadline of realization: July 2016 – June 2017.
- ✓ «Provision assistance to victims of human trafficking and vulnerable migrants »/ with the support of Democratic Commission of US Embassy in KR. Deadline of realization: September 2016 - August 2017.

### 4. PR – ACTIVITY

- Cooperation with mass media: employees of CC «Sezim» took part in publications and transmissions in media as experts and invited specialists: more than 100 participations online, TV-shows, interviews on channels OTRK, NTS, NBT, Pyramid, ON 1, STV, tv-channel «Peace», PeopleTR, AyanTV, radio «Azattyk», OTRK «First radio», «Kyrgyz Radio», “Sanhyra», «Almaz» and «Manas FM” ; more than 15 publications in newspapers «New people», «Case №», «Lady KG»; 50 publications on online-resources «IA Akipress», «IA KyrTar», «Zaman KG», «IA Kabar», «Kabar Ordo», «24 KG», «K-News», «Vb.kg».
- On the 21st of September 2016 on the initiative of CC «Sezim» a roundtable was conducted «Developing services for elderly people», Ministry of labour and social development of KR and NGO representatives took part too.
- CC «Sezim» with cooperation of «First radio» OTRK realized cycle of social programmes on kyrgyz language online: About changes and additions to Family and Criminal Code of KR; Dependence and codependence: drugs, alcohol and gambling; Suicide among women; Migration and family; 16-day campaign against gender-based violence.
- **On the initiative of CC «Sezim» 3 press-conferences were held in Informational Agencies «Kabar» and «Akipress»:**
  1. 02.06.2016 – «Anara Tuleberdieva requests help»;
  2. 04.09.2016 – «Services for elderly women, the victims of violence», together with MSGD KR;
  3. 08.12.2016 – «16-day international campaign against gender-based violence», press-lunch together with the Swiss Embassy in KR, UN Women in KR, Soros Fund-Kyrgyzstan, «Internews» in KR.
- 20th September 2016 for the first time supported by DIMES Foundation at the CC “Sezim” an award ceremony of women - clients of CC "Sezim" was held – women who successfully emerged from the crisis. 10 women have been awarded with the medal of CC "Sezim" «Brave woman».
- Employees of the CC “Sezim” took active part in 67 external events: conferences, seminars, trainings, round tables.

#### Activities under the 16-day International campaign against gender-based violence:

- CC "Sezim" in cooperation with the Swiss Embassy in KR, UN Women in KR, Soros Fund-Kyrgyzstan, Internews in KR organized a competition among journalists of KR with a thematic focus on ending violence against women and girls. The competition was attended by 73 journalists from Kyrgyzstan and foreign countries. Received more than 100 submissions in three categories: "TV/radio", "Print media/Internet publications", "Blogs/media". The winners were awarded with certificates and prizes.
- CC "Sezim" held a series of meetings among students of educational institutions of Bishkek, including:
  1. Military Lyceum named after Major-General D. Asanov;
  2. Law College, Bishkek;
  3. Technical lyceum #5;
  4. Technical lyceum #99. The event was attended by over 600 people.

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**The Crisis Center "Sezim" expresses its sincere gratitude to the donors and partners for the support of the mission and activities of the CC "Sezim"**