

# IMPLEMENTATION OF A MONITORING AND EVALUATION MECHANISM TO ENHANCE INTEGRATED SERVICE DELIVERY FOR WOMEN EXPERIENCING GENDER-BASED VIOLENCE



**Sustainable Development Goals (SDGs) Partnership on Addressing Sexual and Gender-Based Violence. Seoul Sunflower Center (Republic of Korea) – One-Stop Support Center for Women [Polo Integral de la Mujer, in Spanish] (Province of Córdoba).**

**The high rates of femicides, transvesticides, transfemicides and Gender-Based Violence (GBV) cases in Argentina show the need to in formulating public policies that will reduce and eventually eradicate GBV and discrimination.**

In 2021, the United Nations Development Programme (UNDP) started an exchange of experiences between the **Republic of Korea (ROK)** and the **Province of Córdoba** – Argentina, for the initiative: *“Implementation of a Monitoring and Evaluation (M&E) mechanism to enhance integrated service delivery for women experiencing GBV”. It is a Sustainable Development Goals (SDGs) Partnership on Addressing Sexual and Gender-Based Violence (SGBV) between the Seoul Sunflower Center (ROK) and the One-Stop Support Center for Women (Province of Córdoba, Argentina).*

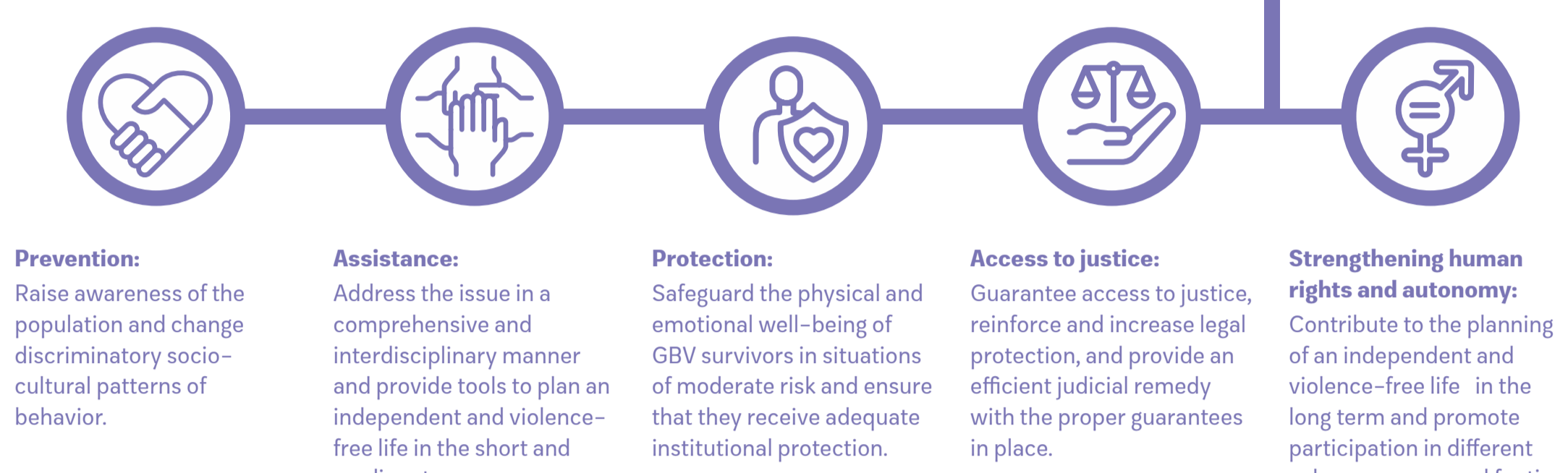
Based on an analysis and review of the Monitoring and Evaluation (M&E) Mechanism implemented by the Sunflower Center model of the ROK, the M&E tool was adapted and developed for the One-Stop Support Center for Women in the Province of Córdoba to enhance the public comprehensive care system for women experiencing GBV and to strengthen the management capacities of the One-Stop Support Center for Women in the Province of Córdoba.

## ONE-STOP SUPPORT CENTER FOR WOMEN EXPERIENCING VIOLENCE

One-Stop Support Center for Women was established in 2016 as the first comprehensive care center for GBV survivors in the Province of Córdoba and has become a **groundbreaking management model**, both at the national and regional levels.

**Its main objective is to provide a coordinated, innovative and integrated state response to GBV, which is regarded as a structural, complex and multi-causal scourge.**

### STRATEGIES



### Best practices

**In the context of this project and based on the experience of the One-Stop Support Center for Women in Córdoba, the following effective strategies, approaches and intervention criteria can be identified:**

#### INTERSECTIONAL GENDER PERSPECTIVE:

- Women and their children are placed at the center of the interventions.
- Interventions in consideration of multiple forms of oppression, discrimination and inequalities faced by individuals.

#### HUMAN RIGHTS-BASED PERSPECTIVE AND DIGNIFIED TREATMENT

- Reduced waiting time and delays in procedures to avoid secondary victimization.
- Safe, comfortable and accessible facilities that protect privacy.
- Quick adoption of protection measures in a coordinated manner.

#### SPECIALIZATION IN VIOLENCE

- Professionals and work teams with over 15 years of experience.
- Management of moderate and high-risk situations as well as crises, emergencies and urgent cases.
- The only Extreme Violence Unit in Argentina and the region.

#### STRENGTHENING AUTONOMIES

- Promotion of physical autonomy, thus safeguarding women's well-being and facilitating access to healthcare.
- Strengthening economic independence through programmes, scholarships and training on skilled trade and completion of studies.

#### MEN AND NEW MASCULINITIES

- Creation of the only One-stop Support Center for Men [Centro Integral de Varones, in Spanish] in Argentina.
- Interventions from psychological, social and educational perspectives to prevent recidivism, contribute to men's deconstruction process and engage them in the formulation of solutions.

#### MULTI-AGENCY AND INTER-INSTITUTIONAL COORDINATION

- Provision of police reporting, assistance and protection services in a single location.
- Coordination among, liaison with and feedback from several units of the Provincial Government to provide integrated services to the population, namely: the Ministry of Women, Ministry of Government and Security, Ministry of Health, Ministry of Education, Ministry of Employment and Professional Training, Ministry of Social Development and the Public Prosecutor's Office.

#### INTEGRALITY AND INTERDISCIPLINARITY

- Integration of psychological, legal and social work disciplines as the pillars of the interventions.
- Consolidation of GBV Specialization through the development of Professional Residency.

#### DECENTRALIZATION AND TERRITORIALIZATION

- Nine Centers and Regional Units to Combat GBV.
- 170 Centers for Women across the province.

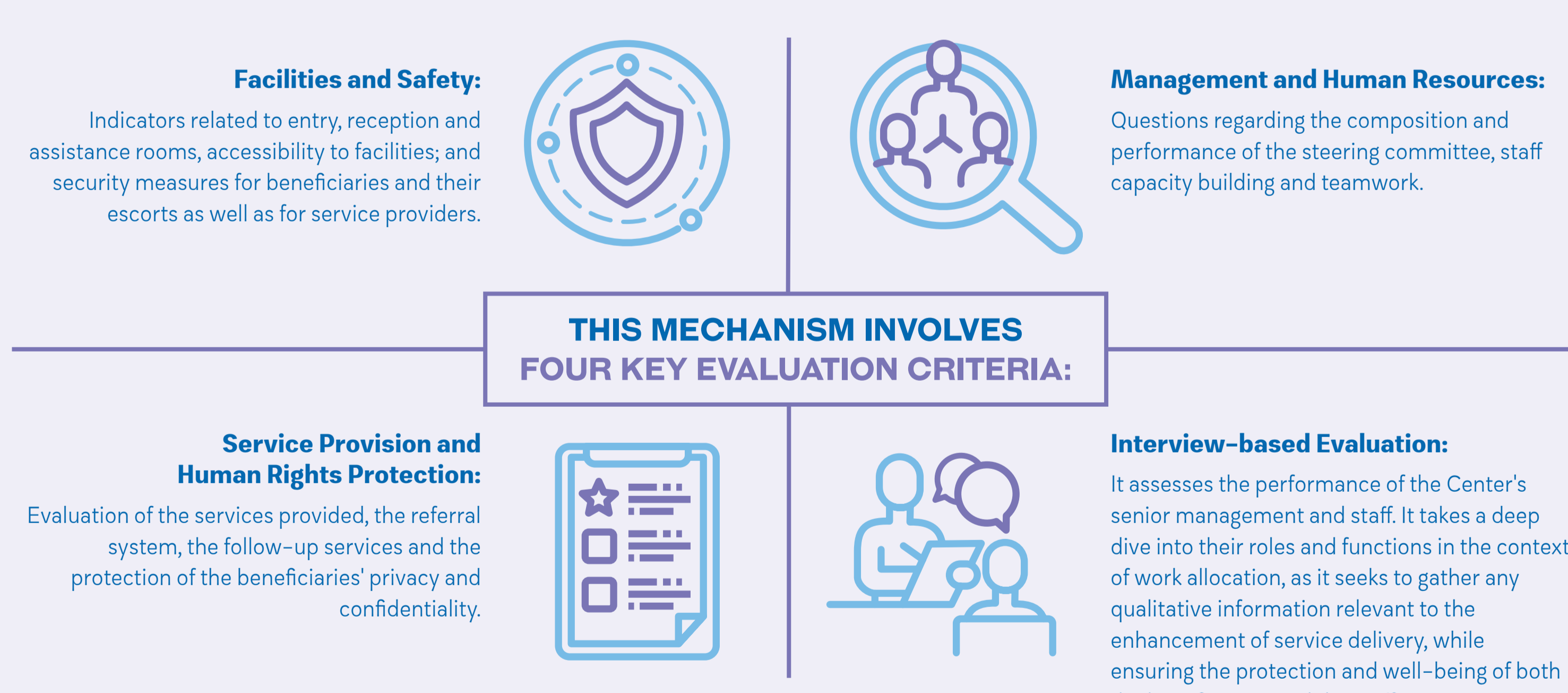
#### INNOVATION AND PROMOTION OF KNOWLEDGE

- Center for the promotion of knowledge through training, courses, advanced studies and postgraduate programmes.
- Creation of a Network of Universities for Non-Violence Against Women (Red de Universidades por la No Violencia Hacia las Mujeres).
- Adaptability to change and constant development of new tools and strategies based on daily cases.

## MONITORING AND EVALUATION (M&E) MECHANISM

This mechanism, adapted for the One-Stop Support Center for Women in the Province of Córdoba, was created on the basis of international and domestic human rights standards. Its purpose is **to improve the public comprehensive care system for women experiencing GBV** and to strengthen the Center's institutional capacities.

**To achieve this objective, the mechanism places beneficiaries at the center and enhances the work of government agents.**



### BENEFITS OF THE M&E MECHANISM

- It increases institutional reflexivity.
- It provides updated and systematized data.
- It is oriented toward the achievement of the SDGs set out in the 2030 Agenda.
- It improves the process of decision-making.
- It prioritizes gender equality and violence issues through the collection of data.
- It brings to light partnerships and strategies to prevent isolated or sporadic actions.

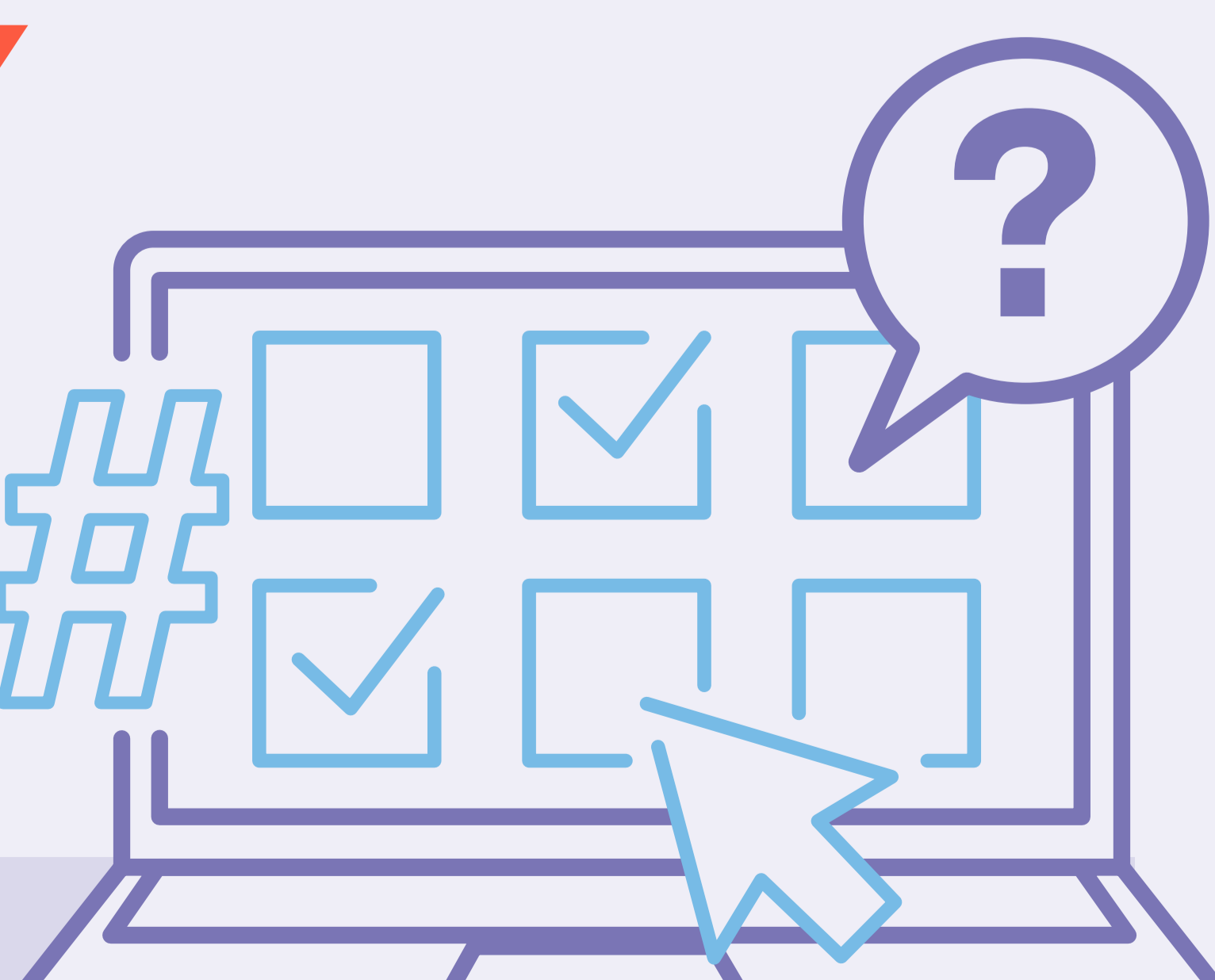
**The M&E Mechanism is an instrument that seeks to collect data and generate quality information to optimize the services of the One-Stop Support Center for Women, following a comprehensive gender and human rights-based approach.**

### Innovation: a digital satisfaction survey for beneficiaries

An anonymous and confidential digital tool was designed to gather systematized information from the opinions of the beneficiaries regarding the assistance services provided by the One-Stop Support Center for Women.

**It is a virtual survey that collects data on the following:**

- The number of visits to the Center.
- The types of services received.
- The overall level of satisfaction with the services provided.
- The level of satisfaction by the types of service received.
- Age, distinguishing between services for adults and for children.



- Consultation about the recommendation of the Center.
- It facilitates the collection of feedback through its online survey designed to gather the beneficiaries' opinions on the attention given.

