



# ANIMUS ASSOCIATION FOUNDATION

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<http://www.animusassociation.org/>



# Who are we?

- Animus Association Foundation was established **in 1994** as an NGO that supports survivors of violence. In 2001, it acquired the status of a public-benefit organisation.
- Since 2000 the team at Animus Association Foundation has worked with children and families
- The Priority of the organization is direct work with people
- The Recovery Center, counseling and psychotherapy, is produced by Animus, working with a psychodynamic approach

# Major Activities

- Psychotherapeutic and Counseling Center;
- “St. Petka” Crisis Unit for survivors of violence;
- National Helpline for Children (116 111);
- Helpline for Survivors of Violence (02/981 76 86);
- Social Services Center for Children and Families;
- Unit for prevention, lobbying and networking;
- Training Center

Animus Association Foundation  
Board of Trustees  
Executive Directors  
Manager Team  
Team of psychotherapists and social workers  
Program Team, Administration, Accounting Department

Psychotherapeutic and Psychoanalytic Center

Department for Adults

Department for Children

Care programs for women survivors of domestic violence or trafficking in people

Psychotherapeutic services and psychoanalysis

Training Center

Post-graduate qualification, in partnership with Sofia University

Center for Professional Education

Research Unit

Unit for Prevention, Lobbying and Networking

“Saint Petka” Crisis Unit for Women and Children Survivors of Violence  
*Sofia Municipality*

National Helpline for Children 116 111,  
*State Agency for Child Protection*

Helpline for Survivors of Violence  
02/ 981 76 86

Social Services Center for Children and Families  
*Sofia Municipality*

Community Support Center

„Mother & Baby“ Unit

# The theme today:

- Today's presentation will be dedicated to one of the biggest services for children- [The National helpline for children 116 111](#) to the State Agency for Child Protection, managed by Animus for the last 3 and a half years, after winning a national competition for the Government funding.



# The National Helpline for Children 116 111

- It has national coverage
- Absolutely free for callers, no matter whether they call from a landline or mobile phone.
- It is in operation 24 hours a day.
- 14 consultants in psychology work on the line

- **116 111** is the number for **children**, who...
- ...want to talk about their **emotions**, which they experience;
- ...need to share their **problems** in their families;
- ...discuss issues about **growing up**;
- ...**have difficulties in speaking**, but hope to be **heard**;
- ...feel **misunderstood**;
- ...are victims of **violence**
- ...**grieve** the absence of a parent, who works abroad
- ...experience **school bullying**
- ...are interested in questions about **sex** and sexuality
- ...who are at **risk**

# Total number of calls for 2011, 2012

- For 2012 the total number of calls was: **100 279**
- For 2011 the total number of calls was: **69 540**
- The number of conversations increased by **44 %**.

- A large percentage of calls include testing-the child is checking to see what will happen when they dial 116 111
- An important part of the calls are **the psychological consultations** ( in-depth conversation with the child that can last up to an hour).
- In 2012, **19 541 psychological consultations** with children were conducted.
- Compared with the number of consultations from the beginning of the Helpline (2009), which was **3 671**.



This increase in the number of psychological consultations shows a greater confidence in the team on the line

- **50%** of the callers in 2012 called in order to talk about their romantic or sexual relationships
- **15%** share about their relationships with adults
- **13%** are looking for information
- **9%** talk about marital problems
- **4%** share about violence
- **4%** talk about psychological problems
- **2%** talk about problems at school
- **1%** speak on the topic of addiction
- **1%** problems of children in institutions (orphanages)
- **1%**- other

# Problem Areas/ Challenges

- Conversations increase...
- Psychological consultations, which require the most effort need to be increased
- Trust in the National helpline increases constantly...
- ...but the number of counselors remains unchanged.

# Problem Areas/ Challenges

- In 2012, **279 written reports** were submitted to the authorities for the protection of the child, more often they are about violence, physical and psychological, within the families or at school;
- Unfortunately, social workers have **difficulties** to identify and work on the cases of children victims of violence.
- A part of the problems, which children shared, are not addressed.  
For example, social workers neglect:
  - **The cases of early or forced marriages of Roma children;**
  - **Domestic violence cases**
  - **Suicidal thoughts**
  - **Behavioral problems of children who live in institutions**
- Another problem is that the National Helpline is funded by the Government and the resources do not cover the problems which are described above.

Thank you for your attention!!!

