



International Aid Network

**2008
Annual report**

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List of Abbreviations

| | |
|-------------|---|
| BiH | Bosnia and Herzegovina |
| CAFOD | Catholic Agency for Overseas Development |
| CC | Collective centre |
| CCSW | City Centre for Social Work |
| CIDA | Canadian International Development |
| CRO | Croatia |
| ECDL | European Computer Driving Licence |
| EU | European Union |
| FRESTA | Secretariat for Peace and Stability |
| GF | Global Fund to Fight AIDS, Tuberculosis and Malaria's |
| GO | Governmental organisation |
| EAR | European Agency for Reconstruction |
| FSI | Fund for Social Innovations |
| HIV/AIDS | Human Immunodeficiency Virus Acquired immunodeficiency syndrome |
| HPVPI – HIV | Prevention among Vulnerable Populations Initiative |
| IAN | International Aid Network |
| KIP | Kosovo Initiative Program |
| IDP | Internally displaced person |
| IRCT | International Rehabilitation Council for Torture Victims |
| ISH | Institute for Students Health |
| NGO | Non-governmental organisation |
| OCRM | Office for Communities, Returns & Minority Affairs |
| PBPTSD | Psychobiology of Posttraumatic Stress Disorders |
| PIU | Project Implementation Unit |
| PLHIV | People living with HIV/AIDS |
| PTSD | Posttraumatic Stress Disorders |
| SCG | Serbia and Montenegro |
| SEE-RAN | South East European Refugee Assistance Network |
| UNAIDS | United Nations Joint Program on HIV/AIDS |
| UNDP | United Nations Development Programme |
| UNICEF | United Nations Children's Fund |
| UNHCR | United Nations High Commissioner for Refugees |
| UNMIK | United Nations Mission in Kosovo |
| VCT | Voluntary Counselling and Testing |
| WHO | World Health Organization |

INTRODUCTION

In 2008 IAN continued with psycho-social, medial and legal support to the vulnerable groups. Main concern was to secure stabile financing after withdrawal of IAN main donor since the beginning – CAFOD (Catholic Agency for Overseas Development). Thanks to our experience and focus to assistance to torture victims in previous years and experience in EC funded project, we manage to get funding from EIDHR for comprehensive assistance to the victims of torture and their family members. This project is in compliance with IAN efforts to combine activities of IAN Departments and provide vulnerable groups with multidisciplinary assistance. In 2008. the component of psycho-social assistance was included in the assistance to trauma and torture victims, among other vulnerable groups. Psycho-social assistance consists of computer courses, English lessons, social skills and entrepreneurship courses. This component is very important for empowerment of those beneficiaries and present further step in obtaining their independence, they leave the role of passive recipient of assistance and become more active and agile in finding and doing their jobs.

In 2008 IAN commemorated 4 years of successful cooperation with Microsoft's Unlimited Potential project. During this partnership, IAN has achieved to provide IT education for 1232 people from vulnerable groups that included more than 3000 courses of 20 lessons each.

**CENTRE FOR REHABILITATION OF
TRAUMA AND
TORTURE VICTIMS**

IAN programme for assisting trauma and torture victims has been running since November 1997. The aim of this programme is to contribute to an improvement in the mental health and physical well-being of refugees and IDPs suffering from war-related torture and trauma through provision of comprehensive assistance – psychological, psychiatric, medical, psychosocial and legal, and to ensure wider public recognition and improved professional knowledge about treatment of stress-related illnesses.

MAIN PROJECTS

Most of the activities implemented in 2008 within the Centre for Rehabilitation of Trauma and Torture Victims were parts of a comprehensive project funded by CAFOD (Catholic Agency for Overseas Development) called

1. Comprehensive rehabilitation programme for torture and trauma survivors (two-year project started on 1st January 2007).

This project comprised several subprojects funded by other donors:

2. Centre for rehabilitation of torture victims –funded by United Nations Voluntary Fund for Victims of Torture (UNVFVT).

3. Comprehensive rehabilitation Programme for Torture Survivors- funded by EC

4. Psycho-social rehabilitation programme for torture victims in target regions in Bosnia-Herzegovina through CTV, IAN and MEDICA mobile teams – joint cross-border project of three centres for rehabilitation of torture victims: IAN Centre for rehabilitation of torture victims, Belgrade, Association for rehabilitation of torture victims - Centre for Torture Victims, Sarajevo, and Women’s association Medica Zenica. Project is funded by United Nations Voluntary Fund for Victims of Torture (UNVFVT).

5. Sharing regional experience in usage of CAT tools and methods– joint project of IAN, Center for Civic Initiative, Prilep, Albanian Rehabilitation Centre for Torture Victims, Tirana, Kosova Rehabilitation Centre for Torture Victims. Project is funded by FRESTA.

CORE ACTIVITIES

Main activities include comprehensive rehabilitation of torture survivors and members of their families through provision of efficient psychotherapeutic, psychosocial, medical and legal assistance.

Psychotherapeutic assistance consists of psychological and psychiatric diagnostic and treatment in the form of individual and/or group and family psychotherapy (supported with free-of-charge medicaments) in the Centre or at the field via mobile team, and SOS counselling. Activities are followed with evaluation of treatment and database of clients.

Medical assistance includes diagnostic, general medical and cardiologic examination and treatment supported with medicaments.

Psycho-social rehabilitation consists of professional empowerment through provision of computer courses which are beneficial for developing specific skills and competencies required for competitive participation at the local labour markets.

The assistance has been provided in the Centre and at the field through assistance of mobile team.

Assistance provided in CRTTV is: **pro-active** – mobile teams, field visits - collective centres and beneficiary homes, **multidisciplinary** – expert teams of psychologists, psychiatrists, legal advisors and doctors, with strong **advocacy** and **research** component

Mobile Team Visits are essential for the proactive approach to beneficiaries and making our services easily available to them. The activities of the Mobile team are: a) direct contact and on-the-spot assistance to torture victims, b) collection of information in the field on potential beneficiaries, c) dissemination of information about the work of the Rehabilitation Centre, among all possible groups of beneficiaries, their organisations or organisations that assist them.

Clients are provided with following kind on-the-spot assistance:
counselling and psychotherapy (in the form of individual and group psychotherapy) provided by psychologist and psychiatrist; psychological and psychiatric diagnostics; general medical examination and treatment; internist's examination (EKG, blood tension control) and diagnostics; pharmacotherapy and psycho-pharmacotherapy.

Clients receive reports about their somatic and psychological health condition and recommendation about future treatment. Home visits are also organized for the clients who are not able to come by themselves to the examinations. For the most vulnerable cases with seriously endangered health condition we organize additional services like continuation of the therapy in adequate institution, specialist's medical examination, provision with special medicaments etc.

Total number of **357 beneficiaries** received medical treatment, individual therapy, group therapy, outreach counselling services and legal assistance in this one-year period.

Primary beneficiaries include:

- Torture victims and their family members
- People with war-related traumas
- refugees from Croatia
- refugees from BiH
- internally displaced persons from Kosovo
- other vulnerable groups (self-supported mothers, social cases, disabled, etc.)

During 2008, **375 beneficiaries** received psychological/psychiatric assistance – 88.7% of beneficiaries were refugees and IDPs and 11.3% of clients were from local population – mostly social cases and victims of domestic violence.

Beneficiaries received treatment in the form of individual and/or group psychotherapy in the Centre and at the field, during the visits of the mobile teams - in the beneficiaries' organisations and collective centres. Visits of the mobile teams have very important part in improving of the access of the beneficiaries to the needed treatment.

Main problems of our beneficiaries are connected with the experience of torture, imprisonment and attendance in war. In addition, since majority of them are refugees, they also report

problems connected with refugee, like problems of material nature. The most common consequence of torture is Post Traumatic Stress Disorder, and anxiety and depressive disorders. Common symptoms of Post Traumatic Stress Disorder take the form of repeated flashback episodes, memories or nightmares of the ordeal, especially when exposed to events or objects reminiscent of the trauma. Clients who suffer from Post Traumatic Stress Disorder also experience sleep disturbances, emotional numbness, depression, anxiety and irritability or outbursts of anger, all of which affect their day-to-day coping abilities regarding work, family and social functioning. Due to alcohol abuse and increased aggressive behaviour, there is high family dysfunction.

Majority of our clients are middle aged, average age is 55, and have high school education. 64 per cent of them are males and 36 per cent are females. 88 per cent of the clients are refugees and participated in the war. 81 per cent of our clients are not employed. The largest number of our beneficiaries are married and with partner (72%). 18% of them are single, 8 per cent are divorced and 2 per cent are widowed.

Total number of **418** clients received specialised medical examinations, which included general internal examination, specialist cardiologic examination including electrocardiogram (ECG) and ultrasound examination. Except from examinations and diagnostic, clients received treatment in the form of free-of charge necessary medicaments, recommendations on using medicine and changes in life style and habits.

Following types of medications were given: ACE inhibitors, beta blocators, Ca antagonists, Diuretics, Ibuprofen, Trental, Cefalosporines, Salbutamol spray, Aminophilines, Ranitidines, Monisol. For heavy, chronic patients we manage to organize extra medicaments.

The most frequent health problems of our clients are: cardiovascular diseases caused by stress (hypertension, coronary insufficiency and heart failure), rheumatic complains, gastrointestinal diseases (gastritis, ulcer, gastralgies), and posttraumatic sleep disorders.

IAN CRTV has done significant amount of field work on the territory of Bosnia and Herzegovina with the aim to meet the great needs of torture victims from this regions. Representatives of Torture victims' organisations contacted our Centre very frequently, searching for assistance from our mobile team and making inquiries and checking when we will be able to visit them.

155 clients were assisted within 11 visits to the targeted regions (majority of them were two-day and three-day visits). Of that number, 87 clients are on-going clients from Birac region (Bratunac, Visegrad), Trebinje, Srebrenica and Kotor varos. In addition, visit to 4 places – Bratunac, Srebrenica, Milici and Vlasenica was organised on 23rd of December were 185 torture victims, members of their families, including several severely health and socially endangered, in the majority of cases elderly persons received influenza vaccine.

Psycho-social assistance is aimed at improvement of significant behavioural changes such as increased level of activism, initiative, and improved psychological status, which would facilitate both social and economic integration into society. Effectiveness is observed through increased knowledge measured through success at tests and exams and obtained certificates. 36 beneficiaries completed 4 computer courses in the 2008.

Educational activities

I First educational training "Posttraumatic Stress Disorder as a Consequence of Experienced Torture – Psychiatric Aspects and Damage Compensation"

Professional seminar "Posttraumatic Stress Disorder as a Consequence of Experienced Torture – Psychiatric Aspects and Damage Compensation" was held on February 7, 2008 in "Aero club", Belgrade.

The goal of this seminar was introduction of professional public – judges and attorneys as well as NGO activists – mostly lawyers and attorneys active in the field of human right protection, with issues concerning nature of torture and its consequences. Special accent was put on posttraumatic stress disorder (PTSD) as a consequence of torture, the ways of recognizing PTSD, the issue of appearance of PTSD with postponed start and its importance for the legal compensation. Special attention was put to the rights of persons who suffer from posttraumatic stress disorder due to experienced trauma, as well as introduction of the participants with the international conventions and other legal instruments regarding torture, which should be applied in our country since it is one of the signatory countries.

There were 43 participants in the Seminar. Most of the participants were lawyers from NGOs, judges from The First and The Second Municipality Court from Belgrade, psychiatrists, psychologist, attorneys and journalist from weekly newspaper "Vreme". All participants face the problem of torture and its consequence in praxis.



Seminar "Posttraumatic Stress Disorder as a Consequence of Experienced Torture – Psychiatric Aspects and Damage Compensation"

II Second educational training "Torture – consequences and rehabilitation"

Seminar devoted to the issues of torture entitled "Torture – consequences and rehabilitation" was held on 11th of December 2008 in "Aero club", Belgrade. The goal of the seminar was better introduction with the concept and types of torture, consequences of the experienced torture on physical and mental health, as well as adequate psychological-psychiatric and medical treatment of torture victims.

There were 17 participants (and 6 lecturers) in the Seminar from GOs who are in contact with torture victims in their work and NGOs who work on assistance to torture victims. Among other participants, representatives from our partner organisations on the project (part of the project which is implemented in Bosnia and Herzegovina) CTV Sarajevo and Medica Zenica were participating in the Seminar.

Participants were introduced with the programs of IAN CRTV by Jelena Bakalic, programme coordinator and future cooperation is discussed.

The concept of torture and types of torture were presented, with special accent on definition of torture given by United Nation Convention Against Torture by Mina Mitic Lazarevic, IAN psychologist. Participants were introduced with the proper procedure of interviewing and documenting torture - *The Istanbul Protocol* by Stanislava Vukovic, IAN psychologist.

Psychological profile of torture victims and diagnostic of Post Traumatic Stress Disorder using psychological questionnaires were presented by IAN psychologists Mina Mitic Lazarevic and Stanislava Vukovic.

IAN psychiatrist and previous programme director Slavko Mackic gave lecture in Psychotherapy and pharmacotherapy of torture victims which rose fruitful discussion. Medical treatment and diagnostic of torture victims was presented by IAN Medical specialist Katarina Mitrovic. IAN psychiatrist Radomir Samardzic, engaged in the field work, presented experiences from psycho-social rehabilitation of torture victims at the field.

Advocacy activities

TOGETHER AGAINST TORTURE

IAN Centre for Rehabilitation of Torture Victims organised a press conference and a public performance in order to commemorate the 26th of June, UN International Day in Support of Victims of Torture.

Manager of the Centre, Branko Vujadinović, pointed out at the conference that since the year 2000 more than 7.500 victims of war of persons affected by the war passed through the IAN Centre. Among them, 2.500 experienced torture during the war. Last year 675 persons received psychological and medical assistance in the Centre. "Victims of torture are extremely sensitive to various psychological problems and they quickly develop various psychological disorders the most frequent of which is posttraumatic stress disorder", said Vujadinović and added that the victims often suffer from anxiety disorders, depression and they are also prone to alcoholism and addiction diseases.

One of the speakers at the conference was Mr. Pierre Dybman, Head of Operations I in the Delegation of the European Commission in Serbia who said that the attitude towards torture worldwide has changed because of the terrorism. Public researches have shown that people have become more tolerant to torture, and they even justify it in some cases.

Head of the Department for treatment and alternative sanctions in Prison Administration within the Ministry of Justice, Mr Damir Joka, said at the conference that there have been complaints of the prisoners to the excessive use of force in cases of disrespect of the house rules or when separating quarrelling groups. Joka added that the climate in prisons has been changing in the last four-five years, and there are less and less cases of use of force.

At the conference Marijana Đorić, IAN Lawyer, introduced the public with all important international documents that regulate the issue of torture, emphasizing the Optional Protocol to the UN Convention against Torture as an instrument whose aim is to prevent torture and other forms of ill-treatment. Branko Vujadinović invited the Parliament of Serbia to form an independent body for monitoring the situation in prisons. He said that this was the obligation of the State according to the Optional Protocol to the UN Convention against torture that Serbia has signed.



Press Conference on 26th June UN International Day in Support to Torture Victims

IAN CRTV joined to the global reading of a statement signed by the Desmond Tutu, Archbishop of Cape Town, South Africa; Abdel Hamid Afana, IRCT President and Brita Sydhoff, IRCT Secretary-General. This statement will be send to the heads of MP groups in Parliament of Republic of Serbia, to sign it and in that way provide support to fight against torture.

In the afternoon on 26 June 2008 the IAN activists organised a performance in Knez Mihajlova Street during which four activists originating from different countries of the world were locked in a cage for half an hour with the aim to remind the citizens that torture does not recognise the nationality, that torture still exists in some countries worldwide including Serbia, that some UN members have still not signed the UN Convention against torture and that we need to fight torture and provide necessary assistance to the victims. IAN activists wore T shirts that IAN produced. Print consists of T logo – symbol of torture, inscription: UN International Day in Support of Victims of Torture and name of our centre, IAN logo, telephone number and web site on the sleeve. Passers-by were interested and astonished with this unusual scene. Beside the cage we put informational desk where information and promotional materials were given to the citizens.



Performance in Knez Mihajlova Street "Torture does not recognise the nationality"

HIV/AIDS section

INTRODUCTION

IAN believes that holistic approach including efforts in prevention, care and support for people living with HIV and AIDS, in addition to fighting against stigma and discrimination, is the most efficient way of dealing with HIV.

In 2007-2008 HIV/AIDS section continued to implement wide range of activities in the field of HIV and mental health with support of CAFOD (Catholic Agency for Overseas Development) and GIP Global Initiative on Psychiatry. After Voluntary Counselling and Testing programme that was given priority in the previous year, the section oriented toward more direct support for people affected by HIV/AIDS, PLHIV associations¹, and carers. In the reporting period the staff worked on two complementary projects. Both projects aim at improving the quality of life of people living with HIV/AIDS and their significant others.

Comprehensive support programme for people living with HIV, their family members and carers (Project code SER 042) is the project that is continuation of relationship with CAFOD after a four year project on VCT Voluntary counselling and testing development. Several PLHIV associations were supported by IAN in organizational development. Counselling service for people affected by HIV was offered providing specialized different kinds of mental health assistance. Closer contact with people living with HIV/AIDS has enabled section staff to get better insight into beneficiaries needs, and to include them to different activities as much as possible.

As a part of the project "Mental health and HIV/AIDS in South Eastern Europe, Caucasus and Central Asia" Expert centre on mental health and HIV/AIDS was established in October 2006. The Expert centre is the part of regional network of nine centres that addresses the often-overlooked connection between mental health and HIV/AIDS. We have performed qualitative research on significant MH/HIV related topics, delivered training programme on mental health and HIV/AIDS, were engaged in advocacy and awareness building regarding mental health needs of affected population, networking and a wide variety of other interventions.



HIV/AIDS team

¹ People living with HIV/AIDS

CAPACITY BUILDING FOR PLHIV ASSOCIATIONS

Success of the first capacity building training in 2007, initiated great interest among PLHIV associations. Since number of participants of the first training in Belgrade was representatives of two associations, the number of associations attending the second and the third training events was seven associations (15 participants). Participants were very active and involved in training process.

In February 2008 we held training *of budgeting and fundraising and participatory assessment of needs for the same group of participants*. On this training event there were 13 participants from 5 associations as some associations included new members to training.

As the result of CB training and individual consultations, certain number of project proposals was written by

PLHIV associations. AID + made three proposals, two were funded. SPAIDS made three project proposals, one has received funds. ALEXO made two project proposals, but gain no funds. "Sunce" was supported in writing two project proposals. Other associations supported benefited mostly on training events, e-mail consultation or have used IAN expertise in everyday project management. During 2008 we continuous supporting the organisation "Žena +".

SERVICE FOR PSYCHOLOGICAL SUPPORT TO PLHIV

Number of clients whom we worked with in individual setting since April till October 2008 is 14 and 4 of them asked for psychiatric consultation. Besides possibility to come to the individual counseling, we offered to our clients fixed term for self-support group since April. Till April, group was gathering once a month, and since April once a week.

Self-support "Group on Wednesday" became group which gathers people with HIV and AIDS every Wednesday from 17.00 till 20.00. 18 groups were held. There are 11 members in the group and 6 members averagely come to group meetings every Wednesday. During previous period group became the safe place for group members. Regular attendance and strongly reactions regarding August 2008 recess proves that fact.

Besides socializing, spontaneous conversations about different issues and good atmosphere, certain psycho-drama techniques adjusted for this purpose were used. *Guided fantasy*², *change of roles*³ and *role play*⁴ were used through *psycho-drama vignettes*⁵. The fact that one client from the group in this period was encouraged to start the independent life after years of inadequate living conditions shows that group support is very important for the participants. Besides emotional needs, group members during the meeting express their social needs. We can see that when they talk about group meeting as socializing, when they exchange opinions about politic or culture. For many of them the group meetings are chance to go out and they are all dressed up. One participant suggested that the group should meet in his apartment during the recess and it proves how group has become important for some members.

² It is a technique when participants in relaxed atmosphere, following the facilitator's instructions visualize certain scenes and feeling that follow them and when they after that elaborate contents that were roused.

³ Basic technique of psycho-drama, when we put the person who works in the role of somebody else so that person can see him/herself from another angle and to experience more authentically the person whose role he/she took over

⁴ Presents the playing of situation that didn't really happen and present special preparation for the same situation in reality

⁵ Shorter psycho-drama work, usually one scene

| | INDIVIDUAL SETTING | SELF SUPPORT GROUP | FAMILY COUNSELLING | INDIVIDUAL PSYCHIATRIC |
|---|--------------------|--------------------|--------------------|------------------------|
| Client From April to October | 10 | 15 | 0 | 4 |
| Intervention From April to October | 34 | 104 | 0 | 4 |
| Group sessions From April to October | 18 | | | |

TRAINING ACTIVITIES



In 2008 there were two modules of training “**Mental health and HIV/AIDS**” delivered to a mixed group of professionals, paraprofessionals and beneficiaries. There were in total 5 training events in 2008. Module 3 training in “Personal, social, and self-help support to PLHIV” was perceived as useful among the members of newly established PLHIV associations and other PLHIV because of building their capacities in implementing self-help programs. The mixed training groups turned out to be very good model for the learning process of professionals and attitude change. Especially, involvement of PLHIV as participants and trainers of some training units was very efficient way to influence attitude change and to contribute better understanding of beneficiaries needs. Connecting PLHIV with professionals had also mutual benefits in terms of improving support services and referral.

Tab 2 – Training modules on mental health and HIV/AIDS, number of groups and participants

| Module | N of groups | N of participants | Period |
|---|-------------|-------------------|---------------|
| Supporting PLHIV with special needs | 3 | 41 | Nov-Feb. 2008 |
| Social, personal and self-help for people living with HIV/AIDS | 2 | 31 | June 2008 |

Training events become places where people get information about different kind of services for PLHIV (psychosocial support, legal support, etc.) and participants find this kind of exchange of information very valuable.

First three MAIDS training modules were **accredited** in February 2008 by the **Ministry of Labour and Social Policy**. IAN will continue the process of cooperation with the Ministry of LSP in this respect towards further education of social workers on these issues.

In April 2008 we had a three day **training and supervision session with Jim Simmons** CAFOD, Course Trainer, C. psychol. and HIV Programme Support Officer. The first day of the training was dedicated to VCT development in Serbia that has in the meantime continuously deteriorating due to lack of governmental support. VCT counselors and advocates for VCT from Students Health Clinic, IAN and other VCT centers in Serbia had opportunity to gather one more time and reflect on the current issues of counseling and HIV testing practice in Serbia. Research findings on the VCT evaluation carried out by our team were presented to the audience. As the result of group work we have formulated the recommendations that were send to the RAC⁶, but without any response. The interest for this training was considerable among association's members and VCT counselors. It can be seen from the number of participants in each of the groups (See below)

| Training day | N of participants |
|--|-------------------|
| VCT in Serbia | 17 |
| Psychological support for people living with HIV/AIDS | 25 |
| Skills in the short psychotherapy (basic principles behaviour therapy) | 25 |

The second and third training day were dedicated to the psychological support for PLHIV and skills in the short psychotherapy. It was important capacity building for many NGO staffs that are actively working on psychosocial support programs for PLHIV, but sometimes lack professional education, guidelines and know how to respond to different challenges of counseling.

NETWORKING

With support of Global fund PIU, we have organized two network workshops in order to **improve cooperation between social workers and NGOs** who provide psychosocial support programmes for PLHIV on the regional level. There were **38 social workers** in total, and organizations that presented their activities were: Aid+, Q-club (Belgrade), Sunce (Nis), Red line (Novi Sad), PaO2 (Pancevo). Social workers have shown readiness for concrete actions and suggestions in order to continue cooperation and exchange of knowledge and experience. They have openly accepted PLHIV' comments and answered their questions giving concrete suggestions what to do in specific situations.

SUPERVISION ORGANIZED FOR SUPPORT SERVICES STAFF, PLHIV, THEIR FAMILY MEMBERS AND PARTNERS IN 2008

During 2008 we have organized **two supervision seminars**. One seminar took place on February 29 2008. Supervision was organized as so called "experimental group" and it shared agenda with support training organized **for carers – nurses** who work in AIDS centre and for the nurses from Nis and Novi Sad – towns in which AIDS treatment centres are to be established. "Experimental group" methodology was used since nurses did not have any supervision experience and case studies were not proper methodology for this group since they work is not

⁶ Republican AIDS Committee

counselling. There were 24 nurses from three HIV treatment institutions: HIV Clinic in Belgrade with great experiences in HIV treatment, and HIV Clinics in Novi Sad and Nis – two clinics that are still preparing for further work. After long negotiations with the clinic management we have succeeded to organise several lectures for the nurses led by doctors working in AIDS treatment centre. All nurses were very satisfied with the supervision seminar and were asking IAN to support further this activity as regular activity to support carers. Nurses also express need for ongoing education to improve their work and also for the literature.

Second supervision seminar was organized for **VCT counsellors** from VCT centres in Serbia. VCT in Serbia is deteriorating - government and Republican AIDS Committee do not support work of the VCT centres and supervision was very welcomed. Unfortunately, VCT counsellors from ISH were not present on the seminar – last minute cancellation due to the unplanned obligations. Seminar took place on February 23, 2008 in Sremski Karlovci and it lasted two days (14 supervision hours). There were 9 participants from 6 VCT centres (Subotica, Sremska Mitrovica, Sabac, Pozarevac, Vranje i Bosilegrad) and two representatives from NGO sector: VCT counsellor working outreach with sex workers NGO JAZAS and also representative of UNFPA. Group worked with supervisor Slavko Mackic according to the methodology of the case studies presentation and group discussions. Beside the supervision sessions, VCT counsellors used opportunity to be together to share their experiences and to discuss possibility to organize supervisions in their own centres.

ADVOCACY

In May 2008 IAN has actively lobbying for functional referral system between relevant sectors (mental health, HIV/AIDS and substance abuse control) through organization of the stakeholders' meeting on mental health and HIV. The meeting was attended by representatives of several PLHIV associations, Ministry of Health Global Fund PIU, UNFPA, Institute for mental health, Institute for Students' Health from Belgrade, Institute for Public Health from Belgrade and Subotica, Clinic for drug addiction treatment Miklosic and Institute for neurology from Novi Sad. The goal of this meeting was to present the research findings on the PLHIV living experience in Serbia, with a focus on their mental health, carried out within the Expert centre on mental health and HIV/AIDS in the previous year. Participants also discussed the results and gave recommendations aiming at improving the system of mental health support to PLHIV in Serbia. The meeting was an opportunity for intersectorial linking between professionals from three sectors (mental health, IDU treatment and treatment of people living with HIV/AIDS). Stakeholders' meeting were evaluated as important among participants but some of the very important stakeholders did not appear which evidence still inadequate perception of the importance of mental health of PLHIV. The conclusion is that more lobbying for the change in state organization of mental health assistance for people infected and affected by HIV/AIDS is needed in the next period.

HUMAN RIGHTS DEPARTMENT

Work of the Human Rights Department is oriented towards empowerment of refugees from Croatia and BiH, displaced persons from Kosovo and Metohija and other vulnerable persons and community groups in Serbia by providing information, legal aid, in-court representation and referrals and facilitating their access to basic human rights in Serbia and their countries of origin.

MAIN ACTIVITIES

During 2008 the work of IAN Human Rights was focused on two fields of activities:

1. Provision of information and legal assistance to refugees and returnees

Through daily office work IAN Legal advisor provided assistance in access to rights and information, and removing of administrative obstacles, with special emphasis on procurement of personal documents for refugees from Croatia and BiH settled in Serbia and returnees in Croatia.

Legal and informational assistance was provided in the offices and in the field. Legal assistance referred to almost all issues in the domain of exercising basic human rights. It included oral assistance and written legal assistances (writing complaints, claims and acceleration requests, and other assistance with administrative procedures).

Information provided to beneficiaries included accurate and reliable facts on the situation in their places of interest, aimed at facilitating their decision on further steps towards durable solution.

The majority of interventions have been related to initiation of the proceedings for exercising the right to pension, especially family pension which, according to the Agreement on the Social Welfare, should be initiated from the Republic of Croatia. Another important issue of interest to beneficiaries was access to the right to health insurance in Serbia. Besides this, beneficiaries using the legal services were rather interested in regulating property-legal relationship and reconstruction in Croatia, which is connected to procedures for entering the property into the cadastre, consent of a part-owner who does not return for the reconstruction of the family property, etc. In addition to providing oral legal counseling the legal adviser wrote and sent to relevant institutions a number of submissions on behalf of beneficiaries (complaints, claims and acceleration requests).

A considerable number of beneficiaries have asked for legal assistance in convalidation of years of service in the Republic of Croatia, old foreign-currency savings, housing possibilities in Croatia and various problems related to integration in Serbia.



AN Lawyer provides legal assistance to a beneficiary in IAN office

The activities were realized through the Help desk established within the project Employed Empowered run by a partner organization. The legal advisor also performed field visits to different refugee settlements and collective centres in Serbia.

Total number of different beneficiaries who received this type of assistance within the period covered by the report was 420.

2. In-court representation for victims of torture

During the period covered by these report, **73 beneficiaries**, refugees - victims of torture and forcible mobilization received legal help. **164 summons were held for 48 clients and 172 legal advice were provided.** Six cases were successfully resolved at the District Court (Second Instance Court)-final decisions made. Unfortunately, in two cases District Court modified a decision of the Municipality Court (which accepted the appeal and charged compensation to the clients) and the final court decision was negative in those two cases).

Legal services included legal advising, collecting statements and writing appeals, submitting the criminal charges and advocacy campaign.

Work with clients will included telephone contacts with clients, meetings with clients in Centres' offices, legal advising and taking statements in cases of torture, gathering documentation, meetings with witnesses and taking statement from them, preparation of clients and the witnesses for trails and bringing of criminal charges and organizing psychological and psychiatric examinations for clients.

Legal counsellor provided in-court representation at hearings, contact and correspond with Court and international and local human rights and legal experts and give full information to victims on their rights and options.

The specific group of forcibly mobilised refugees – torture victims, face legal problems because of the expired statute of limitation for filling claims against the Serbian police for the offence of unlawful deprivation of liberty and obtaining redress for torture and ill treatment suffered subsequent to arrest.

Activities of legal service present important addition to psychological and medical assistance. Beneficiaries benefit from legal assistance in a way that they receive additional support and encourage to became more active in fighting for their rights. Searching for legal assistance is also one of the indicators of improvement in their psychological condition, showing their activation and leaving of the passive position of the victim.

Case study

IAN Legal adviser obtained Birth Certificates for 5 members of a refugee family K. settled in Serbia. In addition Marriage Certificate for two members of this family was obtained from Croatia. Having received these documents the family applied for buying a household in a rural area, and they were also able to regulate their health insurance and submit a request for the citizenship of the Republic of Serbia.

EDUCATIONAL DEPARTMENT

INTRODUCTION

According to the Serbian National Employment Service (NES) officially registered **rate of unemployment in August 2008 was 24.08%** (the EU average is 6.9%).

The structure of the unemployed continues to be unfavorable - it is characterized by long-term unemployment which has deepened in recent years; the dominant share being the young population and women. Also, the unemployment rate of vulnerable groups (Roma, refugees and IDP, disabled) is twice that of other population groups⁷.

Reintegration of long-term unemployed people into the labour market is a crucial task, considering that these people have lost skills, knowledge and working habits due to long-term absence from work. Exclusion from the labour market also leads to psychological problems and deterioration of social and economic position. Percentage of persons who stopped searching for a job because they lost hope that they would find it has increased from 21% in 2004 to 34% in 2007⁸.

According to the National Strategy of Adult Education Development in Serbia "adult education improvement of knowledge, skills and professional mobility is a **key instrument** for social-economic transformation, acceptance of technological innovations, improvement of competences and competitiveness of the labor market, rise of employment and social cohesion". The same Strategy proposes the programmes for gaining different skills:

- Information and communication skills,
- Foreign languages,
- Personal skills (critical thinking, problem-solving, and decision-making),
- Interpersonal skills (team work, empathy, and conflict resolution); and
- Self-employment skills (active job searching, career development, and how to start one's own business).

THE AIM

The aim of Telecentar is to develop competencies required for active participation in the knowledge economy, for finding a new/better job and adjustment to the needs of labour market, through:

- promotion of lifelong learning as a development tool for all citizens
- stimulation of social inclusion of marginalised groups in the lifelong learning process
- searching for the best teaching and learning practices worldwide
- adoption of the highest standards of the knowledge society
- development and implementation of the programme according to labour market demands

Many people from vulnerable groups have no means for participation in education processes, by which they are even more excluded from the mainstreams of their society. They cannot find (better) jobs because they have no adequate knowledge needed in the modern economy: **computer knowledge, knowledge of English Language, social skills and entrepreneurship skills.**

⁷ source 2nd Progress Report on the Implementation of the Government Poverty Reduction Strategy

⁸ source, Living standard survey 2002-2007

BENEFICIARIES

Educational department - IAN Telecentar⁹ started to work in September 2001. The program was established as a result of IAN efforts to provide help in education to vulnerable groups:

- refugees from Croatia and Bosnia and Herzegovina
- internally displaced persons from Kosovo
- victims of torture and trauma
- people living with HIV
- juvenile in conflict with law
- people with disabilities
- Roma
- long-term unemployed

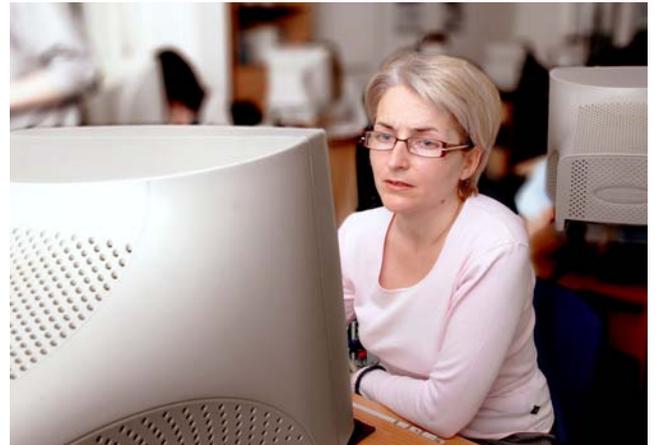
COURSES

Currently, IAN Telecentar`s programme includes four courses: 1) Computer school, 2) English language school, 3) Life skills school and 4) Entrepreneurship school.

1. Computer school

Following courses are available in the Computer school:

- **courses for acquiring internationally recognised ECDL¹⁰ certificates**
- **courses for acquiring internationally recognised ECDL Advanced certificates**
- **web design courses**
- **graphic design courses**



2. English language school

English language school has developed its programme in accordance with EUROpass standards recommended by the European Council. Our course participants can obtain **European language portfolio**, document that enables them to record their language skills. It is an internationally recognised certificate. Lessons are held for small groups (maximum 8 participants). Courses are delivered by a team of graduate English language teachers using modern teaching methods,

⁹ Web site www.ian.org.rs/education

¹⁰ With over six million participants, the European Computer Driving Licence (ECDL) is the world's largest vendor-neutral end-user computer skills certification and is internationally recognised as the global benchmark in this area. There are seven core ECDL courses: Concepts of Information Technology; Using the Computer and Managing Files; Word Processing; Spreadsheets; Database; Presentation; Information and Communication

dictionaries, literature, and audio material. Participants may also use a rich school library. Courses for various knowledge levels starting from elementary to the advanced are delivered in Telecentar.

3. Life skills school



Photos from the Life skills school

Life Skills Trainings have become increasingly important in determining an individual's ability to secure a job, retain employment and move flexibly in the labour market. Today's world of work calls for individuals who are able to flexibly acquire, adapt, apply and transfer their knowledge to different contexts and under varying technological conditions, and to respond independently and creatively.

Training team consists of 6 trainers, certified cognitive-behavioural psychotherapists and/or certified trainers. Training program includes 6 modules:

- 1) Recognition and analyses of individual potentials
- 2) Personal development – career planning
- 3) Self management
- 4) Communication skills – assertive training
- 5) Communication skills – presentation
- 6) Communication skills – written communication and CV writing

4. Entrepreneurship school

Self-employment is seen as an efficient way of resolving the problem of unemployment among members of vulnerable groups. To manage own business, people need entrepreneurship skills which are not in regular education curricula in elementary and secondary schools and are often neglected. These skills help in initiation of own business. List of courses in Entrepreneurship school:

- 1) Starting a Business
- 2) Business Plan
- 3) Financing
- 4) Business Skills
- 5) Business Management / Managing Enterprise
- 6) Marketing, Advertising and Public Relations

MEMBERSHIPS

IAN Telecentar is a member of:

- ***European Computer Driving Licence*** foundation and authorised test centre for issuing internationally recognised ECDL and ECDL Advanced certificates,
- ***telecentre-europe*** is a project for networking telecentres in Europe. The vision of telecentre-europe is to become a viable network of telecentres and practitioners in

- Europe who are collaborating and sharing knowledge with counterparts within and outside of the continent.
- **TOEIC** - The Test of English for International Communication™ (TOEIC®) is an English language test designed specifically to measure the everyday English skills of people working in an international environment.
 - **Global Knowledge Partnership** is the world's first multi-stakeholder network promoting innovation and advancement in Knowledge for Development and Information and Communication Technologies for Development
 - Section of the foreign language schools of the Serbian Chamber of Commerce and distributor of the European Language Portfolio
 - **Balkan Network of Telecentars** that has centres in Serbia (Belgrade and Novi Sad), Croatia (Zagreb and Slavonski Brod), Bosnia and Herzegovina (Travnik and Prijedor) and Macedonia (Gostivar).

RESULTS

Over **3500 beneficiaries** completed our free of charge education programs so far.

Courses evaluation

Within the education programs IAN also conducts a comprehensive evaluation. The results of courses evaluation show **high level of satisfaction** of our beneficiaries with the training they attended (average mark for all courses on the scale from 1 to 5 is 4,7).

Psychological status

Second level of evaluation is testing of the psychological status of the education programs participants at the beginning and at the end of the program. The results show that after longer attendance of educational programs (minimum 3 months) participants have:

- **General improvement of the psychological status**
- *Decreased level of emotional instability and destructive aggression*
- *Raised level of conscientiousness*
- *Decreased tendency to blame others and unfavourable circumstances for personal difficulties, participants show tendency to take over the responsibility for own future*
- Most significant changes have been registered in the way participants perceive their own competences, before all professional. They feel *considerably more competent and capable in the professional sense*.

Positive change is not limited only to general psychological status. Participants show *much higher degree of intention for engagement in job search*, than before attending the program. They believe that business opportunities for them exist, that loss of a job may be a chance for advancement and not exclusively a personal catastrophe, that their future mostly depends on themselves and that they have enough qualities to influence the decision of their future employers.

Employment

Finally, the most important result is that **the participants have more chances for finding a new/better job** after completing our education programs. In some programs percentage of beneficiaries who found jobs three months after the completion of the program goes up to 50%.

CLIENTS

IAN Telecentar had the following number of clients during 2008:

| | |
|-------------------------|------------|
| Computer school | 495 |
| English language school | 78 |
| Life skills school | 36 |
| Entrepreneurship school | 36 |

Besides our „old“ clients from the previous years (refugees from Croatia and Bosnia and Herzegovina, internally displaced persons from Kosovo, victims of torture and trauma, Roma, long-term unemployed, juvenile in conflict with law), in 2008 we included also the clients from one new group: **persons with hearing impairments**.

Clients were referred from other IAN departments, from National Employment service, associations of persons with hearing impairments, local offices of the Commissariat for Refugees, other NGOs and most often they came upon recommendation of other clients.

DONORS

Work of IAN Telecentar is supported in 2008 by EC, Microsoft and Ministry of Labour and Social policy, Fund for Open Society and a part of the costs is covered through commercial courses.

PROJECTS

1. Educative and psychological support to juvenile delinquents on the territory of Belgrade municipality

Duration: April 2007 – April 2008

Aim: Creating efficient model for professional and psychological empowerment of juvenile in conflict with law.

Activities: From the 1st January 2006 the Law on juvenile delinquents is in force in the Republic of Serbia. The provisions of this Law include education orders and measures - special obligations that have not been implemented so far because the City centre for social work, the Court and local community have no developed resources and mechanisms for realisation of these measures.





The project "Educative and psychological support to juvenile delinquents on the territory of Belgrade municipality" is focused on establishing models for implementation of these measures, through programmes of professional and psychological empowerment. Target group includes children who are in conflict with the law, juvenile delinquents who have been issued the order for special obligation by the Court.

The aim of the project is to establish new service that, through intensive education and psychosocial support program, encourages healthy development of juvenile delinquents, strengthens their personal responsibility, increases their educational level and by all this increases their chances for finding a job in future, and also decreases the probability of their recommitting criminal acts.

Project is primarily oriented towards supporting juvenile delinquents, through professional and psychological empowerment. Other project aim is professional empowerment of staff engaged in CCSW who works with this target group.

Juvenile delinquents will have the opportunity to use the education orders in a positive way through acquiring knowledge and skills that they would need in life, with continuous psychological support.

Programme of professional empowerment of juvenile delinquents has several objectives:

- Acquiring skills and knowledge needed in a modern economy
- Acquiring international ECDL and EuroPASS certificates
- Increasing chances for employment
- Improvement of participants' psychological status.

Strengthening psychological status of participants will be achieved through social skills trainings and support groups.

Purpose of professional empowerment of the Centre for social work staff is to improve IT literacy of the staff engaged in the centre working within this project (Zemun, Novi Beograd, Vračar and Stari Grad), by which the working efficiency is increased as well as the preparation for the announced development of IT networking of all centres.

As regards the society dimension, through cooperation of public and NGO sector innovative models will be established for execution of education orders, which could be applied on the whole territory of Serbia .

Donor: Fund for Social Innovation

2. Free of charge IT courses

Duration: one year (January 2008 – December 2008)

Aim: Main objective of the project was professional and psychological empowerment of members of vulnerable groups through provision of 1300 computer courses for at least 350 beneficiaries.

Results: During the project period IAN delivered 1322 courses for 418 individual beneficiaries

Donor: Microsoft

3. Professional empowerment of persons with hearing impairment

Duration: nine months year (June 2008 – March 2009)

Aim: The project has been inspired by the measures from the Strategy for Employment within the National Poverty Reduction Strategy that recommend encouraging employment and activation of persons with disabilities. The measures include increasing access of these persons to education and enabling them to acquire higher levels of knowledge and professional skills through designing more versatile education programmes.

Results: During 2008 IAN delivered 96 ICT courses and 72 Social skills courses for 24 individual beneficiaries with hearing impairments.

Donor: Ministry of Labour and Social Policy, Microsoft and Fund for Open Society

Case study

Milan K., a young unemployed forestry engineer, one of the programme participants said at the conference: *"The programme like this is necessary and useful for young people, especially persons with disabilities, in order to facilitate their easier employment. I am convinced that by applying the knowledge we gained it would be easier and quicker for us to find a job within our field of expertise. I would like to thank IAN for good training conditions, lecturers who were experts and always ready to give additional explanations."*

4. Employed, Empowered

Duration: six months (October 2008 – April 2009)

Aim: The project is focused on professional empowerment of refugees and IDPs. At the beginning IAN and partners conducted initial lecture on the topic „Active job search“ for over 1000 beneficiaries. IAN provides web design courses, administrative assistant courses and basic ICT trainings & psychological support for the most vulnerable members of vulnerable groups.

Results: During the 2008 period IAN delivered 1322 courses for 418 individual beneficiaries

Donor: Centre for Democracy and Reconciliation in SEE

5. ICT education for Roma Youth from the outskirts of Belgrade

Duration: six months (October 2008 – March 2009)

Aim: Main objective of the project is comprehensive basic ICT education for Roma youth from the outskirts of Belgrade. One group of 12 participants attends four basic IT courses and the best will get ECDL certificates.

Results: During the 2008 period IAN delivered 24 ICT courses for 12 Roma youth

Donor: SportingHearts

6. Commercial courses

Aim: Educational department is the first department within IAN which started with commercial activities. This department started to work with local population, developing activities aimed at achieving sustainability. Also, the objective is to combine different vulnerable groups with local population. Whole profit is reinvested in IAN's humanitarian activities.

RESEARCH DEPARTMENT

INTRODUCTION

IAN Research Department conducts various scientific research projects through analysis of the data collected in daily work with traumatised clients and inter-disciplinary studies within consortium of respectable institutions in Serbia and abroad.

Since 2002 IAN has been conducting separate international research projects supported by the European Commission FP5 and FP6 that extended state of art knowledge about PTSD etiological factors, symptoms and treatments.

Significant progress has been made through the activities of IAN Research Unit toward improving the quality of assessment techniques available for psychological and psychiatric diagnostics in the Balkan region, by the acquisition, translation and adaptation of current versions of standard assessment instruments in the European Union and United States of America. These efforts hopefully lead to the standardization of these instruments and the establishment of test norms for populations in the Balkan region.

STAFF MEMBERS

In 2008 one staff member has been full time engaged in Research Department. Research activities has been realised in cooperation with other IAN program departments.

PROJECTS AND DONORS

Research project active in 2008 was:

PBPTSD - Psychobiology of Posttraumatic Stress Disorders (PTSP), (project period: October 2004 – May 2008, Funded by the European Commission within Framework Programme 6)

MODULS ADDED TO THE PBPTSD STUDY

PTSD is the object of growing interest of many scientists and physicians in the field of stress and trauma worldwide.

Recognising relevance of the project and rare opportunity to assess people suffering from PTSD in extensional and systematic way, other researchers joined and enriched our project with additional modules:

The Psygene Project related to investigation of genetic polymorphism of all genes potentially implied in stress response and transcription pattern analysis in PTSD would be implemented by Lundbeck Research, Jersey, USA. (project period January 2006 – December 2008)

Psychoanalytical study of dreams of the people with PTSD who have nightmares was initiated by Trauma Group of European Psychoanalytic Federation and Norwegian Centre for Violence and Traumatic Stress Studies (project period January 2006 – December 2010)



PBPTSD - Psychobiology of Posttraumatic Stress Disorders (PTSP)

The aim of the study is to yield new knowledge on relations between: basic psychological variables and PTSD, biological variables and PTSD and biological and basic psychological variables in health and in PTSD.

Specific objectives are:

- Exploring relationship between PTSD and psychological parameters and relationship between PTSD and neuropsychological parameters
- Exploring sleep disturbance in PTSD
- Exploring metabolic functions disorder in PTSD
- Exploring HPA axis function in PTSD
- Exploring genetic polymorphism in PTSD
- Formulating recommendations related to a combined diagnostic battery for PTSD and its application in community work.

Project partners:

University Medical Center, Utrecht, Netherlands
International Aid Network, Belgrade, Serbia
Institute of Endocrinology, Diabetes & Metabolic Disease, Belgrade, Serbia
Institute for Biological Research "Sinisa Stankovic", Belgrade, Serbia
Military Medical Academy, Belgrade, Serbia
Vinca Institute of Nuclear Sciences, Belgrade, Serbia
Queen Mary and Westfield College, University of London, United Kingdom
Psychiatric Clinic, Medical Faculty, University of Rijeka, Croatia
Specialization School of Psychiatry, University of Bari, Italy

Project is realised in the period: October 2004 – May 2008

Funded by the European Commission within Framework Programme 6



Subjects included into the study are persons with symptoms of current and lifelong posttraumatic stress, as well as traumatised persons who did not develop these symptoms. Control groups will include healthy controls from EU countries (Italy, The Netherlands).

The comprehensive psychological and biological assessments have been performed on the sample of 960 of which 426 males have been assessed by IAN and partners Institutions in Belgrade.

Wide range of data on medical, metabolic, psychological and neuro-psychological functioning of clients with PTSD, have been collected and analyzed, that is unique value of this comprehensive multidisciplinary study.

In 2008 main efforts are given for data management, statistical analyses, reports and article writing.

MAIN RESULTS OF PSYCHOLOGICAL ASSESSMENTS

The main findings of our research are related to the relevance of *personality structure, neurocognitive functioning* and *comorbid diagnoses* and their discriminative potential for distinguishing different PTSD groups in the study.

One of the main arguments that will be launched in the study is that *the* general psychosis proneness is a crucial disposition implicated in the development of PTSD after traumatic event. Differences in personality structure among different groups of subjects in the study have been confirmed. Neuroticism and Disintegration make the biggest difference among groups.

Efficacy of general neurocognitive functioning, as well as primarily efficacy of executive functions seems to be related to the probability of obtaining PTSD after surviving extremely traumatic experiences.

Two or more PTSD subtypes could be described according to their comorbid symptoms. First subtype includes primarily PTSD with current depression, while other subtype would include PTSD with mood disorders (both depression and mania) in the past and current social phobia.

In this stage, results from study could be used to predict risk for developing PTSD in different personality structures, and possibilities for trauma resilience/recovering related to particular personality trait and neuropsychological functioning. The quick time screening of PTSD using short self-assessment measures (as IES-R, Weiss&Marmar, 1997) is also suggested with proposed cut of scores.

The main focus of further analyses is on the improving diagnostic of PTSD using structure equation modeling of personality factors and symptoms factors. Advanced statistical analyses will be also done for recognizing different clusters among PTSD patients.

Relation between psychological and biological variables in health and PTSD and implementation of new biological markers for PTSD has to be closely investigated. All gathered results would be used to build knowledge aiming to achieve more reliable PTSD diagnosis and comorbid diagnoses, particularly depression.

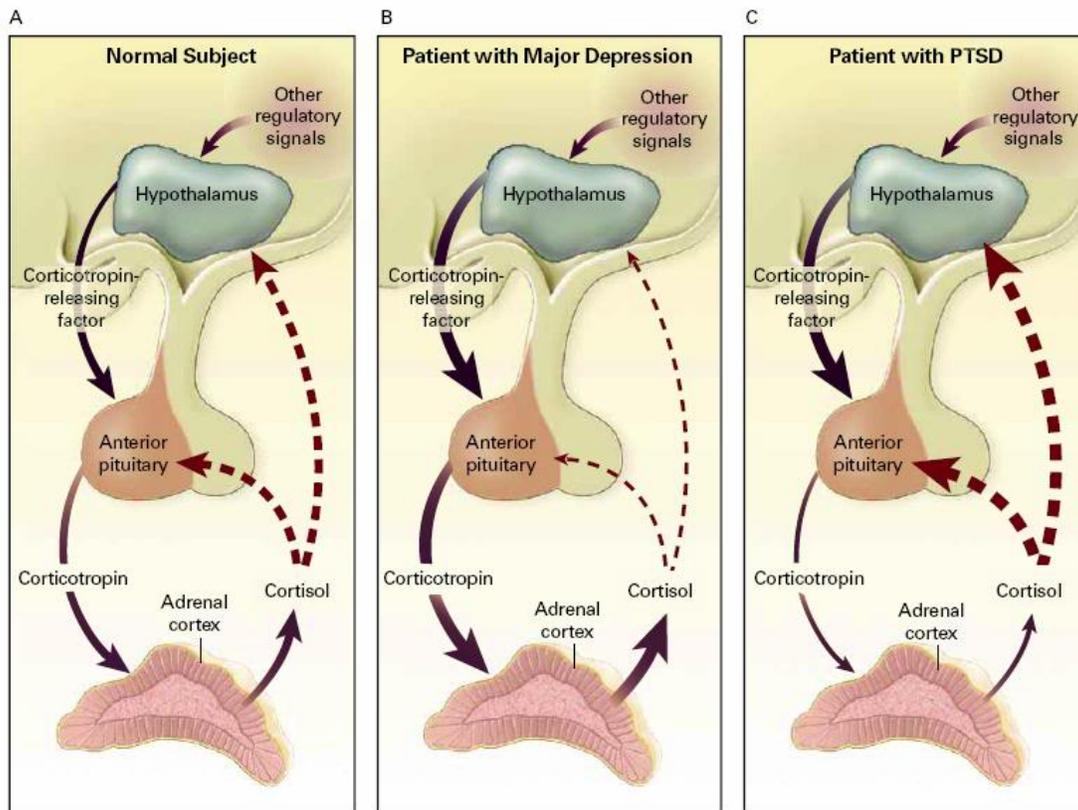


Figure 1. Response to Stress in a Normal Subject (Panel A), a Patient with Major Depressive Disorder (Panel B), and a Patient with PTSD (Panel C).

In normal subjects (Panel A) and in patients with major depression (Panel B), brief or sustained periods of stress are typically associated with increased levels of both cortisol and corticotropin-releasing factor. In each panel the thickness of the interconnecting arrows denotes the magnitude of the biologic response. Corticotropin-releasing factor stimulates the production of corticotropin, which in turn stimulates the production of cortisol. Cortisol inhibits the release of corticotropin from the pituitary and the release of corticotropin-releasing factor from the hypothalamus. It is also responsible for the containment of many stress-activated biologic reactions. In patients with PTSD (Panel C), levels of cortisol are low and levels of corticotropin-releasing factor are high. In addition, the sensitivity of the negative-feedback system of the hypothalamic-pituitary-adrenal axis is increased in patients with PTSD rather than decreased, as often occurs in patients with major depression.³¹

(Figure 1 from: N Engl J Med, Vol. 346, No. 2 - January 10, 2002)

The final research results will be further used for designing combined psycho-biological batteries for PTSD screening, diagnosing and risk factors assessing as well as improvement of psychological instruments for measuring PTSD.

An additional objective of the dissemination strategy is to make findings and implications of the study known to mental health care decision making bodies, professionals and para-professionals in Balkan region. The presentation of the results of the study to the professional community will serve as a basis for discussions on developing guidelines for diagnosis and treatment of PTSD. The strategy for dissemination of the results in the community based mental health care is currently being developed. Workshops for policy makers, clinicians, other professionals and victims/veterans will be organised on a national level to present and discuss the findings of the study and their practical implications. Furthermore, a brochure was written in non-scientific language which will also be distributed to all relevant stakeholders. The brochure is primarily aimed at non-professional stakeholders without medical or psychological knowledge of PTSD, and at war veterans and other persons who were affected by war.



Our acknowledgment of the metabolic and psychological costs of war aims to promote the establishment of better methods of detecting and treating war-related psychiatric disorders. It is now time to take the next step and provide effective treatment to distressed men and women, along with credible safeguards of confidentiality.

OTHER RELEVANT ACTIVITIES AND ACHIEVEMENTS

With great support of Vesna Kutlešić, PhD, National Institute for Health; with recommendations written by Elizabeth Ann Davis, Ph.D, D.V.M. DIR Program Officer for Europe in National Institute for Health, USA and Bishop Irinej of Australia and New Zealand, IAN has been recommended for the second time for Gates Award for Global Health in 2008

"I hope that awarding authorities will join me in recognizing IAN for beating the odds and continuously expanding their multidisciplinary services for vulnerable populations over the past ten years", said Dr. Ann Devis in her recommendation.

The Gates Award has been established to recognize an organization yearly that has made a major and lasting contribution to the field of global health and has substantively improved the health and the lives of people in need.



The Gates Award
for Global Health

PRESENTATIONS AND DISSEMINATION OF KNOWLEDGE

WPA co-sponsored *XIII National Congress of the Serbian Psychiatric Association "Psychiatry for the person and social transition"*, October 19-22, 2008, Belgrade, Serbia. **Symposium: "Psychobiology of PTSD"**. Chairpersons: Željko Špirić, Eric Vermetten. Participants: (1) Danka Savić - Psychobiology of PTSD: an international comprehensive study of PTSD; (2) Goran Knežević - The role of intelligence, neuropsychological measures and personality in PTSD; (3) Gordana Matić - Glucocorticoid receptor expression and binding activity in lymphocytes of traumatized war veterans with and without PTSD; (4) Svetozar Damjanović - Catabolic and anabolic hormonal effects in patients with PTSD; (5) Željko Špirić – Comorbidity and PTSD.

VI Congress of the Serbian Society for Neurosciences – *Mechnisms of adaptive-plastic response of nervous system in physiological and pathophysiological states*, September 11-14, 2008, Kragujevac, Serbia.

Invited lectures: (1) Danka Savić: Personality traits as a predictor of posttraumatic stress disorder; (2) Gordana Matic: Do lymphocyte corticosteroid receptors level and functional alterations reflect HPA axis sensitivity in posttraumatic stress disorder?

PERSPECTIVES OF THE PROGRAMME

We are committed to engage our strengths and efforts in establishing and promoting good practice in psychological diagnostics and measurement, in accordance with the highest methodological and ethical standards aimed at acquiring knowledge relevant for the improvement of mental health, quality of life and psychological growth, strengthening capacities of people, especially of vulnerable groups such as victims of war-related trauma or torture, for the adjustment to the rapidly changing society.

IAN Research Unit aim 2006-2010
To build capacity of IAN for trauma and stress related research

Dispute the great effort and significant results achieved in the area of PTSD research and therapy evaluation, IAN Research Unit is facing a lack of funds available for research activities planned for 2008-2010.

Research projects applied – not funded

EUMOOD – Depression Subtypes: Psychobiology and treatment (2008-2012)

The dynamic and subtypes of depression, clinical and biological endo-phenotypes, individual-based treatment with predictable differential response and outcomes.

Lead by Karolinska Institute and Karolinska Hospital Sweden, with consortium of European 22 partners. Submitted in June 2007 to EC FP7, not funded

Reinforcing the center for stress and trauma research (2008-2010)

Standardization of the instruments, International conference on PTSD, International study visits, Trainings for practitioners

Lead by IAN, in cooperation with QMU UK, KH Sweden, UMC The Netherlands

Submitted in March 2008 to EC REGPOT-2008-1, not funded

FINANCIAL REPORT

Donation deposits in 2008 are stated in the amount of 705,503.68 euros or 1,037,207.41 dollars. The middle exchange rate was 80.6010 dinars per 1 EURO as of 31 December 2008. Payments made by donors are listed in the next table:

| <i>DONOR 2008</i> | <i>INCOME EURO</i> | <i>INCOME RSD</i> | <i>INCOME USD</i> | <i>%</i> |
|---|--------------------|----------------------|---------------------|---------------|
| EC, European Commission | 244,124.59 | 20,378,623.62 | 342,231.74 | 34.60 |
| CAFOD Catholic Agency for Overseas Development (UK) | 163,755.00 | 13,468,668.98 | 250,961.37 | 23.21 |
| UNVFTV, United Nations Voluntary Fund for Victims of Torture | 83,394.20 | 6,894,111.81 | 123,293.68 | 11.82 |
| GIP, MAIDS (Global Initiative on Psychiatry) | 52,000.00 | 4,231,161.90 | 78,103.83 | 7.37 |
| GIP, MATRA (Global Initiative on Psychiatry) | 40,000.00 | 3,245,285.00 | 58,320.47 | 5.67 |
| LUNDBECK | 28,798.76 | 2,312,488.57 | 44,975.00 | 4.08 |
| UNIDEA / UNICREDIT | 22,160.00 | 1,901,090.89 | 29,486.12 | 3.14 |
| MICROSOFT | 20,956.38 | 1,713,878.10 | 33,000.00 | 2.97 |
| Ministry of labor and social policy | 16,325.82 | 1,333,381.94 | 25,440.54 | 2.31 |
| FRESTA/NAB | 10,843.00 | 884,670.06 | 16,291.67 | 1.54 |
| Fund for an Open Society | 7,920.48 | 659,850.00 | 12,177.75 | 1.12 |
| UNDP (SIF) United Nations Development Programme / Social Innovation Fund | 4,973.46 | 399,600.29 | 7,746.65 | 0.70 |
| IRCT International Rehabilitation Council for Torture Victims | 3,713.03 | 289,591.09 | 5,670.00 | 0.53 |
| CIDA, Canadian International Development Agency | 3,583.13 | 295,924.45 | 5,293.00 | 0.51 |
| Sporting hearts | 1,590.00 | 130,355.83 | 2,159.22 | 0.23 |
| NSHC | 1,109.10 | 90,536.78 | 1,696.92 | 0.16 |
| RODA, Sarajevo | 256.73 | 21,981.40 | 359.45 | 0.04 |
| TOTAL | 705,503.68 | 58,251,200.71 | 1,037,207.41 | 100.00 |

PROFIT AND LOSS STATEMENT

In the year 2008, the Association made profit of RSD 6 thousands, which makes the difference between total incomes of RSD 50,515 thousands and total expenses of RSD 50,509 thousands.

| <i>Result of the year</i> | <i>Income</i> | <i>Expenses</i> | <i>Profit/(Loss)</i> |
|---------------------------|---------------|-----------------|----------------------|
| Operating | 49,395 | 46,923 | 2,472 |
| Finance | 982 | 3,512 | (2,530) |
| Other | 138 | 74 | 64 |
| Total | 50,515 | 50,509 | 6 |

Operating income

Business incomes are stated in the amount of RSD 49,395 thousands. The amount of 46,112 RSD relates to the foreign donations and the amount of 1,333 RSD thousands to the domestic donations for the projects run by the Humanitarian Organization IAN. The rest of the operating income relates to the services provided for computer courses and English courses and consulting services.

Operating expenses

Operating expenses are balanced at the amount of RSD 46,923 thousands:

| <i>Items</i> | <i>Amount (in 000 RSD)</i> |
|--------------------------|----------------------------|
| Cost of material | 1,721 |
| Staff costs | 31,098 |
| Depreciation costs | 1,420 |
| Other operating expenses | 12,684 |
| Total: | 46,923 |

Costs of material are stated at the amount of 1.721 thousand of dinars and refer to basic material expenses of other (maintenance) material, petrol, energy etc.

Staff costs in 2008 are stated at the amount of 31,098 thousands of dinars, and consist of gross salary costs 18,517 thousands of dinars, costs for specific employment contracts (determined term of employment) at the amount of 3,500 thousands of dinars, Costs by authors contracts at the amount of 4,169, costs by other employment contract at the amount of 1,851 thousands of dinars and other staff expenses at the amount of 3,064 thousands of dinars.

Depreciation costs are stated at the amount of 1.420 thousands of dinars calculated by straight-line method.

Other operating expenses are stated at the amount of 12,684 thousands of dinars and consist of the production costs:

| <i>Item</i> | <i>Amount in 000 RSD</i> |
|---------------------------------|--------------------------|
| Transportation services | 1,102 |
| Maintenance costs | 394 |
| Rent | 3,167 |
| Advertising and marketing costs | 1,055 |
| Other services | 447 |
| Unproductive services | 4,504 |
| Representation | 1,199 |
| Insurance premium | 135 |
| Payroll | 117 |
| Membership fees | 86 |
| Tax expenses | 70 |
| Other intangible expenses | 408 |
| Total: | 12,684 |

| ACTUAL PROJECTS 2008 | | | | | | | |
|---|-------|---------------------|--------------------|--------------------|--------------|------|-----|
| Project Name | Donor | Project Code | Starting Date | Ending Date | Total Budget | | |
| | | | | | EUR | US\$ | RSD |
| Comprehensive Support Programme for People Living with HIV, their Family Members and Carers | CAFOD | SER042 | March 1st 2007 | February 28th 2008 | 86.166,00 | | |
| Comprehensive Support Programme for People Living with HIV, their Family Members and Carers | CAFOD | SER042 | March 1st 2008 | February 28th 2009 | 90.295,00 | | |
| Capacity Building for IAN Staff Working on HIV and AIDS | CAFOD | SER043 | April 1st 2007 | March 31st 2008 | 4.995,00 | | |
| Mental Health and HIV/AIDS in South Eastern Europe, the Caucasus and Central Asia | GIP | 380/5040 | July 1st 2006 | December 31st 2008 | 97.800,00 | | |
| Facilitation of durable solutions for refugees and returnees | EC | CARDS/2006 132-245 | January 15th 2007 | January 15th 2008 | 202.000,00 | | |
| Psychobiology of Posttraumatic Stress Disorder | EC | INCO-CT-2004-509213 | September 1st 2004 | May 30th 2008 | 297.120,00 | | |
| Comprehensive Rehabilitation Programme for Torture and Trauma Survivors | CAFOD | SER040 | January 1st 2007 | February 29th 2008 | 98.552,18 | | |
| Comprehensive Rehabilitation Programme for Torture | CAFOD | SER040 | March 1st 2008 | December 31st 2008 | 73.460,00 | | |

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| and Trauma Survivors | | | | | | | |
| Centre for Rehabilitation of Torture Victims (CRTV), Belgrade | UNVFVT | P.412/A grant-G.2784(08) | January 1st 2008 | December 31st 2008 | | 85.000,00 | |
| Psycho-Social rehabilitation programme for torture victims in target regions in Bosnia and Herzegovina through CTV, IAN and Medica mobile teams | UNVFVT | P.497 | January 1st 2008 | December 31st 2008 | | 38.328,69 | |
| Comprehensive rehabilitation Programme for Torture Survivors | EC | 2006/132-422 Ref.No. 69 | March 17th 2007 | March 17th 2008 | 48.251,36 | | |
| Sharing regional experience in usage of CAT tools and methods | FRESTA/NAB | | April 1st 2007 | April 1st 2008 | 18.070,75 | | |
| Telecentar | MICROSOFT | | January 1st 2007 | December 31st 2008 | | 66.000,00 | |
| Collaboration Contract "Prevention through Documentation" | IRCT | | November 2006 | December 31st 2008 | 5.000,00 | | |
| Educational and psychological support for juvenile criminal offenders in Belgrade | UNDP (FSI) | | April 17th 2007 | April 17th 2008 | | | 3.492.431,92 |
| Educational and psychological support for juvenile delinquents in the Belgrade | CAFOD | SER044 | April 1st 2007 | March 25th 2008 | 6.660,58 | | |

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| municipality | | | | | | | |
| Employed, Empowered | EC | | 17th February 2007 | 17th November 2008 | 1.890,00 | | |
| MATRA project: "Development of integrated mental health and social care services for a Model region" in the Nis region, Serbia | GIP | 2802 | October 1st 2007 | September 30th 2010 | 285.260,00 | | |
| Initiating reform in Prison Mental Health & Forensic Psychiatry in Serbia | Embassy of the Kingdom of the Netherlands | 17103 | December 1st 2007 | November 30th 2008 | 59.100,00 | | |
| Regional Network for Lifelong Learning growth (ReLL growth) | Fund for an Open Society | | February 1st 2008 | September 30th 2008 | | | 659.850,00 |
| Psygene Project | Lundbeck Research USA, Inc. | | January 15th 2006 | | | 30.000,00 | |
| Profesionalno osnaživanje gluvih i nagluvih osoba | Ministry of labor and social policy | 114/08-2 | 9.5.2008 | 8.2.2009 | | | 1.333.381,94 |
| 26 June Campaign | IRCT | | 26 June 2008 | | | 4.000,00 | |
| Agreement - educational services | Sporting Hearts | | 2nd October 2008 | December 31st 2008 | 1.660,00 | | |

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| 2008 Technology Grant | IRCT | | October 2008 | | | 1.670,00 | |
| Comprehensive Rehabilitation Program for Torture Victims in Serbia and Bosnia and Herzegovina | European Commission | EIDHR/2007/112; (2008/148-304) | December 1st 2008 | Novembr 30th 2011 | 748.117,14 | | |
| EaSIER - Economic and Social Integration enhancement for Refugees and IDP – Serbia | Unidea - Fondacija UNICREDIT Grupe | del br: 231/08 | 9.12.2008 | 9.12.2010 | 187.830,00 | | |

2008 Annual report



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