Goal of Survivor-Centered Services
When addressing violence against women, it requires a multi-sector approach that meets the needs of an individual while addressing gender bias, patriarchal violence, and institutions of control. Survivor services include assisting them to gain legal, medical, psychological and financial support as they regain autonomy and control. At the same time, these services and institutions seek to model relationships built out of equality.
Decades of learning has shown us that we have learned that to effectively provide survivor-centered services it is crucial to have input from survivors and community partners.

By consulting with stakeholders, GRW’s goal was to identify areas where victim services could be more effectively provided to deliver justice and assistance to survivors.

For this project, GRW sought input from survivors in Georgia, UN women, community members, government and other agency leaders and experts.

- **Relationship driven:** Survivors of domestic violence may return to victim services many times. Building relationships with service providers increases survivors' likelihood of successfully navigating all steps towards recovery and lowers barriers to access services.

- **Survivor centered:** Individual recovery requires legal, medical, social, psychological and socioeconomic support that responds to the survivor’s lived experience. Strong coordination between agencies promotes effective service delivery. Services that are consistently evaluated and re-assessed are more likely to meet the needs of those seeking support.

- **Non-hierarchical:** Abusive relationships are predicated upon hierarchy and systems of control. The services provided do not replicate this kind of treatment and respect survivors as equal participants.
Focus Group with Gori Shelter

"Without this place I would die...Sometimes family can not be supportive like this shelter was." - Mariam

GRW traveled to Georgia to talk with domestic violence survivors who'd received shelter-services, as well as with shelter leaders. In addition to sharing their experiences, these survivors suggested areas of training for police, resources needed for them and their children, and economic justice issues needing the attention of policymakers and legislators. Survivor experiences and suggestions informed the recommendations provided to the Georgian government.

Process

1. Conducted focus groups with victims of domestic violence who have used state run services.
2. Had group discussions and individual interviews with staff of state run services and leaders of other agencies.
3. Gathered and evaluated the content of state-run policies, procedures, forms, brochures and public awareness materials.
4. Facilitated discussion with shelter staff, government officials and UN Women to discuss findings and provide recommendations.
1466
Calls taken by the hotline for Violence Against Women*

411
survivors used shelter services*

242
beneficiaries of immediate Crisis Center Services*

6
Years of experience GRW has working in Georgia

1.5
Days of in-person training provided to shelter staff

36
policies and procedures assessed related to survivor services

21
survivors interviewed through focus groups.*

7
1:1 interviews conducted with shelter staff

*All data based off of 2019 Georgia Public Defender Monitoring Report

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To learn more about Global Rights for Women, please visit our website at: www.globalrightsforwomen.org. For specific questions about this project or about future workshops, please contact Melissa Scaia, International Training Director at mscaia@grwomen.org.