

CEPiA
asociación

INFORME ANUAL
2020



Annual report

Fifteenth year
January- December 2020

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1. Introduction

This year was a special year, because we celebrated CEPIA's 15 years. However, our programs had to be adapted because of the covid19 Pandemic which significantly affected the population for which we work: vulnerable families, women, and minors.

As a result of this context, new programs emerged, such as the Food Security and Mental Health Care Program aimed especially at the population affected by the covid19 crisis.

We also had to make changes in the implementation of our programs and developed virtual activities, in consideration of the health measures established at the national level. It was a year with a lot of uncertainty and full of great challenges but with a lot of growth.

This report contains a brief description of the situation in the communities where we carried out our actions, and qualitative and quantitative data on the programs and projects implemented and the services provided in the different areas: CIDAI, psychology and integral health, youth group, empowerment of women, after-school classes, girls' clubs, emergency project, legal counseling, Vida Mujer, professional trainings, attention to vulnerable families, collaborations and allies, advertising and marketing, and volunteers.

In the month of September, the new Board of Directors of CEPIA was elected consisting of the following people: Courtney Borquet, Simona Danielle, Wenceslao Mendioroz, Martyn Hoffmann, Martin Salerno, Annginette Arroyo, Ana Margarita Elizondo and Ana Catalina Baltodano, who all continue working with great commitment.

The CEPIA team has been strengthened and expanded. In the last months of the year 2020, our founder Laetitia Deweer left the board of directors and was hired a Director of Development and Strategy, in charge of marketing, fundraising, communications and special projects. There is currently a social work area and CEPIA staff are highly committed and trained.

During 2020, through the different actions proposed by CEPIA, a total of 2616 minors were impacted and 847 adults. 8922 packages of basic food were distributed during the covid19 emergency and 268 families were benefited by in-kind donations.

During the pandemic, 70 communities in the canton of Santa Cruz were impacted by our actions, which was possible thanks to the disinterested work of 547 volunteers.

Special thanks to: Cesar Abarca, Yulieth Rodríguez, Ana Laura Zelaya, Priscilla Arias, Belquis Gutierrez, Graciela Gómez, Heyling Larios, Claudia Angulo, Eleana Alcocer, Karla Marín, Natasha Guerrero, Alejandra Molina, Erenia Blandon, Karen Ruiz, Juliet Ortiz, Roberto Cespedes, Cio Guie, Bryan Nuñez, Patricia León and Selvia Ortiz, as well as the Board of Directors and our Founder and Director of Development, Laetitia Deweer.

Maria Jose Cappa

Executive Director

Huacas, Guanacaste, June 2021

2. Organization, reason for its existence and management

2.1. The what and the why

CEPIA was opened in 2005 as a non-profit association. Currently it is declared of public utility and has the mission of promoting the cultural development, the educative and labor opportunities, physical and mental health, the social cohesion and the participation of the children, and teenagers and their low-income families as well as adults in Guanacaste (region Chorotega, Costa Rica) to improve their quality of life.

CEPIA offers services to about **23** coastal communities in Santa Cruz, Guanacaste: Huacas, Brasilito, Potrero, Playa Grande, Matapalo, La Garita Nueva, La Garita Vieja, El Llanito, Santa Rosa, Villarreal, Hernández, Hatillo, Lorena, San José de Pinilla, Tamarindo, Portegolpe, Lorena, Tempate, Bejuco, 27 de Abril, Cartagena, Trapiche and Los

Ranchos. In these communities, a series of psychological, socioeconomic as well as protection problems have been detected that CEPIA approaches via various programs. Hereafter some contextually relevant data:

The results of the National Household Survey (Enaho) 2020 shows that the percentage of households in extreme poverty was of 26.2 %, 5 points more than that reported in the previous survey, representing 419 783 households, about 83 888 more than the previous year which corresponds to an increase of 5.2 pp. in the percentage of poor households compared to 2019, a statistically significant variation.

The survey reflects the effect of the pandemic on the household poverty level, which was partly curbed by the increase in transfers, both public and private (in-kind aid such as food, food, payment of services, subsidies, "Bono Proteger", among others); if this type of additional contribution had not been generated, the incidence of poverty would have been even higher. The poverty indicator has been one of the main challenges for the country for several years, and it is part of the work in which CEPIA collaborates, to try to reduce this gap in the communities where we are, for this reason in 2020 through its Covid Humanitarian Aid and Emergency Response Project, **CEPIA donated a total of 8922 packages of non-perishable food and household items to families**, whose condition was aggravated by the economic crisis and closure of tourism operations

Other data from ENAHO 2020 tell us that the percentage of **households in extreme poverty is 7.0%**, representing an increase of 1.2 pp. compared to the 2019 estimate, when it was at 5.8%. In absolute terms it represents 19,445 more households in extreme poverty, changing from 93,542 households in this condition in 2019 to 112,987 in 2020.

The incidence of poverty in terms of people is 30.0%, in absolute terms, which represents 1,529,255 people in 2020, this is equivalent to an increase of 6.1 pp. compared to 2019, that is, 321,874 more people in poverty, which represents a major challenge for the country and for CEPIA by the type of population benefiting from our Programs.

The Chorotega region itself has the highest increase in the incidence of **poverty** and **extreme poverty**, the first indicator changed from 20.3% in 2019 to **31.7%** in 2020, which represents a statistically significant increase of 11.5 pp., extreme poverty also increased significantly by 3.6 pp. from 5.4% in 2019 to **9.0%** in 2020.

This again shows the importance of empowering women, providing them tools, and working with them so they discover their strengths, skills and chances to develop themselves in different fields, obtain work, acquire new educational and emotional strengths, as well as job and growth opportunities. The CEPIA proposal for this area is detailed in sections 3.7 and 3.8.

Regarding **unemployment rates**, ENAHO 2020 points out that long-term unemployment and discouraged people who do not meet the minimum wage, increase their incidence in poor households by 5.9 pp. and 1.5 pp. respectively, being in percentages of 16.9% and 26.8% correspondingly. The independent informal employment indicator shows no statistical variation with respect to 2019, affecting 27.3% of households in multidimensional poverty. The open unemployment rate among the poor is 3.1 times higher than that of the non-poor (34.6% versus 11.1%), the employment rate is estimated at 21.0 pp. higher, while the economic dependency ratio reaches 216 economically dependent persons per 100 economically active population (EAP) among the poor, compared to 108 per 100 of the non-poor population. In addition, 78.7 per cent of those employed in poverty are in informal employment, while among the non-poor the informal sector accounts for 30.2 per cent. In response to this problem, CEPIA developed training courses for adults described in section 3.4.

The indicator out of the work Force for family obligations is the one with the highest incidence of its group, affects 27.8% of households in poverty by MDI (Multidimensional Poverty Index), increased significantly by 4.2 pp. compared to 2019, in most cases refers to households where there is at least one woman who wants to work but cannot because being devoted herself to certain family obligations such as taking care of someone.

The second indicator with the greatest impact on poor households by 2020 concerns persons with disabilities without revenue, affecting 16.7% of households, increased 2.0 pp. more compared to 2019. It is followed in the percentage by elderly people without pension, which affects 10.5% of households and early childhood without care, which is present in 7.5% of poor households, 1.2 pp. less than the previous year. With respect to the previous year, none of these indicators varied significantly.

In relation to these problems, CEPIA makes an important contribution through its Women's Empowerment Program and with CIDAI (comprehensive daytime care center for children) described in points 3.7 and 3.3 respectively.

Regarding **education**, in accordance with the results of ENAHO 2020 for people of 15 years and more, it is estimated that there is an average difference of about 4 years of schooling between both groups of population considered, which for the poor is the equivalent of the complete primary education (6 years) and around 10 years for the non-poor. Another gap emerges from the non-attendance at or expulsion from school among people between 13 and 17 years of age (secondary school), which corresponds to 10,1 % of the poor households versus 4,1% in the non-poor homes.

In terms of school lag, the percentage is estimated at 30.0% for people between 7 and 17 years in poverty by LP (poverty line) and PMI (minors), while for the non-poor in this same age group it is 10.2%.

For these problems, CEPIA makes a significant contribution through its Young Entrepreneurs and Creatives Program and through the after-school activities developed in the CIDAI described respectively in sections 3.3.2 and 3.1.1.

Similarly, regarding the access to **health services** and water, indicators are not favorable to poor people. 37.4% of the poor have no formal health insurance coverage, The lack of water service in housing is 16.4% in poor households for LP and PMI and 3.2% for non-poor households for LP and PMI; it should be emphasized that this is mainly about population living in rural areas. In this regard, CEPIA makes several contributions that are described in paragraph 3.2.

With regard to ENAHO 2020 **access to housing**, the percentage of households living in poverty that do not have their own home is higher (44,5 %) than the percentage of households not living in poverty (23,8 %); In addition to this, it has deficient conditions regarding the state of the housing and overcrowding; 80,7 % of the housings inhabited by poor households are in regular or bad physical conditions, and 11,6% of them have overcrowded bedrooms. For non-poor households, 30,2% of their housings are in regular o bad conditions and the overcrowding per bedroom reaches 0,6%. The access to internet in the housing also highlights inequality; 11,6% of the non-poor housings lacks this service, while the percentage among the poor is of 25,5%. Although CEPIA does not have a specific Living Oriented Program that works in partnership with other Organizations and its Program for the Care of Families in Vulnerability, different types of real estate donations are channeled to individuals or Companies such as mattresses, appliances, furniture, which is described, which is detailed in paragraph 3.8.

With regard to femicides, the Inter-Agency Subcommittee on the Prevention of **Femicide** states that, on the 31st of December 2020, out of a total of 61 violent deaths of women, 12 femicides had been recorded; of the 61 deaths mentioned, 9 were considered as homicide, but not femicide and 40 are waiting for being classified, pending police and expert reports or review. This is a clear indicator that women continue to constantly be victims of aggression or domestic violence and is where CEPIA works from the empowerment and attention of the population that requires it or at risk, as well as all the psychological and legal support and care provided to victims who identify themselves or come to apply for the service as described in paragraphs 3.2 and 3.8.

The observatory of gender of the judicial power and sexual crimes does not have results for 2020 at a national level, however in 2019, this type of crimes represent 6,1% of the totality of the individual complaints files with the prosecution authorities against adults, being the leading cause for criminal offenses passed or new each year, only behind crimes against property (47%), against life (9,4%) and the law of penalization of violence against women (10,6%).

In addition, a total of 26,013 protection measures were requested in the gender-based violence court in the first quarter of 2020. In most cases, women apply for protection against men (couple, spouse, brother, father, uncle, grandfather, boyfriend, cousin, among others). The Commission on Gender and the Standing Commission for the Follow-up of the Care and Prevention of Domestic Violence of the Judiciary warn that any statistics generated in the time of confinement due to the pandemic by the spread of the COVID virus-19 must be interpreted with great caution. This is because the woman may well be living with the aggressor and will have more limitations to report.

CEPIA is working hard to prevent these situations using different programs: CIDAI (CIDAI program: comprehensive daytime care center for children), youth groups, women's life project and movements of women being in other programs and seeking the empowerment through socio-educative processes to their sexual and reproductive rights as a backup to the services offered by the government.

Drug trade and substance abuse is unfortunately increasing among young people in the region which represent 2% of the population according to the psychological report realized by CEPIA in 2019, based on the information given by the local public schools. This problem is addressed through the youth program as well as through after-school activities which give them access to different recreational, sports, artistic and cultural alternatives, as well as opportunities to exercise every person's right to have recreational activities, to associate freely and to participate in themes and activities they are interested in, to engender significant changes in their life plans, professional fields and physical and emotional health. During 2020, due to the pandemic, the reasons for consultation varied somewhat.



2.2. Our staff in 2020

In 2020 the Board of Directors was renewed, being formed as follows:

Courtney Borquet (USA-CR), *President*
Simona Daniele (Italy-CR), *Vice-President*
Annginette Arroyo (CR), *Secretary*
Ana Catalina Baltodano (CR), *Prosecutor*
Martin Salerno (Argentina-CR), *Treasurer*
Wenceslao Mendioroz Nogaro (Argentina-CR), *Vocal 1*
Martyn Hoffmann (South Africa) *Vocal 2*
Ana Margarita Elizondo (CR), *Vocal 3*

The same year, CEPIA counted with the following persons as collaborators and staff members:

1. Lcda. Laetitia Deweer, Director of Development and strategy
2. Msc. Maria Jose Cappa Martinez, Executive Director.
3. Bach. Cesar Abarca, financial and administrative assistant.
4. Msc. Claudia Angulo, clinical psychologist and coordinator Psychology and Health.
5. Licda. Eleana Alcocer, psychologist CIDAI and Girls' club mentor
6. Licda Priscilla Arias, Social Worker and Extracurricular classes
7. Lic. Karla Marín, Youth group CIDAI.
8. Licda. Ana Laura Zelaya, Educator and Coordinator of the integrated day care program (CIDAI).
9. Graciela Gomez, Heilyng Larios, Natasha Guerrero, Karen Ruiz and Julieth Ortiz, teachers of comprehensive day care programs.
10. Juan Molina and Alejandra Molina of the transportation area.
11. Professor Massiel Viales of the Ministry of education
12. Selvia Ortiz, administrative assistant /secretary
13. Licda Patricia León, psychologist Emergency Care Project.
14. Roberto Cespedes, Coordinator Project Attention Emergency.
15. Rodrigo Fonseca, music teacher CIDAI program.
16. Prof Dimitrios Kyriakoulis, English teacher.

17. Yulieth Cardenas, financial assistant.
18. Fernando Villaflores, accountant.
19. Geneva Garcia, Vida Mujer project
20. Teresa Okecki, communication.
21. Sebastian Gonzalez, Design and Social Networks.

The work we do in CEPIA would not be possible without the participation of many volunteers who selflessly contribute to the construction of this program.

During 2020, the following persons participated:

Costa Rican volunteers and residents of CR:

Fabiola Montero - Tania Mujia - Maria Perez - Lizeth Molina - Michelle Rodríguez - Esperanza Royce - Filimon Berrios - Chris Ingalls - Luciano Leao - Randy Bright - Catalina Vargas - Paul Tremblay - Maria Wimmer - James Mazur - Patrick Rey - Rodolfo Villalobos - Tracey Gallagher - Petra Schoep - Gabriela Valenzuela - Ron Jarman - Ignacio Pacheco Madrigal - Manfred Castro Barboza - Margarita Elizondo - Olivier Van Houte - Geovanny Espinoza - Javier Ruin - Abad Arrieta Zúñiga - Gabriela Abarca - Gitanjali Dasy - Jerome Daniel Flament - Ligda Rodríguez - Marissa Floyd - Rafa Sandoval - Andrea Mena - Margoth Rodríguez - Adriana Madrigal - Alejandra Parody - Alejandra Hill - Andrea Diaz - Andrea Mena - Andrey Juarez - Ariana Guido - Camille Ebrard - Carlos Arias - Cathy Deweer - Donna leung - Elizabeth Daly - Eugenia Ponce - Hero Academy - Jairo Morua - Jerlyn Tenorio - Jodi Gallant and Stuart - Jorge Castillo - Josiel Silva - Karen Ortiz - Laura Xirinachs - Ligda Rodriguez - Luke Panek - Marianela Ibarra - Marcela Porras - Maricruz Leiton - Mrissa Floyd - Patricia Coestr - Rafa Sandoval - Richard Ramirez - Richie Ramone - Sylvia Gusan - Vanessa Keen - Vincent Barrabe - Wndy Abarca - Yves Deweer - Carrie Fancher - Wesley Valerin - Yamileth Bermudez - Esperanza Landero - Maria Perez - Michelle Rodriguez - Liseth Molina - Tania Munjica - Lucia Olivares - Grettel Chacon - Mackensie Matarrita - Kelle Rich -

During the same year, **11 people were received in temporary and student volunteering:**

Johana Bjerkefors - Lora Grigoletto - Randall Viquez - Magdalena Ruiz - Karla Chavarria - Nikita Goossens - Alex Weiner - Stephanie Lippens - Kait Melendy - Eduardo Hererra - Alexander Tellez

3. Programs

3.1. After-school classes and camps

After-school classes is the program for children and adolescents taught weekly by volunteers and by the CEPIA staff in 23 coastal communities where CEPIA has an impact: Huacas, Brasilito, Potrero, Playa Grande, Matapalo, La Garita Nueva, La Garita Vieja, El Llanito, Santa Rosa, Villarreal, Hernández, Hatillo, Lorena, San José de Pinilla, Tamarindo, Portegolpe, Lorena, Tempate, Bejuco, 27 de Abril, Cartagena, Trapiche and Los Ranchos.

3.1.1. After-school classes

In this Program, workshops are held in the following disciplines: arts, tutoring, surfing, swimming, dance, jiu-jitsu, soccer, basketball, volleyball, and the Girls' Clubs, aimed especially for the prevention of sexual abuse and girls rights. The pandemic changed the dynamics of these workshops some of which had to be suspended and others entered a virtual mode as part of the effort to continue contributing to the target population.

For this reason, during the first half of 2020, - before the pandemic, a total of **659 minors benefited** of the program and, for the second half of the year, **260** boys and girls took part in face-to-face activities, the latter when the Ministry of Health authorized the opening of certain activities and respecting the existing protocols.

These programs are aimed at promoting the empowerment of minors, access to the fulfilment of their rights, especially the right to participation, exercise of their active citizenship, freedom of association and their protection, environmental protection, the health, sport and life skills of minors in vulnerability and/or social risk.

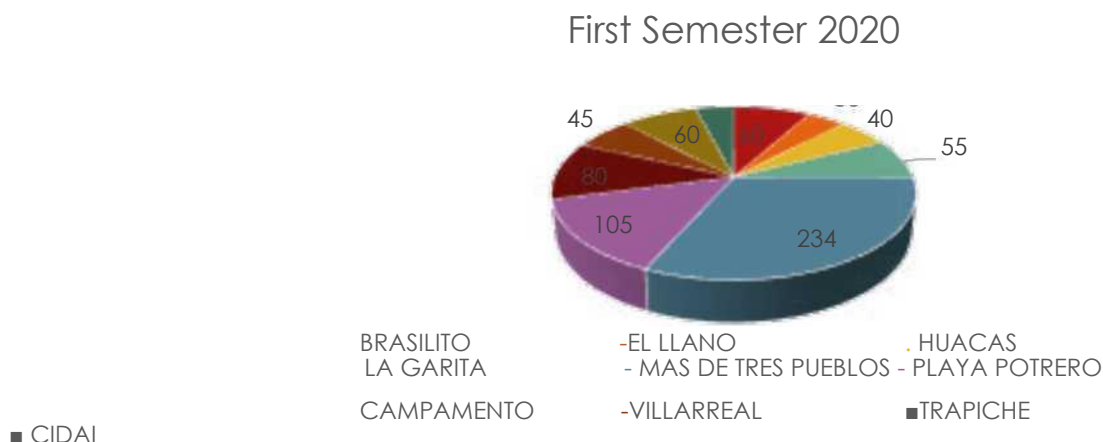
These spaces are developed by volunteers in each of their communities or in different places where people offer their specific activity and CEPIA transports children to this place. This program also allows to identify different situations that the members of the programs go through. Here is a space where boys and girls can talk about their personal situations and then be approached by professionals at CEPIA. The support of many individuals, businesses and organizations makes this program possible.

As a result of the pandemic, the program had to be adapted to find new strategies for children to have educational materials and recreational spaces with the aim of sharing quality time in the family, developing a virtual program "**Creative Saturday in Community**": volunteers shared through videos activities to do at home, in some cases materials were distributed to achieve them thanks to local volunteers who selflessly donate their time and love through these videos.

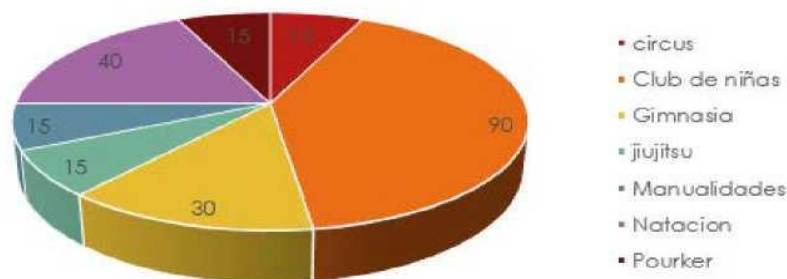
The following attachments show the breakdown of activities and the number of children who benefited from each activity.

Chart 1

Number of participants to after-school classes by community in the 1st semester



Number of participants to after-school classes by community in the 2nd semester



3.1.2. Girls' Clubs

One of the most important programs offered by after-school classes regarding the prevention is the girls' clubs. This program is intended to promote and organize the creation of safe spaces for the girls inside their community, especially for the prevention against sexual violence and/or abuse of girls between 8 and 12 being at social risk for a period of time of 11 months in the 12 communities mentioned below: Santa Rosa, La Garita Nueva, Potrero and El Llanito during the first semester of 2020. Villarreal, Huacas, Brasilito, Portegolpe, Matapalo, El Llano, Cartagena, Trapiche from September for a total of 180 girls impacted during 2020.

Picture 1

Number of participating girls per club

Coastal rural Communities	Number of girls
Villarreal	15
Trapiche	13
Cartagena	13

Huacas	15
Brasilito	13
Portegolpe	11
Matapalo	12
El Llano	10
Santa Rosa	13
El Llanito	12
Potrero	10

From September 2020 onwards, it has been possible to identify **137 girls** between 8 and 15 being at social risk, coming from single-parent households, with few support networks, with demotivation towards education; therefore having difficulties in establishing a life project.

Four cases have been referred for psychological evaluation to the clinical psychology area of CEPIA, for the following reasons: cognitive assessment, depressive symptoms and hypersexualized behavior.

The workshops have made visible the feelings and concerns of girls in the face of the pandemic caused by COVID-19, has allowed them to share and express their experiences, encouraging them to identify the club as a safe space.

By means of the "girls' club evaluation" pre-test, 40% do not know healthy living habits, 70% say they do not know about gender violence. At the end of the program, 95% girls have been able to identify people of trust and a safe space.

Some of the issues addressed were: safe space, living with other girls, healthy food, the body helps us if we help it, I am a migrant I am a woman, rights of children, my family loves me and cares for me, which has allowed them to be aware of their rights, strengthening their self-esteem and decision-making capacity.

Girls from each club participated in the elimination of violence against Women Day campaign, through a video promoting NONVIOLENCE against women, which was shared on CEPIA's Facebook and Instagram social networks.

3.1.3. Camps

Camps are recreational spaces during school holidays where different activities are developed to develop life skills, communication techniques, critical thinking, decision-making, among others.

During this year, 1 summer campaign was held in February, prior to the beginning of the pandemic in CR, with the participation of **80 children during a week** with the theme of the 4 elements: fire, water, land, air.

The activities were carried out with the support of national and foreign volunteers and part of the CEPIA team.

3.2. Clinical psychology and holistic health

The objective of the project on clinical psychology and comprehensive family health is to guarantee the support of comprehensive psychological intervention and the rights of minors at social risk and their families.

In 2020, a total of **219** people were treated in all comprehensive health services: clinical psychology, physical therapy and breathing therapy. Below, the details:

- cases treated in Clinical Psychology
- 18 attentions in the physical therapy service for adults.
- 56 attention breathwork.

The most frequent average age for psychological care ranges from 6 to 15 years of age, with the primary and secondary population being the most attended in clinical psychology of CEPIA, both in the internal projects and the CIDAI program (comprehensive daytime care center for children), as well as to the external population (population of the CEPIA catchment area in the coastal area).

In addition, it is evident that this minor population was the most emotionally affected this year (*symptoms of*

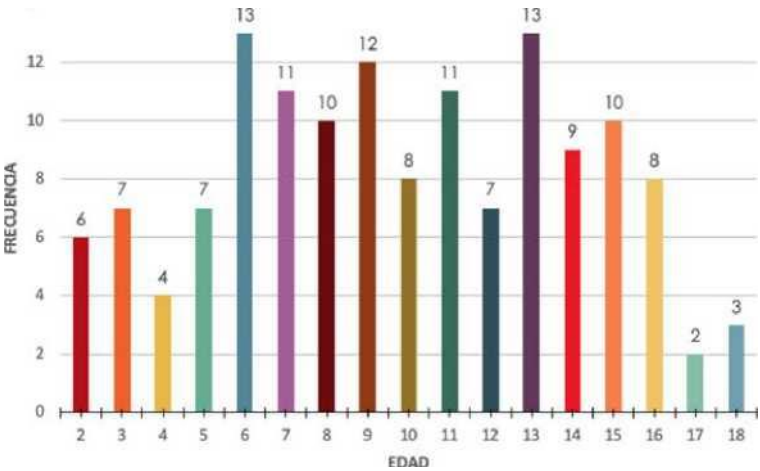
anxiety and depressive symptoms, as well as behavioral disorders), according to statistical results based on the most frequent consultation reasons during the year 2020 in the area of clinical psychology CEPIA. The above could have been generated by the confinement due to the COVID 19 pandemic and the closing of classroom classes in schools resulted in an increase of psychology consultation.



Chart 3

Breakdown per age of minors attended in the psychology department

Breakdown per age of PME
attended in the psychology department during 2020.



• PME. PERSONAS MENORES DE EDAD

Within the management of the area of psychology and health several actions were carried out during 2020, despite the impact of the pandemic, which influenced the temporary closure of schools, one of the main sources of reference for this department. The inclusion of new forms of attention and flexibility, led to the opening of a new psychology department for adults affected by the crisis caused by the pandemic.

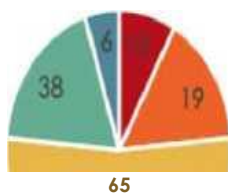
Below is a summary of the activities managed in therapeutic attentional processes of the entire area of psychology for the various projects such as external care (coastal communities), care of internal projects as CIDAI project and women's circle 2020.

PME (*) Minors.

Chart 4

Type of intervention realized by the psychology department

Breakdown of the type of assistance realized by the service of psychology at CEPIA during 2020



EMDR - INTERVENCION EN CRISIS - PSICOTERAPIA - ENTREVISTA - TERAPIA DE FAMILIA

During 2020, 219 cases were accounted from which 145 cases were followed in the psychologist clinic (78 corresponding to external cases of minors and their families, 63 cases of the CIDAI project, 2 cases belong to the Girls 'Clubs and 2 cases to the Women's Circle 2020), 56 attentions correspond to breathing therapy and 18 attentions correspond to physical therapy, people who were attended by volunteers and professional volunteers in these areas.

The population most attended by average age was between 6 and 15 years **in various types of psychological intervention** such as crisis intervention, short or conventional therapy, family therapy, EMDR therapy (Desensitization and Reprocessing by Eye Movements), among others. 33 cases in psychology were closed and 112 cases are still in active proceedings; the most frequent means of request for appointments in psychology were by internal reference of CEPIA, for a large total of references received of 144.

Within the demo chart record of the minors served, it was evident that they come mostly from the communities of Huacas, Matapalo and the community of Villareal among other communities annexed to the coastal zone of Santa Cruz and CEPIA's zone of influence. The majority are of Costa Rican nationality (96%).

The **three main reasons for consultation** received throughout the year were: behavioral disorders, anxiety disorders and depressive symptoms, symptoms that may be co-associated with national COVID-19 confinement, therefore, the PME (*) spent more time in their homes, without open spaces and without an optimal development in their physical and mental health as a result of confinement, among other variables mentioned by parents in the psychological interview. Interdisciplinary and institutional work and **references** were made with different governmental entities and different articulations in favor of the protection of the rights of the minors as it was the case of PANI with 7 complaints referred to, CCSS with 15 references (self-injury conduct, idea and suicide attempt, depression and anxiety), 10 references to the legal area of CEPIA for domestic violence and other legal issues and 12 references to PME social work at risk and vulnerability, as well as residential visits or references to the IMAS managed by this service area, among other governmental institutions and health professionals, for a total of **106 references made** and in turn, socioeconomic aid was managed through COVID -19 project with daily food for economically vulnerable families with interdisciplinary articulations.

During this period 2020, various psychological assessments and reports were also made to the CIDAI project, circles of women and **therapeutic processes for 60 people** (CIDAI, Girls' club and women's circle), **36 workshops** were held **for the different internal CEPIA projects** as well as customer or patient satisfaction interviews the psychology department obtaining a satisfactory rating that goes between 90 to 100% satisfaction, as well as it reflects the rating of all workshops at the level of internal projects.

An analysis was made of the attention given to each area by the internal CIDAI project in psychological and external care (coastal communities), which showed that **78 PME cases were treated in external care**; in the area of attention to the **CIDAI project it is reflected that 56 PME cases were addressed** (11 cases belong to the group of young people of the CIDAI project, 34 to the pre-school group, 9 to primary and 2 cases to early childhood).

As part of the **psycho-occupational management** process for 2020, several steps were taken with PME's direct care staff and all CEPIA staff through workshops (5), trainings (4), assessments of mental suitability (2), psycho-occupational assessments (8), non-participating observations (4), and job interviews for various positions (8), among other steps and professional articulations.

The Pandemic also left consequences in terms of the low adherence to the attentional processes (appointments) caused by the situation of COVID-19, risk and vulnerability that the pandemic posed to health in the usury of the psychological service, as well as the geographical mobility of the population, socioeconomic situation and confinement, closure of educational institutions, among other variables. However, it was possible to organize visits and follow-up by telephone in several cases, attention, workshops as well as the use of telephone calls to follow up on special cases.

Below, the care provided by the area of clinical psychology and integral health 2020 is shown in detail.

Chart 5

Main reasons for psychological consultation

Distribution of the most frequent reasons for consultation in psychological care in 2020

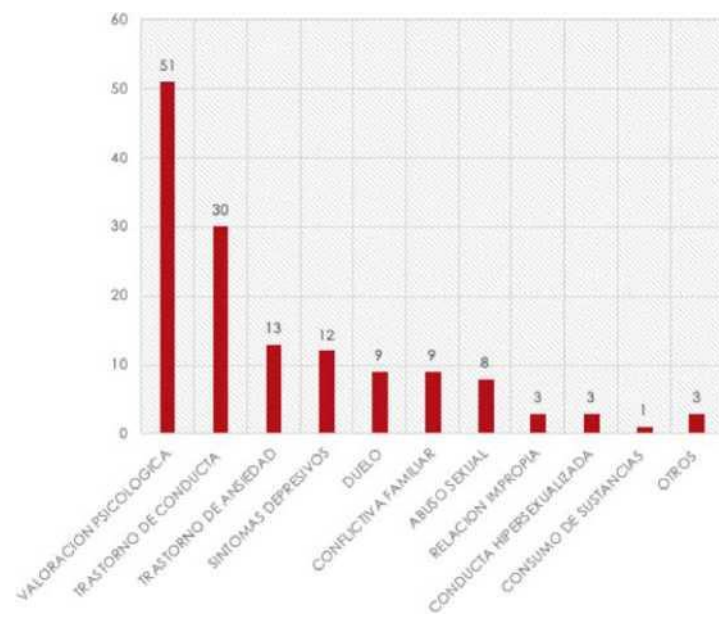


Chart 6

Minors followed according to their origin

REPARTITION OF THE MINORS FOLLOWED IN THE PSYCHOLOGY DEPARTMENT ACCORDING TO THEIR ORIGIN DURING 2020 AT CEPIA



* PME. PERSONAS MENORES DE EDAD

With regard to the activities managed for the population of minors of the CIDAI program, several talks or workshops were held on training and prevention, such as: 8 workshops for the pre-school and primary school population; Parents were provided with 3 positive parenting workshops, to the direct care staff of older persons working in CEPIA were offered 5 workshops to strengthen forms of conscious and respectful upbringing, as well as offering strategies of positive discipline and job motivation and at the communal level workshops were also offered. Within the administrative management of psychology, 16 meetings were managed (monthly interdisciplinary approach, direct care staff, psychology staff and legal area) and was held for the first time the Day of the Psychologist(a) in CEPIA.

3.3. CIDAI Program: Children's daycare centre for integrated attention

The daytime care center for children seeks to provide comprehensive attention, care, stimulation and education to encourage the development of the cognitive, physical and emotional abilities of boys and girls between 2 and 17 years of age.

During this year we had the possibility to add 20 spaces and therefore strengthen the youth group with the aim of getting them back into some of the alternatives of formal education or receive technical training to enable them to develop technical skills. Thus, a total of **108** minors in vulnerable situations received comprehensive care, broken down in four age groups: early childhood 2 to 4 years from 7:00am - 4:00pm. Homogeneous Group (Maternal - Transition) from 4 to 6 years with agreement of the educational service of the MEP schedule from 7:00am - 4:00pm. Elementary from 7 to 12 years After-school support schedule from 7:00am to 12:00pm / 12:30pm to 4:00pm. Young people from 13 to 17 years old schedule from 7:00am to 3:00pm.

All minors received:

Care and development of autonomy: 100% of the population was maintained throughout the year with the total quotas subsidized by the State. Despite the pandemic, each child participating in the program was able to develop their skills (physical, emotional, educational) as a whole, receiving care from Monday to Friday in a mixed format: virtual or face-to-face or both combined. CEPIA's team of professionals worked tirelessly to achieve their goals despite the challenges posed by the pandemic and with the schools closed, CIDAI support took on more meaning in the lives of these families, which were supported not only their sons and daughters, but the distribution of food when circumstances required it.

Through the assessment of teachers, 100% expressed satisfaction with the service. Although this was an atypical year, the population was maintained, 60 of them in the center and 48 in their homes to which non-perishable food packages were delivered. In 10 months, 519 food packages were delivered. In addition, they were receiving virtual educational support, as well as help in making the school's teaching guides.

Professional care: One of the characteristics of CIDAI is the range of services that minors and their families receive, which makes it a comprehensive approach. Each child is given a socioeconomic study and an appointment with the psychology department to identify situations in which he or she should receive individual support and a family approach when necessary. Another form of support provided by the team of professionals is through monthly group workshops on priority topics; this includes caregivers. They also receive professional care in special education, language therapy, early stimulation and extracurricular support in the areas that most require it. During this year virtual pedagogical strategies were developed adapting to the conditions that each family had, usually the most popular way was the sending of information and videos through WhatsApp, in addition to tasks to perform at home. Timely accompaniment was provided to those in charge needing it, help was given to 10 families by filling out the BONO PROTEGER form (financial support by the state). All of them received a voucher, and many received care from the Covid Emergency Care Project in support of their mental health.

Educational process: the population that serves CEPIA is in the lowest income quintile, which increases its vulnerabilities and show multidimensional poverty. CIDAI is central to the protection of these minors. This population group has very limited access to technological means and received virtually no support from formal education and this gap was covered by the strategies developed at the CEPIA Center, so that 100% of the participants were promoted to the next academic year, a great success for the program. In the pre-school group the classes of the Ministry of Education were followed, since the teacher was not present.. The early childhood group received early stimulation during the year through the development of recreational activities.

In the health sector: 100% of minors are measured and weighed, and this check also identifies cases that require more specialized follow-up. 95% are in a healthy nutritional state, the menu they receive at the Center is prepared by a nutritionist and talks about healthy eating are given. In addition, 40% of the population is attended by dentists, monitoring oral health. 100% of the population has free medical consultation for emergencies through an agreement with a private clinic. Agreement is made with the Latin University, the nursing school, which do supervised practice, supporting in weight screening, visual, auditory and development tests applied to 100% of the population.

In the cultural sector: Among the boys and girls who followed a face-to-face participation, about 50% received music lessons. Art activities were conducted every week. A dynamic to highlight is the celebration of the ephemerides: at least once a quarter, special activities are held where the total population shares activities: on this occasion, the Meeting of Cultures, the Day for the Prevention of Violence against Women, the Day of Psychology, the Day of the Abolition of the Army, the Day of the Child, the Day of the Rights of Children were chosen on the 25th of July.

Sport and recreation: 100% of the minors had daily recreational activities, taking walks, walks to the beach and enjoying outdoor spaces, maintaining the proper protocols, to contribute to their mental health and counteract the overcrowding that many of them live in their homes. For the first time, 74 minors having the permission of their caregivers made a tour to San Jose and visited the Children's Museum.

Networking with the community: the minors participated in cleaning beaches, cleaning village, learning different ways of recycling through talks held on the beaches. As part of the extension of community work, workshops are held for parents, which gives sustainability to the work that is done every day.

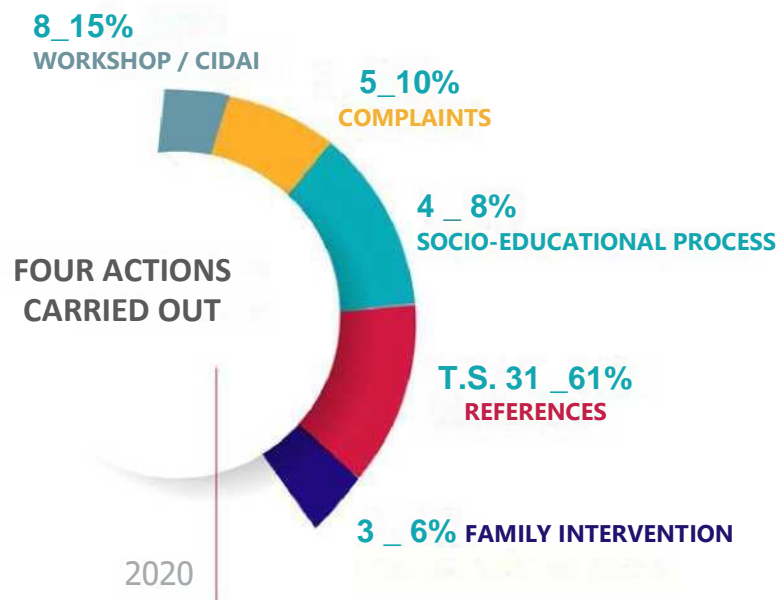
The social worker was fully integrated into the support for the daycare centre by carrying out assessments of minors, community and home visits and follow-up of cases. Eight workshops were held with the minors of the CIDAI program, five complaints filed to Child protection agency PANI, four individual socio-educational processes, three family interventions, and 31 references were received for follow-up of the different programs of CEPIA.

This program is financed by the National Child protection Agency (PANI), the Social welfare ministry (IMAS), the Social Care Board (JPS) and private donors.



Chart 10

Actions carried out for social work during 2020



3.4 Youth group

During more than 10 years, CEPIA has developed this program for socially excluded teenagers. The objective of this program is to provide development opportunities for teenagers through educational and social tools such as: comprehensive care via learning processes, customized accompaniment, English classes, computing, cultural, sports and artistic activities.

Of the 90% of the youth who were in these groups, their families are in extreme poverty. One of the participants is a teenage mother and another has begun her active sexual life early.

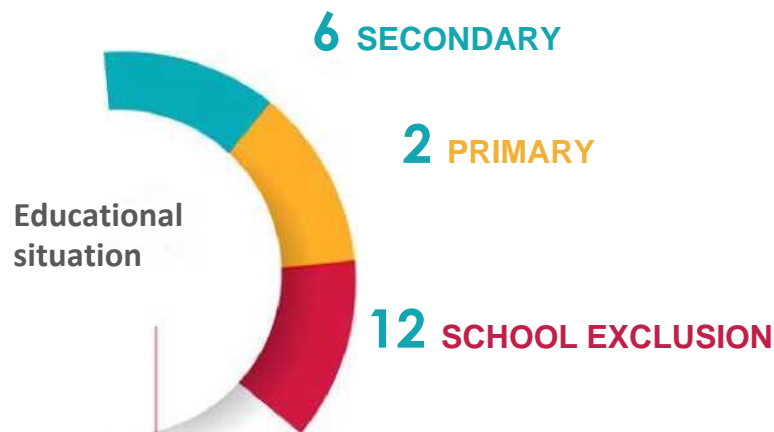
Through year-long processes, young people access different services and opportunities to improve their life skills and to improve some aspects of their daily lives or situations of vulnerability. This group is part of the CIDAI program (day care of integrated attention), but receives differentiated attention for the different stage of life in which they are and the level of social exclusion.

During 2020, comprehensive care was offered to **20 teenagers** between 13 and 17 years of age and coming from different communities of the coastal area of Santa Cruz, all being at social risk, due to college exclusion, poverty,

sale and/or consumption of drugs, family violence, sexual abuse, inappropriate relationships, among other factors.

Results of the follow-up of young people during 2020, page 23.

Chart 8
Distribution according to educational situation



2020 Distribution according to educational situation

Regarding the educational situation of these young women and men; the majority had reached secondary school but experienced repeated situations of delays and repetition, 2 of them had reached primary school only and 6 of them were in school exclusion (dropout).

It should be noted that all received a psychological profile to define their therapeutic processes, as well as a socio-economic study of their families to know in detail the condition in which they live.

In addition to the daily accompaniment received in the Center by the group leader, 22 workshops were offered wording on the following topics: Improper relationships, prevention of addictive substance use, integral sexuality, gender violence, assertive communication, risk management, with participation in 2 simulations, emotion management, decision making. As well as the work on topics important for their age and context through Cinema-Forums, such as human trafficking and the use of social networks.

They also participated in other types of activities organized by partner institutions such as: Beach cleaning, contemporary dance classes thanks to the Civic Center for Peace in Santa Cruz, workshops of community gardens thanks to the University for International Cooperation (UCI) and a cooking workshop.

In addition, close support was provided during the pandemic and changes in the education system, in which space was provided to enable them to develop study guides for those in school. Hard work was done to overcome the backlog and ensure that the majority were incorporated into some of the modalities of the formal education system, with the result that 50% were now successfully reintegrated into some form of formal education system.

In addition, classes were held in sport, art, music, sports, English, computing, yoga, educational tours and spaces of group cohesion to strengthen interpersonal relationships and the relationship of each young person with themselves, as well as the acquisition of life skills.

3.5. Professional trainings

Both entrepreneurs and individuals have expressed the great need for training in hospitality and tourism, accounting, English, professional cleaning, among others, for the local population to be able to enter the labor

force and get out of poverty.

Through agreements with INA and private donors, it has been tried to bring together the most vulnerable population to have access to different courses or trainings to open new educational and employment opportunities for the coastal population.

The Adult Technical Training Program was highly affected by the Pandemic because one of our main partners in this area, the INA National Institute of Learning changed the modality of its courses and made them all virtual during 2020 so the percentage of people who were able to access this service significantly decreased.

For this reason, this year, we had only **36** adults received training in the following disciplines:

- Create Handbags: 15
- Cooking (Jams and sauces): 6
- Maintenance and repair Air conditioning: 15

3.6. Covid 19 emergency care project

Last year 2020 was a very hard year for the world and Costa Rica did not escape this. The consequences of the pandemic were devastating in the economic area, especially for the tourism and service sector, where a large number of families from the area not only entered into a food crisis situation but also saw their emotional and mental health compromised.

In consideration of this sensitive situation of the communities, the Emergency Care Project for Covid19 and Psychological First Aid was born, with the support of CR Juntos and CEPIA Association, with the objective of alleviating the onslaught of these problems in the coastal zone of Guanacaste

A Google Form was set up through which people requested their help and a list was drawn up of the requests that came through WhatsApp, telephone calls, visits to the institution, references from other people and emails. These lists were in turn shared with other partner institutions such as Futuro Brillante, Abriendo Mentes, Conectando Corazones, Reserva Conchal, AUTomercado, the Municipality of Santa Cruz and the National Emergency Commission, with whose information the Covid Emergency Care Project was subsequently set up, whose actions are detailed below.

Food emergencies were addressed in **70 communities**. CEPIA far surpassed the number of communities that historically supported, but thanks to the existing logistic structure was able to respond to the demand generated by the crisis. Many communities were supported as special cases, at the request of the Municipality of Santa Cruz, Public Institutions and Community Organizations that remained active during the impact of Tropical Storm.

A total of **8922 food and cleaning supplies packages** with an average value of \$65 each were distributed to the population in need, and emotional and psychological support was provided to those in need, with priority for all those affected by the covid emergency.

To achieve this goal with this logistics, a call center was set up through which approximately **19,000 home calls** were made to families referred by organizations and community leaders.

A total of **547 volunteers** volunteered to carry out this great work, among them we had drivers, driver companions, package loading and unloading volunteers, call volunteers at the call center and community leaders.

In a second stage, the GuanaHuertas Project was created in September, in alliance with the University for International Cooperation (UCI), creating 2 community gardens in Tempate and San Jose de Pinilla. This process was accompanied by 8 psycho-social workshops (4 in each community) with the aim of supporting the confirmation of the groups and giving sustainability to the collective process.

3.6.1. Psychological first aid during the pandemic

This section details the amount of care provided by the crisis intervention modality to the general population affected by isolation and other psychological phenomena associated with the pandemic.

During the months of April to December 2020 psychological care was provided to **417** people thanks to this project, with ages between 18 and 89, 80% are women. These persons were treated through a total of **509** therapeutic treatment sessions.

The 11.5% of the population attended was by form of telepsychology, this as an alternative to disminuir the absenteeism and to collaborate with the people that cannot move for distance, age, illness or other personal reasons.

121 people received follow-up thanks to our partner, the NGO Voces Vitales and its Brigadas de Escucha Project, another effort aimed at providing support for women who, to a large extent, took on the task of supporting the difficult situations they were going through, both in terms of the impact on their economy and in terms of health and care mental; episodes of anxiety, depression, sleep disorders and food intake.

In terms of gender distribution, 375 women and 42 men received counseling; distributed as follows according to their nationality: 303 Costaricans, 104 Nicaraguans, 4 Venezuelans, 2 Salvadorans, 1 Argentine, 1 Colombian, 1 Italian, 1 American.

According to the place of residence, 14 per cent of the persons living in the Villarreal area, 11.5 per cent in Huacas and 9 per cent in El Llano and the remaining 65.5 per cent belong to various places, the majority in the CEPIA area of influence, however, a minority belongs to remote areas of Santa Cruz, for example, 0.4% of the population served is from Cañas and Nandayure.

Main grounds for consultation: The main reasons for consultation were: insomnia 53% of the population, in smaller percentage personal problems, stress due to Covid/Unemployment, depression, family problems, anxiety. 18% of the population says they have suffered violence, mainly verbal.



3.7. Empowerment of women

The objective of the Empowerment of Women Program is to build safe spaces to promote empowerment, mental health and economic independence of women in vulnerable conditions in the Santa Cruz coastal area, from a gender perspective.

At CEPIA we build with women, not for women, as they have always been at the heart of the organization: we listen to them, we know their lives, their children, their homes, their families.

Socialization in this patriarchal culture has put women at a disadvantage through the construction of gender roles, although this has been changing very slowly, even today these roles have not allowed women to access certain fields or to have to overcome many more obstacles than men, especially in rural areas. Guanacaste is a vivid reflection of this situation.

What women learn is shared with their families, women share their knowledge with other women and with their children and close circle, so that not only she but other people around her benefit.

The care of minors and elder adults is largely taken up by women and is not paid or valued. Our discourses perpetuate these social and economic disadvantages. Women have developed more in the field of private life, inside houses, in anonymity and men more in the field of public and social recognition.

In Costa Rica as in other countries, women still receive less salary than men in the same role, or people prefer to hire men because women get pregnant.



**8 de Marzo
Día Internacional
de la Mujer**

Necesitamos más cambios.
Celebramos la valentía y la
determinación de Mujeres de
a pie que han jugado un papel
clave en la historia de sus países
y comunidades.

El mundo ha logrado avances
sin precedentes, pero ningún
país ha alcanzado la
igualdad de género.

Vamos por más!
#somoscepiacr

CEPIA
asociación



CEPIA
asociación

¿Eres una mujer
mayor de 18 años
y deseas encontrar
un espacio para
crecimiento
personal y relax?

Un espacio
especial para vos.

Ven el viernes 19 de
marzo a la 1:30 pm
a la Huerta del Futuro
Brillante detrás de la
Delegación de Matapalo
te prometemos que la
pasaras bien!

¡POR FAVOR TRAE TU MASCARELLA!
Reservas acumulables al personal menor de edad
información comunicarse al teléfono 8986-9470/4700-5021

FUTURO BRILLANTE
compartiendo con todos el poder de la naturaleza

Within this program there are 4 different initiatives:

3.7.1 Women's Circle

It's a space for women where we create sorority relationships. They are fortnightly meetings of 2,5 hours where topics are shared for strengthening personal communications, address violence prevention, identify parenting patterns, and learn about self-care. In the approach of these topics, art therapy, expression, music-therapy, relaxation, bio dance, alternative ways of expressing oneself and communicating in a healthy and safe environment are widely used.

In this program, processes were developed through which women access workshops and trainings to develop skills that allow them to improve their quality of life and their families. During 2020, a total of 19 training workshops on emotion management topics were managed and implemented, parenting aspects, rights approach from a gender perspective, sexuality and reproduction, body image, art therapy, among other topics. Practical workshops were chocolate art, eatable figures of marshmallows, handcrafted mobiles, handcrafted earrings, self-wound, among others, where they acquired life skills and learn new trades, some of which can become small ventures, for personal growth or benefit of their families. A total of **25 women** participated in this group throughout the year, and a successful closing activity was carried out.



3.7.2. Entrepreneurial women

Following the emergency situation, we were given the task of identifying opportunities that could collaborate with the weakened family economy in the area and in the country in general. 2 groups were formed: some learned to make bags and others to make food products. The profits will be distributed among the entrepreneurial women and for the next year the challenge is to build chain processes to offer their products.

A total of **10** women participated in these groups.

We received the collaboration of Chef Pascal Canselier, Gabriela Valenzuela, Simona Danielle, Edoardo Lavadini

3.7.3. Women's committee

The objective of this initiative was to provide material support and formational processes to women in the coastal area, living in extreme poverty and at social risk. Many of them migrants in a situation of vulnerability are benefited through processes that contribute to their empowerment, development of skills and strengths, food, social, legal, psychological support and advice for their employability.

Work started on an entry profile (psychological report) for a total of **8 women** and a roadmap and curricula were designed. During the year that they remained in the program, they received different types of resources so that by the end of this period they would be strengthened, improve their living conditions and find new work options.

They were supported with the following material aspects to improve their quality of life; donation of a bakery oven to one of them for its business, beds and mattresses, materials to improve their homes in terms of electrical light installation, improvement of homes and improvement of their oral-dental health.

Also, the whole group participated in the workshops of the Women's Circle, where the management of emotions and tools for the upbringing.

Throughout the year for its contribution to the maintenance of the building is offered a weekly basket of fresh nurseries, fruits and vegetables, as well as a basket of non-perishable food, which represented the donation of a total of 96 daily during 2020.

In the area of social work, 35 references were made to the IMAS for applications for subsidies, 30 references addressed to the Costa Rican Social Security Fund, for application for social security card for minors and 2 references to the National Council for Persons with Disabilities, Institution that seeks to enforce compliance with Law No.º 7600.



3.7.4. Vida Mujer Project: women’s sexual and reproductive rights

In 2020, the Vida Mujer Project continued to support women interested in preventing unintentional pregnancies, this time making an important contribution in the canton of Nicoya, especially to ensure sexual and reproductive rights of vulnerable women and migrant women who do not have access to social insurance.

In the month of October, together with the Food Bank and the Nosara Medical Center, a clinic was run where **164 women** received an IUD (Intra-uterine Device), which will provide them with a method of contraception on hormones for 10 years. Thanks to the Nosara Food Bank, the Pap test was also offered free of charge. The results of this test showed that about 20% of women had possible signs of malignancy. They also received information on sexual and reproductive rights, safe contraceptive methods, counselling and case security, all free of charge.

This would not have been possible without the collaboration of the following persons: Dr Bill Chester, Dr. Steve Yu, Dr. Cara Simmons, Dr. Sheri Hamersley, Glenette Bianchi, Dr. Andrea Messeguer from Beach Side Clinic, Dr. Jimenez from Clinica Integral in Santa Cruz, Dr. Velma Jimenez from Fundameco, Dr. Walbin from San Rafael Arcangel Hospital in Liberia, Dr. Jennifer from the Nosara Medical Center, Jo Ellen Nott from the Nosara Food Bank, Dr. Villegas from the Liberia hospital, Dr. Paer from Mediplaza Escazu. We also thank nurses Karen Ortiz and Janis Zloto, and volunteers Julie Peart, Jimena Marchena, Nathasa and Alexa Avrith, Alexandra and Sybly Zepeda.

The following graphic illustrates the communities where these women live, where you can see perfectly well that they are difficult to access and with very limited health services.

Chart 7
Number of women taken care of by place of origin
Number of women by address
Total: 164

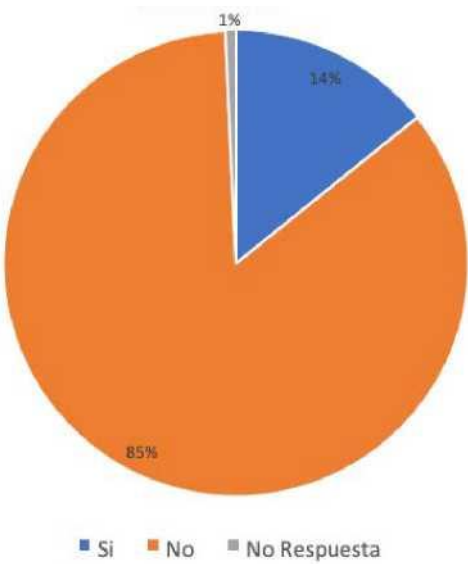


Dr. Jennifer Jimenez volunteered her medical services for three weeks, Monday through Friday from 7 am to 5 pm, giving women the care and respect they deserve.

Other interesting data: 95% of the women benefited are between 21 and 30 years old. Of all women, 32% had never had a pap smear (PAP).

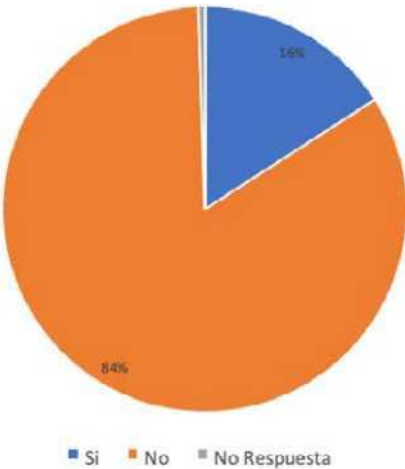
This program has served more than 550 women since its inception in 2018. Relevant information about the women participants:

Have you ever been a victim of economic violence in your couple (e.g. your partner won't let you have money)? Answers 401



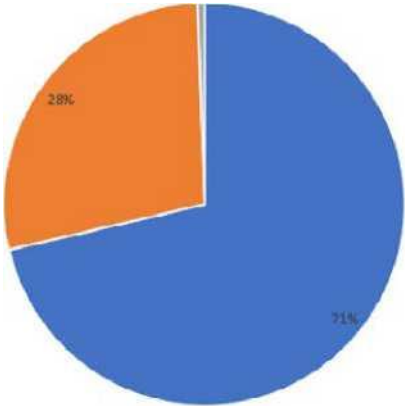
Have you been a victim of sexual violence (e.g., touching of private parts or abuse) in your life? Answers 402

0%



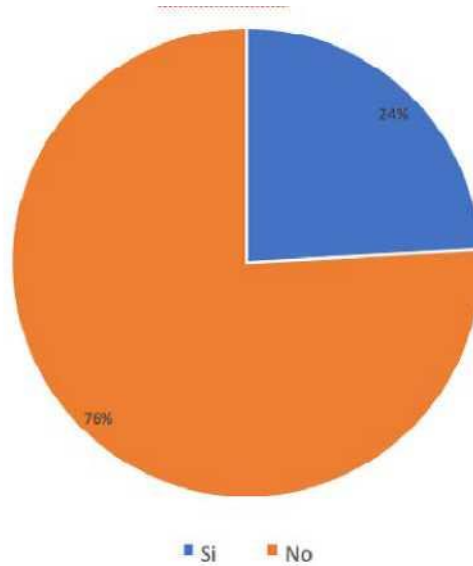
Have you been a victim of psychological violence (e.g. insults) in your family or partner's life? Answers 398

1%



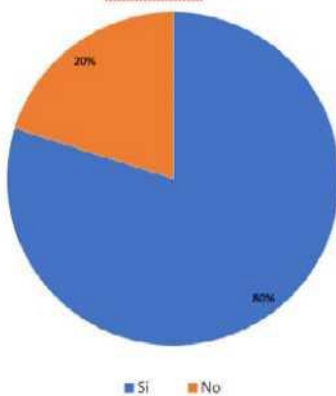
■ Si ■ No ■ No Respuesta

Some days, you cannot feed your kids? Answers 369



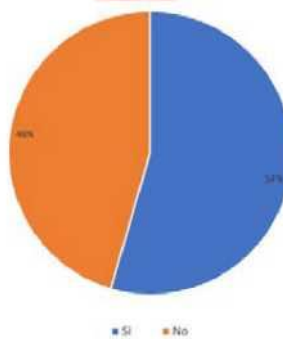
¿Usabas un método de control de embarazo antes de recibir el DIU (dispositivo intrauterino o T de cobre)?

Respuestas 398



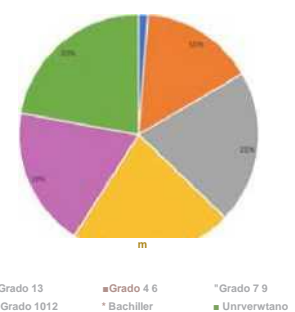
¿Tienes seguro social?

Respuestas 402



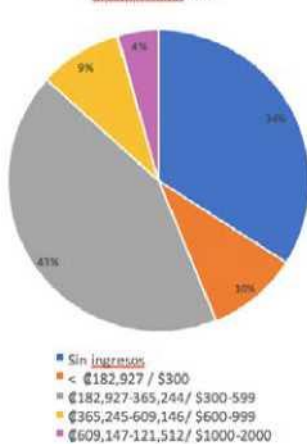
¿Cuál fue el último grado que aprobaste?

RMfuetta» 398



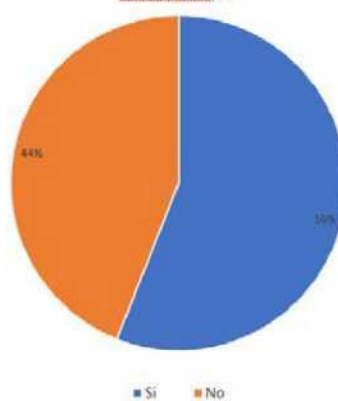
¿Cuanto ganas tu a la mes?

Respuestas 226



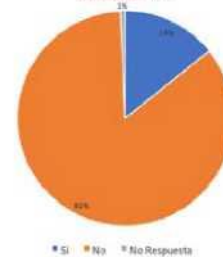
¿Has visitado un ginecólogo en los últimos 2 años?

Respuestas 75



¿Has sido víctima de violencia económica por parte de una pareja (por ej. tu pareja no te deja tener dinero) en tu vida?

Respuestas 401



3.8. Strengthening families in extreme poverty

All CEPIA programs indirectly contribute to the fight against poverty and extreme poverty. However, specific initiatives are being developed with specific achievements:

School supplies: To support families living in extreme poverty in the coastal zone, school supplies were provided during the first quarter of 2020 for **638** school packages and a total of **345** school and college uniforms.

The Christmas party could not be held in December due to the Covid Pandemic.

In-kind donations: During 2020, different types of new and second-hand or used items were donated to CEPIA facilities, which are managed through a waiting list of families who come to request assistance. Thus, a total of **268 families** benefited of these donations. The support took several forms: delivery of nurseries, clothing, electro domestic, mattresses, references to the BeachSide Clinic for some health situation, medical references with specialists, coordination of cases with other government institutions, among other instances.

3.9. Legal consulting

The priority of the legal department is to address domestic violence, with emphasis on sexual and gender-based violence; however, over the months of work, cases were dealt with in areas such as family law, civil law, commercial law, labor law, criminal law, as well as administrative matters before the health services (CCSS), Migration ministry, Public and Civil Registry, Embassies and Water boards (asadas).

The model of care for the users that was developed are face-to-face consultancies of approximately one hour. The legal advice office is governed by the principles of good faith, solidarity, inclusion, social action, access to justice, legality, gratuitousness, confidentiality (professional secrecy), protection of users' data, among others of special relevance.

From August to December 2020, a total of **19 cases** were dealt with and followed up.

3.10. Play-library

During the year 2020, we developed a new playful-pedagogical concept to encourage reading, since it is widely demonstrated that access to books from a very early age helps not only in academic performance, but also to the development of soft skills or life skills and enhance the development of children.

Throughout the year, various types of **reading education activities** were carried out by volunteers with the main interest that the children of the CIDAI Program come in a pleasant way to the books, and enjoy a daily time of reading. This space is also used to develop classes of early stimulation and language therapy.

3.11. Environmental education

In CEPIA we also want to contribute to our planet and to the education and sensitivity of children with the place we inhabit. Integrated day care programs include environmental topics and projects in all age groups, such as talks for the care of turtles, community cleaning, beach cleaning; reuse and recycling projects and celebration of ephemerides such as World Environment Day. This year, the following beaches were subject to cleaning actions: Brasilito Beach in conjunction with volunteers and volunteers from Beyond Sports and our children's group from CIDAI. Tamarindo Beach under the organization of Simona Danielle, volunteers and group of CIDAI and Danta Beach with the youth group of CEPIA, participating a total of **70** people.

4. Collaborations and interinstitutional coordination

A large part of what CEPIA can achieve is thanks to the coordination with other public and private entities. In 2020, we had joint projects and support from the following entities:

Institutions

- Patronato Nacional de la Infancia (PANI)
- Instituto Mixto de Ayuda Social (IMAS)
- Junta de Protección Social (JPS)
- Cruz Roja Costarricense
- Ministerio de Educación Pública (MEP) (docente de preescolar)
- Instituto Nacional de Aprendizaje (INA) (cursos a la comunidad)
- Colegio Católico de Huacas
- Ministerio de Salud, CCSS & Clínicas EBAIS
- DINADECO
- Municipalidad de Santa Cruz

Private companies participating in our programs

- Universidad Latina (TCU)
- Universidad Libre de Costa Rica ULICORI (Prácticas profesionales)
- Beach Side Clinic (Huacas)
- Universidad para la Cooperación Internacional

Civil society

- Asociaciones de desarrollo integral (ADI)
- Asociación Banco de Alimentos
- Abriendo mentes
- Fundación CRUSA
- Asociación Salvémonos
- Asociación Futuro Brillante
- Strachan Foundation
- Fondo Comunitario Guanacaste
- Paul Chester Foundation
- Hero Academy

5. Funds and marketing

5.1. Financing

CEPIA achieved the diversification of the revenue resources for its programs to achieve better stability and sustainability. In 2020 the agreements with government were maintained, but fundraising from private sources (individuals and businesses) decreased due to the near complete economic shutdown during the first months of the pandemic. All fundraising events were canceled.

The financial reports of 2020 can be found on the following link: <https://cepiacostarica.org/es/informes/>.

The names of the **donors** can be found on the donor page of the same website.

5.2. Communication and marketing

Since January 2020 we started the task of standardizing the chart design by aligning the organization's goals with its social media presence through a user-friendly, clean and easy-to-read chart design for the entire community.

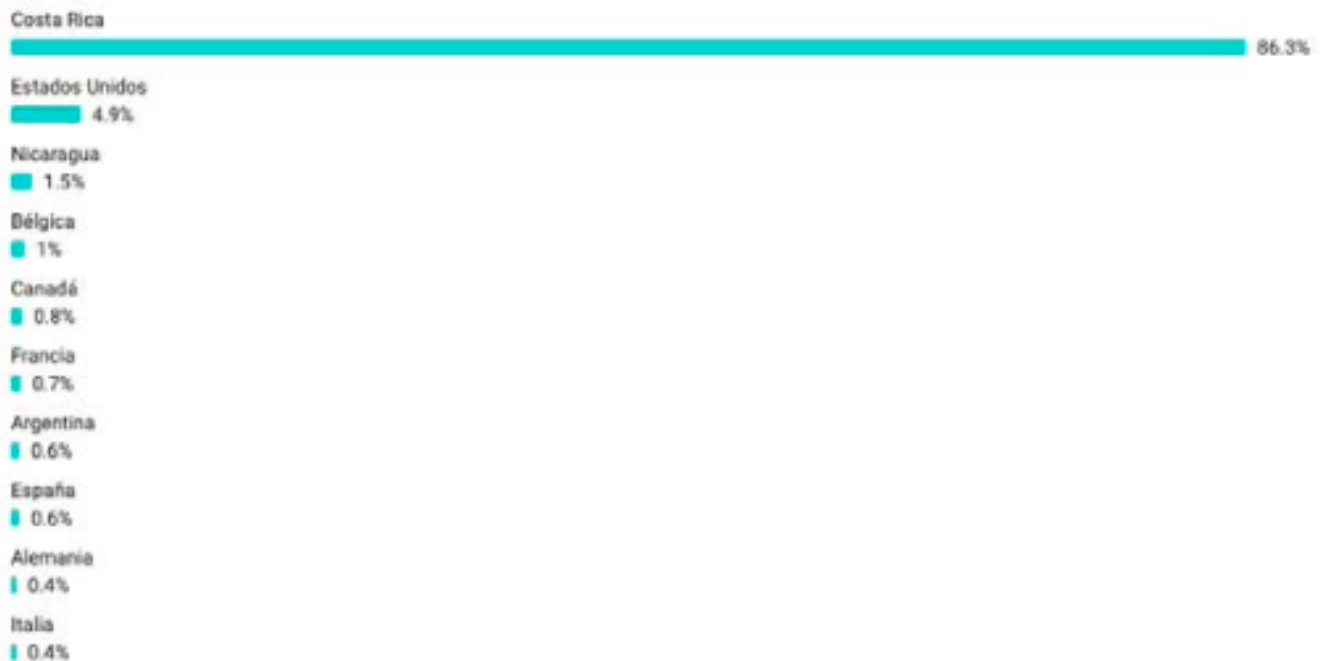
Network management allowed an organic growth of the public on Facebook and Instagram. The work of reading messages and emails allowed to have updated information of the most urgent needs and the state of the population, also requests to receive support for mental health. Direct messages received made it possible to map several situations and to respond to very specific requests for assistance.

In addition, during this year we were able to form whatsapp groups with each of the active programs to facilitate the delivery of information on all the activities carried out by the organization. This point was a weakness that was strengthened by achieving through Facebook especially show the wide range of proposals and programs and ephemerides that the organization has in its calendar.

The CEPIA Costa Rica Facebook page reached 11,049 likes as of March 1, 2020, an increase of 3400 likes compared to 2018 organically with its majority of visitors in Santa Cruz and Guanacaste but also with US and Central American visibility.

Main countries who visited us:

Principales países



During 2020 CEPIA had several articles in online newspaper "La Voz de Guanacaste", on the following links:

<https://vozdeguanacaste.com/el-tamarindo-sumergido-en-la-incertidumbre-del-covid/>

<https://vozdeguanacaste.com/ong-apoyo-psicologico-adultos-en-guanacaste/>

<https://vozdeguanacaste.com/ongs-capacitan-a-mujeres-de-guanacaste-para-que-emprendan-durante-la-pandemia/>

<https://vozdeguanacaste.com/la-pandemia-golpeo-a-la-guanacaste-turistica-que-conocemos-asi-contesto-la-provincia/>

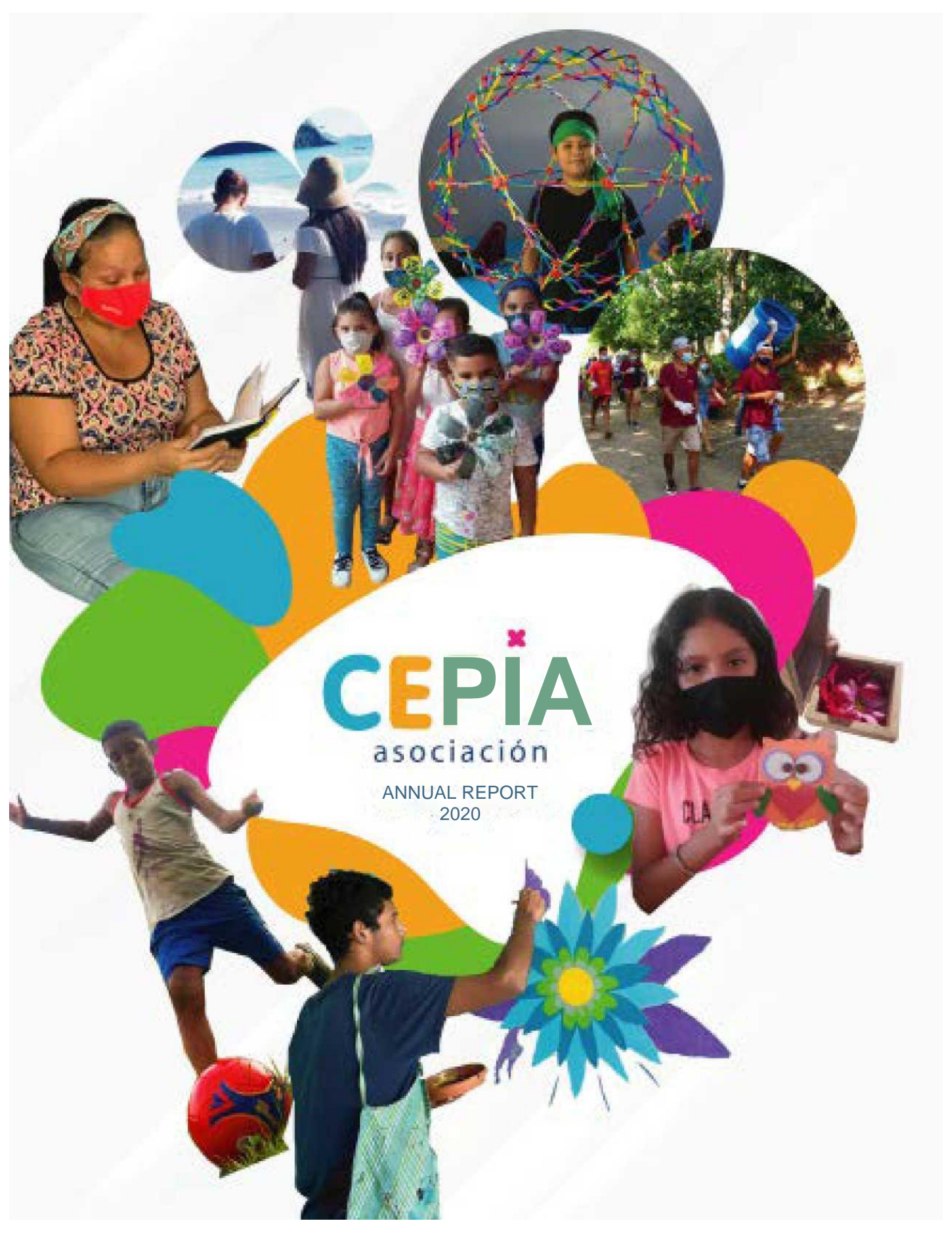
<https://vozdeguanacaste.com/tempatenos-cultivan-huerta-regenerativa/>

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