

*The role of nongovernmental organizations working in harm reduction in helping women who use drugs and in improving the quality of services in public shelters and psychosocial centers*

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*NGO as a link: client - shelter*

- *Counseling in harm reduction programs (identification of violence, "emergency suitcase", referral, WINGS program, women's outreach routes, safe place for women).*
- *Counseling within the public health center (the topic of combating violence is included in the list of recommended consultations).*
- *Establishment of services (shelters) and referral to your own friendly services.*
- *Establishing and maintaining a minimum threshold for admission.*
- *Extension of the practice to other regions and NGOs.*

*Gaps :*

- *Lack of training for service providers at harm reduction programs and Public Health Centers. Responsibilities do include counseling on combating violence, but there is no training.*
- *Lack of a referral system at harm reduction programs and single referrals.*
- *Work with abusers (programs exclude the possibility of working with abusers in drug / alcohol intoxication).*

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*NGO as a practice of service provision and increase of quality of services*

- *Creation of services = a unique experience that we can share. Internships, counseling, mutual referral.*
- *Advocacy for amendments in provision of shelters of the Ministry of Social Policy (2018), elimination of discriminatory provisions in 8 shelters of Ukraine, collection of support letters, inquiries, negotiations on the exclusion of the norm "we do not accept women intoxicated with alcohol or drugs".*
- *Experience exchange – a platform for service providers from shelters, centers of social and psychological assistance.*
- *Providing supervision – work with cases involving women who use drugs.*
- *Conducting training webinars for service providers.*
- *Provision of first aid kits and naloxone.*

*Gaps:*

- *Weak support from state structures to service providers for experience exchange activities.*
- *Only fragmented support from donors, local authorities. Lack of systemic assistance.*
- *The main document on shelters - the Regulations the shelters - has not been changed.*

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*The experience of a shelter for women experiencing violence: challenges of responding to the needs of women who use drugs*

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