

## Terms of Reference

for

### Mapping report on sheltering service providers and shelter available services & funding modalities in four countries (Bosnia&Herzegovina, Serbia, North Macedonia and Montenegro)

#### Project overview

The overall objective of the project „Safe Haven: Expanding Shelter Resources for Trafficking Survivors in the Western Balkans“ is to equipped and resourced shelter providers in targeted countries to provide quality services to VoTs through diversified and sustainable funding. The project will build efforts to adopt a multi-country approach based on strong cross-border collaboration to strengthen local to national interventions, facilitate cross-country linkages, strengthen effectiveness and accountability in government-civil society-private partnerships, and replicate promising practices.

#### Purpose

World Vision Bosnia & Herzegovina (WVB&H), in collaboration with its Local Partners (LPs) (Foundation Lara – BiH; Association Atina – Serbia, Open Gate/La Strada – North Macedonia, Women's Rights Center – Montenegro) is initiating a comprehensive mapping of authorized safe houses and shelter services for victims of trafficking (VoTs) in Serbia, Bosnia and Herzegovina, North Macedonia and Montenegro. This mapping/activity aims to provide a detailed inventory of active/authorized shelter service providers, available shelter services and other essential services for victims of trafficking (VoTs), and current approaches to survivor support and shelter funding resources and modalities in each of targeted countries. The outcome will be a comprehensive multi-country report, survivor-informed mapping of shelter service providers, available shelter services and funding modalities with recommendations for local, national, and regional interventions for each of the targeted countries.

#### Objectives

The consultancy will focus on:

- Conducting a comprehensive mapping of shelter service providers for VoTs (carried out by NGO and the government).
- Documenting and analyzing the types of shelter services available (in accordance with the type of VoTs).

- Examining funding modalities and financial resources of identified existing shelter service providers (including government, NGO, and international funding streams).
- Identifying gaps in shelter support provision and services and potential areas for improved funding and what needs to be improved to ensure that all VoT's can access shelter support and services
- Analyzing data collection on efficiency and minimum level of quality provision support informed by VoT's

## Scope of Work

The consultant will undertake the following tasks:

**1. Desk Review:** Review existing relevant ATIP documentation, policies, and reports especially on sheltering services for VoT.

**2. Stakeholder Mapping:** Identify and document relevant stakeholders and shelter service providers. Stakeholders that must be included:

- *Government Agencies* - relevant ministries, anti-trafficking task forces -national or regional bodies that coordinate anti-trafficking efforts, policy development, and victim support services.
- *Sheltering Service Providers* - NGOs as major providers of shelter services, including medical, psychological, legal, and reintegration support for trafficking survivors.
- *International Organizations and Donors* that support shelters and related services, advocate for victims' rights, and fund capacity-building initiatives.
- *Survivor and advocate networks.*

Other stakeholders may be recommended depending on individual country context.

**3. Data Collection:** Design data collection tools and conduct surveys, interviews and focus group discussions with relevant key stakeholders, shelter providers and VoT to gather detailed information on:

Data collection method	Stakeholder	Information needed	Estimated number
<i>Questionnaire</i>	<i>Victims of Trafficking</i>	What are the met and unmet needs of VoTs. What is the quality of services received by VoTs from shelter providers.	15 questionnaire/VoTs
<p>Note: Gathering information from a VoT requires a highly sensitive, trauma-informed approach that prioritizes safety, respect, and the well-being of participants. Anonymous Self-Administered Surveys approach will be used: Offer paper-based or digital self-administered surveys if survivors prefer privacy. This method can increase honesty and reduce discomfort around sensitive questions. The consultant will be responsible for:</p> <ul style="list-style-type: none"> <li>• developing the questionnaire in consultation with LP representatives</li> <li>• conducting enumerator training of the LP representative on the protocol and how to document responses</li> </ul>			

<ul style="list-style-type: none"> <li>analyzing the responses from VoTs to better inform the mapping approach, develop KII and FGD protocols, and identify gaps in services</li> </ul>			
<b>Key Informant Interview</b>	<i>Sheltering Service Providers</i>	<ol style="list-style-type: none"> <li>available types and quality of support and services to VoTs provided by shelters (depending on: the form of exploitation, victim's sex/gender, certain age categories, ethnicity, refugee/migrant, status, disability, gender identity or sexual orientation and, medical service, legal, psychological, reintegration support);</li> <li>eligibility shelter criteria for VoT;</li> <li>capacity of VoT shelter providers and geographic reach, and</li> <li>financial resources and modalities of VoTs shelter providers (e.g., grants, private donations, public funding).</li> <li>historical demand for shelter services.</li> </ol>	18 KIIs with shelter providers
<b>Key Informant Interview</b>	<i>Government Stakeholders</i>	<ol style="list-style-type: none"> <li>eligibility shelter criteria for VoT;</li> <li>government monitoring mechanism of implementation shelter services</li> <li>utilization of the budget and resource allocation</li> <li>specialized services funded by government</li> <li>repatriation program</li> </ol>	12 KIIs (3 interviews per country with representatives from: relevant ministries, anti-trafficking task forces - national or regional bodies that coordinate anti-trafficking efforts, and government sponsored victim support services)

4. **Gap Analysis:** Identify and document gaps in shelter service provision, coverage, and funding modalities. Highlight best practices and models that could be scaled or replicated.
5. **Reporting:** Develop a final report with findings, recommendations, and potential funding opportunities for expanding shelter services (one Western Balkan section and four country sections).

## Deliverables and Timeline

The consultancy is expected to take approximately 2 months from the start date.

Deliverable	Details/Milestone	Timeline (deadline)
Inception report	Inception meeting with WVB&H team and LPs; Desk review Stakeholder Mapping Matrix (list of stakeholders per country will be provided by WVB&H and LP) Methodology and tools drafted (questionnaires for 2 Key Informant Interviews designed – one for shelter service providers and one for government stakeholders), Questionnaire for survey with survivors/VoTs Detailed online and field implementation plan	Month 1
Data collection completed	Design of data collection tools Incorporation of feedback in final design of data Preparation of KIIs and survey (online and field) and schedule including orientation for LPs on survey with VoT Data collection roll out and completion	Month 1
Mapping Report Draft	Data analysis and validation Submission of draft report Presentation of initial findings for debriefing and feedback	Month 2
Gap Analysis and Recommendations	Summary of key findings and recommendations to be included as part of the final report, outlining key findings and actionable recommendations	Month 2
Final Report	Incorporation of feedback Validation of key findings and recommendations from LPs and WVB&H Finalization of report including translation on English	Month 2
Online Presentation	PowerPoint presentation summarizing the findings and recommendations for Western Balkan and per each country	Month 2

In order to complete the data analysis in high quality manner and develop actionable recommendations, consultant needs to ensure:

**1. Data Cleaning and Organization** Organize and Validate Data: Ensure that data collected from surveys, interviews, and other sources are accurate, complete, and organized. Clean data to correct errors, handle missing values, and standardize formats.

Segment Data: Group data by key categories (e.g., types of services, provider types, geographic locations, funding sources) to facilitate targeted analysis.

**2. Quantitative and Qualitative Analysis** Descriptive Statistics: Calculate basic statistics, such as the number of shelters, types of services available, average funding amounts, or regional coverage, to get a clear picture of the landscape. Comparative Analysis: Compare the availability of services (e.g., accommodation, medical, psychological, reintegration support) across providers, regions, and demographic groups to identify disparities and trends. Funding Analysis: Examine funding structures, such as funding amounts, sources (e.g., government, NGOs, international donors), and sustainability, to understand financial strengths and weaknesses. Gap Analysis: Identify key gaps in service provision (e.g., insufficient mental health support, lack of specialized legal aid, insufficient accommodation for VoTs, insufficient support to boys and men) and geographical areas underserved by shelters.

**3. Needs Assessment** Service Utilization vs. Needs: Compare the services offered to the identified needs of trafficking survivors. For example, if psychological counseling is a top need but is only available in a small fraction of shelters, this would indicate a service gap.

Survivor Feedback and Satisfaction: Use feedback from survivors (if available) to assess service quality and efficiency and identify areas where shelters are not meeting survivors' expectations or needs.

**4. Benchmarking Against Best Practices** Review Best Practices: Research best practices in shelter services for trafficking victims, drawing from successful models in other regions or countries. For example, models with a holistic approach that integrate medical, psychological, and legal services may be more effective. Identify Successful Models: Identify any exemplary shelters within the study area that demonstrate best practices in care, service integration, or innovative funding strategies, which could serve as models for other providers.

**5. Engage Key Stakeholders for Validation and Input** Stakeholder Review: Present preliminary findings to key stakeholders, such as government agencies, NGOs, shelter providers to validate findings and refine insights.

## Qualifications

- Proven experience in conducting similar mapping or research projects, especially in the context of human trafficking, shelter services, or survivor assistance;
- Experience in stakeholder engagement, particularly with service providers, governmental bodies, and NGOs;
- Demonstrated ability to work with vulnerable populations, particularly VoTs, with sensitivity and confidentiality;
- Strong analytical, reporting, and communication skills;
- Fluency in English and knowledge of the local languages is desirable.

## Reporting and Supervision

The consultant will report to WVB&H and provide monthly updates on progress and as per the agreement.

## Budget and Payment Schedule

Phase 1 (Inception Report): 20%  
Phase 2 (Draft Mapping Report): 60%  
Phase 3 (Final Report and Presentation): 20%

## Responsibilities of WV B&H

WVB&H will be responsible for coordination and collaboration required for the mapping assessment. Specifically, WVB&H will:

- Provide inputs and support to finalize the detailed mapping plan, methodologies, tools/instruments, and approaches,
- Support the consultant's / team to work in the field and coordinate with LPs,
- Coordinate with concerned stakeholders and participants related to mapping if needed,
- Monitor, provide feedback, and ensure the effectiveness of the assignment,
- Provide inputs on the draft and support to finalize the report.

## Application Process

Interested applicants should submit:

1. A cover letter outlining relevant experience and approach to the assignment;
2. Detailed CV with included reference (with listed links of previous research work);
3. Proposed work plan, including the methodology and timeline;
4. Financial proposal (with included daily rate costs of professional fee, with included travel costs, meals, accommodation, and other miscellaneous expenses if needed).

The consultant will be required to comply with WVB&H's policies on safeguarding and data protection policy.

This Call is open to all individuals from Bosnia and Herzegovina, Serbia, North Macedonia. Interested applicants should submit their offer to [admindept\\_bih@wvi.org](mailto:admindept_bih@wvi.org) no later than fifteen (15) calendar days from the date of publication. Only shortlisted candidates will be contacted.

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