

“Only an economically independent woman can be a powerful woman”

supported by

Kvinna till Kvinna

Project goal: Increased efforts in creating of a supportive environment for economic empowerment of women victims of domestic violence and other vulnerable categories in targeted municipalities in RS.

This project enabled an intensified effort to create an enabling environment for the economic empowerment of women victims of domestic violence and other vulnerable categories in the regions of Eastern Herzegovina and Bijeljina. Namely, our organizations have made an effort to contribute to the sensitivity of the private sector or relevant institutions to these vulnerable categories in the so-called "positive discrimination".

During the reporting period, we achieved the results of the change process:

R.1.- Established database of employers and institutions with competences and capacities to support economic empowerment as well as part-time high school education of women victims of domestic violence and other vulnerable categories of women in the RS, with a focus on the Bijeljina and East-Herzegovina regions.

-Increased amount of funds for (self)employment for women victims of domestic violence within the existing Government program.

In addition to providing legal aid and psycho-social support, the Foundations "Zenski Centar" and "Lara" have also specialized in connecting employers and women from vulnerable categories who are looking for work. During 2022, we continued to contact employers relevant to the economic empowerment of vulnerable categories of women in the regions of Eastern Herzegovina and Bijeljina (subjects whose business activity is suitable for the employment of vulnerable categories of women), with the aim of establishing cooperation. During the reporting period, together with the partner organization, we visited a total of 7 new companies, 5 of which were interested in this program.

We introduced the representatives of business entities to the specifics of vulnerable categories of women, which are the most common educational profiles of women who turned to us for help with employment, the importance of economic empowerment of women victims of violence and breaking stigmatization and prejudice against this category of women. The employers expressed their readiness to establish cooperation, with the emphasis still being on trial work lasting a month, and after that, based on the attitude of both parties and mutual interests, a decision would be made whether the contract on work was extended. Employers were also interested in how a woman could be protected if an abuser

harassed her at the workplace, that is, how employers could protect themselves if an abuser interfered with the entire work process by harassing a woman at the workplace. We did not sign formal cooperation agreements with them this year, as we did in the previous year, because we believe that the conditions for this have not been met. That is, we are working to sensitize them enough to accept this type of formally defined cooperation. For now, it ends at the advocacy level.

In the coming period, we plan to continue negotiations with employers who are ready to employ women victims of violence, inform users of the services of both partner organizations about public calls, provide economic counseling services and advocate the importance of economic empowerment of women.

With the support of Mr. Igor Tomić, M.Sc., who is an expert advisor for the development of secondary education and upbringing in the Ministry of Education and Culture of the RS, we contacted the Institute for Adult Education on several occasions with the intention that, in accordance with our "policy" document from 2021, they would highlight on their website functional network of educational institutions in the RS that provide adult education. We recorded that some of the organizers of adult education do not conduct adult education programs for which they have approval, but their approval for conducting adult education programs has not been revoked. With the entry into force of the new Law on Adult Education of the RS, which entered into force on 9th December 2021, a transitional period of two years is foreseen, during which the organizers of adult education have the opportunity for participants who are enrolled in formal adult education programs according to curricula and plans for adults, implement the above-mentioned programs, and for this reason, until the end of the transitional period, adult education organizers who have not received the request for approval to carry out formal adult education programs in accordance with the valid Law on Adult Education are on the list of adult education organizers and if they still do not carry out those trainings. Therefore, it is necessary to wait for the update of this register with the database in order to identify exactly which educational institutions are there in order to make their programs more visible to our target groups and to establish cooperation with them. In this way, we enable the vulnerable categories of girls who come mainly from Roma families or those whose high school education was interrupted due to domestic violence (running away from home to the street or into a marriage/relationship that is, as a rule, even more violent than the one in the mother's family), to subsequently, as adults they graduate from extra-ordinary high school, but according to the regular high school program. This is important because the current options for adult education through some educational programs are superficial, and the level of newly acquired knowledge is not adequate to the level of the regular curriculum, and is therefore devalued by employers who are looking for that staff. The

consequence of that is avoiding their employment, but giving a chance to those who have completed regular programs. In light of the contribution to the economic empowerment of these categories, we recognized this problem and delegated it as such and managed to implement it through the legislative framework.

In February 2022, on the website of the Employment Agency of the Republic of Srpska, a public call to employers and unemployed persons to use funds under employment programs in 2022 was published. One of the programs implemented by the Employment Agency of the Republic of Srpska following a public call was the "Employment and Self-Employment Program of Target Categories in the Economy in 2022", whose total value was 3,650,000.00 KM, and which was financed from funds of the Budget of the Republic of Srpska. The program included two components: financing employment by employers of persons from the target group of the Program for 600 persons at 4,000.00 KM per person, which amounted to 2,400,000.00 KM in total, with the amount increased by 10% for the employment of women from rural areas, and financing self-employment of persons from the target group of the Program for 250 persons in the amount of 5,000.00 KM per unemployed person, which amounted to 1,250,000.00 KM in total. As you yourself know, thanks to the initiative and lobbying activities of our organization as well as your support since 2007, it is to our credit that women victims of domestic violence are included in this employment and self-employment program.

The public call was open for 30 days from the date of call, and the deadline for submitting applications was 7th March 2022. The news about the public call with details of the program was published on the website of the Foundation "Zenski Centar" Trebinje and the partner organization "Lara" Bijeljina, as well as on our Facebook pages. The statistics of the news post were as follows: number of people reached by the post - 61,003, interaction - 17,000, clicks on the link - 6,796, interaction with the post - 7,001, reactions to the post - 109, shares of the post - 26, saves of the post - 15, comments announcements - 11, audience: women - 79.7%, men - 20.3%, the Republic of Srpska - 89.01%, Federation of Bosnia and Herzegovina - 10.99%. Furthermore, we contacted the users of the services and verbally informed them about the announced public call and the possibility of applying for it, which we estimated could be potential users of the funds. We noticed on the analytical graph that the number of views of our website was the highest in April and the deadline for applying for the Public Call was 3 April, so it is clear that the period for applying for the call should be extended. Therefore, regardless of the strong campaign that we led to make the call visible, the problem is the short time for responding to it, which we pointed out in our request to extend the duration of the Public Call. Despite all the aggravating circumstances of daily political events, we

managed with the Ministry of Labor and Disability-Veterans Protection of the RS to impose our proposal on the increase from 5,000 KM to 15,000 KM for self-employment and from 4,000 KM to 8,000 KM for employment, to the Working Group for consideration with hope that we lobbied them enough for the adoption of the proposal.

R.2. The Counseling Center for the Economic Empowerment of Women Victims of Domestic Violence has expanded the ways of providing help and support with the inclusion of other vulnerable categories of women.

During the year, the representatives of the Foundation "Zenski Centar" Trebinje as well as the Foundation "Lara" organized several meetings with representatives of local self-government units (Trebinje, Bileća, Nevesinje, Gacko, Berkovići, Ljubinje, Lopare, Ugljevik, Zvornik, Bratunac, Milići, Vlasenica, Šekovići, Osmaci and Sokolac). The goal was to establish cooperation and joint action on the effective implementation of the protection of victims of domestic violence and the protection of women victims of violence in partner relationships, but also to introduce representatives of local self-government units to the importance of employment and economic empowerment of women who have experienced domestic violence or violence in partner relationships, putting in the foreground that one of the reasons for which the victim most often returns to the abuser is economic insecurity and financial dependence. The result of that cooperation is that a total of 7 women with experience of domestic violence concluded contracts on the award of grants (four with the mediation of the "Zenski Centar" and three with the mediation of "Lara") through municipal public calls for self-employment.

In the reporting period, through the economic counseling center for women and girls from vulnerable categories, partner organizations provided assistance in various forms for a total of 342 women and girls. The Foundation "Zenski Centar" Trebinje provided for a total of 47 women and girls and the Foundation "Lara" for 295.

And that through these types of support: recognition of personal competences, help with CV writing, training for the first interview with an employer, help with creating a business plan and mediation with employers in order to employ our clients. 91.4% of women from vulnerable categories who approached our counseling centers received at least two of the previously listed types of services. The cross-section of the situation according to the data of the Employment Agency of the Republic of Srpska for 2021/2022

is, with a note that the largest number of applications came from Eastern Herzegovina in the first place and then from the Bijeljina region, which is certainly the result of the work of our counseling centers:

Employment and self-employment program of target categories in the economy in 2021 and 2022			
	TOTAL APPLICATIONS SUBMITTED BY WOMEN	TOTAL APPLICATIONS OF WOMEN APPROVED	TOTAL APPLICATIONS OF WOMEN APPROVED
Employment and self-employment program of target categories in the economy in 2021 - self-employment	304	109	195
Employment and self-employment program of target categories in the economy in 2022 - self-employment	541	315	226
<i>In totalboth 2021 and 2022</i>	845	424	421
<p>Note: According to the program of target categories in the economy for the employment component with the employer, at the time of submitting the application, we do not have information on whether the employer intends to employ a woman. Only at the moment of implementation do we have information which gender the person employed is, so according to the Program, the target category in the economy in 2021 - the component of employment with an employer, out of a total of 843 employed persons, 445 are women, while the report for the implementation of the program from 2022 is in progress.</p>			

Therefore, this is a table with a report on how many women from the vulnerable categories (rural women, women victims of domestic violence, women victims of war rape, unemployed middle-aged women) to whom we provide support through this project (through an economic counseling center) according to the above programs of the RS Government (for which we fought to include women victims of domestic violence) requested incentives for their self-employment as well as employment, and how many of them received it. Therefore, during 2022, 541 of them submitted a request for self-employment, of which 315 were approved for 5,000 KM each, and employers employed 226 women from the aforementioned vulnerable categories of women through this measure of the Government incentives.

R.3. At least 6 municipalities have adopted local operational plans for the prevention, countering and suppression of domestic violence in these two regions, which include some of the measures and/or actors relevant to their economic empowerment.

As part of this result, during the reporting period, in Eastern Herzegovina, regardless of the fact that they were brought before signing, the Local Operational Plans in Trebinje and Nevesinje were not signed due to the silent obstruction of the District Prosecutor's Office of Trebinje, which persistently ignores the request of local administrations to announce the proposed activities in their jurisdiction. The latest information from the city administration of Trebinje is that, regardless of the District Prosecutor's Office's refusal to declare, all subjects of protection will be invited to sign the agreed text and thus the LOP becomes operational. The "Lara" Foundation signed LOP in many more municipalities than the planned number, namely: Sokolac, Zvornik, Lopare and Ugljevik (instead of 2 municipalities it was signed in 4). In essence, we and the partner organization "Lara", each for its own region, practically created Local Operational Plans instead of those municipalities (and they accepted them as their own) based on the principles of the model built by women's organizations with the aim of working on prevention, countering and suppression of domestic violence by local communities in the pilot regions of Bijeljina and Eastern Herzegovina.

“Capacity building VI”

supported by

OAK/Trag foundation

Project goal 1. is to contribute to the improvement of the quality of life of women and children in Bosnia and Herzegovina with an emphasis on domestic violence.

During 2022, the Zenski Centar Foundation provided a total of 326 interventions for 57 women, 9 girls and 3 men through:

- psychosocial support - 182 interventions
- self-help groups - 40 interventions
- "person of trust" institute - 47 interventions
- providing free legal aid - 31 interventions
- SOS application-26 interventions

The Counseling Center for Economic Empowerment provided information, help in writing a business plan, help in writing a CV, help in preparing for the first interview with an employer and employment mediation for a total of 186 people, namely:

- 157 women
- 27 girls
- 2 men

They received a total of 498 interventions.

In addition, 64 girls and 19 men/young men received information from the Zenski Centar about schools that have adult education programs.

In this regard, the majority of victims of domestic violence as well as other vulnerable groups of women (poor, Roma women, rural women, unemployed women aged 45+, women victims of war rape) used the same types of support several times as well as several types of support. The Zenski Center provided support in terms of health care, but also in distributing food and clothing to vulnerable categories of the population.

In the reporting period, we published the research "Femicide in the Republic of Srpska, prevalence, understanding and judicial practice", which you can also find in Serbian (<https://zenskicentar.org/wp-content/uploads/2022/07/Femicid-u-Republici-Srpska.pdf>) and in English (<https://zenskicentar.org/wp-content/uploads/2022/07/Femicide-in-the-Republic-of-Srpska.pdf>) on our website www.zenskicentar.org. It is the first and so far the only research in Bosnia and Herzegovina on the subject of femicide. We also conducted a survey "Analysis of the views of professionals on the effectiveness of the Law on Protection from Domestic Violence and the Criminal Code of the Republic of Srpska" also in Serbian (<https://zenskicentar.org/wp-content/uploads/2022/02/Istrazivanje-CFLI-Serbian.pdf>) and in English (<https://zenskicentar.org/wp-content/uploads/2022/02/ISTRAZIVANJE-CFLI-ENGL.pdf>) that you can find on our website www.zenskicentar.org.

On our website there is a whole list of experts-women and girls whose expertise we make additionally visible in this way.

We managed to sign a cooperation agreement with the City of Trebinje on the implementation of the safe house construction project, where the City will provide (that is, it has already planned funds in the amount of 50,000 KM in its budget) for its construction, land, infrastructure and permits.

Our representative fought, as a member of the Working Group for the drafting of the new Family Law of the RS, for these three items to be included in the new Family Law of the RS, which will enter into force in September 2023:

- that in divorces due to domestic violence, the mediator should be expelled
- that as a result of sexual abuse, the perpetrator parent permanently loses parental rights
- that the Centre for Social Work is obliged to initiate a non-litigation procedure for revocation of parental rights upon learning of elements of sexual abuse of children by parents.

Project goal 2.: Capacity building of the Zenski Centar Trebinje Foundation, both financially and institutionally, in order to empower it for work on prevention and support to victims of domestic violence as well as economic empowerment of women from vulnerable categories in B&H.

During the reporting period, with the support of our organization, AC "Smokvica" planted 100 olive seedlings in order to further enrich the offer of the Cooperative. We had a visit by Professor Prgomet to

the plantation as well as a study trip to Italy where we made excellent contacts with olive and fig producers as well as with institutions and their Ministry.

We have acquired a generator for vinegar and we are well on our way to purchasing a cauldron for preparing jam and marmalade.

This project year, as well as every other year, external evaluators and auditors were hired to prepare the report. So, every project year, we have documentation that is an indicator of the success of our work, both financial and activist.

“Network platform of actors from institutions of protection entities, women's organizations and individuals for the fight and prevention of domestic violence in the Republic of Srpska”

supported by

Canada through the Canadian Local Initiatives Fund

Project goal: Increased visibility and made available expertise of activists gathered in the field, from the women's NGO sector and individuals working in the field of domestic violence, to subjects of protection in order to be incorporated into the institutional response to domestic violence in RS.

This project has contributed to the victims of domestic violence having easier access both directly to organizations (educated 20 local organizations across RS) geographically and information that is now gathered in one place - our web platform! On the other hand, we have contributed to further sensibilization and increasing the level of knowledge among professionals from the ranks of subjects of protection in terms of maximum use of the newly adopted legal framework in favour of the victim. Finally, by increasing the visibility of NGO experts and individuals through the informal network platform, we contribute to its incorporation into the activist expertise system.

Achieved results:

- Increased visibility and expertise of activists gathered in the field, from the women's NGO sector and individuals working in the field of domestic violence, in order to be incorporated into the institutional response to domestic violence in RS. Facilitated access to information on domestic violence of importance (such as laws, publications) for victims of domestic violence in the RS.
- 20 local organizations across the RS have built their own capacities to support women and children victims of domestic violence in writing requests for emergency protection and protection measures.

The result is the introduction of 100 relevant representatives of local and international organizations / institutions with the effectiveness of legislation dealing with domestic violence in the RS, as well as the policy document itself.

- The result is that at least 100 professionals from the system of protection entities from all over the RS will adopt new knowledge and skills, which were created as an expertise of long-term work of female activists (individuals and women's organizations) in the field of domestic violence

We carried out these activities:

- Through our redesigned website, we promote an informal network of women experts (from the women's NGO sector but also individuals) through a platform established for this purpose. Within the platforms on the website we have established updated information on the existing legislative framework of the RS as well as other information / publications related to the field of domestic violence.
- We held two two-day workshops for a total of 20 representatives of women's organizations whose focus was not on domestic violence which cover the geographical area of the entire RS.

We produced and distributed to these local organizations 5,000 information leaflets for victims of domestic violence.

We conducted a survey with a "policy" document on the effectiveness of the legislative framework with a novelty (RS Criminal Code and RS Law on Protection from Domestic Violence) and with recommendations.

We published this research in 500 copies and distributed it to local and international organizations / institutions as well as to the subjects of protection in RS, 100 of them.

- We held five one-day trainings with the same topic: "Documenting domestic violence and risk assessment" for 20 or a total of 100 subjects of protection (police, centers for social work, judiciary, health centers, educational institutions) on innovations in the legislative framework governing the field of domestic violence in RS and its more efficient application.

„Strengthening institutional support to stop gender-based violence – phase II“

supported by

Kvinna till Kvinna through a partnership with the Foundation “Lara”

The general goal of the project is to improve access to justice for victims of gender-based violence through the consistent application of existing and the introduction of new standards of conduct for police, prosecutors and other protection services and expanded support services by women's organizations.

During the reporting period, the project partner, the “Zenski Centar” foundation of Trebinje, carried out the following activities:

“Person of Trust” Institute

In the reporting period, we were able to include another person in addition to the existing "person of trust" a psychotherapist in supervision, Branka Pejović Petković, to provide this type of support to women victims of domestic violence. Our first choice was the lawyer Vera Bulut (whom we hired from

01.01.2022), who had to give up at the end of January due to health reasons, so from 01.02.2022 we have hired a psychologist colleague Ljiljana Špuran Knežević. Thus, during the reporting period, female colleagues provided a total of 47 interventions for a total of 15 female victims of domestic violence.

Self-help groups

In the period from March to September, 6 meetings of the self-help group were held, led by a fellow psychologist Ana Radišić, who had received training for working with victims the previous year through "self-help groups" held by the "Lara" foundation, as well as psychologist Branka Pejović Petković. Namely, from our beneficiaries, a group of 8 women was trained, 2 from Trebinje, two from Nevesinje, one from Gacko, 2 from Bileća and one from Berkovići. Meetings of the "self-help group" were held in Trebinje:

- 19.03.2022

- 18.08.2022

- 10.09.2022

- 20.09.2022

- 21.09.2022

The biggest problem turned out to be the transportation of these women because none of these women had a vehicle. In earlier years, our organization regularly used this type of work with victims of domestic violence because it proved to be very effective for women victims in building their self-confidence. Therefore, for this group too, the result is evident in the form of restoring shaken self-esteem and self-confidence, in a period of 7 months, i.e. the period we worked with them through "self-help groups".

"Partnership for mothers and babies"

supported by

The Fund for the Western Balkans and the EU through a partnership with the NGO "Civil Voice of Montenegro" from Budva

Through the aforementioned project, the Zenski Centar Trebinje Foundation donated a bench for breastfeeding and changing babies to the City of Trebinje as a partner in the project of the non-governmental organization Glas Javnosti /Voice of the Public/ Montenegro from Budva.

Care fund

supported by

The Trag Foundation

Our organization, the foundation "Zenski Centar" Trebinje, decided to use the Care Fund to go to Slovenia in order to spend some time in nature and with animals, as well as going to the beach in Croatia, to relax, expel the negative energy that had accumulated and "recharge the batteries" for further work. Considering that we work with victims of domestic violence and other vulnerable categories of women, we mostly hear difficult and sad stories and together with them we struggle to solve them, but at the same time we survive these stories ourselves regardless of the professional relationship, which certainly leads to burnout at work. In order to protect ourselves, we use various methods of psychotherapists (individual, group work, psycho drama) as well as the Tellington Touch method, horseback riding as well

as being in nature, including the sea, as part of supporting our activists to prevent burnout at work. We use every opportunity that arises to enable us to recover from the high level of stress that we are exposed to on a daily basis. We are very grateful to you for this opportunity that you provide because there are very few donors who recognize this need for activists who work on such difficult issues as the issues dealt with by women's organizations. Only those organizations that receive support to do something for their activists and not only for others, can preserve the health of their members and volunteers.

Fund for consultations

supported by

The Trag Foundation

Thanks to the support of the Trag Foundation, our organization received several days of professional service from a consultant, expert in fig farming, Mrs. Iva Prgomet, who is also the co-author of the literature that we also received. This was very important for the further work and development of the cooperative because we received a series of advice not only for cultivation but also for processing as well as for equipment.

"Safe House Fundraising Campaign"

supported by

The Trag Foundation

Thanks to the support of the Trag Foundation, we were able to campaign to collect funds for the construction of a safe house. It is very important to note that we used that period mostly during the 16 Days of Activism for advocacy activities.

Collaborative writing project fund

supported by

The Trag Foundation

The Foundation "Zenski Centar" Trebinje used the opportunity to hire a consultant to write a project for the seventeenth round of United Nations Democracy Fund (UNDEF) grants, which can be found at the link: [Applying for an UNDEF project grant and selection process | Democracy Fund](#), which was open from 01.11.2022 until 30.11.2022 for the purposes of writing this concept note, we engaged consultant Ivona Gvozdrenović (Ivona Gvozdrenović PR IDM CONSULTING), who helped us and the partner organization to fully align our project concept, working version, with the UNDEF writing criteria. She helped us better understand their concept and adopt it! We chose the partner organization based on our theme, which we designed and which was recognized by the partners as extremely good and high-quality. Our partner on this project is "Preduzetnice IN" based in Sarajevo (www.poduzetnice.ba). The support we received from Miss Yvonne was very useful for us, regardless of the outcome of the application itself, because it helped us to see the concept from the perspective of the donor, in this case UNDEF, as well as to adopt some tools that we have not used so far.

Fund for study visits

supported by

The Trag Foundation

The Foundation “Zenski Centar” Trebinje used the opportunity of the fund for study visits to visit the Italian organization Comunita Progetto Sud Onlus, which covers the population of the Eastern Herzegovina region of approximately 70,000. What is fascinating is the development of that organization, which has several centers within its work (a center for the treatment of people addicted to narcotics, a center for victims of domestic violence, a center for young mothers of minors who have been rejected by their families, a center for people with mental problems, a center for persons with special needs). They also have a cooperative of a social character within which others hire them for canapés that they make mostly from products from their huge property planted with olive plantations as well as other fruit and vegetable crops. They also have 2 buildings on that estate, and people with special needs and mental problems work there. Their energy is fascinating, as well as everything they have gone through their 50-year existence and what they are still going through. Namely, they had a conflict with Cosa Nostra that has not been resolved to this day (they received their confiscated property for use, which caused anger and a desire for revenge among the mafia, including attacks with weapons). They shared their experiences with us and their development path where we found a lot of points of contact, mostly in the conceptual part of seeing and developing our organizations. We are delighted with their courage and perseverance, as well as the achieved results. Of course, we discussed future cooperation and as soon as the opportunity presents itself, we will definitely take advantage of it. We were located in Cosenza, a beautiful town in the Calabria region, which is otherwise very similar to our region in terms of climate, fruit and vegetable crops, people's temperament, gastronomy, abundance of cultural and historical sights, ecological water, land and air, and they are also the most underdeveloped region of Italy, as we, B&H, are. With the fact that they are far ahead of us in development, their experience in plantation cultivation of figs and olives would be invaluable for us, and this is something we will work on in the coming period. We encountered a phenomenal welcome and organization, we did not have to pay anything in advance but on the spot, they booked everything for us and that at a really high level. Our trip lasted from the early hours of 11.28.2022 until the early hours of 03.12.2022 when we returned to Trebinje. We did not have any problems during the trip, on the contrary, we all returned full of positive impressions. As an anecdote, I would mention that two things we could not miss, even on this trip to Italy, namely the media and wine tasting. Their TV station RAI filmed us as a part of a documentary they filmed for a year about their businessman who has perhaps the largest nursery in Italy, which we visited. Another thing is the wine tasting from Calabria, which was organized in honor of 40 winemakers and olive growers from that region, where some of them won gold at the fair in Milan, and we were invited as guests of honor.

“Promotion SOS application for victims of domestic violence in all B&H”

support by

The French Embassy in Bosnia and Herzegovina

During the reporting period, our organization “Zenski Centar” Trebinje conducted a campaign with which we presented the SOS application to the general public as well as to victims of domestic violence through information leaflets, in accordance with the planned project. First, we designed the content with

instructions for using the application, after which we delivered it to the printer to do the design and printing for us. After printing the materials, we forwarded them to 12 addresses of partner organizations. Each organization received 300 pieces of leaflets, which they further distributed to victims of domestic violence through their reception offices, but also through police stations and centers for social work in their communities. Project beneficiaries are victims of domestic violence. The biggest achievement of this project is that we territorially covered the whole of Bosnia and Herzegovina and that by sharing materials through all 13 organizations, we managed to inform 4,000 users of victims of domestic violence and thus further increased the visibility of this SOS application.