



ANNUAL REPORT 2014



**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, youth, persons with disabilities, people with mental health problems, refugees, women, internally displaced persons and other vulnerable persons in Serbia. IAN has three Departments: Center for Rehabilitation of Torture Victims, HIV/AIDS and Mental health, and Education Department.

Introduction letter

Dear colleagues and friends,

At the end of 2014 International Aid Network, as a local civil society organization, has celebrated 17 years of its work in Serbia and beyond, especially in the region of Eastern BiH.

During 2014, we have conducted projects in the field of mental health, prevention and rehabilitation of trauma and torture, psychological and professional empowerment among vulnerable groups of people, fight against stigma and discrimination. In the following report we have listed the most significant achievements through the implementation of project activities. In accordance with the Strategic Plan 2011-2016, through a large number of activities, IAN continued to follow its mission, reducing the consequences of war and actively participating in creating the atmosphere in the society where human rights of all people are respected.

Target groups covered by various programs include traumatized by war and people with experience of torture, children and youth with behavioral problems and /or juveniles in conflict with law, persons who have mental health problems, persons living with HIV/AIDS, people who suffer some form of domestic or other violence.

In addition to trustful relationship with our users, IAN fosters good cooperation with associate organizations and establish and develop relationships with decision makers and governmental institutions. In this year we would like to stress good cooperation with Protector of Citizens, as well as cooperation with City Centre for Social Work. One of the significant achievements in 2014 is the licensing of Day care for children with behavioral problems in IAN which is the first of its kind in Serbia. This year we opened the Daily center for persons with mental health problems which is the result of years of work in the process of deinstitutionalization and providing alternatives to health and social services with programs in the community.

With the hope that IAN will continue to implement its mission and vision through existing and new programs, we present a report for 2014.

Sincerely,

Biljana Petrovic

Executive Director

International Aid Network

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CENTRE FOR REHABILITATION OF TORTURE VICTIMS

IAN Centre for Rehabilitation of Torture Victims (CRTV) started its activities in September 2000 as a result of our effort to provide psychosocial help to people who suffered torture during the wars in former Yugoslavia (1991-1995) and Kosovo (1998-1999), as well as to their family members. Since 2004, we have been providing help to torture victims in Bosnia and Herzegovina (Republika Srpska) with the help of UN Voluntary Fund for Victims of Torture – UNVFVT and European Commission.

Centre for Rehabilitation of Torture Victims

(2002 - now)

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

Contact person: Jelena Lončarević, jbakalic@ian.org.rs

Project description:

Provision of comprehensive assistance to torture victims and their family members on the territory of Serbia, through efficient psychotherapeutic, medical, legal and psycho-social assistance, provided by IAN CRTV staff in the centre and at the field. Moreover, activities have been organized in order to support and assist groups of ill-treated and discriminated, whose human rights are threatened on ethnical, religious, gender or any other socially depriving factors (e.g. psychiatric patients, drug users, people living with HIV/AIDS, etc.).

IAN client profile

Most of IAN's clients are refugees, come from rural areas, are generally less educated, and are elderly. The majority of victims of torture in IAN are men (75%), reflecting the fact that men were more often incarcerated and tortured during the wars.

Over 60% of IAN clients have been diagnosed with PTSD. Together with posttraumatic stress disorder, the most frequently established diagnosis was one of the depressive disorders (40%), anxiety disorders (26,3%) and rarely the diagnosis of alcohol abuse, somatophorm and other disorders.

IAN clients represent population with high risk of developing somatic disorders. In more than 60% of clients cardiovascular diseases were established as the primary diagnosis, of which 82% of patients were diagnosed with arterial hypertension and 5.2% with coronary diseases. The second most frequent group of disorders were those of endocrine glands (11.8%), of which 67.4% of patients were diagnosed with diabetes mellitus.

Results:

Total of 168 beneficiaries in Serbia have been supported and assisted through activities of IAN CRTV in 2014. Most of the clients (150) were war torture victims or members of their families, while 18 came from vulnerable groups such as psychiatric users, PLWHIV, LGBT, gender based violence. 168 beneficiaries received one or more psychological assistance in Centre in the form of counselling, psychotherapy or psychiatric treatment (with free of charge psycho-pharmacotherapy), through overall 443 interventions. Types of psycho-therapeutic treatments offered to the clients were: REBT (cognitive-behaviour therapy), psychoanalytically oriented psychotherapy, family therapy and SFBT (Solution Focused Brief Therapy). In the majority of cases, clients reacted very positively to the treatments provided and relationships established with the IAN staff. 105 beneficiaries

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have been assisted in the Medical Centre in Belgrade through 366 interventions. Beside internist medical examinations, most health endangered clients also were in position to get specialized medical examinations and to be provided with free of charge medicines. In the period covered by report, 63 clients were legally assisted by IAN attorney, through overall 101 interventions. Attorney was present at 5 trials, 6 follow-up of cases and had 32 counselling interventions in the centre. 6 submissions were written, mostly appeals and applications.

Psycho-social rehabilitation programme for torture victims in target regions in Bosnia and Herzegovina through CTV and IAN mobile teams (2004 - now)

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

Contact person: Jelena Lončarević, jbakalic@ian.org.rs

Project description:

Provision of rehabilitation services (psychological, psychiatric and medical assistance) to torture victims and members of their families on the territory of Bosnia and Herzegovina, irrespectively to their ethnic origin, nationality, religion or beliefs. In addition, project contributes to advocating for rights of torture victims and raising capacities of Associations of ex-detainees in their fight against torture as well as to knowledge exchange among organizations dealing with torture victims' rehabilitation in the Balkan region. The project has been realized as a joint action of IAN CRTV from Belgrade and Centre for Torture Victims (CTV) from Sarajevo, mainly through series of rehabilitation teams' field visits.

Results:

Thanks to mobile team activities which are essential for proactive approach to beneficiaries and making IAN services easily available to them, overall 230 torture victims in Bosnia and Herzegovina have been assisted in 2014 through 10 field visits.

During the project all clients have been offered with multidisciplinary rehabilitation treatment including general and specialized medical treatment, psychiatric-psychotherapeutic treatment, as well as medications according to their needs. During the implementation of the project CTV Sarajevo have treated 71 clients. Multidisciplinary rehabilitation treatment was provide in Canton Zenica-Doboj, town Vareš through multidisciplinary team visits



in the premises of local Association of Ex-camp prisoners in Vareš. There were 5 mobile team visits to Vareš in total. In 2014, IAN CRTV conducted 5 visits of mobile team to the targeted regions in Bosnia and Herzegovina (2 two-day visit to Visegrad, 3 three-day visits to Eastern Sarajevo) and provided assistance to overall 159 clients. Work was continuation of assistance started in previous years, so beneficiaries had opportunity to have long-term support and continuous checking and keeping own physical and psychological condition under control. Although many clients who were assisted in this year are those who were also treated in previous years, their recommendations and great number of torture victims in BiH influenced that there were great number of those who contacted

Case presentations from field work in Visegrad

"They destroyed everything nice and noble in me, they erased my memories of childhood and youth, my soul and my heart are wounded..." says beneficiary S.G., from Duvno. S.G., her husband M.G. and their three sons were taken from their home in Duvno to a detainee camp for Serbs, in 1992. For 15 months, she was exposed to humiliation, harassment, intimidation and beatings. "It was so horrible, that my hair turned grey overnight." She was repeatedly taken to mock executions. "You get to a point where your life doesn't mean a thing to you anymore." After 7 months, her husband was released in a prisoner of war exchange, while she remained in the camp with her children for 8 months after that. S.G. and M.G. now live in Visegrad. Their children live and work in Montenegro and Serbia. S.G. is ill, suffers from epilepsy and memories of her horrific experience from camp.

S.G. and her family are not the only torture victims that fled to Višegrad as Internally Displaced Persons. IAN CRTV mobile team have visited Visegrad regularly since 2005, where they provide psychological/ psychotherapeutic, psychiatric and medical help (internist, ultrasound examinations, bloodwork, medicines), to torture victims and their family members. In the past eight years over 100 people received our help. There's a group of 50 people who seek our help regularly. Since our mobile team makes visits every three months, the number of clients who receive our help regularly shows how important our help is in their lives. Our clients from Visegrad mostly live under difficult conditions, in collective centres, with low income and insufficient support from the government. As a consequence from war traumas and horrific experiences, their physical and mental state is impaired. "The most frequent psychological consequences are connected to post traumatic stress disorder and are seen in intrusive memories and images of tortures they were exposed to (flashbacks), severe nightmares, avoiding everything that reminds them of the trauma, emotional numbness, which negatively effects their social and professional life in general", says a psychotherapist Bojana Trivuncic, member of the mobile team.

"When we were renovating the house, I took the roof off and we slept in a tent. I was screaming so loud at night that I used to wake my neighbours up. Once, my wife was shaking me while trying to wake me up and she couldn't, so she got mad and slapped me. I told her that she needs to call me in a sweet voice and touch me gently. You are slapping me while I dream of people beating me..." talks client N. S. about his nightmares. He spent 3 years and 7 months in Tarcin camp. "...it's horrific... unspeakable, you can only live it to talk about it..." He was being humiliated, brutally beaten, sick without medical help, hungry... "if there had been grass we would've eaten it,...but there wasn't any..." When he got out, he had seven broken ribs and pneumonia.

Severe physical torture left immediate and visible physical consequences on these people, but also other consequences in the form of chronic illnesses which develop gradually over time. Their need for psychological and medical aid is greater than they can afford. Regular medical insurance cannot cover what they really need, so the help from our centre means a lot to them.

"...my pension is small, no help from the government, if there wasn't for you and your help I wouldn't be able to live, since I have to take 6 different medicines a day, they help me live" says client M. A. from Konjic who currently lives in Visegrad, with tears in her eyes. In 1992 she was taken from her home to the camp in Celebici, and she spent there 77 days. She was beaten, humiliated, spit on, raped... "I asked them to kill me rather than to go through all that. Once they didn't give us anything to eat for 4 days. I couldn't get up on my feet. I survived thanks to the three sugar cubes my fellow gave me secretly." M.A. was saved by International Red Cross. Since 1996 she has been living in Visegrad in a collective centre. Her house in Konjic was torn down. She was a witness before tribunal in Hague and that was a very stressful for her too. She was in court in Visegrad last year. She doesn't have money to pay TV subscription and she was sued for that... "I was in court as I killed the man. I asked them to put me in the prison. I would have lunch in prison. If I pay what they are require I will not have enough money to buy food. They didn't send me in prison, I had to pay..." M. is struggling not to end up in the street.

"...we eagerly wait for you to come from Belgrade...to bring us medicines because I cannot live without my pills to help me calm down, I would rather buy those than bread, I cannot sleep without pills...my bones ache.. my pension is small, I would be forced to give half of my pension for pills if there wasn't for you and your help..." client N.S. is thankful.

"To be honest, I started receiving treatment for the first time when you came. When bloodwork was done for me I was diagnosed with prostate cancer. I've been fighting it for two years now and I believe I won, because if there wasn't for you to tell me to have a biopsy I would be dead now" says client M.G. from Visoko, who lives in Visegrad with his wife, unemployed sons and daughter in law, waiting for retirement so he could receive pension money. He was in the camp in Sarajevo for 40 days where he survived such a horrific torture that now he says he would jump from the 4th floor if he knew that he would go through that.

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IAN mobile teams for the first time in 2014 (78). Medical assistance has been especially needed and asked for, as among torture victims from BiH there is great number of those with serious health problems and without resources in local communities for addressing this kind of needs. As in previous several years, IAN CRTV field work in 2014 has been conducted mostly in local medical institutions (Primary health care centres), which has provided opportunity to do additional specialized medical examinations when beneficiaries' medical condition required that (e.g. ultrasound examination of abdomen or thyroid gland). Thanks to medical and psychological assistance clients received by IAN and CTV mobile teams, most of them changed their attitude toward own health, becoming more responsible, coming regularly to check-ups, taking medicines and changing life style according to the advices of the doctors. Also, being assisted by mobile team health staff, number of clients had been in a position to explore own potentials and strengths that could be used in improving their everyday functioning. They also got a chance to discover severe health problems in time (e.g. autoimmune diseases, tumours, etc.) and by that, got possibility to recover or take illness under control and prevent further impairments. Generally, beneficiaries expressed high satisfaction with the services provided and gratitude for being continuously supported through the years.

Global Holistic Approach to the Fight against Impunity for Torture

Donors: European Union

Contact person: Bojana Trivuncic, bzivanovic@ian.org.rs

Project description:

In 2014 International Aid Network, in partnership with the International Rehabilitation Council for Torture Victims (IRCT) and 10 other rehabilitation centres in different regions, started to implement project "Global Holistic Approach to the Fight against Impunity for Torture" (DFI). The DFI project started on 1 April 2014 and will last 36 months. The overall objective of this project is to contribute to the fight against impunity using data gathered from survivors of torture to support accountability, prevention, and rehabilitation for torture and other cruel, inhuman or degrading treatment or punishment. The specific objective of this project is to strengthen and harmonise the capacity of rehabilitation centres to collect clinical data of torture survivors in order to then integrate documentation of torture at all stages of the rehabilitation process and to disseminate evidence base outputs to support anti-impunity work.



Results:

During first 6 months of project implementation, baseline assessment was made through baseline questionnaire designed by the IRCT for DFI project purposes. Assessment gave information about the ways of clinical data collection and recording in every partner centre, national laws on patients'

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data confidentiality and on other capacities that are important for the making uniform methodology of collecting, recording and keeping data. Detailed analysis of baseline assessment and agreements on further steps were made during inception meeting in Copenhagen, in June 2014. The Workshop 1 of the DFI Project was held from 13-17th October 2014 in Copenhagen, Denmark. The purpose of the workshop was to make final decisions on data sets in the database, to train partner centres how to use the data base, and how to become trainers themselves. Before and after the workshop IAN actively participated in activities related to defining the data elements that will be collected and recorded in the data base. As the result of the workshop and following activities uniform data base for collecting and recording data on victims of torture was made. IAN Centre for Rehabilitation of Torture Victims made National strategic plan within the DFI project. National strategic plan includes action plan for fight for the rights of forcibly mobilized refugees that were victims of torture.

Other CRTV activities

- In 2014 IAN Centre for rehabilitation of torture victims participated actively in work of Policy Advocacy Group which activities are aimed at improving the status and treatment of asylum seekers and irregular migrants, and establishing a clear migration policy in line with European standards. Policy Advocacy Group was conducting its activities within the project "Networking and Capacity Building for More Effective Migration Policy" supported by the Royal Norwegian Embassy in Serbia and Foundation for an Open Society Serbia. The project is implemented by Group 484 in partnership with the Belgrade Centre for Human Rights and Belgrade Centre for Security Policy. As the result of project implementation publication "Challenges of the asylum system" was published. IAN CRTV took part in creation of the publication writing about rights to freedom and protection from torture.
- IAN CRTV participated in Regional Meeting for the European network of torture rehabilitation centres on 6 – 8 October 2014, that was held in Zagreb, Croatia. The meeting was organised by IRCT together with Rehabilitation centre for Trauma (RCT) Zagreb. Representatives of more than 30 torture rehabilitation centres and several high-level Croatian officials were attended the meeting. The meeting was dedicated to issues of torture and the rehabilitation of victims of torture in Europe, and to highlight the right to rehabilitation that torture survivors must be assured, particularly in the hosting country of Croatia. The research and advocacy strategy for Europe was also discussed, aiming to bring the provision of services for victims and the financing of these activities to the attention of the public and the Croatian and European governments.
- IAN CRTV took part in B.A.N. (Balkan Network for the Prevention of Torture and Rehabilitation of Victims) Meeting that was held in Croatia, 20th – 21st of November in 2014. Meeting "New challenges in torture rehabilitation in Croatia and the Balkan Region" was organized by RCT Zagreb with the financial support of United Nations Voluntary Fond for the Victims of Torture (UNVFVT). Representatives of 5 torture rehabilitation centres from the region and several members of Croatian NGOs were attended the meeting. The meeting was dedicated to issue of torture and rehabilitation of torture victims in Croatia and other countries in the region, as well as to new challenges in the region – asylum seekers.

Acknowledgments

IAN CRTV received acknowledgement for its work with victims of torture in BiH from Union of ex-detainees from Republic of Srpska, at the ceremony held in Banjaluka at the beginning of 2015. At their yearly assembly, representatives of local Associations of ex-detainees as well as representatives of government of Republic of Srpska and relevant ministries were



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presented. Mr Srdjan Jovanovic, IAN CRTV Project Coordinator, received Certificate of acknowledgement and thanked for successful cooperation with the Associations in previous 10 years.

Psychological and legal healing for victims of domestic violence

Donors: Royal Norwegian Embassy in Belgrade

Contact person: Stanislava Škugor, svukovic@ian.org.rs

Project description:

This project was started in September 2014 in the partnership with Belgrade City center for social services. The project contributes to improving the overall quality of life of potential and actual victims of domestic violence.

The main activities are regarding provision of psychological and legal assistance to victims of domestic violence, referred from Belgrade centers for social work in IAN noninstitutional center.

Expected results:

1. Strengthened referral system for victims of domestic violence by improving networking of institutional and non-institutional service providers
2. Improved psychological status of victims of domestic violence through provision of adequate psychological support
3. Improved legal support to the victims of domestic violence and torture
4. Sensitized general and professional public regarding occurrence and consequences of domestic violence and possibilities for efficient collaboration of governmental and non-governmental actors in combating domestic violence.



Results:

- Two meetings were held for defining and drafting referral protocols that include non-institutional service provider.
- 17 meetings were held at municipal centers for social services for protocol and project introduction.
- It was conducted training on working with victims and perpetrators, for IAN staff, in organization of the Belgrade City center for social services.
- It was conducted selection of 60 beneficiaries
- Psychological counseling were providing for 60 clients, through 148 interventions of psychotherapy and psychological counselling.
- It was organized 1 field consultation visit in 6 distant municipal centers
- Legal counselling were provided for 60 clients, through 92 interventions (12 legal submissions and 80 legal counselling)
- It was organized one public event to mark International Day for the Elimination of Violence against Women. It was held at the Centre for Social Work in Mladenovac through the action "Thorn to the abuser, flower to the woman".
- It was organized one round table on local level: „Elimination of violence against women“

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HIV/AIDS AND MENTAL HEALTH

HIV and mental health department within IAN has been implementing projects aimed at dealing HIV in a comprehensive and systematic manner since 2004. The mission of the section from the beginning is that fighting stigma and discrimination is the most efficient response to HIV epidemic. Main aims of mental health related projects are to promote mechanisms for protection of human rights of people with mental health problems, to initiate programs for prevention and rehabilitation of mental health disorders, to assess and improve the quality of care that is provided and to support reforms of the mental health care system. In the previous years, HIV/MH department has spread its activities to protection and promotion of human rights of various marginalised groups.

Torture Prevention and Rehabilitation Programme/ Prevention activities

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

Contact person: Tijana Eror tijana.eror@ian.org.rs

Project description:

At the end of 2010 IAN started a 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:

Final and central event of the project was Regional Conference on Torture Prevention and Rehabilitation of Victims, that took place in Petrovac, Montenegro in the last project month (January 2014). At three very intensive conference days, participants (experts in rehabilitation issues, experts in prevention issues, representatives of CSOs from the region, Ombudsman office Serbia and Montenegro, IRCT network, including beneficiaries- torture victims and users of psychiatric services, representatives of user associations and other) had the opportunity to exchange their views on torture and impunity in the region. All presentations have got significant interest of other participants and were steps forward in promoting the project and raising visibility of IAN work in relation to torture victims' rehabilitation and prevention.

One of the aims of the Conference was to present the research findings to the professional public and to contribute to the general understanding of the culture of violence in the region. Four out of six qualitative research studies were presented and initiated the discussion on dehumanization in the region, the phenomena that is visible in different layers of living in the post war communities in Balkan from Serbia, Kosovo, Bosnia and Albania.



HIV/AIDS AND MENTAL HEALTH

The results of the consultative evaluation of the project that took place throughout third project year, led by Mr Jerome Piercy, were interesting to Conference participants because they provided recommendations for the future work on designating the most efficient preventive actions. The results of OPAD applied methodology showed areas for improvement focussing on stronger networking and user involvement in addressing impunity and rights to rehabilitation of victims. The experimental model was recognized as important and potentially valuable step to understanding torture in Balkans. The importance of further development of national preventive mechanisms and their further collaboration in the region was stressed, especially role of civil society.

Education of medical professionals about HIV and AIDS

Donor: Ministry of Health through the Global fund project

Contact person: Biljana Petrovic bpetrovic@ian.org.rs

Project description:

The project represents a continuation of wider concept on continuous education for health care workers on the territory of Serbia that we have implemented since 2010. The aim of education is to increase knowledge and reduce stigma of health care workers required for improving care and treatment of people living with HIV. Training program, methodology and subjects were based on the results of research about knowledge,



attitudes and behaviour of health care workers that IAN carried out in 2010. The plan is to educate 144 health care workers through three day trainings and 731 health care workers through the series of lectures conducted by their colleagues who had previously gone through our three day training.

Results:

In the period January - June we have implemented 4 educative events (3 lectures and 1 two days training). Total number of trained health care workers in this period is 228 and total number of educated health care workers in three years period is 864.

Prevention of HIV infection and other STIs and improving the overall health of the population at particular risk in the territory of Sandzak

Donor: United Nations Population Fund - UNFPA

Contact person: Biljana Petrovic bpetrovic@ian.org.rs

Project description:

The goal of education is to train young activists from at least three different NGOs on HIV/AIDS and other STD infections, the risk behaviour of youth and other vulnerable groups through two-day training.

Results:

The content of the training covers basic topics on HIV/AIDS and STIs, reducing stigma and discrimination, as well as the recognition of vulnerable people for HIV infection and STI. Through this education, apart from gaining knowledge related to risk behaviour, young activists learned how to provide support to vulnerable people in order to prevent the emergence of diseases and promote healthy lifestyles.

Two trainings were held on 19th - 20th of September 2014 and on 26th - 27th of September 2014.



The number of participants was 40. Participants of both training events were reached through the contacts with local NGOs and coordinators of Offices for Youth from Tutin, Sjenica and Novi Pazar.

Recovery within community – Supporting recovery of persons with mental disorders and their full inclusion in the community

Donor: Delegation of the European Union to the Republic of Serbia

Contact person: Tijana Eror tijana.eror@ian.org.rs

Project description:

The project is implemented in partnership with International Mental Health Collaborating Network IMHCN, Association of users of psychiatric services and their families "Dusa"; associations "Prostor" and "In the Family Circle". Associates of the project are Provincial Secretariat for Health Care, Social Policy and Demography, psychiatric institutions from Kovin, Vrsac and Novi Knezevac and social care institutions from Curug, Novi Becej and Stari Lec. Project aim is to enhance the social inclusion of persons with mental disability and mental health disorders in Serbia, through development of the role model of available, affordable, accessible community based social services for people with mental health disorders based on the concept of recovery approach and user-s participation and supporting Government of Vojvodina and 6 institutions in Vojvodina to improve care of people with mental health disorders by applying the experience of the role model centre and policy development.

Results:

The first three months of the project were dedicated to development of community centre's protocols and procedures, as well as preparing and arranging premises. The Centre was officially opened in October. It provides a range of community based social services to its beneficiaries including drop in, self-support groups, art therapy, home and community crisis interventions, family and individual counseling, education for employment, legal counseling. In 2014, overall 53 users



received at least one of our services. In addition to the development of services for users, the project includes educational training for professionals - service providers, users and family members. Trainings are conducted by experienced professionals, advocates of the whole life recovery approach and members of the International Mental Health Collaborating Network IMHCN. In 2014, three events took place. Launch symposium – a one day introduction to recovery approach was held in Novi Sad at the very beginning of the project. It was followed by Learning set 1 - Recovery into Practice for Mental Health Workers. Mental health practitioners, managers and commissioners of services from Vojvodina, as well as project partners had an opportunity to participate in this three day event. Learning Set 3 - Recovery focused acute and crisis alternative services including Recovery Houses was held in Belgrade, in November. Both mental health practitioners and users had an opportunity to learn about alternative services provided to persons with mental health problems dealing a crisis around the world. Overall 69 professionals and users were educated during the three events.

Civil Society Campaign for Efficient Protection of Persons with Mental Disorders

Donor: Royal Norwegian Embassy in Belgrade

Contact person: Tijana Eror tijana.eror@ian.org.rs



Project description:

The project is implemented in partnership with Helsinki Committee for Human Rights in Serbia, which is the project lead. The project combines professional training in models of good practice, independent expertise and advocacy that synergically lead towards a radical reform of Serbia's mental healthcare system and strengthen CSO capacity to gain public support. In cooperation with the State Ombudsman in charge of implementing NPM and the Provincial Ombudsman /Vojvodina/, and with

support obtained from the Ministry of Healthcare, partner organizations will conduct independent expertise leading towards efficient protection of persons with mental disorders on the one hand, and strengthening of CSO capacity for gaining public support on the other.

Results:

Results from the monitoring visits to five psychiatric hospitals were presented during Press Conference organised in Media Center in April. Representatives of Helsinki Committee and IAN shared their findings with representatives of media and interested public. It was stated that treatment in psychiatric institutions in Serbia is far from contemporary and patients are often under strong medication. More than 50% of patients are placed in psychiatric institutions because of their social circumstances and not because of their health. General remark is that a reform of the entire method of the treatment of psychiatric patients is necessary.

Final conference was held in Belgrade's Aero Club convened under the title "Mental Health Support: Policy and Strategy". Project partners, representatives of the Embassies of Norway, the Netherlands and U.S., representatives of Ministries, State and Provincial Ombudsman, representatives of health and social institutions, NGOs, users were all gathered in order to discuss current situation of mental health care in Serbia, process of reform and further steps that should be taken in achieving the

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final goal – deinstitutionalization. The Conference was also the opportunity for the Helsinki Committee to launch an outcome of the project, the brochure “Mental Healthcare Befitting Human Dignity”, that was created by Working group established within the project.

“EUROSTART” Services in the Local Community for People with Mental Disabilities

Donor: Friuli Venezia Giulia

Contact person: Biljana Petrovic bpetrovic@ian.org.rs

Project description:

Due to the lack of adequate community-based services and the lack of appropriate healthcare and social services in the community, dozens of people with mental diseases



in AP Vojvodina are forced to seek support in other bodies for social assistance, which are far from their towns.

Moreover the situation of the existing institutions is insufficient and there are long waiting lists. Financial resources are not enough and the stigmatization of people with mental disturbance doesn't push local communities into providing the necessary services. Friuli Venezia Giulia is one of the regions with the most innovative mental health services in Europe, as a consequence of the reform and the deinstitutionalization of psychiatric hospitals. Therefore this region collaborates with AP Vojvodina

to foster the start of projects for local development and to create and strengthen integrated social-healthcare networks.

Results:

Italian partner ASS n.1 has visited Sombor Health Centre, Sombor General Hospital (psychiatric department) and Special Psychiatric Hospital in Vrsac in April. IAN has conducted preparatory activities, organised the visit, and put its staff and resources at a disposal. Field missions have served, apart from sharing information's, as excellent preparatory activity for study visits to Trieste. Three day trainings of the local staff from Vrsac and Sombor had in approx. 70 participants. Study visit to Trieste was conducted in a June for a total of 12 participants from Vojvodina Province and one IAN support staff. Participant came from two special psychiatric hospitals Novi Knezevac and Vrsac. Special value of the study visit can be found in a fact that both special psychiatric hospitals have received funding from EU Delegation Belgrade to open community based mental health services in June 2014, just two weeks before the visit. Study visit have proved significant in the planning processes of establishing two new services, all expected to become operational before the end of 2014. During the EUROSTART Project we intended to support the deinstitutionalization process in Vojvodina with collection and publication of „standards of care for individuals with mental disorders“, in order to disseminate that knowledge to psychiatric and social institutions within the Province. The publication is designed to cover all relevant local laws and regulations (i.e. laws regulating health care and rights of mentally ill in Republic of Serbia, as well as governmental policies and standards of both Serbia and Province of Vojvodina), and International standards and recommendations (e.g. „Green paper“ and WHO documents), that could serve as a guideline for development of more human approach to psychiatric inpatients as well as a guideline toward transformation of psychiatric hospitals and social asylums.



“Intersectoral collaboration and deinstitutionalization” is the workshop that was organized as the final event of the project in order to help define the plan for deinstitutionalization, which is currently developing in the institutions on the territory of Vojvodina. The workshop was held in July 2014 in Novi Sad. It was attended by all relevant actors: representatives of social welfare and mental health institutions, representatives of local NGOs, international organisations and Open Arms project.

Hate crime prevention in CEE and Western Balkan countries

Donor: International Visegrad Fund

Contact person: Tijana Eror tijana.eror@ian.org.rs

Project description:

The project aims to improve the hate crime (HC) prevention and HC victims’ support in CEE and Western Balkan region through strenghtening the professional competencies of HC victims’ service providers and other organizations that help people/communities exposed to HC.

The project is based on 2 main steps:

- Choosing the experienced HC victims’ service providers from Poland, Slovakia, Serbia and Bosnia and Herzegovina (for the Czech Republic it is the project applicant In IUSTITIA); strenghtening their HC expert role through international good practice sharing and training trainers workshop; proceeding the assessment tool
- Developing the knowledge and skills of national organizations that deal with HC victims or people/communities exposed to HC in HC victims identification, needs, protection and support through training and providing them with an assessment tool.



Results:

Initial meeting of all project partners and training of trainers were held in Prague in September 2014. The aim of the training was to raise awareness, increase knowledge and equip those who deliver training in working with victims/survivors of hate crime. The focus was on learning, development and capacity building of trainers. It was the opportunity for project partners to share experiences, practices and legislative of different countries in regard to hate crime and to build mutual strategy on sharing knowledge and good practices among our local communities.

EDUCATION DEPARTMENT

IAN Telecentar (www.ian.org.rs/education) in 2014 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. Also, IAN Telecentre has been engaged in developing and implementing programmes for supporting resocialisation of children with behavioural problems and juvenile offenders. In March 2014, IAN received the licence for the service of "Day-care for children and youth with behaviour problems", from the Ministry of Labour, Employment, Veteran and Social Affairs. This mission was realized through several projects:

Empowerment of women through education and technology

Donor: International Women's Club, Belgrade

Contact person: Gordana Stankov Stojilovic,
gstankov@ian.org.rs

Project description:

Since 2010 with IWC support IAN Telecentar has been supporting vulnerable women and providing a range of educative, practical trainings and job search workshops for women with multiple vulnerabilities: unemployed and single mothers; most of them long-term unemployed, refugees or internally displaced, women from shelter institutions, victims of domestic violence, and very importantly, women prisoners in Pozarevac. In 2014 the advantage was given to single mothers and women victims of violence.

Results:

Within this year's project, 52 women have been included in the program and finished the various trainings. They all attended 4 IT courses (22 in Belgrade and 30 in Pozarevac prison), and 22 of them acquired ECDL Start certificate for passing 4 ECDL exams (Windows, Word, Excel, Internet&e-mail).

In synergy with another project supported by EU (Telecentre Multimedia Academy) IAN was able to provide additional training to the beneficiaries of IWC project which included Basic Course of Media Literacy. At this course 12 participants learned about: how to prepare a digital camera for photo and video recording, software for photo video and sound editing, Photoshop, Movie Maker, how to post a video clip on YouTube.

8 women completed English language course. In addition, 20 women have finished job search training program (Job application and CV writing, Preparation for an interview with employer, Active Job searching, Presentation and communication skills) and have increased abilities to be active on the job market.

This year all women participating in the project were exceptionally committed and there was no drop out. According to the follow-up survey we regularly conduct for women in this program, during and/or upon the end of the project 30% of women who enter the programme as unemployed find a job.



Leave a Different Fingerprint on the World

Project web site: www.ian.org.rs/DifferentFingerprint

Donor: Schuler Helfen Leben

Contact person: Gordana Stankov Stojilovic, gstankov@ian.org.rs



Project description:

The project started in October 2012. Funding has been ensured until June 2015. The project aims at develop adequate support to children with behaviour problems and contribute to prevention of criminal behaviour among them. Activities have been realized in Belgrade. A programme has been developed which includes a structured, comprehensive and individualized approach in working with every child. Main target groups are youth with asocial behaviour, juvenile offenders and youth at risk of juvenile delinquency. Through strategic partnership with the City Centre for Social Work and close cooperation with the court and prosecution office IAN has established a mechanism for implementation of diversionary measures and alternative sanctions for juvenile offenders. The program included several components 1) Skills trainings for professional empowerment and raising employability, 2) Psychological support 3) Re-socialisation activities to prevent further delinquency, motivating youth to embrace new life styles 4) Raising awareness on importance of youth delinquency prevention.

The whole program has been created to encourage proper development of minors, strengthen their personal responsibility, increases their educational level and hence the chance of finding a job in the future, and reduces the likelihood of re-offending.

Results:

In the previous 27 months the project has achieved exceptional results.

During two years of the program 222 children aged 14 to 22 years have been included. Of the total number of children 119 children were in conflict with the law, and some have been issued a judicial measure – diversionary order or alternative sanction, while some are still in the court proceeding. Based on the data received from the court only 10% of children committed a criminal offence again, which is a phenomenal achievement.

The applied method of work brought very good results in terms of re-socialization of children and young



people with behavioural problems, their return to the educational system, changing patterns of behaviour and integration into society. The program helped certain children to return to the education system or stay in it, supported children and young people to change their mode of communication and improve relationships and communication with parents and people in their immediate surroundings, assisted some youngsters in finding a job...

During the project implementation a specific methodology of work was developed and a social service has been developed. In March 2014 this

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service of Day care for children with behavioural problems has been licensed by the Ministry of Labour, Employment, Veteran and Social Affairs. IAN is the first NGO in Serbia which has received this license, and unfortunately, this is the only day care centre of this kind, which operates in Belgrade. Currently it is financed solely through donations.

It is important to emphasize that all results achieved are based on good coordination and communication with professionals from relevant institutions of social protection, justice and civil society organizations as well as the commitment of all professionals in these systems, which have been in contact with these children.



Extracts from the external evaluation the project

“Leave a different fingerprint on the world”

Conclusions and recommendations:

- Recognising the importance of a participatory approach and focus on **“the best interest of a child”** represents another qualitative accomplishment of the project. We believe that immediate involvement of children and youth in creating project activities is one of the important conditions for their successful realisation.
- **Focus on the family** and importance of including a whole family and wider environment in working with children with behaviour problems is immeasurable. During the realisation of project activities, a child has been in the centre of focus, but the importance of empowering parents was also recognised, so that they could be strengthened to deal with challenges of adolescence and growing up once when a child goes out of IAN program.
- Education and reintegration of youth accompanied with continuous psychological support and quick intervention in crises situations through daily communication of relevant representatives of the state social and justice system, proved to be an **excellent model of work** with children with behaviour problems and we believe that as such it should be recognised and supported by the decision makers on the local and national level. In that sense we recommend that IAN’s licenced Day Care for children with behaviour problems should be acknowledged by the local authorities as a necessary service in the social care system, and as such provided with financial support.
- Recognising this project and its results as “good practice model” in working with children and youth with behaviour problems we would **recommend this model** to be applied in other towns in Serbia, and IAN’s team of professionals can be an excellent “transferor” of knowledge, experience and lessons learned.”

External Evaluator:

Ivana Stevanovic, PhD, President of the Child Rights Centre,

& Acting Director of the Institute for Criminological and Sociological Research



Get Online Week 2014

Project web site: onlajnnedelja.ian.org.rs

Donor: Telecentre-Europe

Contact person: Ivan Stojilović, istojilovic@ian.org.rs

Project description:

The European Get Online Week is an annual digital empowerment campaign that engages and empowers people to use technology and the Internet with confidence and skills that allow them to benefit of the world of online opportunities. Supported by corporations, NGOs & public authorities, the campaign is organized each year in March by Telecentre-Europe, an umbrella organisation that represents European networks of ICT learning centres. IAN is a national coordinator of Get Online Week campaign in Serbia.



Results:

Get Online Week 2014 was held in the week on 24-30 March. More than 3500 people from Serbia took direct part in GOW 2014 coordinated by IAN Telecenter.

This year 40 primary and secondary schools, public libraries, professional associations and societies joined the campaign and different activities were organized in more than 20 towns and villages throughout Serbia. The citizens of all age were invited to participate different actions: creative workshops, eSkills seminars, taking the self-assessment test Skillage, free ECDL testing, a variety of lectures on



children Internet safety and advanced use of the Internet, public lectures for the elderly, free e-courses and in many other ways. During the campaign, IAN Telecenter organized free ECDL testing for acquiring a European Computer Driving Licence. All partners of the campaign had an opportunity to participate in a competition for the best photo, video and case study

Community Media+

Donor: Visegrad Fund

Contact person: Miloš Dubroja, mdubroja@ian.org.rs

Project description:

IAN was a partner in this project implemented jointly by 6 partners from Hungary, Slovakia, Poland,

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Albania, Bosnia and Herzegovina, Serbia and Slovakia. The project is focused on strengthening local democratic structures and active citizenship through increased citizen participation in local policy-making and advocacy actions by utilizing the power of community media. Activities were conducted in six countries from June 2013 till October 2014. IAN was responsible for implementing project activities in Serbia. Two other local partner organisations were selected for initiating or empowering community media in Serbia – independent internet radio NOFM from Belgrade and a branch of the Centre E8 from Vranje. The project included also a joint study visit to Hungary and Slovakia aimed at acquiring knowledge and sharing experiences related to community media functioning in other countries. The project also included a series of lectures in Prijedor, BiH at which the lecturers and mentors introduced the participants from Serbia and BiH with different techniques needed for a community media to be successful. in the Serbian community as whole.

Results:

Independent internet radio NOFM www.nofm.rs used the support received through the project to promote its web page and online radio. The web page was redesigned and modernised with the support from the mentors from the Polish organisation Project Polska. Promotion activities included a radio promotion party and a Facebook campaign. Also, some promo material was printed.

A new community media has been established by the organisation Centre E8. It is internet radio (available at www.e8.org.rs). Mentors from IAN and a Slovakian organisation PDCS provided support and guidance. The internet radio was promoted at a town festival in Vranje.

Uniting Europe through digital empowerment (UniteIT)

Project web site: www.unite-it.eu

Donor: European Union – Life Long Learning Programme (Transversal programme - KA3-ICT Networks)

Contact person: Gordana Stankov Stojilovic, gstankov@ian.org.rs

Project description:

UniteIT project aims at sharing knowledge, exchange of practices, set up debates in key topics and develop new strategic partnership involving actors across societal domains to contribute to overcome the digital divide and promote the acquisition of digital competences by groups-at-risk of exclusion.

UNITE-IT is a pan-European platform for a wide community of stakeholders and supporters. Professionals from various fields – teachers, trainers, academics, social workers, ICT specialists, business executives and policy makers – can count on a devoted space where they can keep up with latest policy trends and best practices, learn from peers or share their expertise. Facilitated access to funding opportunities, participation in exclusive webinars or meeting with the European e-Inclusion community at UNITE-IT Annual Conference are just some of the benefits that every UNITE-IT member enjoys.

This 36-month project is managed by a consortium lead by the network Telecentre-Europe AISBL and 7 of its member organizations from Malta (Malta Communication Authority - MCA), Serbia (International Aid Network), Hungary (Foundation for Development of Democratic Rights - Demnet), Latvia (Latvian Information and Communications Technology Association - LIKTA), Belgium (Interface3 asbl), Romania (Educating for an Open Society Foundation EOS), Croatia (Telecentar) and the European Students Union (ESU).



Results:

The project started in November 2012. The network development phase of the project is an ongoing process which has evolved during the past 24 months of the project. While during the first year the focus was on creating a strong online portal, the second year was mostly fine-tuning all the functionalities so that members using the network find their way easily around the portal.

By the end of 2014, the four Unite-IT online community brought together 577 individual members from 78 countries. So far almost 800 blogposts and articles have been published and more than 100 videos.

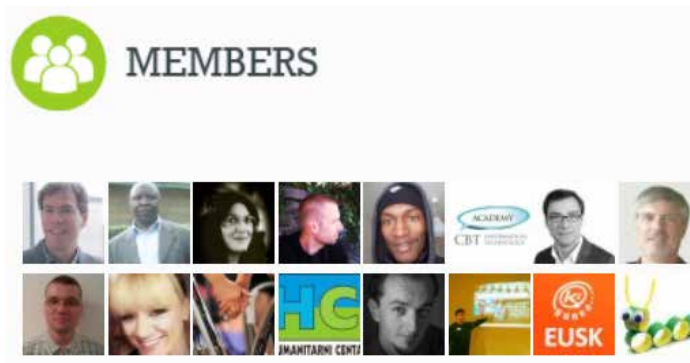
Each of the four working groups established at the end of the first year of the project (Vulnerable Groups, Youth Employability, Education and Training, and Gender) have registered a steady growth in terms of membership and topics of common interest.

IAN has been responsible for designing a database for collection of good practices available at the portal as well as for coordinating the Working group: Vulnerable Groups at Risk of Exclusion.

The 2nd Unite-IT Annual Conference “Digital Empowerment – All Inclusive” was organised on 24th of September 2014 in Zagreb. It gathered together 120 Unite-IT partners and other stakeholders (Telecentre Europe members, policy-makers, telecentre leaders, ICT company representatives and local media and public authorities) to discuss current developments in the field of e-Inclusion in Europe. At the conference first Unite-IT e-Inclusion Awards were presented to organisations with exceptional results in four categories corresponding to the four thematic/working groups within Unite-IT network.

The final conference will be organised in Belgrade and hosted by IAN.

The network is open to all interested stakeholder and the registration process is easy. Join the network at www.unite-it.eu.



Telecentre Media Academy

Donor: European Union – Life Long Learning Programme

Contact person: Ivan Stojilovic, istojilovic@ian.org.rs

"...Media literacy relates to the ability to access the media, to understand and critically evaluate different aspects of the media and media content and to create communications in a variety of contexts..."

"...Media literacy is a matter of inclusion and citizenship in today's information society. It is a fundamental skill not only for young people but also for adults and elderly people, parents, teachers and media professionals..."



Project description:

Telecentre Multimedia Academy (TMA) project aimed at designing, developing and piloting a learning programme on media literacy addressed to adult learners. The programme equipped learners with skills related to understanding, use and production of media based on ICTs, including audio, video and photography. The project was implemented by a consortium lead by the Telecentre-Europe AISBL and the partner organizations from Croatia (Telecentar), Serbia (International Aid Network), Hungary (Demnet), Latvia (LIKTA), Spain (Esplai), Romania (Foundation EOS) and Lithuania (Window to the Future). The initiative was launched in November 2012 and lasted for two years.

Results:

TMA project addressed various target groups of adult learners and promoted widening access of adults to basic skills and advanced skills in media literacy, supporting therefore the acquisition of digital competences, civic competence, creativity and cultural awareness. In total 90 adult learners participated in TMA courses.

One of the most important project outputs were the Learning Textbooks. Based on the Learning Pathway for Adult Learners, two 70-hour courses were developed. Basic course includes three modules: Fundamentals of photography production, Fundamentals of sound production and Fundamentals of video production. Advanced course also includes three modules: Project management, Digital



story-telling, and Audio-visual management. The Textbooks are available in Croatian, English, Hungarian, Latvian, Lithuanian, Romanian, Serbian, and Spanish language. The courses were offered for adult learners in their national language in each partner country from April to September 2014. IAN piloted the three basic modules with a group of youth and single mothers.

By October 2014, Telecentre Multimedia Academies as reference point for media literacy in Europe were established in 7 European countries (Serbian TMA is established with IAN). Telecentre Multimedia Academies continue to offer the full media literacy programme (both basic and advanced courses) on regular basis. Raised awareness about the need of further efforts to support media literacy for adults in Europe, to promote inclusion and full and equitable participation in society.



Međunarodna mreža pomoći
International Aid Network

Ohridska 11 and Djure Danicica 5

11000 Belgrade, Serbia

+381 11 2432 084

+381 11 3229 732

www.ian.org.rs

office@ian.org.rs

