



International Aid Network

**2007
Annual report**

TABLE OF CONTENTS

List of Abbreviations	2
INTRODUCTION	3
CENTRE FOR REHABILITATION OF TRAUMA AND TORTURE VICTIMS	5
Main Projects	6
Core Activities	6
Educational activities	9
26. June 2007. - UN International Day in Support of Victims of Torture.....	10
HIV/AIDS section	11
Introduction.....	13
Capacity Building For PLHIV Associations.....	14
Service For Psychological Support To PLHIV	14
Training Activities.....	15
Networking.....	17
Supervision Organized For Support Services Staff, PLHIV, Their Family Members And Partners	17
Research Activity.....	18
Publications	18
Advocacy.....	18
HUMAN RIGHTS DEPARTMENT	20
Main Projects	21
Work performed and objectives achieved	22
Evaluation of the legal aid services provided	24
Promotion of the Project	25
EDUCATIONAL DEPARTMENT	27
Introduction.....	28
The Aim	28
Beneficiaries	28
Courses	29
Memberships	31
Results.....	31
Clients.....	32
Donors	32
Projects.....	32
RESEARCH DEPARTMENT	38
Introduction.....	39
Staff Members	39
Projects And Donors.....	39
Project Partners:	40
Other Relevant Activities And Achievements.....	42
Perspectives Of The Programme	43
FINANCIAL REPORT	44
Profit And Loss Statement.....	45
Operating income.....	45
Operating expenses.....	46

List of Abbreviations

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

INTRODUCTION

IAN is continuing to develop project addressing the needs of the most vulnerable population in our country.

Complexity of the problems of our beneficiaries ranking from security issues, through socioeconomic hardships till low self-esteem and self – stigmatisation demand individualised approach to the clients. Our main value is working with clients on daily bases, living their hardship jointly and designing projects empowering clients and our organisation and the staff. Almost all of our project directors and coordinators are working part time or voluntarily with the clients in deep believe that direct work with the clients was main factor of IAN efficacy.

In this document detailed year reports are presented for each section and major project within sections.

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

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

MAIN PROJECTS

Most of the activities implemented in 2007 within the Centre for Rehabilitation of Trauma and Torture Victims were parts of a comprehensive project funded by CAFOD (Catholic Agency for Overseas Development) called

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

This project comprised several subprojects funded by other donors:

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

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

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

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

CORE ACTIVITIES

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

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

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

Legal assistance to victims of torture varies from legal counselling, through help with personal documents and status, repatriation and damage compensation to direct representation at the courts.

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

Assistance provided in CRTTV is:

- **Pro-active** – mobile teams, field visits - collective centres and beneficiary homes
- **Multidisciplinary** – expert teams of psychologists, psychiatrists, legal advisors and doctors
- With strong **advocacy** and **research** component

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

Clients-torture victims and members of their families are provided with following kinds on-the-spot assistance:

- counselling and psychotherapy (in the form of individual and group psychotherapy) provided by psychologist and psychiatrist
- psychological and psychiatric diagnostics
- general medical examination and treatment
- internist's examination (EKG, blood tension control) and diagnostics
- pharmacotherapy
- psycho-pharmacotherapy.

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

Total number of **675** beneficiaries received medical treatment, individual therapy, group therapy, outreach counselling services and legal assistance in this one-year period.

Primary beneficiaries include:

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

During 2007, **675 beneficiaries** received psychological/psychiatric assistance – 88.7% of beneficiaries were refugees and IDPs and 11.3% of clients were from local population – mostly social cases and victims of domestic violence.

Beneficiaries received treatment in the form of individual and/or group psychotherapy in the Centre and at the field, during the visits of the mobile teams - in the beneficiaries' organisations and collective centres. Visits of the mobile teams have very important part in improving of the access of the beneficiaries to the needed treatment. In 2007 IAN Mobile team provided assistance to torture victims and their family members in targeted places in Bosnia and

Hercegovina – Foca, Visegrad, Srebrenica, Bratunac, Kalinovik, Zvornik, Trebinje, and assisted 476 beneficiaries.

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

Total number of **631** client received specialised medical examinations, which included general internal examination, specialist cardiologic examination including electrocardiogram (ECG) and ultrasound examination. Except from examinations and diagnostic, clients received treatment in the form of free-of charge necessary medicaments, recommendations on using medicine and changes in life style and habits.

During the period covered by this report 160 clients were legally assisted. All clients were legally advised, lawyer was present at 143 trials and in those cases almost as many submission were wrote. There were 7 responses by Republic Serbia to the complaints, and for 3 cases which are did not solve in our favour we have submitted the complaints.

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

Majority of our clients are older than 50 and have high school education. 54.5 per cent of them are males and 45.5 per cent are females. The largest number of our beneficiaries is married and with partner (63.7%), 12.7% of them are single.

Educational activities

Istanbul Protocol Training

IAN was implementing partner of IRCT for the project entitled Prevention through Documentation - *Engaging health and legal professionals and mobilising knowledge in torture rehabilitation centres for efficient prevention of torture through the implementation of the Istanbul Protocol*, supported by EIDHR. Besides IAN, local Serbian partners in this project are Belgrade Centre for Human Rights and Institute of forensic medicine at the University of Belgrade.

The proposed programme contributes to combating torture and impunity by promoting the global implementation of the Istanbul Protocol¹ and by mobilising the knowledge about torture accumulated in rehabilitation centres. The programme includes a range of activities concerning training/capacity-building and advocacy targeted at health and legal professionals, staff at rehabilitation centres, journalists and human rights organisations in ten target countries.

Istanbul Protocol training was realized in hotel Norcev (Fruska Gora) in Serbia, in period from 22.10. to 26.10.07. Forty-one health and legal professionals from different GOs and NGOs participated in training. Participants were selected from most parts of Serbia. Among participants, there were representatives of courts (judges), prosecutors, legal experts from private practice, activists of NGOs dealing with human rights issues, medical doctors from public health centres, medical experts from forensic institutions, representatives of big psychiatric hospitals, penitentiary institutions and police.

There were 8 international and national experts involved in training as trainers and facilitators. Training covered all relevant topics for adequate and effective investigation and documentation of torture cases in accordance with Istanbul Protocol. Participants were educated on issues concerning nature of torture and its consequences and trained in the proper procedure of interview conducting and evidence about torture.

According to participants' statements and their answers in questionnaires, it can be said that there was a great need for this kind of training. There is significant number of torture cases or torture allegations that participants are in contact with, while their educational background is not sufficient to make them completely competent for doing adequate investigation and documentation of torture (there is no systematic education in trauma and torture related issues, neither for legal nor for health professionals).



Photographs from the Istanbul Protocol Training

¹ *The Manual on the Effective Investigation and Documentation of Torture and other Cruel, Inhuman or Degrading Treatment and Punishment*, is the first set of international standards on the investigation and documentation of torture.

26. June 2007. - UN International Day in Support of Victims of Torture

IAN Centre for Rehabilitation of Torture Victims, as in the previous few years, commemorated UN International Day of Support to Torture Victims, 26 June and 20th anniversary of coming into force of Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment. IAN CRTV organised a press conference in order to present its work as well as to raise public awareness about presence of torture in our country and worldwide and need of fight against torture and to provide assistance to the victims.

Key speakers of the Conference were:

- Marija Vujinovic, deputy director of the Service for Human and Minority Rights of Republic of Serbia
- Bojan Djuric, lawyer, Belgrade Centre for Human Rights, and
- Sandrina Speh Vujadinovic, program coordinator IAN CRTV.
- Representative of European Commission, Delegation of the European Commission to the Republic of Serbia was invited to participate as a key speaker but unfortunately did not manage to come.

On the Conference the centre's activities during the past year were presented, focusing on the rehabilitation of torture victims and the Prevention through Documentation Project. Press conference was used to present *Prevention through Documentation* project and raise public awareness about Istanbul Protocol as internationally recognized instrument for adequate and efficient investigation and documentation of torture cases. In 2007/2008 project will be realized in Serbia as well as in other four countries in the world. As accredited member of IRCT and local partner, IAN CRTV is coordinating project activities in Serbia. Press conference for commemoration of International day of support to torture victims was used to announce Istanbul Protocol training, which should be held in Serbia in October 2007.

IRCT TV spot Together Against Torture was shown at the beginning of the press conference, as well as IRCT Photo presentation Renewing lives. IAN CRTV joined to the global reading of a statement signed by the UN Special Rapporteur on Torture and the IRCT's President and Secretary-General.² There were around 20 people at the press conference. The event had media coverage (presented in further text).



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

² On the UN day against torture human rights defenders throughout the world read out the message that there are no exceptions to the prohibition on torture. And that the rehabilitation of torture survivors is not an act of charity, but an inalienable right.

Case study

A.B., 43 years old, machinist, unemployed. He is refugee from Osijek and now he is living in village near Belgrade. He is married, with two children.

He was mobilized and he had been in the war until the 1995, when military operation "Oluja" took place, in which all the Serbs from Croatia came to Serbia and became refugees.

In that time, M.P. was departed from his family and he did not know if they were alive. His wife was pregnant and she took their little child and came to Serbia. M.P. was very concerned about them and this was the most difficult emotion for him.

When they finally gathered in Serbia, he thought that it would be the end of their troubles. But, unfortunately new concerns disturbed their new founded balance.

As soon as he came to Serbia, he was forcibly mobilized by Serbian police. He was transferred in paramilitary training camp in Erdut, where he had to go through special drill, intended for male refugees who came to Serbia. They used to call them deserters and traitors of their own country. Their torturers were members of paramilitary formations and their aim was to torture and fright forcibly mobilized man. He survived psychological and physical torture. M.P. was humiliated in many ways. They forced him get naked in front of the others and than they sloped him with the freezing water. They also forced him to carry very lumbering stone, popularly called "Mr. Discipline". He also had to be present while they were humiliating other persons. The most difficult for him was the fact that his torturers were of his own nation and that was unbearable for him. After two weeks spent in Erdut he was sent to battlefield in Bosnia. He survived war battles again.

His psychological problems started when he finally settled down with his family again. It started with the sleeping problems. He had very intensive nightmares, with the dreams regarding war, blood and dead people. At the daytime, he was exhausted and very irritable. He would start quarrels with his wife and other close persons. He was avoiding remembering and talks about the war and at the same time he needed to share these experiences with others.

The client heard for IAN from his colleague, who was also in Erdut. He said to him that he will get all the necessary help at one place. He came in IAN in December 2007. Psychologist did the regular psychological examination. On the base of the clinical exam and structured interview, the client was diagnosed with Chronic Posttraumatic Stress Disorder of medium intensity. Depressive symptoms were also registered.

M.P. was referred to our psychiatrist, who prescribed him pharmacotherapy as well as psychotherapy (twice a month).

Legal assistance was also provided to him by IAN legal experts. He decided to start legal procedure in order to sue the state for forcibly mobilization.

He resumed prescribed medicine and he noticed that his symptoms decreased.

HIV/AIDS section

INTRODUCTION

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

In 2007-2008 HIV/AIDS section continued to implement wide range of activities in the field of HIV and mental health with support of CAFOD (Catholic Agency for Overseas Development) and GIP Global Initiative on Psychiatry. After Voluntary Counselling and Testing programme that was given priority in the previous year, the section oriented toward more direct support for people affected by HIV/AIDS, PLHIV associations³, and carers. In the reporting period the staff worked on two complementary projects. Both projects aim at improving the quality of life of people living with HIV/AIDS and their significant others.

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

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



HIV/AIDS team

³ People living with HIV/AIDS

CAPACITY BUILDING FOR PLHIV ASSOCIATIONS

The need for supporting newly established patient' associations was identified in the previous work of HIV section. PLHIV associations were undeveloped before 2007, with one or two persons willing to improve involvement of PLHIV in fighting HIV in the country but without necessary knowledge and skills. They did not have any project approved by donor and majority of their activities were more focused on helping existing NGOs active in the field of HIV then building their own NGO. As part of CAFOD supported project IAN team has supported eight associations of PLHIV (people living with HIV and AIDS) more or less active in Serbia: AID Plus, Q Club, ALEXO, PaO2, UPSZ, Sunce, SPAIDS and Zena+ (Woman +). Based on needs assessment of PLHIV community we defined subjects that were covered by trainings: Project cycle management (PCM), Advocacy and lobbying, Budgeting, Fundraising, Participatory assessment of needs, computer and English language classes. Almost every association was enrolled in individual consultation with our training team between training events in order to be able to get technical assistance and answers on a lot of daily questions they had. We also engaged IAN's administrative unit to assist association with different government taxes and laws. Three CB training events were organized for associations:

1. Introduction of Project Cycle Approach in April 2007. (two organizations participated: Aid+ and ALEXO)

2. Project Cycle Management in September 2007 in cooperation with Handicap International (12 participants from 6 associations (AID +, Q-club, Spaidis, God, PaO2, UPSZ, Pozitiv)

In 2007 IAN supported foundation of organization Zena+ (Woman+), the first organization dedicated to supporting women living with HIV/AIDS, and members of their families. Zena + were given premises and consultancy in running the organization administration, people management and defining policies and procedure.

SERVICE FOR PSYCHOLOGICAL SUPPORT TO PLHIV

The service for psychological support to PLHIV was organized as a result of the fact that there is only one psychologist in Serbia working with PLHIV. She works in HIV Clinic in Belgrade. From the other hand, one of the findings of qualitative study conducted by Imperial College⁴ is that there is a great **need for psychological support** for PLHIV. PLHIV reported in the study that they would like to have user friendly place outside of the Clinic (preferably in NGO setting) where they could get psychological counselling. This project activity was strongly supported by Sarah Bernays who was interviewing PLHIV during the study.

The service was settled in IAN premises and advertised through news paper, leaflets and poster. Training events were also used as good relationships with PLHIV associations to spread information about the service. We also agreed with psychologist from HIV Clinic about sending clients to IAN service. Beside all of the factors described above, the number of clients was not as we expected before the project, especially at the beginning of the project implementation. That is why **different kinds** Of psychological support were offered: individual counselling, group counselling, self-support groups, family counselling, and psychiatric interventions.

⁴ Bernays, S. , Rouds T., Prodanović, A. (2006): Accessibility, services providing and uncertainty in HIV treatment, Faculty for Hygiene and Tropical Medicine of London University, UK, DFID, HIV Prevention among Vulnerable Groups Initiative, United Nations Development Programme, Beograd/Podgorica

Tab 1 – The number of client and intervention 2007

	INDIVIDUAL SETTING	SELF SUPPORT GROUP	FAMILY COUNSELLING	INDIVIDUAL PSYCHIATRIC
Client	12	27	4	3
Intervention	57	66	2	8
Group sessions	6			

Even if everybody agrees that there is a need for psychological support, there were some **barriers between users and service providers** identified in the beginning of the project. In one of the focus group discussions participants PLHIV explained that the reasons for not seeking mental health assistance are: generally negative attitude due to fear of stigma attached to HIV and mental health problems, then denial as the phase of coping with illness and lack of understanding about psychotherapy, counselling and relationship between therapist and client.

TRAINING ACTIVITIES



In 2007 there were two modules of training “**Mental health and HIV/AIDS**” delivered to a mixed group of professionals, paraprofessionals and beneficiaries. There were in total 4 training events in 2007. Training was delivered following design prepared by GGZBA⁵ and SKA⁶ (part of the MAIDS project). Minor adjustments were made in accordance with specific needs of this group of participants, their prior knowledge regarding the topics of the training and logistical reasons.

As from the beginning of the MAIDS training program, we had organized mixed groups of *change agents* (concept describing a person who intentionally or indirectly causes or accelerates social, cultural or behavioural change, here connected to mental health and HIV). Majority of participants attended all three training modules, because the principle of the training

⁵ GGZ Foundation for Mental Health Care 'Buitenamstel' , Amsterdam

⁶ Social AIDS Committee, Warsaw

programme is to train **critical mass of people** who will be equipped with the whole corpus of knowledge regarding mental health and HIV/AIDS in order to bring about sustainable change. The structure of participants has changed over time, but there were always people from diverse backgrounds in each of the training groups (representatives of local NGOs of different profile, international organizations, GPs, psychologists, PLHIV associations members, VCT counsellors, social workers, outreach workers in harm reduction programs, volunteers, final year students of psychology, IAN staff etc). People living with HIV and AIDS were taking part from the beginning, and within time the increase in number of PLHIV participants can be noticed. PLHIV were allowed to involve on their request during the training course. Some PLHIV were engaged as trainers.

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

Module	N of groups	N of participants	Period
Introduction to mental health and HIV/AIDS	4	79	Jan-May 2007

All modules of the training program were highly evaluated (with overall grades 4.33 for Module 2 to 4.72 for Module 3).

As the most important benefits from the training participants noted:

1. Gained new knowledge in mental health of people living with HIV and AIDS,
2. Breaking out taboos
3. Greater awareness about mental health problems within HIV context
4. Opportunity to meet colleagues and professionals
5. Increasing personal and professional experience in interacting with PLHIV
6. Gained new skills and increased sense of professional competence to communicate with certain groups of clients/patients
7. Increased trust in actors from other sectors

In the reporting period IAN training team was hired by the **Ministry of Health Global fund project implementation unit (PIU)** to deliver additional training on mental health and HIV, and psychosocial support for people affected by AIDS. Several trainings (6) were delivered in Belgrade, Novi Sad and Nis by our staffs. This way we were able to cover new geographic areas and reach “new” professionals and activists. Many participants who attended GF training were for the first time acquainted with the new approach to mental health and HIV, the main mental health problems of people living with HIV, public health perspective of HIV, and elements of self-help....

According to the trainers’ impressions, in the realization of trainings, good balance between theory, practical exercise and personal experience of the participants was achieved. In total number 93 participants (GO and NGO professionals and others) were targeted with GF training programs.

NETWORKING



HIV/AIDS section continued to participate in formal and informal networks with organisations and institutions involved in fighting HIV and AIDS in our country and improved cooperation with some of them especially with those working with vulnerable populations. The network of support services for PLHIV was organized around individuals who attended **IAN training** for carers events.

The network comprises of NGO staff, PLHIV associations activists, medical professionals (general practitioners, psychiatrists, and gynaecologists), VCT counsellors, social workers, psychologists, volunteers from FBO, representatives of international organizations etc.

The network was organized as **non formal body** which use the different tools (e-mail and training events) to share experiences and ideas and to work on lobbying for system for care and support for carers. We used each of the training events to spend little time to discuss about this Network. Within time through different activities critical mass of change agents was created. **E-mailing lists** were created and contact maintained through **on-going communication** and sharing information. Change agents were regularly informed about section activities and invited to take part in different activities. Publications produced were sent to them through e-mailing list.

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

The main idea of supervision arises from the fact that assisting professions are often under pressure of responsibility toward clients, under the pressure of power, which comes from counsellor's role, under the pressure of empathy that must not turn into compassion and pity and finally the counsellor is often on the edge of burning out. Supervision is functioning through three modalities - **individual supervision, group supervision and supervision seminars**. Currently we have engaged two experienced supervisors, supervising equally IAN staff and other professionals and paraprofessionals supporting PLHIV in our community.

a) Continuous individual supervision is organized for the project staff who was involved in ongoing counselling with PLHIV (psychologist and other staff members engaged in this activity).

b) Ongoing group supervision is organized also for project staff but more for the carers – VCT counsellors from Institute for Students Health (ISH). Case is presented and discuss in the group with facilitation from the supervisor according to the practice established during previous projects funded and supported by CAFOD.



c) Group supervision seminars are implemented based on the positive experience with supervision seminar organized during the last VCT project funded and supported by CAFOD. During that project, we have organized two days supervision seminars for VCT counsellors from Serbia in order to give them necessary support they could not get in their working places. Supervision is not common practice in Serbia and support for carers is not recognized as priority. That is why we wanted to get support to people who work daily with PLHIV, especially to VCT counsellors and nurses working in HIV Clinic.

RESEARCH ACTIVITY

In 2007-2008 there were comprehensive research activities undertaken to understand the experience of people living with HIV/AIDS, their mental health status and response to mental health needs of PLHIV. In total four rapid assessments and research studies (RAR) were produced: *Mental health and HIV/AIDS structure*, *Mental health of people living with HIV and AIDS in Serbia*, *Stigma and discrimination towards PLHIV in Serbia*, *Evaluation of VCT services*. The comprehensive qualitative research on each of the topics included desk review of relevant publications and national policies, interviews and focus group discussions with stakeholders from the particular field.

PUBLICATIONS

Relevant literature on psychosocial support to PLHIV was selected, and it was decided to publish in Serbian five booklets from the series "Mental health and HIV/AIDS" produced by WHO: **Organisation and system support for mental health intervention in an ARV therapy programmes**, **Basic counselling guidelines for ARV therapy programmes**, **Psychiatric care in ARV therapy (for second level care)**, **Psychosocial support groups in ARV therapy programmes** and **Psychotherapeutic intervention in ARV therapy (for second level care)**. These brochures were printed and disseminated among training and supervision participants, and other stakeholders. In addition, two leaflets and a poster were produced providing information on the importance of psychological support in living with HIV, and with contact number of the counselling centre. These materials were distributed to PLHIV associations, as other GOs and NGOs. Also, research reports were put on the web-site (www.ian.org.yu). Paper library is set up. Database for publications is created, so all publications can be easily used. Electronic information materials are sent to change agents regularly through e-mailing list. Information bulletins were produced for exchange among Expert centres in the region. Two pamphlets about mental health support to people infected and affected with HIV, were printed and disseminated among PLHIV, and other participants of IAN trainings.

ADVOCACY

IAN HIV/AIDS section was advocating in issues concerning improving the system of ART delivery, mental health and HIV/AIDS and VCT development. In the reporting period HIV/AIDS section has managed to strengthen relations with important stakeholders (Global Fund

Implementation Unit, UNAIDS office, Handicap International etc) and to make joint actions together with other important stakeholders in the field of HIV/AIDS.

In December 2007 we have organized working meeting with an aim to make an analysis of the system of ART medication⁷ and monitoring tests supply and delivery. The need for this kind of action was identified on the basis of Imperial College study and IAN qualitative research carried out in 2006 and 2007, that explicitly show the problem in supply and distribution of medication and reagents needed for regular monitoring of virus copies and patients immune system state. This situation has negative influence on the physical and mental health of persons living with HIV and AIDS. In addition, the situation that is characterized with general uncertainty and lack of information related to ART, seriously diminished efforts in HIV prevention.

⁷ Antiretroviral treatment

HUMAN RIGHTS DEPARTMENT

Human Rights Department endeavours to promote and protect human rights and raise public awareness regarding violations of human rights of especially vulnerable groups including refugees from Croatia and BiH, internally displaced persons, torture victims, mentally ill, etc.

IAN Human Rights Department continuously builds up its partnerships with related NGOs in Serbia and also keeps strong regional approach and active cross-border cooperation with different civil society actors in Croatia and BiH, acting individually or through regional and local Networks.

MAIN PROJECTS

During 2007 IAN Human Rights was engaged in implementation of two projects:

1. Facilitation of durable solutions for refugees and returnees - supported by the European Commission through the CARDS programme. (Overall project value: 304,056 EUR; EC contribution: 202,000 EUR).

IAN, as a lead agency, realized this regional project in cooperation with four partner NGOs (one from Serbia and two from Croatia). It was focused on:

- assistance in access to rights and information, and removing of administrative obstacles, with special emphasis on procurement of documents for beneficiaries;
- support for successful social and economic integration of beneficiaries through non-formal education
- Capacity building and experience and knowledge sharing among civil society organizations

Target groups were:

- Refugees from Croatia and BiH settled in Serbia
- Returnees in Croatia
- Refugees and IDPs in Croatia

The project was realized in close cooperation with IAN Educational department.

1. Triangle Network; Repatriation and Re-Integration of refugees - supported by the Danish Ministry of Foreign Affairs through the FRESTA/NAB programme.

This project was realized through the regional SEE RAN (South East European refugee Assistance Network). Synergy was achieved between this project and the above EC funded project since the objective of the Triangle project was in line with one of the specific objectives of the EC project - legal assistance to refugees from Croatia and BiH in the office and in the field. Therefore the results achieved through the Triangle project are presented within the results of the project *Facilitation of durable solutions for refugees and returnees*.

Summary of project objectives for the project *Facilitation of durable solutions for refugees and returnees*

Overall objective

To support sustainable return and (re)integration of returnees and refugees in and coming from Croatia, Bosnia and Herzegovina, Serbia and Montenegro.

Specific objectives

1. To facilitate access to rights and information and address legal and administrative obstacles with special focus on provision of vital legal documents for target groups
2. To support successful social and economic integration of target beneficiaries through provision of non-formal education
3. To promote regional partnerships, sharing best practice models of supporting refugees and returnees and capacity building of NGOs active in resolving return / (re)integration issues in the region.

Work performed and objectives achieved

Human Rights department was primarily engaged within the first project component **Facilitation of access to human rights** focused on achieving the Specific objective 1: To facilitate access to rights and information and address legal and administrative obstacles with special focus on provision of vital legal documents for target groups

Results achieved within the Specific objective 2 and 3 are presented within the report of the Education Department for 2007.

In accordance with the Project design, three organisations (IAN-Serbia, NSHC-Serbia and CRTA-Croatia) provided informational, legal assistance and personal documents to beneficiaries. However, besides the official partners, the project included cooperation with many other NGOs and GOs in the region, as the only way to resolve certain legal cases. In the following table the outputs within this project component Facilitation of access to human rights of the Project period are presented:

Table 1: Total project outputs

	<i>Informational assistance</i>	<i>Legal assistance</i>	<i>Obtained personal documents</i>
	Total Outputs achieved 15/01/07– 15/01/08	Total Outputs achieved 15/01/07– 15/01/08	Total Outputs achieved 15/01/07–15/01/08
Number of beneficiaries	1086	765	519
Number of interventions /documents	1653	1031	822

Total number of different beneficiaries assisted within the project component Facilitation of access to human rights was 1641.

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

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



IAN Lawyer provides legal assistance to refugees in the field, September 2007

In accordance with the proactive approach, Lawyers in both Serbia and Croatia performed field visits to different counties / refugee / returnee settlements.

IAN Lawyers performed regular bi-weekly visits to refugee settlement Busije in the Municipality of Zemun as well as several other refugee settlements in southern Serbia in order to provide direct informational and legal assistance to beneficiaries.

On the occasion of **commemoration of the World Refugee Day**, on 18th June 2007 IAN organised an informative panel discussion in the refugee settlement Busije in cooperation with the Refugee Association Busije with pensions being the main topic. Besides IAN Lawyer, two other experienced lawyers who used to work in NGOs were key speakers at the debate. They gave new and detailed information related to the possibilities of realising the right to Croatian pensions.

Based on the results achieved it may be concluded that the Project met the foreseen specific objectives to the full extent. By achieving the above presented results, it also met to the considerable extent the overall objective i.e. it supported sustainable return and (re)integration of returnees and refugees in and coming from Croatia, Bosnia and Herzegovina and Serbia through building a strong cross-border partnership and joining the capacities of civil society organisations in Serbia and Croatia.

Due to the assistance received in resolving some of the important legal issues as well as the knowledge and the skills acquired through the Action, they have been empowered to improve their economic position.

Target beneficiaries/target group are closer to finding durable solutions and (re)integration in the society, and a number of them have reached durable solutions thanks to the assistance received during the Project. Many of them were assisted in regulation of their social rights (such as pension, or property repossession) which has created more favourable situation for them improving quality of life of their families. In addition, the Project has raised beneficiaries` education level and thus increased chances for employment of the unemployed members of target groups and chances to retain or improve job among the employed beneficiaries. By the end of the Project 30% of the unemployed beneficiaries who participated in the professional empowerment programme found jobs thanks to the education acquired within the Project. Finding a new job had a positive effect on the material situation of the whole family and it improved also social climate in the family. This on a larger scale leads to the decrease of poverty in the family and consequently to better functioning of the whole family.

Through the partnership and networking of organizations included in the project implementation, all partners further increased their capacities for development and implementation of assistance programs for refugees, returnees, IDPs and other marginalized groups. They strengthened their management and professional competences through the transfer of experiences, expertises and methodologies in work with beneficiaries. This has direct impact and contributes to the strengthening of the civil society in the region.

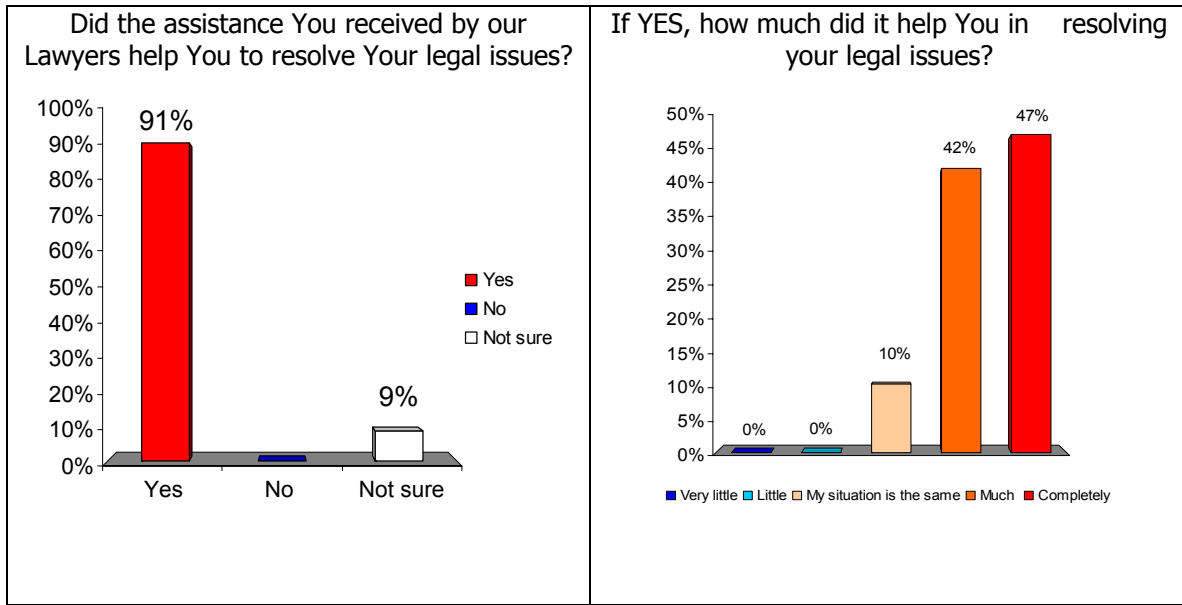
Evaluation of the legal aid services provided

The achievements in the Project were evaluated in several different ways on several different levels.

To screen the effects of informational and legal services provided within the project participatory evaluation was done through 12 focus groups with beneficiaries of these services in Belgrade (Serbia), Novi Sad (Serbia) and Karlovac (Croatia). The first round of focus groups (6) was conducted in IAN, CRTA in NSHC six months after the start of the project and the second round (6 focus groups) in the final month of the project implementation. These focus groups were also used to assess further needs of the beneficiaries. Total number of beneficiaries participating in focus groups was 88 (50 in Serbia and 34 in Croatia). Participants generally expressed great satisfaction with the legal aid provided through the Project.

Beneficiaries assisted in Serbia emphasize that the most useful form of the legal aid for them was provision of personal documents (Citizenship, Birth Certificate, certificate on JMBG-unique citizen's number) needed for getting Croatian passport, but other services also had certain impact on improvement of their social-financial position. Many of the beneficiaries were not able to obtain their documents by themselves due to the lack of information or poor material situation. All focus groups participants in Serbia said that after receiving documents their integration in Serbia was facilitated, and that they believed that it would help them in resolving their problems the most frequent of which are unemployment and inability to get loans by the state of Serbia. Beneficiaries also recognised as very useful the services of providing concrete information, legal advice and concrete legal aid in submitting complaints, requests for property registration, requests for convalidation of years of service in Croatia, etc.

A representative sample of beneficiaries who received Lawyers` s assistance (information, legal aid or personal documents from Croatia) was contacted over the phone six months after they received the service, and they were asked to answer a set of questions from a standard follow-up survey. The first round of the survey was conducted in the middle of the Project implementation period and the second in the last month of the Project implementation. The survey intended to explore whether and how much legal and informational assistance was useful for them and to screen possible changes that happened in their lives as the result of this assistance provided to them. The sample included 150 beneficiaries, 50 from each of the three organisations providing legal aid. The most interesting results are presented below:



Promotion of the Project

Promotion of the Project was successfully conducted throughout the Project period. Each partner organisation promoted the Project in its local community. The project attracted great attention of the media and accordingly the number of media appearances was higher than expected, which greatly contributed to the Project promotion and visibility. There were more than 15 TV and radio appearances related to the Project during the implementation period, more than 20 articles published in local and national newspapers and more than 30 web articles on various web sites.

One of the greatest opportunities to promote the Project was the visit that **Mr Vladimir Špidla, EU Commissioner for Employment, Social Affairs and Equal Opportunities, paid to IAN and the Project.** On the 20th October 2007 Mr Vladimir Špidla, was in the official visit to Serbia and chose to visit this Project. He was accompanied by the **Ambassador Josep M. Lloveras, Head of the EC Delegation to Serbia.** (Web article on the visit with more photos available on IAN web site <http://www.ian.org.yu/events/cards/euvisit.htm>)



Mr Vladimir Špidla talks to the beneficiaries in IAN

Case study

Mr. M. K. from Plaški, refugee from Croatia settled in Serbia came to IAN office for assistance related to the case of establishing fact of death for his son who died in 1994. As the first step IAN staff members send to CRTA (project partner from Croatia) a power of attorney for establishing the fact of death. However, due to complexity of the process it was necessary that Mr. M.K. be present in Croatia for initiating Court proceedings. After he came to CRTA office he received verbal and written assistance by CRTA. Lawyer wrote to him a Proposal for establishing the fact to the Municipal Court in Karlovac in 28th June 2007. The Court received his proposal on 10th July 2007 and summoned him to Court hearing on 13th January 2008. CRTA was involved in monitoring of the case and exerted pressure on the Court to solve this case. On 13th January all participants in case on M.K. side came to Karlovac from Plaški and Belgrade, but the judge did not come and the case was rejected.

Mr. M.K. immediately on the same day came to CRTA office for help and explained that the case was rejected and why. CRTA lawyer called a court officer responsible for the case and asked her for help considering that the participants in the case were not able to come again to Karlovac another time because of the long distance and travelling expenses. A few minutes later the court officer phoned CRTA back to inform them that the solution was found, by another judge taking on the case and finishing it.

The case was thus finished at the first hearing at 13th January 2008 thanks to the regional cooperation between IAN and CRTA enabled through this project.

EDUCATIONAL DEPARTMENT

INTRODUCTION

Important factor in further economic development of our region is acquiring knowledge and skills needed in the modern economy and society. Unfortunately, the existing education system cannot adequately meet these needs and the gap between the requests of the labour market on the one side and skills that individuals have on the other side grows bigger every day. This gap is especially large with groups who are vulnerable and outside the mainstream of the society - refugees and displaced persons, Roma, unemployed, minority groups, people living with HIV, disabled persons, etc. This makes these groups even more marginalised and isolated from the society.

In Serbia two state strategies (the National Strategy for Resolving Problems of Refugees and the Poverty Reduction Strategy) place significant accent on employment issues as being key mechanisms for reducing the extremely high poverty rate among the members of vulnerable groups and encouraging full integration into the society. Due to their disadvantaged position in accessing employment, the unemployment rate among the members of vulnerable groups is significantly higher than in the overall Serbian population. **Unemployment rate in general Serbian population is 22%, among refugees 30%, in Roma population 60% and among people with disabilities as high as 87%⁸!**

The importance of education for the alleviation of poverty is convincingly demonstrated by the Survey of the Living Standard of the Population findings, showing that 69% of the poor in Serbia have only primary and incomplete secondary education while only 2% of the poor have higher education. Low expenditures for education (3.14% of GDP) have negative impact on the accessibility of education to children from poverty stricken groups and on the quality of education. One of the basic findings of the majority of studies is related to the positive correlation between the level of education and poverty. Therefore, it could be concluded that **increasing educational level of inhabitants significantly decreases the risk among those belonging to groups which are under poverty line.**

THE AIM

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

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

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

BENEFICIARIES

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

⁸ Poverty Reduction Strategy web site <http://www.prsp.sr.gov.yu/engleski/vest.jsp?id=269>

⁹ Web site www.ian.org.rs/education

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

COURSES

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

1. Computer school

Following courses are available in the Computer school:

- **courses for acquiring internationally recognised ECDL¹⁰ certificates** - these courses provide you with the knowledge necessary for everyday use of computers at home or at work. Courses and exams include use of the most popular software packages Windows and Office. Persons who pass the required number of exams obtain international ECDL certificate recognised in all European states, USA, Canada, Australia, etc.
- **courses for acquiring internationally recognised ECDL Advanced certificates**
- **web design courses** - include a package of 9 web design courses that cover all areas required for professional web design
- **graphic design courses** - represent advanced levels in computer training. They include PhotoShop and CorelDraw.



Photos from the computer school

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

2. English language school

English language school has developed its programme in accordance with EUROpass standards recommended by the European Council. Our course participants can obtain **European language portfolio**, document that enables them to record their language skills. It is an internationally recognised certificate. Lessons are held for small groups (maximum 8 participants). Courses are delivered by a team of graduate English language teachers using modern teaching methods, dictionaries, literature, and audio material. Participants may also use a rich school library. Courses for various knowledge levels starting from elementary to the advanced are delivered in Telecentar.

3. Life skills school



Photos from the Life skills school

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

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

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

4. Entrepreneurship school

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

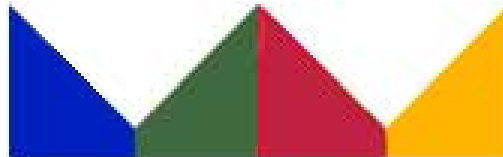
- 1) Starting a Business
- 2) Business Plan
- 3) Financing
- 4) Business Skills
- 5) Business Management / Managing Enterprise
- 6) Marketing, Advertising and Public Relations

MEMBERSHIPS

IAN Telecentar is a member of:

- **European Computer Driving Licence** foundation and authorised test centre for issuing internationally recognised ECDL and ECDL Advanced certificates,
- **Global Knowledge Partnership** is the world's first multi-stakeholder network promoting innovation and advancement in Knowledge for Development and Information and Communication Technologies for Development
- **telecentre-europe** is a project for networking telecentres in Europe. The vision of telecentre-europe is to become a viable network of telecentres and practitioners in Europe who are collaborating and sharing knowledge with counterparts within and outside of the continent.
- Section of the foreign language schools of the Serbian Chamber of Commerce and distributor of the European Language Portfolio
- **Balkan Network of Telecentars** that has centres in Serbia (Belgrade and Novi Sad), Croatia (Zagreb and Slavonski Brod), Bosnia and Herzegovina (Travnik and Prijedor) and Macedonia (Gostivar).

In 2006 IAN Telecentar got a prestigious Microsoft Award of Excellence for the results achieved in implementation of humanitarian programs.



Logo of the Award of Excellence

RESULTS

Over **3000 beneficiaries** completed our free of charge education programs so far.

Courses evaluation

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

Psychological status

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

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

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

Employment

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

CLIENTS

IAN Telecentar had the following number of clients during 2007:

Computer school	453
English language school	110
Life skills school	55
Entrepreneurship school	48

Besides our „old“clients from the previous years (refugees from Croatia and Bosnia and Herzegovina, internally displaced persons from Kosovo, victims of torture and trauma, Roma, long-term unemployed), in 2007 we included also the clients from one new group: **juvenile in conflict with law**.

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

DONORS

Work of IAN Telecentar is supported in 2007 by EC, Microsoft and FRESTA, and a part of the costs is covered through commercial courses.

PROJECTS

1. Facilitation of durable solutions for refugees and returnees

supported by the European Commission through the CARDS programme. (Overall project value: 304,056 EUR; EC contribution: 202,000 EUR).

IAN, as a lead agency, realized this regional project in cooperation with four partner NGOs (one from Serbia and two from Croatia). It was focused on:

- assistance in access to rights and information, and removing of administrative obstacles, with special emphasis on procurement of documents for beneficiaries;
- support for successful social and economic integration of beneficiaries through non-formal education

- Capacity building and experience and knowledge sharing among civil society organizations

Target groups were:

- Refugees from Croatia and BiH settled in Serbia
- Returnees in Croatia
- Refugees and IDPs in Croatia

The project was realized in close cooperation with IAN Human Rights department.

Summary of project objectives

Overall objective

To support sustainable return and (re)integration of returnees and refugees in and coming from Croatia, Bosnia and Herzegovina, Serbia and Montenegro.

Specific objectives

4. To facilitate access to rights and information and address legal and administrative obstacles with special focus on provision of vital legal documents for target groups
5. To support successful social and economic integration of target beneficiaries through provision of non-formal education
6. To promote regional partnerships, sharing best practice models of supporting refugees and returnees and capacity building of NGOs active in resolving return / (re)integration issues in the region.

Work performed and objectives achieved

Educational department was primarily engaged within the second and third project component **Supporting successful social and economic integration** and **Promoting regional partnership**.

Result achieved within the Specific objective 1 is presented within the report of the Human Rights Department for 2007.

SO 2: The Professional Empowerment programme

The Professional Empowerment programme relied on the recommendations of the EU and the Lisbon convention¹¹ and followed the Life Long Learning principles. It contained four sets of modules: ICT modules, English language modules, Life Skills modules and Entrepreneurship modules.

The education programme started with **386 participants**. Each partner organisation provided the education for the number of participant in accordance with their capacities. **163 participants** were admitted to the program in Belgrade (IAN), 132 participants in Novi Sad (NSHC), 48 in Slavonski Brod (Telecentar Slavonski Brod) and 43 participants in Vukovar (YPGD). Implementation of the professional empowerment program was realised through **four successive phases**. At the end of each phase new selection of the candidates attending the courses was done.

- Phase 1: ICT Basic Level,
- Phase 2: ICT Medium Level,
- Phase 3: Office job level,
- Phase 4: Entrepreneurship level.

¹¹ Lisbon European Council, page 9, source: http://www.bologna-berlin2003.de/pdf/PRESIDENCY_CONCLUSIONS_Lissabon.pdf

Case study

" This education program has meant a lot to me, now I use computer for my studies every day, I type and arrange my seminar papers by myself, I create Power Point presentations. I am sure that these certificates will mean a lot to me also later when I start searching for a job", said Danijela T., a twenty-one-year-old student, refugee from Knin

On 10th October 2007 the most successful participants of the professional education programme have been awarded certificates for the knowledge acquired in several areas. For the knowledge demonstrated in the field of information technology and use of personal computers as well as the tests passed in seven computer courses, 55 education participants received ECDL certificates i.e. European Computer Driving Licence.

(see more on <http://www.ian.org.rs/events/cards/ecdlcertification.htm>)



Case study

" I have found a job a few weeks ago just thanks to my computers skills and knowledge of English language. I use a computer every day in my work, especially Excel program. I was recommended for this job by the people from IAN. I thank all the teachers for their patience and for everything they taught us", added a twenty-year-old Mira R., a refugee from Foča.

SO 3: Capacity building

This activity included complete equipment of an education facility in Vukovar (Croatia) for conducting multimedia classes in accordance with the standards set by Microsoft and ECDL Foundation.

In February 2007 location for the future YPGD Education centre premises was identified in a very good position in the town of Vukovar, and relevant equipment was purchased.

The classroom was equipped with 12+1 networked computer with Internet access, LCD projector, printer, furniture, air conditioning, manuals and multimedia CDs. More Photos of the YPGD classroom may be viewed at the web site:

<http://www.ypgd.org/arhiva/article.php?id=387>

. YPGD recruited two ICT trainers with experience in ICT and work with a group. IAN provided continuous support to YPGD regarding organisation and management of the ICT trainings. The partners from Vukovar received Syllabuses and programs for ICT education from IAN.



Classroom in the YPGD Education centre established within the Project in Vukovar, Croatia

2. Free of charge IT courses

Duration: one year (January 2007 – December 2007)

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

Results: During the project period IAN delivered 1326 courses for 364 individual beneficiaries

Donor: Microsoft

Case study

One of the beneficiaries of the project "Free of charge IT courses" was Milorad R. He is a refugee from Zadar, Croatia, who fled to Serbia with his family that decided to stay in this country. He graduated at the Faculty of Transport and Traffic Engineering and attended the courses in IAN, Belgrade. Before starting the IT courses he was unemployed. In September 2007, after completing all 7 ICT modules, he got a job in a company "Network Group", where one of the main requirements for the position were computer literacy, MS Office and Internet.

Today Milorad successfully performs daily duties at his job, using IT knowledge and skills he gained through this programme. Knowledge of Word and Excel have been of critical importance to him, but he also uses some advanced programs, especially those needed for e-banking, for e-mail and Internet communication with colleagues.

Practical courses enabled through the courses helped Milorad to get the job, be good at it, and he also hopes that these skills will enable his quicker promotion.

2. IAN Telecentar

Duration: four years (November 2003 – October 2007)

Aim: The overall aim of Telecentars is to develop competencies required for active participation in the knowledge economy.

Activities: Telecentars programme includes three courses (Computer Skills, English language and life skills training) and fourth one – Entrepreneurship is in the process of development. In our courses people acquire knowledge that helps them to better integrate into the local community and become economically independent. With this knowledge they may start their own private business, get employment in a private or state company, and earn additional income. Knowing ICT and English language has become a condition in modern society without which you cannot find any office job. Life skills have become increasingly

important in determining an individual's ability to secure a job, retain employment and move flexibly in the labour market.

Results: Total number of IAN Telecentar beneficiaries is 660.

Donor: FRESTA/NAB, SEE RAN Secretariat

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

Duration: April 2007 – April 2008

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

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



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

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

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

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

Programme of professional empowerment of juvenile delinquents has several objectives:

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

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

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

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

Donor: Fund for Social Innovation

4. Commercial courses

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

RESEARCH DEPARTMENT

INTRODUCTION

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

IAN's standard approach in project development toward innovative, multidisciplinary treatment programs responsive to the needs of vulnerable populations incorporates research and educational components wherever applicable.

Since 2002 IAN has been conducting separate international research projects supported by the European Commission FP5 and FP6.

STAFF MEMBERS

In 2007 one staff member has been full time engaged in Research Department. Research activities has been realised in cooperation with other IAN program departments.

PROJECTS AND DONORS

Research project active in 2007 was:

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

MODULS ADDED TO THE PBPTSD STUDY

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

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

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

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



PBPTSD - Psychobiology of Posttraumatic Stress Disorders (PTSP)

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

Specific objectives are:

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

Project partners:

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

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

Funded by the European Commission within Framework Programme 6



In 2007 we put additional effort to find and assess healthy controls subjects matched by gender, age and education with those from groups of traumatized subjects. By September 2007 we finalised experimental part of the research clients' assessment and data collection.

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

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

Clients recruited in the study per groups/sex	M	F
PTSD patients	133	57
Subjects with PTSD in remission	66	123
Subjects with traumatic experiences without PTSD	102	105
Healthy controls from Western Balkans	99	95
Healthy controls from Western Europe	90	90
Total	490	470

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

Psychological and neuro-psychological assessment

- Socio-demographic, Personal history, Relevant behavior and life habits
- Life stressors, Trauma exposure
- General psychiatric symptoms and Stress related symptoms - PTSD and comorbid diagnoses
- Individual Strength, Coping mechanisms, Quality of life
- Personality traits
- Verbal and Non-verbal Intelligence performance,
- Memory performance, Attention

Basic clinical assessment

- **Medical history** (chief complaint, history of present illness, past medical history, patient profile, family medical history and review of systems)
- **Standard clinical examination** (weight, height, body mass index, percent of fat mass and lean body mass, blood pressure and pulse rate in lying and standing positions, ECG).

HPA axis parameters assessment

Functional characteristics of HPA:

- Twenty-four urinary free cortisol collection (optional)
- Morning ACTH and α -MSH measurements
- Diurnal cortisol measurements
- Overnight dexametasone suppression test
- Determination of the following functional parameters of the glucocorticoid receptor (GR) in peripheral blood lymphocytes: the number of GR binding sites, GR protein concentration, and GR affinity for the hormone.

Metabolic assessment

Metabolic consequences of long-term activation of HPA axis accompanied by insulin resistance and suppression of anabolic hormones:

- Fasting glucose
- Glycosylated hemoglobin (HbA1c)
- Serum lipids
- Total free fatty acids (FFA)
- Fasting insulin
- Insulin-like growth factor-1 (IGF-1)
- Leptin
- Testosterone
- Sex-hormone binding globulin (SHBG)
- Gonadotrophin
- Androstenedione
- Dehydroepiandrosterone-sulfate (DHEA-S)

OTHER RELEVANT ACTIVITIES AND ACHIEVEMENTS



Presentation of NIH Funding mechanisms, Belgrade, February 28th, 2007

In February 2007 IAN hosted Elizabeth Ann Davis, Ph.D, D.V.M. DIR Program Officer for Europe in National Institute for Health, USA and organised presentation of NIH funding mechanisms for all interested representatives of medical and scientific institutions in Serbia. Dr. Ann Davis also visited IAN and become familiar with IAN programs.

As a direct result of this visits and great recognitions of IAN efforts, achievements and innovative approach in the area of promotion and protection of mental health, **IAN has been recommended for Gates Award for Global Health in 2007.**

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



**The Gates Award
for Global Health**

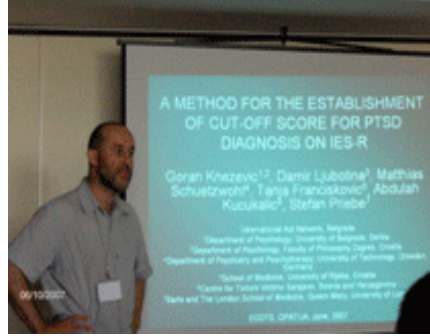
The Gates Award nominators have to consider the following criteria in its work:

- Extraordinary contributions toward progress in the knowledge and practice of health in low-income societies, with a substantial and sustainable impact on the principal issues that contribute to global health.
- An established record of achievement.
- Innovation in program design.
- Organizational capacity; i.e. evidence of financial and program stability.
- Collaboration with others.
- Evidence that contributions have had significant influence or have been adopted across geographic and organizational boundaries.

IAN staff presented main research results from various studies on different scientific meetings and conferences in the country and abroad, during the 2007.



The X European Conference on Traumatic Stress, Opatija, June 5-9, 2007



The X European Conference on Traumatic Stress, Opatija, June 5-9, 2007



The XI Empirical Research in Psychology, Belgrade, February 11-13, 2007

PERSPECTIVES OF THE PROGRAMME

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

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

FINANCIAL REPORT

Donation deposits in 2007 are stated in the amount of 742.179,50 euros or 1,113,269.25 dollars. The middle exchange rate was 79.2362 dinars per 1 EURO as of 31 December 2007. Payments made by donors are listed in the next table:

DONOR 2007	INCOME EURO	INCOME RSD	INCOME USD	%
EC, European Commission	239,226.05	19,150,893.41	358,839.08	32.12
CAFOD Catholic Agency for Overseas Development (UK)	196,373.76	15,893,588.82	294,560.64	26.66
GIP, (Global Initiative on Psychiatry)	74,500.00	5,989,438.65	111,750.00	10.05
UNVFTV, United Nations Voluntary Fund for Victims of Torture	63,542.00	5,094,430.79	95,313.00	8.55
Embassy of Kingdom of the Netherlands	47,136.00	3,738,978.36	70,704.00	6.27
FRESTA/NAB	45,393.98	3,646,963.52	68,090.97	6.12
UNDP (SIF) United Nations Development Programme / Social Innovation Fund	35,342.61	2,833,436.70	53,013.92	4.75
MICROSOFT	25,745.83	2,083,280.48	38,618.75	3.49
CIDA, Canadian International Development Agency	7,509.00	601,470.90	11,263.50	1.01
IRCT International Rehabilitation Council for Torture Victims	7,410.27	584,903.29	11,115.41	0.98
TOTAL	742,179.50	59,617,384.90	1,113,269.25	100.00%

PROFIT AND LOSS STATEMENT

In the year 2007, the Association made profit of RSD 38 thousands, which makes the difference between total incomes of RSD 61,252 thousands and total expenses of RSD 61,214 thousands.

Result of the year	Income	Expenses	Profit/(Loss)
Operating	59.155	56.055	3.100
Finance	1.968	1.686	282
Other	129	3.473	(3.344)
Total	61.252	61.214	38

Operating income

Business incomes are stated in the amount of RSD 59,155 thousands. The amount of 55.407 RSD relates to the foreign donations and the amount of 874 RSD thousands to the domestic donations for the projects run by the Humanitarian Organization IAN. The rest of the operating income relates to the services provided for computer courses and English courses.

Operating expenses

Operating expenses are balanced at the amount of RSD 56,055 thousands:

Items	Amount in EUR	Amount (in 000 RSD)
Cost of material	21.556	1.708
Staff costs	428.692	33.968
Depreciation costs	16.243	1.287
Other operating expenses	240.950	19.092
Total:	707.442	56.055

Costs of material are stated at the amount of 1.708 thousand of dinars. Those costs consist of 1.163 thousands of dinars for material and fuel costs stated at the amount of 545 thousands of dinars.

Staff costs in 2007 are stated at the amount of 33.968 thousands of dinars, and consist of gross salary costs 17.169 thousands of dinars, costs taxes and contribution on salary at the amount of 3.070 thousands of dinars, costs for specific employment contracts (determined term of employment) at the amount of 3.173 thousands of dinars, Costs by authors contracts at the amount of 7.887 , costs by other employment contract at the amount of 474 thousands of dinars and other personal income at the amount of 2.195 thousands of dinars.

Depreciation costs are stated at the amount of 1.287 thousands of dinars calculated by straight-line method.

Other operating expenses are stated at the amount of 19.092 thousands of dinars and consist of the production costs:

Item	Amount in EUR	Amount in 000 RSD
Transportation costs	18.350	1.454
Maintenance costs	10.841	859
Rental costs	40.121	3.179
Advertising costs	2.537	201
Research costs	90.653	7.183
Costs of other services	17.378	1.377
Entertainment	8.872	703
Insurance costs	2.423	192
Bank fee	2.789	221
Unproductive services	41.723	3.306
Membership	1.969	156
Tax costs	707	56
Other unproductive costs	2.587	205
Total:	240.950	19.092

ACTUAL PROJECTS in 2007							
Project Name	Donor	Reference No.	Starting Date	Ending Date	Budget		
					EUR	US\$	RSD
Good practice in voluntary counselling and testing of HIV in Serbia	CAFOD	SER014	March 1st 2006	February 28th 2007	86.682,00		
Comprehensive Support Programme for People Living with HIV, their Family Members and Carers	CAFOD	SER042	March 1st 2007	February 28th 2008	86.166,00		
Capacity Building for IAN Staff Working on HIV and AIDS	CAFOD	SER043	April 1st 2007	March 31st 2008	4.995,00		
Confronting HIV AIDS	SPI	1-IUY2-0505	January 18th 2006	January 18th 2007		46.000,00	
Best practice in Voluntary Counselling and Testing of HIV in Serbia	CIDA	QM/20645-02-CS06.18	June 30th 2006	25th August 2007	37.545,00		
Mental Health and HIV/AIDS in South Eastern Europe, the Caucasus and Central Asia	GIP	380/5040	July 1st 2006	December 31st 2008	97.800,00		
Facilitation of durable solutions for refugees and returnees	EC	CARDS/2006 132-245	January 15th 2007	January 15th 2008	202.000,00		
Psychobiology of Posttraumatic Stress Disorder	EC	INCO-CT-2004- 509213	September 1st 2004	May 31st 2008	297.120,00		

ACTUAL PROJECTS in 2007							
Project Name	Donor	Reference No.	Starting Date	Ending Date	Budget		
					EUR	US\$	RSD
Project of analysis of traumatic dreams (ATD)	Norwegian Centre for Violence and Traumatic Stress Studies	REF:NoS 30112006			4.000,00		
Comprehensive Rehabilitation Programme for Torture and Trauma Survivors	CAFOD	SER040	January 1st 2007	February 29th 2008	98.552,18		
Centre for Rehabilitation of Torture Victims (CRTV), Belgrade	UNVFVT	P.412/A	July 1st 2006	December 31st 2007		90.000,00	
Psycho-Social rehabilitation programme for torture victims in target regions in Bosnia and Herzegovina through CTV, IAN and Medica mobile teams	UNVFVT	P.497	July 1st 2006	December 31st 2007		38.285,20	
Comprehensive rehabilitation Programme for Torture Survivors	EC	2006/132-422 Ref.No. 69	March 17th 2007	March 17th 2008	48.251,36		
Sharing regional experience in usage of CAT tools and methods	FRESTA/NAB		April 1st 2007	April 1st 2008	18.070,75		
Telecentar Network 2006-2007	FRESTA/NAB	IC6-2/Telecentar IAN	October 1st 2006	September 30th 2007	27.890,00		
Telecentar	MICROSOFT		January 1st 2007	December 31st 2008		66.000,00	
Triangle Network - Repatriation and Reintegration of Refugees	FRESTA/NAB	RTR6-8/IAN	October 1st 2006	September 30th 2007	8.231,50		

ACTUAL PROJECTS in 2007							
Project Name	Donor	Reference No.	Starting Date	Ending Date	Budget		
					EUR	US\$	RSD
Program podrške uspostavljanju SSI-faza II (2006-2007) - Primenjeno istraživanje DIC: analiza odnosa neformalnog obrazovanja i položaja izbeglica na trzistu rada	FRESTA/NAB	505-576 A 119-IAN/01/07	April 1st 2007	October 31st 2007	10.310,00		
Kosovo Initiative Program (KIP) "Information Exchange and dissemination on the return process to Kosovo / Establishment of municipal web-pages in selected municipalities in Kosovo"	FRESTA/NAB	SF3-IAN-2006/02	October 1st 2006	November 30th 2007	35.042,00		
Kosovo Initiative Program (KIP) "Information Exchange and dissemination on the return process to Kosovo / Establishment of municipal web-pages in selected municipalities in Kosovo"	FRESTA/NAB	SF3-IAN-3	March 1st 2007	October 31st 2007	15.871,20		
Collaboration Contract "Prevention through Documentation"	IRCT		November 2006	2008	5.000,00		
Training of Users Seminar ("Prevention through Documentation")	IRCT		October 22nd 2007	October 25th 2007	4.301,46		
Educational and psychological support for juvenile criminal offenders in Belgrade	UNDP (FSI)	19	April 17th 2007	April 17th 2008			3.492.431,92

ACTUAL PROJECTS in 2007							
Project Name	Donor	Reference No.	Starting Date	Ending Date	Budget		
					EUR	US\$	RSD
Educational and psychological support for juvenile delinquents in the Belgrade municipality	CAFOD	SER044	April 1st 2007	March 25th 2008	6.660,58		
Zaposleni, osnazeni	NSHC		17th February 2007	17th November 2008	1.890,00		
MATRA project: "Development of integrated mental health and social care services for a Model region" in the Nis region, Serbia	GIP	2802	October 1st 2007	September 30th 2010	285.260,00		
Initiating reform in Prison Mental Health & Forensic Psychiatry in Serbia	Embassy of the Kingdom of the Netherlands	17103	December 1st 2007	November 30th 2008	59.100,00		
Psygene Project	Lundbeck Research USA, Inc.		January 15th 2006			30.000,00	

2007 Annual report



International Aid Network
Admirala Geprata Street 10
11000 Belgrade, Serbia
tel: +381 11 7617 197
+381 11 7617 205
fax: +381 11 7617 243
e-mail: office@ian.org.rs