



Хүчирхийллийн эсрэг
үндэсний төв

“FAMILY CLOSE COUNSELOR” 96490505 HOTLINE

THE PROJECT BRIEF NARRATIVE REPORT 2020-2021

The project period: 1 January 2020- 31 December 2021

The project funding:

1500\$ in 2020

1000 \$ in 2021 and total of **2500\$**

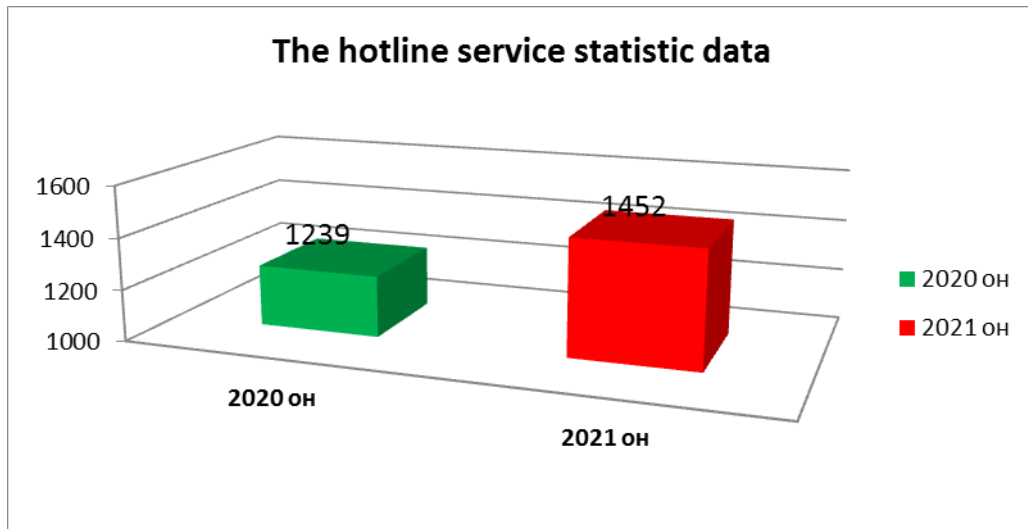
Gratitude;

On behalf of our clients and team, we would like to express our deep gratitude to the staff of Mandukhai Circus based on USA, led by Kh.Erdenechimeg for her initiative, regular fund raising actions and supports stability of the Family Hotline at National Center Against Violence Mongolia.

Implementing agency:

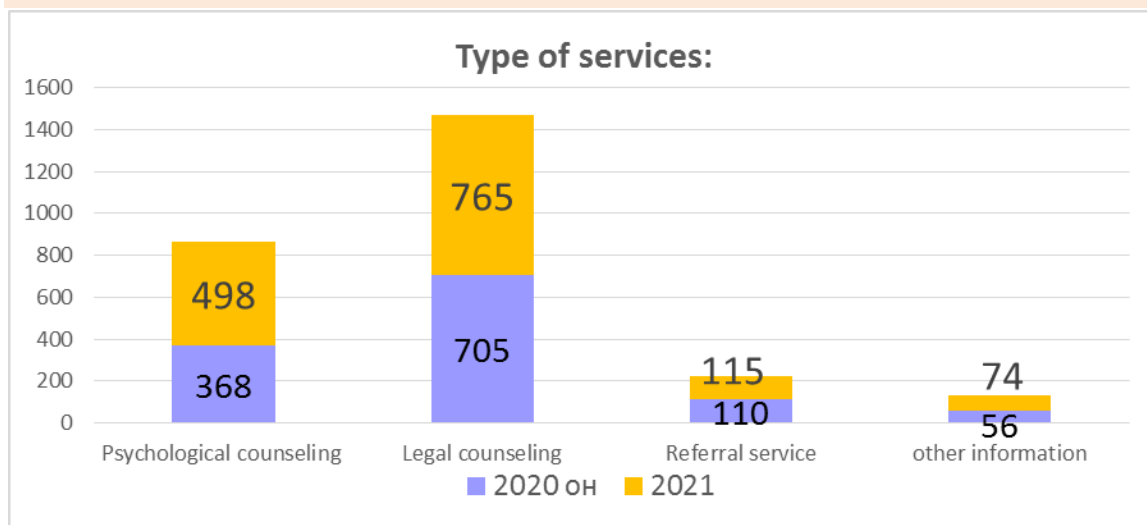
From 2020 to 2021, the Government of Mongolia and the Capital City Emergency Management Agency implemented a series of time constraints, increased preparedness, partial and strict quarantine lockdown in response to the Covid-19 pandemic in Mongolia. Domestic violence has more than doubled since the Covid19 occurred, according to statistics from the police.

During this pandemic period, our organization developed and followed a temporary procedure to work during the pandemic in order to ensure uninterrupted service, and services were running smoothly.



Between 2020 and 2021, a total of 2,691 people received the hotline counseling to protect their lives and safety and receive the necessary direct and referral services.

The type of services:



Due to the increase in hotline calls and cases of domestic violence due to the pandemic and lockdown situation, the service was expanded to 24-hour counseling, and three shift counselors were trained in counseling methods and skills.

The quarantine also made it impossible for victims to leave their homes, and in some cases did not know where or how to proceed.

Therefore, with the support of this project, activities were organized to promote hotline services to the public and introduce the methodology to other helpline service providing organizations.

Our center has developed a helpline counseling and methodological manual and is distributing it to governmental and non-governmental organizations that provide helpline counseling services.

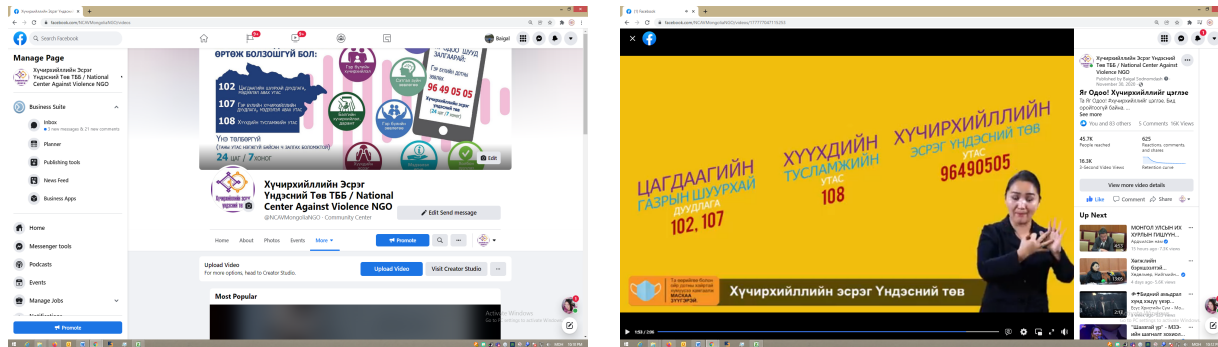


This training manual based training were organized twice for counselors.



Specialists involved in the training are working on referring clients to emergency police calls, mediate medical services, provide necessary information and provide feedback.

As part of the promotion of the hotline, we are promoting the hotline number to all content, posters and printed materials issued by NCAV.



Results:

- The hotline service has been provided for 24 hours during the pandemic
- In 2020-2021, a total of 2691 people approached to the hotline and received necessary services to protect their lives and safety.
- As the first organization to operate a hotline nationwide, we have developed a handbook on providing helpline service as well as to introduce the methodology to other governmental and non-governmental organizations, and have conducted two trainings for a total of 60 people.
- During the pandemic, the number of reported cases of domestic violence in Mongolia has doubled compared to normal period, and efforts are underway to promote and disseminate hotline services to the public.

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