



ANNUAL REPORT 2011



**Međunarodna mreža pomoći
International Aid Network**

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International Aid Network, IAN (www.ian.org.rs), is a local non-governmental humanitarian organization active since 1997 in the field of mental health promotion, as well as in cross-border human rights protection through provision of psychological, medical, educational, legal and informational assistance to torture survivors and their family members, PLHIV, persons with disabilities, people with mental health problems, refugees, women, internally displaced persons and other vulnerable persons in Serbia. IAN has four Programme Departments: Health (Including Center for Rehabilitation of Torture Victims, Mental health and HIV/AIDS sectors), Human Rights, Research and Educational Department.

Introduction letter

Dear Dear colleagues and friends,

We are presenting the Annual Report of International Aid Network for 2011. At the end of 2011 IAN, as a local civil society organization, has celebrated 14 years of its work in Serbia and the region.

The report summarizes the highlights from the year 2011, a pivotal year for us in which we continue our efforts on supporting the human rights violation survivors and other marginalised and vulnerable groups in development of their own potential for a decent life in peace.

During 2011 IAN continued designing and adjusting its projects and structure according to the needs of beneficiaries and social, economic and political situation in Serbia and in the region. During 2011 members of the Board as well as project managers were involved into structuring and developing a new five-year [Strategic plan for the period 2011-2016](#), which gives IAN management direction for further development. In October 2011 new elections were held, where the new President has been elected as well a new member of the Board of Directors.

During 2011 IAN continued its yearlong commitment to eradicating torture and impunity in Serbia and the Balkan region implementing projects focused on provision of comprehensive rehabilitation for victims and building capacities of stakeholders to prevent and report on torture.

During this same year IAN finished project "Development of Integrated Mental Health and Social Care Services for a Model Region" where we supported the work of the Community Mental Health Centre "Medijana" from Nis, delivered trainings to health care professionals, and supported associations of users in collaboration with the Ministry of Health.

Our HIV section continued with providing different educational trainings in order to increase knowledge of health care workers required for improving care and treatment of people living with HIV, to improve the quality and effectiveness of programs conducted by the implementing unit of the Global Fund.

Within our Educational department, IAN Telecentar, we continued fruitful yearlong cooperation with Microsoft on raising ICT literacy among marginalized groups. During 2011 through the project "Click to Europe" IAN organized different workshops, study visits, web portals, performances and an international conference in an effort to promote e-inclusion of vulnerable groups in Serbia.

Our ability to prevail in light of the economic challenges of 2011 had as much to do with the strength of our character as with the strength of our services and solutions. Time after time, IAN has demonstrated the rare ability to transform adversity into opportunity and 2011 was no exception. By never losing our focus on beneficiaries and continuing to strategically diversify, we have emerged a smarter and stronger organization.

On behalf of the entire IAN staff and Board members I would like to thank you for your support. Your support and positive comments are the fuel that keeps us moving forward to make IAN a sustainable organization.

Sincerely yours,

Ivan Stojilović

President

International Aid Network

The main objectives of IAN Centre for Rehabilitation of Torture Victims (CRTV) include provision of psychiatric, psychosocial, medical and legal support to victims of war-related or civil torture and their family members and other discriminated and underprivileged groups whose human rights are violated by the authorities. We aim to provide comprehensive rehabilitation and prevent further deterioration of their condition and, thus, enable them to integrate and become active members of the community.

We work on prevention of torture and organized violence in our society by raising public awareness on the issues of torture and violation of human rights, as well as by advocating for establishment of independent National mechanisms for prevention of torture, which is actual obligation of the state of Serbia accepted by the ratification of the UN Convention against torture and other cruel, inhuman or degrading treatment or punishment, and by ratifying the Optional Protocol to the Convention (OPCAT) in 2006.

IAN Centre for Rehabilitation of Torture Victims implements activities through three projects:

Comprehensive Rehabilitation Program for Torture Victims in Serbia and Bosnia and Herzegovina

(December 2008 – November 2011)

Centre for Rehabilitation of Torture Victims

(2002 – now)

Psycho-social rehabilitation programme for torture victims in target regions in Bosnia and Herzegovina through CTV and IAN mobile teams

(2004 - now)

Donors:

European Commission through EIDHR

United Nations Voluntary Fund for Victims of Torture

Contact person:

Jelena Lončarević,

IAN CRTV Program Director

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Project description:

To contribute to long-term goals in assisting torture victims in December 2008 IAN started comprehensive rehabilitation program in Serbia and Bosnia and Herzegovina. This project based on eight year long experience and expertise in assistance to torture victims in IAN Centre for Rehabilitation of Torture Victims and recognized needs for stronger cross-border work in specific areas in BiH.

Two new specialised Centres for Rehabilitation of Torture Victims have been established in Milici and Trebinje within partner organizations Health Centre "Sveti Nikola" Milici and General Hospital

From Project Evaluation - Feedbacks from the clients

I had a lot of trauma related to war, my husband disappeared in the war, my sister lost her family and died from heart attack nearly after the war ... I survived only with the help of a therapist from IAN CRTV Beograd (LJS, female, age 62, Bratunac)

The psychologist helped me to regain my mental health, she was like a guiding light in this age of nervousness, she advised me and took me to a psychiatrist ... (VD, female, age 68, Belgrade)

For me, coming to CRTV was a turning point for me.... I was unemployed and I could not pay for my further education. Having possibilities for education helped me a lot mentally; it was very difficult time for me, I finished school and have no where to work. Here in IAN I joined the English and computer courses. It helped me a lot because when I came to work all the tasks that they gave me I could do alone. (IP, female, age 30, Belgrade)

I am seeing IAN' doctor regularly, I was there today, it's all very professional, I do not wait, I could schedule, I have the best and the fastest possible help and medication that would otherwise cost me a lot, I can say only the best. (JP, female, age 64, Beograd)

I got assistance from IAN lawyer even I came unannounced; I have been fired from my job and did not know what to do, she saved me a whole year of work record, and sent me where to go, what to do...

IAN lawyer tried to give me all the solutions; I was coming all days for 2 weeks, she guided me through the process to regulate all my labour and pension rights. (TZ, female, age 48, Belgrade)

Trebinje. IAN CRTV methodology in work, including proactive and holistic approach to beneficiaries aimed to provide them psychotherapeutic, medical, legal assistance and contribute to their psychosocial rehabilitation through educational and professional empowerment, was used to build the capacities of partners in BiH for working with torture victims and members of their families.

Activities and results in 2011:

In 2011, through the work of three partner centres, psychological support was provided to 382 beneficiaries, 316 clients received medical assistance, 147 people were legally assisted while 236 of them attended educational activities aimed to psychosocial rehabilitation and professional empowerment (IT courses, English lessons, life skills and entrepreneurship trainings).

As part of activities aimed to capacity building of health professionals in Bosnia and Herzegovina, two training seminars called "Torture - How to recognize and document" had been realized in 2011. Seminars were held in Jahorina (Bosnia and Herzegovina) in period 13.- 14.05.2011. and 30.09.-



01.10.2011 and overall 38 health professionals from Eastern Sarajevo, Visegrad, Rudo, Foca, Srebrenica and Pale, participated.

This year, IAN CRTV commemorated the 26th of June, UN International Day in Support to Victims of Torture combining artistic performance named With Hamlet and a round table Let's Stop Dehumanisation and We'll Stop Torture – for a World Without Torture. The event was organized in cooperation with the Center for Cultural Decontamination (CZKD) from Belgrade.

The artistic workshop was performed

by the persons who are users of psychiatric services, a group often exposure to inhuman and degrading treatment by the society and specific services. Creation of the performance was facilitated by the Serbian-French artistic group Arti-zanai lead by the actor Richard Grolleau. Through artistic expressions related to the topics of Shakespeare's Hamlet, six people presented their experiences of living with mental health problems as well as the attitude of institutions and the society towards them.

After the workshop a round table was held related to prevention of inhuman and degrading acts and rehabilitation of torture victims. Some of the performance "actors" also participated at the round table discussion presenting their experiences related to torture and describing how much this kind of creative expression helps them in the rehabilitation process. One of their messages was that the rehabilitation of victims does not only imply medical, psychological, legal and socioeconomic support, but a comprehensive social action, needed to support their resocialisation and to fight against the impunity of perpetrators.

Partner centres from Bosnia and Herzegovina commemorated the International Day of Support to Torture Victims, as well. Both, CRTV Trebinje and CRTV Milici organized press conferences aimed to reminding public to the project goals and results achieved as well as stressing victims' need for rehabilitation and State authority obligation related to BiH ratification of the OPCAT. Additionally, CRTV Trebinje in collaboration with the Academy of Fine Arts organized an exhibition presenting the works of students and artistic perception of torture victims, while CRTV Milici realized a series of concerts in a local café raising awareness of local population about the issue of torture and care and support that the society needs to provide for the victims and their families.

Field work illustration

IAN CRTV mobile team composed of field coordinator, medical doctor, psychologist and psychiatrist visited Eastern Sarajevo in September 2010 for the first time. In year and a half period of time, mobile team has been working in Eastern Sarajevo five times (three visits were realized in 2011). Assistance is provided within the medical Health Center of Eastern Sarajevo. Overall 139 clients received assistance from us since the first visit to this field work spot. Majority of them are torture victims, while others had severe war traumas. Great interest for our assistance is probably resulting of inability to get easily adequate medical assistance (for example, ultrasound examinations), because there is lack of medical specialists in formal health institutions in this part of BiH (as it is a case in many other parts of this country). Clients' need for psychological assistance is also at the very high level. The clients have needs to talk about their experiences of torture, to be listened and to be understood. The large number of our clients was detained in different kind of camps in Sarajevo and surroundings. Most were captured as civilians. There they survived severe psychological and physical torture. Further, those clients who have not had the experience of torture in the camps had experiences such as house detention, inability and restriction of movement with threats, psychological abuse and intimidation of the various military and police forces that forcibly entered their apartments/houses. Often, they experienced psychological intimidation and harassment by the local population, neighbours, and so on.

Generally, in clients' psychological picture, symptoms of PTSD predominate, such as strategies to avoid reminders of torture as well as intrusive memories of the traumatic experiences.

Overall impression is that it is more than justified to organize additional mobile visits to Eastern Sarajevo, as services which beneficiaries can get through mobile team activities are filling the gaps that exist in formal health care service and the need for these kinds of assistance is great among torture victims from this part of Republic of Srpska / BiH.

Legal case study

Client MM in 2005 authorized IAN's attorney for submitting law suit for damage compensation due to deprivation of liberty and forcible mobilization.

After military action "Storm" in August 1995, this client fled from Croatia. When he reached Serbia, he was settled at the refugee centre. The same night, 12 armed Serbian policemen came to the refugee centre and all men accommodated there were ordered to go with them to the police station. About midnight all arrested men were forced to board the bus and were sent to unknown direction. Nobody told them reasons for detention, nor gave them any legal decision.

Next morning, MM realized that he was again at the territory of Croatia. The bus stopped at the city of Erdut (Croatia), where was settled paramilitary campus and formation called "tigers", commanded by Željko Ražnatović Arkan. Everyone got camouflage uniforms with no any military formation marks; they cut their hairs bald-headed, and told them that there are military volunteers... MM and others suffered torture at the campus; ill-treatment and humiliations were practiced at daily basis. After few days, MM was removed to Eastern Slavonija, to the frontline, where his life was constantly endangered. Client finally came to refugee centre in Serbia at December 1995.

After submitting law suit, client was referred to IAN psychologist and psychiatrist and he was subjected to clinical exploration and eventually diagnosed with PTSD.

Client's medical documentation done by IAN experts was submitted to the court and it was suggested official court psychiatric expertise to be done. The result of this expertise was that client had life-long reduction in viability.

In 2007, after expert witness' findings, IAN's attorney did alteration of the claim, and asked in addition to the compensation for violation of the right on liberty, compensation for client's reduction in viability.

Being in process for several years and after passing different court instances, Appeal court brought final decision in favour of our client, which obliged the State to provide damage compensation to this client.

For this client, IAN covered all court expenses from 2005 until the end of 2011 and provided free of charge legal, psychological and psychiatric aid in order to help client in his process of rehabilitation as well as to obtain medical documentation valid at the court, important for the legal process led on behalf of this client.

Torture Prevention and Rehabilitation Programme

Donors:

European Commission through EIDHR
United Nations Voluntary Fund for Victims of Torture

Contact person:

Nataša Cvetković Jović
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Project description:

At the end of 2010 IAN started a new three year project for torture prevention and rehabilitation of victims, in partnership with Global Initiative on Psychiatry (GIP), Netherlands. The project contributes to eradicating torture and impunity in Serbia and the Balkan region through provision of comprehensive rehabilitation for victims and building capacities of stakeholders to prevent and report on torture (Ombudsman office, associations of people from marginalized groups) as well as campaigning against torture and culture of violence.

Results in 2011:

First year of the project implementation was marked with strong networking and partnership building activities that positively influenced achievement of the project results and present strong basis for the future activities. The efforts were oriented towards building cohesion and relationships based on mutual trust and understanding among project associates. Beside the training events that

were focused on building technical capacities (Training in Basics of organisational management and ProjectCycleManagement, Advocacy skills, Media relations, ICT skills and Basic English language course) and professional development of activists in the field of human rights (Workshop – Introduction to relevant domestic and international laws and conventions) of CSOs gathering groups at risk of torture and ill treatment (Roma, drug users, users of mental health services and young people with multiple vulnerabilities), regular meetings with the aim to

share experiences, discuss and learn from each other were organized. These activities have resulted in the increased number of civil society organisations that are gaining interest to become project associates, especially those that provide services for vulnerable groups. During the first year of project implementation four more organisations became project associates (As, Aid plus, New World, Minority Rights Centre).

Activities were intensified with the lobbying and provision of technical assistance to Ombudspersons office department for protection of people deprived of liberty (Expert seminar for Ombudsperson office staff „Monitoring of Psychiatric Institutions - Experiences from Lithuania“). Project activities



have contributed considerably to the ratification of the law that assigns role of National Preventive Mechanism (NPM) to Ombudsperson office in cooperation with non governmental organisations (NGO) and Ombudsperson of Vojvodina. We see this as the most successful achievement of the first year project.

Extensive desk review was organised for exploring concept of dehumanisation and impunity to organise joint regional advocacy initiative with centres

for rehabilitation of torture victims from Serbia, BiH, Croatia, Kosovo and Albania.

First regional seminar was organised and interest among participants was high. Special web library and exchange portal is established and preparation for researches that would initiate regional campaigning action is ongoing.

Comprehensive rehabilitation of the victims of torture and family members is ongoing activity and Centre for Rehabilitation of Torture Victims provides comprehensive support to victims in the centre and during field visits. New approaches and procedures of assisting current victims are intensively explored and discussed with beneficiaries and similar centres in region as well as in Europe. Case management training was held for IAN CRTV staff, organised by GIP expert.

Promotion of the project is constant activity and it is carried out through press conferences, through the print and electronic media (in total there were more than 20 media appearances including live TV programs on TV stations with national frequencies), through the contacts with other NGOs, professional public and associations of vulnerable people and, as every year, through the events in Commemoration of the 26th of June, UN International Day in Support to Victims of Torture.

Development of Integrated Mental Health and Social Care Services for a Model Region

Donors:

Duch Ministry of Foreign Affairs

Contact person:

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Project description:

Project was implemented since 2007. in collaboration with Global Initiative in Psychiatry (GIP), nongovernmental organisation from the Netherlands and with support of Ministry of Health and Ministry of Labour, Employment and Social Affairs of Republic of Serbia. Principal associate on the project was Community Mental Health Centre “Medijana” from Nis, the first centre of the kind in Serbia, established and developed through the project of Stability Pact. Other associates on the project were Special Psychiatric Hospital “Gornja Toponica” and Clinic for Mental Health within Clinical Center Nis,



Psychiatric Department of General Hospital in Leskovac and Psychiatric Department of General Hospital in Vranje. The project goal was to create a functional regional network of accessible community mental health and social care services in the community of Southern Serbia, as a model for the rest of the country, that supports the integration of people with mental illness into society, and increases the involvement of users of mental health services and their relatives in the service delivery. Main activities for achieving the project goal were: improvement of pilot center Medijana as a model for establishment of new CMH services, development of training programs for education of professionals for new CMH centers, establishment of protected living homes, establishment of mechanisms for client involvement, establishment of Standing Committee on Equal Rights for Clients and Standing Committee on Intersectorial Collaboration.

Results in 2011:

Although the project was supposed to be finished in October 2010, it was extended for the period of 9 months. It was finished in June 2011. The main activities during the last 6 months were concerned about setting up three new Community Mental Health Care Centres, delivering trainings to health care professionals, lobbying, supporting associations of users, collaboration with Ministry of Health. Seeing that Vranje, Leskovac and Palilula have not managed to set up CMH centers during the allocated three – year project period, we found an alternative solution i.e. to relocate project activities concerning CMH centers, out of Nis region, and distribute them throughout the rest of the country. In order to achieve this IAN, in collaboration with MoH, made an open call to institutions all over Serbia to apply for programs which were available within the project. These programs included

accredited training programs in the field of community mental health care; an educational visit to the community mental health center "Medijana" in Nis and special hospital for psychiatric diseases „Gornja Toponica" (PSR service); as well as grants to three medical institutions for renovation and equipment of premises which are to be used for the community mental health care services. Three institutions that were selected for the grants by a three – member committee consisting of MoH representatives and a number of other experts involved in this project, were SPH "Sveti Vracevi", Novi Knezevac, Clinical Center



Nis, Mental Healthcare Clinic and SPH "Kovin". For medical professionals from these institutions and other institutions which were invited by the MoH, a project team conducted series of trainings on Community Mental Health during the course of May and June. Trainings took place in Kragujevac, Novi Knezevac, Belgrade and Kovin. Three training modules were The Basic Principles of Community Mental Healthcare; Multidisciplinary Teamwork and Case-management in Community Mental Healthcare and Community Mental Healthcare – Organisation of Services. Over 250 medical professionals got through these trainings. General assessment of all trainings was 4.77 out of 5.

In order to mobilize support of the Ministry of Health to the steps made in the mental health reform through the project, GIP organised a study visit of facilities for mental health in the Netherlands for the Serbian delegation (dr Nebojsa Jokic, Ministry of Health of Serbia, Department for Organization of Healthcare Services and Health Inspection, dr Perisa Simonovic, Deputy Minister of Health, dr Albina Stanojevic, director of Special Mental Health Hospital "Gornja Toponica", Nis and Mr. Aleksandar Virijevic, International Aid Network IAN, the office in Nis). The idea behind this study visit was to present all of the elements of the Dutch mental healthcare system. Representatives of Ministry were very satisfied with the visit, they liked what they had seen and expressed their willingness to give more efforts to support reforms in future.

Establishment of user movement is one of the greatest achievements of the project. Association

Dusa has been successfully functioning since its establishment. Number of members is constantly growing and in present moment it counts around 30. Together with students of psychology Dusa organizes different activities – humanitarian aid for patients – collection of clothes and shoes, collection of books and media, etc. Dusa's members are very active in promoting mental health and antistigma campaigns, they are present in media, speak on trainings, tribunes, conferences.



Psychosocial rehabilitation in Medijana was continued through work of Telecenter and organising courses of computers and social skills.

The event regarding closure of the project took place in Center for Cultural Decontamination (CZKD) in Belgrade. Central occurrence of the event was an artistic performance called "With Hamlet". Participants of the performance were members of association Dusa led by French actor Richard Grolleau. The performance was followed by Round table discussion, where participants of the show and mental health professionals gave their comments on the show, discussed current situation in mental healthcare institutions and community mental healthcare issues. The event was very well visited, around hundred people were present.

Health Care Workers and HIV – Standard Precaution and Good Practice in HIV Treatment and Prevention

Donors:

Ministry of Health of Republic of Serbia through the 8th round of Global Fund project

Contact person:

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Project Manager

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Project description:

The aim of education was to increase knowledge of health care workers required for improving care and treatment of people living with HIV. Training program, methodology and subjects were based on results of research about knowledge, attitudes and behaviour of health care workers that IAN carried out in 2010. Regarding to these results it was planned that trainings should be carried out by 9 training teams, each consisting of 3 members: doctor specialist, responsible for quality of information given on training, psychologist, social worker or doctor with experience in workshops and exercises demanding personal engagement and using experience for learning and attitudes change and person living with HIV, who should share his or her experience and problems that people living with HIV must deal with. All members of the team are dealing with HIV, in one or another way, for many years and have experience in educating health care workers. Method of selection of participants allowed that health care workers with different education and doing different jobs went through education

Results in 2011:

In 2011, five trainings were carried out for 189 health care workers from primary, secondary and tertiary health care institutions in 5 different places in Serbia: Smederevo, Indjija, Valjevo, Prijepolje and Bujanovacka banja. The training was accredited by Health Council of Republic of Serbia. All trainings in general, were rated as excellent. General assessment of all trainings was 4.90 out of 5. Examination of evaluation lists from all trainings showed that participants perceived training as useful, it helped them gain knowledge they lacked, what they liked the most were workshops, approach and expertise of trainers and especially presence of person living with HIV in training team. That fact helped them overcome their own fears of contact with people living with HIV and contributed to more positive and more tolerant attitudes towards them. Pre and post tests of knowledge about HIV showed increase of knowledge after training: average score on pretest for these 5 trainings was 16.84 and average score on posttest 22.36. These five trainings were part of a cycle of 9 trainings that were carried out from October 2010 till June

2011. After all 9 trainings were finished we organised follow up meeting with all trainers and people who participated in organisation of trainings. The aim of the meeting was to summarise impressions and results from trainings and to create proposals and recommendations to improve such trainings in the future. Conclusions from the meeting: continue with accreditation of training, use more video materials and practical tools during trainings cause this method proved to be efficient and always well evaluated by participants, highlighted the need for the next training cycle covers the territory of Eastern

Serbia, which has not been educated, and still a great need for education in South Serbia, especially the city of Nis, it is proposed to make the online course which would be accredited, in this way, the training would be available to more people. All trainers achieved appointed goals through giving relevant and contemporary information about HIV and through interactive exchange and discussion about delicate subjects (stigma and discrimination against people living with HIV in health care institutions). Although, this training is one of many trainings about HIV organised in Serbia, trainers with experience in the subject and participants on their own think that it is unique for several reasons: 1) multidisciplinary training teams that cover a wide range of knowledge and skills; 2) presence of person living with HIV in training team and share of experience with participants; 3) training content, subjects and methodology were based on the results of research).

**Project description:**

The overall project objective was to improve the quality and effectiveness of programs conducted by the implementing unit of the Global Fund in collaboration with sub-recipients in Serbia by organizing and conducting training on prevention of BurnOut Syndrome (BOS) for persons engaged in these projects.

Specific objectives were:

- Acquiring knowledge about stress and burnout syndrome that will enable training participants to recognize them in the workplace and understand how they affect their performance and mental and physical health
- Acquiring knowledge about stress management strategies that will help participants to select and use the most suitable coping strategies according to stressful situation in everyday work (assertive behavior, communication skills, and relaxation exercises)
- Learn about strategies of reducing stress while working with vulnerable populations and the importance of continuous education and supervision (individual and group) for the prevention of BOS in helping professions

Results in 2011:

A two day training was held for 25 participants. The methodology included lectures and largely interactive work, through discussions and psychodrama workshops, aimed at exchange of experience in working with vulnerable populations and learning skills and strategies to prevent stress. For many participants this training was the first of its kind. Training evaluation showed that participants were satisfied with all aspects of training. Top Rated aspects were those related to the trainers, their communication skills and overall performance, training content and user-friendly comprehensiveness. The most useful part of the training for majority of participants were exercises and psychodrama, that clearly indicates the usefulness of interactive and experiential forms of work. Recommendations: Allocate more time for psychodrama and experiential work, reduce number of theoretical lectures and make them more interactive, include other techniques of stress prevention, from other therapeutic routes, if possible.

Antiburnout Training**Donors:**

Ministry of Health of Republic of Serbia through the 8th round of Global Fund project

Contact person:

Violeta Anđelković

Project Manager

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IAN Telecentar (www.ian.org.rs/education) in 2011 continued its engagement on developing people's competencies required for active participation in the knowledge economy, actively worked on promoting digital inclusion and bringing the concept of lifelong learning closer to the citizens of Serbia, especially to the most vulnerable populations. This mission was realized through several projects:

e-Skills for New Jobs

(January 2011 – December 2011)

Donor:

Microsoft

Contact person:

Ivan Stojilović

Program Manager

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Project description:

Objectives of the project were:

- 1) to raise IT literacy and practical use of information-communication technologies,
- 2) to raise motivation for active job search and
- 3) to improve beneficiaries' employability and chances for getting a new/better job.

Results in 2011:

In 2010 there were 482 different individual beneficiaries who attended 1518 free IT courses. In 2011 there were 523 individual beneficiaries, most of whom were unemployed, who attended 1563 free IT courses.

In total, since January 2006 IAN Telecentar has provided 7947 free IT courses for 2714 different people through the Microsoft Unlimited Potentials support.

In the women prison in Pozarevac IAN started basic ICT education for women who are preparing to leave the prison. The aim was to strengthen their capacities, raise practical knowledge and skills in using ICT and provide them with certificates which will help them in finding a job after leaving the prison.

With the aim to expand free IT education to smaller towns/villages, IAN continued cooperating with local schools in towns of Nis, Novi Sad, Sokobanja, Pozarevac and Hrtkovci. In these geographical areas 93 persons successfully finished ICT courses. More than 200 participants involved in the Microsoft donated programme in 2011 attended also English language courses, social skills, entrepreneurship courses and practical trainings, donated by other donors.

IAN Telecentar also promoted e-skills among seniors. In June IAN Telecentar organized ICT Grandparent-Grandchild competition and in October ICT classes were delivered to seniors within the Fourth Olympic Games for Seniors gathering more than 750 seniors.

Click to Europe

(June 2010 – June 2011)

Donor:

European Commission, IPA

Contact person:

Gordana Stankov Stojilović

Program Manager

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Project description:

Through building a partnership between civil society organizations, public and private sector and by relying on developed EU policies and learning from the EU experiences in the domain of digital inclusion, this project aimed to promote and contribute to e-inclusion of people, businesses and communities in Serbia, thus improving quality of life, employability and social inclusion of citizens. The project was implemented in partnership with a Spanish CSO Esplai. Activities included a series of workshops on the following topics: e-Inclusion of vulnerable groups, Promotion of ICT Assistive technology, Quality standards in ICT education, and Self sustainability of organisations providing ICT education. In addition, the project actively promoted digital inclusion through campaigns, study visits and a final conference with international stakeholders.

Results in 2011:

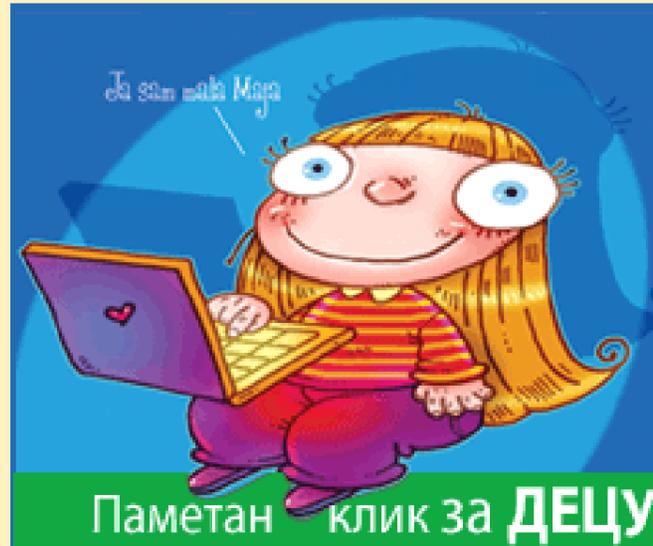
The project Click to Europe raised awareness, provided education and presented good e-inclusion practices with the ultimate goal to bring benefits of ICT use closer to Serbian citizens. First part of the project realized in 2010 included mapping relevant stakeholder in the field of digital inclusion, organization of 2 workshops ([e-Inclusion of vulnerable groups](#) and [Promotion of ICT Assistive technology](#)) and 1 study visit to Romania.



In 2011 another two educative workshops were organized that facilitated exchange of experiences and transfer of know-how and best practices from EU professional organisations and networks actively working on e-inclusion to CSOs, public and private sector representatives in Serbia working in the same field. The workshops were [Quality standards in ICT education](#), and [Self sustainability of organisations providing ICT education](#).

A study visit to Spain was conducted where six persons from civil and public sector visited civil society organisations, public institutions and regional government institutions in Spain, learned, exchange experiences, made contacts with stakeholders realising successful e-inclusion programmes and discussed good models of work that could be transferred to Serbian organisations and institutions.

In 2011 the project intensively worked on raising awareness on importance of e-inclusion among general and professional public through three campaigns: **Kids Internet Safety**, **Get Online Day** and **Grandparent-Grandchildren IT Dream Team Competition**. The campaigns included organising forum theatres for school children, design and distribution of educative brochures publishing billboards, radio jingle, as well as design of a web site www.pametanklik.rs in three languages (EN, SER, ES) for Kids Internet Safety campaign intended for both children and adults. The web site has been



receiving positive feedback from the visitors in Serbia but also from the visitors all over the world. All campaigns had great media coverage and were highly successful. Within the Get Online Week campaign IAN invited Serbian CSOs and institutions to participate by raising awareness of the importance of e-skills for the workplace, lifelong learning and personal communication in the digital world. Around 35 stakeholders (CSOs, media, public institutions) participated in promotion of e-skills. As a result 1113 citizens of Serbia directly participated in the European Get Online Week campaign. The third campaign was devoted to promoting ICT use among the elderly and important role that the youth can have in motivating and supporting elderly in using modern ICT. Within it a competition was organised

With the aim to support networking and promote sustainable partnerships an informal network of stakeholders active in or having a potential for promoting e-inclusion was initiated. The web portal

e-Mreza (e-Network) was designed. It is regularly updated with the news related to activities in the field of ICT education, e-inclusion, resources. Currently, it has 21 members from 10 towns of Serbia.

International conference **CLICK TO EUROPE: e-Inclusion – a new opportunity or a new gap** was organized on 24th and 25th May 2011. It provided an opportunity for the representatives of the civil society organization, institutions and companies in Serbia to learn about some of

the best European practices in the field of digital inclusion, but it also brought the topic of e-inclusion closer to the relevant audiences in Serbia. With more than 110 participants and high profile **speakers** from Serbia and European countries it also provided a platform for dialogue and creation of sustainable partnerships between all three sectors.

As the result of project activities 196 trained representatives of CSOs, public and private organisations are now able to apply and transfer the knowledge and skills gained through the project to their colleagues



and other organisations, thus further strengthening the capacities of stakeholders in Serbia for developing and implementing e-inclusion policies and programs. By empowering the CSOs working with vulnerable groups, the action indirectly enhanced the assistance and services for the final beneficiaries of these CSOs who belong to different disadvantaged groups in Serbian society. Improving their chances for employability, psychological status, level of integration in the community, it should, on the long run, have positive impact on the economic and social situation in the Serbian community as whole.

Empowered women – stronger society

(March 2011 – December 2011)

Donor:

International Women Club Belgrade

Contact person:

Ivana Vidaković

Project Manager

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Project description:

The project included a range of educative, practical trainings and job search workshops available for women.

Results in 2011:

Women beneficiaries showed great interest for the program, and it resulted in a number of the women involved in the program being doubled. Women included in the program were with multiple vulnerabilities: unemployed and self-supported mothers; most of them long-term unemployed, refugees or internally displaced, women from shelter institutions, some of them also victims of domestic violence, or at risk of trafficking, etc.

A total of 74 women were included in the program and finished various trainings, including ICT and English language courses, job search workshops and trainings for a job of Administrative assistance. 5 women obtained ECDL certificate - an internationally recognised certificate for office ICT skills.

A group of 8 women also attended a web design course. As a practical demonstration of the newly acquired skills, during the course these women created a web presentation for IWC Christmas Bazaar (www.ian.org.rs/iwc). The web presentation includes an essay about the Christmas Bazaar written by one of the women beneficiaries who visited it as well as a selection of photos from the Bazaar.

At the end of the project period women involved in the educational and professional empowerment program reported positive impacts and improvement in mental health and psychological well-being.

Professional Empowerment of Heard-of-Hearing Persons

(July 2010 – April 2011)

Donor:

Ministry for Labor and Social Affairs

Contact person:

Ivan Stojilović

Program Manager

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Project description:

The project that started in July 2010 and was finalised in April 2011. It was focused on supporting persons with hearing impairment through professional empowerment. The beneficiaries attended IT courses, social skills courses and specialized courses in gardening and hygienic maintenance. The most successful participants acquired internationally recognized certificates for IT knowledge – ECDL. The program also included practical training for the job of administrative assistant.

Results in 2011:

In addition to 12 beneficiaries who completed education within the project in the previous year, during 2011 a total of 14 beneficiaries completed 3 Advanced IT courses (PowerPoint, Access and Theory) according to ECDL standards and acquired ECDL Core certificate. They also completed a course in Graphic design - Photoshop.

Research and Evaluation in IAN Telecentar

In 2011 IAN Telecentar in collaboration with the experts from IAN Research Department, has developed a new, improved system for evaluation of the immediate and mid-term effects of the services provided (i.e. courses, trainings, counselling, etc.) through the assessment of clients in different time points.

By the end of December 2011, more than 100 ICT courses participants took part in the research. They were tested at the beginning and after completing ICT education. The following significant changes between the two time points have occurred: decrease in computer anxiety and in clinical symptoms of depression; and more positive attitudes toward computers, estimation of self efficiency and social integration.

Based on the findings it may be concluded that the IT education is connected with the changes and attitudes towards usage of computers (decrease of computer anxiety, negative attitudes towards computers, as well as increase in self efficiency), but also with the experience of raised efficiency in active job search, better social integration and decrease in depression. All these changes are not dependent on the age and gender. Also, the results show that the majority of the course participants use knowledge and skills gained in IAN Telecentar school and majority of the unemployed think that the acquired skills will help them during the job search.

Case studies

"...Lectures were organised in such a way that the individuals were divided into various groups comprising of individuals of different age and gender. Here I had an amazing opportunity to see the value of accessing the information technology (IT) for females of different age, be it girls, women, and/ ladies in their late fifties. ... Once I got employed I was asked whether or not I would have gotten this job had I not known how to use the computer. I remember answering „of course not, but I also wouldn't have gotten any other job either!..." Irena (29)

"Life is wondrous, each day is an experience and we are uncertain what it will have in store for us. Faith had a plan for me. I used to be an owner of a party, event, planning company, and at this stage of my life the computer was of little use to me.... Faith played a trick on me. I got divorced and had to share my company offices with my now ex-husband, and was thus forced to automatically close the company. In a very short period of time I was left unemployed... Today my job is to import data into the computer..." Maida (38)

"...Young and old, from various backgrounds, life experiences and occupations, we all had an opportunity to be useful and add to the variety and completeness of the lectures, whilst helping one another thrive and concur various aspects of the coursework. I was especially glad to see that the resistance which was expressed by many women, including myself, towards the computer was decreasing on a daily basis, and to upon completion of every module (Windows, Word, Excel, Internet, Access, PowerPoint) be replaced by the interest and desire for further discoveries..." Natalija (41)

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Support to the marginalised groups in exercising their basic human rights is a direction mainstreaming from the IAN mission. Human Rights Department endeavours to promote and protect human rights and raise public awareness regarding violations of human rights of especially vulnerable groups including victims of torture, refugees from Croatia and BIH, internally displaced persons, torture victims, mentally ill, people living with HIV/AIDS, etc.

Human rights department acts as a cross-department component, supporting the work of other departments through provision of legal expertise and concrete services to beneficiaries through various IAN projects for different beneficiary groups.

In 2010 the main focus was on provision of legal assistance to victims of torture, as an integral part of the regional project funded by the EU and lead by IAN CRTV: Comprehensive Rehabilitation Program for Torture Victims in Serbia and Bosnia and Herzegovina.

Services provided to beneficiaries varied from legal counselling, to help with exercising different social rights and direct representation at court for obtaining damages compensation. In total 119 beneficiaries received legal assistance. Main activities focus on provision of professional legal aid or referral for specific problems to assist the beneficiaries in overcoming various obstacles in exercising their property, status and social rights and ensuring relevant, up-to-date and valid information to empower the beneficiaries to reach the best possible durable solution, be it return or integration in the host country. Another specific activity is legal advising and in-court representation for the victims of torture.

Human Rights Department actively participates in regional cooperation and advocacy initiatives, working on protection of refugees/IDPs and reconciliation in the region.

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SOURCES OF FUNDING

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In year 2011 IAN activities were supported and financed by 6 international donors and The Government of the Republic of Serbia.

The largest share in total donations was that of international donors (95.72%):

EU 48.48%, UNVFVT 21.75%, Dutch Ministry of Foreign Affairs 18.87%, Microsoft 5%, IWC 1.2% and UNDP 0.41%. Serbian Government participated in total incomes with 4.28%.

In 2011, total expenses of activities, including all projects and all operating/administrative expenses, were 592 thousands EUR.

Total donations are presented in the table below:

| DONORS – FUNDS IN 2011 | INCOME (IN EURO) | % |
|--|------------------|------------|
| EU - European Union | 290,320 | 48.48 |
| UNVFVT - United Nations Voluntary Fund for Victims of Torture | 130,284 | 21.75 |
| Dutch Ministry of Foreign Affairs | 112,982 | 18.87 |
| Microsoft | 30,016 | 5.01 |
| Republic of Serbia Ministry of Health / Project of The Global Fund to Fight AIDS, Tuberculosis and Malaria | 19,480 | 3.25 |
| IWC - International Women's Club | 7,190 | 1.20 |
| Serbian Government, Ministry of Labour and Social Policy | 6,169 | 1.03 |
| UNDP - United Nations Development Programme | 2,443 | 0.41 |
| TOTAL | 598,884 | 100 |

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