

# STRENGTHENING A CULTURE OF RESILIENCE AND HARMONY IN ALBANIA

COUNSELLING LINE FOR WOMEN AND GIRLS (CLWG)

ALBANIA

12 MONTHS

## OVERALL OBJECTIVE

To enhance community resilience to radicalization leading to violent extremism through awareness, capacity building and supporting services in the cities of Bulqize, Librazhd, Bilisht, Pogradec.

## DIRECT BENEFICIARIES

20	TEACHERS	12	REPRESENTATIVES OF RELIGIOUS COMMUNITIES	250	INDIVIDUALS CALLING THE CALL CENTER
8	SCHOOL PSYCHOLOGISTS	100	CIVIL SOCIETY REPRESENTATIVES	80	LOCAL SAFETY COUNCIL MEMBERS
8	MUNICIPALITY OFFICIALS	10	YOUTH CALL CENTER STAFF	60	WOMEN
12	POLICE OFFICERS				

## SPECIFIC OBJECTIVES

- 1 An info-call center for providing services of counselling, prevention, and reintegration of cases of radicalization leading to violent extremism is established
- 2 Municipality community members are better prepared to identify early signs of radicalization leading to violent extremism and how to approach these cases in collaboration with the authorities
- 3 The sense of belonging of youth and women with their communities is improved by enhancing their interpersonal skills in conflict resolution, values-based education, and civic engagement
- 4 Religious leaders are better prepared for spreading counternarratives and promoting a better understanding of religion in their communities

## ACTIVITIES

1. Info call center to offer support, counselling and resources on CVE
2. Training program for community members in identifying early signs of radicalization and early intervention mechanisms
3. Working with youth and women to enhance interpersonal skills, values-based education and civic engagement
4. Working with religious communities to counter narrative and promote a better understanding of religion

### ACHIEVED OUTPUTS



#### ACTIVITY 1

- 1 **BASELINE REPORT** conducted in 4 municipalities (**506** respondents)
- 1 **TRAINING MANUAL** for info-call center staff created
- 22 **CALL CENTER STAFF** trained
- 1 **HELPLINE** established (0800-4545)
- 1 **WEBPAGE** created
- 1 **RADIO SPOT** created and diffused

#### ACTIVITY 2

- 1 **TRAINING MANUAL** for multi-agency cooperation in identifying and countering VE created
- 3 **TRAINING SESSIONS** with local safety council members organized (66 participants)

#### ACTIVITY 3

- 1 **CIVIC ENGAGEMENT MANUAL** developed
- 4 **WORKSHOPS** on civic education and conflict resolution for women held (**90** participants)
- 5 **WORKSHOPS** on civic education and conflict resolution for youth held (**158** participants)