

ANNUAL REPORT FOR 2022

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: Over 72% of returnees are Roma, the poorest and the most discriminated population group with multiple vulnerabilities thus most prone to secondary migration. Most returnees have difficult access to the labour market and their main source of income is social assistance. However, social assistance in Serbia often is not enough to cover the basic living costs, it is inadequate and does not exceed the poverty line. Moreover, pronounced prejudices and discrimination against Roma, make communication with and access to public services a great challenge, and cause numerous violations of basic human rights of returnees and prevent timely reintegration. Majority of returnees had suffered some type of trauma, mainly rooted in discrimination, ill-treatment, fear of deportation, uncertainty of future or war. Many women and girls from this target group are survivors of gender-based violence (GBV). National reintegration strategies and current reintegration projects are lacking the mental health and comprehensive psychosocial components.</p> <p>Project objective is to improve mental health and reintegration/integration capacities of returnees and refugees/migrants/asylum seekers in Serbia. IAN will achieve this objective through two sets of project activities that include provision of direct psychosocial support, social and life skills coaching, and mental health assistance to project beneficiaries, and building capacities of volunteers – students of social work and field workers to provide prompt and adequate reintegration support and referrals.</p> <p>Project duration: December 2020 – May 2023</p> <p>Results in 2022: During second implementation year of this project IAN provided comprehensive support to returnees, members of local vulnerable populations and asylum seekers. Psychological support including individual and group support and counselling, psychotherapy, and psychiatric assistance including first examination and follow up consultations with psychiatrist, received 157 beneficiaries from three target groups. Psychological support was 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. Psychiatric assistance was provided to highly traumatized survivors of SGBV, torture and to persons with history of mental health issues. Medical assistance was provided to five women, all survivors of SGBV and domestic violence. Psychiatric and medical assistance was provided to persons without health insurance.</p> <p>38 returnee families were provided intensive psychosocial support in 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 helped 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. Special attention was given to children and activities that blend together educational, social and amusement elements in order to strengthen their adjustment to the new life settings. Using creative approaches and variety of educational tools, volunteers assisted children in learning Serbian language, and regular school curriculums, but also worked on development of their learning habits and social skills. Schoolchildren were additionally provided school books and materials, while especially vulnerable families with emergency packages of basic food, hygiene, clothes and household items.</p> <p>20 returnee women and girls were empowered through social and life skills coaching and different</p>	

individual and group activities. Lot of efforts is put in discussions regarding importance of education and what kind of future prospects it can enable. We also talked about family, its importance, family dynamics and relationships; about health and healthy behaviours related to personal hygiene, childcare and reproductive health, and in two cases specifically related to raising a child with specific health/development problem, about the environments where some of our beneficiaries live, about the potential dangers of human trafficking, crime, drugs and alcohol abuse that are present in these informal settlements. On group sessions we gathered children and mothers and discussed about violence: what is violence, have they experienced violence, different types and forms of violence including physical, psychological, domestic, peer, SGBV, cyber violence, what to do if they experience violence.

IAN organized 2 capacity building trainings for volunteers and field workers (39 participants). In relation to COVID-19 regulations trainings were organized online. The aim was to exchange the experiences in working with returnees, refugees, migrants, asylum seekers and other vulnerable population groups. The main topic of the first training was trauma, the main consequences of traumatic experience and working with trauma, presented by IAN psychologist and psychotherapist, who has over 22 years of experience working with victims of trauma and torture. Presentation of field work and volunteers' experiences with returnee population was presented by IAN's Coordinator of volunteers (member of the Union of students of social work). The main topics of the second training were related to burn-out syndrome and prevention of secondary traumatization, and managing the expectations and challenges related to helping vulnerable groups. Participants were actively participating throughout both trainings, and were eager to share their thoughts, impressions and experiences. Training evaluation showed that participants rated training as very useful.

IAN is also organizing regular supervision for all active volunteers in order to provide continuous mentoring and support in their work, help them learn how to deal with challenges, but also to prevent the burnout. IAN supervisor is combining sessions that are focusing on case management analysis with sessions that are using psychodrama for deeper reflection on their feelings, inner thoughts and attitudes.



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:	
Overall goal of the project is to contribute to the well-being and psychological and medical health of torture victims and their family members in Serbia.	
Beneficiaries of this project are victims of torture in the wars and torture on the borders. Torture and killings were directed towards representatives of other nation and religion, sexual orientation	

as well as based on their refugee status. Main activities include provision of psychological support (individual and group psychotherapy), Psychiatric and medical assistance.

Project duration: January 2022 – December 2022

Main results:

In 2022, IAN provided support to 125 project beneficiaries – victims of torture among asylum seekers and migrants that are settled in refugee camps in Belgrade, Bogovadja, Sjenica, in private accommodation and in accommodation for minors in Belgrade. Majority of our beneficiaries are in asylum procedure and still waiting for the decision regarding their status. Small number of beneficiaries, less than 10 got asylum status. Beneficiaries were mainly from Afghanistan, Burundi, Syria, but also other African countries, and Cuba, Iran, Iraq, etc. Support to victims was provided through 845 interventions that included, individual and group psychological and psychotherapeutic support, psychiatric support and medical support. Medical assistance included basic and specialized examinations, diagnostic and laboratory tests, and medicines. Moreover, IAN is providing to beneficiaries psychosocial activities that are helpful in the process of integration within society, like active language learning with IAN volunteers, psychosocial workshops on different topics, visits to museums, cinema, etc. IANs volunteers are students of social work and they are helping refugees by lobbying for their rights in everyday life, like opening a bank account or medical record in public Health Centre, etc. Among 125 beneficiaries that got assistance under the Grant, comprehensive support that includes psychological/psychotherapy, psychiatric and medical assistance with medicines was provided to 37 victims. They are asylum seekers, usually waiting for the decision on their asylum status, who are staying for a longer period of time in Serbia. Majority are settled in Belgrade in refugee camp and in private accommodation. In 2022 with the beginning of war in Ukraine, Serbia faced arrival of new refugees fleeing from war in Ukraine. They are settled in refugee camp in the south part of Serbia in town Vranje. This camp was completely renovated for the settlement of Ukraine refugees. Since July 2022, IAN visited refugees in this camp 6 times (ones per month). Mobile team consisted of psychologists, psychiatrist, and field officer that were providing psychological and psychiatric assistance, through individual and group psychological support. In this camp around 85 refugees are accommodated, and IAN team provided psychological assistance to 30 refugees (180 interventions) and psychiatry assistance to 10 refugees (22 interventions). IAN mobile team also visited 10 families settled at relatives in Vojvodina, and provided psychological support and hygiene packages as contribution. For IANs beneficiaries IAN office is like a “home”, place where they feel safe, understood and supported.

Project Name:	Psychoanalytical training course on supporting and treatment of persons with posttraumatic states, dynamics and treatment
Donors:	King Baudouin Foundation United States
Contact person and email:	Bojana Trivuncic bzivanovic@ian.org.rs
<p>Short project description:</p> <p>Main goal of overall project is to make psychoanalytical theories of trauma accessible to a wide professional public and to develop and strengthen their skills and capacities to work with severely traumatized population. In order to achieve that, training seminars based on psychoanalytic theory and practice will be organized. The aim of the training course is that participants develop and deepen their knowledge of the theory and practice of psychoanalytically based working methods in psychosocial work with traumatized patients. The participant shall after the course be qualified to evaluate patients and their psychological and psychosocial situation and be able to implement mental health work including psychoanalytically oriented interventions for prevention and treatment.</p> <p>Project duration: January 2022 – January 2023</p>	

Main results:

The overall project is organized through three phases. Within this this, first fund, preparatory phase of the project was done. The main activity of preparatory phase was development of theoretical and practical part of the curriculum. Curriculum of seminar was prepared, 12 units were chosen, covering main topics and clinical examples, literature related to psychological trauma and consequences as well as outlines of lectures and potential participants were chosen.

Project Name:	Community based support in integration
Donors:	UNHCR
Contact person and email:	Biljana Petrovic bpetrovic@ian.org.rs
<p>Short project description: Project goal was to contribute to the successful integration of refugees and asylum seekers, through a proper psychological and psychosocial support upon arrival and throughout the whole asylum process. Project aimed to improve People of Concern (PoCs) overall wellbeing through provision of mental health and medical services, with the special attention to highly traumatized persons, youth, minors and women, and to support their integration into local communities facilitated through provision of psychosocial community-based support. Main activities were: 1. Psychological, psychiatric and medical support, and 2. Psychosocial community-based support</p>	
<p>Project duration: January 2022 – December 2022</p>	
<p>Main Results:</p> <p>Through project activities, IAN provided at least one service to 307 (136 female and 171 male) recognized refugees and asylum seekers (People of Concern's – PoCs). Majority of PoCs, over 83%, were from Ukraine, Afghanistan and Burundi. Special attention was given to highly traumatized persons, youth, minors and women. IAN provided services throughout Serbia, accommodated in asylum centres (Krnjaca, Bogovadja, Sjenica, Tutin, Vranje), centres for accommodation of foreign minors and private accommodation in Belgrade, Zrenjanin, Kula.</p> <p>229 PoCs (out of which 61 are from Ukraine) benefited from psychological support in the form of psychological counselling – individual and group, and psychotherapy. Majority of beneficiaries, that have been included in project activities, survived different traumatic experiences: different types of violence including SGBV, trafficking, war trauma and torture. Psychological support aimed to alleviate different types of mental health problems common among traumatized population – post traumatic stress reactions, depression reactions, reactive psychosis, other anxiety disorders, but also stress caused by uncertainty of the future, collective accommodation and related lack of privacy, separation from family members that remained in countries of origin and worries for their wellbeing and safety. Then again, it also aimed at supporting the recovery process from traumatic experiences and 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 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 embracing new life settings, and working on trauma. IAN psychologists/psychotherapists combined individual and group work to draws the strength and bust the initiative for positive changes.</p> <p>Over 48% of project beneficiaries reached during this period were victims of torture and many women among them are also SGBV survivors.</p> <p>79 psychiatric interventions and 20 interventions in crisis for refugees from Ukraine were provided to clients with severe mental health conditions that were in need not only of psychological counselling and psychotherapy, but also psychiatric treatment. Many of these clients were referred to IAN's psychiatrist by other partners, or psychiatric assistance was requested at asylum centres (Krnjača, Bogovadja, Vranje, Sjenica and Tutin) by SCRMM coordinators, legal guardians or medical</p>	

teams, because one or more beneficiaries whose mental health deteriorated suddenly and caused conflicts and inconveniences for others accommodated at that centre. Psychiatric assistance also aimed at a prevention of escalation and deterioration of beneficiary's mental status, which is possible reaction when a person is struggling to integrate and rebuild life fighting numerous challenges and frustrations along the way. Several asylum seekers needed psychiatric support after stressful reviving of traumatic experiences during interviews with the officials often not properly trained for working with traumatized people. Most of the supported minors who are accommodated at AC Bogovadja were survivors of several torture experiences (during "Game" attempts - beaten with batons on head, arms, legs by border police on Rumanian and Bulgarian border).

24 medical interventions were provided for 12 clients. All women are torture and rape survivors with extreme traumatization level and serious psycho-physical consequences, that needed immediate access to comprehensive rehabilitation services including complex medical interventions: internal medicine and gynecology specialists' examinations, ECG, abdominal, thyroid and breast echo, pelvic ultrasound, gynecological smears, colposcopy, tumor markers and laboratory blood analysis. Many of these analyses cannot be done for free in public health facilities. Based on gynecological examination and additional blood analysis, one beneficiary, SGBV and torture survivor, was referred further to surgery intervention. All necessary analysis, that were needed as preparation for the surgery, were done through IAN, and further procedure went through medical team in AC Krnjača and Health Centre in Palilula and Public Hospital.

Psychosocial support was provided to all 307 project beneficiaries (out of which 113 were from Ukraine). This service was provided through different activities including educational and creative workshops, sessions for learning Serbian language and culture, information and assistance in everyday situations and communication with different institutions, emergency food and hygiene packages, etc. The main providers of psychosocial community-based support were IAN volunteers, final years students of Psychology and Social work under the mentorship and supervision of experienced IAN experts. Volunteers engaged in work with asylum seekers are mentored by IAN staff and provided regular supervision.

IAN organized 6 creative workshops (through 15 sessions) for beneficiaries in Belgrade. Each workshop was presenting a specific art technique: painting - watercolour and tempera, drawing, pottery, stained glass, sculpture, decoupage, that was than practiced during several sessions. Over the months this activity continued to attract more beneficiaries with each new session, and total 17 beneficiaries (15 women and 2 men) from Burundi, Congo, Cuba, Cameroon, Croatia and BiH participated. Within this mixed group, our beneficiaries were socializing, practicing Serbian language, and doing creative things, together with people who have survived similar experiences.

During 2022 IAN provided support to 113 refugees from Ukraine. Only 10 of reached refugees are accommodated in private accommodation in Kula and surrounding villages, while the others are in asylum centre in Vranje.

Emergency assistance was defined in the Partnership Agreement Amendment with UNHCR signed on June 29th 2022. Specific services included treatment of acute stress, trauma and psychological first aid, psychiatric assistance and psychosocial support, and aimed at helping Ukrainian refugees cope with sudden traumatic experiences and unexpected life circumstances caused by war.

On December 8th and 9th, IAN organized anti-burn out training. Our colleagues from HCIT, CRPC, Belgrade Centre for Human Rights, DRC and UNHCR participated in the training. For two days, we dealt with the prevention of professional burnout. Participants evaluated training as excellent, extremely necessary and useful, they said that they would definitely participate again and that they think it should last longer.

