OSVIT
UDRUŽENJE ROMKINJA

UN TRUST FUND TO END VIOLENCE AGAINST WOMEN AND GIRLS

Final Evaluation Report

Final evaluation of the project "Roma Women Leaders in the Fight for a Society Without Gender-Based Violence"

Serbia (Niš, Aleksinac, Vranje, Kostolac, Zaječar)
01.08.2022 – 30.09.2025.

PRO STUDIO Agency for Professional Counselling and Management
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This Evaluation Report has been developed by an independent evaluator. The analysis presented in this report reflects the views of the author and may not necessarily represent those of Association of Roma Women Osvit, its partners or the UN Trust Fund.

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List of Acronyms and Abbreviations

CEDAW — Committee on the Elimination of Discrimination against Women
CSO — Civil Society Organization/s
CSW — Center/s for Social Work
ECDV — European Conference on Domestic Violence
EE — External evaluation
GBV — Gender Based Violence
GRA — Gender-responsive approaches
GREVIO — Group of Experts on Action against Violence against Women and Domestic Violence
HRBA — Human rights-based approaches
MICS — Multiple Indicator Cluster Survey (UNICEF)
NCE — Non-cost extension (of the project)
NGO — Non-governmental Organization/s[1]
OSVIT — Association of Roma Women "Osvit"
ToR — Terms of Reference
UN TRUST FUND — United Nations Trust Fund to End Violence against Women
UN WOMEN — The United Nations Entity for Gender Equality and the Empowerment of Women
UNICEF — United Nations Children's Fund
VAW — Violence Against Women

[1] *CSO and NGO in the report refer to the same type of organizations, established according to the Law of Associations of Citizens of the republic of Serbia*

1. EXECUTIVE SUMMARY

Brief description of the context

Serbia's context is marked by widespread gender-based violence—almost half of women have experienced some form of violence—and uneven application of protection laws; policy design is further hampered by the absence of a unified administrative record (including ethnicity), which makes it hard to target support to the most at-risk groups. Roma women face layered barriers: intersectional discrimination, distrust of authorities, language obstacles when Romani is the first language, and residence in segregated or rural settlements where shelters, counselling and outreach are scarce; bias and stereotyping within institutions can also deter help-seeking, effectively rendering many Roma women "invisible" to mainstream protections. In Southern and Eastern Serbia—one of the country's least developed regions—higher poverty and weaker local capacities compound these risks, and specialized services (including Romani-language helplines) are limited across the target cities of Niš, Aleksinac, Vranje, Zaječar and Kostolac. A particularly acute concern is child and early marriage: social-work records show that most recorded cases involve Roma children and that interventions often come only after a union is formed, reflecting reactive practice and gaps in data systems (some centres do not report; key databases lack dedicated categories).

Entrenched patriarchal norms, poverty, service gaps, and inconsistent institutional responses shape a high-risk environment where culturally sensitive, accessible protection remains a critical need.

Brief description of the project

This external evaluation reviews the three-year project "Roma Women Leaders in the Fight for a Society Free from Gender-Based Violence," implemented from 1 August 2022 to 31 July 2025, with non-cost extension *(in further text: NCE)* to 30 September 2025.

The general goal of the project was contribution to the realization of the right to life without violence of women and girls from multiple marginalized groups without discrimination. Specific goal was to create conditions for Roma women and girls in Serbia to exercise their rights to life without violence and without discrimination through research, training, campaigns, conferences and stakeholder support of SOS services and institutions responsible for prevention and protection of women from gender-based violence, for 36 months.

The project set out to create conditions for prevention and protection from violence against Roma women through five, mutually reinforcing components: (1) prevalence research in five cities; (2) a 24/7 bilingual SOS helpline (Serbian/Romani) with free legal and psychological support; (3) educational workshops; (4) public campaigns; and (5) cooperation with institutions through accredited trainings and roundtables.

During the NCE, Osvit presented the project's research on prevalence of violence against Roma Women in South-East Serbia at the European Conference on Domestic Violence *(in following text: ECDV)* in Barcelona (3–5 September 2025), strengthening knowledge generation and advocacy reach at the European level

Purpose and objectives of evaluation;

The evaluation is necessary to ensure accountability for allocated resources and to assess the real impact of the project on women and girls, especially Roma women. It aims to generate evidence-based insights,

giving a voice to beneficiaries and stakeholders while measuring the effectiveness of project activities in addressing gender-based violence. Additionally, the evaluation will provide an opportunity to document achievements, challenges, and lessons learned, offering a comprehensive assessment of the project's success in improving services and support for Roma women.

The evaluation aimed to systematically assess the project's effectiveness, relevance, coherence, efficiency, sustainability, and impact while incorporating a cross-cutting analysis of gender equality and human rights.

The key evaluation objectives:

- To evaluate the entire project (01.08.2022 – 30.09.2025) against the effectiveness, relevance, coherence, efficiency, sustainability and impact criteria, as well as the cross-cutting gender equality and human rights criteria ;
- To identify key lessons and promising or emerging good practices in the field of ending violence against women and girls, for learning purposes (this is defined under the knowledge generation criteria below).
- Offer recommendations for improving the effectiveness of future interventions addressing gender-based violence and the protection of minority women.

Intended audience

The findings of the evaluation will be utilized by the implementing organization, Association of Roma Women Osvit, along with project partners, institutional stakeholders, and policymakers. The results will be used to assess the effectiveness of current policies and interventions, identify gaps in service provision, and highlight both progress and remaining challenges. Additionally, the evaluation will serve as a reference for refining community outreach strategies and advocating for systemic changes. Osvit will integrate the evaluation outcomes into its strategic planning and future project development efforts. The final evaluation document will be publicly available on Osvit's official website, ensuring transparency and accessibility.

Based on the evaluation's conclusions, Osvit will take steps to enhance its service delivery, strengthen community engagement, and refine strategies for advocacy and social influence. The organization will use the findings to shape new project proposals, secure additional funding, and develop more effective interventions tailored to the specific needs of Roma women facing gender-based violence. Additionally, institutional stakeholders may adjust policies and procedures to improve their responsiveness to Roma women's needs. The evaluation's recommendations will inform the broader agenda for gender equality and human rights advocacy at both local and national levels.

Short description of methodology

The evaluation used a mixed-methods design: desk review of project reports and financial documents; analysis of the processed datasets aligned to the coding workbook; 5-city prevalence research results (sample of 500 Roma women); focus groups with women who used psychosocial and legal support; interviews with research and workshop participants, partners, project staff and key stakeholders; and post-event questionnaires from roundtables and trainings. Data were triangulated across sources. Ethics protocols (informed consent, confidentiality, do-no-harm) were applied. Limitations included the risk of double counting across outreach activities (handled by conservative totals), uneven availability of institutional headcounts for some events, and disclosure constraints in small communities; these were mitigated through triangulation and conservative aggregation.

Key findings and conclusions

The project is evaluated as highly **effective** because it reached more women than planned and produced visible changes in knowledge, attitudes, and behaviors. Women now more often recognize not only physical but also psychological, sexual, and economic violence, and they know where to seek help. The SOS helpline, legal aid, and psychological support were used and valued, while campaigns and workshops encouraged women to come forward and share information in their communities. Institutional staff trained through the project improved identification and referral practices, which strengthened protection pathways. Effectiveness is demonstrated by scale and by change. The goal-level indicator was exceeded (37 996 reached vs. target 12 150 by July 2025). Women more often identify psychological, sexual and economic violence; they know where to seek help and do so. The planned research was delivered (1/1), and contributors through research, workshops and campaigns reached at least ~10 686 on verified, non-overlapping counts, with strong reason to conclude the true total met or surpassed the target of 11 750. Services were used and valued: the licensed bilingual SOS line registered 1 529 calls; 435 women sought help (87 Roma); 143 received free legal and 187 free psychological aid. Satisfaction was very high; women reported greater safety, confidence and readiness to act. Accredited trainings (86 institutional staff) and city roundtables improved identification, referral and coordination. Campaigns reduced stigma and drew women into services. Participation in the ECDV Conference effectively advanced the project's overall goal of improving responses to violence against Roma women by elevating the issue to the European agenda, informing public policy with intersectional recommendations, and establishing partnerships for future work.

The project is highly **relevant** to the needs of Roma women and aligned with national service pathways (social work, police, health, education). The project's relevance is emphasized, as it addressed real and urgent needs of Roma women and girls. By combining direct support with institutional training, it tackled both individual and systemic barriers. The bilingual SOS service was especially important for overcoming language and trust obstacles. Research, campaigns, and community outreach confirmed the project's alignment with broader goals of ensuring a life free from violence and discrimination. The project presentation at ECDV 2025 elevated Roma women's needs in a European policy forum, validated the intersectional problem analysis, and strengthened alignment with EU/national frameworks. It also expanded partnerships and knowledge exchange, feeding evidence-based practices back into project design and helping avoid duplication.

As for the **Coherence,** the project's strategies align with Serbia's legal/strategic architecture (Istanbul Convention; Domestic Violence Law; General/sector protocols; Gender Equality Strategy 2021–2030) and with regional standards privileging survivor-centred, multi-sector pathways and women-specialist services. The model complements, rather than duplicates, state mechanisms by (i) creating trusted entry points (SOS), (ii) providing integrated legal–psychological follow-through, and (iii) convening institutions to act on existing protocols. Osvit gained a policy role (e.g., membership in the Government Council for Gender Equality), strengthening links between community organizations and institutions. Participation in ECDV in Barcelona fostered regional coherence and linkages with European networks addressing GBV, complementing local-level service and policy efforts. Remaining coherence risks—coordination with the National SOS, uneven municipal coverage, and emerging technology-facilitated gender based violence demands—are addressable through protocolized referrals, local service points/, feedback exchange, and digital-safety content.

Efficiency is recognized in the fact that all activities were carried out on time. The project team managed resources well, adapted flexibly to political and local changes, and ensured smooth implementation.

There were clear roles and reliable management and monitoring systems set up. The small budget reallocation and NCE explicitly supported knowledge generation and dissemination through ECDV participation.

Sustainability is seen in the empowerment of women and girls, the stronger cooperation with institutions, accredited trainings, formal agreements, initial funding diversification—yet core services (SOS, free legal aid) still lack stable public financing. The ECDV platform catalyzed contacts for future collaboration and potential funding, supporting sustainability beyond the grant period. Political turnover and uneven institutional engagement in Serbia remain risks. The continuation of key services such as the SOS line and free legal aid still depends on stable public funding, which remains a challenge. Without systemic financing, some positive changes risk being lost, even though the foundations for sustainability are in place.

The project's **impact** goes beyond numbers: it empowered women, increased reporting, and improved community and institutional responses. It helped reduce tolerance for violence and built trust in specialized services. Networking, research, and women's leadership provided momentum for policy influence and wider social change. By presenting at ECDV 2025 (Barcelona), they increased the project's external visibility and opened avenues for policy influence and cross-country learning.

Knowledge generation is another strong point. The project produced new practices, such as combining legal and psychological aid, peer-to-peer support, and culturally sensitive campaigning. These approaches can be shared and replicated nationally and regionally. Osvit disseminated thir research findings and promising practices not only at the national level but also at ECDV 2025 (Barcelona), engaging European practitioners and policymakers and positioning the project research within a wider EU discourse on GBV.

The project is noted for its consistent application of **human rights and gender equality principles**. It recognized intersectional discrimination and ensured that Roma women were central actors, not just beneficiaries. Women confirmed that services were aligned with their needs and had a direct empowering effect. At the same time, systemic gaps such as lack of shelters and limited Romani-speaking staff in institutions remain, showing that while the project applied these principles, stronger institutional commitment is still needed.

Key recommendations

For **effectiveness**, it is advised to continue with comprehensive approaches that combine helplines, counseling, legal aid, research, campaigns, and training. All of these together made results possible, and the same integrated logic should guide future projects. Monitoring systems should be reinforced to track how women move through the chain of support and whether institutional responses improve.

For **relevance**, the evaluation recommends that services designed for Roma women should be maintained and further adapted to their real needs. Special attention should be given to linguistic and cultural barriers, with continued use of Romani-speaking staff and community mediators. The project should keep combining direct support with systemic advocacy so that women's everyday needs and structural changes go hand in hand.

On **coherence**, the recommendation is to strengthen alignment with existing national and local strategies on gender equality and violence prevention. Cooperation between civil society and institutions should be

deepened, especially by formalizing protocols for joint action. By doing so, duplication of services can be avoided, and trust among all actors can grow.

Regarding **efficiency**, the recommendation is to preserve the clear division of roles in the project team and maintain strong planning. At the same time, securing stable and flexible resources will be necessary to respond quickly to changes, whether political or social. Lessons about efficient management, such as timely reporting and transparent financial handling, should be shared with partners as models of good practice.

For **sustainability**, the report stresses the importance of institutionalizing key services, especially the SOS helpline in Romani and free legal aid, by anchoring them in municipal budgets. Accredited training programs for professionals should be recognized as permanent tools for improving services, while peer support groups for women can provide long-term empowerment in communities.

When it comes to **impact**, the recommendation is to build further on women's empowerment and on the trust that has been created. Future efforts should not only support survivors but also target root causes, including harmful gender norms and child marriages. Campaigns should continue making invisible forms of violence visible and should reach both women and men, especially youth.

For **knowledge generation**, it is recommended that all data, case studies, and promising practices developed in this project be systematically documented and shared. The unique methods of culturally sensitive outreach, integrated support services, and peer-led activism should be promoted as models that can be replicated in other regions or countries.

2. CONTEXT OF THE PROJECT

Gender-based violence (GBV) remains a widespread and critical issue in Serbia, particularly in intimate partner and family settings. Nearly half of Serbian women have experienced some form of violence in their lifetime. Domestic violence is the most pervasive, often perpetrated by husbands or partners, and frequently hidden within households. Psychological abuse is the most common form reported, followed by physical violence. The OSCE research on *Wellbeing and Security of Women-Serbia* conducted in 2018[2] on a nationally representative sample of 2,023 women in Serbia aged 18 to 74 showed that 22% of women surveyed in Serbia had experienced physical or sexual violence by a partner or non-partner since the age of 15, and 18% of women who had ever been in a partnership had experienced one or more forms of violence from a former partner. Women who reported having been victims of violence rarely sought help from relevant institutions or organizations—only 9% of women who had survived partner violence did so.

A study *"Why Women Do Not Report Domestic Violence"*[3] conducted by CeSID during 2022 aimed at gaining a deeper understanding of why women in Serbia often do not report domestic violence, as well as to identify the barriers that prevent them from seeking help. The study revealed that one in three women in Serbia firmly disapproves of domestic violence, while nearly half show a low level of tolerance for it. However, a small percentage of women still express a medium or high level of acceptance, indicating the persistence of deeply rooted patriarchal and traditional beliefs in society. When it comes to the reasons for not reporting violence, fear of the perpetrator is the most frequently cited – as many as 75% of women named it as a key issue. Additionally, women report feeling shame and embarrassment about their situation, many have nowhere to go, fear judgment from family and the community, are financially dependent on the perpetrator, or simply do not trust that institutions will help them. Some women do not know where to seek support, while others do not want their partner or family member to be punished, especially if he is the father of their children. When experiencing violence, women most often turn to family members, less frequently to the police, and a significant number confide in no one at all. The decision to report violence is often shaped by a complex mix of personal and social factors. Support from family and friends, a sense of personal strength, and concern for the safety of children are key motivators. Economic independence, education, younger age, and living in urban areas increase the likelihood that a woman will report abuse. Women have a moderate level of trust in institutions, with the highest level of trust expressed in shelters. Many believe that institutions are neither sufficiently sensitive nor properly trained to deal with victims of violence. Furthermore, women often fail to recognize all forms of abuse – physical violence is most commonly identified, while sexual and psychological abuse are frequently overlooked or unrecognized. The qualitative portion of the research found that violence often has a transgenerational pattern – both victims and perpetrators frequently come from violent households. Motherhood can be both a motivation and a barrier to reporting violence: women want to protect their children, but at the same time believe that children need both parents and that it is their duty to keep the family together. The study shows that reporting domestic violence is not a simple decision, but one that depends on a complex web of personal, economic, emotional, and social factors.

[2] "Wellbeing and Security of Women-Serbia, basic report", Organization for European Security and Cooperation – OSCE (2019). Available at: https://www.osce.org/files/f/documents/7/5/419756_1.pdf

[3] "Why Women Do Not Report Domestic Violence", Center for Free Elections and Democracy (CeSID), Belgrade, 2022, available at: https://www.undp.org/sr/serbia/publications/zasto-zene-ne-prijavljuju-nasilje-u-porodici-rezultati-istrazivanja

The key to change lies in empowering women, improving institutional responses, educating society, and strengthening community support (CeSID 2022).

The *Research on the prevalence of violence against Roma women in Southeastern Serbia*[4], conducted by Osvit with the support of UN Trust Fund in 2023, reveals the complexity and severity of gender-based violence within Roma communities. Based on a sample of 500 Roma women from five towns (Niš, Aleksinac, Vranje, Zaječar, Kostolac), the results indicate a high prevalence of various forms of violence—most commonly psychological, physical, and economic. Numerous cases of early and child marriages were also recorded, further complicating the situation for women. A large number of respondents reported witnessing violence in their surroundings, while a significant portion do not recognize all forms of abusive behavior as violence, highlighting the need for education and community empowerment. Access to institutions and support services for victims is limited, with barriers including fear of judgment, poverty, low levels of education, and lack of trust in institutions. Many women are uninformed about available support services, and those who do reach out often express dissatisfaction with institutional responses. There are also numerous institutional shortcomings in recognizing and addressing violence, particularly when it comes to Roma women. In response, the study provides concrete recommendations for improving public policies—such as better training for social service professionals, the inclusion of Roma mediators, expanding shelter services, and strengthening prevention efforts through educational and informational campaigns. The overall conclusion is that violence against Roma women must be viewed through the lens of multiple discrimination and that targeted, systemic solutions are urgently needed for their protection and empowerment.

Serbia's legal and policy framework addressing GBV has evolved in recent years, aligning with international and European standards on paper. Key developments include the adoption of a new Gender Equality Law (2021) and amendments to the Law on Prohibition of Discrimination (2021). Serbia is a signatory to the Council of Europe's Istanbul Convention, and its national legislation formally criminalizes domestic violence and related offenses. The government has also established coordination bodies to advance gender equality: the Coordination Body for Gender Equality was created in 2014 and revitalized in October 2022 with an expert group of government and civil society representatives. This body serves as the national mechanism to coordinate efforts across institutions to improve the status of women. In addition, a comprehensive National Strategy on Gender Equality (2021–2030) was adopted, with an accompanying Action Plan (2022–2023), and a new National Council for Gender Equality was formed as an advisory body in April 2023. These strategies and bodies are intended to harmonize policies, strengthen institutional capacities, and raise public awareness about gender equality. Serbia has also implemented a program "Integrated Response to Violence against Women" in partnership with the UN, aiming to improve multi-sector coordination in GBV prevention and response.

Despite this robust formal framework, implementation remains inconsistent. Many progressive legal provisions are not fully enforced or resourced. For example, certain obligations under the Gender Equality Law – such as integrating gender perspectives into education and ensuring gender-sensitive language – have seen resistance and slow uptake. Educational curriculum reforms to eliminate gender stereotypes have been partial, and some public figures and institutions have pushed back against gender equality measures. The Strategy for Preventing and Combating Gender-Based Violence (2021–2025), which lays out measures to fight domestic violence and other forms of GBV, has faced delays in implementation due

[4] "Research on the Prevalence of Violence Against Roma Women in Southeastern Serbia and Recommendations for Improving Public Policies", Osvit Niš, 2023, available at: https://drive.google.com/file/d/1eLV8Ji8Y8vtH4AETUV0HVJHIbQkSc05Z/view

to funding shortfalls. A new action plan for UN Security Council Resolution 1325 on Women, Peace and Security[5] has been adopted in 2025, with significant delay, since the previous plan expired in 2020.

While laws exist, women often struggle to obtain adequate protection and support on the ground. Serbia lacks a centralized system to monitor cases of violence across all agencies, and data on ethnicity or other vulnerability factors of victims are not systematically recorded. This gap makes it difficult to design targeted interventions for marginalized groups such as Roma women. Institutional response can be fragmented and uncoordinated. Police and social welfare centers are formally the first responders in domestic violence cases, but their effectiveness varies. Training for professionals in recognizing and handling GBV cases is improving yet remains insufficient. Courts have the ability to issue emergency protection measures, but enforcement and follow-up can lag, leaving victims exposed. Civil society organizations (CSOs) and women's NGOs operate SOS phones, shelters, and counseling services which fill critical gaps in support services, often with limited funding and recognition. Serbia currently has only 13 shelters for domestic violence survivors and one shelter for victims of human trafficking[6] (with roughly 190 total beds) – far below the Council of Europe's recommended capacity (one shelter space per 10 000 population, which for Serbia would be about 719 places). Moreover, about 70% of safe houses have no 24-hour security, and nearly two-thirds are not accessible for women with disabilities. None have specialized communication support for persons with sensory impairments. These shortcomings underscore the need for substantial improvements in victim support infrastructure.

Funding for specialized support services largely relies on project-based grants, often from international donors, leading to uncertainty and uneven geographic coverage. Coordination between state institutions and specialist CSO services is not systematically regulated – for instance, police protocols do not always mandate referrals to women's NGOs, resulting in underutilization of available expertise. Institutional discrimination is also reported[7]: Roma women's organizations note that in some localities, authorities have been reluctant to cooperate with Roma NGOs or to acknowledge systemic issues reported by Roma survivors. This indicates that beyond individual cases, there are structural biases that hinder an effective response for certain groups. Media portrayal of violence against women can be problematic as well, sometimes perpetuating stereotypes or victim-blaming, which affects public attitudes. On a positive note, the Commissioner for Protection of Equality has increasingly called out misogynistic and discriminatory speech by public figures, and women are now legally recognized as a highly discriminated-against group in need of protection. Still, these advances have yet to translate into consistently better outcomes for women facing violence.

Roma women in Serbia face multiple, intersecting forms of discrimination that greatly heighten their vulnerability to gender-based violence. As members of the Roma national minority, they often experience racism and social exclusion; as women, they face patriarchal norms and gender inequality; and many also endure poverty, low education levels, and poor access to healthcare and employment. According to the Commissioner for Equality's 2023 report[8], women are among the most discriminated groups in Serbia,

[5] Conclusion on the Adoption of the National Action Plan for The Implementation of United Nations Security Council Resolution 1325 – Women, Peace and Security in the Republic of Serbia for the Period 2025–2027 (official Gazette of RS No 33/2025) available at: http://demo.paragraf.rs/demo/combined/Old/t/t2025_04/SG_033_2025_003.htm

[6] „Functioning and operation of shelters for women victims of violence in Serbia", Association of Citizens of Athens in cooperation with UN WOMEN, 2023, available at: http://atina.org.rs/sites/default/files/Funkcionisanje%20i%20rad%20prihvatili%C5%A1ta%20za%20%C5%BEene%20%C5%BErtve%20nasilja%20u%20Srbiji%20-%20Analiza%20zate%C4%8Denog%20stanja.pdf

[7] Reports of the Commissioner for Equality, available at: https://ravnopravnost.gov.rs/izvestaji/

[8] Available at: https://ravnopravnost.gov.rs/wp-content/uploads/2024/03/RGI-2023.pdf

second only to the Roma as a whole. Furthermore, Roma women frequently suffer intersectional discrimination on the basis of gender, ethnicity, and often class or disability. This results in Roma women being among the least visible and least protected populations in the country's GBV response system. In practice, Roma women survivors often struggle to access justice and support services. They may be hesitant to report violence due to distrust of authorities (stemming from past discrimination) or language barriers when Romani is their first language. Many Roma communities live in segregated settlements or rural areas, where services like shelters, counseling, and police outreach are scarce. When Roma women do seek help, they can encounter bias or misunderstanding from service providers – for example, stereotypes that downplay violence in Roma families as "cultural" issues. Indeed, institutional barriers such as lack of Romani-language materials, few Roma professionals in social services, and prejudice can discourage Roma women from pursuing assistance. The social isolation of some Roma settlements means community support networks are limited, and women may fear backlash from their community if they report abuse. This isolation and marginalization effectively render many Roma women "invisible" to mainstream protections. The COVID-19 crisis further exposed these inequities (as detailed later), highlighting that without culturally sensitive and proactive outreach, Roma women can be left behind in emergency responses.

A particularly acute issue at the intersection of gender and cultural norms is the persistence of child marriages in some Roma communities. Early and forced marriage is recognized internationally as a harmful practice and a form of GBV, and it remains prevalent among Roma in Serbia compared to the general population. According to the 2019 Multiple Indicator Cluster Survey (MICS6) data[9],, 14% of Roma girls aged 15–19 were married before age 15, and about one-third had their first child before age 18. Nearly half of Roma young women (15–19) are either married or in a union (44% overall – 40% in urban areas and 52% in rural). By stark contrast, in the general population less than 1% of women were married before 15 and about 8% before 18. This indicates that Roma girls are disproportionately affected by early marriage, with poverty, traditional customs, and lack of education as driving factors.

Entering into marriage or a common-law union before the age of 18 constitutes a violation of human rights. The minimum legal age for marriage in Serbia is linked to the acquisition of full legal capacity and is set at 18 years of age. Therefore, the lack of legal adulthood is a barrier to marriage, meaning that a person cannot enter into marriage before turning 18. However, an exception exists: the law allows a court, for justified reasons, to permit a minor who has reached the age of 16 and who has attained the physical and mental maturity necessary to exercise the rights and duties of marriage, to enter into marriage. In addition, the Criminal Code prohibits common-law unions with minors. Despite the fact that the normative and institutional legal framework in Serbia aligns with international standards, and despite significant positive steps that have been taken, child, early, and forced marriages still persist. The UN Committee on the Rights of the Child and the Committee on the Elimination of Discrimination against Women (CEDAW Committee) have also highlighted this issue. The causes and drivers of child marriage in Serbia are very similar to those found globally. Gender-based discrimination, structural inequality, poverty, lack of education, accepted cultural practices**,** inadequate institutional responses to child marriage, and many other factors contribute to the occurrence of child marriages. A 2023 Report on child marriages in Serbia issued by NGO Praxis [10], highlights that many children in certain communities consider child marriage normal, having grown up in environments where it is common. This underscores

[9] MICS 6 Multiple Indicator Cluster Survey for 2019, Statistical Office of RS and Unicef Serbia, 2019, available at: https://www.unicef.org/serbia/publikacije/mics6-istrazivanje-visestrukih-pokazatelja-za-2019-godinu

[10]"2023 Report on child marriages in Serbia" NGO Praxis, 2023, available at: https://praxis.org.rs/index.php/en/reports-documents/praxis-reports/item/1785-2023-annual-report-on-child-marriages-in-serbia

the urgency of both normative changes (tightening laws and enforcement) and proactive community interventions to shift attitudes.

The Republic Institute for Social Protection collectes data on child marriages reecorded by social protection institutions from the whhole teritorry of Serbia. The most recent data, from 2024, issued by the Institute [11] present data on cases recorded by 51 (30%) centers for social work in Serbia. The 25% of all centers for social work didn't even respond to survey, which implies that data are not presented in a full scope. The Institute emphasizes that some centers for social work, located in municipalities where organizations supporting women—especially women of Roma ethnicity—are actively operating, did not submit their reports at all. A similar situation is seen in Belgrade, where four departments of City CSW (Zemun, Obrenovac, Savski Venac, and Čukarica) failed to submit reports. It is entirely clear that the recorded number of nine child marriage victims for the city of Belgrade presents a highly unrealistic picture. It can be stated with certainty that the centers worked with a greater number of children, and that this inaccurate representation is due to inadequate recording and documentation of their work on this issue.

According to the Institute report, in 2024 alone, centers for social work recorded 177 child marriage victims (182 in 2023), of whom 158 (89,27%) were girls. Tellingly, 66.1% of all child marriage cases involved Roma children (117 out of 177, including 102 Roma girls), and over a third of those Roma girls were under the age of 16.

Table 1: *The share of Roma children who, as of December 31, 2024, remain on the active records of the Centers for Social Work (CSW) in relation to the total number of child marriage victims on the active CSW records as of December 31, for the years 2019–2024 (%)*

Year	2019	2020	2021	2022	2023	2024	Average
Percent of Roma	60,3%	44,9%	54,4%	59,5%	63,4%	69,2%	58,6%

Source: Republic Institute for Social Protection

While the total number of recorded child marriages slightly decreased compared to a few years earlier, the proportion of Roma among these cases increased, indicating that Roma communities continue to be disproportionately affected. These marriages often occur with the knowledge – and sometimes formal consent – of local authorities only after the fact; over half of the time (54%) the authorities intervened when the girl was already in a marriage or union, reducing opportunities for prevention. Interventions thus tend to be reactive "firefighting" measures, aiming to mitigate harm (e.g. trying to return the girl to school, providing material support, or removing a baby for care) rather than preventing the marriage in the first place. This pattern points to a systemic failing where social services lack effective tools (and perhaps will) to preempt child marriages. Indeed, professionals acknowledge child marriage as a form of violence, but current case tracking systems (such as the SOZIS database) do not even have a category to monitor it, reflecting a blind spot in institutional attention. The drivers of child marriage are complex: poverty and low parental education are major factors, as is the entrenched patriarchal norm that values girls primarily as wives and mothers. Many Roma girls drop out of school early, narrowing their life opportunities to early marriage. The government and civil society have recognized the need to work with families and community leaders to change these norms. Public awareness campaigns and community-

[11] Report on the work of social protection institutions on protection of children from child marriages in 2024, Republic Institute for Social Protection, Belgrade, 2024. Available at: https://www.zavodsz.gov.rs/media/2936/6-izve%C5%A1taj-o-radu-2024-de%C4%8Diji-brakovi-rev-1032025-final-sk.pdf

based prevention programs are increasingly seen as vital, since data show that child marriage occurs across all regions of Serbia and is not confined to any single locale or type of settlement.

Despite the challenges, there have been ongoing efforts by various stakeholders in Serbia to strengthen the fight against gender-based violence. Civil society, in particular, has been a driving force in both service provision and advocacy. Networks of women's organizations (such as the Women Against Violence Network and specialized Roma women's groups) operate across Serbia to provide free legal aid, psychosocial support, safe shelter, and reintegration programs for survivors. These organizations not only assist thousands of women each year but also serve as watchdogs, monitoring the government's compliance with domestic laws and international commitments (CEDAW, Istanbul Convention, etc.). For example, women's NGOs regularly produce shadow reports for bodies like GREVIO, highlighting issues such as the need to amend the Criminal Code's definition of rape to a consent-based standard (a GREVIO recommendation still pending action). They also advocate for sustainable public funding for victim services, rather than ad-hoc project support. Notably, cooperation between the government and civil society has seen some positive steps: in 2023 the Coordination Body for Gender Equality signed agreements with several NGOs to improve service delivery (including support for women in shelters and for women in rural areas through local projects). Such partnerships need to be expanded and institutionalized to ensure continuity of services. There is a growing recognition that community-level initiatives are crucial. In many Roma communities, for instance, local Roma women leaders and activists have become first responders and trusted liaisons, encouraging survivors to seek help and mediating with institutions. These grassroots efforts complement the formal system by bringing cultural knowledge and trust that outsiders may lack.

The context in which the evaluation took place

The project is focused on Southern and Eastern Serbia, which is one of the seven statistical regions in Serbia and one of the least developed, with significant socio-economic challenges. According to the 2022 census, this region had a population of 1 406 050 (21% of total population in Serbia), which is a decrease of 5,7% comparing to census 2011 (1 563 916). The most numerous ethnic groups are Serbs (1 173 092) and Roma (50 671). This region of Serbia has the highest percent of Roma in total population (3,60%), and is known for higher levels of poverty, especially among Roma women and girls, whose socio-economic status is significantly more disadvantaged than in other parts of Serbia. This disparity is compounded by the lack of effective local authorities and the resulting difficulty for Roma women in accessing their legally guaranteed rights.

Table 2: Population of Roma in targeted locations

Census 2022									
Territory	Type of settlement	Total	M	F	Total	M	F	% of Roma in total population	% of Roma women in total female population
Republic of Serbia	Total	6647003	3231978	3415025	131936	67459	64477	1,98	1,89
	Urban	4120782	1958180	2162602	77635	39593	38042	1,88	1,76
	Other	2526221	1273798	1252423	54301	27866	26435	2,15	2,11

Belgrade Region	Total	1681405	794413	886992	23160	11874	11286	1,38	1,27
	Urban	1383875	646302	737573	18304	9351	8953	1,32	1,21
	Other	297530	148111	149419	4856	2523	2333	1,63	1,56
Vojvodina Region	Total	1740230	845739	894491	40938	20966	19972	2,35	2,23
	Urban	1075836	513671	562165	18354	9364	8990	1,71	1,60
	Other	664394	332068	332326	22584	11602	10982	3,40	3,30
Šumadija and Western Serbia region	Total	1819318	895840	923478	17167	8721	8446	0,94	0,91
	Urban	911119	434965	476154	8349	4190	4159	0,92	0,87
	Other	908199	460875	447324	8818	4531	4287	0,97	0,96
SOUTH AND EASTERN SERBIA REGION (TARGET REGION OF THE PROJECT)	**Total**	**1406050**	**695986**	**710064**	**50671**	**25898**	**24773**	**3,60**	**3,49**
	Urban	**749952**	**363242**	**386710**	**32628**	**16688**	**15940**	**4,35**	**4,12**
	Other	**656098**	**332744**	**323354**	**18043**	**9210**	**8833**	**2,75**	**2,73**

Source: Statistical Office of the Republic of Serbia [12]

The project is being implemented in five local-selfgovernment units in Southern and Eastern Serbia with significant Roma population: Kostolac, Vranje, Zaječar, Aleksinac, and Niš. All of them lack specialized social services for women affected by gender-based violence, such as SOS telephone services in the Romani language, which are critical for supporting Roma women in crisis situations. In Kostolac, 49,36% of the Roma population are women, and it has the third highest rate of child marriages in Serbia, which contributes to violence against Roma women. Vranje has 48.71% Roma women, with over half of the social protection beneficiaries being women. Zaječar has 46,62% Roma women, with 55.68% of social protection recipients being female. Aleksinac has 50,28% Roma women, with almost 50% of social protection recipients are women. Niš, the largest city in the region, has 48,46% Roma women, with over half of the social protection beneficiaries being women. These cities face high levels of poverty and limited access to social services, making them critical areas for intervention in combating gender-based violence. In the targeted regions, Roma women face compounded social and economic challenges, including high levels of poverty, low educational attainment, and limited access to public services. They are often excluded from legal and social support systems, particularly when it comes to gender-based violence. The lack of targeted services, such as specialized shelters or counseling services, and the absence of an SOS phone in Romani make it difficult for Roma women to escape cycles of violence.

Association of Roma Women Osvit is currently the only organization in this region providing a 24/7 licensed SOS phone in both Romani and Serbian, ensuring Roma women across the region can access support over the 24 hours.

[12] Census 2022, data base, available at: https://data.stat.gov.rs/Home/Result/3104020101?languageCode=sr-Latn

3. DESCRIPTION OF THE PROJECT

Table 3: General project information

Organization	Association of Roma Women Osvit
Project title	"Roma Women Leaders in the Fight for a Society Without Gender-Based Violence"
Project duration	01.08.2022 –30.09.2025
Budget and expenditure	Budget: $ 195.000 Expenditure: $ 177.905,97
Geographical areas	Serbia (Nis, Aleksinac, Kostolac, Vranje, Zajecar)
Specific forms of violence addressed by the project	– Violence in the Family (Intimate partner violence, Physical, Psychological and emotional, Sexual, Economic) – Harmful practices (Early/Child marriage) – Violence against the girl child (non-spousal violence, violence related to exploitation)
Main objectives of the project	The general goal of the project: Contribution to the realization of the right to life without violence of women and girls from multiple marginalized groups without discrimination. Specific goal: Create conditions for Roma women and girls in Serbia to exercise their rights to life without violence and without discrimination through research, training, campaigns, conferences and stakeholder support of SOS services and institutions responsible for prevention and protection of women from gender-based violence, for 36 months.
Key assumptions of the project	• Roma women and other multiply marginalized women feel empowered and safe to report all forms of violence without fear of stigma, discrimination, or retaliation; • Sensitization training is expected to result in meaningful shifts in the attitudes and behaviors of institutional employees, fostering a more empathetic and unbiased approach toward survivors of violence; • Social support services collaborate closely with women's organizations to ensure comprehensive protection and support for women and girls who are survivors of gender-based violence; • Community-based education can lead to behavior change and awareness in both women and the wider community; • Field research will yield credible, actionable data that can be used to shape public opinion and policy; • Positive visibility and public campaigns will help challenge harmful norms and reduce stigma around GBV and Roma identity.
Description of targeted primary and secondary beneficiaries	Primary Beneficiaries: targeted 900; achieved: 1 213: Women and girls in general, women and girls who are survivors of violence (beneficiaries of the SOS Phone, Legal Aid, and psychological counseling services), and women and girls from minority ethnic groups, particularly Roma women (participants in research, workshops and awareness-raising activities). Secondary Beneficiaries: targeted 100 ; achieved: 80: Civil servants trained through the project, including social workers, police officers, healthcare professionals, and other institutional representatives.

	Broader Stakeholders: targeted 165; achieved: 177 Policymakers, local government representatives, NGOs, and community members engaged in efforts to combat gender-based violence and improve support services for Roma women
Key implementing partners and stakeholders	1. Association of Roma Women Nada-Aleksinac, 2. Association of Successful Women of Kostolac, 3. Roma Association Zaječar, 4. Association of Roma Women Sastipe - Vranje, 5. United Nations Trust Fund to End Violence against Women (UN Trust Fund)

3.1. Strategy and Theory of Change/Results chain

The Theory of Change for the "Roma Women Leaders in the Fight for a Society Without Gender-Based Violence" project is built on the principle of human rights as guaranteed by international and national laws, with a particular emphasis on women's rights and the right to life without violence. This approach asserts that every woman, regardless of nationality, education, or financial status, is entitled to a life free from violence. The project activities are strategically designed to align with this goal, ensuring that women, especially those from marginalized groups like Roma women, can access the resources and support necessary to realize their rights and live violence-free lives.

The key activities of the project are developed in a well-structured and integrated manner, leading to the achievement of the overarching goal: a society in which women live free from violence. To this end, we engage a diverse range of actors who play crucial roles in realizing this right, including community members, local service providers, and institutional stakeholders. The project adopts a strategy of community mobilization and awareness-raising, empowering both the Roma community and wider society to recognize and address the problem of gender-based violence (GBV).

Given the lack of administrative records in Serbia tracking the different types of violence and the number of women experiencing it, the project takes a research-driven approach. Field research conducted in five cities on the prevalence of violence within the Roma community and the specific living conditions of Roma women with experience of violence generated the first database on this issue. This research, which involved a sample of 500 Roma women, provided valuable data to influence decision-makers and guide the creation of targeted, positive public programs for the prevention of gender-based violence, tailored to the needs of Roma women.

Community Mobilization and Awareness-Raising

The project aimed to engage Roma women and girls in educational and informational workshops focused on GBV, reaching a target of 100 women and girls in Roma neighborhoods. This initiative empowered Roma women with the knowledge they needed to identify and address violence within their communities. The goal was for these women to not only benefit from the information themselves but also to serve as agents of change, transferring their newly acquired knowledge to others in their environment and taking preventive actions against gender-based violence.

Capacity Building and Advocacy

A critical component of the project involved capacity-building and advocacy to improve the quality of services for Roma women. To this end, the project implemented a two-day accredited training program

for civil servants, aimed at sensitizing employees in public institutions to overcome prejudices and stereotypes toward Roma women. The training focused on breaking down institutional discrimination and ensuring the consistent application of the normative and strategic framework related to gender-based violence. The curriculum explored the history, culture, and traditions of the Roma community, highlighting both the similarities and differences between Roma and majority populations. By increasing awareness of Roma women's specific challenges, the training also addressed socio-cultural issues, such as the impact of patriarchal structures on women's autonomy and the role of Roma women in family and community life. Participants engaged with positive role models from the Roma community to challenge stereotypes and show that Roma women are active contributors to societal development. In the second and third years of the project, the training program expanded to include 60 additional civil servants from cities like Niš, Zaječar, and Vranje, as well as 40 more civil servants from regions like Aleksinac and Kostolac. This multi-tiered training approach was designed to ensure that the knowledge and insights gained reached a broad range of public employees involved in the protection of women and girls. By the end of this component, according to the participants lists, total of 80 civil servants were trained.

Support Services and Empowerment

A core element of the project is the provision of specialized support services to Roma women experiencing violence. Recognizing the deep isolation and social barriers faced by Roma women, Osvit is the only organization in Serbia offering licensed SOS telephone services in both Romani and Serbian languages. This 24/7 service, available on the toll-free number 0800/100909, ensures that Roma women across the country have access to immediate support. This phone serves as a critical lifeline for women experiencing violence, offering not only emotional support but also psychological counseling, legal aid, and representation in court. The program provides continuous support to women throughout all phases of overcoming violence, focusing on the individual needs of each beneficiary. The SOS phone is an essential resource that enables Roma women to seek help and break free from the cycle of violence, tailored to their linguistic and cultural needs.

Multisectoral Cooperation

The project recognizes that addressing gender-based violence requires multisectoral cooperation. By connecting various actors responsible for the protection of women from violence and discrimination, we aim to create an integrated system that can support women with experience of violence. This approach ensures that all necessary actors — from local NGOs and civil society organizations to public institutions — are mobilized to support Roma women in exercising their right to a life free from violence.

Theory of Change

Conditions have been created for Roma women and girls in Serbia to exercise their rights to a life free of violence and without discrimination. Through our work so far, we have noticed that by supporting a Roma woman, we can free her from prejudices and value systems that have been imposed on her. She gains self-confidence very quickly and visibly, frees herself from fear and she is able to resist various forms of discrimination, threats and violence.

Table 4: Results Framework

PROJECT GOAL		
Create conditions for Roma women and girls in Serbia to exercise their rights to life without violence and without discrimination through research, training, campaigns, conferences and intersectoral support of SOS services and institutions responsible for the prevention and protection of women from gender-based violence, by 36 months.		
Project Outcomes	Project Outputs	Key Project Activities

Outcome 1: **The quality of services intended for women with experience of violence with a focus on Roma women has been improved through the work of SOS phone in Romani and Serbian languages and sensitization of employees in state institutions responsible for their protection through training.**	**Output 1:** At least 300 women with experience of violence were empowered, 30% of whom are from the category of multiple marginalized women, to get out of the circle of violence, and who used the services of SOS phones in Romani and Serbian language, psychological counseling and legal aid.	**Act 1.1:** Continuous support to women and girls with experience violence through the work of the SOS phone **Act 1.2:** Provide psychological support to women and girls with experience violence in the territory of the city of Niš and by phone or online service in the territory of the whole of Serbia 24/7 **Act 1.3:** Provide legal support to women and girls with experience violence in the territory of the city of Niš and by phone or online service in the territory of the whole of Serbia 24/7
	Output 2: 100 employees in state institutions (Police, Judiciary, Centers for Social Work, Health Centers, educational institutions and NGOs) have improved knowledge and provide quality services to Roma women without discrimination.	**Act 2.1:** Training service providers of 3 accredited training seminars "Support to improving the position of Roma women (in Niš, Zaječar, Vranje, Aleksinac and Kostolac) for 100 civil servants **Act 2.2:** Monitoring and supervision of trained personal to improve service provision
Outcome 2: **Conditions have been created for the prevention of violence against Roma women through research, educational workshops and campaigns.**	**Output 3:** Results on the prevalence of violence against Roma women and girls in Nis, Aleksinac, Kostolac, Vranje and Zajecar were obtained, and recommendations for their protection and prevention of gender-based violence were published.	**Act 3.1:** Conduct Field research on the prevalence of violence against Roma women in 5 cities in Serbia **Act 3.2:** Research analysis on the prevalence of violence against Roma women in 5 cities in Serbia **Act 3.3:** Publication and presentation of the findings of the prevalence of violence against Roma women in 5 cities in Serbia to relevant stakeholders at round tables. **Act 3.4:** Realization of the 16 Days of Activism against Gender-Based Violence Campaign - street actions of distributing promotional material and appearing in the media
	Output 4: The level of awareness and knowledge of 100 Roma women and the wider community on the problem of gender-based violence was raised through organized educational workshops, campaigns and conferences.	**Act 4.1:** Conduct informative and educational workshops for Roma women in 5 cities of Serbia **Act 4.2:** Conduct campaign "Month of Roma Women's Activism" - street actions of distribution of promotional material and guest appearances in the media **Act 4.3:** Organize the National Conference "Roma Women Leaders in the Fight for a Society without Gender-Based Violence"
Management Output	Effective project management per the policies and guidelines provided by UN Trust Fund	

By following this Theory of Change, the project aimed to foster systemic change, addressing both the direct needs of Roma women and the structural barriers that perpetuate gender-based violence. Through community mobilization, advocacy, capacity building, and the provision of specialized services, the project is actively working toward a society where all women, regardless of ethnicity, education, or wealth, are guaranteed the right to live free from violence. This comprehensive approach will contribute

to lasting change by empowering Roma women, improving institutional responses, and fostering a society that respects the rights and dignity of all women.

4. PURPOSE OF THE EVALUATION

This is the final project evaluation of the project "Roma Women Leaders in the Fight for a Society Without Gender-Based Violence" implemented by Association of Roma Women Osvit and supported the UN Trust Fund to End Violence against Women.

The evaluation is necessary to ensure accountability for allocated resources and to assess the real impact of the project on women and girls, especially Roma women. It aims to generate evidence-based insights, giving a voice to beneficiaries and stakeholders while measuring the effectiveness of project activities in addressing gender-based violence. Additionally, the evaluation will provide an opportunity to document achievements, challenges, and lessons learned, offering a comprehensive assessment of the project's success in improving services and support for Roma women. The timing of the evaluation aligns with the project's conclusion, ensuring that data-driven decisions can be made for future interventions.

The findings of the evaluation will be utilized by the implementing organization, Association of Roma Women Osvit, along with project partners, institutional stakeholders, and policymakers. The results will be used to assess the effectiveness of current policies and interventions, identify gaps in service provision, and highlight both progress and remaining challenges. Additionally, the evaluation will serve as a reference for refining community outreach strategies and advocating for systemic changes. Osvit will integrate the evaluation outcomes into its strategic planning and future project development efforts. The final evaluation document will be publicly available on Osvit's official website, ensuring transparency and accessibility.

Based on the evaluation's conclusions, Osvit will take steps to enhance its service delivery, strengthen community engagement, and refine strategies for advocacy and social influence. The organization will use the findings to shape new project proposals, secure additional funding, and develop more effective interventions tailored to the specific needs of Roma women facing gender-based violence. Additionally, institutional stakeholders may adjust policies and procedures to improve their responsiveness to Roma women's needs. The evaluation's recommendations will inform the broader agenda for gender equality and human rights advocacy at both local and national levels.

5. EVALUATION OBJECTIVES AND SCOPE

5.1. Objectives of the evaluation

The evaluation aimed to systematically assess the project's effectiveness, relevance, coherence, efficiency, sustainability, and impact while incorporating a cross-cutting analysis of gender equality and human rights.

The key objectives include:

- To evaluate the entire project (01.08.2022 – 30.09.2025.), against the effectiveness, relevance, coherence, efficiency, sustainability and impact criteria, as well as the cross-cutting gender equality and human rights criteria;
- To identify key lessons and promising or emerging good practices in the field of ending violence against women and girls, for learning purposes (this is defined under the knowledge generation criteria below).
- Offer recommendations for improving the effectiveness of future interventions addressing gender-based violence and the protection of minority women.

5.2. Scope of the evaluation

Timeframe:
The evaluation comprehensively assessed the entire duration of the project, from 01.08.2022 – 30.09.2025, to capture its full impact and effectiveness (including NCE period which was was not due to implementation delays but to facilitate participation of Osvit at the ECDV in Barcelona in September 2025 and presentation of the results of the research on the prevalence of violence against Roma women in South-East Serbia with recommendations for policy improvements). The evaluator covered the complete implementation period of the project, ensuring that all phases—from planning and execution to outcomes—are systematically analyzed.

Geographical coverage:
In order to ensure a thorough assessment of the project's reach and influence across different regions the evaluation focused on all project locations, including the cities of Niš, Vranje, Aleksinac (South Serbia), and Zaječar and Kostolac (East Serbia), where key interventions were implemented. Data collection was performed in all targeted cities, with participants from all five cities. The field visits were performed in Niš (South Serbia) and Kostolac (Eastern Serbia), while focus groups with beneficiaries covered all five cities targeted by the project: Niš, Zaječar, Vranje, Aleksinac, and Kostolac. The primary and secondary beneficiaries from all of the 5 targeted cities (Niš, Zaječar, Vranje, Aleksinac, and Kostolac) were involved in interviews, small scale surveys, focus groups.

Target groups covered:
The evaluation team planned to involve approx. 162 participants. Based on reported number of primary and secondary beneficiaries as well as broader stakeholders from all 5 targeted cities the sample of 159 individuals, plus 8 persons from the project management and donor organizations.

- Primary Beneficiaries: Women and girls in general, women and girls who are survivors of violence (beneficiaries of the SOS Phone, Legal Aid, and psychological counseling services), and women and girls from minority ethnic groups, particularly Roma women (participants in research, workshops and awareness-raising activities). Total targeted number of primary beneficiaries was 900, while the project achieved 1 213, according to the Osvit Beneficiary sheet data from 31 July 2025. The evaluation involved 113 primary beneficiaries which is 9,32% of achieved number.
- Secondary Beneficiaries: Civil servants trained through the project, including social workers, police officers, healthcare professionals, and other institutional representatives (targeted 100; achieved: 80, according to the Osvit reports). The evaluation involved 27 civil servants -5 to 6 from each of the targeted cities which is 33,75% of achieved number.
- Broader Stakeholders: Policymakers, local government representatives, NGOs, and community members engaged in efforts to combat gender-based violence and improve support services for Roma women (targeted 165; achieved: 206, according to the Osvit Beneficiary sheet data from 31 July). The evaluation involved 26 participants, from each of the targeted cities, which is 9,1% of achieved number.
- Project partner organizations (Association of Roma Women Nada-Aleksinac, Association of Successful Women of Kostolac, Roma Association Zaječar, Association of Roma Women Sastipe-Vranje) – 4 persons.
- UN Trust Fund Portfolio Manager- 1 person.

Additionally, the evaluation incorporated internal reflection and personal impact assessments:

- Internal Review: Seven (7) internal team members (Association of Roma Women Osvit project staff) were interviewed to assess the challenges faced during project implementation, internal communication dynamics, and the benefits of the project on team development.
- Beneficiary Testimonials: Three (3[13]) in-depth testimonies from women who benefited from the project's services were collected, highlighting life-changing experiences and the impact of the support they received.

6. EVALUATION TEAM

The evaluation was conducted by the evaluation team of the PRO Studio Agency for Professional Consulting and Management. The experts selected for the external evaluation team have extensive experience in external evaluation of projects, including projects that address GBV and projects related to child protection and social inclusion. They were part of the team who conducted external evaluation of the project "Towards a Comprehensive System to End Violence Against Women in AP Vojvodina" for the Provincial Secretariat for Economy, Employment and Gender Equality of AP Vojvodina, conducted evaluations of two projects of association of Roma Novi Bečej funded by UN Trust Fund, as well as other projects funded by the UN Trust Fund, EU and other donors.

The External Evaluation Team (EET) was comprised of Lead Evaluation Expert and Evaluator as external consultants contracted to develop the evaluation document independently. Evaluators were responsible for designing the evaluation methodology in accordance with the Terms of Reference (ToR), selecting

[13] These 3 women were involved in focus groups too, therefore are already counted in the number of unique primary beneficiaries-participants in the evaluation

respondents based on the chosen methodological approach, and designing surveys for selected stakeholders and project partners. The evaluators collected all internal reports and records related to project reporting and conducted all research activities, including field visits, focus groups, and individual interviews. Evaluator was responsible for data collection, drafting the Inception Report, First Draft Report, Second Draft Report, and Final Report, ensuring compliance with the UN Trust Fund guidelines and the requirements outlined in the ToR. The EET was also responsible for translating the final report into English and ensuring its alignment with UN Trust Fund standards.

The **Lead Evaluation Expert** was responsible for undertaking the whole process of evaluation: communication and coordination with Osvit, preparation of the Inception Report including desk analysis, preparing instruments for data collection, data analysis, as well as report drafting and finalization. The Lead Evaluation Expert was also responsible for managing the evaluation team under the supervision of Evaluation Task Manager from the Osvit, that is, for the assignment of tasks and organization of evaluation activities. The Lead Evaluation Expert was responsible for the end result and products of the evaluation within the defined timeframe. Second team member, the **Evaluator** is responsible for full participation in all phases of evaluation process, including development of data collection instruments, field visits, conducting data collection (interviews, focus groups, monitoring of progress in filling surveys questionnaires), data analysis, synthesis of data and contributing to writing report.

The Evaluation Task Manager is a representative from the Association of Roma Women Osvit, responsible for supporting the evaluator by facilitating direct contact with selected respondents, organizing focus group participants according to the designated groups, and providing contact information for all selected stakeholders and project partners. The Evaluation Task Manager ensure a safe and conducive working environment for both parties, while maintaining neutrality and not influencing the data collection process.

The Evaluation Management team consists of project team members who provided all internal records and reports related to the evaluated project. These documents includde internal reports, photos, participant lists, SOS phone records, internal interviews on beneficiaries' perspectives regarding services, legal aid records, financial records, financial administration, and more. They provided all necessary inputs required by the evaluators. However, they were not responsible for any communication with the selected respondents or data collection related to the evaluation report.

The Stakeholder Reference Group consisted of individuals or organizations that were significantly affected by the outcome of the evaluation process or by the performance of the intervention, or both. This group was divided into categories: an integral part of the project, which includes those directly involved in the project; interested and committed to the values of the project, those who support and are engaged in the project's goals; and familiar with the project but not committed, those aware of the project but not directly involved. Since the project engaged some stakeholders in its implementation and targeted others, stakeholder selection for the evaluation was based on identifying each stakeholder's potential participation or role in the evaluation, including being a data or information provider, making judgments on the project's implementation or cooperation, or benefiting from changes arising from the evaluation process. This group was involved in all stages of evaluation, by providing suggestions to the engaged External Evaluation Team and Evaluation Management Team on the content of the produced deliverables. The Evaluation Task Manager handled this coordination and communication, and the group was engaged in the review of inception report, draft report, as well as validation meeting.

7. EVALUATION QUESTIONS AND CRITERIA

The External Evaluation was conducted according to the following evaluation criteria:

- **Effectiveness:** A measure of the extent to which a project attains its objectives / results (as set out in the project document and results framework) in accordance with the theory of change.
- **Relevance:** The extent to which the project is suited to the priorities and policies of the target group and the context.
- **Coherence:** The extent to which other interventions support or undermine the intervention, and vice versa. Includes internal coherence and external coherence.
- **Efficiency:** Measures the outputs - qualitative and quantitative - in relation to the inputs. It is an economic term which refers to whether the project was delivered cost effectively.
- **Sustainability:** Sustainability is concerned with measuring whether the benefits of a project are likely to continue after the project/funding ends.
- **Impact:** Assesses the changes that can be attributed to a particular project relating specifically to higher-level impact (both intended and unintended).
- **Knowledge generation:** Assesses whether there are any promising practices that can be shared with other practitioners.
- **Gender Equality and Human Rights as a c**ross-cutting criteria: the evaluation will consider the extent to which human rights based and gender responsive approaches have been incorporated throughout the project and to what extent.

Key evaluation questions per criteria were:

EFFECTIVENESS

1. To what extent were the intended project goal, outcomes and outputs (project results) achieved and how?
2. What factors contributed to or hindered the achievement of these results?
3. To what extent was the project effective in reaching the targeted beneficiaries at the project goal and outcome levels?

RELEVANCE

4. To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of Roma women and girls victims of gender based violence?
5. Whether or not the strategy was relevant given the wider context (municipality, lawmakers etc.) and was the project able to adjust and adapt to any changes in the context?

COHERENCE

6. How are project strategies compatible with other interventions in the country? In the region?
7. What are the synergies and linkages between the intervention strategies carried out by the organization and their implementing partners?

EFFICIENCY

8. To what extent was the project efficiently and cost-effectively implemented? Was it managed in timely manner in accordance to the implementation plan? Was the project managed well to make best use of human and financial resources.

SUSTAINABILITY

9. To what extent will the achieved results, especially any positive changes in the lives of women and girls (project goal level), be sustained after this project ends?
10. What steps have been taken to institutionalize the project, build capacity of stakeholders or secure further funding?

IMPACT

11. To what extent has the project contributed to ending violence against women, gender equality and/or women's empowerment (both intended and unintended impact)?
12. What are the specific changes in the situation for women and girls in relation to specific forms of violence (both intended and unintended for both women and girls targeted by the project)?

KNOWLEDGE GENERATION

13. To what extent has the project generated new knowledge, promising or emerging practices in the field of EVAW/G that should be documented and shared (or scaled up) with other practitioners and communities?

GENDER EQUALITY AND HUMAN RIGHTS

14. To what extent were human rights based and gender responsive approaches have been incorporated through-out the project, including its design, implementation, and monitoring?

8. EVALUATION DESIGN AND METHODOLOGY

8.1. Description of evaluation design

The evaluation design includes the pre and post-test without control group, and emploed a mixed-methods design, combining both qualitative and quantitative approaches. This design is appropriate, as it provided a comprehensive understanding of the project's effectiveness, relevance, coherence, efficiency, sustainability, and impact, while also capturing the lived experiences of beneficiaries and stakeholders. The evaluation assessed the project across several criteria, including human rights and gender equality principles. The key components of the evaluation design included:

1. *Formative and Summative Evaluations:* A combination of both formative (process-focused) and summative (outcome-focused) evaluations were used to assess the project's implementation and outcomes, as well as to draw lessons learned.
2. *Theory-Based Evaluation:* The evaluation assessed whether the project's activities and outputs aligned with the intended outcomes, drawing from the Theory of Change framework to examine how project interventions have led to observed changes.
3. *Gender-Responsive and Rights-Based Approach:* All aspects of the evaluation were framed around gender equality and human rights to ensure a focused examination of the project's impact on women and girls, particularly from marginalized groups.

8.2. Data sources

To answer the evaluation questions, data were gathered from primary and secondary data sources, namely:

Primary data sources – information that were produced based on data collected during the external evaluation process: Notes and transcripts from focus groups and interviews, filled questionnaires, notes from field visits and meetings etc. This data were obtained from:

- Primary beneficiaries (women and girls, including survivors of violence)
- Secondary beneficiaries (such as representatives of institutions who have received accredited training)
- Project staff, UN Trust Fund portfolio manager, implementing partners, local authorities, policymakers, and service providers
- Community members (including Roma and non-Roma populations)
- Document and project records (reports, monitoring data, etc.)

Secondary data sources – information that were collected through desk study/document review:

1. Project document and Results and Resources Framework
2. Project reports (interim and annual)
3. Project records (e.g., Monitoring reports, training and workshops reports, Report on Research on the prevalence of violence against Roma women in 5 cities in Serbia, budgets, work plans, case studies etc.)

4. Secondary data from partner organizations and local authorities

In addition to that, in order to provide more comprehensive context overview and GBV data, the EET analysed a significant number of relevant external documents (legal regulations, strategic documents, research reports etc). These documents are listed in Annex 13.6 of the Evaluation Report.

8.3. Description of data collection methods and analysis

Data collection employed both qualitative and quantitative methods to ensure a comprehensive and context-sensitive evaluation of the project. Given that the evaluation involved vulnerable social groups, the methodology was adapted to address potential barriers, including language differences, traditional community roles, and the risks of re-victimization and re-traumatization. To mitigate these challenges, the contracted evaluator designed approachable questions, providde necessary support to beneficiaries, and collaborated with professionals from Osvit to ensure ethical and sensitive data collection.

Applied methods:

- Document Review: Examination of project reports, meeting notes, monitoring data, and external publications to triangulate findings and validate outcomes.
- Focus Group discussions: Facilitated with selected beneficiaries to explore their experiences, perceptions, and social dynamics while ensuring a safe and supportive environment.
- Individual Interviews: Conducted based on specific individual needs, and provide a private and trauma-informed setting. These interviews were offered to adult beneficiaries who prefer one-on-one discussions. They were held with key stakeholders too, including project staff, partners, and community leaders, to collect in-depth qualitative data on the effectiveness and sustainability of the project.
- Surveys and Questionnaires: Administered to a selected list of stakeholders, institutional representatives, and advocacy participants to gather quantitative data on project outputs, outcomes, and impact. The format and language of these tools were adapted to ensure accessibility.
- Case Studies: Developed to highlight 3 individual stories of transformation and the project's long-term impact, while ensuring anonymity and ethical considerations.

Data Analysis:

- Qualitative Data: Thematic analysis was used to identify patterns, themes, and insights from interviews, focus groups, and case studies. The approach was reflexive and iterative to capture the complexity of beneficiaries' experiences.
- Quantitative Data: Descriptive statistics was applied to measure project outputs and outcomes, identify trends, and provide evidence of impact.

Field Visits:

As part of the data collection process, the focus groups and individual interviews were conducted within the office space of the lead and partner organizations to ensure a safe and controlled environment for participants, while no program staff was present during data collection.

The External Evaluation team conducted 2 field visits to the communities where project activities were performed:

1. **Niš, proposed by the project team as location in Southern Serbia and residence of lead project partner.** The visit was performed during the Final Project Conference on 17 June 2025, when evaluators had the opportunity to observe, meet secondary beneficiaries and broader stakeholders, project team and partners. During the conference, the results of the project and the activities carried out so far were presented, as well as the contribution of Roma women's organizations in promoting women's rights, with a particular focus on the prevention of and fight against gender-based violence and discrimination. The program also addressed the importance of cross-sectoral cooperation with institutions – such as centers for social work, healthcare institutions, educational establishments, and local governments – in providing support and protection for women, especially Roma women, who are at risk of violence and marginalization. Alongside the presentation of positive examples from practice, this event offered a space for dialogue, experience sharing, and strengthening partnerships between civil society and institutions in the fight for a society that respects the human rights of all women. Therefore, the Conference was very interesting opportunity to observe stakeholder's opinions, discussions and feedback on the project itself and the issues addressed.
2. **Kostolac, proposed by the project team as location in Eastern Serbia on 23 June 2025 as** one of the locations where the project activities of research and public campaigns were conducted, in order to observe the situation in the local community, speak with partner organization and get more insight into the context in which project actions were performed. This visit included informal group conversations with Roma women in their settlements/informal environment, in order to learn about their perspective on effects of the project activities.

The evaluators developed the time line of visits which was flexible due to the summer holidays, Final conference etc, therefore, the exact dates of each evaluation event was be agreed with project team and partners, or directly with evaluation participants. The logistical coordination and gathering of sampled individuals was managed by the Association Osvit, ensuring that all necessary arrangements were in place for effective and ethical data collection. This structured approach facilitated a smooth and organized evaluation process while prioritizing the comfort and accessibility of participants.

8.4. Description of sample and sampling design

According to the 2022 census, the region of Southern and Eastern Serbia had a population of 1 406 050 (21% of total population in Serbia), with 50 671 Roma (of which 24 733 are women). This region of Serbia has the highest percent of Roma in total population (3,60%), among all of 7 statistical regions of Serbia, while % of Roma women in Roma population vary from 46% to 50% in the local self-governments targeted by the project, being highest in Aleksinac and Kostolac:

Table 5: Roma women in population of targeted cities

	Population			Roma			% of Roma women in Roma population
	Total	M	F	Total	M	F	
Municipality of Kostolac	12091	6023	6068	2956	1497	1459	49,36%
City of Zaječar	47991	23333	24658	637	340	297	46,62%
Municipality of Aleksinac	43098	21335	21763	1605	798	807	50,28%

City of Niš	249501	120792	128709	5803	2991	2812	48,46%
City of Vranje	74381	37141	37240	3531	1811	1720	48,71%
Total	**427062**	**208624**	**218438**	**14532**	**7437**	**7095**	**48,82%**

Source: Statistical Office of the Republic of Serbia

According to the data provided by Osvit and GSM reports, the project directly reached total of 1 499 unique individuals:

- **Primary Beneficiaries: targeted 900 - achieved 1 213**: (Women and girls in general, women and girls who are survivors of violence (beneficiaries of the SOS Phone, Legal Aid, and psychological counseling services), and women and girls from minority ethnic groups, particularly Roma women (participants in research, workshops and awareness-raising activities).
- **Secondary Beneficiaries: targeted 100 - achieved 80**: civil servants trained through the project, including social workers, police officers, healthcare professionals, and other institutional representatives.
- **Broader Stakeholders: targeted 165 - achieved 206**[14] (policymakers, local government representatives, NGOs, and community members engaged in efforts to combat gender-based violence and improve support services for Roma women)

Considering the diversity of the project target groups as well as of the social position of Roma women and girls, the method of sampling was stratified random in order to ensure that the sample adequately represents different strata within the population of interest, with following strata groups: women and girls in general, Roma women and girls, women living both in urban, rural and slums. To ensure a representative and ethical evaluation, participants were selected from all 5 local self-governments targeted by the project (Niš, Aleksinac, Vranje, Zaječar, Kostolac) based on their direct involvement with the project, ensuring that key voices—including beneficiaries, project staff, institutional stakeholders, and advocacy participants—are included.

Beneficiaries were categorized based on key demographic factors such as age and social background to ensure that diverse perspectives are captured. To reach hard-to-access individuals, particularly those who may be hesitant to participate due to trauma or social stigma, trusted community members and project staff assisted in identifying and engaging additional participants. Institutional representatives and advocacy participants were surveyed and interviewed based on their availability and willingness to contribute, ensuring flexibility in the data collection process.

Considering the number of project beneficiaries reached directly by services and capacity building and advocacy activities, the sample percent varied:

- Primary Beneficiaries: Women and girls in general, women and girls who are survivors of violence (beneficiaries of the SOS Phone, Legal Aid, and psychological counseling services), and women and girls from minority ethnic groups, particularly Roma women (participants in research, workshops and awareness-raising activities. The project reached 1 213 of them, therefore, the evaluation sample of 113 represents 9,32% of total reached number of primary beneficiaries. Considering the project provides SOS phone service, some

[14] Beneficiary Data sheet in Annex of this report shows total of 726, however, 80 of them are civil servants-accreditted training participants and 440 are family members who were not targeted by the project nor evaluation. Therefore, for the purpose of evaluation, the number of 206 is used as number of reached broader stakeholders

beneficiaries are not accessible as many of them remain anonymous; so the focus was on the beneficiaries who had identified themselves with the personal data. Mechanism of selection of specified evaluation groups was consulted with Osvit in order to develop the best possible sample selection. Sample selection paid attention on the following: age, type of violence reported, type of services received, location of the beneficiary and language barrier. The goal of this process was to give an equal chance to all and enable participation of the most marginalized women serviced and avoid secondary victimization in the process.

- Secondary Beneficiaries: the evaluation sample was 27, which is 33,75% of 80 unique individuals (civil servants trained through the project, including social workers, police officers, healthcare professionals, and other institutional representatives) reached by the project
- Broader Stakeholders: 26 individuals (12,62% of 206 reached by the project) - policymakers, local government representatives, NGOs, and community members engaged in efforts to combat gender-based violence and improve support services for Roma women.
- Project partner organizations (Association of Roma Women Nada-Aleksinac, Association of Successful Women of Kostolac, Roma Association Zaječar, and Association of Roma Women Sastipe-Vranje): 4 persons directly involved in project implementation.
- UN Trust Fund Portfolio Manager- 1 person
- Association of Roma Women Osvit project staff: 7 members were interviewed to assess the challenges faced during project implementation, internal communication dynamics, and the benefits of the project on team development. The interview involved both project management staff and those involved in direct work with beneficiaries.

Total: 178 individuals

Table 6: Sample structure and data collection methods

Technique	Number of evaluation participants
Primary beneficiaries: Project Target Groups	
Focus groups with women who received psychological and legal support approx.. 5 women in each targeted city (Niš, Vranje, Aleksinac, Zaječar, Kostolac),	24
Online small-scale survey for SOS phone users	46
Group online interview with women workshop participants – 2 from each targeted city (Niš, Vranje, Aleksinac, Zaječar, Kostolac)	10
Group interview with participants of the campaign 16 Days of Activism – approx. two Roma women from each targeted city (Niš, Vranje, Aleksinac, Zaječar, Kostolac)	10
Case studies - in-depth interview with three users– in order to collect and present in-depth testimonies from women who benefited from the project's services, highlighting life-changing experiences and the impact of the support they received. It would be good to involve women from 3 different cities, recommended by the project team.	3
Group or individual interview with users who participated in the research – 4 from each city (Niš, Vranje, Aleksinac, Zaječar, Kostolac)	20
Total primary beneficiaries:	**113**
Secondary beneficiaries	
Small scale survey (online questionnaire) for participants of accredited training sessions (from the health system, social protection, education, police, etc.), 4–5 from each targeted city (Niš, Vranje, Aleksinac, Zaječar, Kostolac)	27
Total secondary beneficiaries:	**27**

Broader stakeholders and others	
Small scale survey (online questionnaire) for roundtable participants – approximately 2 per each targeted city (Niš, Vranje, Aleksinac, Zaječar, Kostolac)	14
Focus group with stakeholders from all targeted cities, possibly including – 2 from each targeted city (Niš, Vranje, Aleksinac, Zaječar, Kostolac), selected from key institutions/local authorities/CSOs most familiar with the project	10
Individual interview with representatives of 3 key stakeholders: 1 representative of the Niš local self-government, 1 from Niš Center for social work and who are well-acquainted with Osvit's work and the project; and 1 representative of a women's CSO in Serbia well-acquainted with the project;	2
UNTF Portfolio Manager – online interview	1
Group interview with partner organizations from Vranje, Aleksinac, Zaječar, Kostolac	4
Group interview with Osvit internal project staff	7
Subtotal others:	**38**
Total estimated # of participants	**178**

Given that the group of final conference participants was also included through observation during field visits, the number of participants in the external evaluation is higher. However, these participants were indirectly involved in the evaluation: a) at the final conference, which Osvit reports had 40 participants, about 20 of them were covered by other methods (interviews, surveys), so the rough estimate is that around 20 of the remaining participants can be added to the total sample covered; b) during the field visit to Kostolac, most of the women who were included through informal conversations also took part in focus groups and interviews, so if we are talking about the unique number of evaluation participants, it can be increased by 30 together with these indirect participants, i.e., to a total of 198.

Stakeholder Engagement and Evaluation Reference Group

The Stakeholder Reference Group consists of approx. 11 individuals from 11 organizations that were be significantly affected by the outcome of the evaluation process or by the performance of the intervention, or both.
Stakeholder who are integral part of the project are project partners directly involved in the project; Center for Social Work Niš, Center for Social Work Vranje, Elementary schools „Radoje Domanović" and „Vuk Karadžić", Health Centre Niš, CSO "Indigo" from Niš and CSO "Center for Girls" Niš. The listed institutions and organizations provided significant support to project team, and were the most cooperative during the project implementation. They reviewed and provided input to the Inception report, participate in Validation meeting of draft findings and review and provide input to the Draft report). The review and input was coordinated by the Association Osvit.

The Validation meeting of draft findings was held on 29 August 2025 with 9 members of the Stakeholder Reference group. The evaluators prepared a Power point presentation and presented the Draft Evaluation Report. Prior the Validation meeting, the Draft Evaluation Report was shared via email with the Osvit and partner organizations, as well as Stakeholder Reference Group members.

8.5. Description of ethical considerations in the evaluation

The External Evaluation Team put in place specific safeguards and protocols to protect the safety (both physical and psychological) of respondents and those collecting the data, as well as to prevent harm. This ensured the rights of the individual were protected and participation in the evaluation did not result in

further violations of their rights. The highest ethical norms and standards were upheld throughout the process in order to ensure that the rights of all individuals involved would be fully protected, and that the evaluation would not lead to any further violations of their rights. Absolute anonymity and confidentiality of all participant information shared with the evaluation team were guaranteed. The External Evaluation Team members are trained in collecting sensitive information and specifically data relating to violence against women and have many years of experience working with women and children from marginalized groups, including women with disabilities, Roma women, other minority women and girls. Also, they had already conducted external evaluations according to the UN Trust Fund standards.

At the start of each interview, focus group discussion, or questionnaire, participants were informed about the data collection purposes. They received relevant information about the project and evaluation in advance, with assurances that data would only be used for evaluation, stored securely, analyzed appropriately, and not misused. Additionally, it was guaranteed that no participant names or other identifying data were disclosed in any document. Furthermore, it was emphasized that their participation was voluntary. Special attention was paid to ensuring that participants understood the purpose of the evaluation and their right to withdraw at any time. Individuals were not required to answer any questions they preferred not to, and they could stop the focus group, interview or questionnaire at any time if they felt uncomfortable continuing. As Osvit reported that there were a significant number of girl victims of child marriages who had turned 18, and that they had mainly participated in the research on prevalence, they were involved in the evaluation as representatives of this group of primary beneficiaries, as they were in full capacity to provide informed consent.

While all necessary information was initially presented orally, written informed consent was required from each participant. Written informed consent was signed from each respondent at the beginning of every interview or focus group discussion. For participants of online interviews and focus groups, online written consent was available. For participants of small scale surveys, all essential information about the protection of respondent rights was provided at the beginning of each questionnaire. If a respondent completed and submitted a questionnaire after reading the introductory text and responded „Yes", the evaluation team considered that the respondent had given their informed consent to participate in the evaluation process. Recognizing the diverse backgrounds and potential language barriers of participants, informed consent was obtained using culturally and linguistically appropriate methods. Materials were translated into their native language, and Osvit, with partner organizations or trusted individuals, assisted in explaining the consent process.However, all participants declared tehir ability to participate in Serbian, therefore, translated materials were not used. Although envisaged by the evaluation methodology, translation into participants' native language during the focus group discussions and interview wasn't needed as all participants were speaking Serbian.

To further ensure privacy and confidentiality, participants were reminded of the importance of not sharing information heard from others during the session with anyone outside the discussion, especially given the sensitivity of the research topic.

Data collection tools and methods were designed with sensitivity to cultural norms and traditions, taking into account the diverse backgrounds of the beneficiaries. Questions were framed in a way that respected cultural sensitivities and avoided triggering distress or discomfort. Additionally, the evaluation team engaged with Osvit to ensure that data collection approaches were culturally appropriate and respectful. Furthermore, the evaluation team remained vigilant to signs of distress or discomfort among participants, providing appropriate support and referrals to services as needed. No phone camera or audio recording

was allowed except recording by evaluators, if agreed by participants. Evaluators provided appropriate information on support services available to evaluation participants when needed, including counseling and legal assistance. Additionally, referral pathways to relevant organizations and community resources were established to ensure that individuals in need of support could access it promptly and confidentially. Regular debriefing sessions were conducted with Osvit to address any emotional or ethical challenges that arose during the course of the evaluation, ensuring their well-being and readiness to support participants effectively.

To minimize risks during data collection field visits, careful planning was undertaken to ensure the safety and security of participants. Visits were scheduled at times and locations that were convenient and safe, taking into consideration factors such as transportation and community dynamics. All contacts with beneficiaries were conducted by trained female evaluators, with assistance of partner organization and Osvit.

By implementing these tailored measures, the external evaluation team could effectively address the unique challenges and vulnerabilities faced by women and girls from marginalized communities, ensuring their safety, dignity, and rights were upheld throughout the evaluation process.

8.6. Limitations of the evaluation methodology

Considering the project provided SOS phone consultations on bases of the phone calls and messaging on social media and applications, beneficiaries who had received support via phone are not accessible as it is not mandatory to provide any contact details by the caller if not wanted. Therefore, respondents to the online survey of SOS phone users were only women who identified themselves and they were informed and motivated by Osvit to repond the survey; however, Osvit team nor external evaluators did not collect the data on their identity once they filled the questionnaire.

One of the methodological limitations is the particular vulnerability of underage girls, especially victims of child marriages. During the finalization of the Inception Report, the External Evaluation Team held consultations with the Osvit project team; Osvit representatives pointed out that, while victims of child marriages were not specifically highlighted in the project proposal as a primary target group, they were mostly represented as respondents during the research on the prevalence of violence. Many of them have since reached adulthood, so it was agreed that the external evaluation, in involving child marriage victims, would include only adult girls in order to prevent issues related to insufficiently legally regulated consent procedures and the inadequate/unclear legal protection of this age group.

The accuracy and reliability of data collected through surveys, interviews, and other methods was influenced by factors such as hesitation of women victims of GBV to openly speak about their experiences. To overcome such problems, evaluators designed approachable questions, and provided support to beneficiaries to express. For example, in small communities, it occurred that victims of violence, as participants in focus groups, due to mutual family and neighborly ties, gave brief and restrained answers, avoided personal details, and whispered and prompted each other on what to say, despite a generally pleasant atmosphere. This limitation was overcome by conducting short additional individual interviews with some participants after the focus groups to give them space to say what they would not want other women in the group to hear.

The External Evaluation Team also supplemented surveys and interviews with other data collection methods, such as document analysis. Triangulating data from multiple sources helped validate findings and mitigate the impact of bias in any single method. Evaluators are experienced and adequately trained (techniques for building rapport, asking neutral questions, handling language barriers sensitively...) to minimize bias during data collection. Finally, review and consultation between evaluators and Osvit was continual in order to identify and address potential methodological limitations in this aspect.

The level of engagement and cooperation from key stakeholders, including project beneficiaries, service providers, and government agencies did not affect the quality and relevance of evaluation findings, as the stakeholder participation was sufficient to ensure the validity and applicability of evaluation results.

9. FINDINGS WITH ANALYSIS PER EVALUATION QUESTION

9.1. Project effectiveness

9.1.1. Evaluation Question 1:
To what extent were the intended project goal, outcomes and outputs (project results) achieved and how?

The table of Results framework/indicator progress report (Annex 13.7) presents the full overview of achievements over the entire project period (01/08/2022-30/09/2025), comparing to baseline data and target values per indicator. The baseline data were set by Osvit, while the main source of end-line quantitative data for this evaluation report were Osvit GSM project reports:

1. First Progress Report (01/08/2022 – 31/01/2023)
2. First Annual Report (01/08/2022 – 31/07/2023)
3. Second Progress report (01/08/2023 – 31/01/2024)
4. Second Annual Report (01/08/2023 – 31/07/2024)
5. Third Progress Report (01/08/2024 – 31/01/2025)
6. Fourth Progress Report (01/02/2025 – 31/07/2025)
7. Final Project Report (01/08/2022 – 30/09/2025)

The Beneficiary Data Sheet and Consolidated data sheet on the achievements per indicator for the entire project period (Annex 13.6: Results Matrix), up to and including 31 July, were provided by Osvit project team.

The Table 7 and Chart 1 present a concise overview of key indicator achievements referenced in Section 9.1. Full details and disaggregation are provided in Annex 13.7. This excerpt is included here to aid readability in Section 9.1. Indicators are grouped by Outcome, including management output:

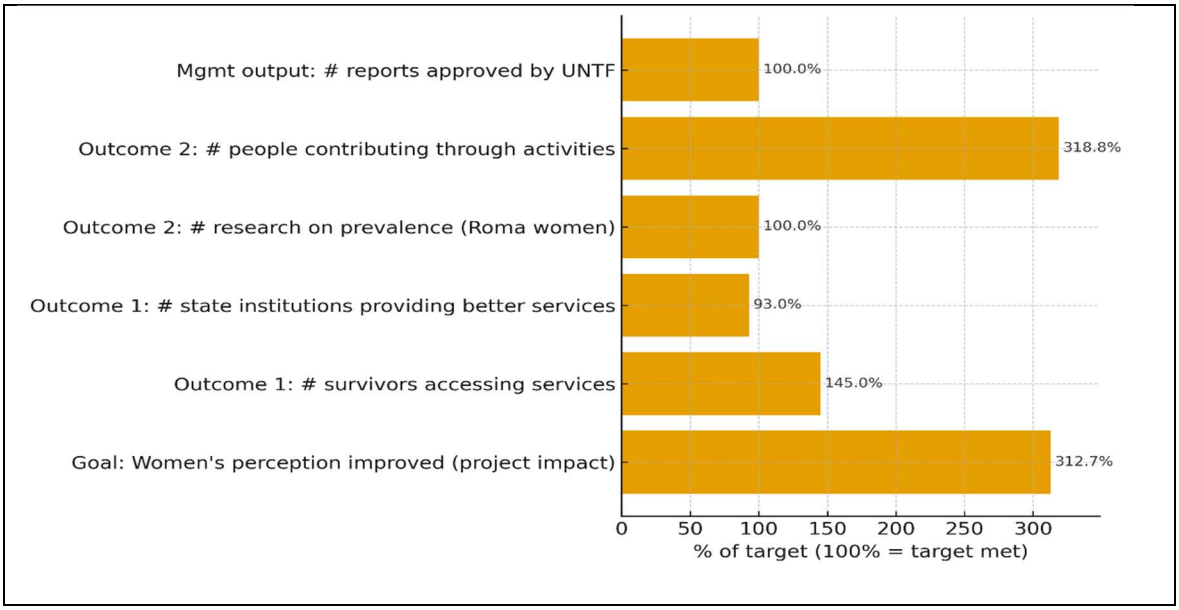
Table 7: Summary of main indicators achievements

Result chain	Indicators (short name)	Target	Achieved	% of target	Status
Goal	The perception of women about the condition created through project intervention	12150	37996	312,72%	↑

Outcome 1	# of GBV survivors accessing services]	300	435	135%	↑
Outcome 1	# of state institutions that have improved their knowledge and provide quality services to Roma women	100	93	93%	≈
Outcome 2	# of research conducted on the prevalence of violence against Roma women	1	1	100%	=
Outcome 2	# of people who, through three-year activities, would contribute to the achievement of results	11750	37462	318,83%	↑
Management output:	# of reports approved by UNTF	6	7	116,7%	↑

Legend: Green = Achieved (≥100% or within agreed tolerance); Yellow = Partially achieved (≈70–99%)
Note: *Full indicator definitions, baselines and aachievements per goal, outcomes and outputs are presented in Annex 13.7.*

Chart 1: Summary of main indicators achievements



For analysis of qualitative and quantitative data, besides OSVIT GSM Reports, internal OSVIT project documents and external evaluation primary data sources were used.

Goal: Create conditions for Roma women and girls in Serbia to exercise their rights to life without violence and without discrimination through research, training, campaigns, conferences and intersectoral support of SOS services and institutions responsible for the prevention and protection of women from gender-based violence, by 36 months.

Goal ind 1.1 - The perception of women about the condition created through research, training, campaigns, conferences and intersectoral support of SOS services and institutions responsible for the prevention and protection of women from gender-based violence, by 36 months.
Baseline: 0 (08/2022) · Target: 12 150 (07/2025) · Achieved: 37 996 (07/2025)

The indicator tracks the perception of women about the conditions created through research, training, campaigns, the conference, and inter-sectoral support of SOS services and institutions responsible for

prevention and protection from gender-based violence. This indicator counts the cumulative, overall grand total of all beneficiaries reached by the project. Based on the consolidated data sheet on indicator achievement for the entire project period provided by Osvit on 31 July 2025, the project exceeded the target more than threefold: the consolidated results framework records a cumulative reach of 37 996 individuals by July 2025, versus a target of 12 150.

Quality and perception change are evidenced most clearly in women's own accounts and service experience. In the small-scale survey with SOS phone users which involved 46 individuals, respondents reported an almost universally positive experience, with the dominant immediate effect being an increased sense of safety and calm, alongside empowerment and encouragement to act. Satisfaction metrics are high—average professionalism of SOS operators 4.98/5 and ease of contact 4.74/5—and all respondents stated they would recommend the SOS line to other women.

In focus groups with women who used psychosocial and legal support, participants described feeling stronger, more in control, and better able to navigate decisions for themselves and their children. Several participants reported exiting violent situations and resolving practical issues (e.g., schooling, legal steps) thanks to the bundled model of empathetic counselling plus clear legal road-mapping.

Interviews with women who participated in educational workshops, research and campaign show a clear positive shift in women's perceptions and confidence—the project helped them name non-physical forms of violence, understand rights and procedures, trust SOS/Osvit as a first contact, and, in some cases, take immediate protective action. Women also reported sharing what they learned with others, while asking for even broader outreach. Campaign participants said they learned for the first time about SOS numbers and protection mechanisms, now recognize psychological/sexual violence (not only physical), felt safe and supported, and know whom to contact for help. They described passing information to friends/relatives. Workshop participants consistently reported that the "turning point" was learning to identify non-physical violence and gaining practical/legal literacy on where to go (SOS/Osvit → Police if urgent → CSW/legal). Some took immediate action after workshops (e.g., filing a report, institutions intervened). Women interviewed as research participants described initial fear/scepticism and limited definitions of violence (often "only physical"), but through participation they clarified concepts, emphasized the importance of speaking up, and endorsed involving more girls/mothers in such activities. A remaining need voiced by workshop interviewees was "more education" and wider diffusion so every woman knows what counts as violence and where to seek help, plus more safe places. Therefore, interviews indicate the project created tangible conditions for prevention/protection—greater awareness, clearer help-seeking pathways, strengthened trust in services, peer diffusion of knowledge, and early behavior change—while signaling demand to expand reach further

Institutional actors and community stakeholders validate and reinforce these changes. Round-table participants rated the content highly relevant and largely 'very useful', reporting that the presentations clarified priorities for action and improved collaboration on 'invisible' forms of violence and child marriage. Accredited trainings improved practitioners' readiness to identify violence, make appropriate referrals and use culturally sensitive approaches; post-training feedback indicates stronger confidence and practical know-how. Project partners and staff attribute the perception gains among Roma women to low-threshold, community-rooted outreach—door-to-door work, bilingual materials, women-only spaces, and one-to-one invitations—which triggered first-time disclosures and sustained help-seeking that had previously been rare.

Service-use data support the perception: the bilingual SOS line registered 1 529 calls during implementation; 435 women sought help (including 87 Roma), and 330 received free legal and

psychological aid—indicating that awareness translated into action and sustained trust in the services' accessibility and usefulness.

Taken together, the quantitative reach and the qualitative, experiential evidence—high satisfaction and safety effects among SOS users; women's own narratives of empowerment and concrete life improvements; stakeholder confirmation that findings clarified priorities; and embedded practices across institutions—demonstrate that the project not only met but substantially exceeded the target, while measurably improving women's perceptions of the conditions for protection and support.

Participation in the ECDV 2025 Conference was of exceptional importance for placing the issue of violence against Roma women on the European agenda. The president of Osvit successfully presented the specific features of this problem and offered concrete recommendations for improving public policies—including the need for an intersectional approach in work with women who experience violence, as well as strengthening the capacities of local institutions and services to work with marginalized groups. The conference was also an important opportunity to network with kindred organizations and experts from across Europe. Contacts were established that can contribute to future partnerships and knowledge exchange, and the visibility that the Roma Women's Association Osvit gained through its participation is especially significant.

> Outcome 1: The quality of services intended for women with experience of violence with a focus on Roma women has been improved through the work of SOS phone in Romani and Serbian languages and sensitization of employees in state institutions responsible for their protection through training.
> Outcome 1 ind 1.1 - *The number of women with experience of violence who have been empowered to get out of the cycle of violence through the use of SOS telephone services, psychological and legal support.* Baseline: 0 8/ 2022, target: 300 7/2025, achieved: 435

Across all collected data, Indicator 1.1 for Outcome 1 is fully achieved and exceeded. Administrative service-use records show that during implementation the bilingual SOS line registered 1 529 calls; **435 women** sought help and **330** received free legal and/or psychological support. This represents **145% of target**, with 87 **Roma women** among help-seekers (20%).

While the indicator is framed numerically, the qualitative record shows that the project's approach **improved the quality and acceptability of services** and **empowered women to exit the cycle of violence**. Empowerment is visible as emotional stabilization, legal literacy and action, strengthened parenting, persistent coping skills, and the capacity to support peers. For Roma women, bilingual access and culturally sensitive practice were central to building trust and enabling uptake. In short, the services did not only inform; they **activated, accompanied, and sustained** women through change—precisely the pathway envisioned by Outcome 1.

How the result was achieved emerges consistently from qualitative evidence. Users of SOS telephone described the SOS line as a low-threshold, confidential entry point where **rapid response, empathic communication, and clear safety planning** reduced fear and uncertainty in the first contact and enabled movement from information to action (Interviews and focus groups with women). Stakeholders (centres for social work, health services, Roma mediators and CSOs) reported that **coordinated referrals and warm hand-offs** limited drop-out between steps, especially where institutional mistrust, documentation barriers or distance would otherwise deter help-seeking (Stakeholder interviews and focus groups). The **continuity and quality of psychosocial and legal support**—stabilisation, rights information, case

preparation, accompaniment—were repeatedly cited as the key for sustained change, not just a one-off contact (Interviews and focus groups with women and stakeaholders). Interviews with stakeholders and project team highlight **language- and culture-sensitive approaches**, the involvement of community mediators, and cooperation with local actors as factors that **built trust and acceptability** of services among groups facing multiple barriers.

Chart 2: SOS small-scale survey responders:

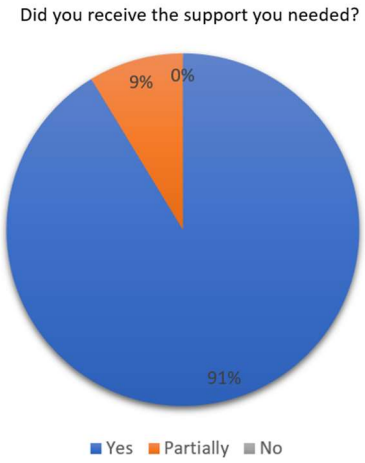
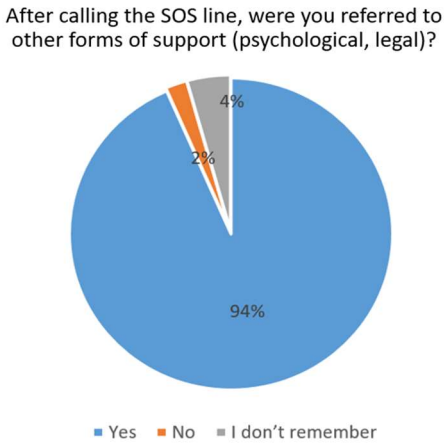


Chart 3: Refferals to other forms of support



Most of the 46 SOS phone users who participated in the small-scale survey stated that they received the support theey needed (91%), and that they were refferred to other forms of support as well (94%). The most frequently mentioned type of support was **psychological support**—cited in 14 responses (33.3%). Close behind was conversation/listening, highlighted in 12 responses (28.6%). Advisory support appears in 6 responses (14.3%), and legal aid in 5 (11.9%). **Information provision** was explicitly mentioned 4 times (9.5%). Moral/emotional support appears in 3 responses (7.1%), while referrals/guidance to institutions and empowerment support were mentioned twice each (4.8% each). Protection and professional support appear once each (1 response; 2.4%), and 3 responses were generic ("every/all support"; 7.1%). The most common combinations paired psychological support with conversation, legal aid with conversation, and psychological with legal and/or information provision. **Qualitatively, the messages emphasize that the most valuable aspect was being "listened to, understood, and not judged," as reflected in statements such as** *"that someone hears my story without judging me" and "that they are kind and I can tell them everything that troubles me."* Psychological support is recognized as crucial in moments of crisis, while information provision and referrals to institutions complement that sense of safety and orientation. Legal assistance is important when concrete protective or procedural actions are needed, whereas moral support ("a kind word," the feeling of not being alone) further strengthens trust. These findings indicate that a combination of warm, non-intrusive conversation and professional psychological (and, when needed, legal) support, alongside clear information, contributes most to the perceived usefulness of the support.

The **effect of calling the SOS phone** is primarily described as an **increased sense of safety:** 14 respondents state this explicitly (30.4%), e.g., "I feel safe/secure." A second group highlights a generally positive experience ("great," "excellent," "good," "promising") in 7 responses (15.2%). Elements of

empowerment/encouragement appear in 6 responses (13.0%), often with messages that they were "encouraged to stand firm in their decision" or to "start speaking up and report the violence." Anonymity is recognized as an important protective factor in 5 responses (10.9%)—"anonymous and safe," "that mattered to me." Being understood and listened to is explicitly mentioned in 3 responses (6.5%), with emphasis that "someone finally understood" and that they were "heard without judgment." Information about rights and procedures appears in 2 responses (4.3%), while relief ("a sense of relief") is also noted in 2 responses (4.3%). Professionalism and a pleasant tone of conversation are highlighted in 4 responses (8.7%). As an immediate outcome, 4 responses (8.7%) report that the situation concretely improved or that they received guidance on how to resolve the problem ("I saw how to solve my problem," "now everything is different and I feel safe"). General support without further specification is mentioned in 5 responses (10.9%). **Qualitatively, the dominant message is that the call brings an immediate sense of protection and security, along with the feeling that they are "not alone," that they are "listened to and understood without judgment,"** and that they receive **"encouragement and strength" to take next steps**. **Anonymity** further enhances the **sense of control over the situation**, while information on rights and procedures provides orientation for subsequent actions. Overall, 45 out of 46 responses carry a positive tone (97.8%), indicating that the SOS line has a strong protective and empowering effect on the current sense of safety and agency in managing one's situation.

Suggestions for improvement from SOS telephone users: the responses point to several clear directions for improvement, with the important note that a substantial number of respondents (27 or 59% of them) would not change anything and are overall satisfied with the approach, professionalism, and warmth of the support they receive. Their messages reflect trust in the SOS line and a sense of safety during contact—values that should be preserved.

The first set of suggestions concerns availability and physical proximity—women want the "SOS to be closer" and "in our area," along with more field offices. This indicates a need for a stronger local presence so that support is accessible even in smaller communities, without additional barriers related to travel or information. The second direction is staffing and professional strengthening: respondents propose "a larger number of operators" and "more qualified professionals to speak with survivors." The message behind this is the expectation that a conversation will be available when needed, that support will be continuous, and that counselors will have specific knowledge and skills for different situations involving violence. The third, strongly emphasized direction is visibility and information. It is repeatedly requested to "do much more so that women learn about the SOS line," to "raise its importance at the public level," and to "ensure that as many women as possible hear about the SOS phone." This implies more intensive public campaigns and a stronger community presence so that the message about accessible, anonymous, and non-intrusive support reaches those who are undecided or fear stigma. Finally, some responses mention additional educational content and preserving the current atmosphere: "moral support, safety, and a pleasant atmosphere" are cited as qualities that should be nurtured, together with more educational materials and content that help women understand their rights and next steps. Overall, the priorities that come to the fore are to maintain the warm and professional support that already exists, increase local accessibility, strengthen specialist teams, and significantly raise the visibility of the SOS line so that the information reaches every woman who needs it.

Across focus groups with women who received psychological and/or legal support (most of the SOS phone service as well), empowerment is evident as a progression from crisis and isolation to clarity, agency, and sustained coping. Women describe the helpline and first counseling contact as a **low-threshold, confidential entry point** that met them "here and now," reduced fear, and made it possible to

speak openly without judgment. This immediate, empathic response functioned as psychological first aid: it helped women **name the violence**, shed shame, and stabilize enough to make decisions. The message "you are not alone" was repeatedly cited as transformative—both in the first call and through subsequent check-ins—creating the emotional safety needed to act. Legal counseling translated this emotional stabilization into **concrete action**. Women report that step-by-step guidance—who to see, what to file, what to expect—restored a sense of control during lengthy or confusing procedures. This practical roadmap reduced anxiety, enabled informed choices (including around protection, custody, and visitation), and helped women persist through setbacks. Several participants explicitly link this support to decisions to **leave violent relationships** or to **restructure contact arrangements** in ways that better protect children and themselves.

"Today I feel much stronger, for sure".
"I decided I had to change some things from the ground up."
"A lot has changed—I became independent, I work, I found a job… I'm finishing adult school."
"I reached the point where I absolutely recognize violence… a classic manipulator."
"…I feel like I am playing a second half-final of my life…"
Testimonies of women, focus groups participants

Empowerment was not only individual but **relational and parental**. As fear subsided and legal/psychological guidance accumulated, women described **more confident parenting**, clearer boundaries with partners or ex-partners, and improved communication with children.

"Everything I went through before with my ex-partner, the support I received here, and the trainings I later took on my own—and that I still do to this day; we learn something new every day—help me prepare my child for certain things, in a child-friendly way, in language a child understands."
Roma woman, focus group participant

Group settings and peer sharing amplified this effect: telling one's story, being believed, and hearing others' experiences provided relief, practical insight, and the confidence to continue. These peer spaces—alongside one-to-one counseling—functioned as a steady scaffold for change. Importantly for Roma women and other groups facing multiple barriers, women emphasized **approachability, respect, and language access** as trust-builders. Knowing they could speak **in Romani or Serbian**, reach someone quickly, and receive warm, non-judgmental communication made help feel attainable and safe. Institutional referral routes (e.g., from social services or police) and **"warm hand-offs"** further lowered the threshold to enter and remain in support. Where stigma or fear of community judgment was strong, confidentiality assurances and discreet communication helped women overcome hesitation. These features align fully with Outcome 1's focus on **quality and cultural/linguistic responsiveness**. Women also describe **durable competencies** that outlast the immediate crisis. They report using simple "rules" for safer decision-making (e.g., not deciding in the heat of the moment), improved recognition of manipulation and abusive patterns, and greater **navigation confidence** when dealing with services and institutions. Some note spillover effects: applying lessons to support relatives or friends, referring others to the SOS line or social services, and, in a few cases, expressing interest in volunteering—signals of empowerment extending into **peer support and community diffusion**.

Suggestions for improvement provided by women as primary beneficiaries most often concern **expanding access**: opening the SOS line "in all cities" and "in our area," increasing the number of open lines and staff so that support is quicker and easier to reach. There is also mention of the **need for additional education**—both for professionals and for the community—as well as stronger **media visibility**, "to talk about it more"

so that information reaches women who need help. Underpinning these suggestions is the conviction that the current model works well and should be scaled up without changing its essence: maintain professionalism, patience, and human warmth, while simultaneously increasing capacity and presence in local communities. Women also identified **improvements** to further strengthen empowerment: more **offline information channels** for those not using social media; clearer local visibility of an SOS contact; and neutral, non-stigmatizing language on invitations to community events. These suggestions point to practical adjustments that can deepen reach—especially for Roma women and others for whom stigma or limited digital access remains a barrier—while preserving what already works: **rapid response, respectful communication, and integrated psychological-legal support**.

Capacity-building inputs supported effectiveness indirectly. Feedback gathered from **accredited training participants** (frontline professionals) indicates improved **awareness of referral pathways and confidence to signpost** women to the SOS line and specialised support; stakeholders linked this to more timely and appropriate referrals (training participant small-scale survey; stakeholder interviews) The **project team** described deliberate case-tracking and follow-up protocols to prevent attrition and to shorten the time from first call to service uptake.

Limitations noted by participants temper, but do not negate, the achievement: **economic dependence, housing insecurity, lengthy court procedures, stigma, and fear of retaliation** can slow or complicate exit from violence—particularly in small communities. The **multi-pronged model (fast first response + persistent case follow-up + free legal/psychological services)** appears to mitigate these risks sufficiently for many women to progress from awareness to action (interviews with women; stakeholders, project team)

Based on triangulation of administrative records and stakeholder/user perspectives, the project **exceeded** Outcome 1, Indicator 1.1. Quantitative results confirm scale (435 vs. 300 target), while qualitative data explain **how** results were produced: **accessible bilingual entry points, high-quality continuous support, coordinated referrals, and culturally sensitive outreach**. The evidence suggests not only uptake but also **sustained trust** in the accessibility and usefulness of services among diverse groups, including Roma women.

> Outcome 1 ind 1.2 - *State institutions that have improved their knowledge and provide quality services to Roma women through training for working with multiple marginalized women.*
> Baseline: 0 8/ 2022, target: 100 7/2025, achieved: 93[15]

This indicator is partially but **substantially achieved** (93/100).

During the project, monitoring was carried out that produced periodic reports with findings on indicators achievement. Two reports were available to the external project evaluators: the monitoring report for the period 01/08/2022–31/07/2023 and the monitoring report for 01/08/2023–31/07/2024. In addition,

[15] Outcome 1.2 counts all **unique** civil servants who improved competencies via any project training (core accredited seminars **+** specialized child-marriage module) — total **93**. Output 2.1 counts **only** participants of the core accredited seminar ("Support to Improving the Position of Roma Women") — **80 unique / 160 cumulative**. Output 2.2 counts **unique institutions** that sent staff — **44 unique / 88 cumulative**. "Unique" deduplicates people/institutions across cities/sessions; "cumulative" reflects repeat attendance or multiple sessions. Sources: training attendance lists, pre/post tests, monitoring workbook, consolidated data sheet provided by Osvit project team with cut-off on 31 July 2025.

data on the achievement of this indicator were drawn from the training implementation reports, the GSM reports, and the consolidated data sheet provided by Osvit project team with cut-off on 31 July 2025.

Documented delivery of five accredited seminars across five cities, strong evaluation scores, and concrete case-management collaboration suggest that institutional knowledge and service quality for Roma women have measurably improved and are being applied in practice. By project end, 93 civil servants from relevant state institutions had strengthened competencies to provide non-discriminatory, higher-quality services to Roma women. This builds on three accredited seminars delivered in Year 2 (Niš, Vranje, Zaječar) that reached 50 unique participants from 29 institutions, and two additional accredited seminars in Year 3 (Aleksinac, Požarevac) that engaged 30 more participants from 15 institutions; together these trainings account for 80 trained staff, complemented by participation in the specialized "Let's Stop Child Marriages" training (13 staff), bringing the cumulative to 93. Evidence from project reports confirms the Year 2 total (50 participants / 29 institutions) and the detailed Year 3 seminars and participant/institution counts.

Concretely: Accredited trainings (Year 2): Three two-day sessions of the program "Support to Improving the Position of Roma Women" were implemented in Niš (28–29, November 2023), Vranje (7–8 December, 2023) and Zaječar (22–23 December, 2023) with 50 participants. Accredited trainings (Year 3): Two further sessions were conducted in Aleksinac (18–19 November 2024) and Požarevac (11–12 December 2024), engaging 30 participants from 15 institutions, with clear documentation of attendee profiles and institutions represented, and pre/post tests tracking competency gains. Cumulatively, 80 participants from 44 institutions were recorded by 31 December 2024, reflecting broad inter-institutional interest (social welfare, education, health, police, NGOs).

The "Support to Improving the Position of Roma Women" training program is accredited by the Ministry of Labour, Employment, Veterans and Social Affairs and contributes continuing-education points for licensed social-protection professionals. In 2024 a second accredited program, "Let's Stop Child Marriages," was added for institutional staff. Training quality and participant satisfaction were consistently high across cities, with end-of-seminar evaluations typically ranging around 4.7–5.0/5 (e.g., Niš 4.81/4.79; Vranje ~4.80; Zaječar ~4.95; Kostolac ~4.73; Aleksinac ~4.69). These ratings align with narrative feedback in annual Osvit reports noting strong satisfaction and requests to repeat sessions for more staff.

The consolidated data on the pre- and post-test results for participants of the accredited training "Support to Improving the Position of Roma Women," implemented in five cities (Niš, Zaječar, Vranje, Aleksinac, and Kostolac/Požarevac) show following:

- Pre-test baseline knowledge and attitudes at entry show that most participants recognize discrimination and see it as a social and state-level issue, with a significant share believing it persists despite existing laws. In Niš, all participants recognized discrimination (79% "sometimes," 21% "often"); 84% viewed it as a societal/state problem, and 84% assessed that discrimination against Roma women persists at all levels in practice. In Zaječar, the pattern is similar: 85% said they recognize discrimination at least "sometimes," and the barriers most often cited for Roma women were stereotypes, lack of information, distrust in institutions, language barriers, and traditional patriarchal upbringing. In Vranje, the entry picture is sharper: 63% reported recognizing discrimination "often," 75% believed they could try to prevent it, and 82% saw it as a social/state problem; views on the legal framework were divided (45% said discrimination persists despite laws; 45% said regulation is good and implemented; 10% said regulation does

not exist). Aleksinac shows comparable patterns: everyone recognized discrimination (80% "sometimes," 20% "often"), while half still perceived systemic obstacles despite the laws; the same key barriers were named. In Kostolac, findings are qualitatively identical: almost everyone recognized discrimination, about half personally experienced it, and there was a prevailing belief that society and the state bear responsibility, alongside split opinions about the adequacy of regulation.

- Post-test results indicate a clear shift in knowledge and competencies. Participants more precisely identified stereotypes and their consequences for Roma women and more often proposed concrete ways to overcome them—direct intergroup contact, application of legal provisions, and affirmative measures. This is especially visible in Niš, where after the training participants formulated measures for institutional action (education, information, and employing Roma women and men across systems). In Zaječar, alongside contact, laws, and affirmative measures, some responses referenced "homogenization" or "erasing" differences, signaling the need to further emphasize a rights-based approach to diversity and anti-Gypsyism as a structural problem. A similar pattern is recorded in Vranje—improved recognition of stereotypes, with a small number of answers resorting to assimilationist solutions ("homogenization," "erasing" differences)—which validates strengthening the modules on human rights and interculturality. In Aleksinac, most participants after the training provided more detailed descriptions of elements of Roma culture (language, musicality, customs), obstacles (discrimination, (lack of) education, language), and solutions (education, employing Roma people in institutions, cooperation with NGOs and public systems).

Beyond cognitive outcomes, based on training reports, participants rated the training as highly applicable for day-to-day work with multiply marginalized women. Cross-tabulated questionnaire data show an overall average of 4.63/5 (health 4.80; education 4.75; social welfare 4.45; police 5.00), confirming that learning transfers into practice across sectors. City-level results also show very high ratings for content, delivery, and trainers (Niš 4.61/4.81/4.79; Zaječar 4.76/4.95/5.00; Aleksinac 4.69/4.81/4.90; Kostolac 4.73/4.77/4.88).

In sum, the pre-test confirmed high awareness of the existence of discrimination, but also the presence of stereotypes and uneven perceptions of the effectiveness of the legal framework. The post-test documented growth in knowledge about Roma culture and the specific needs of Roma women, stronger confidence in cross-sector measures, and a more concrete repertoire of responses (contact, legal application, affirmative measures), with a small but meaningful need to further address assimilationist narratives. These shifts, together with the high ratings for usefulness and quality, indicate that the program effectively strengthened participants' competencies for non-discriminatory service provision to Roma women and set a strong foundation for continued learning through practice.

The key thing; training has begun to translate into practice and institutional uptake. Osvit's monitoring notes post-training supervision and problem-solving with participants, including support to the Center for Social Work in Kostolac to secure an appropriate safe house placement and a situational test in Niš indicating attentive, effective support by a training participants—early signs that improved knowledge is improving service quality for Roma women. Beyond individual practice, the accreditation itself (15 points for licensed social-protection professionals) creates an incentive structure for continued participation and sustainability within institutions. Finally, institutional stakeholders emphasize the conditions to consolidate these gains—ongoing staff training, clear cross-sector protocols, and stronger networking

with NGOs and health mediators—aligning with the project's strategy to reduce discrimination and secondary victimization within systems.

The training and research/campaign work strengthened institutional ties and opened policy windows: Osvit joined the City of Niš Council for Cooperation with Civil Society and contributed to the 2024–2026 Local Action Plan for Roma Inclusion—both accepted channels for embedding good practice on service quality for Roma women. The multiple sources (focus groups and interviews with women, partners, the project team, and stakeholders) corroborate improved institutional knowledge and higher-quality, less discriminatory services for Roma women. In focus group with stakeholders from five cities, institutional representatives explicitly described new practices learned through the project—e.g., not turning women away for lack of an appointment and proactively calling colleagues and physicians—framed as changes they "plan to apply in the future."

"I shared the training notes with my nurses… attitudes changed; their work will be more sensitive."

"We try not to turn them away without appointments; we call colleagues and doctors. It works."
Focus group participants from health institutions

The project team reported user feedback that institutional approaches have become "much better, more adequate," with more respect and understanding for Roma women; they specifically link these shifts to the accredited seminar and note improved police interactions reported by beneficiaries. The project team also noted that, compared with 2022, institutions have been acquainted—through the accredited program—with the specifics of working with Roma women, making the problem and the SOS service more visible within systems.

"Institutional staff became familiar with specifics of working with Roma women."
From Project team interview

From partner organizations and final project conference notes it is visible that partners describe greater trust, more disclosures, and more referrals—conditions that enable institutions to serve Roma women better; conference remarks emphasize adapting to each woman "without prejudice," aligning with a non-discriminatory standard the project promotes with and within institutions. During the Validation workshop with Stakeholder Reference Group, the partner organizations suggested they need expert support on accreditation and registration procedures for professional events and trainings, to be more effective in further implementing similar activities targeting institutional actors.

At the same time, findings from the systemic gaps persist—such as re-traumatizing procedures (girls repeating testimonies multiple times) and uneven sensitivity in institutional services—underscoring the need for continued institutionalization of good practice and stronger inter-agency protocols. The focus-group with women beneficiaries show they experienced project services as tailored, fast, and non-judgmental, which is central to non-discriminatory, quality support and to navigating institutions more safely. Mentions of institutions are mostly indirect (referrals, being accompanied, or a wish that institutions raise their awareness). Osvit project reports document that their staff accompany women to institutions precisely to prevent secondary victimization and discrimination by officials, indicating a concrete service-quality safeguard at institutional interfaces.

Triangulated qualitative evidence indicates that the project contributed to improved institutional know-how and more respectful, less discriminatory interactions with Roma women. Direct signals of institutional change come from the stakeholder focus group and interviews (e.g., not turning women away without appointments; proactive cross-professional coordination), and from partner, team, and conference testimonies (greater visibility of the issue/SOS, more trust and referrals). Women's focus groups primarily assess the quality of project-provided SOS, legal and psychological support—not institutional services—but they do describe safer navigation of institutions when accompanied by staff, which indirectly evidences risk-mitigation at institutional interfaces. Taken together, these sources substantiate the indicator's substantial achievement (93/100) while underscoring a learning for future monitoring and evaluation: capture more user-side evidence that directly rates institutional service quality.

> Outcome 2: Conditions have been created for the prevention of violence against Roma women through research, educational workshops and campaigns.
> Outcome 2 ind 2.1 - *Number of research conducted on the prevalence of violence against Roma women in 5 cities in Serbia.*
> Baseline: 0 8/ 2022, target: 1 7/2025, achieved: 1.

This indicator is fully achieved.

The project completed a *Research on the prevalence of violence against Roma women in Southeastern Serbia*[16], across five cities (Aleksinac, Kostolac/Požarevac, Niš, Vranje, Zaječar), with a sample of 500 Roma women (100 per city); findings were analyzed and disseminated locally. Beside that, the UN trust Fund and Osvit submitted the report as a baseline study to the European Convention on Domestic Violence, and it was presented in September at the ECDV 2025 in Barcelona. The Research report is the first report that documents the prevalence and patterns of violence against Roma women in Southeast Serbia and proposes policy measures tailored to Roma women's lived conditions and needs. It builds on prior national research and international guidance (CEDAW, GREVIO) and on Osvit's field data.
The key research conclusions are:

- Leaving violence is constrained by a tight web of barriers. Most survivors (77%) had not tried to leave; the most cited obstacles were fear of the perpetrator or his family, concern for children, and economic dependence—compounded by shame and lack of support.
- When women do leave, returning is common. Reasons include perpetrator promises and economic pressures, underscoring the need for sustained protection and material support.
- Children are frequently affected. About a third of respondents reported violence against children and/or violence committed in children's presence, highlighting intergenerational harm.
- Alcohol frequently accompanies incidents: in the last violent episode, the perpetrator had used alcohol in a large share of cases (reported figure in the study's chart).
- Institutional responses are uneven but not uniformly negative: among those who sought help, roughly two-thirds (65%) said they were satisfied with the reaction, while dissatisfied women cited inaction or inadequate measures.
- Structural/legal gaps matter: the current framework on urgent measures does not adequately reflect extended-family living arrangements common among Roma women—creating exposure to further pressure and retaliation.

[16] "Research on the Prevalence of Violence Against Roma Women in Southeastern Serbia and Recommendations for Improving Public Policies", Osvit Niš, 2023, available at: https://drive.google.com/file/d/1eLV8Ji8Y8vtH4AETUV0HVJHIbQkSc05Z/view

The research indicates that Roma women navigate layered risks and obstacles within under-responsive service and legal environments. It points to actionable solutions: legal changes, tighter coordination with Roma women's NGOs, better mediated access to support services, and increased shelter options to translate awareness into lasting safety.

The recommendations call for a tighter legal and service-delivery framework to protect Roma women from violence and harmful practices, and to ensure equal, non-discriminatory access to support. Legally, the Law on the Prevention of Domestic Violence should be amended so that, alongside urgent measures against the perpetrator (temporary removal from the home or restraining orders), survivors are placed in safe accommodation without delay. Family Law provisions should be revised to abolish any exception that allows marriage under 18, while courts and Centers for Social Work must consistently enforce the 18-year minimum in line with international guidance. The Criminal Code should be aligned accordingly by removing exemptions from prosecution when an underage informal union later becomes a legal marriage, and effective prosecution should be ensured in all cases of early customary unions.

At the level of systems and services, multi-sector cooperation in individual cases needs to be strengthened, including formal participation of Roma women's organizations with anti-violence expertise in local Coordination and Cooperation Groups. Practice should be reviewed through an analysis of how individual protection plans are created and implemented in cases reported by Roma women. Shelter access requires particular attention: admission criteria should be checked and, if needed, revised; capacities increased; and entry procedures simplified for all women—especially Roma women, women with disabilities and migrants—in line with CEDAW and GREVIO recommendations. Access to general support services (social welfare and health) should be improved, and the introduction of Roma mediators into social services considered, mirroring the health-sector model. Information for Roma women about the conditions for obtaining free legal aid in domestic violence cases should be strengthened.

Prevention efforts should focus on ending child and forced marriage through a multi-sector approach that empowers Roma girls and young women via education and employment. This includes bolstering the National Coalition to End Child Marriage, providing targeted training for social workers on the gendered nature of violence and on early/forced marriage to counter gender and cultural biases, and delivering awareness-raising for Roma women on all forms of violence, institutional mandates, and available support mechanisms. Finally, campaigns run by Roma women's organizations that prevent early marriage and educate women and girls in settlements about recognizing all forms of violence should be expanded and sustainably funded, as should national-level research on the prevalence of gender-based violence in the Roma community. On the basis of the evidence generated, positive public policies and tailored support programs for Roma women with lived experience of violence should be designed and financed at both national and local levels.

> *Outcome 2 ind 2.2 - The number of Roma women,relevant actors and representatives of a wider audience who, through participation in research, educational workshops and campaigns, contributed to the creation of conditions for the prevention of violence against Roma women. (The estimated number of people who, through three-year activities, will contribute to the achievement of results).*
> Baseline: 0 8/ 2022, target: 11 750 7/2025, achieved: 37 462

The indicator is **over-achieved** in 318,83% (37 462 vs. 11 750), with triangulated documentation across results tables, GSM reports and activity records.

Over the three-year period the project mobilized Roma women, institutional actors, and the general public through research, learning activities and public campaigns—far surpassing the target. The consolidated data sheet provided by Osvit project team with cut-off on 31 July 2025 lists **37 462** people contributing to prevention conditions by 31 July 2025.
What contributed to the total (with verified components):

Roma women (primary participants):

- **Research sample:** 500 women (100 per city) completed the prevalence survey.
- **Awareness workshops:** 100 unique women completed two themes/workshops (197 participant-in two workshops).

Relevant actors (institutional ecosystem):

- **Accredited training:** 80 unique professionals trained (160 cumulatively-the same participants were involved in two trainings; 44 institutions engaged (88 cumulatively).
- **Round tables (research dissemination):** 62 participants across five cities.

National conference (Niš): 40 stakeholders participated.

Wider audience (public campaigns & media):

- **"16 Days of Activism Against Violence Against Women" 2023:** 9 473 people reached (five cities; online + offline).
- **Month of Romani Women's Activism + 16 Days across cycles: 16 113** cumulative (Y1: 5 000; Y2: 4 987; Y3: 6 126).

Counting for this umbrella indicator draws on: (1) **Beneficiary Data Sheet &** Consolidated data sheet provided by Osvit project team with cut-off on 31 July 2025, (2) **GSM annual reports** with periodized counts, and (3) **activity files** (participant lists, post-event mini-survey, conference note) that substantiate the verified components above.
For **campaign reach**, Osvit aggregated social-media analytics, media appearances and offline distribution (flyers/street actions), applying a documented one-to-one diffusion assumption; interim GSM totals (e.g., 4 573 in 2023) were later consolidated to the endline figures cited above.

A conservative rebuild from the annexed, non-overlapping components (research 500 + workshops 100 + trained staff 80 + round tables 62 + conference 50 + campaign cycles 16113 + "16 Days" 2023: 9 473) already accounts for **>26 000** people. The **official consolidated total = 37 462** (Annex 13.7), reflecting broader campaign/media reach captured in Osvit's Beneficiary Data Sheet beyond the subsets itemized in the excerpts.

> **Output 1: At least 300 women with experience of violence were empowered, 30% of whom are from the category of multiple marginalized women, to get out of the circle of violence, and who used the services of SOS phones in Romani and Serbian language, psychological counseling and legal aid.**
>
> **Output 1 ind 1.1. -** *The number of women who access the SOS services.*
> Baseline: 0 8/ 2022, target: **300 7/2025, achieved: 435**
>
> **Output 1 ind 1.2 -** *The number of women who access legal and psychological counselor.*

Baseline: 0 8/ 2022, target: 100, 7/2025, achieved: 330

From a zero baseline in August 2022, Output 1 substantially exceeded both targets by end of July 2025: 435 women accessed the SOS service (target 300) and 330 women received legal and/or psychological counseling (target 100). These results reflect a service model that combined a bilingual SOS entry point (Romani/Serbian), immediate triage, and integrated referrals, which lowered access barriers for Roma women—especially those multiply marginalized—and translated contact into concrete help. Early project reporting had already flagged the counting challenge that one woman can make multiple calls or combine services; the team therefore tracked individuals served to avoid inflating results (e.g., 195 calls corresponded to 57 unique users in an early period), a practice consistent with the endline totals reported here.

The pathway behind the numbers is visible in user feedback and focus groups. Women describe the SOS as a trusted first contact that provides safety, anonymity, and non-judgmental listening; nearly all callers were then referred onward to legal or psychological support, which they rated as highly professional and useful for deciding next steps. Counseling and legal aid helped women name non-physical violence, understand rights and procedures, and—in some cases—take immediate protective action (e.g., filing a report that led to institutional intervention). Partners underline that outreach strategies (face-to-face invites, women-only spaces, bilingual materials) were key to reaching the most vulnerable Roma women and sustaining engagement. Together, these mechanisms explain how Output 1 not only surpassed service-use targets (435 and 330) but also empowered women to move from disclosure to action, consistent with the Output's empowerment intent.

Output 2: 100 employees in state institutions (Police, Judiciary, Centers for Social Work, Health Centers, educational institutions and NGOs) have improved knowledge and provide quality services to Roma women without discrimination[17].

Output 2 ind 2.1 - *The number of service providers who trained in training seminars "Support to improving the position of Roma women". (3 trainings are implemented in the 2nd year, and 2 trainings in the 3rd year of project).*
Baseline: 0 8/ 2022, target: 100 7/2025, achieved: 80 unique/160 cumulatively

Output 2 ind 2.2 - *Number of institutions that sent their employees for training in 5 cities (police, judiciary, centers for social work, health centers, educational institutions and non-governmental)*.
Baseline: 0 8/ 2022, target: 30 7/2025, achieved: 44 unique/88 cumulatively

The Indicator 2.2 is surpassed (44 unique institutions versus 30 target), while Indicator 2.1 is close to full attainment (80 unique staff trained versus 100 target), with strong evidence of relevance, learning, and

[17] Outcome 1.2 counts all **unique** civil servants who improved competencies via any project training (core accredited seminars **+** specialized child-marriage module) — total **93**. Output 2.1 counts **only** participants of the core accredited seminar ("Support to Improving the Position of Roma Women") — **80 unique / 160 cumulative**. Output 2.2 counts **unique institutions** that sent staff — **44 unique / 88 cumulative**. "Unique" deduplicates people/institutions across cities/sessions; "cumulative" reflects repeat attendance or multiple sessions. Sources: training attendance lists, pre/post tests, monitoring workbook, consolidated data sheet provided by Osvit project team with cut-off on 31 July 2025.

early behavioral change in frontline responses—consistent with the Output's intent to ensure non-discriminatory, higher-quality services for Roma women.

From a zero baseline in August 2022, the project has built a credible pool of trained professionals across police, social welfare, local self-government, health, education and NGOs in the five target cities (Niš, Zaječar, Vranje, Aleksinac, Kostolac). By July 2025, monitoring records show 80 unique employees trained (against a target of 100 (Indicator 2.1), and 44 unique institutions engaged against a target of 30 (Indicator 2.2).

The two-day accredited training "Support to improving the position of Roma women" was planned and delivered during second and third project year (three seminars in Year 2 and two in Year 3):

1. Training in Niš: 28/11/2023 – 29/11/2023
2. Training in Zaječar: 22/12/2023 – 23/12/2023
3. Training in Vranje: 07/12/2023 – 08/12/2023
4. Training in Aleksinac: 18/11/2024 – 19/11/2024
5. Training in Kostolac: 11/12/2024 – 12/12/2024

The 27 professionals, participants of accredited trainings "Support to improving the position of Roma women" participated in the evaluation small-scale survey, which is 33,75% of all accredited training participants. The respondents were from all five targeted cities: Aleksinac (5), Kostolac/Požarevac (5), Niš (7), Zaječar (6), and Vranje (4). The structure of respondents per professional field (Chart 4) was: healthcare (5), social welfare (11), education (8), police (1), and other/non-specified (2).

Chart 4:

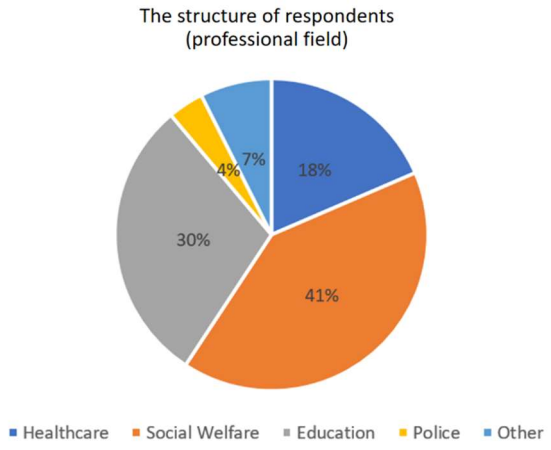
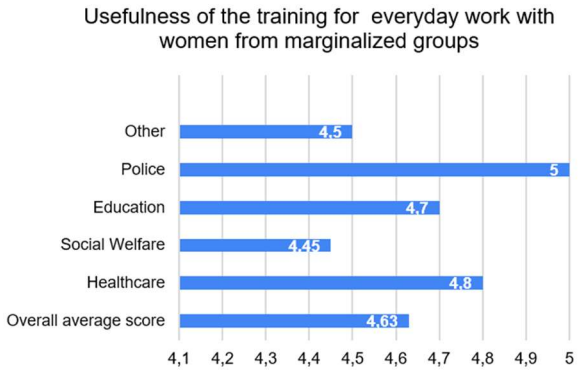


Chart 5:



The overall grade for usefuleness of the training is high among professionals who participated in a small-scall evaluation survey (on scale from 1 to 5: 4,63%). The highest grades are given by health professionals and police. When it comes to the level of improvement of their knowledge and quality of services, trainees in general describe being better able to communicate more effectively with users, refer survivors to competent institutions, and overcome professional challenges—changes echoed by stakeholders who noted concrete adjustments in practice:

In relation to question **„What specific knowledge or skills did you acquire during the training and have already applied in practice?"**, the most prominent outcome of the training concerns a deepened understanding of Roma culture, customs, and communication norms, cited by five respondents (about 21%). An equal number highlighted improved understanding of the status and specific needs of Roma women, including a clearer view of the problems they face (about 21%). A substantial portion of responses focused on gender-based violence: three participants (about 13%) reported learning to recognize signs of violence and respond appropriately with greater sensitivity, and an additional two (about 8%) emphasized concrete skills for referring and connecting women to the relevant services and institutions. Participants also noted enhanced approaches to working with women and countering stereotypes (about 8%), the development of "soft" skills such as tolerance, sensitivity, and assertiveness (about 8%), and the value of cross-sector exchange and personal contacts that enable quicker support in the field (about 13%). Examples of direct application include conversations within Roma families, empowering girls in the area of sexual and reproductive health, and using survey results and statistics to support decision-making (each about 4% responses). Some responses indicate a deeper understanding that lifestyle is often not a matter of individual choice but the product of structural circumstances, as well as the importance of encouraging initiative and social inclusion. It is interesting that the project team also reports user feedback that police interactions have improved following the accredited training.
High percent, 89% of the respondents declared that, thanks to the training, they are now more familiar with the challenges faced by Roma women survivors of violence, while 11% of them said that they are partially familiar. The most useful parts of the training were those that enabled learning through discussions and work on concrete cases—including experience sharing, small groups, and "real-life examples"—mentioned by 5 respondents (20%). **The strongest emphasis, however, was on segments that offered a realistic cultural insight and a deeper understanding of the position of Roma women**: a video depiction of daily life, a historical overview, distinguishing discrimination from prejudice, stereotype-busting content, reasons for early marriages, the "in someone else's shoes" empathy game, as well as content on customs and feelings—mentioned in 10 responses (40%). Networking and direct contact with stakeholders were highlighted as particularly useful in 4 responses (16%): "contacts," conversations with women from other systems and with survivors, and obtaining practical information from institutions that support women who have experienced violence. Practical tools for work and reliance on data (strategies for overcoming challenges in work with Roma women, survey results and statistics) were cited in 2 responses (8%). At the same time, 5 participants (20%) emphasized that "the entire training" was useful, with praise for the facilitators and the way Roma life was portrayed.

The participants value most the interactive methods (discussion and casework), content that dismantles stereotypes through authentic insights into life and culture, and opportunities for direct contact and mapping of institutional support pathways. The thematic categories partially overlap, so some answers fall into multiple areas; nevertheless, the overall picture indicates that a combination of "lived stories," structured case studies, and practical guidance leaves the strongest mark on practice.

All respondents would recommend the training to their colleagues. They cite as the main reasons that it provides new and applicable knowledge, deepens understanding of the position of Roma women and their culture, and helps to recognize and dismantle stereotypes and discriminatory patterns. They highlight the value of "seeing the other side" and gaining a realistic insight into the everyday life of the Roma community, which increases sensitivity and helps professionals work with greater respect and understanding. The engaged and engaging trainers were particularly praised. The training's practical value lies in job-relevant information and tools: participants report that they can more easily refer women who have experienced violence to the competent institutions, communicate better with service users,

and more effectively overcome professional challenges in working with Roma women. Cross-system networking is also seen as important—contacts and the exchange of experience with colleagues from different sectors contribute to a faster and higher-quality system response. From the health-care perspective, the importance of raising awareness about regular check-ups and child vaccination is emphasized as the foundation for better health and quality of life. Many add that the training would be especially useful for those who "know little" about Roma, because "it never hurts to hear something new." Generally, participants view the training as a strong impetus for reducing stereotypes, strengthening professional competencies, and improving cross-sector cooperation in the best interests of the beneficiaries.

When asked what topics they would like to be included in the next trainings, several clear thematic clusters emerge.

- The first covers violence and protection: participants ask for deeper treatment of domestic and intimate-partner violence, protection of minors, work with families where violence is present, approaches to survivors, and practical aspects such as the application of the law, the roles of the police and courts, as well as training for work on SOS hotlines. This cluster also includes concrete guidance on guardianship and child care, as well as referral protocols and cooperation with relevant services.
- The second dominant cluster is the prevention of early/child marriages. Participants want both the normative framework and "field" strategies: how to identify risk situations, how to talk with families and the community, what preventive messages work for girls and boys, and how to involve schools, social work centers, and health institutions in coordinated interventions.
- The third cluster concerns discrimination and human rights: racism and anti-Gypsyism, intersectional discrimination, and the protection of minority rights. The emphasis is on recognizing structural and everyday patterns of exclusion and on building competencies to respond—from cases within institutions to communication in the community.
- The fourth cluster relates to education and work with youth: compulsory schooling, motivating and supporting inclusion in the education system, prevention of peer violence, and educational activities for secondary-school students on violence prevention. Participants also ask for content focused on working with young Roma women, including empowerment and safe channels of support.
- The fifth cluster encompasses the cultural and family context: large Roma families, relationships among three generations of Roma women, and broader socio-cultural dynamics. Here, tools for culturally sensitive communication are requested—how to help without making beneficiaries feel bad, and how to build trust and respect in everyday work.
- A separate cluster concerns inter-institutional cooperation and implementation: strategies for collaboration between systems (police, social work centers, health care, judiciary) and practical steps for "how to embed this in our procedures and practice" at the community level. Several individual responses also mentioned need for specific professional skills: mediation (especially for rapid assessment of family situations during brief health-care encounters), facilitation and leading group workshops with Roma women in vulnerable situations, social inclusion and economic empowerment: social inclusion of Roma and vocational training programs, including pathways to employment and strengthening competencies for the labor market, Roma tradition and its influence on girls today, as well as deeper engagement with art, music, values, the goals they want to achieve, and the paths to get there.

Output 3: Results on the prevalence of violence against Roma women and girls in Nis, Aleksinac, Kostolac, Vranje and Zajecar were obtained, and recommendations for their protection and prevention of gender-based violence were published.

Output 3 ind 3.1 - *The number of Roma women from 5 cities, who were included in the research on the prevalence of violence against Roma women and girls (100 Roma women per city)*
Baseline: 0 11/ 2022, target: 500 12/2022, ahieved: 500

The indicator is fully achieved.

The study was conducted on a sample of 500 Roma women aged 15 to 68, with 100 respondents in each of the following five cities in southeastern Serbia: Niš, Vranje, Aleksinac, Kostolac, and Zaječar. Drawing on their experience working with women who have suffered violence, prior research, and the methodology used, Osvit activists prepared a comprehensive questionnaire containing 39 questions on various conditions/problems that women/Roma women face in everyday life.
The research covered the following issues:

- Socio-economic status of respondents and factors of vulnerability.
- Respondents' awareness of domestic violence occurring in their surroundings (whether they know other women who are victims and, if so, how they reacted in those situations).
- Perception of violence and attitudes toward violence—respondents were asked whether the behaviors listed by interviewers constitute violence, for example: stalking, checking a phone, accusing of infidelity; or controlling movement, restricting contact with family and friends, isolation; or slapping, hitting with objects, kicking, pulling hair.
- Prevalence of child and early marriages among members of the Roma community.
- Prevalence of physical, psychological, economic, and sexual violence by a partner/husband and/or family members among members of the Roma community.
- Children as victims or witnesses of violence: whether children were exposed to violence or witnessed violent scenes.
- Barriers to leaving a situation of violence and perceptions of factors that contribute to resolution.
- Help-seeking by victims of violence—reporting violence to competent services and organizations.
- Perception of personal safety—whether respondents feel safe in their home and surroundings.
- Awareness of available forms of support for victims of violence at the local level, including the SOS hotline of the Association of Roma Women "Osvit."
- Experiences of victims of violence with institutions and satisfaction or dissatisfaction with institutional responses.

Output 3 ind 3.2 - *The number of printed copies of the brochure that were distributed.*
Baseline: 0 8/ 2023, target: 1 000 12/2023, achieved: 1 000

The project fully met the indicator by producing and distributing 1 000 brochures. Printing was procured from Naisprint Niš and completed on time, with distribution carried out during the Month of Romani Women's Activism (8 March–8 April 2024). Brochures were disseminated across five cities in southeastern Serbia—Niš, Aleksinac, Vranje, Kostolac, and Zaječar—with 200 copies allocated per city. They were handed out at street actions during the campaign, shared through relevant institutions, and provided to participants at the round tables where research findings were presented; stakeholders also reported using the brochures with clients in their services. Participation in the European Conference on Domestic Violence (ECDV) in Barcelona (September 2025) provided external validation and amplified

uptake of the project's research on the prevalence of violence against Roma women in South-East Serbia. This appearance strengthened evidence-informed programming by exposing findings to a wider professional community and inviting practice exchange.

> Output 3 ind 3.3 - *Number of participants in round tables from relevant institutions where research results and recommendations presented.*
> Baseline: 0 11/ 2023, target: 100 12/2023, achieved: 62

By December 2023, the project organized five round tables and the the research results and recommendations were presented to 62 participants from relevant institutions, against a target of 100. Attendees came from local self-government, centers for social work, health, education and civil society. This figure is reported consistently in both the draft evaluation table and the GSM progress documentation:

1. Kostolac 26/03/2024 with 10 participants
2. Vranje 28/03/2024 with 9 participants
3. Aleksinac 29/03/2024 with 11 participants
4. Zaječar 04/04/2024 with 18 participants, and
5. Niš 08/04/2024 with 14 participants.

The evaluation involved 14 respondents from the group of round table participants. Respondents included 5 from health services, 3 from centers for social work, 2 from local self-government, 2 from education and 2 from CSOs, confirming cross-sector representation at the events.

All surveyed participants (14=100%) found the round-table highly relevant to their work; 93% rated the findings "very useful," and 93% said they learned something new for future work with multiply marginalized women. Most also reported gaining a clearer view of intersectoral-cooperation challenges (93%). In regard to what they took away, participants highlighted better recognition of "invisible" forms of violence, concern about the extent of child marriages, barriers to accessing institutions, and the importance of response protocols and the SOS helpline; they emphasized culturally sensitive approaches and closer NGO–institution cooperation. They viewed the results as a foundation for local policies and joint prevention work. Participants pointed to adopting/implementing Local Action Plans, stronger cross-sector networking, systematic staff training, and developing accessible, culturally sensitive services; they noted change is likely if institutions and NGOs continue to cooperate and if clear protocols and political will are in place.

While the count reached 62 (below the target of 100), the round tables successfully convened the right mix of institutions across all five cities and were rated highly relevant and useful by participants, who articulated concrete ways to apply the findings in their systems.

> Output 3 ind 3.4 - *The number of people reached through the campaign of 16 days of activism in 5 cities. It is estimated that by distributing 1 000 flyers, posting on social networks and appearing in the media, we will reach 5 000 citizens of Serbia*.
> Baseline: 0 11/ 2023, target: 5 000, 12/2023, achieved: 9 473

The campaign ran across all five partner cities (Niš, Aleksinac, Vranje, Kostolac, Zaječar) during the global "16 Days of Activism" window. Against a target of 5 000 people, the Consolidated data sheet provided by

Osvit project team with cut-off on 31 July 2025 records 9 473 people reached by the end of the project (4 573 in 2023, 4 900 in 2024), exceeding the target.

The project applied a mixed-method reach estimation that combines online and offline evidence:

- Social media analytics (likes, views, reach, and interactions) from partners' channels during the campaign period.
- Media appearances (count of TV/radio/online features during the campaign).
- Printed material distribution logs, including 1 000 brochures (200 per city) handed out during roundtable/campaign activities.
- A conservative assumption of secondary diffusion—that each person directly informed would share the information with at least one other person—used explicitly in the campaign accounting.

The final Consolidated data sheet provided by Osvit project team with cut-off on 31 July 2025 lists the final achievement for this indicator as 9 473.
The GSM progress reports for Output 3 documents a minimum of 4 573 indirect beneficiaries during the same campaign (street actions, social posts, media coverage)—a conservative interim value before consolidation across all channels/cities.
The Year 2 narrative report repeats the estimation method (social metrics + media appearances + print distribution + one-to-one sharing assumption) and gives an example estimate of ~4 500 people reached specifically for the 25 Nov–10 Dec 2023 campaign.
Implementation evidence notes over 20 activists/volunteers in each city supporting the campaign rollout; activities were conducted without drawing on project funds (voluntary/in-kind), which is also recorded in the GSM sheet.
As further offline proof, the GSM narrative notes direct information to ~500 women via street flyer actions alongside the online campaign.

In practice, the project tracked (a) direct, countable contacts from print distribution and street actions, (b) media audience exposure, and (c) social media reach/interaction data across all five cities, then applied the documented one-to-one diffusion assumption to approximate total audience. The GSM sheet's 4 573 is presented as a minimum reached during the reporting window, while the consolidated tracker (used for final indicator reporting) aggregates partner analytics and offline counts across cities to arrive at 9 473.

Limitation: As the methodology relies partly on social media analytics and a diffusion assumption, the reach estimate is indicative rather than a unique-headcount; however, it is consistently documented across narrative reports and the GSM system for this indicator.

Output 4: The level of awareness and knowledge of 100 Roma women and the wider community on the problem of gender-based violence was raised through organized educational workshops, campaigns and conferences.

Output 4 ind 4.1 - *The number of Roma women who participated in the awareness training. Realization of workshops in 5 cities on 2 topics, a total of 10 workshops with 20 participants per city.*
Baseline: 0 2/ 2023, target: 100 1/2024, achieved: 100.

The targeted number is fully achieved: 100 in total/197 cumulative (the same women participated in both workshops, with 97 attending the first and 3 more joining the second -100 in total; cumulative 197).
Across the five target cities—Niš, Aleksinac, Vranje, Zaječar and Kostolac—the project delivered two themed awareness workshops for Roma women (ten sessions total, two per city). The first theme ("What is violence—forms and the cycle of violence") ran May–July 2023 and reached 97 women in total (e.g., Kostolac 28 May—25 participants; Vranje 30 May—20; Aleksinac 24 June—12; Zaječar 20 July—20), implemented within the planned window and staffing arrangements.
The second theme ("Authorities' responsibilities/competencies for protection against violence and discrimination") ran September–October 2023 and reached 100 women (Kostolac 16 Sep—20; Aleksinac/Žitkovac 18–19 Sep—20; Zaječar 30 Sep—20; Vranje 8 Oct—20; Niš 27 Oct—20).

How the 100 was counted (measurement logic): The same cohort was intentionally invited to both themes; 97 attended the first theme and those same 97 plus 3 new participants attended the second—yielding 100 unique women overall. On a "participant-sessions" basis (i.e., counting each attendance across both themes), the cumulative total is 97 + 100 = 197. This deduplication rule is stated in the Consolidated data sheet provided by Osvit project team with cut-off on 31 July 2025, and mirrored in the GSM progress records.
Sources of verification:

- GSM / progress entries recording the Output 4.1 achievement of 100 and summarizing women's learning outcomes.
- Workshop reports and participant lists, explicitly cited as the basis for totals and qualitative feedback from participants.
- Activity logs with dates and per-city counts for the second theme (and narrative evidence for the first theme's sessions and totals).

In addition to meeting the numeric target, women reported clearer knowledge about protection mechanisms (who to report to, how, and what evidence is needed) and expressed readiness to share information and support peers in reporting violence—evidence of awareness gains aligned with Output 4's aim.

> Output 4 ind 4.2 - The number of people reached through Month of Roma Women's Activism and 16 days activism *(Distributing1 000 flyers, posting on social networks and appearing in the media, we will reach 5 000 citizens of Serbia).*
> Baseline: 0 3/2024, target: 5 000, 4/2024, achieved: 16 113 (Y1: 5 000, Y2: 4 987, Y3: 6 126)

The indicator is over-achieved in 322,26% (16 113 vs. 5 000), with transparent counting logic and supporting entries in Osvit's approved Progress reports/Annual reports and the Consolidated data sheet provided by Osvit project team with cut-off on 31 July 2025.

The project exceeded its communication target across three annual campaign cycles, combining street actions, flyer distribution, social-media pushes, and media appearances. In the first cycle (Month of Romani Women's Activism), Osvit reports reaching ≈5 000 citizens, through street outreach with promotional materials, social posts, and media coverage. In the second cycle (2023–24), the approved progress/annual reports document 4 987 people reached. This figure is substantiated by a breakdown of 4 410 via social media, 500 directly informed through street actions and flyers, plus local TV appearances that extended reach further (conservatively counted in the 4 987). In the third cycle (2024–25), Osvit's

progress report enumerates at least 4 900 public-audience contacts (4 400 social + 500 direct) during campaign activities; additional public events and media visibility occurred in this period. The project's final consolidated results table provided by Osvit project team on 31 July 2025 attributes 6 126 to Year 3, bringing the cumulative indicator total to 16 113, which is the figure used in the draft evaluation.

Reported reach comes from Osvit's internal results framework and narrative justifications: (a) annual/progress reports listing campaign totals and constituent channels (social analytics, flyer/street actions, and media hits), and (b) the evaluator's draft table capturing the final 16 113 cumulative achievement (Y1: 5 000; Y2: 4 987; Y3: 6 126).

> Output 4 ind 4.3 - The number of stakeholders participated in the national conference. *It is estimated that 5 representatives will attend the conference from each of the 4 cities (police, judiciary, centers for social work, health centers, educational institutions and non-governmental organizations, Prosecutor's Office) and that 30 representatives of local administration, institutions and media will attend from Niš, the host city of the conference.*
>
> Baseline: 0 2/ 2025, target: 50 7/2025, achieved: 40

This indicator is substantially achieved.
The national conference was held on 17 June 2025 in Niš (the host city). The evaluators conference note made during the field visit documents the event agenda and interventions by speakers from multiple sectors, confirming delivery in Niš and the cross-institutional character of the meeting (e.g., session "Continuous multisectoral cooperation," with a speaker from the Center for Social Work Niš).
The final conference attendance reported by Osvit is 40 stakeholders. Conference notes record contributions from:

- Local self-government (e.g., City of Vranje; Municipality of Aleksinac),
- Centers for Social Work (e.g., Požarevac/Kostolac, Zaječar, Niš), and
- Civil society/partner Roma women's organizations (e.g., Osvit, "Nada" Aleksinac, "Sastipe" Vranje, Association of Successful Women of Kostolac and Roma Society Zaječar).

The event in Niš consolidated cross-sector cooperation and visibly positioned Osvit as a recognized institutional actor and policy influencer. Speakers underlined established collaboration with the police and centers for social work, noting that Osvit is seen as a specialized, non-competitive service for survivors and that this cooperation helps realize Istanbul Convention standards in practice; Osvit's admission as a voting member of the national Gender Equality Council was highlighted as a systemic gain. Operational lessons stressed ongoing inter-institutional coordination (including joint work with the national network for perpetrator programmes), clearer communication to women about procedures and rights, and attention to practical barriers in shelter/foster placements in smaller cities. Partners emphasized their role as a bridge between communities and institutions and flagged the need to keep promoting the SOS phone service, as many women still do not know it. Some institutional voices reported high levels of reporting and growing survivor resolve, showing variability across contexts; others called for better alignment with police procedures for formal participation.
The conference tone was affirming—recognizing Roma women leaders and the durability of the movement—while also calling to sustain Roma-women-led research and documentation as a foundation for future policy and practice.

Management Output: Effective project management per the policies and guidelines provided by UN Trust Fund

Management output indicator: The number of reports approved by UNTF. Baseline: 0 8/2022, target: 6 7/2025, achieved: 7 9/2025

This indicator is fully met - 7 reports are approved:

1. First Progress Report (01/08/2022 – 31/01/2023)
2. First Annual Report (01/08/2022 – 31/07/2023)
3. Second Progress report (01/08/2023 – 31/01/2024)
4. Second Annual Report (01/08/2023 – 31/07/2024)
5. Third Progress Report (01/08/2024 – 31/01/2025)
6. Fourth Progress Report (01/02/2025 – 31/07/2025)
7. Final Project Report (01/08/2022 – 30/09/2025)

9.1.2. Evaluation Question 2: What factors contributed to or hindered the achievement of these results?

An analysis conducted during the evaluation shows a consistent pattern: results happen where services are integrated, accessible, and culturally sensitive, and where actors are connected.

What contributed to achievements:

- A low-threshold, integrated support offer — Women could reach a bilingual SOS line, get immediate, non-judgmental listening, and be guided into legal and psychological support. Partners consistently tie women's readiness to disclose to trust, anonymity, and the fact that specialized women's CSOs were the first contact; once one woman spoke up, others followed. Institutional actors also began to "meet women where they are" (e.g., trying not to turn them away without appointments and proactively calling colleagues and doctors), which lowered the threshold further.
- The project measures in general (accredited trainings, intersectoral cooperation, and staff accompaniment/referral) were designed precisely to mitigate discrimination and secondary victimization when interacting with the system.
- Community-anchored outreach and visibility — field presence, flyers, and public events made services tangible and helped earlier help-seeking; stakeholders describe broader awareness and an easier path to information and referrals.
- Institutional capacity-building that started to stick — accredited training, round tables, and ongoing contact improved understanding of Roma women's specific needs and translated into concrete practice changes. Round-table respondents rated the content as 100% "highly relevant," 93% "very useful," and reported learning they intend to apply—especially around response protocols, the role of the SOS line, and culturally sensitive approaches. Early behavior shifts ("don't turn women away; coordinate actively") were articulated by frontline health participants. The project team also notes that institutional demand grew (e.g., a municipality commissioning a second accredited seminar), which reinforces uptake and continuity.
- Evidence that connects to practice — the research and its public discussion didn't just produce data; they acted as a catalyst. Participants say findings clarified "invisible" violence, barriers to reporting, and mistrust of systems, and gave practical takeaways (protocols, who to call, how to

inform women of their rights). Most also reported gaining clearer insight into inter-sector cooperation needs.

- Working relationships and local activists as role-models — where cooperation was active (CSO–CSW–police–health), cases moved faster and with fewer harms. Stakeholders describe Osvit as a "bridge of trust" between Roma communities and institutions, reflecting a pragmatic division of roles.
- Trust and credibility— Osvit's Roma-led approach secures community trust. Meaningful partnerships with other Roma organizations, shared initiatives, and baseline study findings present opportunities to influence national policy and extend impact beyond the project's scope.

What hindered achievements:

- Norms, pressure, and fear — partners underline the weight of patriarchal expectations and family pressure. Many women still recognize non-physical violence but hesitate to report it; shame and fear remain strong drivers of silence.
- Uneven institutional practice and procedural gaps — cooperation levels varied by city; some actors didn't join joint steps or public signings, sometimes because procedures (e.g., prior approvals) weren't followed. Even motivated staff operate under constraints, and without clear, shared protocols, learning doesn't always translate into consistent practice.
- Institutional discrimination persist, confirmed mostly by project benficiaries during the evaluation process. The final conference note made by evaluator records an assessment that institutions treat a Roma woman from a „mahala" (Eng: „slum")— as poor, "dirty," or less articulate—"quite differently," i.e., unequally and discriminatorily.
- Resource and service availability gaps — stakeholders and project team point to structural shortages: not enough CSW professionals relative to caseload, lack of shelter access in some areas, and the need for mediators/interpreters. These bottlenecks force work-arounds and can delay protection.
- Access and information barriers — a significant share of women either don't know about the SOS line or can't easily reach it—underscoring the importance of non-digital channels and persistent outreach.
- Systemic headwinds — stakeholders are cautiously optimistic but stress that sustained change requires political will, clear protocols, and continuous inter-agency work; without this, progress slows.

Table 8: What participants of the evaluation concretely said on factors affecting effectiveness:

Source	Enablers	Barriers
Focus group – Women (psychological /legal support)	• Integrated psychological–legal support and trust in Osvit; the feeling of being heard without judgment. • A clear plan of next steps and continuous follow-up with discretion and a safe space • Culturally sensitive communication and presence in the field/"closeness" of the service. • Referral to other services (police, CSW, health) when needed.	• Insufficient awareness of available services; visibility varies across municipalities • Stigma and family/community pressure (especially in small communities) discourage reporting. • Economic dependence and fear of consequences; norms of early/rapid marriages. • Negative past experiences with institutions reduce the willingness to seek help.
Online survey – SOS phone users	• Ease of contact: average rating 4.74/5.	• Suggestions from beneficiaries: more operators and more local service points.

	• Received needed support: most useful was psychological support, followed by legal and informational. • Referrals to other services and uptake of those services by beneficiaries. • High professionalism and approachable attitude of operators.	• Stronger promotion of the SOS hotline in the community is needed. • Occasional technical/access barriers (phone/internet) and waiting time.
Group online interview – Workshop participants (awareness)	• Motivation: the need for information on rights and for recognizing psychological and sexual violence. • Safe atmosphere and sense of support; facilitative non-judgmental style. • Most useful: concrete advice on whom to contact and how to document/report.	• Women reported "fear from additional „torture" by officials in certain institutions," alongside distrust of the institutional response. • Difficult/sensitive content can be emotionally demanding • Digital and time barriers for online participation; need for continued support after workshops
Group interview – 16 Days of Activism participants	• High visibility and wide reach of activities; public events and social media left a strong impression. • Participation increased knowledge of rights and available services; sense of solidarity.	• Negative reactions from the environment and fear of judgment/exposure; unwillingness to be photographed. • Patriarchal norms and family control hinder public participation.
Group/Individual interview – Research participants	• Clear communication about expectations, confidentiality, and purpose; Osvit's support facilitated access. • Participants reported learning and empowerment through articulating their own experiences.	• Participants reported institutional discrimination • Most sensitive issues: sexual violence and child marriages. • Institutional access to data and lack of local protection were assessed as weak points.
Online questionnaire – Professionals (accredited training)	• Usefulness of the training was rated as high. • Applicability of acquired knowledge: cultural sensitivity, recognizing indicators of violence, referrals to services. • Exchange of contacts and improved cross-sector coordination in future work.	• More time is needed for casework and supervision; staff workload is heavy. • Differences in procedures/protocols among institutions make uniform application difficult.
Online questionnaire – Round-table participants	• Topic highly relevant and useful; better understanding of the specifics of violence against Roma women. • Clearer insight into the challenges of intersectoral cooperation and ways of applying findings within institutions.	• Implementation of changes conditioned by political will, resources, and clear protocols. • A mechanism for monitoring the agreed steps is needed.
Focus group – Stakeholders (institutions/LSG/CSOs)	• Existing synergies between CSW, health, education, and NGOs; exchange of contacts. • High relevance of topics and a shared picture of obstacles and solutions.	• Overlaps and gaps in mandates; bureaucracy and data exchange hinder coordination. • Limited local capacities and finances.
Group interview – Partner organizations	• Mobilization of women through fieldwork, referrals, and local adaptation of the approach. • Growth of trust and willingness to report; raising the threshold of tolerance to violence. • Clear rules on privacy (e.g., consent for photography) and safety .	• Resistance from families and patriarchal norms; fear of consequences. • Initially low attendance in certain communities; need for additional resources.

Group interview – Osvit project staff	• Experienced team with clearly defined roles; flexibility and adaptation to context. • Good cooperation with the police and other institutions; visibility through research and campaigns. • Established monitoring mechanisms and learning during the project. • The accredited training explicitly aimt to reduce discrimination and secondary victimization through institutions	• Staff workload and need for more stable financing of the SOS hotline. • Variable cooperation of institutions across municipalities; administrative burden.
Individual interviews – Key stakeholders (local institutions & women's CSO, UNTF Portfolio Manager)	• Contribution to the systemic response: better visibility of SOS service, language/accessible communication. • Conditions for transfer: political will, clear protocols, and financial support. • Innovation and examples of good practice; integration of HRBA/GRB in design and implementation. • Clear potential for replication through standardized approaches and evidence.	• System inertia and lack of resources; discriminatory practices present in the community. • Logistical barriers (transport, availability of services in smaller communities). • Stronger institutional anchoring and systematization of data needed for sustainability.

Why the project approach as a model still delivered:

Putting a trusted entry point (bilingual SOS) at the front, backing it with psychological "first aid" and legal navigation, and keeping institutions learning together created a reliable pathway from

Stakeholder testimony about concrete practice changes and the "bridge of trust," plus strong relevance/usefulness ratings from round-table participants, show that women-centered practice and inter-sector cooperation are taking root—even in a tough context. To conclude: results were enabled by trust-based entry points, practical coordination, and evidence that traveled fast into practice; they were hindered where norms, procedures, or resources lagged. The more these gaps are closed, the faster the model converts awareness into safety.

9.1.3. Evaluation Question 3:
To what extent was the project effective in reaching the targeted beneficiaries at the project goal and outcome levels?

The project effectively reached its intended beneficiaries, with overachievement in primary and broader stakeholder categories (see Beneficiary data sheet in Annex 13.3. of the Report and Table 8: Summary of achievements over the project period). It was most effective where the "entry points" were clear, close, and safe: the SOS phone, integrated psychological–legal assistance, and workshops held in a climate of trust.

The most effective channels for reaching women:

- Word-of-mouth via trusted people (friends, relatives, neighbors, coworkers).

- Local partner CSOs and community activists proactively invited women and served as a safe first contact.
- Street outreach and flyer distribution worked well, including cases where women approached staff on the spot.
- Social media provided additional information and reminders, often reinforcing personal invitations.
- Internet research also appeared among how women first learned about Osvit/SOS.
- Direct contact from project staff/volunteers ("*I heard from the organizer*") was another effective path.

Once contact was made, the 24/7 bilingual SOS line functioned as the key entry point: women rated it easy to reach (avg. 4.74/5), and the service's free, always-on access lowered barriers for those with fewer resources. Limits: in small communities, kinship ties and fear of exposure made women more cautious, so discreet, privacy-first channels (trusted intermediaries, no-photo rules) mattered even more.

Conclusion: The most effective mix was *trusted personal referrals + partner CSO outreach + street/flyer actions*, reinforced by social media and internet search; the SOS line's accessibility then converted that initial contact into concrete help.

Anonymity, non-judgment, conctant field presence and culturally sensitive communication lowered the first barriers to contact. The evaluation among SOS users shows the SOS line was easy to reach, most callers got the help they sought and referrals onward, and the immediate effect was often greater safety and a sense of control. In practice, the SOS line didn't just capture first contact—it translated it into next steps (legal consultation, counseling, or links to institutions).

Within the integrated psychological–legal support, focus groups and case studies confirm the *combination* of services is what reaches harder-to-reach women: they begin to see themselves as rights-holders, clarify their needs, and plan their exit from violence, often for the first time. Effectiveness rests on safe space and continuity—the same trusted staff stay with a woman through referral and follow-up. Field-based partners, and simple privacy rules (e.g., explicit photo consent), further lowered the threshold in smaller or more closed communities.

Workshops and campaigns acted as "visibility amplifiers" and bridges to women the SOS line had not yet reached. Participants describe first-time recognition of psychological and sexual violence, and now know whom to contact; open dialogue and solidarity replaced stigma and fear with information and support. Because public exposure can still feel risky in small communities, discreet visibility and strict consent practices were key to non-intrusive reach.

At the inter-sector level, round tables and accredited trainings were not direct entry points, but they strengthened the "second step"—from first contact to an appropriate institutional response. Round-table participants rated the topic highly relevant and the findings very useful; many highlighted response protocols and the role of the SOS phone, suggesting a clearer shared picture of the pathway to support. Accredited trainings improved risk recognition, culturally sensitive communication, and correct referrals—reducing loss of beneficiaries between services.

Despite these strengths, reach remained uneven where awareness and physical access were weak. Multiple sources note that some women did not know about the SOS line or could not reach it when needed; users themselves suggest more operators, longer hours, and "SOS closer to us" via local points or mobile teams. Logistical and technical barriers (phone/internet, transport) hit poorer or remote settlements hardest. In small communities, kinship ties and fear of stigma shorten disclosures and limit public participation, so outreach works best when discreet and mediated by trusted local actors. Prior

negative experiences with institutions and uneven protocol use also fuel mistrust and can slow the shift from "initial contact" to "service uptake."

At the outcome level, conversion from first contact to actual service use was strongest where anonymity and continuity were assured (the same staff bridging psychological + legal support) and where protocols were aligned across institutions. Round tables and trainings improved that "second step" (referrals, role clarity, sensitive communication), while remaining bottlenecks—operator capacity and hours, transport/tech constraints, and residual mistrust—continued to slow uptake for those most at risk.

At the goal level, clear entry points (SOS) and community-based pathways (workshops, partner CSOs, campaigns) delivered broad reach and first-time recognition of non-physical violence. Coverage was uneven by municipality and profile—early-married/younger women, those in remote settlements or with limited digital access, and women with disabilities were harder to reach—pointing to the need for local SOS points/mobile teams and mediator-led outreach.

9.2. Project relevance

9.2.1. Evaluation Question 4:
To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of Roma women and girls victims of gender based violence?

The evaluation of the relevance of the project's results (project goal, outcomes, and outputs)—aimed at realizing the right of women and girls from multiply marginalized groups to a life free from violence and discrimination, with a particular focus on Roma women and girls in the Republic of Serbia—remain pertinent for addressing the specific needs of these groups. The project's outputs and outcomes have effectively responded to the key challenges that Roma women and girls in Serbia face in realizing their right to a life free from violence and discrimination.

The Project General and Specific Goal remain of fundamental importance for all women and girls, not only for those from Roma or other marginalized communities. Gender-based violence is a widespread problem that affects women and girls across all socio-economic, ethnic, and cultural backgrounds. The relevance of project results is further underscored by the persistent challenges in addressing the prevention, and protection of women from gender-based violence in the Republic of Serbia. A detailed description of the context in which this project was implemented is provided in Chapter 2 of this report and is based on an analysis of available external reports, the legal and strategic framework, as well as the general social and economic context. Preventing and protecting women (especially Roma women and girls) from gender-based violence remains a significant challenge affecting women and girls in Serbia. The continued prevalence of violence against women and girls shows that the need for initiatives aimed at improving safety, prevention, protection, and recovery is universal. As emphasized by Un Trust Fund representative, Osvit's SOS line model fills a significant regional service gap, with and improves access to essential services. The SOS line in Romani and Serbian, with legal, psychological, and institutional referrals, exemplifies this. Roma women face compounded exclusion—poverty, low education, early marriage, and discrimination. Osvit reaches those underserved by regular programs, making their work culturally and linguistically relevant and evidence based.

The project's general and specific objectives clearly point to its broad relevance—both for women and girls from multiply marginalized groups and for all women facing gender-based violence and discrimination. Gender-based violence remains present in all segments of society, and women in urban, rural, and economically deprived settings often encounter systemic barriers such as inadequate enforcement of laws, limited access to social and health services, and pronounced social stigmatization.

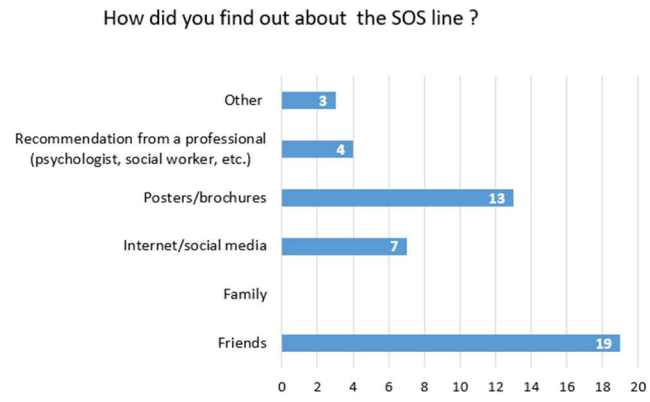
Through the implementation of research, trainings, campaigns, conferences, and support to SOS services and institutions responsible for prevention and protection, the project creates concrete conditions for Roma women and girls in Serbia to exercise their right to a life free from violence and discrimination. This approach is intersectional and culturally sensitive, recognizing that while all women can be affected by violence, marginalized women experience additional and more complex forms of endangerment. The project combines targeted support for the most vulnerable groups with advocacy for broader systemic change—from strengthening the capacities of institutions and services to public advocacy and awareness-raising—thus laying the groundwork for a safer and fairer environment for all women and girls over the long term.

In the Republic of Serbia, systemic problems of violence, discrimination, and lack of access to services intended for women with experience of violence, with a focus on Roma women, still exist and are very current. These problems are neither temporary nor limited; they are ongoing challenges that require continuous efforts. The need for quality support services, such as those provided by Osvit with its partners, such as the operation of the SOS phone in Romani and Serbian and the sensitization of employees in state institutions responsible for their protection, through trainings, remains current.

The socio-economic conditions that contribute to these problems, such as poverty, lack of education and systemic discrimination, have not essentially changed. Therefore, Outcome 1: The quality of services intended for women with experience of violence with a focus on Roma women has been improved through the work of SOS phone in Romani and Serbian languages and sensitization of employees in state institutions responsible for their protection through training, remains crucial for their protection and empowerment.

It is particularly significant that women with experience of violence who were beneficiaries of this project emphasized the importance of the SOS phone in their mother tongue (Romani or Serbian), as well as the importance of the psychological and legal support provided in person at Osvit's premises in Niš, or via telephone or online services throughout the territory of Serbia 24/7. Therefore, these services remain of particular importance for this group of women. For example, in the online survey of SOS phone users (N=46) they clearly confirm that this service is still highly relevant for the target group: 91% confirmed that they received the support they needed from the SOS phone service and 94% of them were referred by the SOS counsilors to other forms of support—psychological counseling or legal aid. This shows that the SOS phone functions not only as an independent service, but also as an effective entry point into a wider protection network. The fact that all these services are completely free for women is of great importance, as is the comprehensiveness of the approach to providing support—including the feeling that they are not discriminated against, but accepted and respected by those who help them. The operation of the SOS phone in Romani and Serbian removed one of the key barriers to accessing support—the language barrier—which focus group participants in Niš, Kostolac and Vranje recognized as a significant problem in an earlier period.

Chart 6: Channels of information about SOS phone



When it comes to channels of information, the most common ways in which women learned about the SOS line were through friends (41,30%) and via posters/brochures (28,30%), while the internet (15,2%) and recommendations of professionals (8,70%) were less represented in the same survey of SOS telephone users. **This data highlights the importance of community outreach and the use of culturally and linguistically adapted materials**, which is particularly important for Roma women and women from rural areas. Open-ended responses from the same survey reveal that users most value the possibility of conversation and counseling, psychological support, legal assistance, and clear information about rights and next steps. Several respondents stated that contact with the SOS line "instilled a sense of security" and "let them know that they are not alone." Findings from focus groups further confirm the relevance. Participants describe direct changes after using the service, e.g., "I got out of the circle of violence" (Niš), "I became independent and now I work" (Kostolac) and "It helped me a lot to become familiar with my rights" (Vranje). In-depth interviews with beneficiaries record similar messages—the beneficiaries emphasize professionalism, a sense of respect and the availability of information as key elements of help (In-depth interview, Niš and Kostolac). Thus, participants in focus groups and individual interviews cited concrete positive changes in their lives, including leaving violent relationships, economic independence and better information about their own rights.

In addition to direct work with beneficiaries, the project also included strengthening the capacities of institutions through 5 accredited seminars "Support for improving the position of Roma women" (one seminar per city: Niš, Zaječar, Vranje, Aleksinac and Kostolac)—a total of 100 representatives of the police, judiciary, centers for social work, health institutions, educational institutions and NGOs completed accredited trainings. Monitoring and supervision enabled the transfer of knowledge into everyday practice. Evaluation forms from the trainings show increased sensitization of officials, better awareness of specific forms of discrimination and greater willingness to provide protection to Roma women without prejudice and unequal treatmen

As for the Outcome 2, conditions have been created for the prevention of violence against Roma women through research, educational workshops and campaigns. Continuous relevance is seen in the need for ongoing advocacy in order to create conditions for the prevention of violence against Roma women through research, educational workshops and campaigns. **For the first time, local data on the prevalence of violence against Roma women were collected through field research in five cities** (Niš, Aleksinac, Kostolac, Vranje, Zaječar). This research included direct conversations with Roma women and relevant stakeholders, thereby collecting information that had previously not been available at the local level. The research results were analyzed and publicly presented at round tables, thereby enabling relevant actors to gain insight into the actual situation and specific challenges in each local environment. Most participants emphasize that the research opened up insight into "invisible" violence—situations in which women suffer violence but do not recognize it themselves. They were particularly shaken by the extent of child marriages. They observe that tradition strongly influences the decisions of Roma women, but they also note a gradual change of awareness in the community. They deepened their understanding of

multiple victimization and specific patterns of violence against Roma women, including obstacles in accessing institutions and the often present distrust toward protection systems. The round table participants see these findings as a solid evidence base for advocacy with decision-makers and for creating local policies.

On the basis of the research findings, recommendations were developed for the improvement of local protection mechanisms, which are available to all relevant institutions and organizations. The round table participants emphasize that clear systemic preconditions are necessary for the implementation of the recommendations offered by the research report: understanding and consistent application of the law at all levels, political will and institutional responsibility, along with the suppression of systemic corruption and the instrumentalization of marginalized groups. Permanent intersectoral cooperation based on clearly defined, applicable protocols and procedures, as well as better networking of relevant institutions and NGOs, is key.

The visibility of the problem of gender-based violence against Roma women was additionally increased through the implementation of the "16 Days of Activism" and "Month of Roma Women's Activism" campaigns, which included street actions, distribution of promotional material and media appearances. These activities contributed to raising the awareness of the broader public, as well as to strengthening the recognizability of the topic in the community.

Direct empowerment was achieved through informational-educational workshops in which 100 Roma women participated, who acquired knowledge and skills in recognizing and preventing gender-based violence.

A significant segment of Outcome 2 is the connecting of local communities and institutions—the national conference "Roma Women Leaders in the Fight for a Society without Gender-Based Violence" brought together Roma activists, representatives of institutions and organizations, encouraging joint action in the prevention of violence.

When it comes to relevance in relation to Management Output (Effective project management per the policies and guidelines provided by UN Trust Fund), Osvit worked in close alignment with procedural requirements, as all reports, financial documentation and narrative reports were submitted within deadlines and in the UN Trust Fund format, with no irregularities recorded. An internal system was established for monitoring the implementation of activities and the expenditure of funds, with monthly internal reviews and quarterly reporting. Regular coordination meetings with partner organizations and local actors were maintained, which ensured synchronized implementation of activities in multiple cities. All participants in the implementation of the project had clearly defined tasks, and decisions on changes in the work plan were documented and explained in accordance with donor guidelines. Identified operational challenges were resolved in a timely manner, with adjustments to the work plan without undermining the objectives. In an interview with the portfolio manager, we learned that this project successfully achieved all planned outcomes, despite a limited budget and a small team, thanks to the high-quality design of services, the institutionalization of activities, and the strengthening of the visibility of Roma communities.

9.2.2. Evaluation Question 5:
Whether or not the strategy was relevant given the wider context (municipality, lawmakers etc.) and was the project able to adjust and adapt to any changes in the context?

The poject strategy proved to be highly relevant in relation to the broader social and institutional context, including local self-governments, the legislative framework and the priorities of national policies. As the UN Trust Fund portfolio manager emphasized, the project responded to "a gap in the availability of culturally and linguistically adapted services for Roma women, which was not covered by existing national mechanisms." In this way, a direct contribution was provided to the realization of the right to a life without violence, in accordance with Serbia's international obligations and the strategic goals of the Fund.

The project was aligned with the priorities of national action plans and the legal framework, but at the same time it filled gaps in the institutional response—particularly in the segments of intersectoral coordination and the availability of services in the Romani language. Through the licensing and institutionalization of the SOS line by the Ministry of Labor, the project ensured the sustainability of key activities, and by introducing accredited trainings for employees in the police, centers for social work, the judiciary and health care, it ensured continuity of capacities regardless of staff changes.

During implementation, the project team showed a high ability to adapt to changes in the context. At the national level, in a period of weakening institutional focus on gender equality, the project succeeded in maintaining local momentum through partnerships with the civil sector and campaigns ("16 Days of Activism," "Month of Roma Women's Activism"). At the same time, the implementation of research on violence against Roma women in five cities and the public presentation of findings through round tables and a national conference enabled the recommendations for improving local protection mechanisms to become part of the public and professional discourse.

By involving local self-governments, Roma women leaders and relevant institutions in the process, the strategy ensured that activities did not take place in isolation, but as part of a broader network of action. This approach ensured that the project was not only reactive, but also proactive in anticipating and responding to changes in the political and institutional environment.

In the interview with the portfolio manager it was emphasized that adaptation to the context was shown through the institutionalization of the SOS line within the Ministry of Labor, the accreditation of trainings and the integration of the acquired knowledge into the work of new staff. A human rights- and gender equality-based approach was used, with participatory research that shaped services and advocacy activities. Innovations were implemented—campaigns through dramatic performances in the community, SOS line operators were trained in sign language, and an adaptive M&E system that tracks indicators by subgroups of beneficiaries. Also, the portfolio manager pointed out that the "baseline study" was submitted to the European Convention on Domestic Violence, and it was presented in September at ECDV 2025 in Barcelona.

The participation of Osvit at ECDV 2025 was highly relevant because it directly aligns with the project's goal and the priority needs of Roma women survivors: it brings their specific risks and barriers into a major European evidence-and-policy forum, validates the project's problem analysis (intersectional violence and institutional gaps), and channels up-to-date, evidence-based practices back into project

design. Strategically, it fits national and European policy frames (e.g., Istanbul Convention, EU Roma and gender-equality agendas), strengthens external coherence by connecting Osvit with researchers, service providers, and policymakers working on comparable issues, and avoids duplication by mapping who is doing what and where. Contextually, it is appropriate because it elevates a typically underrepresented Western Balkan/Roma perspective, increases legitimacy and buy-in among stakeholders, and opens concrete pathways for partnerships, referrals, and advocacy. In short, conference participation ensures the intervention remains needs-driven and policy-aligned, improves the relevance of chosen approaches and partnerships, and increases the likelihood that project outputs translate into solutions that institutions can adopt for Roma women experiencing violence.

9.3. Project coherence

9.3.1. Evaluation Question 6: How are project strategies compatible with other interventions in the country? In the region?

Project strategies are highly compatible with Serbia's policy framework on violence against women (VAW) and with regional approaches in the Western Balkans, particularly around multi-sector response, women-specialist services, and survivor-centred access (SOS phones, integrated psychological–legal aid, coordinated referrals, awareness/education). They complement state mandates (e.g., emergency measures, coordination groups, sector protocols) and fill reach gaps for marginalized groups (e.g., Roma women, younger/early-married women, women in smaller settlements).

National level (Serbia)

Serbia ratified the Istanbul Convention, which anchors multi-agency coordination and survivor-centred services; project instruments operationalize these norms at community level.[18]

The Law on Prevention of Domestic Violence (2016) institutionalized emergency measures and coordination groups between prosecution, police and social work centres—interfaces strengthened by the project's round tables and accredited trainings.[19]

Serbia's General Protocol and sector protocols prescribe roles for health, social work, education and police; the project's trainings and inter-institutional sessions mirror and reinforce these pathways (who detects, who refers, how feedback is exchanged) Although their revisions/adjustments in line with the Law on prevention of family violence are required, the existing protocols with their shortages, are still on power.[20]

[18] Council of Europe – Istanbul Convention: Serbia profile — https://www.coe.int/en/web/istanbul-convention/serbia

[19] Serbia: Law on Prevention of Domestic Violence (2016) – English translation — https://www.refworld.org/legal/legislation/natlegbod/2016/en/123503

[20] General Protocol for Action and Cooperation of Institutions (UNDP – English) — https://www.undp.org/sites/g/files/zskgke326/files/migration/rs/UNDP_SRB_opsti-protokol_eng.pdf

The National Strategy for Gender Equality 2021–2030 and VAW policy instruments call for coordinated, survivor-centred responses—consistent with the project's emphasis on integrated legal–psychological aid and referral pathways.[21]

Serbia has a national system of phones; civil-society SOS lines remain an essential entry point and source of referrals. The project's SOS line complements this landscape by serving as an accessible entry channel and feeder into legal/psychological follow-up and institutional protection.[22]

The project's model (bilingual 24/7 licensed SOS line, community-led research/awareness, accredited training for institutions) is consistent with standard national response pathways (CSW–police–health–education) and has been taken up in day-to-day practice: routine signposting to SOS, clarified non-competition with CSOs, and coordinated, multisectoral work described by institutional reps. In addition to that, the SOS phone is a service licensed by the Ministry of Labour, Employment, Veterans and Social Affair which proves the alignement with national standards for SOS phone as social service.

There is explicit synergy with perpetrator-focused interventions (e.g., men's group via OPNA with CSW support), complementing survivor services and aligning with comprehensive protection chains expected in Serbia's practice environment.

Accredited trainings for CSW/health/education/police embed culturally sensitive protocols; participants report applying them (e.g., individualized approaches to Roma women, better recognition of violence and referral habits), which complements with existing institutional mandates.

The policy-level compatibility is evidenced by Osvit's inclusion into several important bodies and initiatives:

- Council for Gender Equality of the Government of the Republic of Serbia (national level) — Osvit was appointed as a member on 19 April 2023; role: participation in public policy-making (gender equality, prevention of gender-based violence, and the status of Roma women).
- Ministry Working Group for drafting the 2024–2025 Action Plan to implement the 2021–2030 Gender Equality Strategy (national level) — Osvit appointed on 25 September 2023; actively contributed to measures for multiply marginalized women.
- City of Niš Council for Cooperation and Development of Civil Society (local level) — membership confirmed in August 2023; a channel to influence local public policies and the financing of services.
- Working Group for drafting the Local Action Plan for the Inclusion of Roma Women and Men 2024–2026, City of Niš (local level) — Osvit served as a member; all of its proposed measures on the status of Roma women and the prevention of early/child marriage were adopted.

System capacity gaps (e.g., no local shelter in parts of the country; need for interpreters and family-associate roles) and uneven institutional engagement can undermine otherwise compatible strategies unless addressed through stable funding and continued multisector protocols.

Regional-level (Western Balkans)

[21] National Strategy for Gender Equality 2021–2030 (official PDF) — https://www.rodnaravnopravnost.gov.rs/sites/default/files/2022-03/National%20Strategy%20for%20GE%202021-2030.pdf

[22] Serbia – Help & Support: SOS lines (Podrška žrtvama portal) — https://www.podrskazrtvama.rs/en/help-and-support/sos-lines.php

The project mirrors regional good practice under UN Women's multi-country programming (Implementing Norms, Changing Minds)—community outreach, institutional capacity-building, survivor-centred services integrated via protocols.[23]

WAVE's country overviews emphasise the role of independent specialist services (SOS lines, counselling centres, shelters) and the need to safeguard their accessibility and autonomy within national systems. The project's practice—linking an NGO-run SOS entry point with legal/psychological support and institutional referrals—fits this European model.[24]

Participation in ECDV 2025 in Barcelona fostered regional coherence and linkages with European networks addressing GBV, complementing local-level service and policy efforts.

Regional actors increasingly address technology-facilitated GBV and data systems. While not a core project pillar, the model is adaptable and could connect to ongoing initiatives as needed.[25]

Stakeholders judge the results and approaches transferable to Western Balkan settings with similar barriers, precisely because they are community-rooted, bilingual/culturally adapted, and designed to plug into standard public-service chains (CSW/health/education/police). The Final project conference and interview evidence also frames the model as aligned with broader regional expectations for coordinated, survivor-centred systems (e.g., parallel work with survivors and perpetrators; standardized roles/procedures).

ECDV participation reinforced the project's alignment with regional survivor-centred standards and built linkages with European GBV networks, complementing Serbia's existing service and policy system rather than duplicating it. This regional anchoring enhances coherence between local service delivery, national frameworks, and European learning spaces.

The representative of UN Trust Fund confirmed that Osvit's work complements their focus on marginalized women and culturally appropriate services. UN Trust Fund supports several CSOs in Serbia. Osvit's SOS line model fills a significant regional service gap. However, coordination among multiple SOS lines in Serbia remains limited—a structural challenge. Osvit trained almost one hundred frontline workers across police, social work, and justice sectors, reinforcing regional initiatives. Despite setbacks in Serbia's gender equality framework, the existing system fosters synergy with UN Trust Fund network.

The project strategies are compatible with—and in practice reinforce—existing national intervention chains and are seen as readily adaptable across the Western Balkans. The bilingual SOS + community research/awareness + accredited institutional training package both fits and strengthens prevailing systems, while identified capacity gaps point to where further alignment and investment are needed.

[23] UN Women – Final evaluation of the regional programme on ending VAW in the Western Balkans & Türkiye — https://eca.unwomen.org/en/digital-library/publications/2023/10/final-evaluation-of-the-regional-programme-on-evaw-in-the-western-balkans-and-turkiye

[24] WAVE Country Report 2023 – women's specialist services (Serbia chapter) — https://wave-network.org/wp-content/uploads/WAVE_CountryReport2023.pdf

[25] UN Women Serbia – Ending Violence against Women (country page) — https://eca.unwomen.org/en/where-we-are/serbia/ending-violence-against-women

9.3.2. Evaluation Question 7:
What are the synergies and linkages between the intervention strategies carried out by the organization and their implementing partners?

Osvit and its partners worked in a connected way. Each activity supported the next one, so women could move easily from first contact to real help. Community outreach and the research in five cities brought women closer to the project. Women met the team on the street, in their neighborhoods, or through local groups. Many shared their stories for the first time. From there, partners guided them to the bilingual SOS phone and to legal and psychological support.

The SOS phone in Serbian and Romani was the main doorway to help. Counselors listened without judgment and gave clear next steps. When a woman needed legal information, the team connected her to legal advice. When she needed emotional support, she received counseling. This close link between the SOS phone service, legal aid, and counseling meant that help did not stop at information—women could act on it.

At the same time, Osvit and partners worked with local institutions. Accredited trainings brought together staff from centers for social work, health services, schools, and the police. After the trainings, staff said they better understood the situation of Roma women and how to respond. Roundtables in each city helped everyone agree on who does what, how to refer women, and how to stay in touch. This made cooperation smoother and faster. Public campaigns supported all of this. They made the SOS phone known, reduced fear and stigma, and encouraged women to join workshops or call for help. Media appearances and street actions showed that help exists and that Roma women are not alone. Many women then advised friends and relatives to seek support, which widened the circle.

Partners added local strength. They knew the settlements, spoke the language, and already had trust in the community. Institutions, for their part, shared leaflets at their front desks, used the project's materials, and referred women to Osvit when needed. In some places, the police started to give feedback on high-risk cases, which helped everyone protect women more quickly.

There are still gaps. Some areas lack a local shelter, some institutions are more active than others, and stable public funding is not always in place. Even so, the links between outreach, the SOS phone, legal and psychological services, trained staff, and local coordination are strong. Together, Osvit and its partners turned separate activities into one path that women can follow—from first conversation to real protection and support.

9.4. Project efficiency

9.4.1. Evaluation Question 8:

To what extent was the project efficiently and cost-effectively implemented? Was it managed in timely manner in accordance to the implementation plan? Was the project managed well to make best use of human and financial resources.

The project was assessed by the EET as efficient and cost-effective, with strong monitoring and reporting mechanisms, as well as a solid and reliable management structure. The findings show that Osvit's strong management structure provided excellent support to partner organizations. All planned project activities were implemented within the three-year period, from 01 August 2022 to 31 July 2025, in accordance with the original project document.

Resources (financial, human, material) were used optimally during project implementation. According to the analysis of project documentation and EE interviews with members of the project team and partners, sound mechanisms were created that enabled efficient and timely project management.

Financial resources were used carefully, without significant budget overruns. The expenditure reports show that funds were allocated in line with the budget plan, with adjustments made to respond to unforeseen costs. For example, the contingency reserve was used to cover increased prices of legal services, while travel and workshop costs were partly covered with funds from other projects. The total project budget was USD 195,000.00.

The expenditure: USD 177.905,97 which makes 91,23% of requested USD 195.000. In July 2025, Osvit submitted a request for NCE of the project for 2 months (to 30 Sept 2025) and approval to reallocate $19,989 in savings from completed activities and co-funding by other donors. The funds covered presenting project research at a European conference in Barcelona; continuing the SOS helpline plus psychological and legal support; launching an accredited "Stop Child Marriages" training in Niš, Aleksinac, and Zaječar; a team self-care seminar; limited personnel costs; and small operating/indirect costs—all to sustain and amplify project results. The Final report was approved on 15.12.2025, confirming USD 177.905,97 expenditure.

Osvit project team stated that project co-financing was a problem and that during the same period they also had other projects approved by other donors, so—with the donor's permission—they borrowed funds and repaid them. As Osvit, like most CSOs in Serbia, depends entirely on donor funding, the requirement for pre-financing and co-financing created challenges; therefore, for the UNTF-supported project they temporarily borrowed funds from other donors and, once the final report was approved and the reimbursement received, Osvit will return the borrowed amounts to the respective project accounts.

Human resources were also well managed. The project team had clearly divided roles and tasks, with effective coordination mechanisms and structured monitoring and reporting systems. Regular data collection and the development of an internal database enabled efficient case management and improved cooperation with institutions. According to the assessment of the UN Trust Fund Portfolio Manager, the Osvit team achieved significant results despite a modest budget and a small number of staff, which demonstrates the project's cost-effectiveness.

All activities were well planned. The implementation period was not turbulent or exhausting; the women (beneficiaries) were not overburdened with activities so they responded and involved regularly. Activities were chronologically connected and alternated.

According to the project documentation and the statements of members of the project team and partners, all planned activities were carried out within the envisaged time frames and without major delays, despite challenges such as political changes in the country, security incidents and institutional turbulence.

"Osvit is a well-coordinated team. Responsible and dedicated women work in Osvit. Good organization of activities and teamwork are what led to the successful implementation of the project."

Group interview with the project team

During the group interview with members of the project team, the EET was informed that they are on the telephone communication every day; if they are not physically present, online communication is always in place, so they always have adequate information. They describe cooperation within the team as excellent and emphasize that Project Coordinator "is still the central figure, but overall a culture of support prevails." The project team cited an internal challenge in implementation—the illness of the coordinator. They were concerned that they had not secured in advance a person who would represent the organization if "something happened" to Project Coordinator. During project implementation they appointed two new persons as bank account signatories, and they plan to authorize another person to represent the organization in unforeseen circumstances.

"During project implementation the project coordinator became seriously ill. Personally, I was afraid of how we would manage to have all activities proceed as planned, because the most important link in Osvit would not be able to give herself, as we are used to, 100%. However, a good team and the many years of work of the activists showed that there is no obstacle we cannot overcome. Cooperation and understanding within the project team led to all activities being carried out according to plan and program, and to many things we had not been aware we could do being accomplished."

Member of the Osvit project team

The project's coordination mechanism was assessed mostly positively by those involved in the external evaluation, and it can be said that the project was largely implemented efficiently and cost-effectively. The project team demonstrated flexibility in managing activities and enabled the unhindered implementation of most project activities. This was particularly appreciated by all surveyed collaborators and representatives of partner organizations. However, during the Validation workshop with Stakeholder Reference Group, the participants from Osvit suggested they need further capacity building in the field of project proposal writing and project management skills, in order to further empower more Osvit members for these complex tasks.

The project's managerial structures were effective, including coordination between teams and cooperation with partners. Osvit succeeded in providing support to a large number of primary beneficiaries (1 213) through various activities and through a complex project structure. According to the Beneficiary data sheet, most of them (843/69,50%) were women/girls from minority ethnic groups, primarily Roma. As for the partner organizations, there were no problems, because these are all organizations with which Osvit has long cooperated. In the group interview, the Osvit project team stated: *"We have been building our reputation for 20 years; we make sure not to damage it; we make sure to select good organizations territorially—for example, in this project, why we chose these CSOs—no municipality has an SOS hotline, a safe house, etc."*

The challenges included political turbulence during 2024–2025, which raised the question of continuity of cooperation with local institutions due to socio-political unrest in the Republic of Serbia. Nevertheless, project activities were not interrupted and were implemented in accordance with the plan. The project team showed high flexibility, especially in moving activities from schools to the community after security incidents, thereby ensuring the continuity of services for women and girls.

Project management placed strong emphasis on self-care for members of the project team and associates engaged in providing services to beneficiaries. A seminar on "Self-Care" was organized for twelve Osvit activists, and focused on preventing burnout and secondary trauma through interactive sessions, psychotherapeutic workshops, and physical activities. Alongside this, a series of UNTF online trainings took place between November 2023 and July 2024, covering topics such as communications, procurement, reporting in the GMS system, common indicators, disability inclusion, and diversity. These trainings helped to strengthen both project and organizational capacities. Key meetings with donors were also held during the project period, including a UNTF mentoring visit in September 2023, and a joint online dialogue with UN Women in April 2024. From August 2023 to July 2024, the team actively worked on raising visibility and sharing expertise through consultations and events. These included participation in UN Women ECA consultations for CSW68, cooperation with the municipality of Red Cross, training on the mandate of the Ombudsman, participation in the presentation of the European Commission Report, and national roundtables organized by the Council of Europe and the Coordination Body.

9.5. Project sustainability

9.5.1. Evaluation Question 9:
To what extent will the achieved results, especially any positive changes in the lives of women and girls (project goal level), be sustained after this project ends?

Findings from focus groups with women beneficiaries who used psychological and legal support indicate that the project brought significant positive changes to their lives—from increased readiness to report violence to greater knowledge of their own rights and available services. Many participants stated that the project team provided them with a sense of safety and trust, and that they gained the courage to speak out about violence. They particularly emphasized the importance of the SOS hotline (available in the Romani language as well) and the availability of psychological support as key factors for empowerment and the possibility of exiting violent situations. However, the beneficiaries themselves point out that without continued support and funding there is a risk that part of the results will not be sustainable—especially regarding the continuous operation of the SOS hotline and the availability of free legal aid, since these services are not systemically covered by the state.

"We received funds from ACT for advocacy to include SOS hotline in the local Decision on Social Protection, and we hope this will be achieved and thus ensure the service's sustainability. Donors are withdrawing, and without institutionalization—that is, financing from the local budget—without regular financing we cannot maintain the service; we could lose the license. The ACT project has started. Osvit operates the only SOS hotline in Serbia that works 24/7 in the Romani and Serbian languages, to reach as many beneficiaries as possible who will be informed that in their city and surroundings there is someone who will always be available to talk in difficult moments, and someone who will believe them without judgment—and this by being financed from the local budget as a licensed

SOS hotline in the Romani and Serbian languages. The SOS hotline is something that Roma women need. In the future the SOS hotline functions by being financed from the city budget, so there is no danger that the line will stop operating and, consequently, stop providing help to women."

Member of the Osvit project team

Through workshops and awareness-raising campaigns, many beneficiaries gained greater knowledge of their rights, as well as the ability to recognize different forms of violence and the courage to turn to institutions. Women who participated in focus groups and surveys stated that they feel safer, that they have gained "strength and a voice," and that today they confidently advise other women not to endure violence. It is particularly important that beneficiaries have begun to recognize psychological, sexual, and economic violence as serious problems, and not only physical violence—this represents a significant change in perception and a first step toward long-term social impact. Many of them have become multipliers of knowledge in their communities, passing information on to family members and neighbors. This points to a multiplying effect of the project—beneficiaries do not remain passive but become transmitters of knowledge and support in their communities, which significantly increases the chances that the results will be long-term.

One of the participants in the "16 Days of Activism" campaign stated that this "…changed my life and belief in a better tomorrow… now I know that violence is not only physical but also sexual and psychological, and that I would always help any woman to recognize violence and advise her not to endure it but to report it and turn to institutions."

Partner organizations emphasize that the project has produced lasting changes in the community, primarily by strengthening women's trust in local women's organizations. Participants in group interviews from Kostolac, Zaječar, Vranje, and Aleksinac stressed that the boundaries of tolerance for violence are shifting, that girls are increasingly enrolling in secondary schools, and that the number of early marriages is decreasing. They also point out that women today have more trust in NGOs than in institutions, which means that sustainability will depend on the continued engagement of women's organizations and their cooperation with institutions.

Members of the OSVIT project team emphasized that the project established quality cooperation mechanisms with institutions, including accredited trainings and memoranda of cooperation, which represents a significant step toward institutionalizing the results. The team notes that the SOS hotline is now recognized and that the visibility of the problem of violence against Roma women has increased, but they express concern about political instability and the lack of systemic funding, which could jeopardize long-term sustainability. The project strengthened ties between women's organizations, local institutions (centers for social work, police, schools), and decision-making bodies. The Osvit association has become a recognized and credible partner, with a representative on the Government's Council for Gender Equality, which gives the organization the opportunity to influence national policy-making over the long term. At the conference "Roma Women Leaders in the Fight for a Society Free from Gender-Based Violence," it was highlighted that Osvit became a full member of the Council for Gender Equality of the Government of Serbia. This was recognized as a historic step, as Roma organizations previously had no representatives in that body:

"The greatest success of this project—the change they achieved: Osvit is a full member of the Council for Gender Equality of the Government of the Republic of Serbia—we have not previously had Roma organizations in this body."

Project team member

This clearly shows that the project results have the potential to continue at the institutional level as well, through influence on public policies and decision-making.

Representatives of local institutions assess that the project activities were fully relevant to the needs of the community, and among the most visible results they cite the higher number of reports of violence, greater awareness among women of their rights, and better intersectoral cooperation. Nevertheless, they emphasize that it is necessary to continue with education, thematic workshops, and strengthening institutional responsibility in order to ensure the durability of positive changes.

Institutional partners also confirm the sustainability of changes. A representative of the Aleksinac Health Center stated that staff attitudes evolved after participating in the project, which will be reflected in their future work:

"I gave the information booklet to the nurses in my department to read, and I think their attitudes have also changed, and accordingly their work with this population will be more sensitive."

Local Health Center representative, Focus group participant

This type of change in the approach of health and social institutions is an important indicator that the project results go beyond the boundaries of direct activities and enter institutional practice.
The results of the accredited trainings for professionals (a total of 80 representatives of institutions such as centers for social work, health institutions, education, police) show a high degree of applicability of the acquired knowledge (average usefulness rating 4.63/5). Participants developed sensitivity to the specific needs of Roma women, learned to recognize signs of violence, and improved cooperation with other sectors. This knowledge remains with the professionals even after the project ends, contributing to a long-term effect through changes in professional practice and institutional responses. Nevertheless, certain challenges remain. The CSW Požarevac (Center for Social Work Požarevac), for example, emphasized that it is still necessary to secure a safe house in Niš in order to meet the needs of women from the region, which indicates that sustainability requires systemic solutions and additional institutional support.

The UN Trust Fund Portfolio Manager also emphasizes that the measures implemented (licensing the SOS line, accredited trainings for professionals, strengthening institutional ties) have ensured a foundation for long-term impact: Licensing and institutionalizing the SOS helpline through the Ministry of Labor lay a strong foundation. Accredited training ensures long-term knowledge as incoming staff follow established protocols. Trust is crucial; Osvit's Roma-led approach secures community trust.

9.5.2. Evaluation Question 10:
What steps have been taken to institutionalize the project, build capacity of stakeholders or secure further funding?

The project undertook multiple steps to ensure the institutionalization of results, the strengthening of stakeholder capacities, and the search for new funding sources.

The project team focused on building long-term partnerships, improving cooperation with local self-governments, and continuous advocacy for the institutionalization of the services provided. Significant efforts were invested in the project to build lasting relationships with local authorities, civil society organizations (CSOs), and other relevant actors in order to ensure continued support for the activities.

During the project "Roma Women Leaders in the Fight for a Society Free from Gender-Based Violence," significant progress was made toward institutionalizing the results. Memorandums of cooperation were signed in February 2022, before the start of the project, with several local institutions (center for social work, schools, health center, local self-government), thereby creating a framework for sustainability and continued joint action—ensuring meetings and support from local institutions and the local government for the implementation of this project. The project increased the recognizability of the SOS hotline, which further secured community trust—especially among Roma women, who see the SOS line as a primary point of support rather than institutions.

Furthermore, findings from the processed questionnaires for roundtable participants show that institutions deepened their understanding of multiple victimization and developed awareness of the importance of culturally sensitive protocols and intersectoral cooperation: "The importance of cooperation with civil society organizations and networking of services was emphasized, as well as the need for a culturally sensitive approach."

Institutional representatives emphasize that through the project they gained new knowledge and work protocols that they will apply even after the project ends. As stated in one questionnaire: "The project helped a lot in addressing challenges. Changes are visible in that now every Roma woman knows where and what she needs to do when there is violence. They learned which types of violence exist and did not know that there is an SOS hotline in the Romani language" (representative of a local institution).

In addition, the introduction of accredited trainings for employees in institutions (social work, health care, education, police) ensured that the acquired knowledge remains within the system, because the trainings are recognized by the competent bodies and can be repeated after the project ends.

The project had a strong component of empowering professionals and partners. Total of 80 institutional representatives completed the trainings and rated them as extremely useful, especially in terms of understanding Roma culture, recognizing violence, and adopting a sensitive approach to marginalized women. Partner organizations stress that they themselves have been empowered, that their capacities for work in communities have grown, and that women have increasingly begun to turn to them and trust them. Thus, the project strengthened local Roma organizations and women leaders in the communities, who now have the knowledge, experience, and credibility to continue providing support after the project ends.

The project contributed to visibility not only for Osvit—each partner organization improved its standing in its local community thanks to the project; better relationships were established between Roma women's organizations and institutional representatives in these communities, so real progress is visible.

During the project, Osvit for the first time secured funds from other sources for the sustainability of the SOS hotline (example: financial support from Požarevac for the training "Let's Stop Child Marriage"). In doing so, an important step was taken toward diversifying funding and reducing dependence on a single donor. In addition, through the project's visibility and results, a basis was created for applying to local budgets and to other international donors.

Members of the organization regularly monitor calls for proposals and apply, all with the aim of securing funds for the uninterrupted operation of the SOS hotline. Important steps have been taken toward funding diversification and connecting with donor networks, but the sustainability of the service still depends on systemic financing at the local and national levels. Likewise, Osvit's inclusion in European and

national networks opens space for further support and access to international funds: beyond formal products, ECDV (September 2025, Barcelona) acted as a platform for future collaboration and potential resource mobilization, strengthening prospects for sustaining results after grant closure.

While systemic public financing for the SOS and free legal aid remains a risk, international visibility and networking generated at ECDV expands the pool of allies and funders who can help close that gap. ECDV participation strengthens sustainability by embedding Osvit's approaches in European policy circles, developing durable partnerships, and boosting organizational credibility for future funding. It expands access to evidence-based tools and peer learning, opens doors to joint proposals and EU consortia (resource diversification), and increases stakeholder buy-in that supports institutionalization.

Positive sustainability factors:

- Empowered women and girls (increased awareness of rights and readiness to report violence).
- Increased visibility of the problem of violence and of the work of the SOS hotline.
- Memoranda and cooperation with institutions.
- Trained professionals in local institutions.
- Strengthened capacities of women's organizations and a network of trust in the community
- Licensed SOS phone service and accreditted training programs
- Participation of Osvit in relevant decision making bodies and working groups
- Participation at ECDV 2025 in Barcelona

Risks to sustainability:

- Lack of systemic funding for legal aid and SOS hotlines.
- Political instability and changes of government that may affect the continuity of cooperation with institutions.
- Uneven engagement of certain local institutions.
- Reliance on project-based funding and donors, without sufficient support from local budgets.

9.6. Project impact

9.6.1. Evaluation Question 11:

To what extent has the project contributed to ending violence against women, gender equality and/or women's empowerment (both intended and unintended impact)?

The project has made a significant contribution to ending violence against women (VAW), promoting gender equality, and empowering women—especially those from marginalized communities. Its contributions fall into several key areas: direct support to beneficiaries (legal aid, psychological counseling, SOS helpline, workshops, research), support to institutions and professionals, public-facing activities, and advocacy efforts.

Direct services for women under this project—the 24/7 SOS helpline in Serbian and Romani, individual and ongoing psychological counseling, and legal assistance and representation (advice, procedures, case follow-up)—generated both intended and unintended impacts. The project visibly contributed to increased awareness and recognition of violence, to gender equality and women's empowerment, and to access to specialized services (a Romani-language SOS line, legal and psychological support). The evaluation underscores that, while shifts in patterns of violence and deeply rooted norms take time, results are already measurable: more reports to authorities, women feeling empowered to speak about their experiences, and a better institutional response following the trainings delivered. Immediate outcomes of the SOS and legal services show that the project provided accessible, bilingual support that opened a channel for women (including Roma women) to have a first conversation about violence and to be referred into the protection system. In publicly presented results at the project conference in Niš, the number of calls to the SOS helpline was reported, including the numbers of women who received legal and psychological aid; pointing out that some women "for the first time" dared to talk about the violence and ask for help. This finding is crucial because it signals a shift from latent endurance to active help-seeking—the first, decisive step in breaking the cycle of violence.

Focus groups with beneficiaries of psychological and legal support show that the project directly affected women's ability to recognize different forms of violence (not only physical, but also economic, psychological, and sexual) and to know whom to contact. Women reported that they had previously considered verbal and psychological violence to be "normal," whereas they now clearly understand that it is violence and that protection mechanisms exist. Qualitative evidence indicates empowerment and a recalibration of what is acceptable. Participants in the "16 Days of Activism" campaign describe how they learned to recognize non-physical forms of violence; one of them stated, "this changed my life and my belief in a better tomorrow." Such testimonies point to inner change—from normalizing violence to recognizing it and being ready to act—and carry clear "weight" at the level of the individual and her support network.

Pathway to impact: increased safety and access to rights → stronger self-confidence and knowledge → greater likelihood of exiting violence and preventing re-victimization.

At the institutional level, the project "opened doors" for operational cooperation and a better understanding of Roma women's needs. System strengthening through accredited trainings for officials (police, Centers for Social Work, health, education, justice, NGOs) in five cities, as well as follow-up/supervision of trained staff, was successfully implemented. An accredited seminar was conducted for participants from five cities—representatives of institutions (CSW, police, schools)—while 10 educational workshops were held with 100 Roma women on recognizing violence and understanding the protection system. This two-way approach—working with beneficiaries and with institutions—builds a bridge of trust and practical knowledge on both sides. Data from the accredited trainings show that the project significantly improved professionals' sensitivity and knowledge—the average usefulness rating was 4.63 out of 5 (from the online survey of training participants)—with particular gains in understanding Roma culture and the specific needs of Roma women, recognizing signs of violence, and developing concrete skills to refer women to institutions and services. In practice, "demand" emerged for additional programs: after the accredited course in Požarevac, the municipality invited Osvit to deliver a second accredited seminar, "Let's Stop Child Marriages," indicating institutional recognition of expertise and a step toward sustainability. At the same time, intersectoral dialogue surfaced concrete operational lessons (e.g., timely and formal involvement of the Ministry of Interior), which are important for standardizing protocols in future work. From the social welfare perspective, the CSW in Požarevac records approximately 500

reports per year (about half from the Roma community) and assesses that Roma women are now less likely to return to the perpetrator compared to 2018—evidence that support is increasingly translating into protection decisions. Representatives of local institutions also confirmed changes within their teams—for example, a physician reported that even the nurses in the service changed their attitudes after reading the information brief produced within the project. Capacity building and intersectoral cooperation are accompanied by a rise in the quality of the system's response.

A group interview with representatives of partner organizations recorded a significant shift in women's trust: women began to open up, share their stories, and report violence more often, while young Roma women were empowered to finish school and reject early marriages. It was emphasized that trust rests on services being provided by women's organizations, which the community perceives as safe. Work with the community and partner organizations indicates growing trust, readiness to report, and the "opening" of topics that previously remained unspoken. Partners testify that women "started coming at the beginning of the project, opened up," that there is a "higher number of reports," and that other forms of violence (sexual, economic), not only "severe physical" violence, are now recognized. This shift in perception and behavior has been supported by continuous local presence and by services that are anonymous and tailored to Roma women's needs. The conference note states that "through all these campaigns they managed to reach about 10 000 citizens," while evaluation working materials record that the "16 Days of Activism" campaign initially planned to reach 5 000 and achieved 9 473 people; together with the Month of Romani Women's Activism and the "16 Days" in 2024, a total of 16 113 was reached. These figures matter because they help bridge stigma and raise the visibility of the specific barriers faced by multiply marginalized women. In addition, campaigns ("16 Days of Activism," "Month of Romani Women's Activism," etc.) reached about 10 000 citizens, creating a broader social frame for accepting change and legitimizing specialized services.

Pathway to impact: reduced institutional bias and better, non-discriminatory services → faster and more effective protective measures for Roma women.

Field research on the prevalence of violence against Roma women (in five cities) and data analysis, along with publication of the findings and their presentation at round tables, also contributed to formulating evidence-based recommendations and spurring changes in local policies and practice.

Osvit also organized the roundtable on child marriages, with recommendations that were incorporated into the 2024–2026 Local Action Plan of the City of Niš. Additional activities included the "Stop Femicide" panel, an AWC event on the EU Directive, multi-stakeholder consultations for the Western Balkans and Turkey, a conference on femicide, and a social dialogue on child, early and forced marriages, as well as an initiative to strengthen social protection. Together, these efforts consolidated networks, expanded knowledge, and enhanced advocacy influence in the fight against gender-based violence.

By presenting at ECDV, Osvit elevated Roma women's experiences into a European policy conversation, opening avenues for cross-country learning and policy uptake that can translate into longer-term improvements in prevention and protection.

Pathway to impact: validated data → recommendations to decision-makers → informed policies and resources for protecting Roma women.

Prevention and shifts in social norms were pursued through educational workshops for Roma women in five cities, public campaigns ("16 Days of Activism" and the "Month of Romani Women's Activism"—street outreach, media, social networks), and a national conference (networking, visibility of issues). The project team assesses that the visibility of the problem of violence and of the SOS helpline is higher today than in 2022, and that the workshops contributed the most directly to beneficiaries, as many women spoke about violence for the first time through them and felt empowered to seek help. An important segment of impact is also political-institutional: Osvit became a full voting member of the Government of Serbia's Gender Equality Council, giving a Roma women's organization a voice in this body—an important step toward structural change and more equal participation of Roma women in shaping public decisions.

Pathway to impact: increased knowledge and recognition of violence in the community → greater readiness to report and seek help → long-term reduction in tolerance of violence.

The intended impact refers to the changes planned by the project's goals: increased awareness and recognition of violence; availability and use of specialized services; empowering women to seek protection; improving service providers' capacities and intersectoral cooperation; and influencing policy. The evidence shows this through concrete results: the SOS helpline received 1 529 calls, 435 women sought help (87 Roma women), while 143 users accessed free legal and 187 free psychological aid; it was particularly highlighted that many women "for the first time" dared to talk about violence and seek help. This shift was built in parallel through work with institutions (accredited trainings in five cities), and cooperation with CSWs and the police was described as "excellent," with Osvit acting as a "bridge of trust between the Roma community and institutions." At the policy level, it was noted that Osvit became a full voting member of the Government's Gender Equality Council—marking the first time a Roma women's organization gained a vote in this body—a direct indicator of policy influence.

The project also produced unintended effects—for example, empowerment of team members who themselves had faced violence, and spillover effects among youth: "boundaries shifted"—more girls are enrolling in secondary school, and young Roma women are more readily ending abusive relationships. The project also opened new avenues for financial sustainability and recognition: after the first training in Požarevac, the Osvit team was invited to deliver a second one ("Let's Stop Child Marriages"), generating income "for the first time" to support the SOS helpline's sustainability. Partner organizations report growing credibility in their communities and better relations with institutions, which goes beyond the project's initial scope. In the field, changes were recorded that extend beyond immediate protection—for example, the health system in Aleksinac notes a "clear decrease in teenage pregnancies," indicating broader preventive effects of work with youth and families. In practice, efforts were noted to understand procedures and work with individuals who hold prejudices—an important lesson that planned capacity building and formalized cooperation must accompany the expansion of services. Perceptions among institutional and local-government representatives are also shifting. From CSW Niš there is an experience-based assessment that Osvit is a "bridge of trust" and that the community and survivors are more sensitized, while a systemic "gap" remains in perpetrator programs—a need recognized by institutions for a lasting reduction in violence, which is itself an unintended effect. More broadly, actors in Vranje state that contact with Osvit "changed the way the problem is viewed" and improved the content of support.

9.6.2. Evaluation Question 12:
What are the specific changes in the situation for women and girls in relation to specific forms of violence (both intended and unintended for both women and girls targeted by the project)?

Generally, there's been a shift in public discourse around intersectionality and gender-based violence. Bilingual services and localized campaigns have highlighted intersecting forms of violence. Media and civil society now discuss violence against different groups of women more inclusively. Local momentum for policy dialogue has grown, though national efforts need strengthening. Increased visibility also risks backlash from anti-gender movements.

The project brought visible, tangible changes to the lives of women and girls who face different forms of violence. First, access to help and protection became faster and clearer: today women "know whom to contact," understand the steps from reporting to protection measures, and move more easily between the organization, the police, and the Center for Social Work. The SOS hotline, free legal aid, and psychological counseling have become recognized and accessible services that not only help in moments of crisis but also restore a sense of personal control and safety. The increase in reports, more frequent initiation of proceedings, and requests to extend protection orders all testify that women are more informed, braver, and better protected than before. Counseling also shows a steadier emotional "anchor": anxiety and self-blame decrease, while the ability to set boundaries and plan next steps toward safety grows.

In parallel, early protective mechanisms have been strengthened for girls. Workshops in schools and the community helped them recognize signs of violence, peer pressure, and controlling behavior, and to know exactly whom they can approach as a "trusted adult"—a teacher, a parent, or the SOS service. This shift is especially important because it is preventive: it reduces the likelihood that situations will escalate into more severe forms of violence, and the message of zero tolerance for violence becomes clearly visible in everyday school and family environments.

In Roma communities, targeted activities in five cities, informational workshops, and the "Month of Roma Women's Activism" campaign contributed to greater trust and a lower "threshold" for seeking help. The visibility of issues of violence and available services has increased within the community itself, and with it the number of people seeking advice before a situation becomes dangerous. In addition, public events—round tables and the national conference—made discussion of violence more open and concrete, reducing stigma and easing the path to institutions. An important quality of this change is the activation of women's leadership: more and more Roma women are becoming local promoters of safety and rights, launching mini-initiatives, and serving as a bridge between the community and the support system.

Alongside its intended effects, the project generated several unexpected but valuable results. Information spread through networks—beneficiaries passed knowledge and contacts to relatives and neighbors, and women who had not directly attended workshops began reaching out. Round tables and networking among actors (civil society organizations, centers for social work, police, schools) spontaneously improved coordination, shortened the time from suspicion to intervention, and facilitated real-time information sharing. Field research on the prevalence of violence against Roma women in five cities, together with analysis and presentation of the findings at round tables, not only produced new

knowledge but also had operational effects: even during data collection, women were referred to support, and local "weak points" in the system became more visible and a higher priority to address.

9.6.3. Case studies – three individual stories of transformation and the project's impact

To illustrate the project's impact, three case studies were developed based on in-depth interviews with women beneficiaries. These case studies highlight individual stories of transformation and the project's long-term impact, while ensuring anonymity and adherence to ethical standards.

CASE STUDY 1 – From crisis to stability with Osvit's legal and psychological support

Background: User 1 is a 40-year-old woman who lives in an urban area with her young son. Her extended family consists of her sister and brother-in-law, as her parents have passed away. She holds multiple qualifications — has completed vocational, university, and advanced training across technical, finance/economics, and coaching fields. She is self-employed and runs her own business.

Path to Osvit: She learned about Osvit through a friend who had faced similar life challenges and recommended the organization. At the time, she had recently entered marriage and was a new mother during the COVID-19 pandemic, when serious family problems emerged. Her husband's instability and fear during this period led to a deterioration of their relationship. The situation escalated into living "double lives," culminating in a physical attack. However, she emphasizes that the more severe issue was the psychological abuse she suffered as a postpartum woman, which she considers even more damaging than the physical incident.

Experience with other institutions: She only approached the police and the court during the crisis, avoiding other institutions due to her belief that the state system in Serbia had failed women in similar situations. She expressed deep dissatisfaction with the social services, where she felt unable to speak openly or show emotion without being labeled unstable. As someone with over 20 years of experience working with children, she believed it was natural to express emotions in such circumstances. After months of formal proceedings and joint discussions, the social services eventually recognized the real dynamics of her situation, but she still felt that Osvit was the only place where she was truly heard, uninterrupted, and allowed to share her fears.

Impact of Osvit's support: Osvit provided her with crucial legal assistance through a professional and supportive lawyer, whose services were offered free of charge and who was available to her almost around the clock. She also received ongoing psychological support and practical advice on how to navigate her relationship with her ex-husband without harming her child's well-being. By following this guidance—avoiding impulsive reactions, refusing to speak negatively about the father, and maintaining a measured approach—she was able to build a healthier co-parenting relationship. This directly contributed to her child's emotional stability and her own sense of peace.

Changes in life: The support from Osvit helped her separate parenting from past marital conflict, allowing her to focus on creating a higher quality life for herself and her son. She learned to remain calm, think through each step, and prevent situations from escalating. Today, she describes her life as peaceful and beautiful, considering the experience a major life lesson. Despite the challenges, she successfully built

her business while caring for a two-month-old baby, and now hopes to serve as an example for other women that independence and success are possible without relying on a partner.

Current outlook: She describes herself as happy, satisfied, and grateful—to both God and Osvit—for helping her through this period. Her main priority for the future is maintaining her own peace and ensuring her son's mental health. She creates her own resources through work and does not make long-term plans, believing life's direction depends largely on health and circumstances.

Message to others: Her advice to women in similar situations is to let go of shame, fear, and stigma, and to take control of their lives. She emphasizes that no one will come to rescue them—they must save themselves—and encourages them to report abusers without hesitation.

Final reflections: She expressed complete satisfaction with Osvit's work, praising their professionalism, availability, and the comprehensive support she received. She offered no suggestions for improvement, only gratitude. She repeatedly highlighted the importance of Osvit's legal and psychological help, and her reflections demonstrated both resilience and empowerment. Her story conveyed a clear message: with the right support, it is possible to move from crisis to stability while protecting

CASE STUDY 2 – A journey from violence to stability with Osvit's support

Background: User 2, a 44-year-old woman, completed a vocational secondary school in legal and business administration, specializing in typing. She previously worked as a hairdresser but is currently unemployed. She lives with her 12-year-old son in a separate floor of a multi-family house, sharing the building with her sister's family and her parents, each occupying their own floor.

Path to Osvit: Her contact with Osvit began after seeking help at the local social services, where she attended therapy sessions with her husband in an attempt to improve their relationship. When her husband refused to continue attending, she was advised by social workers to contact Osvit for psychological support. She reached out directly, seeking help to deal with her situation.

Situation before support: At the time, she was enduring both psychological and physical violence from her husband, who abused alcohol. Both she and her son were suffering from the effects of the abuse. She felt trapped, with no way out and no ability to cope with the situation alone. She had also tried to get help from other institutions, including the local mental health center, where she attended sessions with a psychologist for about a year. However, she found these conversations insufficient, especially since effective intervention required the active participation of her husband. She described feeling stuck in a cycle, with no real change occurring and no improvement in her circumstances.

Impact of Osvit's support: The psychological support from Osvit was, in her words, the most valuable form of help she had received. Being listened to and guided toward a different perspective allowed her to view her relationships—especially between her son and his father—through a new lens. With Osvit's help, her home life became calmer and more stable. She reported that her interactions with her husband improved, as did her son's relationship with his father. Although the risk of repeated violence remains, she feels life is now much better than before.

Changes in life: Since receiving support, she experiences greater peace and a sense of freedom. Everyday life has become lighter and less tense. She shared that upcoming holidays can now be anticipated without

fear of conflict—something that was impossible before. The atmosphere in her home is more relaxed, with fewer threats and conflicts.

Current outlook: She describes her present state as "relieved" and her life as "lighter." Her main hope for the future is to maintain the current stability without deterioration. She has no ambitious plans beyond providing the best possible support for her son, including taking him to a spa for physical and psychological exercises that would benefit his well-being.

Message to others: Her advice to other women in similar situations is to overcome the fear of seeking help from professional services. Drawing from her own experience, she strongly recommends contacting Osvit, emphasizing that the support she received would be beneficial to anyone in need.

Final reflections: She expressed complete satisfaction with Osvit's responsiveness and professionalism, noting that every time she called, they answered and were available to help. She had no suggestions for improvement, only gratitude and trust in their team. Her testimony underscored the vital role of psychological support in helping her navigate and improve her circumstances, while also highlighting the ongoing need to safeguard against the recurrence of violence.

CASE STUDY 3 – Rebuilding confidence and stability through Osvit's support

Background: User 3 is a 34-year-old woman, living in an urban area with her two young children. She holds a secondary education diploma as an economic technician and is currently unemployed. She is divorced and lives with her parents, who are her main source of financial and emotional support.

Path to Osvit: Her contact with Osvit began after being referred by the Center for Social Work during divorce proceedings. The referral came at a time when she was struggling with the consequences of an abusive marriage, both emotionally and psychologically. She was seeking professional help to overcome the trauma and to regain control over her life, especially for the sake of her children's well-being.

Situation before support: Before approaching Osvit, she had been through a long period of psychological and emotional abuse by her former husband. The abuse had deeply impacted her self-esteem, sense of security, and overall mental health. She felt isolated, uncertain about the future, and unsure how to protect her children from the emotional consequences of the family conflict.

Experience with other institutions: Although she was already in contact with the Center for Social Work and involved in court proceedings, she found that these institutions were mainly focused on legal aspects and formalities, without providing adequate emotional support. She needed a place where she could speak openly about her fears, frustrations, and challenges without being judged or dismissed.

Impact of Osvit's support: At Osvit, she began receiving psychological counseling that helped her process the trauma and rebuild her self-confidence. The sessions offered her a safe and understanding environment where she could openly share her experiences. The support she received also gave her practical strategies for managing communication with her ex-husband, setting personal boundaries, and focusing on her children's needs. Over time, she learned how to remain calm and avoid situations that could escalate into conflict, which improved the emotional climate for her children.

Changes in life: The support from Osvit brought significant changes to her daily life. She now feels stronger, more secure, and better equipped to deal with challenges. Her relationship with her children has become warmer and more open, as she feels more capable of offering them stability and emotional safety. The atmosphere in her home is calmer, and she is more optimistic about the future.

Current outlook: She describes her current life as "peaceful" compared to the past. While she acknowledges that challenges remain—particularly in maintaining boundaries with her ex-husband—she feels far more confident in her ability to handle them. Her focus is on continuing to provide a stable and nurturing environment for her children and on working toward her own economic independence.

Message to others: Her advice to women in similar situations is to seek help without hesitation. She stresses the importance of professional psychological support in overcoming trauma, regaining self-worth, and making healthier decisions for oneself and one's children. She encourages others not to remain silent or isolated, but to reach out for the help they deserve.

Final reflections: She expressed deep gratitude to Osvit for their availability, understanding, and professional guidance. She highlighted how important it was to have someone listen, understand, and offer practical strategies for moving forward. She offered no suggestions for improvement, only words of appreciation. Her testimony illustrated the crucial role Osvit played in her emotional recovery and in restoring stability for her family. Her journey shows how targeted psychological support can be transformative, enabling women to rebuild their confidence and create safer, more hopeful lives for themselves and their children.

9.7. Knowledge generation

9.7.1. Evaluation Question 13:
To what extent has the project generated new knowledge, promising or emerging practices in the field of EVAW/G that should be documented and shared (or scaled up) with other practitioners and communities?

The project successfully generated valuable knowledge and identified promising practices in the field of preventing and stopping violence against women and girls. These practices were documented and are suitable for sharing with other professionals. The project's comprehensive approach to supporting Roma women and girls—as well as other marginalized women—through legal and psychological support provided key insights into effective strategies for addressing gender-based violence in marginalized communities.

Integration of legal and psychological support as combination of free, culturally adapted psychological support and accessible legal aid enabled women to work simultaneously on addressing trauma and understanding their legal options. This holistic approach proved key to restoring women's trust in institutions and empowering them to take protective steps. Many women learned through the project, often for the first time, what forms of violence exist and that there are concrete protection mechanisms. Participants in the focus group in Aleksinac emphasized that it was invaluable to receive "precise

instructions on whom to contact—i.e., which institutions, with whom to get in touch, and most importantly, how I can protect myself and protect my children." Beside that, **peer-to-peer effect and community knowledge diffusion are important take-away: t**he practice whereby beneficiaries, after receiving support, become "intermediaries" for other women and pass on information and experiences within the community has proven to be a new and promising method for amplifying the project's effects. This chain reaction in the community created a sustainable way of transmitting knowledge and assistance.

Legal aid directly addressed the legal barriers faced by marginalized women—especially Roma women—when seeking justice. Women who used legal support gained a sense of security and a clear picture of how they could protect themselves in judicial proceedings. One participant from Niš stressed: "Legal aid helped me understand how to initiate proceedings and what my rights are." This indicates that legal aid was not only a reactive measure but also a preventive one in empowerment. Women emphasized that legal support helped them regain trust in institutions, which is particularly important in a context where they often felt mistrust or neglect. One participant highlighted: "My faith in institutions has been restored, which helped a lot." Some women, after receiving legal aid, became intermediaries for others. A focus group participant from Zaječar said: "I helped my cousin; now she is stronger… and she told her friend, who is also in a situation of violence. That's how it goes; it benefits everyone when you know." This shows that the project did not only provide a service directly, but also created a chain effect in the community.

Psychological counseling provided vital mental-health support to women and girls who had experienced violence. Counseling services were not only available and free but also culturally adapted to the needs of marginalized women and girls, who often face additional stigma and discrimination when accessing regular services. Counseling helped participants cope with trauma, improve self-esteem, and rebuild their lives after experiencing violence. Many women stated that they felt more empowered and better equipped to deal with the psychological effects of violence. This practice is particularly promising because it integrates culturally sensitive approaches that are key to effective support for diverse communities.

Five accredited trainings were delivered across five cities (Niš, Zaječar, Vranje, Aleksinac, Kostolac) with unique 80 (160 cumulative) participants - civil servants from centers for social work, health institutions, schools, local self-governments, and the police participated. The trainings were accredited by the relevant institutions, which is crucial for the institutional recognition of the acquired knowledge and for participants to be able to use it in their work. According to the results of the online questionnaire (27 responses) for participants of the accredited trainings, the majority stated that they acquired new knowledge about: the specific situation of Roma women, different forms of violence and discrimination, legal procedures and institutional obligations, and culturally sensitive approaches in practice.

One participant in the accredited trainings emphasized: *"I realized how important cultural barriers are and that we must change our approach, not just apply the regulation."* Moreover, when it comes to accredited trainings, participants value most the interactive methods (discussion and case studies), content that breaks down stereotypes through authentic insights into life and culture, and the opportunity for direct contact and mapping of institutional referral pathways. The thematic categories partially overlap, so some responses fall into multiple areas; nonetheless, the overall picture indicates that a combination of "lived stories," structured case studies, and practical guidelines leaves the most lasting mark in practice.

Supervision and monitoring showed that participants are applying the knowledge acquired in their daily work—especially CSW employees, who emphasize that they now use a more individualized approach

with Roma women; nurses and other health workers report that after the training they have become more sensitive and careful in communication; and schools have observed that teachers pay more attention to indicators of neglect and violence. The trainings also served as a platform for networking representatives of different sectors. After the accredited trainings, cooperation between CSWs, schools, and the police intensified in handling reports of violence. Participants highlighted this multisector approach as one of the greatest benefits of the trainings.

Field research on the prevalence of violence against Roma women helped, perhaps for the first time, to systematically shed light on "invisible" forms of violence and early/arranged marriages. Structural barriers were identified, such as: distrust in institutions, lack of service availability, and cultural obstacles. The novelty lies in the fact that the findings serve as operational evidence for local policies (LAPs, mobile teams, engagement of health mediators). Also, 93% of participants in this research who took part in the evaluation stated that they learned something new that they would directly apply in their work. The analysis of the results of this field research produced operational recommendations: networking institutions and NGOs, a culturally sensitive approach, and strengthening the role of the health sector and CSWs. A novelty: a methodological template for translating field data into protocols and concrete protection mechanisms. It was confirmed that the findings can be used in future cycles for measuring progress.

Disseminating research results and promising practices at ECDV in Barcelona positioned the project's community-led evidence within an EU-level discourse on GBV, enhancing the transferability and replication potential of culturally and linguistically tailored approaches developed by Osvit.

Roundtable participants, through an online questionnaire, said they learned: more about the role and importance of the SOS line, about the protocol for handling cases of violence, about reasons why women often remain in violent relationships, about the importance of a culturally sensitive approach to working with Roma women, etc. The roundtables were also recognized as a platform for exchanging experiences and for coordination between institutions and civil society organizations, which improved understanding of the role of each actor in the protection chain. Through the roundtables, practical knowledge was transferred to participants, because the research findings and recommendations were presented in the format of a policy brief, a protocol, and a referral map, which helped participants more easily integrate new insights into work processes in their institutions. The roundtable model can be documented and disseminated as an example of efficient transfer of knowledge from research into practice.

Roundtable participants point out that the application of the recommendations offered by the research on violence prevalence report requires clear systemic preconditions: understanding and consistent application of the law at all levels, political will and institutional accountability, along with curbing systemic corruption and the instrumentalization of marginalized groups. What is key is sustained intersectoral cooperation based on clearly defined, applicable protocols and procedures, as well as better networking of relevant institutions and NGOs.

Information and educational workshops for Roma women in five cities enabled women to recognize different forms of violence, including those they had not previously considered to be violence (psychological, economic, sexual, control of movement, etc.). Participants stated that for the first time they were clearly informed about their rights and the institutions they could turn to, which represents a key advance in knowledge. A peer-to-peer empowerment methodology was applied—women passed information on to other community members ("now I can help others"—a quote from the workshops).

Conducting the workshops in the Romani language was of particular importance, as it removed the barrier of comprehension and increased trust in the information provided. These culturally and linguistically adapted workshops, combined with legal and psychological support, can be easily documented and disseminated as a model in other multiethnic settings.

The "16 Days of Activism against Gender-Based Violence" campaign brought a new practice to the community: peer-to-peer mobilization ("bring a friend"), micro-actions in parks/neighborhoods, bilingual materials, memorial performances (shoes—femicide). Women heard about the Romani-language SOS line for the first time, and some stated: "I thought it was only for rich and beautiful women, not for Roma women." (participant from Kostolac). Participants felt empowered: "Now I am enlightened, now I can help others… now I am an empowered woman." (participant from Niš). There was also the novelty of multi-channel visibility (street, TV, social media, billboards) and reduced stigma for those women who chose to join the campaign. The "Month of Activism of Roma Women" campaign also increased the visibility of Roma women as actors in the fight against violence—not only as passive recipients of assistance. Street actions and the distribution of promotional material made the topic of violence public and accessible even in smaller communities, where women usually have fewer sources of information. Appearances in local media helped break down stereotypes that Roma women "do not report violence" or "do not want contact with institutions." Participants emphasized that the campaigns provided a sense of solidarity and a common struggle, which empowered women to become "ambassadors" of the SOS line in their communities. This activist model, in which Roma women themselves lead the campaign, combining street actions and media promotion, is a completely new practice in the Republic of Serbia and has been recognized as a tool for reducing stigma and raising awareness among the broader public.

The Final project national conference "Roma Women Leaders in the Fight for a Society Free from Gender-Based Violence" served as a space for networking Roma women from different cities, partner organizations, and institutions, contributing to the exchange of experiences and good practices. A platform was created for joint advocacy toward decision-makers, especially regarding the need for stable funding for SOS lines and recognition of the work of Roma women's organizations. Innovative practices from the field were presented—engaging mediators, peer-to-peer empowerment, and prevention of early marriages—which were documented and can be shared with other organizations and institutions. The conference empowered participants to see themselves as leaders and agents of change, not only as service users. The national platform of Roma women leaders enables the systematic transfer of local experiences to the national level and the advocacy of institutional support. For successful replication, other organizations must ensure sustainability through strong partnerships, continuous staff training, and regular evaluation so that practices can be adapted to local contexts and long-term impact maintained. This comprehensive approach can significantly improve efforts to combat violence against women and girls in various settings.

Taken together, these activities form a new model of action—from direct service provision, via education and local action to national advocacy—that has been recognized as innovative and sustainable, and that can be replicated in other settings and shared with practitioners.

9.8. Gender equality and human rights

9.8.1. Evaluation Question 14:
To what extent were human rights based and gender responsive approaches have been incorporated throughout the project, including its design, implementation, and monitoring?

The project used both human rights-based approaches (HRBA) and gender-responsive approaches (GRA) in its design, implementation, and monitoring. These approaches were applied at all stages of the project in order to adequately respond to the specific needs and challenges faced by women, especially those from marginalized groups.

The project was conceived to be human rights-based and gender-responsive through services tailored to Roma women—particularly via the SOS hotline in Serbian and Romani, free legal and psychological support, and educational and research activities, campaigns, and a conference, as part of advocacy efforts.

The human rights-based approach within this project focused on the prevention, protection, respect, and promotion of the fundamental human rights of all participants, with special emphasis on marginalized groups such as women and girls from socially and economically disadvantaged communities. The services (SOS hotline in Romani and Serbian, psychological and legal support) were designed to address the specific needs of Roma women facing multiple discrimination. The SOS survey completed by beneficiaries shows that women experienced the support as empowering, non-intrusive, and anonymous—key values of the HRBA and of GRA. Beneficiaries consistently emphasized that they felt respected, safe, and like partners in the process of receiving services. The support enabled them to recognize violence, become empowered, and make concrete decisions (e.g., leaving an abusive relationship, initiating legal proceedings).

The project provided direct legal support to women, helping them understand their rights and exercise them through legal processes. This included counseling, legal aid in court proceedings, and information about rights guaranteed by laws and international conventions, and we can conclude that women are now much better informed about their rights. By working with Roma women, the project enabled their access to legal protection, which had previously been difficult because of discrimination and socio-economic barriers. The project ensured access to key information needed for informed decision-making, including information on human rights, women's rights, available resources, and legal frameworks.

"The project centers Roma women as rights holders. Accountability and duty-bearer engagement are integral. Participatory research ensures their voices inform design…"

UN Trust Fund Portfolio Manager

The evaluation systematically included the voices of beneficiaries (women survivors of violence; participants in workshops, research, and campaigns; and round-table participants). Their experiences shaped the recommendations for policy and practice. Women were not only beneficiaries but also active participants in research, evaluation, and the formulation of recommendations. In this way, the principle that they are rights holders is realized.

Gender-responsive approaches recognize the specific needs and challenges faced by women and girls and aim to reduce gender inequality through targeted solutions. This approach enabled the development of interventions that take these specific challenges into account. The project implemented various activities aimed at empowering women and girls by providing knowledge about their rights and access to psychological support. These activities were tailored to the specific needs of Roma women and other marginalized groups. Work with Roma women included adapting services to their cultural and socio-economic needs, which enabled more effective and relevant support.

Campaigns and workshops were recognized as spaces where women felt "safe, accepted, and supported," which is crucial for gender-sensitive work. Women emphasized that such activities are important because they restore their "belief that tomorrow can be better." Some participants experienced stigma and condemnation from family and community because of their participation, but overcame this with the association's support. This also highlighted the broader social context of patriarchal norms, indicating the need to further integrate gender-responsive approaches into the design and scaling of campaigns.

Data were collected and analyzed in a way that made it possible to identify the project's specific effects on women, which is key to understanding the gender dimension of violence and discrimination. Gender-responsive approaches were adequately implemented within the project, but there is room for further improvement by integrating gender-responsive practices into all phases of the project, from planning to evaluation. There is a particular need to focus more on the systematic collection and use of gender-disaggregated data in order to enable more precise evaluation and better tailoring of interventions.

10. CONCLUSIONS

Evaluation Criteria	
Overall	The project made a strong contribution to protecting women and girls from gender-based violence. It provided direct support services, raised community awareness, and built the capacity of institutions. This made protection more visible and more accessible to the most at-risk groups. It strengthened the voice of women facing multiple discrimination. A special focus on Roma women and women in rural areas allowed the evaluation and public debate to include the experiences of those who are often invisible in institutional settings. The project's impact is bigger than the numbers—it is not only about how many women were reached, but also about changes in attitudes, greater trust in support, and a stronger readiness of communities and institutions to recognize and respond to violence. The project's relevance to context is confirmed. In a society where gender-based violence remains widespread and institutions often respond slowly, this type of intervention is essential and fills gaps the system does not cover: Osvit reached those underserved by regular programs, making their work culturally and linguistically relevant and evidence based. The organization and its partners significantly strengthened their capacities—both in delivering quality services and in networking with institutions and working across sectors. Sustainable effects are clear. The project leaves a legacy of a trained team, tested working methods, and established cooperation networks. The skills and knowledge gained by professionals are an asset that goes beyond this project. The project increased the organization's legitimacy and visibility locally and more widely. Through its results, Osvit further built its reputation as a reliable partner—for women seeking help, and for institutions and donors. A good-practice model has been created that can be replicated elsewhere. At the same time, there is a clear need for continued financial and institutional support to ensure long-term sustainability and to expand services to under-served areas. Key obstacles to further progress were also identified—lack of systemic support, stable financing, and clear institutional cooperation mechanisms limit the potential to sustain and scale results. This points to the need for new project cycles and strategic planning.
Effectiveness	The project achieved—and in several areas exceeded—its key goals and outcomes. The main strategies (research, workshops, campaigns, the SOS helpline, legal and psychological support, accredited trainings, and inter-sector cooperation) worked as one connected system: from first contact, women could move quickly toward concrete protection and recovery. Change at the level of women is measurable and consistent. Users of the SOS line and support services report a stronger sense of safety, higher confidence, and greater readiness to report violence and seek help. A major shift is the wider understanding of violence beyond the physical—psychological, sexual and economic violence are now recognized as serious problems—laying the ground for faster response and referrals.

	Services were used and rated as high quality. The bilingual SOS line (Serbian/Romani) and free legal and psychological support turned awareness into action. High satisfaction, word-of-mouth recommendations, and the number of handled cases show that women received practical, timely and confidential help. Women share information with family and neighbors and promote SOS line. This peer-to-peer spread of knowledge and encouragement is one of the most important mechanisms by which effects extend beyond directly reached participants. System effects are visible in institutional practice. Accredited trainings improved identification and referral; standardized brochures and materials reached front desks; police feedback loops in high-risk cases and follow-up meetings after roundtables sped up coordination. Work with survivors in parallel with programs for perpetrators strengthened the protection chain and reduced repeat violence. Equity and inclusion improved in real terms. The model decreased key barriers for Roma women (language, access, trust, stigma), enabling the most vulnerable to obtain information, legal protection and psychological support. The bilingual approach and presence in settlements were crucial for the "first reports" and faster entry into support systems. Reach and results are backed by numbers. The five-city research was delivered as planned; trainings and roundtables strengthened local services; campaigns increased visibility and brought women to support; overall (direct and indirect) reach indicates that targets for the main indicators were met or exceeded, using conservative counting to avoid double-counting. There are limits that do not erase impact but shape its scale: uneven engagement of some institutions, the lack of shelters for victims in some areas, and the SOS line and free legal aid still depending on project funding. Even so, the confirmed changes in women's knowledge, attitudes and behaviors—and the improved inter-sector practice—show that the project is effective in creating conditions for prevention and protection from violence, with clear paths to consolidate and scale results through institutionalization and stable financing. Participation in the ECDV Conference effectively advanced the project's overall goal of improving responses to violence against Roma women by elevating the issue to the European agenda, informing public policy with intersectional recommendations, and establishing partnerships for future work.
Relevance	The achieved results confirm that the project and the project objectives are highly relevant to the needs of the target groups. The combined approach—improving direct access to services for women with experience of violence and strengthening the institutional response through training of officials—made it possible to address individual and systemic barriers simultaneously. In this way, a significant contribution was made to achieving the general goal of the project: Contribution to the realization of the rights of women and girls from multiply marginalized groups to a life without violence and without discrimination. Both outcomes remain relevant. Outcome 1 clearly addresses the ongoing need for an accessible, linguistically/culturally adapted first line of assistance (SOS phone), with a very high-quality service that is an effective bridge to psychological and legal protection. Outcome 1 generates concrete shifts in the safety, knowledge and empowerment of women, which is confirmed by high recommendations from beneficiaries and statements from focus groups.

	Through Outcome 1, a two-way approach was ensured—women were provided with immediate assistance via the SOS phone in the Romani and Serbian languages, psychological and legal counseling, and while at the same time employees in the relevant institutions were trained to provide non-discriminatory and quality services. This approach reduces the risk that women will be left without protection even when they approach institutions, because officials are sensitized and more competent to work with Roma women. Outcome 2 is highly relevant because it combines an evidence base (research) with direct work in the community, direct empowerment of target groups and broad social mobilization (workshops, campaigns) and networking of actors (conference). This not only increases the awareness and knowledge of the target groups, but also creates the preconditions for sustainable prevention of violence and a long-term reduction of violence against Roma women in local communities. Also, strengthening institutional and joint capacities for prevention is fully aligned with the general objective of the project—a life without violence and discrimination. The project connected Roma women leaders, institutions and civil society organizations, which increases the likelihood of long-term cooperation and sustainability of effects. Monitoring and supervision of trained staff, as well as the continuation of the work of the SOS lines, create the foundations for continuity even after the end of the project. Compliance with UN Trust Fund policies and procedures ensured trust of the donor, transparency in the spending of funds and the maintenance of high standards of accountability. This level of management contributed to activities taking place without significant delays, and results and outcomes being achieved in the planned scope, thereby confirming the high relevance and credibility of the project. Such an approach to management not only maintained the relevance of the project, but also created the basis for long-term impact and the continuation of work even after the end of financing by the UN Trust Fund. The strategy was well-designed and flexible, enabling responses to both planned and new challenges in the environment. It integrated a human rights–based and gender-sensitive approach, strengthened the capacities of institutions and communities, and increased the visibility of the problem of violence against Roma women in the public sphere. This approach contributed both to the individual empowerment of women and to systemic changes, confirming the project's high relevance in the broader social and political context. The project presentation at ECDV 2025 elevated Roma women's needs in a European policy forum, validated the intersectional problem analysis, and strengthened alignment with EU/national frameworks. It also expanded partnerships and knowledge exchange, feeding evidence-based practices back into project design and helping avoid duplication.
Coherence	Compatibility is high. The project's strategies align with Serbia's legal/strategic architecture (Istanbul Convention; Domestic Violence Law; General/sector protocols; Gender Equality Strategy 2021–2030) and with regional standards privileging survivor-centred, multi-sector pathways and women-specialist services. The model complements, rather than duplicates, state mechanisms by (i) creating trusted entry points (SOS), (ii) providing integrated legal–psychological follow-through, and (iii) convening institutions to act on existing protocols.

	Participation in ECDV in Barcelona fostered regional coherence and linkages with European networks addressing GBV, complementing local-level service and policy efforts. Remaining coherence risks—coordination with the National SOS, uneven municipal coverage, and emerging technology-facilitated gender based violence demands—are addressable through protocolized referrals, local service points/, feedback exchange, and digital-safety content.
Efficiency	The project was implemented in a timely, efficient and cost-effective manner, fully in line with the implementation plan. The small budget reallocation and NCE explicitly supported knowledge generation and dissemination through ECDV participation. All planned activities were carried out with careful budget management, which made it possible to achieve the planned outputs, outcomes and the goal despite challenges. The activities were well designed and adapted to the context. Efficient resource management enabled the project team to manage the project without significant budget deviations, which contributed to the overall efficiency of the project. Despite challenges such as political changes, the project managed to ensure key services for beneficiaries and to improve the institutional response to violence against women and girls, while exceeding the targets for the number of primary target beneficiaries (1,213 women and girls, compared to the planned 900). The project team demonstrated flexibility in managing activities and adapted communication to different personalities and political figures. During project implementation, they adjusted the management structure and assumed responsibilities during the coordinator's illness. In the opinion of project partners, the flexibility of the Osvit team contributed to the unhindered implementation of most project activities. Finally, Osvit succeeded in meeting the requirements of various instances regarding the submission of data and reporting by using a well-structured monitoring and record-keeping system.
Sustainability	The project's achieved results—especially increased awareness, the empowerment of women and girls, and the trust built in women's organizations in communities, as well as strengthened cooperation with institutions at the local level—have strong potential to be sustainable after the end of the project. Positive changes in the lives of women and girls, such as greater awareness of rights, the courage to report violence, and the readiness to support others, represent long-term and transformative outcomes. However, long-term sustainability depends on the institutionalization of services (SOS hotline, free legal aid, psychological counseling), continuous funding, and ongoing political and social support. Without additional efforts to secure stable funding sources and strengthen institutional accountability, there is a risk that part of the positive changes will weaken or be lost. If SOS hotlines, legal aid, and psychological services are not integrated into the system and financed from public sources, there is a risk that part of the achievements will diminish. Only a combination of empowered women, active Roma women leaders, and responsible institutional support can ensure that the project's effects are lasting. The project's results have good prospects for sustainability, because positive changes are visible at several levels: individual level (women are empowered, continue to pass on knowledge, and become active in the community), institutional level (project practices and materials are changing the approaches of professionals), politicy level (Osvit has gained a place in several decision making bodies and working groups, ensuring a longer-term impact), and systemic level (by licensing of the SOS line and accredited trainings, knowledge and services

	remain in place even after the project ends). The ECDV platform catalyzed contacts for future collaboration and potential funding, supporting sustainability beyond the grant period. The project has significantly contributed to institutionalization through formal agreements, the visibility of the SOS line, and Osvit's recognizability at the local level. The capacities of institutions and partner organizations have been visibly strengthened through accredited trainings and multisector cooperation. First steps have been taken toward financial sustainability, through local sources and additional project applications to other available donors; however, the full sustainability of the SOS line and services still depends on continued support and systemic recognition by the state; Osvit does not have stable financial sources for delivering this service, and in this light further support from donors remains necessary.
Impact	The project made a significant contribution to women's empowerment, increased reporting and understanding of violence, and improved cooperation between institutions and the community. From the perspectives of women, the project team, and partners, the project shifted the threshold of recognition and tolerance (greater recognition and lower tolerance of violence), strengthened trust in specialized services, and encouraged readiness to report—measurable steps toward breaking the cycle of violence and toward the broader empowerment of Roma women. Training for institutions and parallel work with women translated recommendations into operational practice (clearer protocols and greater institutional demand for knowledge), while public outreach expanded the space for specialized services to be recognized and used. While fully ending violence against women requires broader social change and more time, the evaluation confirms that the foundations have been laid for long-term progress toward gender equality and the empowerment of women, especially Roma women who face multiple forms of discrimination. Overall, there has been clear progress in the situation of women and girls: services are more accessible and effective, there is a stronger sense of personal safety and competence to seek help, prevention among youth is stronger, and the problem enjoys greater social visibility. The intended changes—better access to protection, legal and psychological support, and empowerment to exit violence—came fully to the fore. Unexpectedly but very usefully, local networking and women's leadership intensified, and the knowledge generated by the research was immediately converted into practical referrals and public dialogue. Meaningful partnerships with other Roma organizations, shared initiatives, and baseline study findings present opportunities to influence national policy and extend impact beyond the project's scope. By presenting at ECDV (Barcelona), Osvit increased the project's external visibility and opened avenues for policy influence and cross-country learning.
Knowledge generation	The knowledge and new practices generated by the project have strong potential for replication by other service providers both within the country and across the region. The project's effective strategies—especially in supporting marginalized communities—are adaptable to different contexts with similar needs. The project generated a set of new knowledge and promising practices in the area of EVAW/G, which are particularly significant because they come from marginalized communities and from direct work with Roma women. The most important innovations include: an integrated model of legal and psychological assistance; peer-to-peer knowledge transfer; a methodological framework for researching violence; accredited trainings as a recognized mechanism for institutional capacity-building; and participatory campaigns led by Roma women. These practices have a high potential to be documented, shared, and scaled

	at national and regional levels as examples of sustainable and culturally sensitive approaches to preventing and combating violence against women and girls. Osvit disseminated tehir research findings and promising practices not only at the national level but also at ECDV 2025 (Barcelona), engaging European practitioners and policymakers and positioning the project research within a wider EU discourse on GBV.
Gender Equality and Human Rights	At the design stage, intersectionality was clearly recognized—the acknowledgment of multiple discrimination against Roma women (poverty, low levels of education, early marriage, discrimination). This confirms that the HRBA and GRA were embedded in the very foundation of the project. Project implementation consistently followed the principles of human rights and gender equality, starting from the needs of beneficiaries, ensuring availability in the mother tongue, and including the active participation of Roma women in all segments. Monitoring and evaluation included beneficiary feedback through surveys, focus groups, and questionnaires. They confirmed that the services were aligned with their needs and had a direct empowering effect. The project consistently promotes women's rights to dignity, safety, and voice. At all stages (design, implementation, evaluation), the principles of participation and confidentiality are respected. Through education and support, women were empowered to recognize gender-based violence, question gender stereotypes, and actively seek protection. The project is particularly important because it raises awareness of forms of violence that had previously been normalized in the community. By including Roma women, single mothers, and women caring for children with disabilities, the project ensured that the gender perspective was linked to social and economic rights, which makes it more deeply aligned with human-rights principles. The project contributes to a broader social dialogue on intersectionality and gender-based violence, and that there are clear mechanisms for sustainability (accredited trainings, institutionalization of the SOS line, etc.). The monitoring and evaluation system was not formal only in terms of indicators; it was also participatory—the voices of beneficiaries were recognized as a key element, which is consistent with the HRBA and GRA. In this way, the project significantly contributed to empowering women and strengthening trust in institutions. An ongoing challenge remains institutional support (lack of safe houses and their low accessibility for Roma women, insufficient number of social workers, the need for staff who speak the Romani language), which indicates that while HRBA and GRA were applied at the levels of design and implementation, stronger systemic support is needed for monitoring and sustainability; this is the direction in which further work is required.

11. RECOMMENDATIONS

Evaluation Criteria	Recommendations	Relevant Stakeholders
Effectiveness	Keep the full support chain in place: SOS phone → psychological counselling → legal aid → warm referrals to institutions (maintain and further integrate psychological and legal aid; set agreed standards for referrals and feedback among actors; plan regular supervision).	Osvit, partner organizations, local institutions (centers for social work, police, health institutions, judiciary)
	Track referrals end-to-end so no woman is "lost" between services, but also to continue prevention of re-traumatizing procedures and uneven sensitivity in institutional services—underscoring the need for continued institutionalization of good practice and stronger inter-agency protocols	Osvit, partner organizations, local institutions (centers for social work, police, health institutions, judiciary, schools)
	For the same reason, continue instisting on strong alignmenent to and improving protocols across centers for social work, police, health and schools; establish a follow-up mechanism for agreed steps	Osvit, partner organizations, local institutions (centers for social work, police, health institutions, judiciary, schools)
	Offer small peer-support groups led by trained counsellors for women who want ongoing support, other less formal types of events for women who need peer-exchange and further empowerment	Osvit, partner organizations, local Roma women activists, volunteers
	Introduce more educational and raising awareness activities targeting girls and young women, but also consider involving boys in preventional & educational activities	Osvit, partner organizations, local Roma women activists, volunteers, schools
	Continue accredited trainings focused on cultural sensitivity, early warning signs and intersectional barriers. Use the possibility of registration of short educational workshops, round tables or other forms of non-formal education at the social, educational and health system[26] etc (because beside accreditted trainings, these events also ensure points for participants), with specific topics of interest among professionals but also public administration staff, especially those relating to increase cultural competences and specific procedures in work with women from marginalized groups. Depending on procedures, the registration of the educational event can be shorter and less demanding then accreditation, while	Osvit, partner organizations, specialized women organizations, relevant state institutions

[26] Chamber for Social Protection, Ministry of Education/Institute for Advancement of Education and Upbringing, Ministry of Health, National Academy for Public Administration

	providing both learing and benefits in terms of points for professionals.	
	Ensure, if possible, expert support to ISVIT and partner organizations on accreditation and registration procedures for professional events and trainings, to be more effective in further implementing similar activities targeting institutional actors	Osvit, partner organizations, external experts and relevant institutions
	When it comes to social norms and economic empowerment: consider connecting users to economic empowerment programs (training, employment, entrepreneurship support) to reduce dependence and increase sustainability.	Osvit, partner organizations, National Employment Service, other organizations and institutions providing economic empowerment programs and services
	Further adjust educational content to various groups: adolescents, women with disabilities, women in rural areas, women who experienced child marriages; adapt language and examples, terms of workshops (evenings/weekends), with support such as arranged transport and on-site childcare or child-friendly activities. Update educational workshops with additional risks/topics: online violence, harrasment, cuberstalking... Involve women i.e. co-design the content of activities with Roma women (listening sessions, quick polls)	Osvit, Roma women activists, specialized women's NGOs, CSWs, schools, health centers, local youth offices, IT volunteers
	Continue with creating "plain-language" bilingual education materials, and distribute them both offline and online. As a learning, awareness raising and know-how spreading tools, consider developing series of digital tools: podcast episodes, short social networks videos (for example, interviews or story telling with guests-professionals from various systems, anonymized women who exited the circle of violence, young activists etc)	Osvit, partner organizations, partner institutions, Roma women activists, volunteers, IT volunteers, media
	Consider introduction of continual annual local policy sessions, as follow up to project round tables, in order to keep and update project results relevance, with focus on measurement of cultural relevance of measures	Osvit, partner organizations, local institutions, local self-government, Roma women activists and exsperts
Coherence	Act towards coordination with National SOS line and other SOS services in the country; formalize phone interoperability: sign/update MoUs and two-way referral; align public messaging to reduce confusion.	Osvit, other SOS lines
	Continue collaboration with local partner organizations in order to keep and increase visibility of Osvit services, and at the same time continue encouraging partner organizations to promote implementation of the the project model among local institutions	Osvit, partner organizations
	Include activities addressing technology facilitated GBV, for example digital-safety modules to counselling/outreach to stay aligned with evolving regional practice.	Osvit

	Engage UN Women regional learning and WAVE communities of practice to maintain alignment with specialist-service standards and monitoring. Capitalize the baseline research findings; enhance connections with organizations in the region, repeat the same reasarch in 5 years	Osvit
	Keep advocating for systemic support to the established service model, with focus on further highlithing of intersecting forms of violence, including advocacy for legal adjustments to specifics of Roma women population	Osvit, partner organizations, GBV experts
Efficiency	In order to decrase managerial risks related to unintended circumstances, develop a crisis management procedures, and appoint additional persons for legal representation of the organization (signatories etc)	Osvit
	Plan and implement further capacity building of Osvit team for negotations with political figures and local leaders, advocacy, public relations, but also leadership and management	Osvit
	Build a small, trained volunteer pool for campaigns and outreach	Osvit
Sustainability	Embed project measures in local acts and local action plans, secure local-budget financing for the licensed SOS phone and free legal/psychological aid; publish periodic progress updates to sustain accountability and trust.	Osvit, partner organizations, local self-governments in 4 partner cities
	Advocate to expand shelter access and simplify admission for Roma women and girls.	Osvit, partner organizations, Roma women organizations, Ministry fo Social Affairs, local self governments
	Put in place a leadership continuity plan and continue staff self-care routine to prevent burnout.	Osvit, partner organizations
	Plan and implement further capacity building in the field of project proposal writing and project management skills, in order to further empower more Osvit members for these complex tasks.	Osvit, external experts, donors
	Diversify funding for the organization (municipal funds, small grants, and corporate) and keep a 6-month reserve plan. Budget for field presence, extended SOS coverage, and partner coordination; seize revenue-bearing training opportunities to support core services.	Osvit
Impact	Promote the findings and recommendations from the study on prevalence of violence against Roma women in Southeastern Serbia and advocate for their implementation, especially through active participation in the bodies Osvit has joined.	Osvit, partner organizations, other civil society organizations ans institutions, local self-governments, state actors
	Strengthen and expand cooperation and coordination with other women's organizations and Roma women's organizations.	Osvit, national and local women's organizations, Roma women organizations
	Establish stronger cooperation networks with universities: involve studentes from humanities in the research, campaigns, other activities, in order to influence the new generations of professionals	Osvit, partner organizations, universities/ faculties

	Consider adding an economic-empowerment pathway (job counselling, skills links) for survivors who want it, in cooperation with organizations and institutions specialized in this area of support.	Osvit, partner organizations, National Employment Service, local organizations active in the field of economic empowerment, business actors
	Collect short, consented stories of change to show real-life results and inform improvements.	Osvit, partner organizations, beneficiaries (with consent or anonymized)
Knowledge generation	Turn the research and practice into brief policy notes and "how-to" guides (Serbian and Romani).	Osvit, interpreters, partner organizations
	Host a simple online learning forums one or twice a year to exchange cases and solutions.	Osvit, partner organizations, institutions/service providers
	Open-source templates of project know-how/procedures so others can adapt them.	Osvit
	Maintain the integrated SOS–psychological–legal model, invest in bilingual operators, and protect continuity of contact; this is where women convert awareness into action.	Osvit, partner organizations, local institutions
	Treat accredited training + supervision as a package; continue communication with trained institutions in follow up.	Osvit
	Keep research participatory and action-oriented: continue using studies and public events as gateways to support, not only as knowledge products.	Osvit
Gender Equality and Human Rights	Keep a strong rights-based approach: informed consent, confidentiality, do-no-harm, and survivor choice, refresh staff training yearly. Plan and collect gender-disaggregated data in order to enable more precise evaluation and better tailoring of interventions.	Osvit, partner organizations, volunteers
	Build on what already works—women's trust, leadership and peer support—by giving space to beneficiary speakers at public events; it strengthens both uptake and policy will.	Osvit, partner organizations
	An ongoing challenge remains institutional support (lack of safe houses and their low accessibility for Roma women, insufficient number of social workers, the need for staff who speak the Romani language), which indicates that while HRBA and GRA were applied at the levels of design and implementation, stronger systemic support is needed for monitoring and sustainability; this is the direction in which further work is required.	Osvit, partner organizations, other women and Roma women organizations

12. LESSONS LEARNT

An easy-to-access package—SOS helpline in Romani and Serbian, psychological counseling, and legal aid—made the difference. The first conversation was empathetic and practical, like basic psychological first aid. It helped women name what was happening, calm down, and then take concrete legal steps. Many women said this support helped them leave violent relationships or arrange safer care for their children. Trust, language access, and warm hand-offs between services reduced fear and made help feel safe and reachable. The support worked best when the first contact could be anonymous, felt safe, continued over time, and led to clear, mapped referrals.

Face-to-face work in settlements—delivered in women's own language and with cultural understanding—broke down barriers. Women disclosed earlier, and staff could act sooner. Stronger cooperation with institutions sped up referrals and made the whole protection chain more responsive. Workshops and campaigns helped women recognize not only physical violence, but also psychological, sexual, and economic violence. They also increased women's readiness to take protective steps. Participants and staff saw these changes during the activities and afterwards.

Programs for marginalized women work best when women's and Roma civil society organizations are the main providers, while institutions are trained and sensitized at the same time. Social capital—women's support networks—and changes in professional habits are the engines of sustainability. Keep investing in both after the project.

Accredited trainings ("Support to Improving the Position of Roma Women," later joined by "Let's Stop Child Marriages") produced clear results. Post-tests showed fewer stereotypes, better understanding of Roma women's needs, and more concrete, rights-based responses across sectors. Participants rated the trainings very useful, and accreditation (continuing-education points) motivated uptake and continuity inside institutions. Early changes appeared in practice: staff stopped turning women away for lack of an appointment and began coordinating proactively with colleagues—habits they said they would keep.

Where cross-sector protocols were clear and relationships were active (NGOs, social work centers, police, and health services), women moved through the system faster and with fewer harms. Where protocols were uneven or trust in institutions was low, progress slowed. Post-training supervision and real-time problem-solving (for example, securing shelter placement) turned learning into better service quality. Policy opportunities also mattered: involvement in city councils and action-plan processes helped embed good practice and raise visibility.

Participatory research and public roundtables did two things at once: they produced data and connected women to help right away. They also opened a wider public conversation about violence against marginalized women. Roundtables in five cities, and the distribution of findings and brochures, expanded reach and sensitized duty-bearers.

What women said confirms the change. They valued tailored, non-judgmental, fast support. Many felt "much stronger," more independent, and better able to plan for safety—signs of lasting empowerment. Group spaces and peer sharing boosted learning and confidence. Confidentiality and bilingual communication sustained trust.

Delivery benefitted from an experienced, flexible team; learning by doing; strong local partners; and active cooperation with institutions, all under clear privacy and safety rules. Sustainability improved through institutional steps: licensing and institutionalizing the SOS line, and maintaining accredited trainings so knowledge passes to new staff. Paid municipal trainings also validated quality and helped diversify resources.

Persistent obstacles remain: stigma and family pressure, economic dependence, gaps in service visibility and availability, and practical barriers like transport, phone/internet access, and staffing. Institutional sensitivity still varies, and procedures are not uniform across sectors. These gaps point to the need to expand local presence, standardize protocols, and keep investing in staff capacity and supervision.

Monitoring captured both numbers and women's voices. Still, tracking human-rights outcomes—and linking case-level improvements to policy change—should be strengthened to show how individual gains add up to system change.

An external view supports this picture; the UN Trust Fund representative highlighted linking activities to sustainability, culturally and linguistically tailored services, and accredited institutional training. Community-led research with beneficiaries informed services and advocacy, offering a transferable model. Operationalizing intersectionality means designing services specifically for marginalized groups rather than treating them generically.

In short: effectiveness came from an end-to-end approach—trusted entry points, integrated support, trained systems, and active coordination—backed by evidence and local policy work. Future progress depends on protecting that chain, standardizing cross-agency practice, and funding enough local presence to meet demand.

Finally, the most precious lesson comes from Roma activists themselves:

"The results clearly show that Roma women live with multiple forms of discrimination and face serious barriers to accessing protection. At the same time, the research confirms what our work has demonstrated for years—when Roma women receive support and opportunity, they become powerful drivers of change in their communities and beyond. Our participation at ECDV means that the voices of Roma women were brought to the European level—and that their courage to share their stories has been recognized as a signpost toward real change."

From Osvit social networks post on participation at ECDV 2025 in Barcelona

13. ANNEXES

13.1. Final version of the Terms of Reference

OSVIT
UDRUŽENJE ROMKINJA

UNITED NATIONS TRUST FUND TO END VIOLENCE AGAINST WOMEN

Terms of Reference

Consultant for the final evaluation of the project

"Roma Women Leaders in the Fight for a Society

Without Gender-Based Violence"

01.08.2022 – 31.07.2025.

Association of Roma Women Osvit

1. Background and context

1.1. Description of the project that is being evaluated

Gender-based violence remains a pervasive global issue, deeply rooted in unequal power dynamics between men and women. This violence manifests in multiple forms, including physical, psychological, sexual, and economic abuse, and continues to affect millions of women worldwide. The situation is especially critical for women from marginalized groups, such as Roma women, who face compounded vulnerability due to discrimination, socio-economic factors, and the isolation of their communities. Historical and cultural factors, such as patriarchal norms and gendered expectations, perpetuate these cycles of violence, making it difficult for Roma women to escape and seek help.

In Serbia, gender-based violence remains widespread, particularly in intimate partner and family relationships. According to national statistics, nearly half of women (46.1%) have experienced some form of violence in their lifetime, and a significant portion of these experiences occurs within the home or intimate relationships. The law, while formally in place to protect victims of domestic violence, has faced inconsistent application, resulting in insufficient protection and support for women. Furthermore, the lack of an administrative record that tracks all types of violence, as well as the ethnicity of victims, hinders the ability to create policies tailored to the specific needs of marginalized groups like Roma women.

Roma women, in particular, are often invisible in both the broader society and the protection system, due to both social isolation and systemic discrimination. Their rights are frequently overlooked, and they remain vulnerable to multiple forms of violence, ranging from physical and sexual violence to economic abuse. Within Roma communities, patriarchal traditions and gendered expectations contribute to an environment where women have limited autonomy and are often forced to accept violence as a part of their reality.

"Roma Women Leaders in the Fight for a Society Without Gender-Based Violence" project focused on the prevention of and protection from gender-based violence (GBV), implemented by the Association of Roma Women Osvit. The project began with the goal of directly addressing this violence and improving the protection and support available to Roma women. Through the program, Osvit has worked on various levels: raising awareness, providing educational resources, offering counseling, and establishing accessible support systems.

The project, now in its final phase, has been dedicated to addressing the specific challenges faced by Roma women in Serbia, particularly in the context of domestic and gender-based violence. With just four months remaining until its completion, the program has made significant strides in raising awareness, providing support, and empowering Roma women, but also highlights the need for continued efforts to ensure sustainable, long-term solutions for this marginalized group. The SOS phone services, available in Romani and Serbian, have been a key initiative in the fight against GBV in marginalized communities, offering essential resources and support to Roma women, as part of this project.

Despite these efforts, challenges remain, including institutional discrimination and the cultural and social barriers that prevent Roma women from accessing help. The project, therefore, focuses on providing accessible and culturally appropriate services while working toward the reduction of violence through advocacy, community mobilization, and the empowerment of Roma women as leaders in the fight against GBV.

Organization	Association of Roma Women Osvit
Project title	"Roma Women Leaders in the Fight for a Society Without Gender-Based Violence"
Project duration	01.08.2022 – 31.07.2025.
Budget and expenditure	Budget: USD 195.000

	Expenditure: USD 118.664.61 (According to the latest financial report for the period until January 31, 2025.)
Geographical areas	**Serbia** (Nis, Aleksinac, Kostolac, Vranje, Zajecar)
Specific forms of violence addressed by the project	Violence in the Family (Intimate partner violence, Physical, Psychological and emotional, Sexual, Economic) Harmful practices (Early/Child marriage) Violence against the girl child (non-spousal violence, violence related to exploitation)
Main objectives of the project	**The general goal of the project is:** Contribution to the realization of the right to life without violence of women and girls from multiple marginalized groups without discrimination. **Specific goal:** Create conditions for Roma women and girls in Serbia to exercise their rights to life without violence and without discrimination through research, training, campaigns, conferences and stakeholder support of SOS services and institutions responsible for prevention and protection of women from gender-based violence, for 36 months.
Key assumptions of the project	Roma women and other multiply marginalized women feel empowered and safe to report all forms of violence without fear of stigma, discrimination, or retaliation; Sensitization training is expected to result in meaningful shifts in the attitudes and behaviors of institutional employees, fostering a more empathetic and unbiased approach toward survivors of violence; Social support services collaborate closely with women's organizations to ensure comprehensive protection and support for women and girls who are survivors of gender-based violence; Community-based education can lead to behavior change and awareness in both women and the wider community; Field research will yield credible, actionable data that can be used to shape public opinion and policy; Positive visibility and public campaigns will help challenge harmful norms and reduce stigma around GBV and Roma identity.
Description of targeted primary and secondary beneficiaries	**Primary Beneficiaries: targeted 900; achieved: 1,141**: Women and girls in general, women and girls who are survivors of violence (beneficiaries of the SOS Phone, Legal Aid, and psychological counseling services), and women and girls from minority ethnic groups, particularly Roma women (participants in research, workshops and awareness-raising activities). **Secondary Beneficiaries: targeted 100 ; achieved: 80**: Civil servants trained through the project, including social workers, police officers, healthcare professionals, and other institutional representatives. **Broader Stakeholders: targeted 165; achieved: 177** Policymakers, local government representatives, NGOs, and community members engaged in efforts to combat gender-based violence and improve support services for Roma women
Key implementing partners and stakeholders	Association of Roma Women Nada-Aleksinac, Association of Successful Women of Kostolac, Roma Association Zaječar, Association of Roma Women Sastipe - Vranje, United Nations Trust Fund to End Violence against Women (UN Trust Fund)

As the project enters its final phase, the focus is on consolidating the achievements made so far and ensuring that Roma women continue to have a voice in both the protection system and the wider societal discourse on gender-based violence. By creating stronger networks, increasing public awareness, and fostering partnerships with other key stakeholders, the project aims to leave a lasting impact on both the Roma community and the broader efforts to combat GBV in Serbia.

1.2. Strategy and theory of change

The Theory of Change for the "Roma Women Leaders in the Fight for a Society Without Gender-Based Violence" project is built on the principle of human rights as guaranteed by international and national laws, with a particular emphasis on women's rights and the right to life without violence. This approach asserts that every woman, regardless of nationality, education, or financial status, is entitled to a life free from violence. The project activities are strategically designed to align with this goal, ensuring that women, especially those from marginalized groups like Roma women, can access the resources and support necessary to realize their rights and live violence-free lives.

The key activities of the project are developed in a well-structured and integrated manner, leading to the achievement of the overarching goal: a society in which women live free from violence. To this end, we engage a diverse range of actors who play crucial roles in realizing this right, including community members, local service providers, and institutional stakeholders. The project adopts a strategy of community mobilization and awareness-raising, empowering both the Roma community and wider society to recognize and address the problem of gender-based violence (GBV).

Given the lack of administrative records in Serbia tracking the different types of violence and the number of women experiencing it, the project takes a research-driven approach. Field research conducted in five cities on the prevalence of violence within the Roma community and the specific living conditions of Roma women with experience of violence generated the first database on this issue. This research, which involved a sample of 500 Roma women, provided valuable data to influence decision-makers and guide the creation of targeted, positive public programs for the prevention of gender-based violence, tailored to the needs of Roma women.

Community Mobilization and Awareness-Raising

The project aimed to engage Roma women and girls in educational and informational workshops focused on GBV, reaching a target of 100 women and girls in Roma neighborhoods. This initiative empowered Roma women with the knowledge they needed to identify and address violence within their communities. The goal was for these women to not only benefit from the information themselves but also to serve as agents of change, transferring their newly acquired knowledge to others in their environment and taking preventive actions against gender-based violence.

Capacity Building and Advocacy

A critical component of the project involved capacity-building and advocacy to improve the quality of services for Roma women. To this end, the project implemented a two-day accredited training program for 100 civil servants, aimed at sensitizing employees in public institutions to overcome prejudices and stereotypes toward Roma women. The training focused on breaking down institutional discrimination and ensuring the consistent application of the normative and strategic framework related to gender-based violence. The curriculum explored the history, culture, and traditions of the Roma community, highlighting both the similarities and differences between Roma and majority populations. By increasing awareness of Roma women's specific challenges, the training also addressed socio-cultural issues, such as the impact of patriarchal structures on women's autonomy and the role of Roma women in family and community life. Participants engaged with positive role models from the Roma community to challenge stereotypes and show that Roma women are active contributors to societal development. In the second

and third years of the project, the training program expanded to include 60 additional civil servants from cities like Niš, Zaječar, and Vranje, as well as 40 more civil servants from regions like Aleksinac and Kostolac. This multi-tiered training approach was designed to ensure that the knowledge and insights gained reached a broad range of public employees involved in the protection of women and girls.

Support Services and Empowerment

A core element of the project is the provision of specialized support services to Roma women experiencing violence. Recognizing the deep isolation and social barriers faced by Roma women, Osvit is the only organization in Serbia offering licensed SOS telephone services in both Romani and Serbian languages. This 24/7 service, available on the toll-free number 0800/100909, ensures that Roma women across the country have access to immediate support. This phone serves as a critical lifeline for women experiencing violence, offering not only emotional support but also psychological counseling, legal aid, and representation in court. The program provides continuous support to women throughout all phases of overcoming violence, focusing on the individual needs of each beneficiary. The SOS phone is an essential resource that enables Roma women to seek help and break free from the cycle of violence, tailored to their linguistic and cultural needs.

Multisectoral Cooperation

The project recognizes that addressing gender-based violence requires multisectoral cooperation. By connecting various actors responsible for the protection of women from violence and discrimination, we aim to create an integrated system that can support women with experience of violence. This approach ensures that all necessary actors — from local NGOs and civil society organizations to public institutions — are mobilized to support Roma women in exercising their right to a life free from violence.

Theory of Change

Conditions have been created for Roma women and girls in Serbia to exercise their rights to a life free of violence and without discrimination. Through our work so far, we have noticed that by supporting a Roma woman, we can free her from prejudices and value systems that have been imposed on her. She gains self-confidence very quickly and visibly, frees herself from fear and she is able to resist various forms of discrimination, threats and violence.

RESULTS FRAMEWORK	
Project Goal	Create conditions for Roma women and girls in Serbia to exercise their rights to life without violence and without discrimination through research, training, campaigns, conferences and intersectoral support of SOS services and institutions responsible for the prevention and protection of women from gender-based violence, by 36 months.
Outcome	**Output**
Outcome 1: **The quality of services intended for women with experience of violence with a focus on Roma women has been improved through the work of SOS phone in Romani and**	Output 1: At least 300 women with experience of violence were empowered, 30% of whom are from the category of multiple marginalized women, to get out of the circle of violence, and who used the services of SOS phones in Romani and Serbian language, psychological counseling and legal aid.

Serbian languages and sensitization of employees in state institutions responsible for their protection through training.	Output 2: 100 employees in state institutions (Police, Judiciary, Centers for Social Work, Health Centers, educational institutions and NGOs) have improved knowledge and provide quality services to Roma women without discrimination.
Outcome 2: **Conditions have been created for the prevention of violence against Roma women through research, educational workshops and campaigns.**	Output 3: Results on the prevalence of violence against Roma women and girls in Nis, Aleksinac, Kostolac, Vranje and Zajecar were obtained, and recommendations for their protection and prevention of gender-based violence were published.
	Output 4: The level of awareness and knowledge of 100 Roma women and the wider community on the problem of gender-based violence was raised through organized educational workshops, campaigns and conferences.
Management Output	Effective project management per the policies and guidelines provided by UN Trust Fund

Key Activities
Act 1.1: Continuous support to women and girls with experience violence through the work of the SOS phone
Act 1.2: Provide psychological support to women and girls with experience violence in the territory of the city of Niš and by phone or online service in the territory of the whole of Serbia 24/7
Act 1.3: Provide legal support to women and girls with experience violence in the territory of the city of Niš and by phone or online service in the territory of the whole of Serbia 24/7
Act 2.1: Training service providers of 3 accredited training seminars "Support to improving the position of Roma women (in Niš, Zaječar, Vranje, Aleksinac and Kostolac) for 100 civil servants
Act 2.2: Monitoring and supervision of trained personal to improve service provision
Act 3.1: Conduct Field research on the prevalence of violence against Roma women in 5 cities in Serbia
Act 3.2: Research analysis on the prevalence of violence against Roma women in 5 cities in Serbia
Act 3.3: Publication and presentation of the findings of the prevalence of violence against Roma women in 5 cities in Serbia to relevant stakeholders at round tables.
Act 3.4: Realization of the 16 Days of Activism against Gender-Based Violence Campaign - street actions of distributing promotional material and appearing in the media
Act 4.1: Conduct informative and educational workshops for Roma women in 5 cities of Serbia
Act 4.2: Conduct campaign "Month of Roma Women's Activism" - street actions of distribution of promotional material and guest appearances in the media
Act 4.3: Organize the National Conference "Roma Women Leaders in the Fight for a Society without Gender-Based Violence"

By following this Theory of Change, the project aims to foster systemic change, addressing both the direct needs of Roma women and the structural barriers that perpetuate gender-based violence. Through community mobilization, advocacy, capacity building, and the provision of specialized services, the project is actively working toward a society where all women, regardless of ethnicity, education, or wealth, are guaranteed the right to live free from violence. This comprehensive approach will contribute to lasting change by empowering Roma women, improving institutional responses, and fostering a society that respects the rights and dignity of all women.

1.3. Project's Geographic Scope

The project is focused on Southern and Eastern Serbia, an underdeveloped region with significant socio-economic challenges. According to the 2011 census, this region had a population of 1,563,916, with the most numerous ethnic groups being Serbs (1,393,673) and Roma (57,239). The region is known for higher levels of poverty, especially among Roma women and girls, whose socio-economic status is significantly more disadvantaged than in other parts of Serbia. This disparity is compounded by the lack of effective local authorities and the resulting difficulty for Roma women in accessing their legally guaranteed rights. The cities and municipalities targeted by this project—Niš, Kostolac, Vranje, Aleksinac, and Zaječar—are all part of this economically and socially challenged region. They also lack specialized social services for women affected by gender-based violence, such as SOS telephone services in the Romani language, which are critical for supporting Roma women in crisis situations.

The project focuses on five cities in Southern and Eastern Serbia with significant Roma populations: Kostolac, Vranje, Zaječar, Aleksinac, and Niš. In Kostolac, 50.17% of the Roma population are women, and it has the third highest rate of child marriages in Serbia, which contributes to violence against Roma women. Vranje has 48.78% Roma women, with over half of the social protection beneficiaries being women. Zaječar has 50.60% Roma women, with 55.68% of social protection recipients being female. Aleksinac has 51.73% Roma women, and 48.57% of social protection recipients are women. Niš, the largest city in the region, has 49.09% Roma women, with over half of the social protection beneficiaries being women. These cities face high levels of poverty and limited access to social services, making them critical areas for intervention in combating gender-based violence.

In the targeted regions, Roma women face compounded social and economic challenges, including high levels of poverty, low educational attainment, and limited access to public services. They are often excluded from legal and social support systems, particularly when it comes to gender-based violence. The lack of targeted services, such as specialized shelters or counseling services, and the absence of an SOS phone in Romani make it difficult for Roma women to escape cycles of violence. Osvit is currently the only organization in Serbia providing a licensed SOS phone in both Romani and Serbian, ensuring Roma women across the region can access support, 24/7.

1.4. Total resources allocated for the intervention

Total resources allocated for the intervention included both technical and human resources. Osvit provided an SOS telephone service for women with experience of violence in Romani and Serbian for 20 years, offering continuous support to Roma women. In 2017, we accredited the program "Support to the Improvement of the Position of Roma Women" with the Republic Institute for Social Protection, aimed at improving the quality of services provided by civil servants to Roma women. In 2018, we licensed the SOS telephone service with the Ministry of Labor, Employment, Veterans, and Social Affairs, establishing the first SOS telephone in Romani in Europe. In March 2019, we received the EU Award for Roma Integration in the Western Balkans and Turkey for "Women Grassroot Activists / Unknown Heroes."

Beyond direct help through the SOS phone, we also focused on prevention and economic empowerment of women to help them escape the cycle of violence. Osvit expanded from a local organization with strong community roots into a regional one, covering southern Serbia and influencing public policies at the national level. Our expertise in human security and the fight against violence against women was recognized both in professional circles and in the general public. Members of Osvit participated in working groups for the development of national and local strategies aimed at improving the position of Roma women, women in general, and women with experience of violence.

The director of Osvit, a member of the Roma national minority and a marginalized woman herself, brought firsthand knowledge of the needs and problems faced by her community. This enabled the

creation of programs and projects that directly addressed these issues. Osvit's work earned the trust of marginalized women and girls, particularly those with experience of violence, and made the organization recognizable in the Roma community and beyond.
Our organization developed both technical infrastructure and human resources. We employed four full-time staff members, six contract workers, and twenty volunteers who were available as needed. Our staff included a diverse team of social workers, sociologists, pedagogues, psychologists, psychotherapists, lawyers, and journalists, all trained in areas like social protection, legal aid, violence against women, and human rights. Osvit's SOS phone operated 24/7 with a toll-free number and was the only specialized women's organization in Serbia meeting the standards of the Council of Europe Convention for providing such services. We employed six consultants, two psychologists, one sociologist, and one lawyer on the SOS phone, and established partnerships with four pro bono lawyers for court representation.
Osvit also had a well-structured management system, including an Assembly, Board of Directors, and Supervisory Board. Financial operations were overseen by an accounting agency, while two staff members were trained in financial management and accounting. The organization served a four-year term as chair of the Roma Women's Network of Serbia, which helped us build strong partnerships with other organizations based on professional, responsible, and intersectoral approaches to addressing the issues faced by Roma women.
The total budget allocated for the project is $195,000.00. This includes various expenses related to the operation and implementation of project activities. Our contribution to the intervention included the use of space for workshops, technical equipment such as PCs, laptops, projectors, and cameras. Additionally, we conducted five two-day seminars for institutional employees at no cost to the trainers, who were experts from the organization. The realization of project activities also involved human resources not paid from the project, including volunteers and staff from the organization who contributed their time and expertise in various roles such as coordination, logistics, and facilitation.

1.5. Key partners involved in the project

Our partner organizations include the Association of Roma Women "LERO" (Leskovac), the Association of Roma Women "Nada" (Aleksinac), the Association "Sastipe" (Vranje), and the Roma Association Zaječar. These organizations had already established trust within the Roma communities in their respective regions and were actively engaged in fieldwork within Roma neighborhoods. They played a key role in mobilizing Roma women, raising awareness about the project, and informing women about the available services and their rights. As part of the project implementation, the partner organizations held informative meetings in Roma neighborhoods to introduce the project, discuss the benefits, and encourage Roma women to participate. The participation of women in the project activities was entirely voluntary, with strict adherence to confidentiality and respect for their privacy.
The geographical focus on Southern and Eastern Serbia, coupled with the selection of key cities and the engagement of trusted Roma women's organizations, ensured that the project was deeply rooted in the local context. By addressing the unique challenges faced by Roma women in these areas and enhancing local service provisions, the project contributed to both short-term improvements in the lives of women and long-term systemic changes in the region's response to gender-based violence.

2. Purpose of the evaluation

2.1. Why the evaluation needs to be done

This evaluation is necessary to ensure accountability for allocated resources and to assess the real impact of the project on women and girls, especially Roma women. It aims to generate evidence-based insights, giving a voice to beneficiaries and stakeholders while measuring the effectiveness of project activities in

addressing gender-based violence. Additionally, the evaluation will provide an opportunity to document achievements, challenges, and lessons learned, offering a comprehensive assessment of the project's success in improving services and support for Roma women. The timing of the evaluation aligns with the project's conclusion, ensuring that data-driven decisions can be made for future interventions.

2.2. How the evaluation results will be used, by whom and when.

The findings of the evaluation will be utilized by the implementing organization, Association of Roma Women Osvit, along with project partners, institutional stakeholders, and policymakers. The results will be used to assess the effectiveness of current policies and interventions, identify gaps in service provision, and highlight both progress and remaining challenges. Additionally, the evaluation will serve as a reference for refining community outreach strategies and advocating for systemic changes. Osvit will integrate the evaluation outcomes into its strategic planning and future project development efforts. The final evaluation document will be publicly available on Osvit's official website, ensuring transparency and accessibility.

2.3. What decisions will be taken after the evaluation is completed

Based on the evaluation's conclusions, Osvit will take steps to enhance its service delivery, strengthen community engagement, and refine strategies for advocacy and social influence. The organization will use the findings to shape new project proposals, secure additional funding, and develop more effective interventions tailored to the specific needs of Roma women facing gender-based violence. Additionally, institutional stakeholders may adjust policies and procedures to improve their responsiveness to Roma women's needs. The evaluation's recommendations will inform the broader agenda for gender equality and human rights advocacy at both local and national levels.

3. Evaluation objectives and scope

3.1. Scope of Evaluation:

Timeframe: The evaluation will comprehensively assess the entire duration of the project to capture its full impact and effectiveness. The evaluator will cover the complete implementation period of the project, ensuring that all phases—from planning and execution to outcomes—are systematically analyzed.
Geographical Coverage: The evaluation will focus on all project locations, including the cities of Niš, Zaječar, Vranje, Aleksinac, and Kostolac, where key interventions were implemented. This will ensure a thorough assessment of the project's reach and influence across different regions.
Target Groups:
Primary Beneficiaries: Women and girls in general, women and girls who are survivors of violence (beneficiaries of the SOS Phone, Legal Aid, and psychological counseling services), and women and girls from minority ethnic groups, particularly Roma women (participants in research, workshops and awareness-raising activities).
Secondary Beneficiaries: Civil servants trained through the project, including social workers, police officers, healthcare professionals, and other institutional representatives.
Broader Stakeholders: Policymakers, local government representatives, NGOs, and community members engaged in efforts to combat gender-based violence and improve support services for Roma women, Association of Roma Women Osvit project staff, project partner organizations (Association of Roma Women Nada-Aleksinac, Association of Successful Women of Kostolac, Roma Association Zaječar, Association of Roma Women Sastipe-Vranje), UN Trust Fund Portfolio Managers.

Additionally, the evaluation will incorporate internal reflection and personal impact assessments:
Internal Review: At least three internal team members will be interviewed to assess the challenges faced during project implementation, internal communication dynamics, and the benefits of the project on team development.
Beneficiary Testimonials: At least three in-depth testimonies from women who benefited from the project's services will be collected, highlighting life-changing experiences and the impact of the support they received.
By covering these aspects, the evaluation will provide a comprehensive understanding of the project's achievements, challenges, and areas for future improvement.

3.2. Objectives of Evaluation:

The evaluation aims to systematically assess the project's effectiveness, relevance, coherence, efficiency, sustainability, and impact while incorporating a cross-cutting analysis of gender equality and human rights. The key objectives include:
To evaluate the entire project (01.08.2022 – 31.07.2025), against the effectiveness, relevance, coherence, efficiency, sustainability and impact criteria, as well as the cross-cutting gender equality and human rights criteria (defined below);
To identify key lessons and promising or emerging good practices in the field of ending violence against women and girls, for learning purposes (this is defined under the knowledge generation criteria below).
Offer recommendations for improving the effectiveness of future interventions addressing gender-based violence and the protection of minority women.

4 Evaluation Questions

Evaluation Criteria	Evaluation Questions
Effectiveness *A measure of the extent to which a project attains its objectives / results (as set out in the project document and results framework) in accordance with the theory of change.*	1. **To what extent were the intended project goal, outcomes and outputs (project results) achieved and how?** 2. What factors contributed to or hindered the achievement of these results? 3. To what extent was the project effective in reaching the targeted beneficiaries at the project goal and outcome levels?
Relevance *The extent to which the project is suited to the priorities and policies of the target group and the context.*	4. **To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of Roma women and girls victims of gender based violence?** 5. Whether or not the strategy was relevant given the wider context (municipality, lawmakers etc.) and was the project able to adjust and adapt to any changes in the context?
Coherence *The extent to which other interventions support or undermine the intervention, and vice versa. Includes internal coherence and external coherence.*	6. **How are project strategies compatible with other interventions in the country? In the region?** 7. **What are the synergies and linkages between the intervention strategies carried out by the organization and their implementing partners?**

Efficiency *Measures the outputs - qualitative and quantitative - in relation to the inputs. It is an economic term which refers to whether the project was delivered cost effectively.*	8. **To what extent was the project efficiently and cost-effectively implemented?** Was it managed in timely manner in accordance to the implementation plan? Was the project managed well to make best use of human and financial resources.
Sustainability *Sustainability is concerned with measuring whether the benefits of a project are likely to continue after the project/funding ends.*	9. To what extent will the achieved results, especially any positive changes in the lives of women and girls (project goal level), be sustained after this project ends? 10. What steps have been taken to institutionalize the project, build capacity of stakeholders or secure further funding?
Impact *Assesses the changes that can be attributed to a particular project relating specifically to higher-level impact (both intended and unintended).*	**11. To what extent has the project contributed to ending violence against women, gender equality and/or women's empowerment (both intended and unintended impact)?** 12. What are the specific changes in the situation for women and girls in relation to specific forms of violence (both intended and unintended for both women and girls targeted by the project)?
Knowledge generation *Assesses whether there are any promising practices that can be shared with other practitioners.*	13. **To what extent has the project generated new knowledge, promising or emerging practices in the field of EVAW/G that should be documented and shared (or scaled up) with other practitioners and communities?**
Gender Equality and Human Rights	**14. To what extent were human rights based and gender responsive approaches have been incorporated through-out the project, including its design, implementation, and monitoring?**

5 Evaluation Methodology

5.1 Proposed Evaluation Design

The evaluation will employ a mixed-methods design, combining both qualitative and quantitative approaches. This design is appropriate as it will provide a comprehensive understanding of the project's effectiveness, relevance, coherence, efficiency, sustainability, and impact, while also capturing the lived experiences of beneficiaries and stakeholders. The evaluation will assess the project across several criteria, including human rights and gender equality principles.

Key components of the evaluation design will include:

Formative and Summative Evaluations: A combination of both formative (process-focused) and summative (outcome-focused) evaluations will be used to assess the project's implementation and outcomes, as well as to draw lessons learned.

Theory-Based Evaluation: The evaluation will assess whether the project's activities and outputs align with the intended outcomes, drawing from the Theory of Change framework to examine how project interventions have led to observed changes.

Gender-Responsive and Rights-Based Approach: All aspects of the evaluation will be framed around gender equality and human rights to ensure a focused examination of the project's impact on women and girls, particularly from marginalized groups.

5.2 Data Sources

To answer the evaluation questions, data will be gathered from various stakeholders, including:
Primary beneficiaries (women and girls, including survivors of violence)
Secondary beneficiaries (such as representatives of institutions who have received accredited training)
Project staff, UN Trust Fund portfolio manager, implementing partners, local authorities, policymakers, and service providers
Community members (including Roma and non-Roma populations)
Document and project records (reports, monitoring data, etc.)

Key data sources will include:
Project Documents
Project records (e.g., reports, budgets, work plans, case studies)
Beneficiary feedback (surveys, interviews, testimonies)
Stakeholder interviews and focus groups
Secondary data from partner organizations and local authorities

5.3 Proposed Data Collection Methods and Analysis

Data collection will employ both qualitative and quantitative methods to ensure a comprehensive and context-sensitive evaluation of the project. Given that the evaluation involves vulnerable social groups, the methodology will be adapted to address potential barriers, including language differences, traditional community roles, and the risks of re-victimization and re-traumatization. To mitigate these challenges, the contracted evaluator will design approachable questions, provide necessary support to beneficiaries, and collaborate with professionals from the organization to ensure ethical and sensitive data collection.
Proposed Methods:
Question-Led Focus Groups: Facilitated with selected beneficiaries to explore their experiences, perceptions, and social dynamics while ensuring a safe and supportive environment. Special attention will be given to group composition to minimize discomfort and encourage open dialogue.
Individual Interviews: Conducted based on specific individual needs, particularly for minors who were project beneficiaries, to provide a private and trauma-informed setting. These interviews will also be offered to adult beneficiaries who prefer one-on-one discussions.
Surveys and Questionnaires: Administered to a selected list of stakeholders, institutional representatives, and advocacy participants to gather quantitative data on project outputs, outcomes, and impact. The format and language of these tools will be adapted to ensure accessibility.
Semi-Structured Interviews: Held with key stakeholders, including project staff, partners, and community leaders, to collect in-depth qualitative data on the effectiveness and sustainability of the project.
Document Review: Examination of project reports, meeting notes, monitoring data, and external publications to triangulate findings and validate outcomes.
Case Studies: Developed to highlight individual stories of transformation and the project's long-term impact, while ensuring anonymity and ethical considerations.
Data Analysis:
Qualitative Data: Thematic analysis will be used to identify patterns, themes, and insights from interviews, focus groups, and case studies. The approach will be reflexive and iterative to capture the complexity of beneficiaries' experiences.

Quantitative Data: Descriptive statistics will be applied to measure project outputs and outcomes, identify trends, and provide evidence of impact.

5.4 Proposed Sampling Methods

To ensure a representative and ethical evaluation, participants will be selected based on their direct involvement with the project, ensuring that key voices—including beneficiaries, project staff, institutional stakeholders, and advocacy participants—are included. Total number of direct beneficiaries during the project is 1221 while the evaluation sample included in the analyses will be 8-11% (100-130 beneficiaries). Beneficiaries will be categorized based on key demographic factors such as age, gender, and social background to ensure that diverse perspectives are captured, particularly those from marginalized or underrepresented groups. To reach hard-to-access individuals, particularly those who may be hesitant to participate due to trauma or social stigma, trusted community members and project staff may assist in identifying and engaging additional participants. Institutional representatives and advocacy participants will be surveyed and interviewed based on their availability and willingness to contribute, ensuring flexibility in the data collection process.

5.5 Field Visits

As part of the data collection process, focus groups and individual interviews will also be conducted within the office space of the organization to ensure a safe and controlled environment for participants, while no programme staff will be present during data collection.
The engaged evaluator is required to conduct at least two field visits to the communities where project activities were performed. Engaged evaluator needs to develop the time line of his/her visitations upon sampling the targeted beneficiaries. Gathering groups of sampled persons will be responsibility of Association Osvit.
The engaged evaluator will be responsible for developing a timeline of visitations after identifying and sampling the targeted beneficiaries. The logistical coordination and gathering of sampled individuals will be managed by the Association Osvit, ensuring that all necessary arrangements are in place for effective and ethical data collection. This structured approach will facilitate a smooth and organized evaluation process while prioritizing the comfort and accessibility of participants.

5.6 Level of stakeholder engagement

The engagement of stakeholders in the evaluation process is essential to ensuring a comprehensive and participatory assessment of the project's impact. Stakeholders, including beneficiaries, project staff, institutional representatives, and partners, will be involved at various levels of the evaluation through different methods of participation.
Stakeholders will have opportunities to provide feedback through surveys, interviews, and focus groups, ensuring their perspectives and experiences are incorporated into the evaluation. Institutional representatives and partner organizations will support data collection efforts by facilitating access to key informants, relevant documents, and community insights. Preliminary findings will be shared with key stakeholders to ensure accuracy, transparency, and contextual relevance. Their feedback will be used to refine the analysis and interpretation of results. Stakeholders will be engaged in discussions on how to utilize the evaluation findings for future policy recommendations, program improvements, and advocacy efforts.

6 Evaluation Ethics

The evaluation will be conducted in strict accordance with the UNEG 'Ethical Guidelines for Evaluation' to ensure integrity, transparency, and respect for all participants. The evaluator(s) will implement specific safeguards and protocols to protect the safety—both physical and psychological—of respondents and data collectors while preventing any potential harm. All measures will be taken to ensure that participation in the evaluation does not result in further violation of individual rights[27].
The evaluator(s) will:
Protect the rights of respondents by ensuring privacy and confidentiality throughout the evaluation process.
Obtain informed consent from all participants, making certain that names and identifying details remain confidential and are not disclosed publicly.
Take additional precautions when engaging with children (under 18 years old), including securing parental or guardian consent before participation.
Be trained in collecting sensitive information, particularly regarding violence against women, and ensure that evaluation team members possess appropriate expertise in these areas.
Design culturally appropriate data collection tools that do not cause distress to respondents.
Schedule data collection visits at appropriate times and locations to minimize any risks to participants.
Provide information on available support services, including referrals to organizations that can offer counseling and assistance to individuals in situations of risk.

7 Key deliverables of evaluators and timeframe

No.	Deliverable	Deadlines of Submission to UN Trust Fund M&E Team	Deadline
1	Evaluation Inception Report	This report should be submitted by the evaluator within 2-4 weeks of starting the assessment. The inception report needs to meet the minimum requirements specified in the guidance.	By 22 May 2025
2	Draft Evaluation Report	In accordance with the timeline agreed with the evaluator hired by the grantee, however it is recommended that the report is submitted between 1 month and 2 weeks before the final evaluation is due. The Draft Report needs to meet the minimum requirements specified in the guidance.	By 31 August 2025
3	Validation meeting of draft findings	Prepare a ppt and present the draft report at a validation meeting	By 31 August 2025
4	Final Evaluation Report	No later than 2 months after the project end date. The Final Report needs to meet the minimum requirements specified the guidance.	By 30 September 2025

[27] **Resources:**
- WHO, "Ethical and safety recommendations for intervention research on violence against women ", (2016)
- WHO, "Ethical and safely recommendations for researching, documenting and monitoring sexual violence in emergencies" (2007)
- WHO/PATH, "Researching violence against women: a practical guide for researchers and activists", (2005)
- UNICEF's "Child and youth participation guide" (various resources)
- UNEG guidance document, "Integrating human rights and gender equality in evaluations", (2011) Chapter 3

	Produce a up to 5 page summary of the evaluation or an infographic.

8 Evaluation team composition and required competencies

8.1 Evaluation Team Composition and Roles and Responsibilities

The selected evaluator must be independent of any organizations involved in designing, executing, managing, or advising any aspect of the project under evaluation, as well as any other UN Trust Fund-funded projects. The evaluator will be responsible for conducting the evaluation from start to finish, managing the evaluation team under the supervision of the evaluation task manager from the grantee organization, and overseeing data collection, analysis, report drafting, and finalization in English.
If needed, the evaluator may subcontract an assistant (data manager) based on personal needs and preferences. However, this assistant will not be directly involved with beneficiaries or field research, including stakeholder interviews. The Association of Roma Women Osvit recognizes such support as acceptable if necessary for efficient data management and adherence to the established timeline and criteria. Any subcontracted individual must comply with all ethical guidelines and data safety protocols outlined in this Terms of Reference (ToR) and the signed contract.

8.2 Required Competencies

Evaluation experience at least 5 year in conducting external evaluations, with mixed-methods evaluation skills and having flexibility in using non-traditional and innovative evaluation methods.
Expertise in gender and human-rights based approaches to evaluation and issues of violence against women and girls.
Awareness and sensitivity to the specific challenges faced by Roma women and girls, including the prevalence of child and early marriages.
Experience with program design and theory of change, gender-responsive evaluation, participatory approaches and stakeholder engagement.
Experience in collecting and analysing quantitative and qualitative data as well as data visualization
In-depth knowledge of gender equality and women's empowerment
A strong commitment to delivering timely and high-quality results, i.e. credible evaluation and its report that can be used
A strong team leadership and management track record, as well as interpersonal and communication skills to help ensure that the evaluation is understood and used.
Good communication skills and ability to communicate with various stakeholders and to express concisely and clearly ideas and concepts
Regional/Country experience and knowledge: in-depth knowledge of context in Serbia is required.
Language proficiency: fluency in English and Serbian is mandatory; good command of Romani language is desirable.

9 Management Arrangement of the evaluation

The evaluator is an external consultant contracted to develop the evaluation document independently. Evaluator is responsible for designing the evaluation methodology in accordance with the Terms of Reference (ToR), selecting respondents based on the chosen methodological approach, and designing surveys for selected stakeholders and project partners. The evaluator will collect all internal reports and records related to project reporting and will conduct all research activities, including field visits, focus groups, and individual interviews. Evaluator is responsible for data collection and may subcontract an assistant for this task, provided the subcontracting aligns with the requirements set by the UN Trust Fund

(UNTF) and the ToR standards. Additionally, the evaluator is responsible for drafting the Inception Report, First Draft Report, Second Draft Report, and Final Report, ensuring compliance with the UN Trust Fund guidelines and the requirements outlined in the ToR. The evaluator is also responsible for translating the final report into English and ensuring its alignment with UN Trust Fund standards.

The Evaluation Task Manager is a representative from the Association of Roma Women Osvit, responsible for supporting the evaluator by facilitating direct contact with selected respondents, organizing focus group participants according to the designated groups, and providing contact information for all selected stakeholders and project partners. The Evaluation Task Manager will ensure a safe and conducive working environment for both parties, while maintaining neutrality and not influencing the data collection process.

The Evaluation Management team consists of project team members who will provide all internal records and reports related to the evaluated project. These documents include internal reports, photos, participant lists, SOS phone records, internal interviews on beneficiaries' perspectives regarding services, legal aid records, financial records, financial administration, and more. They will provide all necessary inputs required by the evaluator or subcontracted personnel, if applicable. However, they will not be responsible for any communication with the selected respondents or data collection related to the evaluation report.

The Stakeholder Reference Group consists of individuals or organizations that will be significantly affected by the outcome of the evaluation process or by the performance of the intervention, or both. This group is divided into categories: an integral part of the project, which includes those directly involved in the project; interested and committed to the values of the project, those who support and are engaged in the project's goals; and familiar with the project but not committed, those aware of the project but not directly involved. Since the project engaged some stakeholders in its implementation and targeted others, stakeholder selection for the evaluation must be based on identifying each stakeholder's potential participation or role in the evaluation, including being a data or information provider, making judgments on the project's implementation or cooperation, or benefiting from changes arising from the evaluation process. This group will be involved in all stages of evaluation, by providing suggestions to the engaged evaluator and Evaluation Management Team on the content of the produced deliverables. The evaluation task manager will handle this coordination and communication, and the group is engaged in the review of inception report, draft report, as well as validation meeting.

10 Timeline of the entire evaluation process

Stage of Evaluation	Key Task	Responsible	Number of working days required	Timeframe
Inception stage	Briefings of evaluators to orient the evaluators	Evaluation Task Manager	10 working days	First week
	Desk review of key documents	Evaluator/s		First week
	Finalizing the evaluation design and methods	Evaluator/s		Second week
	Submit draft Inception report	Evaluator/s		By 9 May 2025
	Review Inception Report and provide feedback	Evaluation Task Manager, Stakeholder Group and UNTF	5 working days	By 16 May 2025

	Incorporating comments and revising the inception report	Evaluator/s	4 working days	By 22 May 2025
	Submitting final version of inception report	Evaluator/s		
	Review final Inception Report and approve	Evaluation Task Manager, Stakeholder Group and UNTF	5 working days	By 29 May 2025
Data collection and analysis stage	Desk research	Evaluator/s	10 working days	
	In-country technical mission for data collection (visits to the field, interviews, questionnaires, etc.)	Evaluator/s	Over 6-8 weeks (depending on travel)	By early August 2025
Synthesis and reporting stage	Analysis and interpretation of findings	Evaluator/s	4 weeks	By 20 August 2025
	Preparing a first draft report	Evaluator/s		
	Review of the draft report with key stakeholders for quality assurance, including validation meeting with ppt on draft findings	Evaluation Task Manager, Stakeholder Group and UNTF	10 working days	By 31 August 2025
	Consolidate comments from all the groups and submit the consolidated comments to evaluation team	Evaluation Task Manger		
	Incorporating comments and preparing second draft evaluation report	Evaluation Team	2 weeks	By 12 September 2025
	Final review and approval of report	Evaluation Task Manager, Stakeholder Group and UNTF	5 working days	By 19 September 2025
	Final edits and submission of the final report, including a up to 5 page summary of the evaluation report or infographic	Evaluator/s	4 working days	By 30 September 2025

11 Application procedure

Applicants for this Call should submit the following:
CV: A maximum of 4 pages highlighting the most relevant experience for this work.
Detailed Work Plan: A comprehensive work plan in accordance with the timelines outlined in this ToR.
A financial proposal with all costs (this should include any interpretation or translation costs, if needed)
Fluency in English and Serbian are mandatory. Proof of English Language Proficiency is an asset.
Reference List: A short list and contact details of references that demonstrate expertise (individuals)
Two samples of previous work (including links to previous research, evaluations, etc.).

All documents should be sent to email anaosvit@gmail.com with the subject line: "ToR Evaluation Applicant_UNTF_2025".
The deadline for submission is **April 25, 2025.** Applications received after this deadline will not be considered.

12 Annexes

List of key stakeholders/institutions to be consulted
Police
Center for Social Work
Health center
Educational institutions
Local self-government
Human Rights Non-Governmental Organizations
List of sites to be visited
At least 2 visits to some of these 5 cities (Niš, Aleksinac, Zaječar, Vranje, Kostolac)

Documents to be consulted
Relevant national strategy documents
The project document and theory of change (proposal)
The Results and Resources Framework
Data collection tools, monitoring plans, indicators and collected data
Progress and annual reports of the project
Structure for the inception report (see Annex C in the UNTF guidelines)
Structure before the final report (see Annex E in the UNTF guidelines)

13.2. Evaluation Matrix

Evaluation Criteria	Evaluation Questions	Indicators	Data Sources	Data collection methods:
Effectiveness	1. To what extent were the intended project goal, outcomes and outputs (project results) achieved and how?	Goal ind 1.1 - The perception of women about the condition created through research, training, campaigns, conferences and intersectoral support of SOS services and institutions responsible for the prevention and protection of women from gender-based violence, by 36 months. Outcome 1 ind 1.1 - The number of women with experience of violence who have been empowered to get out of the cycle of violence through the use of SOS telephone services, psychological and legal support Outcome 1 ind 1.2 - State institutions that have improved their knowledge and provide quality services to Roma women through training for working with multiple marginalized women Outcome 2 ind 2.1 - Number of research conducted on the prevalence of violence against Roma women in 5 cities in Serbia Outcome 2 ind 2.2 - The number of Roma women, relevant actors and representatives of a wider audience who, through participation in research, educational workshops and campaigns, contributed to the creation of conditions for the prevention of violence against Roma women.	Project documents (project progress and final report, internal project activities reports, monitoring reports, project survey report,) Transcripts/notes from interviews/focus groups; data from surveys	Document analysis; Focus groups with women who received psychological and legal support; Small-scale survey for SOS phone users; Group online interview with women workshop participants; Group interview with participants of the campaign 16 Days of Activism; Case studies - in-depth interview with three users from different cities Group or individual interview with users who participated in the research Small scale survey (online questionnaire) for participants of accredited training sessions Small scale survey (online questionnaire) for roundtable participants Group interview with partner organizations Focus group with stakeholders from all cities Individual interview with representatives of 3 key stakeholders Individual online interview with UNTF Portfolio Manager Group interview with Osvit internal project staff

	2. What factors contributed to or hindered the achievement of these results?	Opinion and attitudes of project team members on factors that influenced project achievements at the level of goal, outcomes and outputs Opinion and attitudes of key project stakeholders - secondary beneficiaries on factors that influenced project achievements at the level of goal, outcomes and outputs	Project documents (project progress and final report, internal project activities reports, monitoring reports, project survey report,); Transcripts/notes from interviews/focus groups; data from surveys	Document analysis; Small scale survey (online questionnaire) for participants of accredited training sessions Group interview with partner organizations Focus group with stakeholders from all cities Individual interview with representatives of 3 key stakeholders Individual online interview with UNTF Portfolio Manager Group interview with Osvit internal project staff and partners
	3. To what extent was the project effective in reaching the targeted beneficiaries at the project goal and outcome levels?	Output 1 ind 1.1. - The number of women who access the SOS services Output 1 ind 1.2 - The number of women who access legal and psychological counselor Output 2 ind 2.1 - The number service providers who trained in training seminars "Support to improving the position of Roma women" Output 2 ind 2.2 - Number of institutions that sent their employees for training in 5 cities (police, judiciary, centers for social work, health centers, educational institutions and non-governmental Output 3 ind 3.1 - The number of Roma women from 5 cities, who were included in the research on the prevalence of violence against Roma women and girls Output 3 ind 3.2 - The number of printed copies of the brochure that were distributed. Output 3 ind 3.3 - Number of participants in round tables from relevant institutions where research results and recommendations presented Output 3 ind 3.4 - The number of people reached through the campaign of 16 days of activism in 5 cities Output 4 ind 4.1 - The number of Roma women who participated in the awareness training	Project documents (project progress and final report, internal project activities reports, monitoring reports, project survey report,); Transcripts/notes from interviews/focus groups	Document analysis Interview with project team members Interviews with partners

		Output 4 ind 4.2 - The number of people reached through Month of Roma Women's Activism and 16 days activism Output 4 ind 4.3 - The number of stakeholders participated in the national conference		
Relevance	4. To what extent do the achieved results (project goal, outcomes and outputs) continue to be relevant to the needs of Roma women and girls victims of gender based violence?	Perception of relevance by women and girls participated in the project Perception of relevance among secondary beneficiaries and stakeholders	Transcripts/notes from interviews/focus groups; data from the project survey on prevalence of violence, external sources (reports, statistics…)	Document analysis; Focus groups with women who received psychological and legal support, Small-scale survey for SOS phone users Group online interview with women workshop participants Group interview with participants of the campaign 16 Days of Activism; Small scale survey (online questionnaire) for participants of accredited training sessions Small scale survey (online questionnaire) for roundtable participants Group interview with partner organizations Focus group with stakeholders from all cities Individual interview with representatives of 3 key stakeholders Individual online interview with UNTF Portfolio Manager
	5. Whether or not the strategy was relevant given the wider context (municipality, lawmakers etc.) and was the project able to adjust and adapt to any changes in the context?	Data on the relevant wider context Opinions of the project team, partners and key stakeholders on relevance and adjustments of the project strategy and activities to the wider context	Project documents (project progress and final report, internal project activities reports, monitoring reports); External sources (reports, statistics, policies, studies) Transcripts/notes from interviews/focus groups	Document analysis; Group interview with partner organizations Focus group with stakeholders from all cities Individual interview with representatives of 3 key stakeholders Individual online interview with UNTF Portfolio Manager

				Group interview with Osvit internal project staff
Coherence	6. How are project strategies compatible with other interventions in the country? In the region?	Data on other interventions in the country and region Perception of project team, partners and key stakeholders on compatibility of the project strategies with other interventions in the country and the region	Project documents (project progress and final report, internal project activities reports, monitoring reports); External data sources; Transcripts/notes from interviews/focus groups	Document analysis Group interview with partner organizations Focus group with stakeholders from all cities Individual interview with representatives of 3 key stakeholders Individual online interview with UNTF Portfolio Manager Group interview with Osvit internal project staff
	7. What are the synergies and linkages between the intervention strategies carried out by the organization and their implementing partners?	Data on interventions and strategies of partner organizations to which the project strategy were in synergy Opinion of project team and partner organizations on synergies and linkages between their intervention strategies	Project documents (project progress and final report, internal project activities reports, monitoring reports); Data, reports and documents of partner organizations; Transcripts/notes from interviews/focus groups	Document analysis Group interview with partner organizations Group interview with Osvit internal project staff
Efficiency	8. To what extent was the project efficiently and cost-effectively implemented? Was it managed in timely manner in accordance to the implementation plan? Was the project managed well to make best use of human and financial resources?	Perception of the project team members and partner organizations on efficiency of the project coordination mechanisms Characteristics of the organizational structure at the level of the project team and at the level of cooperation with partner organizations established by Osvit Existence of the mechanisms for monitoring and control of the project's resources utilization	Project documents (project progress and final report, internal project activities reports, monitoring reports); Transcripts/notes from interviews/focus groups	Document analysis Group interview with partner organizations Group interview with Osvit internal project staff

Sustainability	9. To what extent will the achieved results, especially any positive changes in the lives of women and girls (project goal level), be sustained after this project ends?	Number and type of activities which are likely to continue upon the project end, without additional funding Opinion of the project team, women and girls and project partners on the sustainability of the positive changes generated by the project Opinion of the trained professionals on the sustainability of the positive changes generated by the project	Transcripts/notes from interviews/focus groups, data from surveys	Small scale survey (online questionnaire) for participants of accredited training sessions Small scale survey (online questionnaire) for roundtable participants Group interview with partner organizations Focus group with stakeholders from all cities Individual interview with representatives of 3 key stakeholders Individual online interview with UNTF Portfolio Manager Group interview with Osvit internal project staff
	10. What steps have been taken to institutionalize the project, build capacity of stakeholders or secure further funding?	Number and type of project interventions incorporated into the institutional practices or established as institutional mechanisms The perspective of project team, partner organizations and secondary beneficiaries (especially decision makers) on sustainability	Transcripts/notes from interviews/focus groups, data from surveys	Small scale survey (online questionnaire) for participants of accredited training sessions Small scale survey (online questionnaire) for roundtable participants Group interview with partner organizations Focus group with stakeholders from all cities Individual interview with representatives of 3 key stakeholders Individual online interview with UNTF Portfolio Manager Group interview with Osvit internal project staff
Impact	11. To what extent has the project contributed to ending violence against	Number, scope and nature of potential changes in practices and policies of service providers, and local authorities, as the result of the project	Project documents (project progress and final report, internal project activities	Small scale survey (online questionnaire) for participants of accredited training sessions

	women, gender equality and/or women's empowerment (both intended and unintended impact)?	The perception of primary and secondary beneficiaries, project team and partner organizations about the contribution of project interventions to ending violence against women, gender equality and/or women's empowerment	reports, monitoring reports, project survey report,) Transcripts/notes from interviews/focus groups	Small scale survey (online questionnaire) for roundtable participants Focus groups with women who received psychological and legal support, Group interview with participants of the campaign 16 Days of Activism; Group interview with partner organizations Focus group with stakeholders from all cities Individual interview with representatives of 3 key stakeholders Group interview with Osvit internal project staff
	12. What are the specific changes in the situation for women and girls in relation to specific forms of violence (both intended and unintended for both women and girls targeted by the project)?	Data on nature of unintended or intended specific positive changes in lives of primary beneficiaries	Project documents (project progress and final report, internal project activities reports, monitoring reports, project survey report,) Transcripts/notes from interviews/focus groups	Focus groups with women who received psychological and legal support, Group online interview with women workshop participants Case studies - in-depth interview with three users from different cities Group interview with partner organizations Group interview with Osvit internal project staff
Knowledge generation	13. To what extent has the project generated new knowledge, promising or emerging practices in the field of EVAW/G that should be documented and	Number and type of promising or emerging practices in the field of EVAW/G, especially Roma Opinion of stakeholders and project team and partners on knowledge produced during the project, including the findings and recommendations from the research on prevalence of violence against Roma women in 5 cities in Serbia)	Project documents (project progress and final report, internal project activities reports, monitoring reports, project survey report,) Transcripts/notes from interviews/focus groups	Document analysis; Small scale survey (online questionnaire) for participants of accredited training sessions Group interview with partner organizations

	shared (or scaled up) with other practitioners and communities?			Focus group with stakeholders from all cities Individual interview with representatives of 3 key stakeholders Group interview with Osvit internal project staff
Gender Equality and Human Rights	14. To what extent were human rights based and gender responsive approaches have been incorporated through-out the project, including its design, implementation, and monitoring?	Gender and human rights responsive approaches designed and implemented Perception of target groups and project partners on appropriateness of project design, approaches and interventions in implementation and monitoring, including accommodation to multiple vulnerable groups such are women with disabilities	Project documents (project progress and final report, internal project activities reports, monitoring reports, project survey report,) Transcripts/notes from interviews/focus groups	Document analysis; Focus group with stakeholders from all cities; Individual interview with representatives of 3 key stakeholders; Group interview with partner organizations Group interview with Osvit internal project staff; Focus groups with women who received psychological and legal support; Group online interview with women workshop participants.

13.3. Beneficiary Data Sheet[28]

Type of Primary Beneficiary	Total number
Female domestic workers	/
Female migrant workers	/
Female political activists/ human rights defenders	15
Female sex workers	/
Female refugees/ internally displaced asylum seekers	/
Indigenous women/ from ethnic groups	/
Lesbian, bisexual, transgender	/
Women/ girls with disabilities	/
Women/ girls living with HIV/AIDS	/
Women/ girls survivors of violence	435
Women prisoners	/
Women and girls in general	1213
Other (Specify here:)women/girls from minority ethnic groups	843
TOTAL PRIMARY BENEFICIARIES REACHED	2506
Type of Secondary Beneficiary	**Total number**
Members of Civil Society Organizations	77
Members of Community Based Organizations	/
Members of Faith Based Organizations	/
Education Professionals (i.e. teachers, educators)	18
Government Officials (i.e. decision makers, policy implementers)	18
Health Professionals (doctors, nurses, medical practioners)	34
Journalists / Media	10
Legal Officers (i.e. Lawyers, prosecutors, judges)	3
Men and/ or boys	/
Parliamentarians	/
Private sector employers	/
Social/ welfare workers	64
Uniformed personnel (i.e. Police, military, peace keeping)	25
Other (Specify here:) human right defenders/activists/allies	17
Family members (parents, husbands…)	440
Community volunteers	20
TOTAL SECONDARY BENEFICIARIES	726
Indirect beneficiaries reached	**Total numbers**
Other (total only)	35743
GRAND TOTAL	38975

[28] Provided by Osvit project team, with cut-off on 31 July 2025

13.4. Data collection instruments and protocols

GUIDE FOR FOCUS GROUPS WITH WOMEN WHO RECEIVED PSYCHOLOGICAL AND LEGAL SUPPORT

General Objective**:** To gain qualitative insight into the experiences and perceptions of women who accessed psychological and legal support (including potentially SOS services) through the project, in order to assess the extent to which the project contributed to the realization of the rights of women and girls from multiply marginalized groups to live free from violence—through increased awareness, empowerment, and access to protection mechanisms.

Participants: Women who received any of the project's services (psychological support, legal assistance, and, if possible/self identified – SOS services).

Total number of participants: 25 women (5 from each of the following cities: Niš, Vranje, Aleksinac, Zaječar, and Kostolac)

Important Note: Request permission to record the session and explain that all data will be treated as strictly confidential. Ask participants to sign a written consent form. Explain the purpose of the consent form and emphasize that their identities will not be disclosed, nor will it be known who said what during the discussion. Also clarify that this conversation is not for evaluation or control purposes, but rather to support and improve the quality of services provided by the Roma Women's Association *Osvit* for women in their community.

Introduction: "Hello everyone, my name is _____ and I will be facilitating this focus group on behalf of the Roma Women's Association *Osvit*. Thank you for coming and for being willing to share your experiences. This conversation is confidential and will be used solely to improve services for women who have experienced violence. Your name will not be recorded ever or anywhere. I would like to thank you again for agreeing to participate and for being open to share a part of your experience with me.

This discussion is part of the evaluation of the project *'Roma Women Leaders in the Fight for a Society Without Gender-Based Violence'*, implemented by the Roma Women's Association *Osvit* from Niš, with the financial support of the UN Trust Fund to End Violence Against Women. I'm very interested in hearing your views, experiences, and recommendations about the project activities aimed at prevention and protection, as well as the lessons learned during its implementation.

All information you share will be treated as confidential. This means we will not disclose your name; when we use the information you provide, your identity will remain anonymous—we will refer to you only by role (e.g., 'primary beneficiary—woman/girl')."

Start with informal topics: allow each participant to briefly introduce herself—name (or nickname), where she lives, and what she does in everyday life. Create a relaxed, safe, and respectful atmosphere where women feel free to speak. Explain that they will not be asked to share intimate details unless they personally choose to disclose what they consider important.

Discussion Questions:

1. How did you hear about the Roma Women's Association *Osvit* and this project? What motivated you to seek support?
2. Looking back at your situation at that time, what did you need most?
3. To what extent were the services you receive aligned with those needs? Subquestions: *How quickly did you receive a response after reaching out? How would you describe the organization of the service itself (appointment scheduling, staff interaction)? How would you describe communication with staff (lawyers, psychologists, advisors)? Did you feel respected and treated as a partner in the process?*
4. Was it easy for you to find information and actually receive help?
5. How has your situation changed after using the services (legal and/or psychological)?
6. What helped you the most to feel safer, more informed, or more empowered? Subquestion: *Did this support help you make a concrete decision or change something in your life? How do you think you would react if a similar situation happened today?*
7. Do you feel that you still use something you learned or experienced during that time?
8. Do you feel more capable of supporting another woman in a similar situation now?
9. In your opinion, how could these services be improved or made more accessible to women in your community?
10. What would you like to see added to future work with women survivors of violence?
    If you could send a message to another woman currently experiencing violence, what would you say?

Closing the Focus Group:

Thank the participants for their openness and willingness to take part. Provide information about future activities and how the gathered data will be used. Collect contact details (optional) and ask if they would be open to being contacted again for any follow-up if necessary.

ONLINE SURVEY FOR SOS LINE USERS

General Objective: To gain qualitative insight into the experiences and perceptions of women who used the SOS phone through the project, in order to assess the extent to which the project contributed to the realization of the rights of women and girls from multiply marginalized groups to live free from violence—through increased awareness, empowerment, and access to protection mechanisms.

Target Group: Women who accessed the SOS line service during the project.
Number of participants: approx. 40

Introduction: This online survey is part of the evaluation of the project *"Roma Women Leaders in the Fight for a Society Without Gender-Based Violence"*, implemented by the Roma Women's Association *Osvit* from Niš, with the financial support of the UN Trust Fund to End Violence Against Women. The survey is anonymous, and your responses will be used solely for the purposes of external evaluation and for improving the functioning of the SOS phone. Thank you for taking the time to participate!

Survey Questions:

1. *If you are willing to participate in this study, please proceed to complete the questions below, as indication of your declared consent.*
    - *Yes, I am*

2. How did you find out about the SOS phone?
   - Through friends
   - Through family
   - Via internet/social media
   - Through posters/brochures
   - Recommendation from a professional (psychologist, social worker, etc.)
   - Other (please specify): _____
3. How easy was it for you to contact the SOS phone when you needed help?
   (Scale 1–5, where 1 = very difficult, 5 = very easy)
4. Did you receive the support you needed?
   - Yes
   - Partially
   - No
5. What type of support was most helpful to you?
6. How would you describe the effect that the SOS call had on your current situation or sense of safety?
7. After calling the SOS line, were you referred to other forms of support (psychological, legal)?
   - Yes
   - No
   - I don't remember
8. How would you rate the professionalism and approach of the person you spoke with?
   (Scale 1–5, where 1 = very unsatisfactory, 5 = extremely professional and supportive)
9. Would you recommend the SOS phone to other women in a similar situation?
   - Yes
   - No
   - Not sure
10. What changes would you suggest to make the SOS phone more helpful for women facing violence?
11. Any final comments or recommendations you would like to share regarding the SOS phone?

GROUP INTERVIEW WITH AWARENESS RAISING WORKSHOPS PARTICIPANTS

General Objective: To gain qualitative insight into the experiences and perceptions of women who participated in the workshops, in order to assess the extent to which the project contributed to the realization of the rights of women and girls from multiply marginalized groups to live free from violence—through increased awareness, empowerment, and access to protection mechanisms.

Participants: Women who were involved in the awareness raising workshops during the project.
Number of participants: 10 women (2 from each of the following cities: Niš, Vranje, Aleksinac, Zaječar, Kostolac)

Note: Ask for permission to record the session and explain that all information will be treated with complete confidentiality. Ask participants to sign a written consent form. Clarify the purpose of the consent and emphasize that no one will know their identity, nor will it be known who said what.
It is important to stress that this conversation is not for control purposes, but rather to support the Roma Women's Association *Osvit* in providing better quality services to women in the community.

Introduction: "Hello, my name is _____ and I will be conducting this group interview on behalf of the Roma Women's Association *Osvit*. Thank you for joining and for being willing to share your experiences from the workshops you attended. This conversation is confidential and will be used solely to improve services for women who have experienced violence. Your name will not be recorded anywhere. I would like to thank you again for agreeing to participate and for your openness in sharing a part of your experience with me.

This interview is part of the evaluation of the project *"Roma Women Leaders in the Fight for a Society Without Gender-Based Violence"*, implemented by the Roma Women's Association *Osvit* from Niš, with financial support from the UN Trust Fund to End Violence Against Women. I am very interested in hearing your experience, perspective, and suggestions regarding the project's activities aimed at prevention and protection, and in learning what lessons can be drawn from the project's implementation.

All the information you share with us will be treated confidentially. This means we will not disclose your name, and when we use the information you provide, your identity will remain anonymous—we will refer only to your role (e.g., 'primary beneficiary—woman/girl')."

Allow each participant to briefly say something about herself—name (or nickname), where she lives, what she does. Create a relaxed and trusting atmosphere so that the women feel comfortable to speak. Explain that they will not be asked to share personal details unless they choose to share something they consider important.

Interview Questions:

1. How did you hear about the workshops, and what motivated you to participate?
2. What part of the workshop was most useful or impactful for you, and why?
3. Did the workshop help you recognize any form of violence that you hadn't previously considered as such? Can you share an example?
4. Who would you turn to now if you or someone close to you were experiencing violence? Is it now clearer to you whom and how you can approach for help?
5. What was the atmosphere like in the workshop—did you feel safe, heard, and supported?
6. What was the hardest or most uncomfortable thing to hear, see, or share during the workshop?
7. Would you recommend these workshops to other women, and what would you like to see explored more deeply in the future?
8. Did any of you share the workshop information with others afterward or take a specific step (e.g., talking to a partner, contacting an institution)?
9. What are your needs and suggestions for further support to women in your community?

Closing the Online Group Interview:

Thank participants for their openness and willingness to participate. Provide information on the continuation of project activities, feedback mechanisms, and how their responses will be used. Ask for their contact details and whether they would be open to being contacted again if additional information is needed.

GROUP INTERVIEW WITH PARTICIPANTS IN THE 16 DAYS OF ACTIVISM CAMPAIGN

General Objective: To gain qualitative insight into the experiences and perceptions of women who participated in the *16 Days of Activism* campaign, in order to assess the extent to which the project contributed to the realization of the rights of women and girls from multiply marginalized groups to live free from violence—through increased awareness, empowerment, and access to protection mechanisms.

Participants: omen who took part in the campaign during the project.
Number of participants: 5 women (one from each of the following cities: Niš, Vranje, Aleksinac, Zaječar, Kostolac)

Note: Ask for permission to record the interview and explain that all data will be kept strictly confidential. Ask participants to sign a written consent form and explain its purpose. Emphasize that their identity will remain anonymous and it will not be known who said what.
Also, clarify that this conversation is not for control or inspection purposes, but to help and support the Roma Women's Association Osvit in improving the quality of services for women in their community.

Introduction: "Good day. My name is _____ and I will be conducting this group interview on behalf of the Roma Women's Association *Osvit*. Thank you for being here and for being willing to share your experiences from participating in the *16 Days of Activism* campaign. This conversation is confidential and will be used solely to improve support for women who have experienced violence. Your name will not be recorded anywhere. I would like to thank you again for agreeing to participate and for your openness in sharing a part of your experience with me.

This interview is part of the evaluation of the project *"Roma Women Leaders in the Fight for a Society Without Gender-Based Violence"*, implemented by the Roma Women's Association *Osvit* from Niš, with financial support from the UN Trust Fund to End Violence Against Women. I am eager to hear about your experience, your perspectives, and your recommendations related to project activities focused on prevention and protection, and to learn what lessons can be drawn from the project implementation.

All information you share with us will be handled confidentially, which means we will not disclose your name; when using the information you provide, your identity will remain anonymous—we will refer to your role only (e.g., "primary beneficiary—woman/girl")."

Allow each participant to briefly introduce herself—name (or nickname), where she lives, what she does. Create a relaxed and trusting atmosphere, so the women feel safe to talk. Explain that they are not required to share personal or sensitive details unless they choose to do so on their own.

Interview Questions:

1. How did you learn about the campaign, and what motivated you to get involved or attend the activities?
2. Which campaign activity left the strongest impression on you, and why?
3. Before participating, were you aware of the SOS phone, protection mechanisms, and who to contact in case of violence?

4. Did the campaign help you better understand what violence is and how to recognize it? Can you share an example?
5. If you or another woman needed help now, would you know what to do and who to reach out to?
6. How did those around you—family, neighbors, community—react to your participation in the campaign?
7. Did you share any of the information you received during the campaign with someone in your family or community?
8. What meant the most to you in this campaign—the message, the approach, the contact with organizers, visibility?
9. Do you have any suggestions for future campaigns—what should be added, changed, or emphasized more?
10. How do you envision support for women in your community in the future—what do you think would help the most?

Closing the Group Interview:

Acknowledge the participants' willingness to take part and share. Provide information about the continuation of activities, feedback mechanisms, and how their input will be used. Collect contact information (if they agree) and ask for their consent to be contacted again if further clarification or information is needed.

GUIDE FOR IN-DEPTH INDIVIDUAL INTERVIEW WITH THREE WOMEN FOR PURPOSE OF COLLECTING POSITIVE LIFE CHANGING TESTIMONIES UNDER THE PROJECT IMPLEMENTATION

General Objective: To gain insight into the level of empowerment among women/girls and collect in-depth testimonies from women who benefited from the project's services, highlighting life-changing experiences and the impact of the support they received.

Participants: 3 adult girls/women victims of GBV from different cities will be interviewed, preferably from 3 different cities (for ex. Niš, Vranje, Zaječar).

General Instruction: The goal is to obtain as concrete and detailed information as possible. For the purpose of interviewing primary beneficiaries, the evaluator will consult and coordinate with the Roma Women's Association *Osvit* for support in terms of referral.

Specific objectives of the interview:

• Better understanding of the potential impact, benefits and/or barriers that these women had, related to obtaining benefits from the project and project results.
• Present personal testimonies about positive life changes that happened to beneficiaries thanks to the support they received during the project.

Introduction: "Good day. My name is _____, and I will be conducting this interview with you on behalf of the Roma Women's Association *Osvit*. I would like to thank you for agreeing to this interview and for being willing to share part of your experience with me.

This conversation is part of the evaluation of the project *"Roma Women Leaders in the Fight for a Society Without Gender-Based Violence"*, implemented by the Roma Women's Association *Osvit* from Niš, with financial support from the UN Trust Fund to End Violence Against Women.

I am very interested in hearing about your experience, your views, and your suggestions regarding the project activities aimed at the prevention and protection of women, and in learning what lessons can be drawn from the project implementation.

All the information you share with us will be kept confidential. This means we will not disclose your name; when we use the information you provide, your identity will remain anonymous—we will refer only to your role (e.g., 'beneficiary/girl with experience of child marriage ——').”

Note: Ask for permission to record the conversation and explain that all data will be kept confidential. Provide a written consent form for them to sign, and explain its purpose. Clarify that no one will know their identity, and even *Osvit* will not know which participant said what. Also emphasize that this conversation is not for control or inspection, but for helping and supporting the Association in delivering higher quality services to women in the community.

Getting Acquainted: Begin the conversation with informal topics: encourage the interviewee to share something about herself—name, where she lives, what she does. Create an atmosphere where she feels relaxed and safe to talk. Explain that she will not be asked to share intimate details unless she chooses to. Ask about her current life: where she lives, with whom, and how she supports herself.

QUESTIONS

1. Your Age:
2. Educational status::
3. Employment *(whether she works, whether she has ever worked, what she does if she works, what she has done..., if she doesn't work why she doesn't work):*
4. Can you tell me more about your family situation? (*number and structure of family members, whether she has children, how the family lives - describe the socio-economic status of the family, do they live in urban or rural settlement..)*
5. How did you find out about Osvit/project partner?
6. Why did you contact Osvit/project partner? – the history of your situation which lead your to contact Osvit, *did you contact any institution, when, why, what was the response and outcome if you did, how you felt about it?*
7. What kind of support did you receive from Osvit/project partner, how did Osvit/project partner help you? *Ask for detailed description and what happened upon contact with Osvit/project partner*
8. How do you feel about it now?
9. What has changed in your life thanks to Osvit/project partner support?
10. One sentence that would describe your current state/life after project support
11. What are your hopes for the future? What support or resources do you need to achieve your goals and aspirations?
12. What would you share as a message to other women in similar situation, how would you encourage them to address Osvit/project partner or similar services to seek for help?

Closing the Interview:

Acknowledge and thank the participant for her willingness to take part and share her experience. Provide information about the continuation of project activities and how the data will be used. Collect contact details (if she agrees) and ask if she is open to being contacted again should further information be needed.

GUIDE FOR GROUP OR INDIVIDUAL INTERVIEW WITH BENEFICIARIES WHO PARTICIPATED IN THE RESEARCH

General Objective: To gain qualitative insight into the experiences and perceptions of women who participated in the research, in order to assess the extent to which the project contributed to the realization of the rights of women and girls from multiply marginalized groups to live free from violence—through increased awareness, empowerment, and access to protection mechanisms.

Participants: Women who were involved in the research during the project
Total number of participants: 20 women (4 from each of the following cities: Niš, Vranje, Aleksinac, Zaječar, Kostolac)

Note: Ask for permission to record the interview and explain that all data will be strictly confidential. Have them sign a written consent form and explain its purpose. Emphasize that no one will know their identity, and that it will not be known who said what.
Clarify that this conversation is not for control purposes, but to support and assist the Roma Women's Association *Osvit* in providing better services to women in the community.

Introduction: "Good day. My name is _____ and I will be conducting this group interview with you on behalf of the Roma Women's Association *Osvit*. Thank you for being here and for being willing to share your experiences from participating in the research. This conversation is confidential and will be used solely to improve services for women who have experienced violence. Your name will not be recorded anywhere. I would like to thank you again for agreeing to participate in the interview and for being open to sharing part of your experience with me.

This interview is part of the evaluation of the project *'Roma Women Leaders in the Fight for a Society Without Gender-Based Violence'*, implemented by the Roma Women's Association *Osvit* from Niš, with financial support from the UN Trust Fund to End Violence Against Women.

I am very interested in hearing about your experience, your opinions, and your recommendations regarding the project's activities aimed at the prevention and protection of women, and in learning what lessons can be drawn from the project implementation.

All the information you share with us will be treated confidentially. This means we will not reveal your name; when we use the information you provide, your identity will remain anonymous—we will refer to your role only (e.g., "primary beneficiary—woman/girl")."

Allow each participant to briefly introduce herself—name, where she lives, what she does.
Create a relaxed, trusting atmosphere where participants can feel safe to speak. Explain that they will not be asked to share intimate personal details unless they choose to do so themselves.

Interview Questions:

1. How did you feel when you were invited by the Roma Women's Association *Osvit* to take part in the research and talk about topics such as violence?
2. Was it clear to you what was expected from you and who would have access to your responses?
3. Which part of the questionnaire was the most difficult or sensitive for you? Was there a particular question that upset you or triggered something?
4. After completing the research, did you feel relieved, disturbed, or empowered?
5. Did participating in the research help you learn something new about different types of violence? Can you give an example?

6. Before participating in the research, did you know whom you could turn to if someone was experiencing violence? What about now?
7. After participating, did you share any of the information with other women in your surroundings?
8. Do you think women in your community would seek help more often if they had access to more conversations and information like this? Why or why not?
9. What do you feel is most lacking when it comes to protection of women in your community?
10. What would you recommend the organizers do better or differently next time?

Closing the Interview:

Acknowledge and thank the participants for their willingness to take part and share. Provide information on the continuation of project activities, how the data will be used, and share feedback channels. Collect contact information (if they agree) and ask if they are open to being contacted again should additional information be needed.

ONLINE QUESTIONNAIRE FOR PROFESSIONALS - PARTICIPANTS OF ACCREDITED TRAININGS

General Objective: To gain qualitative insight into the experiences and perceptions of participants who attended accredited trainings through the project, in order to assess the extent to which the project contributed to the realization of the rights of women and girls from multiply marginalized groups to live free from violence—through increased awareness, empowerment, and access to protection mechanisms.

Respondents: Representatives of institutions and organizations from the health system, social welfare, education, police, etc.
Total number of participants: 20 (4–5 per city)

Introduction: This online survey is part of the evaluation of the project *"Roma Women Leaders in the Fight for a Society Without Gender-Based Violence"*, implemented by the Roma Women's Association *Osvit* from Niš, with financial support from the UN Trust Fund to End Violence Against Women. The survey is anonymous, and your responses will be used solely for the purposes of the external evaluation of the project. Thank you for taking the time to participate!

Questions:

12. ***If you are willing to participate in this study, please proceed to complete the questions below, as indication of your declared consent.***
    - *Yes, I am*

13. City where you attended the training: _____
14. Your professional field:
    - Healthcare
    - Social Welfare
    - Education
    - Police
    - Other: _____

15. How useful was the training for your everyday work with women from marginalized groups? (Scale 1–5, where 1 = not useful at all, and 5 = extremely useful)

1 2 3 4 5

16. What specific knowledge or skills did you acquire during the training and have already applied in practice?

    _____
    _____

17. Thanks to the training, are you now more familiar with the challenges faced by Roma women survivors of violence?
    - Yes
    - No
    - Partially

18. Which part of the training was most useful to you, and why?

_____
_____

19. Did you establish connections with colleagues from other systems?
- Yes
- No
- I don't remember

20. Would you recommend this training to your colleagues, and why?

_____

21. Which topics would you like to be further addressed in future trainings?

_____

22. What topics do you think should be introduced to enhance your professional competencies?

_____

ONLINE QUESTIONNAIRE FOR PARTICIPANTS OF ROUND TABLES

General Objective: To gain qualitative insight into the experiences and perceptions of participants of the round tables where the results of the research conducted by *Osvit* through the project were presented, in order to assess the extent to which the project contributed to the realization of the rights of women and girls from multiply marginalized groups to live free from violence—through increased awareness, empowerment, and access to protection mechanisms.

Respondents: Representatives of institutions and organizations from the health system, social welfare, education, police, etc.
Total number of participants: 10 (2 from each city)

Introduction: This online survey is part of the evaluation of the project *"Roma Women Leaders in the Fight for a Society Without Gender-Based Violence"*, implemented by the Roma Women's Association *Osvit* from Niš, with financial support from the UN Trust Fund to End Violence Against Women. The survey is

anonymous, and your responses will be used solely for the purpose of external evaluation of the project. Thank you for taking the time to participate!

Questions:

1. If you are willing to participate in this study, please proceed to complete the questions below, as indication of your declared consent.
    - Yes, I am

2. Your city:
3. Your institution/organization:
4. How would you assess the content and relevance of the round table topic in the context of your professional work?
    - Highly relevant
    - Partially relevant
    - Not relevant
5. How useful were the findings presented at the round table for better understanding the issue of violence against Roma women?
    - Very useful
    - Somewhat useful
    - Not useful

6. Did you learn anything new from the research that could help you in your future work with multiply marginalized women?
    - Yes
    - No
    - Not sure

7. If "Yes," please specify: What exactly?

_____

8. Did your participation in the round table help you gain clearer insight into the challenges of intersectoral cooperation in addressing violence against women?
    - Yes
    - No
    - Partially

9. Which part of the research results was most useful to you, and why?

_____

10. Are you willing to actively participate in similar events in the future?
    - Yes
    - No
    - Depends on the topic/timing

11. In your opinion, how can the research findings be used for further improvement of institutional response to violence against women, especially Roma women?

_____

12. In your opinion, what are the chances that these changes/improvements will happen, and which ones specifically?

_____

13. What factors/conditions are necessary for such changes to take place, especially for your institution in order to apply some of the research recommendations?

_____

FOCUS GROUP WITH STAKEHOLDERS

General Objective: To gain qualitative insight into the experiences and perceptions of stakeholders involved in the project, in order to assess the extent to which the project contributed to the realization of the rights of women and girls from multiply marginalized groups to live free from violence.

Participants: Representatives of key stakeholders
Number of participants: 10 (2 people from each city: Niš, Vranje, Aleksinac, Zaječar, Kostolac), selected from key institutions most familiar with the project

Note: Request permission to record the session.

Introduction: "Good day. My name is _____ and I will be facilitating this focus group on behalf of the Roma Women's Association *Osvit*. Thank you for coming and for being willing to share your experience. This discussion is confidential and will be used solely to improve support for women who have experienced violence. Your name will not be recorded anywhere. I would like to thank you once again for agreeing to take part in this focus group and for your openness in sharing part of your experience with me.

This focus group is part of the evaluation of the project *'Roma Women Leaders in the Fight for a Society Without Gender-Based Violence'*, implemented by the Roma Women's Association *Osvit* from Niš, with financial support from the UN Trust Fund to End Violence Against Women. I am very interested in hearing your experience, your perspective, and your recommendations regarding project activities aimed at the prevention and protection of women, as well as in identifying lessons learned from the project implementation. All information you share with us will be treated confidentially. This means we will not reveal your name; when using the information, we will refer only to your role."

Begin with informal conversation. Create an atmosphere in which participants feel relaxed and open to speaking. Clarify that they will not be asked to share personal or sensitive information unless they choose to do so themselves.

Discussion Questions:

1. How would you describe your institution's role in the project*? In what ways did you collaborate with the Osvit and partner organizations?(reminding them on the project activities –trainings, campaigns, roundtables, specific services for women)*
2. From your perspective, how relevant were the project's objectives and activities to the actual needs of women and girls victims of GBV in your local context? *In what ways has the project helped address challenges specific to Roma women in your community? What are the most visible changes you observed in the protection or support of Roma women affected by violence?*
3. How well were the project activities coordinated with your institution's mandates or ongoing initiatives? *Were there any overlaps, duplications, or synergies with other projects or services aimed at ending gender-based violence?*
4. Have you noticed any broader changes in institutional practices, public attitudes, or the empowerment of Roma women as a result of the project? *Can you provide an example of a change that occurred because of this project (either in your institution or in the community)?*
5. What do you think is needed to sustain the improvements in services or support for Roma women? *Any specific recommendations for Association of Roma Women Osvit?*
6. Has your institution or team gained any new knowledge or practices from this project that you plan to apply in the future? *Would you recommend replicating or scaling up any specific activities or approaches from this project?*
7. In your opinion, how well did the project incorporate gender-responsive and human rights-based approaches? Are you aware on some specific project accommodations for ex. concerning disability or other diversities?

Closing the Focus Group:

Acknowledge and thank participants for their willingness to take part in the discussion. Provide information about follow-up activities, give feedback, and explain how the data will be used. Collect contact information (if they agree) and ask for permission to reach out again if additional input is needed.

GUIDE FOR GROUP INTERVIEW WITH PARTNER ORGANIZATIONS

Participants: Representatives of partner organizations (6 people)
Duration: 90 minutes

Objective: To gather insights on the contributions of partner organizations, challenges in activity implementation, project effects in local communities, and recommendations for sustainability, in line with the evaluation matrix.

Questions:

1. What are the most significant results your organization achieved within this project?
2. What changes have you observed among the beneficiaries who used SOS services, legal, or psychological support? What types of violence were most commonly reported by women?
3. Have you noticed any changes in women's perceptions of institutions?
4. Can you share a concrete example of a positive change in the life of a beneficiary?
5. What were the unexpected effects of the project in your community?

6. How would you assess cooperation with local institutions during the project? What challenges have you identified in intersectoral collaboration with institutions (social welfare centers, police, healthcare, education)?
7. How would you evaluate communication and coordination with the project lead organization (*Osvit*) and other partners? How would you assess the project management component, including partnership coordination? Is there anything that could have been more effective or efficient?
8. How did you mobilize Roma women to participate in project activities? Which approaches proved most effective in reaching target groups? How did you adapt content to the local context and community specifics?
9. Were there any resistance or barriers to women's participation? How did you overcome them?
10. Which activities generated the most interest among women?
11. Which project activities could continue without additional funding?
12. Are there any elements of the project already recognized as good practice in the local community?
13. Has any service become part of local policy or institutional practice?
14. What would you recommend for future projects? What additional aspects/activities/approaches would you include?
15. How do you see the role of your organization in continuing the fight against gender-based violence?
16. Was a human rights-based approach recognized throughout all project activities, and how?
17. In what ways did the project activities contribute to spreading knowledge and empowering other community stakeholders?
18. What are the lessons learnt thanks to this project implementation?

INDIVIDUAL INTERVIEW GUIDE WITH REPRESENTATIVES OF 3 KEY PROJECT STAKEHOLDERS

- Two from Niš, from a local institution familiar with *Osvit*'s work and the project, e.g. local self government and center for social work
- One representative from a women's CSO in Serbia who knows the project well

General Objective: To gain an in-depth understanding of the project's impact, institutional cooperation, and recommendations from different systems: a local institution, a women's civil society organization, and the national level of the social welfare system.

QUESTIONS FOR REPRESENTATIVES OF A LOCAL INSTITUTIONS FROM NIŠ

1. How do you perceive the relevance of the project to the needs of Roma women and girls victims of gender based violence? Will the project goal and objectives remain relevant upon project completion, and why?
2. How do you assess the project's contribution to the systemic response to violence against Roma women?
3. How would you assess your institution's cooperation with *Osvit* during the project? *Have the results of this project contributed to reform processes or policies under the mandate of your institution?*
4. Has anything from this project already been recognized as a new knowledge or new/good practice? What?

5. What do you think is needed to ensure the sustainability of such initiatives? According to your opinion, is it possible in the future to systemically support SOS phones like this one in the Romani language?
6. Would you support continued collaboration with *Osvit* on similar projects, and why?

QUESTIONS FOR REPRESENTATIVE OF A WOMEN'S CSO FROM SERBIA (e.g., a member of a Roma women's network, familiar with the project)

1. How do you assess the relevance of this project in the context of women's rights and the fight against violence?
2. Have *Osvit*'s specific approaches (work in Roma settlements, language accessibility) significantly contributed to innovation in practice?
3. How do you see the project's contribution to the women's movement in Serbia?
4. Are the project results transferable to other local contexts?
5. What good practices would you highlight and recommend for replication?
6. Which themes or target groups remain underserved and could be included in future project phases?
7. Based on this experience, how would you improve cooperation between women's CSOs and institutions?

UN TRUST FUND PORTFOLIO MANAGER – ONLINE INTERVIEW

Objective: To gain an in-depth understanding of the impact of the *Osvit* project from a donor's perspective
Duration: Approximately 30 minutes
Participant: 1 respondent – UN Trust Fund Portfolio Manager

Introduction (Note: Request permission to record the interview.)

"Good day. My name is _____ and I will be conducting this interview on behalf of the Roma Women's Association *Osvit*. Thank you for taking the time to join and for your willingness to share your experience. This interview is confidential and will be used solely to improve support and services for women who have experienced violence. Your name will not be recorded anywhere. I would like to thank you once again for agreeing to participate and for your openness in sharing part of your experience with me.

This interview is part of the evaluation of the project *'Roma Women Leaders in the Fight for a Society Without Gender-Based Violence'*, implemented by the Roma Women's Association *Osvit* from Niš, with financial support from the UN Trust Fund to End Violence Against Women. I'm very interested in hearing your insights, views, and recommendations regarding the project's activities focused on prevention and protection, and in understanding what lessons can be drawn from the project's implementation.

All the information you share with us will be kept confidential, which means your name will not be revealed. When we use the information provided, your identity will remain anonymous—we will refer only to your title/position."

Questions

1. How would you assess the overall effectiveness of the project in achieving its intended outcomes? Were there any results or developments that exceeded or fell short of expectations? What do you believe contributed to those outcomes?
2. How well did the project align with the UN Trust Fund's priorities and the needs of Roma women in Serbia?
3. Did this project complement other UNTF-funded or regional initiatives? Were there any noteworthy synergies or coordination efforts?
4. What actions do you see as key to sustaining project results beyond the funding period? In your opinion, what steps have been taken by the implementing partner or by stakeholders to ensure the continuation or scaling of the results?
5. What broader changes—intended or unintended—do you believe the project has contributed to?
6. Has the project generated any valuable lessons or practices worth sharing with other grantees? How will insights from this project inform future UNTF programming?
7. How would you assess the project's integration of a human rights-based and gender-responsive approach throughout its design and implementation?
8. Were there specific aspects of the project that demonstrated innovation or excellence in addressing the intersectionality of gender, ethnicity, and marginalization?

INTERVIEW WITH OSVIT PROJECT STAFF

Participants: approx 5 persons
Format: Individual or joint interview
Estimated Duration: Approximately 120 minutes
Questions:

1. To what extent do you believe the project's planned goals and results were achieved?
   - *What is the most visible?*
   - *Were all activities implemented on time and in full scope?*
   - *What factors contributed to successful implementation, and what hindered it (e.g., human resources, communication, the pandemic, institutional cooperation)?*
   - *Which activities had the strongest impact on beneficiaries, and how do you know?*
2. How did you ensure that project activities reached the most vulnerable women and girls?
   - *Which strategies were the most effective in involving Roma women?*
   - *Were all key groups adequately included (e.g., younger women, women from isolated communities, monolingual Romani speakers)?*
3. Do you believe the project results are still relevant to the needs of Roma women survivors of violence?
   - *How were project activities adapted to changes in the local or broader context (e.g., legal changes, elections, leadership changes in institutions)?*
4. To what extent were project activities aligned with other initiatives focused on combating violence against women and girls?
   - *Was there synergy between Osvit and partner organizations? In what way?*
5. How would you assess cooperation with institutions during the project (social services, healthcare, police, education)?
6. Which project practices have the potential to continue after funding ends?

- *Has any activity already been adopted as a regular practice in the community or institutions?*

7. Were measures taken to secure additional sources of funding (e.g., local budgets, other funds)?
8. How do you envision the long-term development of the SOS phone, especially the one in the Romani language?
9. What specific changes did the project bring to beneficiaries' lives (e.g., ending violence, establishing contact with institutions, better access to information)?
10. Were there changes in institutional practices? Can you provide an example?
11. Did you notice any changes in community attitudes or behaviors regarding child marriage?
12. Which knowledge, tools, or working models proved valuable for sharing or scaling up?
13. Has the team documented examples of good practice?
    - *Has any experience been recognized outside the project partnership?*
14. Were all project activities aligned with a gender equality and human rights-based approach?
15. How did you ensure that the voices of women beneficiaries were taken into account during implementation?
16. Do you believe that the positive changes (if any) can be sustained without external/project support? If yes, how? If not, why? How can your organization or other organizations/institutions help sustain the changes achieved so far and continue the fight against child marriage and gender-based violence?
    (Please refer to strategies, action plans, budgets, dedicated bodies, etc.)
17. What are the key lessons learned from this project for your team? How can this type of project and its results influence other women and girls in the region—locally, provincially, nationally, or beyond? Have you received any feedback from the community about the project activities, and what kind? What aspects of the project have the most potential for replication, and how?
18. In which aspects and how did your project incorporate a women's human rights perspective during implementation *(e.g., in advocacy, direct support to beneficiaries, cooperation with partner organizations)? Please provide concrete examples.
19. How would you assess the coordination of project activities over the past three years? What worked particularly well? What are you satisfied with? What was particularly challenging?
20. List external obstacles you faced during project implementation by component. Were there any internal obstacles/challenges? Which ones? How did you overcome them? What did you learn, and what would you do differently?
21. Regarding the efficient use of resources, would you organize anything differently in order to achieve more or better outcomes with fewer inputs (both material and non-material)? What exactly would you change, and how?

GENERAL CONSENT FORM FOR EVALUATION PARTICIPANTS

1 Full name: _____

2 Date and place of the focus group/interview _____

3. I hereby declare that I agree to participate in external evaluation of the project " Roma women leaders in the fight for a society without gender based violence" implemented by Association of Roma Women Osvit, and that:

- I have been informed about the objectives of this evaluation study
- I have had a chance to ask questions and all my questions have been adequately answered
- Taking part in this study is **voluntary** and I have not been pressurized to take part.
- I may choose to leave this study at any time and will not be penalized or prejudiced in any way.
- I understand that my answers will be used in the form of quotations in the research report, without mentioning my name and any other information that can reveal my identity.
- I understand that the conversation with evaluator will be recorded and that written notes will be taken, I agree with that and know that my name will not be mentioned ever and anywhere, and that the recording will be erased when the evaluators complete their report.
- I understand whom to contact for answers to pertinent questions about the research, participants' rights, and in the event of a research-related questions.
- I understand that referrals of support are available before, during and after my participation in this study, should I need and want.

In case of questions and queries regarding the evaluation or support please contact anaosvit@gmail.com or phone number 018/515-318.

Participant

Signature:

_____

Evaluator committing to keep data confidential:

Name and surname:

_____

Signature:

_____

Date:

_____

Place:

_____

13.5. Lists of stakeholders interviewed or consulted and sites visited

Primary Beneficiaries	**113**	Women and girls survivors of violence (users of SOS Phone, Legal Aid, psychological counseling) Roma women and girls who participated in: • Focus groups in Niš (4), Vranje (5), Aleksinac (5), Zaječar (5), Kostolac (5) (ukupno: 24 participants) • Online survey for SOS phone users (46) • Group online interview with workshop participants (10, 2 per city) • Group interview with participants of "16 Days of Activism" campaign (10, 2 per city) • In-depth case study interviews (3 women from Niš) • Research participants – group/individual interviews (20- 4 per city)
Secondary Beneficiaries	**27**	Civil servants trained through accredited training sessions: • Social workers (CSR Niš, CSR Vranje, CSR Aleksinac, CSR Zaječar, CSR Kostolac) • Police officers (Niš) • Healthcare professionals (Health Centres in targeted cities) • School professionals (Niš, Aleksinac, Kostolac, Zaječar, Vranje)
Broader Stakeholders	**26**	• Policymakers and local government representatives (City of Niš, local municipalities in Zaječar, Vranje, Aleksinac, Kostolac) • NGOs: CSO "Indigo" (Niš); CSO "Center for Girls" (Niš); • Community members engaged in roundtables and campaigns
Project Partner Organizations	**4**	• Association of Roma Women Nada – Aleksinac • Association of Successful Women – Kostolac • Roma Association – Zaječar • Association of Roma Women Sastipe – Vranje
Donor / Portfolio Management	**1**	UN Trust Fund Portfolio Manager
Osvit Staff	**7**	• Staff members
Total:	**178**	

Site visits:

- **Kostolac**
  - Association of Successful Women of Kostolac
  - Field visit with informal conversations + focus groups with women
- **Niš**
  - Participation/observation at National Conference "Roma Women Leaders in the Fight for a Society Free from Gender-Based Violence" (approx. 40 participants, 20 of them directly included in other evaluation events and methods)

- Validation meeting of Draft Evaluation Findings (29 August 2025) – held with Osvit, partners and Stakeholder Reference Group: 9 participants

13.6. List of documents reviewed

Internal (OSVIT)

1. The project document and theory of change (proposal)
2. The Results and Resources Framework
3. Project monitoring reports
4. Project products (internal reports, survey report…)
5. The report on "Research on the Prevalence of Violence Against Roma Women in Southeastern Serbia and Recommendations for Improving Public Policies"
6. Progress and annual reports of the project
7. Consolidated data sheet on the achievements per indicator for the entire project period, up to and including 31 July, were provided by Osvit project team
8. Osvit ECDV presentation, Osvit social networks announcements

External:

1. "Wellbeing and Security of Women-Serbia, basic report", Organization for European Security and Cooperation – OSCE (2019). Available at: https://www.osce.org/files/f/documents/7/5/419756_1.pdf
2. „Why Women Do Not Report Domestic Violence", Center for Free Elections and Democracy (CeSID), Belgrade, 2022, available at: https://www.undp.org/sr/serbia/publications/zasto-zene-ne-prijavljuju-nasilje-u-porodici-rezultati-istrazivanja
3. "Research on the Prevalence of Violence Against Roma Women in Southeastern Serbia and Recommendations for Improving Public Policies", Osvit Niš, 2023, available at: https://drive.google.com/file/d/1eLV8Ji8Y8vtH4AETUV0HVJHIbQkSc05Z/view
4. Conclusion on the Adoption of the National Action Plan for The Implementation of United Nations Security Council Resolution 1325 – Women, Peace and Security in the Republic of Serbia for the Period 2025–2027 (official Gazette of RS No 33/2025) available at: http://demo.paragraf.rs/demo/combined/Old/t/t2025_04/SG_033_2025_003.htm
5. „Functioning and operation of shelters for women victims of violence in Serbia", Association of Citizens of Athens in cooperation with UN WOMEN, 2023, available at: http://atina.org.rs/sites/default/files/Funkcionisanje%20i%20rad%20prihvatili%C5%A1ta%20za%20%C5%BEene%20%C5%BErtve%20nasilja%20u%20Srbiji%20-%20Analiza%20zate%C4%8Denog%20stanja.pdf
6. Reports ofs the Commissioner for Equality. Available at: https://ravnopravnost.gov.rs/wp-content/uploads/2024/03/RGI-2023.pdf
7. MICS 6 Multiple Indicator Cluster Survey for 2019, Statistical Office of RS and Unicef Serbia, 2019, available at: https://www.unicef.org/serbia/publikacije/mics6-istrazivanje-visestrukih-pokazatelja-za-2019-godinu

8. "2023 Report on child marriages in Serbia" NGO Praxis, 2023, available at: https://praxis.org.rs/index.php/en/reports-documents/praxis-reports/item/1785-2023-annual-report-on-child-marriages-in-serbia
9. Report on the work of social protection institutions on protection of children from child marriages in 2024, Republic Institute for Social Protection, Belgrade, 2024. Available at: https://www.zavodsz.gov.rs/media/2936/6-izve%C5%A1taj-o-radu-2024-de%C4%8Diji-brakovi-rev-1032025-final-sk.pdf
10. Statistical Office of the Republic of Serbia, Census 2022 data: https://www.stat.gov.rs/sr-latn/
11. Council of Europe – Istanbul Convention: Serbia profile — https://www.coe.int/en/web/istanbul-convention/serbia
12. Serbia: Law on Prevention of Domestic Violence (2016) – English translation — https://www.refworld.org/legal/legislation/natlegbod/2016/en/123503
13. General Protocol for Action and Cooperation of Institutions (UNDP – English) — https://www.undp.org/sites/g/files/zskgke326/files/migration/rs/UNDP_SRB_opsti-protokol_eng.pdf
14. National Strategy for Gender Equality 2021–2030 (official PDF) — https://www.rodnaravnopravnost.gov.rs/sites/default/files/2022-03/National%20Strategy%20for%20GE%202021-2030.pdf
15. Serbia – Help & Support: SOS lines (Podrška žrtvama portal) — https://www.podrskazrtvama.rs/en/help-and-support/sos-lines.php
16. UN Women – Final evaluation of the regional programme on ending VAW in the Western Balkans & Türkiye — https://eca.unwomen.org/en/digital-library/publications/2023/10/final-evaluation-of-the-regional-programme-on-evaw-in-the-western-balkans-and-turkiye
17. WAVE Country Report 2023 – women's specialist services (Serbia chapter) — https://wave-network.org/wp-content/uploads/WAVE_CountryReport2023.pdf
18. UN Women Serbia – Ending Violence against Women (country page) — https://eca.unwomen.org/en/where-we-are/serbia/ending-violence-against-women
19. European Conference on Domestic Violence 2025 (Barcelona) web site and programme https://www.ecdv2025.com/

13.7. Results framework/indicator progress report

Result chain	Indicator	Baseline Value & Period	Target over the project period	Achieved over the project period #[29]	Achieved over the project period %[30]
Goal: **Create conditions for Roma women and girls in Serbia to exercise their rights to life without violence and without discrimination through research, training,campaigns, conferences and intersectoral support of SOS services and institutions responsible for the prevention and protection of women from gender-based violence, by 36 months.**	Goal ind 1.1 - The perception of women about the condition created through research, training, campaigns, conferences and intersectoral support of SOS services and institutions responsible for the prevention and protection of women from gender-based violence, by 36 months.	0 8/ 2022	12150 7/2025	37996 7/2025	312,72%
Outcome 1: **The quality of services intended for women with experience of violence with a focus on Roma women has been improved through the work of SOS phone in Romani and Serbian languages and sensitization of employees in state institutions responsible for their protection through training.**	Outcome 1 ind 1.1 - The number of women with experience of violence who have been empowered to get out of the cycle of violence through the use of SOS telephone services, psychological and legal support	0 8/ 2022	300 7/2025	435 7/2025	145%
	Outcome 1 ind 1.2 - State institutions that have improved their knowledge and provide quality services to Roma women through training for working with multiple marginalized women[31]	0 8/ 2022	100 7/2025	93 7/2025	93%
Outcome 2: **Conditions have been created for the prevention of violence against Roma women through research, educational workshops and campaigns.**	Outcome 2 ind 2.1 - Number of research conducted on the prevalence of violence against Roma women in 5 cities in Serbia	0 8/ 2022	1 7/2025	1 7/2025	100%
	Outcome 2 ind 2.2 - The number of Roma women,relevant actors and representatives of a wider audience who, through participation in research, educational workshops and campaigns, contributed to the creation of conditions for the prevention of violence against Roma women. (*The estimated number of people who, through three-year activities, would contribute to the achievement of results)*	0 8/ 2022	11750 7/2025	37462 7/2025	318,83%

[29] Source: Consolidated data sheet provided by Osvit project team with cut-off on 31 July 2025

[30] Source: Consolidated data sheet provided by Osvit project team with cut-off on 31 July 2025

[31] Outcome 1.2 counts all **unique** civil servants who improved competencies via any project training (core accredited seminars **+** specialized child-marriage module) — total **93**. Output 2.1 counts **only** participants of the core accredited seminar ("Support to Improving the Position of Roma Women") — **80 unique / 160 cumulative**. Output 2.2 counts **unique institutions** that sent staff — **44 unique / 88 cumulative**. "Unique" deduplicates people/institutions across cities/sessions; "cumulative" reflects repeat attendance or multiple sessions. Sources: training attendance lists, pre/post tests, monitoring workbook, consolidated data sheet provided by Osvit project team with cut-off on 31 July 2025.

Output 1: **At least 300 women with experience of violence were empowered, 30% of whom are from the category of multiple marginalized women, to get out of the circle of violence, and who used the services of SOS phones in Romani and Serbian language, psychological counseling and legal aid.**	Output 1 ind 1.1. - The number of women who access the SOS services	0 8/ 2022	300 7/2025	435 7/2025	145%
	Output 1 ind 1.2 - The number of women who access legal and psychological counselor	0 8/ 2022	100 7/2025	330 7/2025	330%
Output 2: **100 employees in state institutions (Police, Judiciary, Centers for Social Work, Health Centers, educational institutions and NGOs) have improved knowledge and provide quality services to Roma women without discrimination.**	Output 2 ind 2.1 - The number service providers who trained in training seminars "Support to improving the position of Roma women" (*3 trainings in the 2nd year, and 2 trainings in the 3rd year of project)*	0 8/ 2022	100 7/2025	80 unique/160 cumulatively[32] 7/2025	80%
	Output 2 ind 2.2 - Number of institutions that sent their employees for training in 5 cities (police, judiciary, centers for social work, health centers, educational institutions and non-governmental	0 8/ 2022	30 7/2025	44 unique/ 88 cumulatively[33] 7/2025	146,67%
Output 3: **Results on the prevalence of violence against Roma women and girls in Nis, Aleksinac, Kostolac, Vranje and Zajecar were obtained, and recommendations for their protection and prevention of gender-based violence were published.**	Output 3 ind 3.1 - The number of Roma women from 5 cities, who were included in the research on the prevalence of violence against Roma women and girls (*100 Roma women per city)*	0 11/ 2022	500 12/2022	500 7/2025	100%
	Output 3 ind 3.2 - The number of printed copies of the brochure that were distributed.	0 8/ 2023	1000 12/2023	1000 7/2025	100%
	Output 3 ind 3.3 - Number of participants in round tables from relevant institutions where research results and recommendations presented	0 11/ 2023	100 12/2023	62 7/2025	62%
	Output 3 ind 3.4 - The number of people reached through the campaign of 16 days of activism in 5 cities (*It was estimated that by distributing 1,000 flyers, posting on social networks and appearing in the media, Osvit would reach 5,000 citizens of Serbia)*.	0 11/ 2023	5000 12/2023	9473 7/2025	194,86%
Output 4: **The level of awareness and knowledge of 100 Roma women**	Output 4 ind 4.1 - The number of Roma women who participated in the awareness training (*Realization of workshops in 5 cities*	0 2/ 2023	100 1/2024	100 unique participants,	100%

[32] 80 unique institutional representatives attended the accredited seminar, cumulatively, the total was 160; as same persons attended two trainings.

[33] The same comment stands as for indicator on number of individuals

and the wider community on the problem of gender-based violence was raised through organized educational workshops, campaigns and conferences.	*on 2 topics, a total of 10 workshops with 20 participants per city)*			197 cumulatively [34] 7/2025	
	Output 4 ind 4.2 - The number of people reached through Month of Roma Women's Activism and 16 days activism. *(Distributing 1,000 flyers, posting on social networks and appearing in the media, we will reach 5,000 citizens of Serbia).*	0 3/ 2024	5000 4/2024	16113 7/2025	322,26%
	Output 4 ind 4.3 - The number of stakeholders participated in the national conference (*It was estimated that 5 representatives would attend the conference from each of the 4 cities (police, judiciary, centers for social work, health centers, educational institutions and non-governmental organizations, Prosecutor's Office) and that 30 representatives of local administration, institutions and media would attend from Niš, the host city of the conference.)*	0 2/ 2025	50 7/2025	40 7/2025	80%
Management Output: Effective project management per the policies and guidelines provided by UN Trust Fund	1.1 - The number of reports approved by UNTF	0 8/ 2022	6 7/2025	*7* 9/2025	116,7%

[34] The same women participated both workhops: 97 in first, 100 in second