



# CRITERIA FOR SELECTION AND EVALUATION OF SUPPORT SERVICES BY WOMEN SURVIVORS OF VIOLENCE: EFFECTIVENESS AND RESPONSIVENESS TO NEEDS

## Introduction

This brief presents findings from a study conducted as part of the monitoring efforts by the Women Fund “Sukhumi,” focusing on the perspectives of women survivors of violence regarding the effectiveness of support services. **The report analyzes respondents’ preferences when choosing between services provided by the state, municipalities, or non-governmental organizations. It also examines how secure women feel when utilizing these services, whether their issues were resolved through the provided assistance, and, in cases of dissatisfaction, identifies the reasons behind it. Additionally, the brief evaluates the effectiveness of each service in addressing the needs of women survivors of violence and assesses their perceptions of various support services based on providers and different criteria.**

The study’s findings offer valuable insights into the strengths and weaknesses of the existing support services, providing an opportunity to take targeted steps toward improving their quality and accessibility.

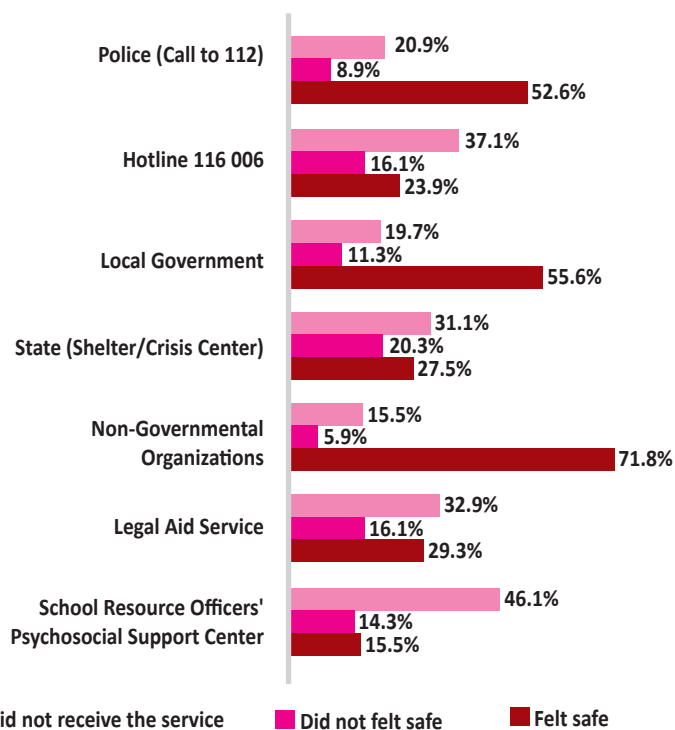
This brief is based on qualitative and quantitative research conducted by the Women Fund “Sukhumi” from May to October 2024. **The research covered 11 target municipalities: Chokhatauri, Kobuleti, Tskaltubo, Kutaisi, Khoni, Terjola, Samtredia, Senaki, Zugdidi, Tsalenjikha, and Khobi.** Through qualitative methods (interviews and focus groups), 52 respondents were surveyed, including both service providers and beneficiaries. The quantitative research involved 553 women participants.

## Findings

- Quantitative research data reveal that women survivors of violence feel most secure and safe when receiving services from non-governmental organizations, reflecting a high trust level (72% of cases) (see Diagram #2). Local government services rank second (55.6% of cases), followed by the police (52.6% of cases). These findings demonstrate that women predominantly rely on these services in their efforts to address violence;
- In contrast, the services provided by legal aid offices, state shelters, and crisis centers are less frequently utilized by respondents. Similarly, the psychosocial support centers of the School Resource Officers’ Service are rarely approached, likely due to their primary focus on children. Work with parents, including mothers who are victims of violence, is mainly conducted through the lens of children’s needs, which does not fully address the specific requirements of mothers as survivors of violence.

Diagram #2

**How Safe Did You Feel While Receiving Support Services?**  
(Evaluation is based on the service most recently accessed by women within the last three years, N=167)



**Note:** The question allowed for a maximum of 3 responses. Therefore, the table presents the number of cases, not the number of respondents.

## Findings

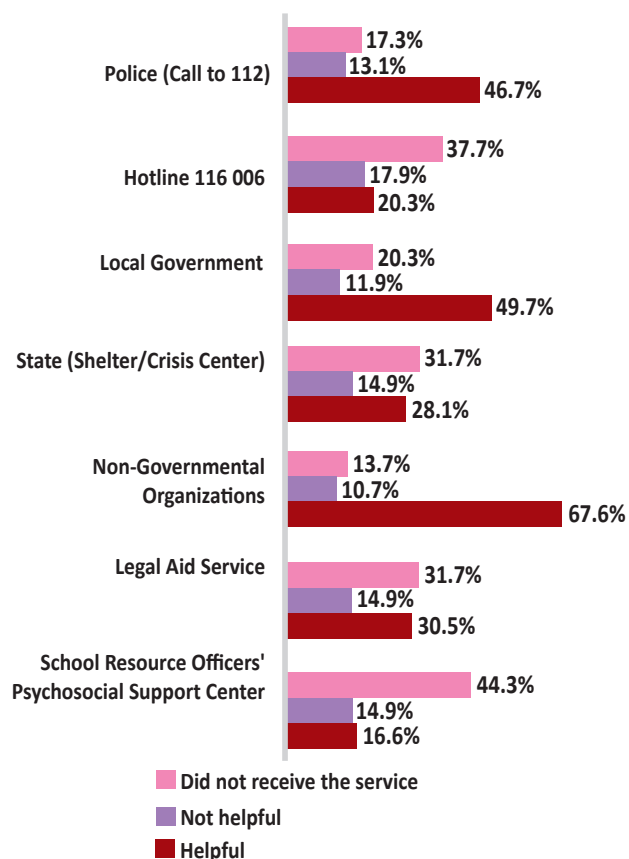
- The research findings revealed that **non-governmental organizations** stand out as the most effective in providing assistance to women survivors of violence in addressing their problems, with an effectiveness rate of 67.6% of cases. In comparison, **local government services** (49.7% of cases) and **police assistance** (46.7% of cases) received lower ratings. This finding suggests that non-governmental organizations are better aligned with the needs of women, fostering higher trust and a stronger sense of effectiveness (Table #1);
- Among those who did not feel safe or did not receive adequate assistance, the primary reasons cited were the **insufficient alignment of services with beneficiaries' needs** (43 cases) and the **superficial, non-empathetic attitude of service providers** (39 cases). Other contributing factors included the **inability to resolve the problem** (31 cases) and **delays in the service delivery process** (30 cases). These results emphasize the necessity for service providers to tailor their assistance to the individual needs of women survivors of violence and to adopt a more empathetic and responsive approach toward them.

Reasons for Not Feeling Safe/Protected or Not Receiving Assistance (N=167, Table #1)		Number of cases
1	Prolonged/Delayed Service Delivery	30
2	The service was not tailored to my needs	43
3	The service provider's attitude was superficial and non-empathetic	39
4	I was not provided with information in a timely manner	17
5	I was not provided with the correct information	11
6	They could not manage to resolve my problem	31
7	I had issues with the documents, which were not resolved in a timely manner	23
8	I could not receive assistance due to not having the «victim status.»	10

**Note:** The question allowed for a maximum of 3 responses. Therefore, the table presents the number of cases, not the number of respondents.

## Diagram #2

How Helpful Was the Support Service in Dealing with the Issue? (In the Last 3 Years)  
(N=167)



**Note:** The question allowed for a maximum of 3 responses. Therefore, the table presents the number of cases, not the number of respondents.



# STOP

## VIOLENCE AGAINST WOMEN!

## Findings

- The qualitative research findings reveal that **shelters provided by non-governmental organizations (NGOs)** hold particular significance for women survivors of violence, especially **in terms of offering long-term assistance**. One respondent shared that she had benefited from shelter services for two years, indicating that NGOs provide stable and continuous support. Additionally, women maintain long-term relationships with NGO specialists, which reflects a high level of trust in these services;
- **NGOs stand out for their flexibility and the absence of bureaucratic barriers**, making it easier for beneficiaries to access services. Furthermore, when NGOs do not offer specific services, **they coordinate with other organizations or service providers, ensuring holistic and comprehensive support for the beneficiaries;**
- **Psychological support services are practically inaccessible in municipalities**. The state system is focused solely on identifying needs but fails to deliver actual psychological services, often due to a lack of qualified personnel. In this context, NGOs predominantly fill the gap in providing psychological support, emphasizing their indispensable role and importance in supporting women survivors of violence;
- **State services are often provided in a fragmented manner**, making it difficult to address problems in a comprehensive way. Moreover, women frequently receive information about state services from NGOs, indicating systemic gaps in information dissemination.

*“In every situation, the position of our beneficiary is important. We tackle every complex case. Even when we notice a systemic flaw or departmental negligence, including from the Ministry of Internal Affairs, we do not overlook it and continue to fight for it.” – Representative of GYLA*

*“There is bureaucracy with government services, and this is a challenge for survivors. It is much easier to access services with us. The reasons why more people turn to us are the lack of delays, the high level of trust, and the simplified relationships.” – Representative of a non-governmental organization.*

*“The cooperation between non-governmental and government organizations was crucial in my case... The shelter provided by the NGO played a huge role in my assistance... They were able to bring out the woman I am today from within me.” – Beneficiary of “Merkuri,” a resident of Zugdidi (from Gala).*

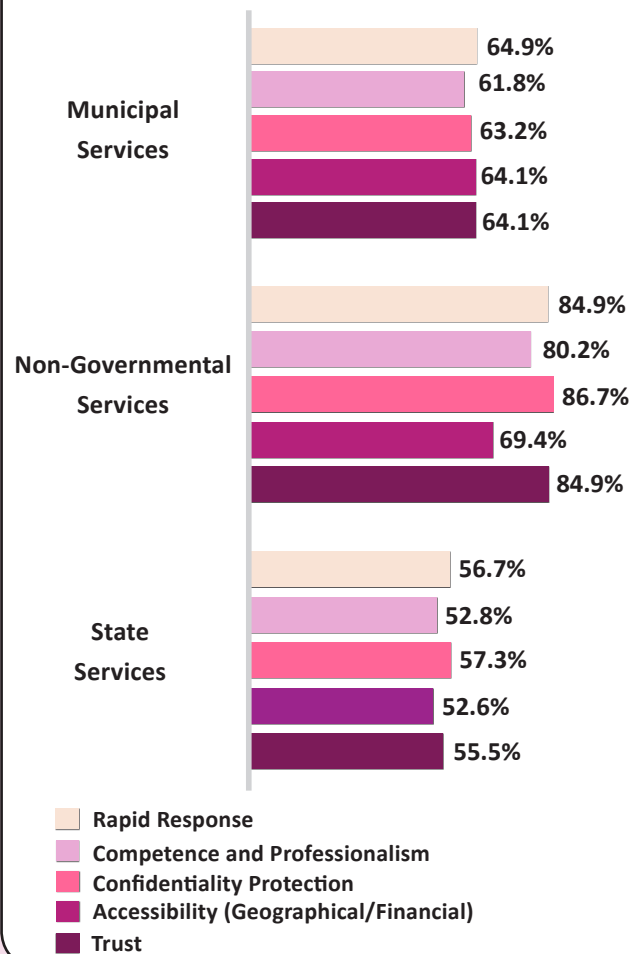
*“The government does not work with vulnerable families in crisis – this is one of the main distinctions of our services. It is important to note that not every victim is ready to acknowledge that they are a victim of violence and report it to the police. However, non-governmental organizations do not require a ‘proof of victimhood’ document. You cannot receive any state service without a restraining order, and until recently, victim status was also required. There is very little preventive work being done by the government in the country.” – Representative of the Women’s Support Center of the Women Fund “Sukhumi”.*

## Findings

- The evaluation of services provided by state, municipal, and non-governmental organizations based on various criteria (rapid response, competence and professionalism, confidentiality, accessibility, and trust) reveals that **non-governmental organizations are perceived most positively across all parameters**. This indicates their high effectiveness and responsiveness to the beneficiaries' needs (see Diagram #4). **Municipal services are rated in the middle**, while **state services show a significant need for improvement in accessibility and quality**;
- When evaluating supporting services, the majority of respondents gave services an average rating ("3"), reflecting a sufficient quality that still requires improvement (see Table #2). **The highest average scores (Mean) were given to municipal services (3.7) and non-governmental organizations (3.5)**, indicating relatively high levels of trust and demand. **The median score (Median) was highest for non-governmental organizations ("4")**, showing that a significant portion of respondents gave positive and high ratings ("4" and "5"). These findings underscore the need to improve the quality and accessibility of services to better meet the diverse needs of beneficiaries.

## Diagram #3

Evaluation of Support Services Based on Different Parameters, Using Only Positive Responses ("Yes") (N=553)



Evaluation of Support Services for Domestic Violence Against Women, Table #2		Average (Mean)	Mode (Most frequent value)	Median (Middle value)
1	Police	3.2	3	3
2	Hotline - 116 006	3.05	3	3
3	Local Government	3.7	3	3
4	Central Government (Shelter / Crisis Center)	3.04	3	3
5	Non-Governmental (Human Rights) Organizations	3.5	3	4
6	Legal Aid Service	3.08	3	3
7	Psychosocial Service Center of the Mandatory Service	2.8	3	3

**Note:** The Mean represents the average score of the services, reflecting the general trend. The Mode is the most frequently repeated score, indicating the typical evaluation of the majority. The Median is the middle point of the scores, showing the central position in the distribution.

## Recommendations

**Improving the Responsiveness and Accessibility of Services:** Enhance the quality of psychological and crisis intervention services while reducing geographical and financial barriers to access;

**Strengthening Inter-sectoral Cooperation and Coordination:** Improve cooperation and coordination between non-governmental and state sectors, integrating effective practices from NGOs, such as minimizing bureaucratic barriers and providing trust-based services, into state-run services.