

ANNUAL REPORT FOR 2019

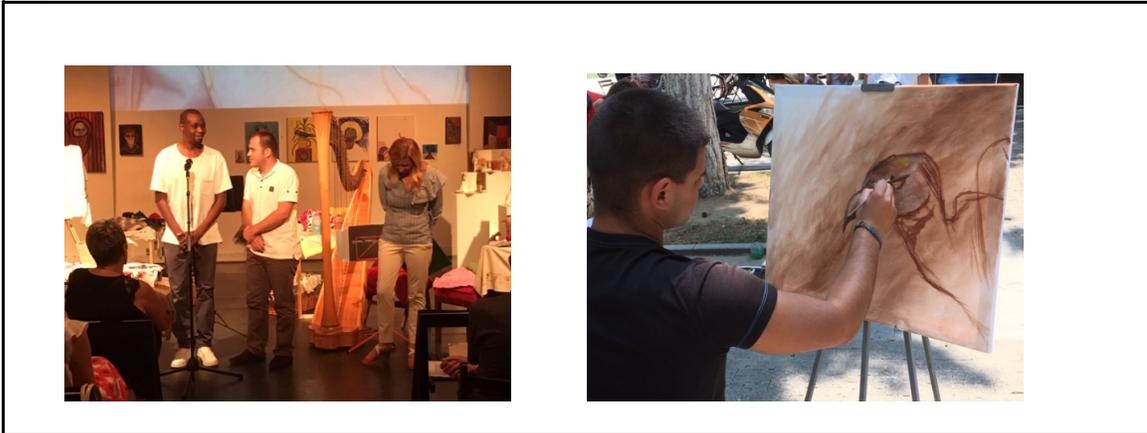
Project Name:	Support to sustainable reintegration of returnees in Serbia
Donors:	German Ministry for Economic Development and Cooperation, and GIZ-Germany International Cooperation Organization.
Contact person and email:	Sanja Djurica sdjurica@ian.org.rs
<p>Short project description:</p> <p>Since the signing of the Readmission agreement between the Republic of Serbia and the European Community on September 18th, 2007 in Brussels, a large number of people was voluntarily or forcibly deported to their country of origin, Serbia and Albania. Over 20000 Serbian citizens were deported from EU, out of which 75% is Roma population.</p> <p>The overall objective of the project is to improve the quality of life and encourage integration of returnees into local communities in their countries of origin, Serbia and Albania, and thus preventing secondary migration.</p> <p>Main project activities:</p> <ul style="list-style-type: none"> • Provision of psychological assistance for 200 highly traumatized returnees by International Aid Network IAN in Serbia and Albanian Helsichi Committee (AHC) in Albania; • Provision of 210 psychiatric interventions in Serbia and Albania; • Provision of psychosocial support in integration to 31 returnee families with school children in Serbia and Albania; • Organization of three capacity building trainings for volunteers and field workers from relevant organizations (CARITAS, HELP, EHO, CIM, PRAXIS, etc.); • Supervision for volunteers. 	
<p>Project duration: February 2019 – June 2020</p>	
<p>Main results:</p> <p>Project partners IAN and AHC, organized 3 capacity building trainings for 110 volunteers and first responders/field workers on “Readmission and Reintegration & Proper referral pathway for beneficiaries with mental health symptomatology” in Serbia and Albania. Project activities were implemented in several locations: Belgrade, Niska Banja, Loznica, Novi Sad, Banja Koviljaca and Slankamen in Serbia, and Tirana, Shkodra and Gjirokastra in Albania.</p> <p>Services were provided to total 209 beneficiaries from all target groups: 120 returnees, 65 from local marginalized groups and 24 refugees/migrants. Case management approach is the basis of the work with the beneficiaries on this project. Majority of beneficiaries that have been included in project activities so far, had suffered some type of trauma mainly rooted in discrimination based on poverty or ethnicity, ill-treatment, fear of deportation, uncertainty of future, or war trauma especially related to refugees/migrants. Provision of <i>psychological support</i> and in most cases specialized psychotherapy in the form of individual, family or group psychotherapy sessions was provided to 152 beneficiaries. Psychological support is strengthening the capacities of the individuals and empowering them for the change and taking an active role in their life thus increasing their potentials for durable reintegration/integration. The most common issues that were dealt with on psychotherapy sessions are: understanding of personal capacity, becoming aware of personal and interpersonal strengths, empowerment for taking on new roles in life such as relationships, parenthood and employment; relationship with spouses/partners; improvement in communication within a family – assertiveness, work relations, social relations, and working on trauma. Total 35 beneficiaries were supported through 93 psychiatric interventions that used as a prevention of escalation and deterioration of beneficiary’s mental status which is possible reaction when a person is struggling to integrate and accept life in readmission/exile as it is very often full of challenges and frustrations. total of 23 families were provided intensive psychosocial support in</p>	

reintegration through volunteer network. Guided by three-months action plans, volunteer case managers provided interventions shaped by the unique reintegration needs of each family that would help faster and sustainable reintegration, starting with information sharing regarding available services, rights and obligations, points of access to different public institutions and services, and continuing with actual assistance in communication with different public institutions, development of social skills, development of business skills, linking with job market, assistance with job search. In some cases, this included accompanying beneficiary to a centre for social welfare (CSW), writing recommendation letters in support for accessing social support and benefits, and reinforcing the urgency of certain actions before social workers, or in another case linking a pregnant single mother with all relevant institutions in new place of residence: police and register office for obtaining residence and birth certificates, CSW for accessing the support and benefits, health centre for medical assistance for her and children, school and day-care for inclusion of her children to educational system, accompanying her to the court hearings related to divorce and undertaking steps for her protection from violent husband, linking her to other NGOs (IOM, Caritas) for further support (housing, dental services, necessities for new-born baby, etc.).



Project Name:	Early identification and proper assistance to torture victims among refugees from Middle East and North Africa
Donors:	UNVFVT
Contact person and email:	Jelena Lončarević jbakalic@ian.org.rs
Short project description:	
<p>The project seeks to improve health status and overall wellbeing of torture victims and their family members among refugees from Middle East and North Africa currently residing in Serbia, through provision of comprehensive rehabilitation assistance. Holistic, victim-oriented approach in provision of psychological, psychiatric and medical support, as well as timely referrals to other needed services through close collaboration with relevant stakeholders (OHCHR, UNHCR, Commissariat for Refugees and Migrations, Ministry of health, Ombudsperson's office, Asylum centres, Refugee shelters, international and national NGOs) will be essential first step in victims' recovery process. Psychological and psychiatric support will include First Psychological Assistance, individual and group psychotherapy, psycho-education, and Psychiatric assistance (including medicines). Medical assistance will include first medical check-up and assistance, general and specialized diagnostic and therapy, including medicines. Assistance will be provided at IAN's premises in Belgrade and through mobile teams in refugee centres or private accommodation throughout Serbia. If in need, beneficiaries will be referred to other relevant stakeholders for further assistance such as legal, accommodation, asylum procedure, social services.</p>	
Project duration: January 2019 – December 2019	
Main results:	
<p>IAN provided comprehensive rehabilitation assistance to 145 torture victims and family members. Medical assistance included basic and specialized examinations, diagnostic and laboratory tests, and</p>	

medicines. The most common health problems were seasonal viral, bacterial infections, including scabies that appeared occasionally in some reception centres as a result of overcrowding and poor hygienic conditions of shared hygiene - sanitary facilities. Health problems related to torture experience were also treated: constant body pains, headaches, hypertension, hormonal diseases, and mental health problems that needed psychiatric intervention. Psychological assistance included individual and group psychotherapy sessions that was provided to all victims and their family members. The main problems impacting their mental condition that is unstable due to trauma and torture that they survived, were uncertainty of their future, living in overcrowded facilities with no privacy, worries about family members left in places of origin, family problems, economic problems, etc. Regular follow up on health (physical and mental) condition and adequate pharmacotherapy enabled improvements and stabilization of health status for assisted victims. All beneficiaries were provided with up-to-date information regarding asylum procedure and basic information regarding life in Serbia. 10 victims that received asylum in Serbia were supported in the integration process through different vocational trainings, driving courses, support in learning language, etc. Majority of clients expressed the satisfaction with provided services but pointed out feeling of secure, confident and friendly interaction with them as the most significant, as something that brought them back dignity and feeling of being human.



Project Name:	Fight Against Torture and Impunity
Donors:	European Union EIDHR
Contact person and email:	Sanja Djurica sdjurica@ian.org.rs
Short project description:	
Overall objective of the project is to contribute to the eradication of torture and impunity in Serbian society and healing from consequences of torture. Overall objective will be reached through the following specific objectives:	
1) Fight against torture and impunity through monitoring the implementation of the Action plan for the Chapter 23 and advocating for legislative changes.	
2) Ensuring adequate redress and rehabilitation of victims through campaigning for right for rehabilitation and redress.	
3) Provision of comprehensive and effective rehabilitation programme for victims.	
Expected results of the project are:	
1 – Amendments to legislation of domestic Criminal Code formulated by working groups consisting of wide scope of stakeholders (victims, human rights defenders...)	
2 – Relevant stakeholders informed and included in implementation of changes in legislation	
3 – Strategy for implementation of right for rehabilitation created and promoted among relevant stakeholders	
4 – Raised awareness of general public about problems of torture victims	

5 – Further strengthening of capacities of Ombudspersons office through monitoring visits of closed institutions

6 – Establishing adequate processes and reducing complaints on treatment of Persons Deprived of their Liberty by government officials

7 – Association of ex-detainees revitalised and members involved in actions related to fight for their rights for redress and rehabilitation

8 – Consequences of torture to physical and psychological health of torture victims and their family members diminished

Project is implemented in partnership with Lawyers' Committee for Human Rights YUCOM.

Project duration: December 2017 – November 2019

Main results:

Overall evaluation of project results is indicating high level of achievements of set targets. Project activities were implemented in timely manner with no significant delays or changes in project implementation. Ongoing internal monitoring and evaluation throughout the project implementation period enabled timely identification of potential challenges, and prompt and adequate response, thus ensuring quality execution of project activities. Different tools were used for monitoring progress: logical framework matrix, action plan, budget monthly reports, activity reports, project staff meetings, etc.

Project objectives proved to be relevant to the current situation in Serbian society, and the project implementation coincided with the moment of high interest towards monitoring of implementation of recommendation of different UN mechanisms, and when the efforts in that direction were supported by other international and national actors such the OHCHR and the OSCE Mission to Serbia. Project partners used the momentum, joined the initiatives and acted together towards the mutual goal thus increasing the impact of the project.

Advocacy efforts towards implementation of the UN CAT recommendations regarding legislative changes emphasized in the first project objective have received positive response and led to tangible results (defined implementation road map, indicators, activities and draft amendment proposal for changes in the Criminal Code).

At the same time provision of comprehensive rehabilitation services including psychological, psychiatric, medical and legal services and litigation confirmed high need for such assistance among target beneficiaries. Through these activities project contributed to the execution of the right to rehabilitation of torture victims. However, understanding and knowledge of full meaning and scope of the right to rehabilitation and redress for torture victims, along with the motivation of relevant stakeholders for undertaking more active role and ultimately, concrete steps towards ensuring it, was not at the expected level. Therefore, much of the project partners' efforts were invested into the raising the knowledge and interest for this issue among relevant governmental and civil society actors.

Overall conclusion is that actions undertaken through this project are still relevant in the current context in Serbia, and although some concrete steps and actions were undertaken, there is also a huge need for continuation of similar efforts in order to ensure final impact and eradication of torture in Serbian society.



Project Name:	Enhancing integration of asylum seekers in Serbia
Donors:	UNHCR
Contact person and email:	Biljana Petrovic bpetrovic@ian.org.rs
<p>Short project description:</p> <p>The project seeks to improve integration capacities and overall well-being of people that we care for in Serbia through provision of individualized integration support and prevention of mental health complications as a result of trauma and torture.</p> <p>Overall objective: To contribute to integration of asylum seekers and refugees through support in development of their own potentials for decent life in Serbia. Overall objective will be achieved through two specific objectives:</p> <p>Specific objective 1: Support to asylum system through strengthening integration capacities of those granted asylum/ who seek asylum.</p> <p>Specific objective 2. Prevention of mental health complications as a result of trauma and torture for highly traumatized persons, including torture victims.</p> <p>Project activities:</p> <ol style="list-style-type: none"> 1. Integration support for those granted asylum and asylum seekers in asylum application process, 2. Provision of specialized psychotherapy/psychiatric intervention and treatment to highly traumatized persons. <p>Project duration: January 2019 – December 2019</p>	
<p>Main Results:</p> <p>During the lifetime of this project IAN conducted 12 advocacy events. Advocacy events were organized on monthly basis and involved several locations and activities, aiming to improve potential for durable integration of People that we Care for (asylum seekers and those who are granted asylum) through case management approach in integration assistance, prevention of mental health complications and deteriorations as a result of trauma and torture, but also through advocating and nurturing comprehensive, joint action of relevant stakeholders in provision of services necessary for integration.</p> <p>Integration capacities of individual beneficiaries were strengthened through provision of individual and group psychotherapy sessions (49 beneficiaries), psychiatric interventions (134 beneficiaries) to highly traumatized beneficiaries, and individually tailored integration support (19 beneficiaries). Total 168 target beneficiaries accommodated in asylum and reception centers in Krnjaca, Banja Koviljaca, Bogovadja, Bosilegrad, Kikinda, Adasevci, Principovac, Sid, Sjenica, Tutin, Obrenovac and Subotica, but also in private accommodation in Belgrade and Novi Sad, UASC in several state institutions for accommodation of minors and NGO's safe houses, benefited from project activities. Target group shares certain mutual challenges that hinder their integration due to the lack of efficient official strategy for integration and inadequate support provided after obtaining status in Serbia. Uncertainty of their status and long asylum procedures put additional strains on already traumatized individuals and further deepened mental problems and hindered their integration; put</p>	

them at risk for deteriorations such as psychotic conditions, alcohol and drug abuse, and other risk behaviours. Through psychological, psychiatric and psychosocial support provided through this project, IAN team was working on stabilization of mental health status of a beneficiary and opening up space for a more realistic view of her/his current situation and search for sustainable solutions. 19 beneficiaries went through individualized case management support intervention. Some of them were included in Serbian language classes (1), vocational courses: nursing (1), manicure and pedicure (1), driving (4), provision of tutoring sessions (4) and equipment for online jobs (1). Psychosocial support included also assistance in overcoming everyday challenges in integration such as access to banks, health centres/hospitals, accommodation search, job search, preparation for job interviews, life-skills development, defining educational/livelihoods plans, referrals to other service providers (institutional and civil society). In such a way, beneficiaries were strengthened in achieving economic independence, as well in establishing social networks. Economic security is important factor in the integration process as well as in the emotional and psychological stability of the client.

In addition, IAN was promoting a synchronized intervention of all relevant partners in order to support inclusion of People that we Care for in local society and enable them to access their human rights including social and economic.



Project Name:	The fight against torture and impunity
Donors:	Office for Cooperation with Civil Society
Contact person and email:	Biljana Petrovic bpetrovic@ian.org.rs
Short project description:	
Project goal is contribution to the eradication of torture and impunity in Serbian society and healing from the consequences of torture.	
Specific objective 1: Combat torture and impunity by monitoring the implementation of the Chapter 23 Action Plan and advocating for legislative changes.	
Specific objective 2: Ensuring adequate legal treatment and rehabilitation of victims through the campaign for the right to rehabilitation and compensation.	
Specific objective 3: Provide a comprehensive and effective rehabilitation program for victims.	
Project activities:	
Activity 1: Collecting statistics and individual stories about torture	
Activity 2: Final conference	
Activity 3: Self-help groups for women	
Project duration: February 2017 – December 2019	
Main results:	
Through out the project implementation period IAN has been collecting statistics and individual stories about the torture experiences of individual clients. Data collected during the project were	

presented during the final conference. 12 self-support groups for women were held during the project.



Project Name:	Holistic Action Against Torture
Donors:	European Union EIDHR
Contact person and email:	Tijana Jovanović-Dačić tijanaeror@gmail.com
<p>Short project description:</p> <p>Overall objective of the project is the world without torture where perpetrators are brought to justice and torture survivors fully enjoy their human rights. Specific objective is to contribute to effective prevention of torture, fight against impunity and healing from consequences of torture in the Balkans. The objectives of the action will be achieved through a model encompassing three interrelated and interacting domains of activity clusters—prevention, accountability and rehabilitation cluster.</p> <p>Expected results:</p> <ol style="list-style-type: none"> 1) Relevant stakeholders informed and included in implementation of recommendations of UN CAT 2) 2 Shadow reports prepared and presented before UN CAT in Geneva 3) Police officers increased their knowledge on International and National standards for prevention of torture 4) Raised awareness of general public about problems of torture victims 5) Further strengthening of capacities of Ombudspersons office through monitoring visits of closed institutions 6) Medical and legal staff gained knowledge on the use of Istanbul Protocol and adequate documentation of cases of torture 7) Torture or ill-treatment survivors represented before the court and cases are supported with forensic evidence 8) Centre for Rehabilitation of Torture Victims established in FYROM and its staff members build capacities for provision of rehabilitation services for torture survivors 9) Efficient holistic rehabilitation (counselling, medical, legal and social) provided to torture survivors and their family members in Serbia and FYROM 10) Report on research conducted among refugees and asylum seekers shared with relevant stakeholders and disseminated to general public 11) Women victims of torture or family members empowered through self-support groups and different workshops <p>Activities:</p> <p>I Prevention activities include: advocacy for implementation of UN CAT recommendations; advocating through Shadow report before UN CAT; Trainings for police staff; Providing support to NPM; Commemoration of UN Day in Support to Torture Victims; Raising awareness on importance of early identification of torture victims among refugees and asylum seekers</p> <p>II Accountability activities include: Provision of legal support and forensic examinations and Trainings on Istanbul protocol and UN Convention against Torture for legal and medical staff.</p>	

III Rehabilitation activities include: Establishment of the Macedonian Centre for Rehabilitation of Torture Victims; Holistic rehabilitation of torture victims; Capacity building of women torture survivors and women members of their families; and Research on mental status and early identification of torture victims among refugees and asylum seekers.

Project is implemented in partnership with Centre for human Rights Nis and Centre for Civic Initiatives, Prilep, FYROM.

Project duration: January 2018 – April 2021

Main results:

Overall evaluation of the results achieved during the period under this review is indicating high level of achievements of targets at this stage.

The general impression is that the civil society organizations as well as the institutions in both target countries, Serbia and North Macedonia, are interested in collaboration and participation in project activities. Especially positive response was noticed among the stakeholders - state parties and CSOs in the North Macedonia. In order to maximize project impact across the region, advocacy activities, one training on Istanbul protocol and trainings for the police and prison staff have been shifted to the North Macedonia. IAN has been implementing similar actions in Serbia, while there were no such actions so far in North Macedonia and relevant stakeholders expressed high interest for these activities.

In the second year, Centre for Rehabilitation of Torture Victims in North Macedonia started with its work and provision of psychological, psychiatric, medical and legal services. At the same time provision of comprehensive rehabilitation services including psychological, psychiatric, medical and legal services and litigation is ongoing as planned in Serbia within IAN and CHR Nis which is contributing to the execution of rights to rehabilitation of torture victims. Important part of right for redress, besides comprehensive rehabilitation, is satisfaction and right to truth. Within the scope of the project, activities related to informing public and stakeholders about torture experiences of our beneficiaries and advocating for their rights were important part of overall influence of the project.

Project Name:	Call Center support for people living with HIV
Donors:	Representation of Glaxo Smith Kline in Serbia
Contact person and email:	Biljana Petrovic bpetrovic@ian.org.rs
Short project description:	
<p>The goal of the project, which involves the opening of an anonymous telephone line through which health workers - experts in the field of HIV infection, would be an intervention that would enable all persons who have dilemmas about testing or PLHIV persons who know their diagnosis but are not on therapy to be provided with adequate, timely and professional information.</p> <p>The project was implemented in the following phases:</p> <ol style="list-style-type: none"> 1. Creation of an expert opinion that would define the profiles of PLHIV persons who know their diagnosis and are not on therapy, in terms of a better understanding of the target group - age, mode of transmission and geolocation. 2. Opening an anonymous, free telephone line and providing technical support for work. 3. Preparation of a media campaign that will aim to provide information to the general public about the existence of the telephone line, as well as additional details of what information can be provided through it. 4. Formation of a special team within the VI Department for HIV and AIDS, Clinic for Infectious Diseases, Clinical Center of Serbia. 	
Project duration: January 2018 – April 2021	
Main results:	
All project activities have started and are ongoing according to the plan.	