



TEMPLATE 4.4

PEACEBUILDING FUND (PBF)
ANNUAL PROJECT PROGRESS REPORT

COUNTRY: Guatemala
REPORTING PERIOD: 1 JANUARY – 31 DECEMBER 2013

Programme Title & Project Number
Programme Title: "Strengthening Capacities for Attention to Victims"
Programme Number (if applicable)
MPTF Office Project Reference Number:1

Recipient UN Organizations
List the organizations that have received direct funding from the MPTF Office under this programme: UNICEF, UNWOMEN and UNFPA

Implementing Partners
List the national counterparts (government, private, NGOs & others) and other International Organizations: Public Prosecutor's Office

Programme/Project Budget (US\$)
PBF contribution (by RUNO) 980,000.00
UNICEF 519,900.00
UNFPA 224,700.00
ONUMUJERES 235,400.00
Government Contribution (if applicable)
Other Contributions (donors) (if applicable)
TOTAL: 980,000.00

Programme Duration
Overall Duration (months) 24 months
Start Date2 (dd.mm.yyyy) September 14 2012
Original End Date3 (dd.mm.yyyy) September 13 2014
Current End date4(dd.mm.yyyy)

Programme Assessment/Review/Mid-Term Eval.
Assessment/Review - if applicable please attach
[X] Yes [ ] No Date:
Mid-Term Evaluation Report – if applicable please attach
[ ] Yes [ ] No Date:

Report Submitted By
Name:
Title:

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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Participating Organization (Lead): Email address:
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**PART 1 – RESULTS PROGRESS**

**1.1 Assessment of the current project implementation status and results**

**For PRF projects, please identify Priority Plan outcome and indicators to which this project is contributing:**

<p><b>Priority Plan Outcome to which the project is contributing.</b> The judicial system is strengthened through the provision of equipment, staff and training to the Public Prosecutor’s Office and courts, to enhance credibility, professionalism, independence and efficiency in the justice system and promote inclusive law reform to consolidate the institutionalization of the rule of law.</p>
<p><b>Priority Plan Outcome indicator(s) to which project is contributing.</b>                  Rate of impunity in relation to crimes against life and physical integrity (based on the ratio of the number of cases presented to the PPO and the number of cases sentenced).                  Baseline (2009) 95%                  Target (2013) 91%                  Attained 90%</p> <p>Rate of impunity in relation to organized crime (based on the ratio of the number of cases presented to the PPO and the number of cases sentenced).                  Baseline (2009) 98%                  Target (2013) 95%                  Attained 94.5%</p> <p>Rate of impunity in relation to crimes against women (based on the ratio of the number of cases presented to the PPO and the number of cases sentenced).                  Baseline: 99%                  Target (2013) 95%                  Attained 95%</p>

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

**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 pertinent mechanisms and communication concerning the rights of victims, with particular emphasis on women, children and adolescents.

**Rate the current status of the outcome:** on track

<p>Indicator 1:</p> <p>A monitoring system for attention to victims and victim consultation concerning the progress of cases being processed.</p>	<p>Baseline: No institutionalized monitoring system currently exists for attention to victims and victim consultation regarding case progress.</p> <p>Target: Development and institutionalization of a monitoring system for instances (cases) of victim assistance.</p>
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<p>Indicator 2: A strategy of culturally pertinent information provision and dissemination of the rights of victims.</p>	<p>Progress: Baseline: Scarce information on and dissemination of the rights of victims in the PPO.</p>
<p>Indicator 3:</p>	<p>Target: The creation of an information and communications strategy directed at victims in locations where the model of attention to victims is being implemented.</p> <p>Progress:20%</p> <p>Baseline: Target: Progress:</p>

**Output progress**

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

The victims have information about their rights, through a pamphlet provided by the Office of Attention to Victims of the PPO.

Five comprehensive care centers for victims have equipment for the permanent transmission of information.

Terms of reference elaborated for a consultancy to design the communications and information strategy to promote the rights of victims, a strategy that will be implemented by the Office of Attention to Victims and the Model for Integral Attention-MAI-of the PPO.

**Outcome progress**

*Describe progress made during the reporting period 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 technical and financial support for the PPO concerning attention to victims of criminal acts has reduced levels of revictimization, especially for children and women, who are attended through the Model for Integral Attention - MAI- and the Office of Attention to Victims employing methodologies created especially to facilitate an integral approach and avoid revictimization. Project support has provided physical and technological inputs for Offices of Attention to Victims and MAI's, most notably the installation of more “Gesell cameras”, which allow victims to be interviewed in an isolated space and make statements accompanied by a specialist or psychologist.

The technical capabilities of staff who have direct contact with victims in the Offices for Permanent Attention, Offices for Attention to Victims and members of MAI, are being increased through training in victimology and specialized education in gender, human rights and cultural pertinence. These mechanisms promoted by the project help women to overcome the challenges they frequently confront upon entering the justice system and serve to strengthen its coherence and effectiveness and contribute to the fight against impunity and consolidation of peace.

**Reasons for low achievement and rectifying measures**

*If sufficient progress is not being made, what are the key reasons, bottlenecks and challenges? Were these foreseen in the risk matrix? How are they being addressed and what will be the rectifying measures (1500 character limit)?*

To date, the PPO has made integral attention to victims a priority, which has enabled significant progress to be made in project implementation and the strengthening of measures in the component of criminology. Given the proximity of leadership change in the PPO, these actions require greater technical and strategic accompaniment to ensure the sustainability and institutionalization of those results already achieved as well as anticipated project results during 2014.

**Outcome Statement 2:** Geographical coverage of mechanisms for integral attention to victims extended, particularly for women and children, including adequate monitoring and evaluation of services.

**Rate the current status of the outcome: on track**

<p>Indicator 1:</p> <p>Number of policies, protocols and institutional instructions generated and implemented as project products</p>	<p>Baseline: Two institutional instruments exist concerning attention to victims (Guide for Psychological Interventions during the debate stage of criminal proceedings for violence against women and Instructions Regarding Victims).</p> <p>Target: The creation of two new instruments (Research Protocol on violence and violent deaths of women, and a review and publication of a Compendium of Existing Instructions in matters of attention to victims), and the implementation at an institutional level of 4 new instruments on attention to victims in the PPO (Interview Protocol for children and adolescent victims of sexual violence, two guides for preparing debates, a Protocol for Attention to collateral victims and a Guide for Psychological Interventions during the debate stage in criminal proceedings for violence against women, and Instructions Regarding Victims).</p> <p>Progress:30%</p> <p>The protocol for interviews of children and adolescent victims of sexual violence is complete.</p>
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<p>Indicator 2: Formulation of a public policy on Attention to Victims through referral networks.</p> <p>Indicator 3:</p>	<p>A consultant is being contracted to socialize and accompany the implementation of the protocol to unify criteria for staff of the 34 Offices of Attention to Victims.</p> <p>The guides for the preparation of penal debates (for children and adolescents) which assist in reducing anxiety levels and prepare victims to testify before a judicial board are complete. The material mentioned will be presented in video and translated into 5 languages (Spanish and 4 Maya); the people who are developing the translation and videos have been hired.</p> <p>Baseline: Zero Target: A policy implemented and institutionalized. Progress: 30% Materials have been collected for the production</p> <p>Baseline: Target: Progress:</p>
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**Output progress**

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

The PPO is being supported to increase the proximity of its work to the population to facilitate victim access to integral attention through the strengthening and expansion of the Model for Integral Attention to women, children and adolescent victims of violence and sexual offenses and the Offices of Attention to Victims. 32 offices for Attention to Victims and 9 Models for Integral Attention have been equipped.

Regional meetings were conducted with referral networks coordinated by the PPO, culminating with the VI Referral Network Meeting where around 280 civilian institutions and organizations contributed to the formulation of the National Policy on Attention to Victims. In these spaces of joint innovation, the Directory of Referral Networks, the Handbook for Attention to Victims and the case referral sheets were updated, and were subsequently published and distributed for their use.

**Outcome progress**

*Describe progress made during the reporting period 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)?*

Integral attention for victims facilitates mechanisms for coping with the process without suffering re-victimization; for example, collecting evidence, psychological, gynecological and forensic analysis, and issuing the necessary security measures occur in the same place

and day. This also allows for improved testimony as probative evidence as well as channeling their active participation in the process of the prosecution of crimes.

Strengthening the quality of response capacities to victim demands and timely research and prosecution effectively broaden access to justice, which in turn consolidate the rule of law as part of an essential condition for building a firm and lasting peace in Guatemala.

**Reasons for low achievement and rectifying measures**

*If sufficient progress is not being made, what are the key reasons, bottlenecks and challenges? Were these foreseen in the risk matrix? How are they being addressed and what will be the rectifying measures (1500 character limit)?*

Given the political context in which the PPO is current immersed, continued support and assistance is considered vital to ensure the permanence and institutionalization of project results attained as well those results anticipated during 2014.

**Outcome Statement 3:** Implementation of the Model of Integral and Specific Attention to victims of the crime of trafficking in persons, particularly for 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 directed at victims of sexual offenses, violence against women and trafficking in persons was applied and functioning.</p>	<p>Baseline: Two place exist where MAI is applied. Target: Support for the implementation of the MAI in 3 other pecces. Progress: Support for the implementation of the MAI in 9 locations and 34 Offices of Attention to Victims.</p>
<p>Indicator 2:</p>	<p>Baseline: Target: Progress:</p>
<p>Indicator 3:</p>	<p>Baseline: Target: Progress:</p>

**Output progress**

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

Technical equipment, acoustic apparatus and the installation of five Gesell cameras were provided in the same number of MAI's in the Departments of Cobán, Chiquimula, Mixco, Villa Nueva and Guatemala.

As part of the technical strengthening of the Public Prosecutor's Office of Anti-Trafficking in Persons, assistance will be provided through the contracting of a psychologist and a social worker to provide psychosocial support for victims. The development of a pathway for

attention to cases of trafficking in persons will aim to reinforce the application of the Law against Sexual Violence, Exploitation and Trafficking. Given that the law was approved in 2009, little experience exists in the protection of victims of these crimes or providing access to justice.

**Outcome progress**

*Describe progress made during the reporting period 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)?*

Equipping the Offices of Attention to Victims and the new MAI's has increased coverage in different locations in the country, allowing the PPO to provide specialized assistance to women, children and adolescent victims. Attention is oriented at avoiding revictimization and ensuring access to justice for people in the most vulnerable situations, using culturally pertinent approaches, measures which contribute to the consolidation of peace founded on the recognition of human rights and the dignity of victims.

The relevance in relation to Attention to Victims rests primarily on the urgent need to consolidate mechanisms of attention to ensure the provision of services in conditions of equality and dignity for all people, with special emphasis on cultural and linguistic pertinence and prioritizing access for children and women. These elements constitute part of the foundation for restoring public confidence in the provision of justice and for the resolution of social conflicts as essential suppositions to consolidate peace and peaceful coexistence.

**Reasons for low achievement and rectifying measures**

*If sufficient progress is not being made, what are the key reasons, bottlenecks and challenges? Were these foreseen in the risk matrix? How are they being addressed and what will be the rectifying measures (1500 character limit)?*

Given the political context in which the PPO is current immersed, continued support and assistance is considered vital to ensure the permanence and institutionalization of project results attained as well those results anticipated during 2014.

**Outcome Statement 4:** Institutionalization of training and support processes directed at PPO staff to ensure integral attention for victims.

**Rate the current status of the outcome: on track**

<p>Indicator 1: Creation of a training system with unified curriculum on issues of attention to victims.</p> <p>Indicator 2:</p> <p>Indicator 3:</p>	<p>Baseline: 1 training cycle in victimology exists. ciclo de formación en victimología existente.</p> <p>Target: A training system created with a unified curriculum on attention to victims at 3 levels.</p> <p>Progress: An induction process has been designed concerning attention to victims which has been imparted to new staff</p>
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	<p>(approximately 90 people participated in the process).</p> <p>Baseline: Target: Progress:</p> <p>Baseline: Target: Progress:</p>
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**Output progress**

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

An induction process was designed and is being implemented directed at new staff of the Offices for Attention to Victims (OAVs) and the Models for Integral Attention (MAIs) with a unified content regarding attention to victims.

A system of self-help and self-care techniques is being implemented for personnel at the OAV, MAI and the PPO for Women; they have also been given specialized training in debriefing techniques. In the same vein, a psychosocial monitoring system for the Public Prosecution Office of Organized Crime was implemented. This innovative practice prevents individual and team burnout, safeguarding mental health and helps maintain consistent levels of empathy and professional service quality.

**Outcome progress**

Describe progress made during the reporting period 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 quality of attention to victims by officials, particularly for women and girls, has improved in the areas of victimology and criminal investigation and prosecution, increasing the quality, speed and efficiency of responses to the pursuit of justice, minimizing revictimization possibilities and contributing to strengthening the notion of equal rights of access to justice and the consolidation of peace.

**Reasons for low achievement and rectifying measures**

If sufficient progress is not being made, what are the key reasons, bottlenecks and challenges? Were these foreseen in the risk matrix? How are they being addressed and what will be the rectifying measures (1500 character limit)?

Given the political context in which the PPO is current immersed, continued support and assistance is considered vital to ensure the permanence and institutionalization of project results attained as well those results anticipated during 2014.

**1.2 Assessment of project evidence base, risk, catalytic effects, gender in the reporting period**

Evidence base: What is the evidence base for this report and	The implementation of specialized offices for attention to victims — women, children and adolescents — has enabled public
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for project progress? What consultation/validation process has taken place on this report (1000 character limit)?	access to justice in improved conditions, as evidenced through the increasing number of complaints heard by the Office of Attention to Victims and the MAI.
<u>Funding gaps</u> : Did the project fill critical funding gaps in peacebuilding in the country? Briefly describe. (1500 character limit)	The project has facilitated the expeditious installation of Gesell cameras, an essential tool for avoiding revictimization, which would not normally have been possible if administrative processes for the acquisition of this type of equipment and to which the PPO is subject were followed
<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 character limit)	Closer proximity to the public has been a key element to institutional strengthening, facilitating enhanced victim access to integral attention, with a special focus on building mechanisms for citizen participation such that their demands for greater security and justice are met. This element constitutes a principal path for continuing with the commitment to strengthen the rule of law and building a firm and lasting peace in Guatemala.
<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)	It is of critical important to continue the technical and financial support to the PPO, particularly in light of the uncertain institutional political context, which could bring to an end processes which are not yet fully institutionalized.
<u>Gender marker</u> : Is the original gender marker for the project still the right one? Have gender considerations been mainstreamed in the project to the extent possible? Briefly justify. (1500 character limit)	The gender focus has been advanced transversely and a number of actions concerning visibility have been supported in the different general instructions and training processes undertaken.

## 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)	Combined and coordinated efforts among various UN system agencies has allowed for the effective and efficient prioritization, organization and execution of resources, and the synchronization of interagency support around institutional priorities and needs, such as the implementation of a victimology strategy, which has also enabled the duplication of efforts to be avoided.
Lesson 2 (1000 character limit)	Work in close coordination with the various units of the PPO has allowed for technical and financial resources to be allocated to the most pertinent needs, which in turn provides greater impetus for their institutionalization.

Lesson 3 (1000 character limit)	The processes of self-help and psychosocial support initiated in 2013 have generated tangible changes, principally in the performance of functionaries, which has in turn led to improvements in attention given to victims, a greater sense of institutional belonging and advances towards achieving institutional objectives and priorities.
Lesson 4 (1000 character limit)	The utilization and strengthening of actions rooted in victimology and criminology have allowed for the strengthening of prosecution cases from a victim-centered, human rights and access to justice approach.
Lesson 5 (1000 character limit)	

## 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).*

## PART 3 – FINANCIAL PROGRESS AND MANAGEMENT ARRANGEMENTS

### 3.1 Comments on the overall state of financial expenditure

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

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

In 2013 approximately 30% of total project funds were executed.

### 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); or whether any changes are envisaged in the near future (2000 character maximum):*

While the implementation of project processes has presented considerable challenges, the combined efforts of various UN system agencies has allowed for the effective and efficient prioritization, organization and execution of the resources, covering priority needs for the implementation of the institutional work plan with respect to a focus rooted in the principles of victimology. The project has enabled the strengthening of interagency coordination, communication and articulation; and while each agency has particular characteristics related to structure and mandate, a common goal focus and approach has facilitated the maximization of technical and financial resources.

It is important to mention that the existence of technical and financial project coordination within the receiving institution has enabled fluid communication, the identification of institutional requirements in a framework of integral attention to victims as well as providing a stimulus for procurement and technical assistance for the timely implementation of planned actions.