EUROPEAN CENTRE
FOR MINORITY
ISSUES KOSOVO

Guidelines for Paralegals – Year 2

Reporting, Safety and Contact

Working Towards a
Stable Multi-Ethnic Kosovo

AKIV

rrogrаek
Rrjeti i Organizatave të Grave Rome,Ashkali dhe Egjiptase të Kosovës
The Network of Roma, Ashkali and Egyptian Women Organizations of Kosovo
E Kosovake Romane, Ashkalienqre thaj Egipqanengre Djuvlengro Organisaciengri Kedin

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I. INTRODUCTION

In Kosovo, women and girls belonging to minority groups, particularly Roma, Ashkali, Egyptian and Serb minorities, face persistent and pervasive gender inequality compounded by socioeconomic, political and cultural marginalization. While the high prevalence of violence affecting these communities highlights their particularly vulnerable condition, few interventions exist to address violence against women in these communities.

The project "Empowering Minority Communities in Kosovo against Gender-Based Violence" will complete its two year project funded by the United Nations (UN) Trust Fund to End Violence against Women in December 2015. This project has targeted three main problems facing the Roma, Ashkali, Egyptian and Serb communities in Kosovo and contributed to their vulnerability to GBV. First, minority survivors of GBV face limited access to services, due to linguistic, geographical, social and political obstacles. Second, minority women in Kosovo are subject to extreme socioeconomic vulnerability, with high unemployment rates, low levels of education and high illiteracy rates. Third, minority communities, both men and women, often lack awareness on women's rights, gender equality and mechanisms against GBV and subscribe to discriminatory gender norms.

The above mentioned three problems that are at the core of causing the vulnerability of minority women to GBV were implemented in three strategies in the targeted municipalities to achieve positive change for minority women in those areas. First, the project trained, engaged and supported eight (8) local minority female activists as community-based paralegals. Second, the project made available in each of the four targeted locations skills training and professional coaching. Thirdly, the project organised continuous awareness raising activities aimed at teachers, students and male leaders, including the organization of discussion workshops with minority men, and the development and implementation of a school-based teaching program on women's rights.

The project was implemented in four municipalities of Kosovo, namely: Ferizaj/Uroševac, Gračanica/Graçanicë, Fushë Kosovë/Kosovo Polje, Mitrovicë/Mitrovica North (including Zvečan/Zveçan, Zubin Potok, Leposavić/Leposaviq).

The implementation of this project was through ECMI Kosovo and its implementing partners: AKTIV, NRAEWOK, and CLARD who were present in the field and helped the paralegals in different ways.

1.2 Role of the paralegals

The paralegals were the first and most important point of contact for the women in the targeted municipalities. They provided survivors of GBV with advice and assistance in accessing Kosovo's available prevention and treatment services, thus ensuring that minority women in the targeted municipalities were better able and willing to access prevention and treatment services for GBV.

- ✓ WHAT IS A PARALEGAL?[1]
- ✓ A community-based paralegal is a person who:
- ✓ Has basic knowledge of the law, the legal system and its procedures, and has
- ✓ basic legal skills;
- ✓ Is a member of the community or part of an organization that works in the com-
- ✓ munity and has basic knowledge of the ways community members access justice
- ✓ services (including through traditional or informal justice mechanisms);
- ✓ Has skills and knowledge on alternative dispute resolution mechanisms, including mediation, conflict resolution, and negotiation
- ✓ Is able to communicate ideas and information to community members using interactive teaching methods
- ✓ Can have working relationships with local authorities and service delivery agencies
- ✓ Has community organizing skills that can be used to empower communities to address systematic problems on their own in the future.

The **roles and duties** of the paralegals under this project were very clearly outlined in the contract of each paralegal and they included:

- ✓ **Identifying socio-economically vulnerable minority women**, mainly from **rural and remote areas**, as primary beneficiaries of the project;
- ✓ **Identifying minority men, male leaders, school teachers** and **minority students** as second beneficiaries of the project;
- ✓ Facilitating **quarterly women's meetings with female community leaders** in their municipality;
- ✓ Establishing **good cooperation** and **close coordination** with all available local instruments and mechanisms (Kosovo police, Centres for Social Welfare and Safe Houses, NGO

[1] http://www.opensocietyfoundations.org/sites/default/files/paralegal-guide-20101208.pdf

Representatives, Municipal Administration, etc) and regularly inviting such stakeholders to visit the community and participate in our activities;

- ✓ **Proposing the selection of high schools** with considerable minority students in the targeted municipalities;
- ✓ **Regularly monitoring** and being the contact point for the **skills training sessions** and using the opportunity to engage the participants in discussion on GBV, particularly domestic violence and early and forced marriages;
- ✓ **Assisting the consultant** in providing assistance to beneficiaries in the process of applying for grants/loans;
- ✓ Providing survivors of GBV with **assistance in accessing Kosovo's available prevention and treatment services** (e.g. Kosovo Police, victim's advocate, health centre, Kosovo police, centre for social welfare, safe houses, legal aid commission). This ranged from a reference, the provision of transport to the accompaniment of the beneficiary to the service provider;
- ✓ **Providing immediate support**: counselling, mediation, assistance in drafting protection order requests;
- ✓ Providing minority women **with basic legal advice in property, employment and other civil law issues; supporting in acquiring personal documents**;
- ✓ Organising **discussion workshops** with **minority men**;
- ✓ Participating in a **mid-term review** meeting and **an end-of-project review** meeting;
- ✓ Mediating between women in the field and partner organisations NRAEWOK, Aktiv and CLARD;
- ✓ Submitting **written reports** (including reporting forms) to ECMI Kosovo on a monthly basis.

II. REPORTING METHOD

The topic that we tackled throughout this project, namely gender-based and domestic violence, is a very sensitive topic and the women that we visited were also in a sensitive state. Therefore all precautions were taken to ensure that the women that we visited:

- ✓ Felt safe talking to us;
- ✓ Trusted us and were able to share sensitive information with us;
- ✓ Their identities were strictly protected;
- ✓ They relied on and trusted our advice and referrals.

To this end ECMI Kosovo has developed a strict reporting method with which was implemented throughout the work in this project.

The basic principles of the reporting were:

- ✓ The paralegal **submitted a monthly report** where they outlined their **activities** in their targeted area. The template for the monthly report was provided by ECMI Kosovo;
- ✓ All reports were kept in a **safe computer folder** and each document was **password protected;** once the reports were sent to ECMI Kosovo they were deleted;
- ✓ The reports were sent to Bakija, Krstic and Miftari and then **deleted** from the e-mail accounts and folders;
- ✓ Alternatively all the documents were also saved in a **personal USB**, however extreme care was taken to **not lose or forget the USB** and that the documents were all **password protected**;
- ✓ In order to avoid duplication of beneficiaries, one paralegal used only odd numbers and one paralegal used even numbers;
- ✓ The list of women and their respective numbers were kept by the paralegal in **a safe place**, and it was never left at the office space where the paralegal works. The lists of numbers were **never** in the same place where the reports were kept. Only ECMI Kosovo had the list of all the women reached and the final number list. If a USB was used**, the list of numbers was not in the same USB as the reports.** The list of numbers and names had to also be **password protected** and the final list was **only in the possession of ECMI Kosovo**;
- ✓ The **only copies** of the report were given to ECMI Kosovo **each month** and **then the records from the paralegals' computer and/or USB were deleted;**
- ✓ If the number and name of the participants was uncertain, paralegals contacted ECMI Kosovo but ensured that **any communication regarding the number and name was deleted** from the account once the information was obtained;

✓ The **names** of the beneficiary **were only** mentioned in the monthly **report if the beneficiary contacted a lawyer and has made a complain**t, in which case paralegals were asked for the name, but **did not** put the number. **The number and name of a beneficiary never appeared in the same document.**

Please look at the box below which explains how to number beneficiaries:

Numbering beneficiaries

The number of each beneficiary was preceded by the first letter of each municipality as shown below:

- **Ferizaj/Uroševac:**

  Paralegal 1: F01, F03, F05,….. F23…..

  Paralegal 2: F02, F04, F06,……F24…..

- **Gračanica/Graçanicë**:

  Paralegal 1: G01, G03, G05,….. G23…..

  Paralegal 2: G02, G04, G06,……G24…..

- **Fushë Kosovë/Kosovo Polje:**

  Paralegal 1: FK01, FK03, FK05,….. FK23…..

  Paralegal 2: FK02, FK04, FK06,…… FK24…..

- **Mitrovicë/Mitrovica North:**

  Paralegal 1: M01, M03, M05,….. M23…..

  Paralegal 2: M02, M04, M06,……M24…..

- **Zvečan/Zveçan:**

  Paralegal 1: Z01, Z03, Z05,….. Z23…..

  Paralegal 2: Z02, Z04, Z06,…Z24…..

- **Zubin Potok:**

  Paralegal 1: ZP01, ZP03, ZP05,….. ZP23…..

  Paralegal 2: ZP02, ZP04, ZP06,…ZP24…..

- **Leposavić/Leposaviq:**

  Paralegal 1: L01, L03, L05,…..L23…..

  Paralegal 2: L02, L04, L06,…L24…..

III. SAFETY

The safety of the paralegals and of the beneficiaries was very important to this project. We ensured that all necessary measures were taken in advance so that the paralegals and the beneficiaries felt safe and that no one was harmed in any way. Due to this reason, ECMI Kosovo established direct contact between a Kosovo Police official and each of our paralegals. The Kosovo Police official was aware of the project, who the paralegals were, and the neighbourhoods where they were working. Furthermore, the paralegals could contact these officials directly whenever they felt in danger or if they wanted to directly report any case to the police. The paralegal also had contacts in the municipality who were closely acquainted with the project.

3.1 Safety of the paralegal

- ✓ If they had a reason to believe that a risk persists, or if they were threatened they must contact the designated Police official immediately;
- ✓ Paralegals also reported the incident to a staff from ECMI Kosovo and the partner organization in charge of the municipality.

3.2 Safety of the beneficiaries

- ✓ In case the paralegal felt that when they left the house they were in, the beneficiary might have been in any danger, they contacted the designated Police official;
- ✓ If while talking to a beneficiary a third party entered the room/setting, the paralegal switched the topic immediately;
- ✓ The paralegal made sure that she only talked to the beneficiaries when they were alone in the house or when they saw that the beneficiary was comfortable talking to them. If the paralegal saw that the beneficiary was not comfortable, then the paralegal would either change the topic of discussion, or leave;
- ✓ If the paralegal believed that the beneficiary had been a victim of domestic violence, they referred them to the right institution. Please consult chapter VI for more details.

IV. PSYCHOLOGICAL SUPPORT

ECMI Kosovo provided psychological support to paralegals and primary beneficiaries, women and girls, during the last 6 months of the project. This support consisted of:

- ✓ Psychological sessions with paralegals in form of groups;
- ✓ Individual psychological sessions with each paralegal;
- ✓ Psychological support to primary beneficiaries in a form of groups where paralegals got the chance to meet beneficiaries with the psychologist who demonstrated the proper approach to GBV victims;
- ✓ Individual psychological support to women, victims of GBV in all targeted municipalities.

V. COMMENTS/RECOMMENDATIONS FROM PARALEGALS FROM YEAR I

ECMI Kosovo organised a survey with eight (8) paralegals in the field in order to know more about thier experience through 1.5 years of being engaged within the project and to understand their role in the community they targeted. The findings are presented below:

Comments

- ✓ All interviewees agree that the presence of paralegals in the community, is an essential need and proved to be very successful;
- ✓ All paralegals agree that through their experience they have managed to reach a lot of vulnerable women and victims of GBV and managed to provide them support to fight for their rights;
- ✓ Through trainings and roundtables, paralegals managed to increase the awareness of a considerable number of women, reached directly and indirectly, about women's rights, GBV and early and forced marriages and institutions and mechanisms that are responsible to protect their rights;
- ✓ Through the organisation of different activities, paralegals were able to raise awareness targeting teachers, students and male leaders regarding gender equality, GBV and early and force marriages;
- ✓ Paralegals value and appreciate the support of ECMI Kosovo and its partner organisation that strengthened their capacity to play the role of paralegals and provide support to women in accessing adequate prevention and treatment services.

Challenges

- ✓ It was very difficult for paralegals to gain trust of women in the targeted municipalities;
- ✓ Women hesitated to report the violence because of the lack of trust to the institutions;
- ✓ The main problem of women was identified to be the economic dependency to their husbands or any other member of their family; thus, there was no budget to provide financial support to women in need;
- ✓ Migration of members of minority communities during 2014 and 2015 affected the project in Fushë Kosovë/Kosovo Polje and Ferizaj/Uroševac.

Recommendations

- ✓ Organise not only capacity building activities and provide technical support but also allocate budget to provide micro-grants to women to develop their new business ideas and/or to support existing business to improve their quality of products and services they offer;
- ✓ Allocate a budget to support women in need (for example provide financial support to cover the cost of travel when they come to Prishtina/Priština to collect any document or apply for social assistance);
- ✓ There is a need of more paralegals per municipalities in order to be able to reach all minority women;
- ✓ Organise more skills training activities and provide financial support so women can start practicing their profession (for example in Fushë Kosovë/Kosovo Polje and Ferizaj/Uroševac, women were part of hairdressing and sawing skills training. Paralegals and the trainers comments were that some of the women that participated in these courses were very active and are able to open their businesses or start to work);
- ✓ Provide continuous psychological support to paralegals and women in the field;
- ✓ The role of paralegals it is very much needed in all targeted municipalities. Women, trust paralegals and are very enthusiastic to be part of future activities and initiatives.

VI. SUSTAINABILITY

ECMI Kosovo foresees that the mechanism of paralegals can be sustainable. Public institutions, in particular municipal institutions, have had the opportunity to see that many women benefited from paralegals' support in the past two years. They have also seen the level of professionalism and dedication of the paralegals within each municipality. Because of this, the institutions can choose to make the job of a 'paralegal' an official position within the system which will then continue the paralegals' work even after the project ends.

In past meetings that ECMI Kosovo has had, it was seen that due to the lack of regulation and administrative instruction in local and public institutions, it is not currently possible to secure the official position of paralegals within those structures. However, ECMI Kosovo has decided to contribute to the sustainability of the mechanism of paralegals within the organisation by using the role of paralegals in other prospective projects.

VII. REFERRING THE BENEFICIARIES

One of the many roles of the paralegals was to help beneficiaries in accessing social, prevention and treatment services. The paralegal was informed of all the available services in the municipality and where the beneficiaries were able to seek help or advice. ECMI Kosovo prepared a list of some contacts for each municipality. This list is not exhaustive, the paralegal must gather more contacts through their work, and in addition the organizations involved will also update the paralegals on more contacts:

- **Regional Kosovo Police Unit against Domestic Violence**

The Regional Kosovo Police Unit has an established hierarchical structure with investigation units on domestic violence: central level Domestic Violence Investigation Sector, Directorate on Investigation of Serious Crimes. At regional level, there are Domestic Violence Investigation Units. At the level of stations, there are at least two police officers (investigators), who are on stand-by 24 hours.

- **Centres for Social Welfare**

Each Municipality has established and maintained a Centre for Social Welfare which will be a public institution and have one or more branch offices, hereafter referred to as the CSW. This is a centre, staffed by appropriately trained and qualified professionals' social service officers responsible for

exercising the powers set out by this Law on behalf of the Ministry and providing social and family services on behalf of the Ministry.

❖ **Victim Advocacy and Assistance Offices**

The Victims' Advocacy and Assistance Division functions under the mandate of the Department of Access to Justice, at the Ministry of Justice in Kosova. The mandate of Victims'Advocacy and Assistance Division is to institutionalize the rights of victims of crime, providing them with consultancies and support on accessing the system of Justice. The Division's supporting component is focused on the establishment of a functional network of Victim's Advocates in Kosova, to support and assist the victims while their involved in the system of Justice, and the providing of information resources for the victims. The Victims' Advocacy and Assistance Division is committed actively on issues of protection of victims of trafficking in human beings.

❖ **Centre for the Protection of Women and Children/ Shelters**

The Centres for Protection of Women and Children improve the rights of women and children in all spheres of life and protect them by providing direct support to their physical and psychological welfare, including personal safety. They advocate for the rights of women and children and fight for equal opportunities for women in the country's decisional democratic process. The centres have the capacity to host 16-19 victims. Victims are offered physical safety and services for the time necessary for complete rehabilitation. Victims can be hosted in the centre for 1 to 6 months, according to needs. The centre also offers reintegration services, tailoring and manufacturing workshops, computer courses, Internet services, English courses, applied arts, fitness, and aerobics.

Contact information for each municipality

- **Ferizaj/Uroševac:**
    - **Regional Kosovo Police Unit against Domestic Violence:**

      Address: Str. Driton Islami

      Tel: +385 0801 194

      E-mail: dhunafamiljare@hotmail.com

    - **Centre for Social Welfare:**

      Address: Str. Vellezerit Gervalla

      Tel: +290 327 525

      E-mail: qpferizaj@gmail.com

- **Victim Advocacy Officer:**

  Address: Str. Sejdi Sejdiu

  Tel: +290 325 602

  E-mail: vaau_advocates@yahoo.com

- **Centre for the Protection and Rehabilitation of Women and Children Gjilan/Gnjilane "LIRIA":**

  Covered mainly by the Gjilan/Gnjilane centre

  Address : 28 Nentori pn Gjilan

  Tel: +381 280 325 700

  Mob: +377 44 125 729

  E-mail: liriagjilan10@hotmail.com

  Facebook: Qendra Gruas Gjilan

- **Gračanica/Graçanicë**:
  - **Regional Kosovo police unit against domestic violence:**

    Address: Police Station number 2 (in Prishtine/Priština) Str. Mahalla e Muhaxhereve

    Landline 92

    Mobile 192

  - **Centre for Social Welfare:**

    Address: Llapje Selo/Llapje Selle (close to the hospital)

    Tel: +386 49 776 700

  - **Ruka Ruci:**

    Address: Nevenka Rikalo

    Tel: +377 44 839 986

    E-mail: rikalonevenka@yahoo.com

  - **Victim Advocacy Officer:**

    Address: District Court Building, 4th floor, Str. Ilir Konushevci

    Tel: +381 38 246 059, +377 44 278 738

    E-mail: vaau_advocates@yahoo.com

- **Centre for the Protection of Women and Children:**

  Covered mainly by the Prishtine/Pristina centre

  Naime Sherifi

  Address: str.Lagjia Ulpiana, rr. Imzot Nike Prela, 45, Prishtinë

  Tel/Fax: +381 38 545 476

  Mob: +377 44 508 081

  E-mail: cpwcprishtina@yahoo.com

  E-mail: naime_sherifi@yahoo.com

  Website: www.cpwc-qmgf.org

- **Fushë Kosovë/Kosovo Polje:**
  - **Regional Kosovo Police Unit against Domestic Violence:**

    Address: Police Station number 2 (in Prishtine/Pristina) Str. Mahalla e Muhaxhereve

    Landline 92

    Mobile 192

  - **Centre for Social Welfare and Police Station Fushe Kosove:**

    Address: Str. Nena Tereze

    Tel: +381 38 536 462

  - **Victim Advocacy Officer:**

    Address: District Court Building, 4th floor, Str. Ilir Konushevci

    Tel: +381 38 246 059, +377 44 278 738

    E-mail: vaau_advocates@yahoo.com

  - **Centre for the Protection of Women and Children:**

    Covered mainly by the Prishtine/Pristina centre

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    Address: str.Lagjia Ulpiana, rr. Imzot Nike Prela, 45, Prishtinë

    Tel/Fax: +381 38 545 476

    Mob: +377 44 508 081

    E-mail: cpwcprishtina@yahoo.com, naime_sherifi@yahoo.com

    Website: www.cpwc-qmgf.org

- **Mitrovicë/Mitrovica North (including Zvečan/Zveçan, Zubin Potok, Leposavić/Leposaviq)**
  - **Regional Kosovo Police Unit against Domestic Violence:**

    Address: Regional Kosovo Police Directorate Mitrovicë/Mitrovica, Str. Sheshi Agim Hajziri

    Landline 92

    Mobile 192

  - **Centre for Social Welfare:**

    Address: Str. Dositej Obradovic

    Tel: +381 28 82 977

  - **Victim Advocacy Officer:**

    Covered by Mitrovicë/Mitrovica VAO for all municipalities

    Address: South police station building

    Tel: +381 28 534 489, +377 44 310 466

    E-mail: vaau_advocates@yahoo.com

  - **Centre for the Protection of Women and Children "Raba Voca":**

    Address: Str. Ramadan Peci 12, Mitrovicë / 40000

    Tel.: +381 28 534 351

    Mob: +377 44 273 818 / +377 44 158 686

    E–mail: cpwcmitrovica@yahoo.com, ekabashi10@hotmail.com

    Facebook: Centre for Protection of Women and Children Raba Voca.

    Website: http://rabavoca.comuv.com

VIII. BEST PRACTICES AND CHALLENGES OF COMMUNICATION BETWEEN PARALEGALS AND AFOREMENTIONED INSTITUTIONS

From 1.5 years of experience working in the field supporting vulnerable and marginalised women in the targeted municipalities, paralegals and beneficiaries received continuous support from the aforementioned institutions. Representatives of institutions presented their role and responsibilities to the beneficiaries and shared their contact details with participants in all activities organised within the project. In the quarterly meetings with women and roundtables with men were always invited representatives from Kosovo Police, Medicine Centres, Office for Gender Equality and representatives of different NGOs working to increase awareness of GBV and gender equality.

IX. MAIN CONTACTS

The main contacts for the paralegals, especially to questions regarding the project and general questions were the **ECMI Kosovo** staff. The contacts of ECMI Kosovo were relevant for all paralegals.

Jeta Bakija	**Marija Krstic**	**Drenusha Miftari**
Project Manager	Project Assistant	Project Assistant
info@ecmikosova.org	info@ecmikosova.org	info@ecmikosova.org
044 334 582	044 395 882	049 645 455
+381 (0) 38 224 473	+381 (0) 38 224 473	+381 (0) 38 224 473
ecmikosova.org		

CLARD Kosovo provided technical assistance to all paralegals, thus for issues related to legal and institutional procedures the paralegals contacted the designated officials from CLARD. Please note that the office hours for CLARD were between 08.00- 16.00.

Arbane Shala	**Nenad Trajkovic**
Technical Adviser	Technical Adviser
arbane@clardkosovo.org	trajkovic@clardkosovo.org
+381 (0) 38 223 795	+381 (0) 38 223 795
www.clardkosovo.org	

In addition to the supervision and guidance provided by ECMI Kosovo and CLARD Kosovo, each paralegal had an organization which was in charge of supervising their municipality. This was done by AKTIV and NRAEWOK who were there to supervise and to advise the paralegals. The responsibilities of these organizations were divided by municipality.

Ferizaj / Uroševac and Fushë Kosovë/Kosovo Polje

The contact organization for the paralegals working in the municipalities of Ferizaj/Uroševac and Fushë Kosovë/Kosovo Polje was Network of Roma, Ashkali and Egyptian Women Organizations of Kosovo (NRAEWOK). The contact person from this organization is:

Shpresa Agushi
Executive Director
agushishpresa@yahoo.com
+381 (0) 38 733 265
www.rrograek.org

Gračanica/Graçanicë and Mitrovicë/Mitrovica North (including Zvečan / Zveçan, Zubin Potok, Leposavić/Leposaviq)

The contact organization for the paralegals working in the municipalities of Gračanica/Graçanicë and Mitrovicë/Mitrovica North (including Zvečan/Zveçan, Zubin Potok, Leposavić/Leposaviq) was NGO Aktiv. The contact person in this organization is:

Caleb Waugh
Technical Adviser
caleb.waugh@ngoaktiv.org
+381 65 5572190
www.ngoaktiv.org

NOTE: All paralegals in their **communication regarding reports** and any other information that had to do with the beneficiaries, **contacted the contact persons from ECMI Kosovo** and the partner organization which was in charge of their municipality. If the paralegal was not sure who to contact they referred to ECMI Kosovo staff who guided them to the relevant contact person.

ECMI Kosovo

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10000 Prishtinë/Priština, Kosovo

Tel. +381 (0) 38 224 473

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38220 Mitrovica/Mitrovicë North, Kosovo

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