



Tuzla, February, 18 2022

No. 01-62/22

Annual Report 2021

February 2022

1. Executive Summary

- Although 2021 started with the same caution related to the COVID-19 pandemic as it was in 2020, less stress about pandemic and its effects on the work has been experienced during 2021, probably due to experience gained in last year and good adaptation to circumstances and effects pandemic has on society. However, COVID-19 pandemic continue to have the impact on overall work of Amica Educa, but the dynamics in realization of planned activities has not been disturbed in greater extent. Some delays and pauses has been present, but generally, **priorities and activities have not been changed**. Usage of the online way of support continued in many activities and is offered as the choice to beneficiaries when possible.
- Framework of activities and financial construction that has been made at the very end of last year proved to be achieved with **four projects being granted in this year by the government as planned**. Having three projects granted from the Ministry of Labor, Social Policy and Return of Tuzla Canton in the same year (what was not so common in previous years) may be the results of the **closer contacts and cooperation with the Ministry (including lobbying)** not just related to projects but also consultations related to strategic planning of activities in the field of social policy and gender at cantonal level.
- Lobbying activities have been successful and Amica Educa is **included in the Tuzla Canton Budget 2022** as one of the budget beneficiary organizations. The amount is not officially confirmed (according to some informal statements the amount is around 10.000 EUR).
- Majority of the projects from last year continued to be realized, one has been completed (CARE international project), but two new projects has brought new or more **intense focus on work with youth** (cfp project) and **capacity building of Gender Commission representatives** all over B&H (EU project). New **research** on youth mental health and gender equality that was also in line with planned direction of Amica Educa has been carried out and distributed to the public via electronic media. **New person has been hired** part time to satisfied all of the requirements of EU project.
- At the organizational level **1168 citizens in need have been supported** through education, psychosocial, counselling, psychotherapy support and other activities achieving a positive impact on the mental and social health of children, youth and adults. The most evident increase in numbers of people supported through Amica Educa programs is number of clients of Family/Psychological Centre (381 comparing to 278 in 2020). The number of services provided within it has increased also (938 comparing to 653 in 2020). It has shown that after the first shock (and re-traumatization) at the beginning of the pandemic, prolonged stress and traumas are still present and people need this kind of support. Also, more requests for support generally may be the result of less stigma about issue of mental health as it became more visible and talked about comparing last years.
- **Celebration of the 25th of the work**, has again confirmed close relationships with beneficiaries Amica Educa has in local community. This event contributed to visibility of Amica Educa as professional, open, supporting organization who has good image among citizens of Tuzla. **Engagement of the new PR assistant** (owning marketing firm) for the period of three months has been new step for Amica Educa to have a person working inclusively on PR and promotion. It showed that having a person employed instead of freelancers would be more efficient for us.
- Improvement of the **infrastructure** has continued with renovation of the first floor (doors and parquet) and reconstruction of the parking place.

2. Context Analysis

What characterizes the situation in BiH at the end of 2021 is the biggest **political crisis** since independence and the end of the war. Since the last general elections, the political situation in BiH has been unstable and the crisis has culminated in open threats of secession of Republika Srpska and hints of another war.

<https://edition.cnn.com/videos/tv/2021/11/10/amanpour-bosnia-milorad-dodik-conflict.cnn>
<https://edition.cnn.com/videos/tv/2021/12/17/amanpour-bosnia-serb-vote-us-envoy-gabriel-escobar.cnn>

- This situation has completely stopped the reforms and the path of BiH towards membership in the European Union. The consequences of such a situation are slow **economic growth, mass exodus of the population, further collapse of the rule of law and a high level of corruption**. In addition, the COVID-19 pandemic and a weak health care system have led to BiH being at the top of the world in terms of deaths per capita. 2022 is an election year in BiH and further complication of the political scene is expected with announcements of more serious security and other problems.
- Due to the great decline of the economy due to the COVID-19 pandemic, the consequences were felt in 2021. At the end of 2021, there was a sharp and large jump in prices and inflation, which led to a further decline in the standard and purchasing power of the population. This will lead to even greater poverty and pressure on the country's social system.

All of this negatively affects all segments of life and work of the population as well as efficiency of Amica Educa. Continuous adjustment and additional efforts of employees were (and still are) needed in order for the organization to continue its regular work. The inflation and a decline in the purchasing power of the population, including those who are or could be users of Amica Educa services, is another consequence of the pandemic and economic crisis.

However, some efforts for improvement of functionality of Tuzla Canton and country have been done at institutional and NGO level:

- **The Strategy of Tuzla Canton Development covering period 2021 -2027** has been completed after delay caused by COVID-19 pandemic effects and adopted finally in March by newly formed Government of Tuzla Canton after the public consultation has been done. Recommendations of Amica Educa representative (being the member of Cantonal Board and Working group) have been adopted and they refer to connecting Amica Educa's projects with the measures and activities of related Strategic aims (meaning that aims and related measures contain activities that Amica Educa realizes). Besides that, Amica Educa representative has given her contribution in creating the Action Plan for the period of 3 years that should follow mention Strategy (it has not been adopted yet).

- In December of 2021 Government of Tuzla Canton adopted the first **Gender Action Plan (GAP)** for the period 2021-2024, it was developed by the Interdepartmental Working Group appointed by the Cantonal Ministry of Labor, social policy and return) and with the professional and financial support of the Gender Center of the Federation of BiH. Amica Educa has not been included into the Working Group for development of GAP (although being contacted for support in providing the information about the process at the very beginning) but it has become a member of the Coordination Board for monitoring of implementation of the GAP for the period 2021 – 2024. As a member Amica Educa will have the direct access to information regarding the situation about the gender equality but it is also expected to be in position to influence the planning and realization of different actions in the community.
- **The law on Social Care Services on the Federal level**, whose creation and adoption procedure has started in 2019 (delayed due to COVID-19 pandemic and some political issues) has not been adopted yet. In April, the drafted law has been presented to the public by Federal Ministry of Labor and Social Policy and was put in procedure of public discussion which brings it closer to being passed. Amica Educa representative has took active role and given several comments on the Law. It was noticed that the Draft of the Law was changed in meantime when compared to Draft from 2019 (given to Amica Educa for viewing at that time through informal communication). However, it still recognizes the services Amica Educa provides as social services and it represents the base at which Amica Educa can make its advocacy efforts. There is no feedback information yet about the status of the Law.
- Following the Strategy of Tuzla Canton Development, NGO sector in Tuzla Canton initiated several actions related **to lobbying for improvement of position of NGO sector**. Among others it included the initiative for formation of Coordinating Body (as planned in Strategy) that will be link between governmental and NGO sector but also several others joint activities that can improve the overall economic and social situation in the Canton. Amica Educa has took active participation at the meetings with representatives of other NGOs and government.
- The issue **of sexual abuse**, harassment has been raised in the region of the Balkans and affected the B&H society as well bringing many stories on the surface and having huge media coverage. Namely, when a Serbian actress accused her former drama teacher of rape at the beginning of the year, thousands of women across the Balkans have since come forward with their own stories, united under the banner "You are not alone". On a Facebook page called Nisam Trazila (I didn't ask for it) created by Bosnian activists, numerous reports about cases of sexual harassment in B&H and specifically Tuzla has surfaced. It is being called the Balkans #metoo movement. Survivors' stories in Tuzla and B&H implicated number of institutions, including Universities as places where victim's allege sexual harassment is rampant and part of everyday culture. Amica Educa has taken the part in the dialogue that these events started.

3. Amica Schweiz Supported Projects

In 2021, Amica Schweiz planned to provide 76,400 EUR that would represent 38% of overall planned revenue. By the end of year 79,100 EUR were received representing around 40 % of the overall planned revenue.

Project	Budget (EUR)	Actual (EUR)
1. Osnažene	20,000	20,000
2. Gender Based Violence	20,000	20,000
3. Family Counselling Centre	21,200	21,200
4. Therapy with Music and Drums	4,000	4,000
5. PBS (Frauen für den Frieden)	4,500	4,500
6. Infrastructure (Parking Place)	6,700	6,700
7. YEEP contribution	0	2,700
TOTAL	76,400	79,100

The budget variances:

- **YEEP contribution**

The donation is referred to additional funds that were donated by foundation from Switzerland after the *AMICA-Aktualitäten* covering the YEEP project as the cover story was published. It is agreed to take the part of these funds for co-financing salaries of employees involved in YEEP project and the rest for the GBV project 2021-2022.

3.1. Gender equality projects

3.1.1. Empowered Women– Active at the labor market (Osnažene)

The project aims to reduce the unemployment of women in the Tuzla Canton by providing women marketable skills and empowerment to seek employment and develop their business ideas as well as to raise societal and governmental awareness by proposing solutions to correct gender inequality in the BiH labor market using the project's findings and results.

As in previous years in 2021 two groups of women has been provided with **Digital Literacy trainings, psycho-educative workshops as well as Business Skills workshops.**

Out of 24 women who started with trainings (12 in each group), 16 women completed whole education, others were not able to completed due to employment (4 of them found employment), personal issues or illness (4 of them).

All participants report increase in their self- confidence, new found ability to recognize all their skills which they used to improve their CV's as well as better boundaries and self-esteem in job interviews.

- Related to their **personal empowerment**, all participants report gained knowledge, a clearer vision of themselves, their past and their future. Most of them started making changes in relationships and everyday life situations, some set clear boundaries in certain relationships, become more socially active and thus began to take care of themselves. The most important change for all participants is letting go of the attitude of criticism toward themselves and connecting with one's own strengths. The fact that they are considering and are aware of limiting beliefs that come from patriarchal families and upbringing, and are making strides towards changing them, is a significant result. Some of the participants became aware of the need for psychotherapeutic support to improve their quality of life and were referred to the AE Family Counseling Center.
- All participants significantly improved their **business skills** which was evident in single handedly identifying their strengths and weaknesses in the labor market, were able to work in a team, gained ability to analyze competition, effectively operate their finances and showed a great ability to resolve business issues and problems that were set up as a part of the training. They also gained the ability to network, make decisions on their own, collect data and create presentations on a given topic and think strategically and logically.
- All of the women who completed the education reported increased knowledge in using **computers and computer programs** and also stated that even though they were not beginners it was useful that they got to refresh the knowledge they previously had, all passed digital literacy test and received certificates.

3.1.2. Breaking the silence of Gender Based Violence

The project aims at prevention of gender based violence through information, education and communication on social values that uphold equal rights and respect for all community members regardless of their gender.

As being realized in primary schools in Tuzla, the project cycles follow the duration of school years and cover the period from July of one year to June of next year.

From January to July 2021 second half of the project was realized in Elementary school Mramor. The project in total included appx 450 school children. Due to pandemic restriction some in person activities such as Sports day were cancelled and several online activities were added instead.

Planned and realized activities:

- 15 workshops were held for children from 1st to 9th grade for 225 school children. Due to pandemic restrictions it was impossible to create and stick to a workshop schedule, since classes were cut in half (children attended school in two groups, one week online, one week in person) 2 workshops in 2 groups from one class were held twice.
- Art exhibit and contest was organized online via Amica Educa Facebook page. It reached over 3000 people and student's artwork had about 400 engagements on the post. 10 winners were

selected and given appropriate awards. 10 winning paintings were used to create project posters for school and community.

- Completed end of the project survey with appx. 400 school children.

Added activities:

- Due to COVID-19 pandemic restrictions it was more difficult for volunteers to connect with school children during workshops, workshops were shorter and all of the exercises used had to be adjusted to no-touching and no working in groups and or pairs. We scheduled and realized additional training for volunteers to address the issues and help them connect with material, children and release some of the stress.
- Instead of Sports day Amica Educa volunteers with the help of staff created and produced 12 videos on the topic of gender equality. Scenario development for 12 short videos lasted over a month and creation of the videos lasted as long. It was a learning experience for both project staff and volunteers and provided both with knowledge of the process for future projects. Created product gained a lot of attention and was well received by the community. Each video reached appx. 1000 people.
- Funds that were budgeted for the Sports Day were used (per Amica Schweiz approval) for purchase of three tablets for school children's use. The tablets are issued to children based on need for online portion of classes.

In this project cycle, aside from pandemic restrictions and constant changes to the schedule additional issues was cooperation with school staff (and their internal communication) that caused problems in planning and organization of the workshops (causing a lot of stress for project coordinator and volunteers).

From **July to December 2021 new project cycle** started in Elementary school Mejdan. all of the planned activities for this period have been realized (in a much more relaxed way than in the first part of year due to calmer Covid-19 situation):

- 20 days workshop and mentoring was held for 9 potential volunteers on the topic of prevention of Gender-Based Violence and Pedagogic and Creative Methods for Creation of Workshops.
- 6 volunteers were selected to work on the project based on their presentation of workshop scenarios.
- Student volunteers are multiplying gained knowledge related to prevention GBV and educating their peers on the topic of sexual harassment. (This result was not planned)
- 2 workshops were held for 19 teachers and staff members on the topic of prevention of Gender-Based Violence.
- During a two-month period forum plays for 3 age groups were created and rehearsed. Forum play was held for 30 Amica Educa beneficiaries to mark start of the 16 Days of Activism Against GBV. Due to changes in Covid-19 restrictions plays were scheduled to be held for 250 school children in November but postponed for spring.
- 4 workshops were held for total of 81 children from 1st to 3rd grade.
- Completed beginning of the project survey with appx 250 school children.

3.2. Family Counseling Centre (co-financed by Amica Schweiz, Tuzla Town and Ministry of Labor, Social Policy and Return of Tuzla Canton)

The **project's aim** is to support individuals and families with dysfunctional family relationships caused by conflicts in partners' relationships, parenting, family violence and other crisis situation as well as to empower them to make positive changes and improve quality of life. The support is provided through psychosocial support including providing information, counselling, psychotherapy and (psycho)education.

More requests for psychosocial support has been registered in 2021 comparing to 2020. **The waiting list** continue to regularly counts between 20 and 30 clients waiting to be scheduled for psychotherapy.

It is evident that citizens are using social networks (especially Facebook) more for establishing contact with Amica Educa and seeking for different types of support or information. According to the observations of the staff reasons for increased need have situational/contextual roots:

- After the year of prolonged stress affecting mental health, citizens are more in need for support. Covid-19 pandemic has caused traumas to many people including "big" traumas (T trauma) or many small traumas (t traumas). Many of the citizens are still in the state of anxiety or have even symptoms of posttraumatic stress disorders (especially citizens who experienced hospitalization or loss of close people),
- Additionally, as political situation in the country is deteriorating, many citizens are experiencing flashbacks and feel insecure, fear, anxiety, hopelessness and cannot return their optimism or motivation.
- Large number of clients last year were not ready to have online sessions at a time when we were forbidden to work face to face due to the pandemic. With online counselling being more in use, clients are adjusting to these new ways of support.

Due to the **significant increase in the need of citizens** for individual psychotherapeutic support, psychotherapists scheduled sessions with clients (not being in critical condition) every 14 days instead of 7 days. This resulted in increased number of clients supported individually (85 clients) in 2021 comparing to 2020 (49 clients). The number of individual sessions held has also increased significantly in 2021 (536 sessions compared to 394 in 2020 when there were more restriction measures) although one therapist, external associate completed engagement in Amica Educa and started her private practice. This was succeeded due to **increased engagement of three employees** (being in education in psychotherapy or with completed education).

Also, in 2021, two **additional groups of young people were** supported through group counselling/psychotherapeutic sessions, as well as one group for women.

The number of services provided to the citizens is the same as in the last year including:

- **Counselling/informative support through SOS telephone, social networks and direct contact (in Amica Educa premises)** as well as small material (including financial) support have been provided to 190 persons (142 F, 48 M)

- **Individual counselling/psychotherapy** to 85 clients (64F, 21M). 536 sessions held.
- **Group psychotherapy/counselling** to 43 clients (three groups of young people, one of women). 66 sessions held.

The **results achieved** in working with clients of counseling and psychotherapy are mostly related to personal growth, improved functioning in all areas of life.

The improvements are reported in terms of increased energy levels and willingness to engage in various activities (by clients with **depression**), reduced or totally stopped **panic attacks**, adopting the **stress management** techniques, **anger management** techniques, allowing the mourning process (that was delayed) and integrating the losses (by clients who **lost loved ones**), reduced **social phobias**, learning and integrating skills to cope and maintain the state of abstinence and motivation for eliminating the **addictions**, etc. Most of the clients were able to learn how to strengthen personal boundaries, techniques to reduce stress, increase self-care, self-confidence, self-esteem and improve their social functioning. For some clients, progress was only to begin to speak about traumatic events and to overcome resistance, frequent absences and session delays.

- **Dances and Reiki group sessions:** 12 sessions were held for 11 participants (9F, 2M)
- **Physical recreation exercises for women provided for** 2 groups of women (26 in total). 72 sessions held.
- **Group sessions for returnee women** in Snagovo village are not held as participants are not feeling comfortable due to COVID-10 risks, as they are elderly and in risk for infection.
- **Psychoeducational workshops for children** were held for 3 groups of children. One of the group was created in cooperation with Home for Children Without Parental Care, as a response to the specific need of children in public care system.

Through social games and experiment, art therapy techniques and other creative models, children have improved their social and communication skills, self-expression and creativity. Parents and care takers perceive significant improvement in children's behavior and self-confidence.

Additionally, one workshop is held during the Children's week in October aimed at education children and promoting their rights.

Total number of children included was 26 children (17F and 9M).

- **Family dynamics workshop**

2 modules (6 days) have been organized in November and December including 19 participants (17F, 2M) in total. 13 of participants were employed and worked in health, social and education sector. This influenced the thematic of the workshops as they were also thinking how to realized it in their work with clients/patients/pupils.

As the most frequent results and effects, participants reported following:

- Improved understanding of the own situation;
- Improved understanding of other persons,
- New perspectives in approaching and coping with difficulties,
- Increased motivation for changing,
- Clear definition/path of next steps toward desirable change and problem solving,

- Connection, trust and respect in the group
- Security/safety they felt in the group that enabled them to relax and share their difficult experiences

All of the mentioned has enabled them to recognize their weaknesses and strength, to find ways of changing their behavior patterns, to initiate the changes in order to improve own functioning and the functioning of their family as whole.

- **Positive discipline in raising the children workshop**

3 modules (6 days) in total has been organized in October – December and were attended by 18 participants (17F, 1M). The group was heterogenic including professionals but also partners who wanted to improve their parenting skills.

The results and the effects expressed by participants can be summarized as followed:

- Improved self confidence and better communication with children,
- Improved understanding and awareness of the situation, themselves and other people, different/improved approach in dealing with situations,
- New perspectives in observing the problems that led to better functionality, less anxiety, less chronic fatigue.
- Usage of knowledge and tools adopted at the workshops that improved the communication with children.

Additionally, one workshop for parents is held during the Children's week in October

Total number of participants included was 29 children (28F and 1M).

- **Individual and group supervision sessions (Supervisor – external associate):** 37 individual sessions were held for therapists and team members. Additionally, 4 group supervision sessions are organized for staff involved in working with young people.

3.3. Therapy with Music and Drums

- 3 modules (9 days) of workshop were realized with one group, including 11 participants (10 F, 1 M). The group was small and held in accordance to COVID-19 prevention measures.
- For some participants the workshops were significant because it was their first time back to group, live contact and workshops after year of COVID-19. Their motivation and good energy through workshops were base which allowed significant changes and following developments with each participant: developed feelings of self-worth and self-trust, learned to express emotions, needs and thoughts, integrated strategies for dealing with anger and stressful life situations, learned how to set boundaries, express and accept gratitude, practiced how to listen and support others, connected to motivation and ability to follow own aims, needs and wishes.
- Participants significantly developed and improved their understanding and connectedness to music (sound, vibration, frequencies and energy), they freed their voices, movement and connected to their inner child through instruments, techniques and methods used in workshops. All report on using some of learned techniques such as singing, breathing, vocalizing, visualizing, etc. as ways to deal with

everyday stress and improve their wellbeing. Participants who are professionally working with children have immediately started using gained knowledge, for example one participant held musical workshop in public library in Gracanica town (nearby Tuzla).

3.4. Personal Business Skills workshop (PBS workshop) (financed by Frauen fur den Friedens)

- Personal and Business Skills (PBS) training is intended for unemployed women in order to increase their competitiveness in the labor market. The women who participated in the project report on acquiring the skills needed to successfully find and retain employment, build a professional career, but also improve the social skills needed for better self-advocacy in various private and social contexts.
- 10 women have participated at the training (although 12 women have registered for participation at the beginning). 8 of them have successfully completed 3 modules while 2 of them found employment during the project
- Also, the project envisaged taking tests by participants and issuing certificates by Xpert PBS central organisation in Dortmund Germany (which licensed Amica Educa to conduct the training). Due to changes in central organisation, this certification was no longer possible. Amica Educa, in agreement with the participants, conducted training according to Xpert PBS standards but without testing and with the issuance of Amica Educa certificates.
- This way of conducting training has proven to be even better for participants (as well as for Amica Educa) and will continue as such in the future.

4. Lessons Learned

- Amica Educa will pay more attention and be more careful in assessing the invitations from other NGOs for project partnership in the future. Namely, although these invitations and accepted partnerships have many positive sides, sometimes it results in Amica Educa doing significant more of the work in a professional manner while some other organizations do not have the same investment and work ethics. This is also a risk for Amica Educa that can influence the professional image of organization.
- Cooperating with public institutions and schools is becoming increasingly more time consuming. Namely, the management of these institutions and schools shows interest in cooperation, sign the agreements but cooperation and communication in practice depends on individuals included and is not very often on the high level. Thus, if Amica Educa wants to have work done or to have good effects from the cooperation with institutions, team members have to invest more time, effort and resources to realize activities than representatives of the institutions invest. The situation cannot be changed as some projects depends on cooperation with these schools but for us it is important to be aware about this and to find the ways to increase the motivation of the people involved when possible.
- Again, using virtual services has brought new challenges, required development of new skills, searching for information and a lot of creativity, this also demands much more invested work hours and effort from the team members involved.

- In period of April – June, PR assistant has been engaged aiming to increase visibility of Amica Educa including better communication (and messaging) with public. Although the tasks defined in Agreement has been completed, we experienced lack of productive communication and proper timing. This trial showed that freelancers are good to have for some specific activity, but for the regular PR activities of organization it is more efficient to have one person in-house (to be employed, not freelancer).
- In order to reach and include more participants for the next PBS project / training cycle, Amica Educa will try to renew cooperation with the Employment Office and to conduct more intensive PR activities for this target group.

5. Other Donor-Supported Projects

5.1. Project Youth as Social Changemakers (financed by cfd)

- Project **Youth as Social Changemakers** covering the period January 2021 – December 2023, aims to increase young people's involvement in social changes focusing on mental health, gender equality and peace building.
- In 2021, the workshops Youth Mental Health, Nonviolent Communication and Gender Equality (in total 36 days) were realized as well as individual and group psychotherapy sessions (in total 40 sessions).
- The total number of young people involved in one or more project activities is 40 (30 women, 9 men and 1 transgender person).
- Young people reported increased knowledge related to the project focuses (workshop topics) as well as personal empowerment, improving self-confidence and self-esteem, easier coping with stress and various difficulties in psychological and social functioning.
- Project volunteers created online materials that were published on the newly opened project facebook and instagram page. The materials produced are related to destigmatizing of the youth mental health, promoting gender equality and peace building. Total reached on both social network pages is 396.646. Out of these number it was in total 16.158 post engagements and content interactions (this number shows posts opening, likes, sharing etc.).
- Project is financed by cfd Switzerland in the amount of 52.000 EUR for year 2021.

5.2. Development of the Training Program for Members of Municipal / City Commission for Gender Equality in B&H (partnership with NGO *Nesto Vise*, financed by EU delegation in B&H)

- Project "Development of training programs for members of municipal/city commissions for gender equality in Bosnia and Herzegovina" covering the period January 2021 – December 2022, aims to strengthen the role and position of women in political, social and economic processes, support local partnerships in establishing effective mechanisms for gender equality in local communities in B&H.

Women's participation in policy design and development is an indicator of the democratization of institutional mechanisms and the promotion of the social position of women as a key category that has ideas, creativity, diversity and development potential.

- In 2021, the workshops "Institutional mechanisms and legal regulations for gender equality" and "Understanding the concept of gender equality and civic activism for its achievement" were realized (16 days in total).
- The total number of members involved in one or more workshops is 84.
- Members of gender equality commissions report increased knowledge in the field of gender equality, as well as personal empowerment, improved understanding of the topic and involvement in discussions and activities of their commissions at local levels.
- The education of members has led to the active involvement of local authorities in the adoption of gender action plans in several communities, and these activities will continue in 2022. Also, an important moment is the networking of commissions, where members share their experiences and ideas for activities, in order to be realized throughout BiH.
- The project is supported by the Delegation of the European Union to Bosnia and Herzegovina and led by the Association of Citizens "Nesto Vise" and "Amica Educa" in cooperation with the Gender Center of the FBiH Government and the Gender Center of the RS Government. Funds that are granted for Amica Educa are 28.932,00 EUR

5.3. Youth Empowerment Enabling Prospects – YEEP! (financed by SOS Kinderdorf)

Regional project covering the period June 2020 – June 2022, aims to strengthening socio-economic integration of young people in risk.

- In 2021, trainings in Next Economy Methodology included empowering (individually or dispersed in 2 groups) young people (43 young persons, 33F and 10M) in field of personal skills and employability skills, as well as coaching sessions (in total 32 sessions). With each young person Individual development plan was created and monitored.
- Young people reported on increased self-awareness, self-confidence, self-esteem, better communication and problem solving skills, they also perceived more structure in life and support through goals they created. All of them adopted skills and knowledge that enables them to function better in social surroundings, primarily in employment context helping them to position better in the labor market.
- In 2021, 5 young persons from the project have found employment or internship, and they report that knowledge and support they received through the project has enabled them to stand out in employment market and find employment.

Project is financed by SOS Kinderdorf and Herman Gmeiner foundation in the amount of 50.000 EUR two years.

5.4. The Ministry of Work, Social Affairs and Return Tuzla Canton projects' grants

In the first half of the year Ministry has granted three projects:

- Family Counselling Center – in amount of 20 000 BAM (10.226 EUR) that will be realized in period January – December 2021 (covering the part of personnel salaries, costs of Positive Discipline in Raising of Children workshop, part of costs of two psychotherapist and part of cost of supervisor)
- Learning and Healthy Psychosocial Development of Children Through Play and Creativity – in amount of 2500 BAM (1278 EUR) – that will be realized in period of February – November 2021 (covering the costs of regular workshops for children, workshop on children human rights and workshop for parents that will be organized within Children' week in October)
- Social Skills and Emotional Health in Prevention of Risk Behavior of Youth - in amount of 3500 BAM (1790 EUR) that will be realized in period January – November 20201 (covering the costs of Art therapy workshop, part of costs of 1 psychotherapist)

Art therapy workshop (financed by Ministry)

In noveber three days workshop is held including 10 participants (10F). The participants have been motivated to participate due to professional (working professionally with children, youth, parents and families) and private reasons (as parents).

The subject/thema of the workshop was the Tree. This is simbolic that connect nature and natural dynamics with growth and development of the person.

During the workshop, participants have develop the understanding of holistic and phenomenological approach to human nature. They have learned how to support the individuls (focusing on children) to develop their healthy potentials but also to nurture their traumatized parts. They have experienced therapeutic effects of different techniques that can be applied in private and proffesional life.

Art history workshop held in October for 10 persons (9F, 1M)

5.5. Tuzla City project grant

The Tuzla City has granted the project Family Counselling Center – in amount of 5990 BAM (3062 EUR) that will be realized in period August – December (covering the part of personnel salaries, costs of Sexual Abuse in Childhood workshop)

Workshop Sexual abuse in childhood (financed by Tuzla Town)

Three days workshop was held in October, including 9 participants (9F), mainly professionals of helping professions. Through interactive work, statistical and theoretical inputs and experience sharing, participants were sensitized and educated about issue of sexual abuse of children; how often it happens, overview of abusers, how to recognize the symptoms and the trauma, how to understand and support the victim, learned about transference and countertransference in work with victims, and also about types of helpers and how to support the helpers. All participants express that after initial shock, they developed

awareness and understanding of this issue. They find themselves ready actively work on designation of sexual abuse of children and to share their knowledge in private and personal life. This we believe, leads to prevention. Participants are willing to have continuance of this education in near future.

5.6. Dances of Universal Peace (financed by NDL Network)

Amica Educa is in contact with NDL Network who shows understanding for postponed project activities/workshops due to COVID 19 epidemic situation.

Two workshops have been held (in total 5 days) and included 22 participants in total (20F, 2 M)

6. Fundraising Activities

6.1. High level summary of fundraising activities.

The funds of the projects that were granted in 2020 (for 2021) has been distributed in the budget to cover majority of the costs of 2021. It includes the projects financed by Amica Schweiz (in amount of 79.100 EUR), cfd (in amount of 52.000 EUR), SOS Kinderdorf (in amount of approximately 24.000), EU (in amount of 14.466 EUR)

Below is the list of applied and granted projects in 2021.

6.2. Chart of fundraising activities:

	Grants source	Project title	Amount requested / granted	Applied	Period realization of	Status
1	Ministry of work, social affairs and return Tuzla Canton	Social skills and emotional health in function of youth risk behaviors prevention	9 780 BAM / 3 500 BAM (1 790EUR)	April 16 th	January- November	Approved
2	Ministry of work, social affairs and return Tuzla Canton	Learning and healthy psychosocial development of children through play and creativity	8 270 BAM / 2 500 BAM (1 280EUR)	April 16 th	February - December	Approved
3	Ministry of work, social affairs and return Tuzla Canton	Family Counseling	23 476 BAM / 20 000 BAM (10 230 EUR)	April 16 th	January- December	Approved
4	Tuzla City	Family Counseling	5 990 BAM / 5 990 BAM	May 26 th	July - December 2020	Approved

			(3 064 EUR)			
5	Friedensbrugg Switzerland	Nonviolent Communication in BiH 2022	5.000€ / 5.000€	Nov, 09 2021	August, 1 – November, 30 2022	Approved

7. Networking Activities

In 2021 Amica Educa has established new cooperation and continued existing cooperation with government, institutions in relevant sector, local and international NGOs and private sector.

7.1. Cooperation with governmental bodies

- The **lobbying activities** for regular co-financing of Amica Educa Family Counselling Centre by the Tuzla Canton Government has been successful. The Amica Educa is included into the budget of Tuzla Canton 2022 as regular (not project related) budget beneficiary.
- Active participation in **Cantonal Board and Working Group for creating the Development Strategy of Tuzla Canton (2021 – 2027) and Action plan 2021 -2024 has been valuable to Amica Educa in many ways:**
 - **Amica Educa focuses of** work and programs have foothold in the Strategy.
 - More connections have been made,
 - Most important was the confirmation (and awareness) that Amica Educa can be the equal partner to the government in developing the Canton and shaping the future years.
- Closer cooperation with the same Ministry has been achieved also in the field of gender equality related to sharing the information on the process of Gender Action Plan (GAP) of Tuzla Canton that is obligation of the Ministry.
- Amica Educa has become a member of the Coordination Board for monitoring of implementation of the GAP for the period 2021 – 2024. As a member Amica Educa will have the direct access to information regarding the situation about the gender equality but it is also expected to be in position to influence the planning and realization of different actions in the community.
- Amica Educa has established new cooperation - with Ministry of Culture, Sport and Youth of Tuzla Canton. Memorandum of Cooperation is signed related to support to young people.

7.2. Cooperation with institutions in relevant sectors

- Cooperation has been established with **Gender Centers Federation B&H and Republic Srpska** in project *Development of Training Program for Members of Municipal Gender Equality Commissions in B&H* (EU project).
- **Cooperation with Home for Children Without Parental Care** continued through follow up on YEEP project participants. Furthermore, responding to the expressed need for psycho-educative support to their beneficiaries Amica Educa organized psycho-educative and creative workshops in the atelier for one group of younger school children.
- **Cooperation continued with many other institutions in the same manner and extend as previous year: Center for Social Work Tuzla, Centre for Mental Health Tuzla, primary and secondary schools, University of Tuzla.**

7.3. Cooperation with International and local NGOs

- **Amica Educa coordinated the organization of 8th of March event in Tuzla including 12 organizations and activists.** In accordance with the Covid -19 restrictions, instead of the traditional march, this year all citizens have been invited to mark the 8th of March by wearing red ribbons and participating in social media campaign.
- **DVV International – B&H:** Renewed cooperation with the former donor. Dvv-international invited Amica Educa to join the project lasting 3 years 2022 – 2024 including financial support and capacity building. Amica Educa accepted and the start of the project is planned in March 2022.
- Amica Educa is a member of several working groups addressing and promoting women's rights:
 - attended one working group meeting on a topic of sexual harassment in the community was organized by local **NGO Revolt**.
 - took part in two meetings on the topic "Analysis of the representation of the Women's Peace and Security Agenda in Tuzla Canton, with recommendations for improvement" organized by **Horizonti** local NGO organization.
- At the suggestion of the cfd, **Swiss peace, Switzerland** hold the interview with Amica Educa related to position of women in society (reflecting on Amica Educa project 2018-2020, its successes, challenges and recommendations) that would serve to supplement and better implementation of the Swiss National Action Plan.
- **New initiative** (worth to be discussed for the future) for organizing the workshop for young people with three B&H war veterans from different was sides (speaking about their war experience) came from **NGO Pravi Pozar (Real Fire), Derventa (Republic of Srpska)**. Amica Educa accepted to organize the workshop for youth in Tuzla in July, but unfortunately the number of participants applied was insufficient (probably due to summer when young people have exams or plan their vacation trips). The activity is estimated as great opportunity for young people to get to know more about the horrible war experiences that should never happen again.

- Cooperation continued with many other organizations within the projects and open activities in the same extend as previous year: SOS Kinderdorf B&H, NGO Nesto više, NGO Horizonti and Tuzla Open Centre, Big Ben local education centre (for foreign languages).

8. Organizational Development

8.1. The Annual Assembly (organized on-line/ e-mail correspondence due to COVID-19 pandemic)

8.2. 25th Anniversary celebration

On June 18th Amica Educa celebrated 25th anniversary. For this purpose, a booklet was published Amica Educa – Our First 25 Years, containing 11 personal stories of Amica Educa beneficiaries. The event included retrospective of 25 years accomplishments through viewing promotional video (<https://www.youtube.com/watch?v=iJQb8bld8GU&t=6s>) and video message on behalf of Amica Schweiz board, followed by promotion of booklet and emotional reading the stories by our beneficiaries. Since not all associates, beneficiaries and friends of Amica Educa could attend the event they were invited to share their wishes in a short video messages, also viewed at the event.

The professional video of the event was created and distributed to the media. (<https://www.youtube.com/watch?v=LJ0XKmb--rs>).

8.3. Organizational documents

Process of Strategic plan (2022-2025) development has started in December (financed by cfd).

8.4. Changes in Human Resources

- From January 2021 Nina Zupan (pedagogue-psychologist and gestalt psychotherapist in education and under supervision) is part of Amica Educa team, working part time (50%) as project coordinator for EU project. Also as a volunteer she does psychotherapy sessions with clients of Family Counseling Center.
- 1 psychotherapist (Alma Azderovic) finished her engagement as an associate of the Amica Educa in June because of her private practice opening. As new employee Nina Zupan (part time engagement) started her work with clients, the management decided not to engage anybody external in this year.
- In period of April – June, PR assistant has been engaged aiming to increase visibility of Amica Educa including better communication (and messaging) with public. Although the tasks defined in Agreement has been completed, we experienced lack of productive communication and proper timing. The need for having one person indoor (to be employed, not freelancer) has become evident.
- Social worker (Aida Vrabac Trnacevic) has started with her maternity leave that will last one year according to the law (December 2021 – December 2022)

8.5. Human capacity development/Education of the staff

In this year, Amica Educa Employees continued to develop their capacities through long-term educations (one employee - on psychotherapy) and short-term trainings within project Youth Empowerment Enabling Prospects – YEPP! project by SOS Kinderdorf.

8.6. Amica Educa expertise

Amica Educa staff expertise has been recognized in different areas, which resulted in their engagement to lead trainings/workshops:

- 2 workshops related to increasing the employability of young people (engaged by **World Vision B&H, Tuzla office**)
- a one-day training on "**Developing a supportive relationship for outreach workers.**" for employees of Community Service Center Tuzla (active in providing the care and psychosocial and legal assistance to migrants in Tuzla Canton)
- Lecture/presentation of the work of Amica Educa as organization active in lifelong learning and mental health for the students of **Sarajevo University, Faculty of Philosophy, Adult Education subject (invited by professor)**
- Lecture on Depression in Youth for the students of Medical High School (20 students and one of the teachers attended)
- 12 sessions of psychological support for two groups of women (6 for each group) – engaged by Foundation of Tuzla Community

8.7. Infrastructure

- Significant renovation work was done including the office and parking place:
 - Three doors were replaced (CDF financed)
 - Wooden floors were refurbished (CFD financed)
 - Walls repainted (Amica Educa financed).
 - Renovation of the parking place (Amica Schweiz financed)

9. Visibility/Public Relations/Advertising

In 2021 Amica Educa efforts were made in branding, visual identity development and creating good quality content for visibility. As a result, promotional materials (brochures, booklets, videos, poster and video invitations, etc.) are professionally designed and created to the standards and with quality. These materials were created by engaged external consultant, PR assistant (that was engaged for three months).

Amica Educa has promoted its work in media including TV, web portals, webpage social networks such as facebook and Instagram). The Facebook posts of Amica Educa have reached 128220 persons while Instagram posts reach 36980 persons.

Complete list of public appearance/press clipping in 2021 is attached.

10. Outlook for 2021

Beside the regular project activities, the most important new focuses for 2022 are the following:

- Finalizing the process of Strategic plan development with external associate and implementation of the recommendation defined in Strategic plan (depending of the funds and available time)
- Accounting software purchase,
- Continuation with lobbying activities
- Networking and capacity building within the project financed by DVV-international.
- Database / beneficiaries creation (in accordance to time and human resources)

11. Cooperation with AMICA Schweiz (*feedback*)

- Cooperation with Amica Schweiz has continued in the same manner including monthly monitoring/informative meetings as well as additional ones when needed. This way of communication as already stated, gives Amica Educa needed independency but also opportunity to be supported when needed. Although not being in close (physical) contact for almost two years, this way of communication provides good base for needed close relationship and prevent distancing.
- We are very much satisfied and appreciate how Sabina coordinates communication and connects Amica Educa and Amica Schweiz Board. We perceive regular monthly zoom meetings with Sabina as very efficient and we have the experience of being heard and understood even for the things not exclusively connected with the work of Amica Educa itself but also private ones.
- We also would like to emphasize that Amica Educa staff have been greatly touched with the speech that representative of Amica Schweiz recorded for the Anniversary event.
- Occasional zoom meetings with some of the Amica Schweiz Board members has been seen as a productive and effective way to clarify points not being clear in the mails. One of the example is clarification of the process of improvement of Breaking the Silence of GBV project at the zoom meeting. It was rather hard to find common understanding of the process before zoom as both sides had different understanding of the terminology and the ideas.
- Written minutes from the Amica Schweiz meetings that are sent to Amica Educa serves as good informative tool not just for present moment but also for the period ahead.
- It is also important to emphasize the efforts Amica Schweiz is making to provide the funds even not planned before. We appreciate these efforts, willingness and flexibility to provide additional funds for Amica Educa activities and staff as well as flexibility to allocate funds according to the needs.
- We are also aware of understanding and respect Amica Schweiz Board members give to Amica Educa staff who experience occasional burnouts and, and who beside the extra funds also received additional support in the form of wellness present at the beginning of the year.
- There were some concerns expressed by Amica Educa management about the changes in Amica Schweiz Board. The concerns were related to the impact that situation with persons leaving can have on the overall functioning of the Board. After conversation during monthly skype meetings, these

concerns have become lower and we really see this change as a starting point for reorganization and new way of functioning.

12. Cooperation with Amica Educa management and Board

Cooperation between the Board of Directors and the management of Amica Educa was carried out mainly via e-mail or telephone regularly. More intensive cooperation was needed in preparation of the Annual Assembly and Celebration of the 25th years of Amica Educa work. The most important points of cooperation were:

- Preparation of the Assembly
- Preparation of the 25th Anniversary of work Celebration.
- Informing about the work and plans of Ministry of Labor, Social Policy and Return related to Amica Educa's fields of action
- Inputs related to Strategic planning.
- Inputs related to lobbying activities (Tuzla Canton Government)

13. Appendices *(Tables and statistics)*

- Statistical Data for periods January-December 2020 and January-December 2021 (comparable in two-year period)
- Financial reports for Amica Schweiz supported project: Family Counselling Center, Osnažene, Breaking the Silence of Gender Based Violence, Therapy with Music and Drums.
- List of public appearances/ Press Clipping

Selma Alicic, Director of Association



Ivona Erdeljac, Program Director

