

**PEACEBUILDING FUND (PBF)
END OF PROJECT REPORT
COUNTRY: GUATEMALA
REPORTING PERIOD: 2012-2014**

<p align="center">Programme Title & Project Number</p> <p>Programme Title: Strengthening National Capacities for Victim Assistance Programme Number <i>(if applicable)</i> MPTF Office Project Reference Number:¹ PBF 84039</p>

<p align="center">Recipient UN Organizations</p> <p>List the organizations that have received direct funding from the MPTF Office under this programme: UN Women, UNICEF, UNFPA & UNDP</p>

<p align="center">Programme/Project Budget (US\$)</p> <p>PBF contribution (by RUNO) 980,000.00</p> <p>Government Contribution <i>(if applicable)</i></p> <p>Other Contributions (donors) <i>(if applicable)</i></p> <p>TOTAL: USD 980,000.00</p>

<p align="center">Implementing Partners</p> <p>List the national counterparts (government, private, NGOs & others) and other International Organizations: Public Prosecutor's Office</p>

<p align="center">Programme Duration</p> <p>Overall Duration <i>(months)</i> 27 months Start Date² <i>(dd.mm.yyyy)</i> 14 sep 2012 Original End Date³ <i>(dd.mm.yyyy)</i> September 14, 2014 Final End date⁴ <i>(dd.mm.yyyy)</i> December 14, 2014</p>

<p align="center">Programme Assessment/Review/Mid-Term Eval.</p> <p>Mid-Term Evaluation / Review - if applicable <i>please attach</i> <input type="checkbox"/> Yes <input type="checkbox"/> No Date: End of project Evaluation- <i>if applicable please attach</i> <input type="checkbox"/> Yes <input type="checkbox"/> No Date:</p>

<p align="center">Report Submitted By</p> <p>Name: Manuela Sessa Title: UNDP Advisor in Justice, Security and Peace and Program Analyst Participating Organization (Lead): UNDP</p>
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¹ The MPTF Office Project Reference Number is the same number as the one on the Notification message. It is also referred to "Project ID" on the [MPTF Office GATEWAY](#)

² The start date is the date of the first transfer of the funds from the MPTF Office as Administrative Agent. Transfer date is available on the [MPTF Office GATEWAY](#)

³ As per approval of the original project document by the relevant decision-making body/Steering Committee.

⁴ If there has been an extension, then the revised, approved end date should be reflected here. If there has been no extension approved, then the current end date is the same as the original end date. The end date is the same as the operational closure date which is when all activities for which a Participating Organization is responsible under an approved MPTF / JP have been completed.

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PART 1 – RESULTS PROGRESS

1.1 Assessment of the project implementation status and results

For PRF projects, please identify Priority Plan outcome and indicators to which this project has contributed:

<p><i>Priority Plan Outcome to which the project has contributed.</i> Judiciary system is strengthened through equipping, staffing and training of Office of the Magistrate and courts to establish credibility, professionalism, independence, and efficiency in the judiciary system and inclusive law reform in order to institute rule of law.</p>
<p><i>Priority Plan Outcome indicator(s) to which project has contributed.</i></p> <p>Impunity rate related to crimes against life (based on the ratio between the number of cases presented to the Public Prosecutor’s Office and the number of cases sentenced)</p> <p>Impunity rate pertaining to organized crime (based on the ratio between the number of cases presented to the Public Prosecutor’s Office and the number of cases sentenced)</p> <p>Impunity rate related to crimes against women (based on the ratio between the number of cases presented to the Public Prosecutor’s Office and the number of cases sentenced)</p>

For both IRF and PRF projects, please rate this project’s overall achievement of results to date: on track with significant peacebuilding results

For both IRF and PRF projects, outline progress against each project outcome, using the format below. The space in the template allows for up to four project outcomes.

Outcome Statement 1: Implementation of culturally-relevant information and communication mechanisms on victims' rights, placing special emphasis on women, children and adolescents.

Rate the current status of the outcome: on track with significant peacebuilding results

<p>Indicator 1: A system for monitoring attention to victims and case consultations in progress</p>	<p>Baseline: 0 Target: 1 Progress:1 (in adjustment)</p>
<p>Indicator 2: A strategy for action and diffusion around the rights of victims with cultural relevance</p>	<p>Baseline: 0 Target: 1 Progress:1</p>
<p>Indicator 3:</p>	<p>Baseline: Target: Progress:</p>

Output progress at the end of project

List the key outputs achieved under this Outcome (1000 character limit). Outputs are the immediate deliverables for a project.

The victim assistance telephone monitoring system (ATELVI) was strengthened in 2014. This tool monitors individual cases of assistance given to victims, as well as the quality of comprehensive victim assistance. According to the records, 128 people were assisted in 2013, and 219 in 2014.

The "Communication and Information Strategy to promote the rights of victims" was designed and approved and is being implementing by the Public Prosecutor's Office (known by its Spanish acronym as MP). The strategy produced: 2 compendiums of laws on violence against women; publications on the rights of victims; radio spots and videos in 8 Mayan languages and Spanish. The materials contribute to violence prevention and assistance to victims of violence and crimes against women and children. They are distributed through the Office for Assistance to Victims, Prosecution Offices for Women, Offices for Comprehensive Assistance to Victims and other public institutions that have nationwide jurisdiction.

Outcome progress at the end of project

Describe progress made toward the achievement of this outcome. This analysis should reflect the above indicator progress and the output achievement. Is there evidence of the outcome contributing to peacebuilding and to the specific conflict triggers (3000 character limit)?

The degree of trust in the MP among the Guatemalan population has increased thanks to the Project and to improved assistance and communication. The Project specifically supported a tool that allows the MP to measure the quality of victim assistance (how they were treated, how much time was spent assisting them, etc.) continuously and systematically and to take corrective action. On the other hand, the importance of an MP communication strategy was identified by the need to bring the institution close to the citizens, especially through better information for victims with cultural and linguistic relevance, so that they are not only considered as a means for criminal investigation but as rights-holders and subjects of comprehensive assistance as victims. This has increased public confidence in the MP, which was reflected in a survey in which the MP was described as the most trusted institution of the justice sector (37.2% versus 10.7% for the police).

The strategy has enabled the MP's Victim Assistance Department to provide organized, strategic, systematic and focused public information, which was previously scattered and unstructured.

Reasons for low achievement and rectifying measures

If sufficient progress was not made, what were the key reasons, bottlenecks and challenges? Were these foreseen in the risk matrix? How were they addressed (1500 character limit)?

N/A

Outcome Statement 2: Geographic expansion of comprehensive victim assistance mechanisms, particularly for women and children, including appropriate service monitoring and evaluation systems.

Rate the current status of the outcome: on track with significant peacebuilding results

Indicator 1:	Baseline: 2
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Number of policies, protocols and instructions generated and implemented as products	Target: 4 Progress:6
Indicator 2:	Baseline: Target: Progress:
Indicator 3:	Baseline: Target: Progress:

Output progress at the end of project

List the key outputs achieved under this Outcome (1000 character limit). Outputs are the immediate deliverables for a project.

The comprehensive assistance model was expanded to 7 new Prosecution Offices for Women and the existing 2 were strengthened, surpassing the targets set for areas with higher rates of violence against women and children. 44 Victim Service Offices were equipped and provided with medicines and kits for victims of sexual violence.

Four protocols were approved: one for coordination between the MP and the National Civilian Police (known by its Spanish acronym as PNC) for criminal investigation of sexual offenses against children; one to investigate violence and violent deaths of women; one on interviewing child and adolescent victims of sexual violence; and one on referral network coordination; the "General Instructions for Assistance and Criminal Prosecution of Crimes against Children", the "Guide for Psychological Interventions during the Trial Stage in Criminal Proceedings for Violence against Children" and the assistance victim-oriented policy for referral networks coordinated by the MP.

Outcome progress at the end of project

Describe progress made toward the achievement of this outcome. This analysis should reflect the above indicator progress and the output achievement. Is there evidence of the outcome contributing to peacebuilding and to the specific conflict triggers (3000 character limit)?

The project helped promote women’s and girls’ access to comprehensive assistance and justice by expanding the MAI, strengthening OAVs and creating an institutional regulatory framework for assistance and criminal persecution of crimes committed against women and children. The service provided by MAIs was expanded to 11,938 women and children in 2013 and to 20,468 in 2014. This denotes the importance of providing services to women and children locally, reducing costs and service time, providing them in one place and harmonizing institutional criteria for the comprehensive approach to violence. (One Stop Shop). The victims received crisis assistance including psychological, social, medical, and access to medical supplies to prevent SDTs, unwanted pregnancies and HIV-AIDS.

Policy instruments standardized operating procedures and management within the MP, streamlining comprehensive assistance to victims and optimizing criminal investigation and prosecution. In fact, since the implementation of the comprehensive assistance model in 2008, arrest warrants requested by the Prosecution for Women in the metropolitan area went

up, from 380 in 2008 to 948 in 2013. This trend is also reflected in the increase in complaints processed by the prosecution, from 10,132 in 2008 to 20,710 in 2013 (SICOMP data). This means that the effectiveness of investigation and the demand for justice for these crimes by the population is steadily increasing and demonstrates the importance of continuing to use models aimed at optimizing research and providing comprehensive assistance to victims.

Reasons for low achievement and rectifying measures

If sufficient progress was not made, what were the key reasons, bottlenecks and challenges? Were these foreseen in the risk matrix? How were they addressed (1500 character limit)?
 ,N/a

Outcome Statement 3: Implementation of the model for comprehensive and specific assistance to victims of the crime of trafficking in persons, particularly women, children and adolescents.

Rate the current status of the outcome: on track

<p>Indicator 1: Number of places where the model for integral attention aimed at victims of sexual offences, violence against women and trafficking is implemented and functioning</p> <p>Indicator 2:</p> <p>Indicator 3:</p>	<p>Baseline: 2 Target: 3 Progress:9</p> <p>Baseline: Target: Progress:</p> <p>Baseline: Target: Progress:</p>
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Output progress at the end of project

List the key outputs achieved under this Outcome (1000 character limit). Outputs are the immediate deliverables for a project.

Nine Gesell Chambers were installed with Project support to take the statements of victims of sexual violence and trafficking, with specialized staff, in a safe and friendly environment that protects victims’ identity and dignity. The system has made it possible to assist 825 child and women victims and witnesses; it is estimated that 90% are children.

Camcorders were installed in September in Gesell Chambers to link the respective courts in real time when victims’ statements are taken. This reduces the risk of secondary victimization.

Support was given to the creation of a model that allows the MP to include appropriate reparation for victims when filing charges. Actuarial tables that allow prosecutors to calculate

the amounts to be requested during the trial in order to provide suitable reparation and compensation for lost earnings were developed with Project support.

Outcome progress at the end of project

Describe progress made toward the achievement of this outcome. This analysis should reflect the above indicator progress and the output achievement. Is there evidence of the outcome contributing to peacebuilding and to the specific conflict triggers (3000 character limit)?

The set of activities developed in this component contributed to the expansion of the Comprehensive Assistance Model in seven new MAIs (Escuintla, Mixco, Chimaltenango, Huehuetenango, Xela, Cobán and Chiquimula) and to strengthening the existing ones (Guatemala and Villanueva). This ensures their presence in the areas with the highest rates of violence against women and children in the country. One of the added values of MAIs is that they have improved access to justice for victims; increased reporting, increased the number of criminal charges, reduced the critical path to access, integrated various inter-agency services (legal, medical, psychological and social) in the same space and reduced institutional response time. The time a victim has to wait to receive assistance was reduced by two hours. The innovations introduced in the MAI include a reparation model, which helps prosecutors estimate and determine the amounts due for lost earnings and the damages to be requested in the charges, which are the basis for proper reparation for victims of crime. The model places special emphasis on sexual violence and trafficking.

These developments have substantially improved the mechanisms for protecting victims of violence against women and children. At the same time they reflect the initial compliance with one of the specific objectives of creating the MAI: entitling victims as rights holders and recipients of comprehensive treatment and timely protection as a mechanism to put an end to the cycle of violence, its escalation and exacerbation, and offering a way to prevent violent deaths of women.

Reasons for low achievement and rectifying measures

If sufficient progress was not made, what were the key reasons, bottlenecks and challenges? Were these foreseen in the risk matrix? How were they addressed (1500 character limit)?

N/A

Outcome Statement 4: Institutionalization of training and support for MP officials to ensure comprehensive assistance to victims.

Rate the current status of the outcome: on track with significant peacebuilding results

Indicator 1: A training system created with standardized curriculum on issues of attention to victims	Baseline: 0 Target: 1 Progress:1
Indicator 2:	Baseline: Target: Progress:
Indicator 3:	Baseline: Target:

	Progress:
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Output progress at the end of project

List the key outputs achieved under this Outcome (1000 character limit). Outputs are the immediate deliverables for a project.

The project has developed 11 cycles of induction and refresher courses in victim assistance for approximately 330 officials (prosecutors, assistant prosecutors, psychologists, social workers, medical staff and translators), which resulted in the creation of the unified curriculum on assistance to victims and its integration into the educational offerings of the MP Training Unit (UNICAP).

Self-help processes generated by the project have been integrated into institutional planning and budgeting. The project conducted 33 self-help workshops for 743 Prosecutors for Women, Victim Assistance Offices and Prosecutors Against Trafficking in Persons to strengthen individual resilience skills (understood as: ability of people to overcome grief, crises, setbacks and adverse situations).

Outcome progress at the end of project

Describe progress made toward the achievement of this outcome. This analysis should reflect the above indicator progress and the output achievement. Is there evidence of the outcome contributing to peacebuilding and to the specific conflict triggers (3000 character limit)?

The set of actions in this component contributed to the creation of a training system with a unified victim assistance curriculum. It includes the induction course for new staff and refresher courses for Prosecutors for Women and Victim Assistance Office officials, including debriefing for crisis assistance (62 people trained), psychosocial support to collateral victims in the trial stage (34 participants) and assistance with ethnic and cultural relevance to victims of violence against indigenous women (52 participants). This made it possible to organize and standardize criteria and standards of victim-centered assistance in access to justice, which is the first time victims enter the justice system. Their integration into the curriculum for prosecutorial studies (Outcome 3) ties promotions and performance in with specialization in victim assistance, based on disciplinary contents developed by the institution.

A major innovation is the development of methodology for psychosocial monitoring of prosecutors and assistant prosecutors who handle paradigmatic, high-impact cases. The methodology was based on the experience of self-help processes and used with 10 prosecutors from the Unit on Organized Crime who, when exposed to high-profile cases, required psychological support to stay balanced in the performance of their duties and preserve empathy with victims.

Reasons for low achievement and rectifying measures

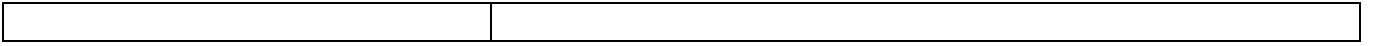
If sufficient progress was not made, what were the key reasons, bottlenecks and challenges? Were these foreseen in the risk matrix? How were they addressed (1500 character limit)?

N/A

1.2 Assessment of project evidence base, risk, catalytic effects, gender at the end of the project

<p><u>Evidence base</u>: What was the evidence base for this report and for project progress? What consultation/validation process has taken place on this report (1000 character limit)?</p>	<p>The project has increased the MP’s capacity to provide specialized assistance to female, child and adolescent victims. By providing comprehensive services to victims, it improves their conditions for access to justice. This provides a substantial contribution to reducing impunity in the country; promotes the development of specific actions related to investigation and prosecution; and reduces revictimization.</p> <p>The accomplishments achieved with project support include increased public confidence in the institution, which has been evidenced through numerous articles published in various media, or variables such as the increased number of complaints filed.</p> <p>These achievements undoubtedly strengthen the rule of law and therefore contribute to peacebuilding.</p> <p>All the information has been validated by national counterparts.</p>
<p><u>Funding gaps</u>: Did the project fill critical funding gaps in peacebuilding in the country? Briefly describe. (1500 character limit)</p>	<p>Additional funds were captured/mobilized to strengthen the processes implemented through the project by agencies and the MP.</p> <p>The project promoted the mobilization of MP resources to absorb and hire additional and specialized experts for the provision of comprehensive services (psychologists, medical doctors, interpreters, social workers and support staff).</p> <p>By investing in victim-centered assistance, the project contributes to equality in access to justice. This is the first project with total investment in victim-centered services, which should be understood not as the first time women have access to justice but as services that optimize criminal investigation and assistance to victims during the procedural stage. Further, the project invested in self-help for prosecutors, as an innovative process to preserve balance, wellness and psychosocial development of officials exposed to high risk and high impact cases. These actions usually were not contemplated by state institutions in the past, although they are common practice in civil victim support organizations.</p>
<p><u>Catalytic effects</u>: Did the project achieve any catalytic effects, either through attracting additional funding commitments or creating immediate conditions to unblock/accelerate peace relevant processes? Briefly describe. (1500</p>	<p>The project promoted intra- and inter-agency coordination in the field of victim assistance, fostering fluid communication among the different prosecution offices and MP units, as well as the involvement of and coordination with other sectors such as justice, health and the social sector .</p> <p>The project has strengthened a victim-centered approach that</p>

<p><i>character limit)</i></p>	<p>stresses individualized attention that considers age groups, ethnic relevance, etc. This has encouraged other international donors to support processes associated with this topic.</p>
<p><u>Risk taking/ innovation:</u> Did the project support any innovative or risky activities to achieve peacebuilding results? What were they and what was the result? (1500 character limit)</p>	<p>The introduction of comprehensive victim assistance was promoted and the approach of exclusive criminal prosecution of the perpetrator was abandoned. This allowed victims to go from being mere objects of criminal proceedings to becoming a subject that needs psychosocial assistance as part of decent reparation.</p> <p>This is breaking new ground for other prosecution offices to implement this same model/approach.</p> <p>This multidisciplinary team was driven by the project after a diagnosis revealed the need to provide psychological support to victims. Sampling showed that the MP should invest its own resources in this staff, initially funded by the project and now part of the MP staff.</p> <p>The MP had not seen the need to support its staff with self-assistance processes, which are essential for addressing cases as part of a comprehensive approach to victim assistance, like the one promoted and institutionalized by the project.</p>
<p><u>Gender marker:</u> How have gender considerations been mainstreamed in the project to the extent possible? Is the original gender marker for the project still the right one? Briefly justify. (1500 character limit)</p>	<p>The institutionalization of the gender perspective to ensure equal access to justice for men and women is part of the MP's strategic actions. The actions implemented by the project have strengthened conditions with greater emphasis on victim assistance, specialized investigation, protocols and tools for compliance with the national and international legal framework for punishing all forms of violence against women, children and adolescents.</p> <p>The project has helped strengthen the capacity of human resources for addressing gender issues in the framework of the MP's actions, in close coordination with the MP's Training Unit (UNICAP).</p> <p>The materials developed in the framework of the Project have continued focusing on gender and human rights.</p>
<p><u>Other issues:</u> Are there any other issues concerning project implementation that should be shared with PBSO? This can include any cross-cutting issues or other issues which have not been included in the report so far. (1500 character limit)</p>	<p>Institutional strengthening promoted by the Project consolidated the strategic lines that are part of the MP's 2015-2018 Strategic Plan, which is in the final stages of development.</p> <p>A challenge for the MP is to consolidate services at the local level, ensuring increased technical research skills and attention to all its staff. The same applies to information, communication and recording of information.</p>



PART 2: LESSONS LEARNED AND SUCCESS STORY

2.1 Lessons learned

Provide at least three key lessons learned from the implementation of the project. These can include lessons on the themes supported by the project or the project processes and management.

Lesson 1 (1000 character limit)	The actions developed by the project focus primarily on the central level, so it is important to take stock of interventions between the central and local levels, because of the importance of implementing the model where difficulties in access to justice are greatest.
Lesson 2 (1000 character limit)	Psychosocial assistance provided for victims in prosecution offices that deal with high-impact cases such as femicide, sexual violence, organized crime, trafficking and other forms of violence against women and children increase their chances of reaching the trial stage and of overcoming the additional traumas caused by the trial process. It is a highly valuable investment for eradicating impunity and creating confidence in the justice system.
Lesson 3 (1000 character limit)	The self-help processes for MP officials supported by the project strengthened their ability to assist victims and users as well as the sense of institutional ownership. This reflects the need to expand coverage.
Lesson 4 (1000 character limit)	The project management model facilitated close interagency coordination with various MP units, maximizing financial and technical resources and complementing processes that had already been institutionalized processes.
Lesson 5 (1000 character limit)	Interagency and multidisciplinary work harmonized processes, optimized resources, avoided duplication of efforts and promoted the sustainability of the actions developed under the project. It is worth noting that this process increases the technical and managerial capabilities of the United Nations system.

2.2 Success story (OPTIONAL)

Provide one success story from the project implementation which can be shared on the PBSO website and Newsletter as well as the Annual Report on Fund performance. Please include key facts and figures and any citations (3000 character limit).

N/A

PART 3 – FINANCIAL PROGRESS AND MANAGEMENT ARRANGEMENTS

3.1 Comments on the overall state of financial expenditure

Please rate whether project financial expenditures were on track, slightly delayed, or off track: on track

If expenditure was delayed or off track, please provide a brief explanation (500 characters maximum):

Please provide an overview of project expensed budget by outcome and output as per the table below.⁵

Output number	Output name	RUNOs	Approved budget	Expensed budget	Any remarks on expenditure
Outcome 1: Implementation of culturally-relevant information and communication mechanisms on victims' rights, with special emphasis on women, children and adolescents.					
Output 1.1		UNFPA	107,000.00	107,000.00	N/A
Output 1.2					
Output 1.3					
Outcome 2: Geographic expansion of comprehensive victim assistance mechanisms, particularly for women and children, including monitoring systems and adequate evaluation of services.					
Output 2.1		UNICEF/UNDP	305,900.00	305,900.00	N/A
Output 2.2		UNFPA	117,700.00	117,700.00	N/A
Output 2.3		UN WOMEN	74,900.00	74,900.00	N/A
Outcome 3: Implementation of a comprehensive and specific assistance model to assist victims of the crime of trafficking in persons, particularly women, children and adolescents.					
Output 3.1		UNICEF/UNDP	214,000.00	214,000.00	N/A
Output 3.2					
Output 3.3					
Outcome 4: Institutionalization of educational and support processes for MP staff to ensure comprehensive assistance to victims.					
Output 4.1		UN WOMEN	160,500.00	160,500.00	N/A
Output 4.2					
Output 4.3					
Total			980,000.00	980,000.00	

⁵ Please note that financial information is preliminary pending submission of annual financial report to the Administrative Agent.

3.2 Comments on management and implementation arrangements

Please comment on the management and implementation arrangements for the project, such as: the effectiveness of the implementation partnerships, coordination/coherence with other projects, any South-South cooperation, the modalities of support, any capacity building aspect, the use of partner country systems if any, the support by the PBF Secretariat and oversight by the Joint Steering Committee (for PRF only). Please also mention if there have been any changes to the project (what kind and when) (2000 character maximum):

As in the case of the project "Strengthening National Capacities for Criminal Investigation", the establishment of a technical and administrative link with the receiving institution allowed fluid communication between the MP and the United Nations system, identified the requirements for technical and financial support, facilitated continuous institutional support of processes generated by the project and promoted opportunities for dialogue and reflection among decision makers.

This approach was key, particularly during the transition from a government administration to another, maintaining consistency, cohesion and continuity of processes initiated by the PBF.