

## United Nations Development Programme



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Country: Chile  
Initiation Plan

**Project Title:** Addressing Gender-Based Violence in the COVID-19 crisis

**Expected CP Outcome:** By 2022, institutions and social actors work cross-sectorally to develop and implement public policies that address inequality, vulnerability and social exclusion issues.

**Initiation Plan Start Date:** 26/04/2020

**Initiation Plan End Date:** 31/12/2020

**Implementing Partner:** UNDP

### Brief Description

This initiation plan is aligned with the social pillar of UNDP COVID-19 response as it seeks to address the pressing issue related to the increase of cases of Gender-Based Violence, by improving the services available to women victims of violence.

Specifically, it seeks to strengthen the 109 Women Center's capacity to provide an immediate first-initial response to victims. Another component aims at expanding the capacity of the shelters and a communications campaign is also considered.

|   |   |              |
|---|---|--------------|
| <b>CPD Output:</b> Institutions and key actors' capacities enhanced to address gender-based violence (GBV)<br><b>Programme Period:</b> 2019-2022<br><b>Atlas Project ID:</b> 00127278<br><b>Atlas Output ID:</b> 00121185<br><b>PAC Meeting:</b> May 5 <sup>th</sup> , 2020 | <b>Total resources required:</b>                          | US\$ 267,500 |
|   | <b>Source of funds:</b><br><b>UNDP (Funding Windows):</b> | US\$ 267,500 |

Agreed by Claudia Mojica: Resident Representative UNDP - Chile

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## I. PURPOSE

The first case of COVID-19 in Chile was confirmed on March 3rd. To date, the total amount of confirmed cases is 7,917 and there have been 92 deaths. In addition to the health and economic consequences of the COVID-19 crisis, evidence shows an increase in gender-based violence in crisis contexts, and in confinement situations such as the one that is currently ongoing in Chile and in the world.

The Ministry of Women contacted UNDP to ask for its support on GBV issues in the context of the current COVID-19 crisis. UNDP has been working with the Ministry and the National Prosecutor's office, with the support of the Behavioral Insights Team and funding from UNDP Innovation Facility, to diminish the number of women victims of violence that desist from pursuing legal proceeding against their aggressors. UNDP has also participated in a technical advisory committee set up by the Government (Compromiso País) to generate proposals to economically empower women victims of violence. In addition, the CO has provided, for almost a decade, direct technical assistance to the Ministry in training personnel from the Women's Centers and Shelters. UNWOMEN has also worked in close connection with the Government and civil society to confront gender violence. In response to the social upheaval that erupted in 2019, it signed an agreement with the Ministry to support mainstreaming the Human Rights approach in the Ministry's actions; it is also working to provide assistance in incorporating a gender perspective in the broader COVID-19 response strategies.

According to the Ministry of Internal Affairs, 38% of women in the country have suffered violence at some point in their lives<sup>1</sup>. In 2019, there were 122,528<sup>2</sup> cases of domestic violence reported, and evidence shows women take many years to report. In 2019, there were 46 femicides and 109 attempted femicides<sup>3</sup>. Thus far in 2020, 10 consummated femicides and 26 attempted femicides have been registered. Over the last few days, an alert has been raised regarding the increase in calls to the domestic violence emergency number. The Minister of Women declared there has been a 70% increase in calls to this number over the last few days. The COVID19 crisis hits the country at a very particular moment, after over five months of sustained social protest, widespread reports of repression and violations of human rights have significantly diminished public trust in state institutions, most acutely with respect to the police and judiciary, actors that were pivotal in the traditional strategy to confront domestic violence. Thus, with mandatory confinement, overcrowding, and profound distrust of the police, women have fewer safety nets, and protection outlets.

To support women's who have suffered intimate partner violence, the Ministry runs 109 Women's Centers (which cover approximately 290 of the 346 municipalities in the country), that provide psychological, legal and social support to women. In addition to the Centers, there are 43 Shelters (residences) for women at serious and/or vital risk and 1 Shelter for women victims of trafficking and migrants who have suffered exploitation. Moreover, there are 5 Centers for Men perpetrators of Domestic Violence and 3 Care and Reparation Centers (for women victims and survivors of sexual violence).

As for the Women's Centers, these services are not prepared to function in crisis contexts such as the current one. They offer in-person services and work with high level of pressure under regular circumstances. Staff, trained specifically on domestic violence issues, do not have protocols or technological conditions to provide remote care. Likewise, the current services are not sufficiently vast to support all the women who may need them, should demand increase further if confinement is extended and as initial evidence is suggesting.

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<sup>1</sup> Ministry of Internal Affairs, 2007. Third National Survey on Victimization.

<sup>2</sup> Ministry of Internal Affairs, Undersecretary of Crime Prevention.

<sup>3</sup> Ministry of Women statistics

Regarding the emergency Shelters, they are currently at 56% of their capacity, but as violence increases, and the pandemic progresses, that capacity will be insufficient to respond to victims at vital risk.

This proposal is aligned with the response pillar of UNDP COVID-19 response as it seeks to expand services to most vulnerable populations (victims of violence). It seeks to expand the 109 Women's Centers capacity to provide an immediate first-initial response to victims making the transition to online support, augment the psychologist pool of professionals available, and train the Centers' professional staff, care providers and psychologists to provide services under the current COVID-19 restrictions. Furthermore, it will design and implement a pilot on how to expand emergency Shelters availability for the victims with greatest life-threatening risks. Finally, these interventions will be reinforced with a communications campaign to raise awareness and deliver information on GBV under COVID-19 context.

Supporting the Ministry of Women at this most critical juncture will enable an expansion of the work UNDP has already been conducting, opening the possibility to take the knowledge produced by this and the Innovation Facility project results, to adjust protocols and policies. We will be able to co-design solutions, in close collaboration with UNWOMEN, in line with UNDP's global and national programmatic offer. The COVID-19 crisis presents challenges, but also opportunities: this initiative will address its impacts while encouraging new ways and perspectives for tackling Gender-Based Violence, developing new solutions that will result in further benefit for women, efficiency and effectiveness, with the potential to be scaled up and mainstreamed, with the support of UNDP, in public policy responses beyond the crisis context.

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## II. EXPECTED OUTPUTS

Project outputs and activities:

**OUTPUT 1. Capacities of the support services' teams delivered at the Women's Centers to respond to the needs of women who suffer intimate partner violence in the context of COVID19 crisis strengthened.**

**Activities:**

1. Strengthening capacities of the support services' teams at the Women's Centers to provide remote care in the COVID-19 context. These services consider risk evaluations, first reception for care, accompaniment and therapy. In this sense, new tools and instruments will be explored to provide online therapy to women in need, a service which is not currently being provided.
  - a. First, an assessment on the technical and technological needs of current support teams will be undertaken through a telephone survey.
  - b. An online training programme for these teams to improve technical capacities in crisis and to provide remote service will be developed and implemented based on global UN experiences and recommendations, and the concrete results of the prior assessment.
  - c. An online platform will be developed to ensure that an immediate first response service is provided remotely. This will require a needs assessment (through interviews and/or questionnaires) for the selection of best solution for service provision, according to the specific conditions of women.
  - d. The teams will be accompanied throughout the crisis, incorporating self-care tools.

- e. An exit strategy will also be co-designed for the post-crisis recovery phase.
2. Strengthening the GBV emergency hotline by hiring and training a professional support team in the context of a higher demand of intimate partner violence support needs. The Ministry of Women is currently making arrangements and partnerships with professional associations to widen the number of psychologists who can provide an initial professional assistance to women that reach out for help through the hotline on intimate partner violence. This team will be trained on GBV issues to support the hotline and to refer risk cases to other services. The project will develop the content and organize training and permanent support to these teams on GVB issues. The Ministry will finance the team of psychologists.

## **OUTPUT 2: Capacity of the Shelters to receive women at high risk strengthened and expanded.**

### **Activities:**

3. Identification and design of solutions for expanding the availability of shelters. The actions to be undertaken under this activity are as follows:
  - a. Identification and assessment of international best practices and solutions for expanding shelter capacities; including cost-efficiency and feasibility criteria. An effort will be made to establish collaboration with the private sector, for example with unused hotel capacities.
  - b. Adoption of the best alternative for implementation, in collaboration with UNWOMEN and the Ministry.
4. Hiring, training and accompaniment of a professional team to provide the support offered by Shelters.
  - a. Selection and hiring of a professional team of psychologists, social workers and counselors (6 months).
  - b. Training of the team on GBV issues.
  - c. Accompaniment of the team throughout the process.

This will complement and expand the support UNWOMEN will provide to strengthen the capacities of the National Women's Service staff at the subnational level throughout the country.

## **OUTPUT 3. Chilean society aware of the risks of increased intimate partner violence during the COVID-19 crisis and informed on support networks and services.**

### **Activities:**

5. Design and distribution of radio campaign to be disseminated in the media. The Ministry of Women and Gender Equity is currently developing a communications strategy focused on social networks and highlighting communication milestones. The project will use these materials and adapt them to the national context to complement the Ministry's strategy particularly targeting more vulnerable women who have no access to social networks and continue to use the radio as their main source of information. The budget allocated to communications activities will cover the campaign design and the media slots for its dissemination at the national level.

6. Design specific messages for men as part of the broader communication campaign. UN Women, within the global He or She campaign, has designed materials and content to inform and promote awareness and prevention of domestic violence. International best practices and experiences will be taken into account to encourage changes to current gender stereotypes and a call to no violence. These messages will be disseminated in radios targeting male public, particularly of poor sectors of society that do not use social networks.

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### **III. MANAGEMENT ARRANGEMENTS**

This request is submitted with the support of the Resident Coordinator and in line with the strategy set forth by the UNCT to support the Government of Chile confronting the health, social and economic impacts of the COVID19 pandemic. The project will be implemented in a DIM modality by UNDP, and in close collaboration with the Ministry of Women and the National Service for Women and Gender Equity. UNWOMEN will support implementation, particularly in outputs 1 and 2. The project is a response to a direct request by the Government institutions, which closely participated in the design process of the initiative and will take part in the steering committee and the decision-making processes across all stages of the initiative. A 7% GMS fee will be applied to these funds according to UNDP rules and regulations.

## IV. ANNUAL WORK PLAN

| EXPECTED OUTPUTS  | PLANNED ACTIVITIES   | TIMEFRAME  |    |    |    | RESPONSIBLE                                  | PLANNED BUDGET                               |   |                                      |
|---|--|--|----|----|----|--|--|---|--------------------------------------|
|   |  | Q1   | Q2 | Q3 | Q4 |  | Source of Funds                              | Budget Description                      | Amount (USD)                         |
| <b>Output 1. Capacities of the support services' teams delivered at the Women's Centers to respond to the needs of women who suffer intimate partner violence in the context of COVID19 crisis strengthened</b> | <b>Activity 1.</b> Strengthening capacities of the support services' teams at the Women's Centers to provide remote care.  |  | X  | X  |    | UNDP, UN WOMEN                               | UNDP   | 71400 Service contracts<br>72600 Grants | 21,000<br>60,000                     |
|   | <b>Indicator:</b> Number of instruments/ means enabled to ensure remote care services are available<br><b>Base Line:</b> 0<br><b>Target:</b> 3   | <b>Activity 2.</b> Strengthening the GBV emergency hotline by hiring and training a professional support team in the context of a higher demand of intimate partner violence support needs |    | X  | X  |  |  | UNDP                                    | 72100 Contractual Services-Companies |
| <b>Subtotal Output 1</b>  |  |  |    |    |    |  |  |   | <b>165,888</b>                       |
| <b>Output 2. Capacity of the Shelters to receive women at high risk strengthened and expanded</b>   | <b>Activity 3.</b> Identification and design of solutions for expanding the availability of shelters   |  | X  |    |    | UNDP, UN WOMEN, UN Inter-Agency Gender Group | UNDP   | 71300 Local consultants                 | 9,345                                |
|   | <b>Indicator:</b> Number of women and children (boys and girls) that benefit from the Shelters<br><b>Base Line:</b> 416 women and 832 boys and girls (2019)<br><b>Target:</b> 460 women and 915 boys and girls | <b>Activity 4.</b> Hiring, training and accompaniment of a professional team to provide the support offered by Shelters  |    | X  | X  | X  | UNDP, UN WOMEN, UN Inter-Agency Gender Group | UNDP                                    | 71300 Local consultants              |
| <b>Subtotal Output 2</b>  |  |  |    |    |    |  |  |   | <b>65,420</b>                        |

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|--|--|--|---|---|---|----------------|------|-------------------------------------|----------------|
| <b>Output 3. Chilean society aware of the risks of increased intimate partner violence during the COVID-19 crisis and informed on support networks and services</b><br><b>Indicator:</b> Number of dissemination activities developed and implemented (disaggregated by sex of the recipient)<br><b>Base Line: 0</b><br><b>Target: 4</b> | <b>Activity 5.</b> Design and distribution of radio campaign to be disseminated in the media.    |  | X | X | X | UNDP, UN WOMEN | UNDP | 71300 Local consultants             | 2,000          |
|  |  |  |   |   |   |                |      | 72400 Audio Visual&Print Prod Costs | 7,346          |
|  | <b>Activity 6.</b> Design specific messages to men as part of the broader communication campaign |  | X |   |   | UNDP, UN WOMEN | UNDP | 71300 Local consultants             | 7,346          |
|  |  |  |   |   |   |                |      | 72400 Audio Visual&Print Prod Costs | 2,000          |
| <b>Subtotal Output 3</b>   |  |  |   |   |   |                |      |                                     | <b>18,692</b>  |
| <b>Subtotal Outputs</b>  |  |  |   |   |   |                |      |                                     | <b>250,000</b> |
| <b>General Management Support (GMS; 7%)</b>  |  |  |   |   |   |                |      |                                     | <b>17,500</b>  |
| <b>Total</b>   |  |  |   |   |   |                |      |                                     | <b>267,500</b> |