

NCAV Report of donation on "Hotline: 976-96490505" by "Mission Manduhai" Circus, USA

Donor: Mission Manduhai

Implementer: National Center Against Violence

Aim of donation: Provide advice, information and referral services via telephone for the immediate needs of clients of domestic violence and sexual violence and those at risk

Duration: September, 2015-April, 2016

Project activities:

Telephone advice services to the victims of gender based violence

NCAV has been operating the hotline number since 1998. Between 1998 and 2010, the hotline number operated 24 hoursas data showeddomestic and sexual violence peaked atnight time and/or weekends. However due to budgeting and human resource, the hotline number has been operating 8 hours since 2011.

Hotline telephone provides the following services:

Psychological advice: Advise victims and their family members to assist them to reduce stress and calm down and on how to protect themselves from risky situations.

Legal advice: Provide legal advice and information to the clients on how to protect their rights.

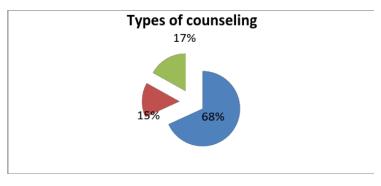
Referral services: Provide the clients information and address' of other service providing organizations

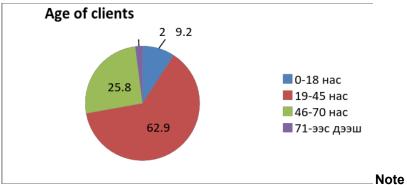


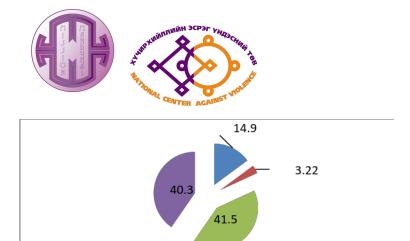
Assist the clients to protect their safety: If necessary, when the clients are at high risk, including loss of life, NCAV forwards her/his address and location to the police and hospital for immediate help.

Hotline statistics

The hotline number received 4250 calls between September, 2015 and April, 2016. Below is the graphic on the statistics.







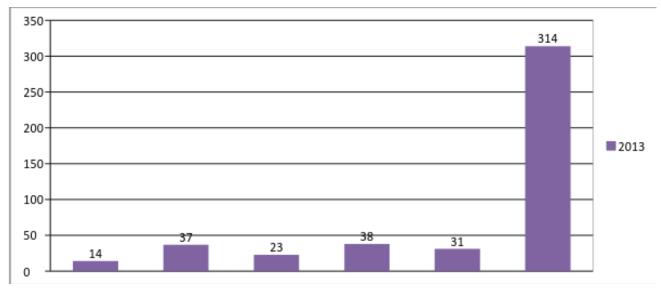
:To see the forms of violence the victims

experienced, 41.5% is psychological, 40,3% physical, 14,9% financial and 3,22% sexual.

Note: 68% is legal advice, 15% psychological counseling, 17% is other information on where to contact when there is violence etc.

Note: Age of 19-45 is 62,9%; 46-70% is 25,8%; up to 18 is 9,2% and above 71 is 2%.





Note: 68% of clients came to NCAV in person, 27% reached out to khoroo police and social workers, 15% to One Stop Crisis Center and 20% to NCAV shelter house.

Promote hotline services to the public

- ➤ 1000 copies of brochures about hotline services were distributed to the public of 6 UB districts.
- > NCAV staff has been promoting the hotline number through their interview with TVs, radio stations and newspapers.
- The hotline number is also promoted among professionals of local areas /Gobi-Altai, Bayankhongor and Khuvsgul etc/
- ➤ The discussion on hotline was held among secondary school and university students and they got information on how prevent violence.

Support from the government and its outcomes:

 NCAV hotline is cooperating with operators of Child Helpline-108, Police-102 and Family Helpline-107.

Progress of hotline services:





- The victims of domestic and sexual violence do not have to come to the office by themselves and can connect via telephone. This helps the clients save their time, working hours and get important information.
- Using the hotline services, NCAV is advocating the government professionals. Counselors are learning the skills of providing counseling through telephone.

Barriers:

- Hotline service requires equipment and due to lack of finance, there is a difficulty on collecting data and electronic resources.
- Due to financial instability, there is a problem in keeping the telephone counselor for long time and giving their wages.

Necessities:

- To have data collection software program and equipments to monitor and evaluate the telephone hotline.
- Operate the hotline for 24 hours. For this, employ the expert counselors as shift workers and give them wage

Budget expenditure of "Mission Manduhai" donation

	Expenditure types	Measuring	Quantity	Total
		unit		
1	Salary of the counselor	8 months	110,000 ₮	880,000 ₮
2	Printing the hotline brochures	1000 copies	50 ₮	500,000 ₮
3	Stationery	a per	120, 000 MNT	120,000 ₮
	Total			1,500,000 ₮



Report done by: NCAV service manager G. Tuvshinjargal





№1



№ 2



№ 3

Bu Nows	ran Course	Статис Санги	гикийн төв газар йн яам батлав. 188/340
КАССЬ	тын нэр ЫН ОРЛОГЫ 15. он	ін орд	
Харилцах данс	Дэлгэрэнгүй бүртгэлийн код	Дүн	Гүйлгээний утгын код
7	ruparvina	uise	syn 4
	пирашения 1080г нэр 1 грасс	UKI	сурта
Гүйлгээний утга агыл 5710-ы	yyara san zyyn	nei 500,000	сурта тегрег <u>=</u> ме
Гүйлгээний утга алба Піоб Хавсаргасан ба	yyara san zyyn	мы 500,000 меня	сурта тегрег <u>=</u> ме