



**PEACEBUILDING FUND (PBF)
ANNUAL PROGRAMME¹ NARRATIVE PROGRESS REPORT**

REPORTING PERIOD: 1 JANUARY – 31 DECEMBER 2012

Programme Title & Project Number

- Programme Title: **PBF7 Strengthening of national capacities for the attention to the victim.**
- Programme Number MPTF Office Project Reference Number: **84039**
PBF/GTM/B-2

Country, Locality(s), Priority Area(s) / Strategic Results²

*(if applicable)
Country/Region*

Priority area/ strategic results Area
Priority 1 Activities destined to respond to imminent threats to the peace accords and political dialogue, particularly in relation to the strengthening of national institutions and the proceedings created by such accords..

Participating Organization(s)

- Organizations that have received direct funding from the MPTF Office under this programme
UNFPA, UNWOMEN, UNICEF

Implementing Partners

- National counterparts (government, private, NGOs & others) and other International Organizations
Public Prosecutor's Office

Programme/Project Cost (US\$)

MPTF/JP Contribution: \$ **980,000.00**

Agency Contribution

- UNICEF: 519,900.00
- UNWOMEN: 235,400.00
- UNFPA: 224,700.00

Government Contribution
(if applicable)

Other Contributions (donors)
(if applicable)

TOTAL: \$ 980,000.00

Programme Duration

Overall Duration *(months)* **24 months**

Start Date⁴ **September 1, 2012**

Original End Date⁵ **July 31, 2014**

Current End date⁶

Programme Assessment/Review/Mid-Term Eval.

Assessment/Review - if applicable *please attach*

Yes No Date: *dd.mm.yyyy*

Mid-Term Evaluation Report - if applicable *please attach*

Yes No Date: *dd.mm.yyyy*

Report Submitted By

- Name:
- Title:
- Participating Organization (Lead):
- Email address:

Executive Summary:

For the formulation of the current Project we took as foundation the Strategic Plan of the Public Prosecutor's Office 2011-2014, as of the area of Attention and Protection to the Victims and Witnesses, within the objective of "Improving the Integral Attention to the Victims and Witnesses in order to protect their rights in a better way, framing the operative lines of the Project with the expected operative objectives of such plan.

In August of the year 2012, in which the Project was formulated, we counted with 35 Offices of Attention to the Victim –OAVs- with presence in the of Departmental and Municipal District Prosecutor's Offices, which up to that date had assisted 7,839 victims. The Model of Integral Attention to the Victim –MAI- was functioning in two Prosecutor's Offices: Guatemala and Villa Nueva.

Based on the actions performed by the Public Prosecutor's Office, in the year 2012 we had a total of 45 Offices of Attention to the Victim, which have assisted approximately 15,120 persons. Furthermore, we implemented the MAI in 3 Prosecutor's Offices: Huehuetenango, Cobán and Escuintla; in these last Prosecutor's Offices it was reported, through the MAI, the attention to 1,587 persons. On the other hand, we have strengthened cultural pertinence with the incorporation of 17 Mayan language interpreters and the hiring of five doctors that provide attention and administrate medicine in cases of sexual violence.

The document of the Project was approved in the month of September of the year 2012, which was subscribed by the maximum authorities of the institutions and recipient agencies, and from that date it initiates with the formulation of the operative plan, which involves as recipient agencies of the Project: United Nations Children's Fund (UNICEF), United Nations Population Fund (UNFPA) and the United Nations Entity for Gender Equality and the Empowerment of Women (UNWOMEN), with the aim of planning the activities considered necessary for the fulfillment of the objectives.

In that moment we identified as a starting point with the recipient agencies, only the support to two activities:

Key 2 Activity, "Geographic extension of the mechanisms of integral attention to the victim, particularly women, boys and girls, including monitoring and evaluation systems according to the service", and we agreed to support specifically the 34 derivation networks, comprised by non-governmental organizations and governmental institutions of all the Republic, since we distinguished as an important action the support to their V Encounter, where we would work on inputs for the formulation of a public policy of victimology attention at national level through derivation networks.

Key 4 Activity, "Institutionalization of formative and support proceedings addressed to the staff of the Public Prosecutor's Office to ensure the integral attention to the victims." We decided that the actions to be implemented during the last two months of the year would be focused on the proceedings towards the training of the staff in charge of the attention to the victims, in order to promote immediately a change of attitude of the officers at the moment of providing such attention, and begin with the installation of the self-help system in order to provide an effective attention to the victim.

I Purpose

The Project seeks the strengthening of the Access to the services provided by the Public Prosecutor's Office by improving the information and communication channels towards the victims, as well as the integral attention, particularly to women, boys and girls, through:

Key 1 Activity

Implementation of information and communication mechanisms with cultural pertinence regarding the rights of the victims, with particular emphasis on women, boys, girls and adolescents.

Key 2 Activity

Geographic extension of the mechanisms of integral attention to the victims, particularly of women, boys and girls, including monitoring systems and appropriate evaluation of the services.

Key 3 Activity

Implementation of a model of integral attention, specifically for the attention to the victims of human trafficking, particularly of women, boys, girls and adolescents.

Key 4 Activity

Institutionalization of training and support proceedings addressed to the staff of the Public Prosecutor's Office to ensure the integral attention to the victims.

II Results

In order to approve the Project Document and the Annual Operative Plan, we carried out a series of meetings with the participation of the agencies of the United Nations System, CICIG, UNICEF, UNFPA, UNWOMEN, PNUD and the Public Prosecutor's Office, Secretariat of International Affairs and Cooperation, the Cooperation Department, Secretariat of Criminal Policy and the Department of Coordination of the Attention to the Victim. The results of these meetings are: The validation of the programmatic content, approval of the Planning Document and the establishment of operative, administrative and financial mechanisms.

As previously indicated, the execution for the year 2012 was focused on two basic lines: To initiate the process destined to reform the capacity of attention on crisis with the psychological technique of debriefing, addressed to the staff of the Office of Attention to the Victim; to support the V Encounter of Networks in the Exchange of good practices in the attention to the victim in the derivation networks that are part of the Key 2 and Key 4 Activities.

i) Narrative Result Report

Key 2 Activity, Geographic extension of the mechanisms of integral attention to the victims, particularly of women, boys and girls, including monitoring systems

Within the geographic extension of the mechanism of integral attention to the victims, we contemplate the formulation of a public policy on victimology attention at national level through derivation networks, and in the month of November we initiated the analysis for the formulation of a public policy during the V National Encounter of Derivation Networks. Among the topics addressed, we emphasized on the following:

- To improve the proceedings for the attention and protection to the victims of crimes during and after the criminal proceedings in the justice branch and organizations of the civil society through derivation networks.
- To be aware of the good practices in the different local Derivation Networks regarding the monitoring of cases (attention, escort and protection).
- To strengthen the reference, attention, treatment, escort and protection provided by the organizations that conform the Derivation Network on the cases of Human Trafficking and of Violence against Women.
- To take as a reference the proceedings for the attention, protection and reparations to the victims which are successfully applied in other countries, such as Chile, the Dominican Republic, Costa Rica, the United States of America and Guatemala, according to the experiences of the prosecutors.

From the discussion and analysis of these topics, we obtained inputs for the formulation of the policy.

Key 4 Activity, Institutionalization of training and support proceedings addressed to the staff of the Public Prosecutor's Office to ensure the integral attention to the victims

Within the training proceeding that will be performed during the life of the project, and will subsequently remain instituted in the Public Prosecutor's Office as a working methodology, we initiated the steps in which we identified that they would be initially implemented and addressed to the staff of the Offices of Attention to the Victim, with the following objectives:

- To strengthen the cohabitation and experiences of the staff that conforms the OAV as a learning method and a constructive tool on the elaboration of addressing strategies for constraints observed in the practice of the attention to the victim and/or witnesses of a crime.
- To strengthen the cohesion and coordination of multidisciplinary working teams comprised in the Models of Integral Attention to the Victims and/or Witnesses of a Crime.
- To transfer knowledge in order to provide a proper attention in crisis and the handling of the Debriefing methodology for the staff of the OAV.

As of the implementation of the self-help systems, we initiated the process with the Prosecutor's Offices of Human Rights and Women Affairs with the professionals that work or assist the victims, especially the ones of the crimes of violence against women, domestic violence, sexual violence, violence against children, violence against the elderly, and

violence of gender, among others. This will enable us to establish self-care elements to improve the personal and professional life of each officer.

With these workshops we expect to contribute to prevent the individual wear that may be transferred to a collective and institutional space, and, if there already is one, to detect how severe it may be and begin an auto-affirmative proceeding for the preservation of our own health, enabling it to be used according to the needs of each person with healthy practices, implementing this way the support proceeding in order to be implemented.

ii) Defiance, lessons learned, difficulties and challenges for 2013

One of the main challenges when talking about integral and specialized attention to the victim, especially of sexual violence, is the change of attitude that the patriarchal culture has been leaving in some officers in charge of providing the attention.

Another great challenge in the implementation of this project is to overcome the resistance that may be presented by some officers regarding the adoption of new methods for integral attention, as well as for the self-care process.

Given the actions taken within the PBF, it is necessary to have a strict control to ensure that they become part of the strategy, to which we propose:

- Periodic monitoring of the management committee.
- Monthly revision of the instances in charge of the execution of the improvement of the results and the indicators proposed.
- The induction of all the staff and participating consultants in the frame of the program.

In the short time of execution of the project, we have identified as a lesson learned the fluent coordination that must be kept directly with the Headship of the Department of Attention to the Victim. And one difficulty we have found is the lack of knowledge as of the technical specifications of the equipment needed for the optimum functioning of the functions of the Offices of Attention to the Victim.

In order to achieve the sustainability of the project, we pretend that all training and self-health proceedings be incorporated and institutionalized through UNICAP.

ii) Indicator Based Performance Assessment:

Using the Programme Results Framework from the Priority Plan, or Logframe of the Project Document - provide an update on the achievement of indicators at both the output and outcome level in the table below. Where it has not been possible to collect data on indicators, clear explanation should be given explaining why, as well as plans on how and when this data will be collected.

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
<p>Outcome 1 Indicator: To strengthen the Access to the services provided by the Public Prosecutor's Office by improving the information channels towards the victims, as well as the integral attention, particularly to women, boys and girls, through:</p> <p>Baseline:</p> <p>Planned Target</p>			
<p>Output 1. Implementation of information and communication mechanisms with cultural pertinence on the rights of the victims, with particular emphasis on women, boys, girls and adolescents.</p> <p>Indicator A monitoring system on the attention to the victims and consultation regarding the advancements in cases in force.</p> <p>Baseline: There is no institutionalized monitoring system of the attention to the victims and consultations regarding the advancement of cases.</p> <p>Planned Target: Creation and institutionalization of the monitoring system of cases of attention to the victim.</p>			<p>Institutional reports of the Public Prosecutor's Office.</p>
	<p>We supported the V Encounter of Networks, the exchange of good practices on the attention to the</p>		

<p>Output 2 Geographic extension of the mechanisms of integral attention to the victims, particularly to women, boys and girls, including appropriate monitoring and evaluation systems of the services.</p> <p>Indicator: An action strategy of information and divulgation of the rights of the victims with cultural pertinence.</p> <p>Baseline: Scarce information and divulgation of the rights of the victims in the Public Prosecutor's Office.</p> <p>Planned Target: We have created an information and communication strategy towards the victims, in the places where the model of attention to the victim is implemented.</p>	<p>victims in derivation networks, having obtained basic inputs to be able to define:</p> <ul style="list-style-type: none"> • Guides for the evaluation of risks and protection to the victims. • Elaboration of a reference manual. • Monitoring of cases in the net. <p>Furthermore, we obtained an advance on the coordination of networks, towards providing coherence and programmatic orientation with the revision of POAS 2012 and the projection of POAS 2013, which were developed with the 44 persons in charge.</p> <p>From the V Encounter of Derivation Networks, with the participation of 108 organizations, we elaborated the proposal of risk levels and protection to the victims of:</p> <ul style="list-style-type: none"> -Violence against women. -Human Trafficking. -Boys and girls victims of sexual abuse and mistreatment. 	
<p>Output 3 Implementation of a model of integral attention and specific for the attention to the victims of the crime of human trafficking, particularly of women, boys, girls and adolescents</p> <p>Indicator: Number of protocol policies and instructions generated and implemented as a product of the Project.</p> <p>Baseline: There are 2 institutional instruments on the matter of attention to the victims (Guide for the psychological interventions during the step of debate in the criminal proceedings for violence</p>		

<p>against women, instructions on the matter of victims)</p> <p>Planned Target: Creation of two new instruments (protocol of investigation of violence and violent death of women, revision and publication of a compendium that gathers the instructions on the matter of attention to the victims), and implementation of 4 new instruments on the matter of attention to the victim in the Public Prosecutor's Office at national level (protocol of interviews to children and adolescents victim of sexual violence, two stories for the preparation of the debate, a protocol of attention to the collateral victims, and a guide for the psychological interventions during the step of debate in criminal proceedings for violence against women, and instructions on the matter of victims.</p> <p>Indicator: Number of places to apply the model of integral attention addressed to victims of sexual crimes, domestic violence and human trafficking, established and in force.</p> <p>Baseline: There are 2 places to apply the MAI.</p> <p>Planned Target: Support in the implementation of the MAI in other three places.</p>			
	<p>Initiation of a proceeding aimed to reform the capacity of attention in crisis with the psychological technique of debriefing.</p> <p>We have initiated the self-care proceedings with the Prosecutor's Office of Human Rights and Women Affairs and Childhood, strengthening their capacities, which has</p>		

<p>Output 4 Institutionalization of training and support proceedings addressed to the staff of the Public Prosecutor's Office to ensure the integral attention to the victims.</p> <p>Indicator 2.1 We have created a training system with a unified pensum on the matter of attention to the victims. Baseline:</p> <p>Planned Target: Existing cycle of training on victimology.</p>	<p>repercussions in that the prosecutors will be in better conditions to assist the victims.</p>		
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FINANCIAL INFORMATION:

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If ap

PROGRAMME BUDGET		ESTIMATED UTILIZATION OF RESOURCES (US\$)		
CATEGORY*	TOTAL AMOUNT (US\$)	Year 1 / tranche 1	Year 2 / tranche 2	Year 3 / tranche 3
1	staff and other personnel cost	228,387.51	166,300.00	62,087.51
2	Supplies, Commodities, Materials	18,034.65	3,000.00	15,034.65
3	Equipment, Vehicles and Furniture including Depreciation	451,999.68	407,000.00	44,999.68
4	Contractual Services	81,966.00	81,000.00	966.00
5	Travel			
6	Transfers and Grants to Counterpartners			
7	General Operating and Other Direct Costs	135,500.00	89,000.00	13,635.00
	Total Programme Costs	915,887.85	746,300.00	136,722.84
	Indirect Support Costs (7%)**	64,112.15	52,241.00	9,570.61
	TOTAL	980,000.00	798,541.00	146,293.45