



ANNUAL REPORT 2010



**Međunarodna mreža pomoći
International Aid Network**



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

Introduction letter

At the end of 2010 International Aid Network, as a local civil society organization, has celebrated 13 years of its work in Serbia and beyond, especially in the region of Eastern BiH.

Last year was marked on one hand with significant improvement and continuation of traditional and existing IAN programmes, and on the other hand it was marked with the great changes in terms of the adoption and application of the new Statute, initiated in February 2010 at the IAN Parliamentary Session.

Beginning of 2010 was the period of implementing the new IAN management team and the implementation of reforms, which were prepared in consultations during and especially at the end of 2009. International Aid Network met three big challenges at the beginning of 2010.

First one was the need to reorganize work in IAN. The need to change the way IAN worked was facilitated additionally by change in Law on non-governmental organizations and the need to adapt the Statute and general legal acts of the organization to the new modus of monitoring the work of civil society organizations in Serbia.

Second, according to data provided by financial and administrative service it was significantly important to decrease IAN costs and introduce changes in financing general operational costs of organization and create conditions to secure financial stability of IAN.

Third, changes in the requirements for project proposals, number and the type of donors to whom we traditionally applied for financial support for our projects, as well as the need to create new and set forward the old partnerships.

These challenges we met the following way:

- Through democratic process of expansion of the IAN Parliament, which grew in number with 18 new members (employed and expert cooperates), and consequently has chosen new bodies within IAN- President of the parliament, President of organization, members of the Steering Committee and Superior council.
- With efforts and support of all IAN Parliament members, we have managed to regain financial and operative sustainability of IAN.
- We have successfully complied with the new demands of our strategic donors, built up new partnerships and good relations with our cooperates and procured larger amount of assets needed for minimum standards of IAN functioning until 2013.

I am glad to present you IAN's Annual report for 2010 and hope that the way we faced the challenges as an organization, as well as the work of particular sections, will be assessed as successful.

Nataša Cvetković Jović
President
International Aid Network



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HEALTH DEPARTMENT

CENTER FOR REHABILITATION OF TORTURE VICTIMS

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

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

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

(December 2008 – November 2011)

Donors:

European Commission through EIDHR

United Nations Voluntary Fund for Victims of Torture

Contact person:

Jelena Lončarević,

IAN CRTV Program Director

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Project description:

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

Two new specialised Centres for Rehabilitation of Torture Victims have been established in Milici and Trebinje within partner organizations Health Center "Sveti Nikola" Milici and General Hospital of Trebinje. IAN CRTV methodology in work, including proactive and holistic approach to beneficiaries aimed to provide them psychotherapeutic, medical, legal assistance and contribute to their psychosocial rehabilitation through educational and professional empowerment, was used to build the capacities of partners in BiH for working with torture victims and members of their families.

Activities and results in 2010:

Through activities of all three centers involved in the project in 2010, psychological assistance was provided to 465 clients, 277 clients got medical help, 120 received legal while 132 were involved in educational programs for psycho-social rehabilitation and professional empowerment. Through activities of IAN mobile team in Serbia and BiH, 366 clients received comprehensive assistance on the field.

From Project Evaluation - Feedbacks from the clients

The clients recognize the Centers as open and accessible, services as available, flexible and maximum rise to meet clients' needs. They particularly appreciate expertise in work and human contacts of the CRTV staff members with each client. Clients recognize that CRTV is overcoming the lack of available professional services in local communities, in addition to connecting people and bridging differences among the people in the region.

From my group of comrades five people committed suicide, so that is why the psychological support for the people who have survived torture is extremely important. (male, age 48, Hrtkovci).

There are changes in a positive way, for my self and my families, we have become calmer. (male, age 70, Trebinje)

I learned to use the computer and the Internet, to write CV and everything else. Now I work on computer without assistance, I have an e-mail and I know how to search for jobs on the Internet, how to send a CV by email. I'm not humbled any more. (female, age 35, Belgrade)

The human contact is very important, doctor welcomes us always with a smile. (male, age 67, Trebinje)

I would never be able to gather all the papers by myself, I would not even dare to go for it, I have been really received good legal aid here. (male, 63, Hrtkovci)

I like the new friendships, involvement of people of different nationalities. (female, age 24, Milici)

For the purpose of the strengthening capacities of professionals in BiH to recognize and work with torture victims, 3 trainings were conducted for medical doctors, psychologists, nurses and social workers. Trainings were realized by IAN staff with significant experience and expertise in the area of torture and trauma. 61 participants were included in these trainings, knowledge was shared and contacts established for further collaboration.

To raise awareness on torture related issues among general public and decision makers as well as to commemorate 26. June - UN International Day in Support of Victims of Torture, several public events were conducted.



International conference Global mental health: Developing values driven services and evidence based practice, was organized by IAN, International Mental Health Collaborating Network and Faculty of Philosophy (University of Belgrade) in collaboration with the Protector of Citizens of the Republic of Serbia (Ombudsman) and Caritas Italiana.

The press conferences on occasion of 26 June were held in Belgrade, Trebinje and Milici. Along with Program coordinator of IAN CRTV, following distinguished speakers participated at the press conference held in Belgrade: Mr Thomas Gnocchi, representative of EU as a main project donor, Mr. Miloš Janković Deputy Ombudsman for persons deprived of their liberty, Mr. Đorđe Alempijević forensic expert, member of Ombudsman council, and Ms. Ljiljana Palibrk, representative of NGO dealing with monitoring of places of detention. All of them provided significant inputs in relation to current situation in Serbia regarding torture, EU support to the projects related to human rights protection and efforts that exist in the country as well as obligations that the state has in relation to torture prevention and rehabilitation of victims.

CENTER FOR REHABILITATION OF TORTURE VICTIMS

The dance and music capoeira performance was organized on Kalemegdan fortress symbolically representing the fight against torture and its perpetrators. The concert for youth population was organized in Terbinje, while youth handball tournament was conducted in Milici, BiH. IRCT Internet game Let's erase torture has been posted on IAN web site for educating general public about the issue of torture in an amusing way (over 700 people played the game).

All public events, media appearances of IAN and partner organizations' staff and produced and distributed educative flyers were used for informing torture survivors about availability of services aimed to their rehabilitation as well as for raising public awareness on violation of human rights and the inhuman conditions in closed institutions such as prisons, psychiatric institutions, informing the public about the most important issues related to prohibition of torture and other cruel, inhuman or degrading treatment or punishment and emphasizing obligation that State authority has in relation to ratified Optional Protocol to the Convention Against Torture (OPCAT). The OPCAT aims at establishing National Preventive Mechanism (NPM) as independent body for monitoring all places where people are deprived of their liberty, in order to prevent torture and other forms of maltreatment. Serbia still has not established the NPM although this was due three years ago and IAN used different events to remind and pressure authorities to fulfill this obligation.

Torture Prevention and Rehabilitation Programme

(November 2010 – October 2013)

Donors:

European Commission through EIDHR

United Nations Voluntary Fund for Victims of Torture

Contact person:

Nataša Cvetković Jović

Programme Director

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Project description:

At the end of 2010 IAN started a new three year project for torture prevention and rehabilitation of victims, in partnership with Global Initiative on Psychiatry (GIP), Netherlands.

The project contributes to eradicating torture and impunity in Serbia and the Balkan region through provision of comprehensive rehabilitation for victims and building capacities of stakeholders to prevent and report on torture (Ombudsman office, associations of people from marginalized groups) as well as campaigning against torture and culture of violence.

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Main aims of the IAN mental health related projects and initiatives are to establish set of activities for assessment of mental health status of groups at risk, to assess and improve the quality of care that is provided, to promote mechanisms for protection of human rights of mentally ill, to initiate programs for prevention and rehabilitation of mental health disorders and to support reforms of the mental health care system.

These activities are especially targeting people residing in psychiatric hospitals (“asylums”) or institutions of social protection.

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

Donor:

Duch Ministry of Foreign Affairs

Contact person:

Nataša Cvetković Jović

Project Manager

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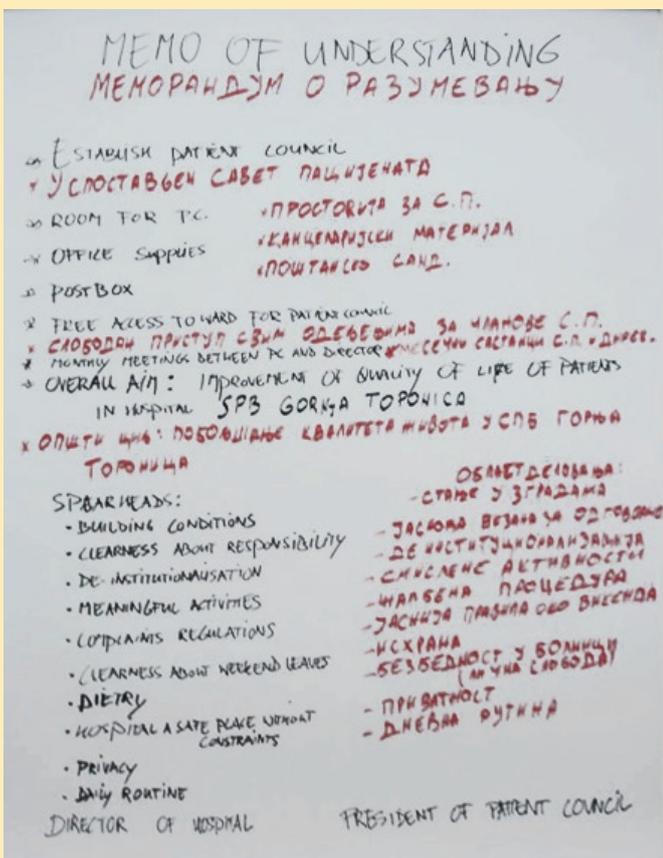
Project description:

Project has been implemented since 2007. in collaboration with Global Initiative in Psychiatry (GIP), nongovernmental organization from the Netherlands and with support of Ministry of Health and Ministry of Labor, Employment and Social Affairs of Republic of Serbia. Principal associate on the project is Community Mental Health Centre “Medijana” from Nis, the first centre of the kind in Serbia, established and developed through the project of Stability Pact. Other associates on the project are Special Psychiatric Hospital “Gornja Toponica” and Clinic for Mental Health within Clinical Center Nis, Psychiatric Department of General Hospital in Leskovac and Psychiatric Department of General Hospital in Vranje. The project goal is to create a functional regional network of accessible community mental health and social care services in the community of Southern Serbia, as a model for the rest of the country, that supports the integration of people with mental illness into society, and increases the involvement of users of mental health services and their relatives in the service delivery. Main activities for achieving the project goal are: improvement of pilot center Medijana as a model for establishment of new CMH services, development of training programs for education of professionals for new CMH centers, establishment of protected living homes, establishment of mechanisms for client involvement, establishment of Standing Committee on Equal Rights for Clients and Standing Committee on Inter-sectorial Collaboration.

Results in 2010:

2010 as the last project year could be described in terms of slow recovery and reconstruction of a part of projects activities after a difficult period that culminated during 2009. Replacement of reform oriented director of SPH “Gornja Toponica” and Center “Medijana”, division among the staff caused by this replacement, delay in bringing necessary laws for continuation of reforms of mental health protection system and poor cooperation between health and social sectors, disabled implementation improvement of certain activities, especially protected living and establishment of new CMH centers. Although, support of partner organization during 2010. was mostly dedicated to promotion of protected living, the greatest improvement was done in involving patients in services organization and work of Patients Council in SPH “Gornja Toponica”. During the year, the Council had been working on improving living conditions in the hospital (better food, more lockers, compensation, etc), establishing communication with management of the hospital and other authorities. It was continued with support to work of patient’s organizations “Dusa” and “Valenca”. Center Medijana was working on promotion of community mental health through

campaigns and public events (Campaign “To be same and to be different”, public distribution of diplomas for courses attendants) and upgrading its capacities through experience exchange with CMHC from Blagoevgrad (Bulgaria). As information and resource center, it developed two training modules designed for potential CMHS providers: „Basis of Community Mental Health Care” and „Basis of Psychosocial Rehabilitation” that were organized for staff of General hospitals in Vranje, Leskovac and Nis. The Center had also managed working group that made Expert Methodology Manual for establishment of CMHC. During 2010. two more trainings for Patient Advocates had been carried out, with aim to manage uniformity of registration complaints of patients in institutions and exchange of working experiences. Psychosocial rehabilitation in Medijana was continued through work of Telecenter and organising courses of computers and social skills for 274 participants. Within the project Standing committee on equal rights for clients had its regular meetings. Committee kept the contact with Patient Council of SPH “Gornja Toponica”, reported about relation between hospital management and Council and actively participated in organization of international conference on mental health.



One of the most important activities that section had carried out within the project was organization of international conference: Global Mental Health – Developing Values Driven Services and Evidence Based Practice. Conference was held from 20th to 22nd May and was organized by IAN International Aid Network, International Mental Health Collaborating Network (IMHCN) and Faculty of Philosophy, University of Belgrade, in collaboration with Protector of Citizens of Republic of Serbia and Caritas Italiana, supported by European Union, Dutch ministry of Foreign Affairs, Ministry of Science and Technological Development and Ministry of Health of Republic of Serbia. The aim of conference was to connect our country (experts, patients, families and citizens) with regions and states of Europe and world that had successful practice in developing CMHC and contribute to the quality of mental health care and full enjoyment of human rights of all citizens. Three day conference gathered 133 eminent experts from universities and institutions across Europe (Italy, Great Britain, France, Sweden, Holland) and

region (Bulgaria, Bosnia and Herzegovina, Macedonia, Albania), representatives of WHO, European Parliament, institutions and organisations concerned about human rights: Ombudsman’s office, Ministry of Justice and NGOs from Europe and Serbia dealing with users of psychiatric services and/ or human rights. Conference put down lots of emphasis on inhuman, degrading treatment and torture in psychiatric hospitals and other closed institutions with full participation of the IAN torture rehabilitation team as indicated earlier in the report. General assessment of the conference was 4.71.

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Activities in domain of HIV being carried out in Serbia are part of national project of Republic of Serbia financed by Global Fund to Fight AIDS, Tuberculosis and Malaria. Since its establishment 2002 Global Fund has become major source of financing programs to fight aids, tuberculosis and malaria, in Serbia, till today, through the 1st, 6th and 8th rounds for aids and the 3rd round for tuberculosis has given grant in maximum amount of 36.689.919\$. During 2010 in Serbia the 6th and 8th rounds of Global Fund were concurrently carried out: in October 2006 started realization of the 6th round of five year project „Improving national response to HIV by decentralization of the key health institutions“, whose primary recipient is Ministry of Health of Republic of Serbia and within the 8th round Serbia got funds for implementing national program „Strehtening HIV prevention and support to group vulnerable to HIV“ whose primary recipients are Youth of JAZAS for NGO sector and Ministry of Health of Republic of Serbia for government institutions. Both projects have been carried out in cooperation with government and nongovernmental sector, private sector and people living with HIV, through public announcements and contests for projects. Within the 6th and 8th rounds of Global Fund, IAN carried out several projects.

Perception of Knowledge, Attitudes and Behavior of Health Care Workers in Serbia, Concerning HIV

Donors:

Ministry of Health of Republic of Serbia through the 6th round of Global Fund project

Contact person:

Violeta Anđelković

Project Manager

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Project description:

The project included conducting research about perception of knowledge, attitudes and behaviors of health care workers in Serbia concerning HIV and AIDS and publication of the results. The project goal was gathering information about health care workers` knowledge about HIV, what attitudes they have towards the people living with HIV and how they behave on their jobs in context of HIV infection, and later on, obtaining relevant results, preparation of adequate education programs for health care workers and anti-stigma campaign.

Results in 2010:

Project activities were divided in three phases: the first phase included gathering of research team, creating research draft and realization plan, the second phase implied preparation of research, creating instrument, gathering and education of interviewers and field research, the last phase referred to writing report and publication of results. Multidisciplinary team including infectologist, epidemiologist, social psychologist, andragogist and methodologist, experts from Faculties of Medicine and Philosophy, together with representatives of Ministry of Health, created Questionnaire for the needs of research. Besides general demographic data, the Questionnaire consisted of three parts: test of knowledge, scale of attitudes and a part about behavior at work in context of HIV infection. After devising a plan of field research, monitoring and evaluation, team of interviewers consisting of educated psychologists

and students of psychology and medicine, carried out field research on representative sample including 1502 health care workers. Sample was stratified concerning gender, age, education and health care level. Collected data were processed and in accordance with them a report with recommendations for education program for health care workers was written for the donor (Ministry of Health of Republic of Serbia). The report, together with bio-behavioral study among population at increased risk from HIV and people living with HIV, was presented at a public meeting with over 70 invitees, experts in various fields from all sectors of society, government and nongovernmental sector, private sector, people living with HIV, representatives of Ministry of Health and Ministry of Social Politics, Health Council and Chamber of medical doctors of Serbia. The report was published in Serbian and can be downloaded from the page <http://www.ian.org.rs/sida/publikacije.htm>. The research findings were used for creating educative training for health care workers „Health care workers and HIV – standard precaution and good practice in HIV treatment and prevention“.

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



Donors:

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

Contact person:

Violeta Anđelković

Project Manager

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Project description:

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

Results in 2010:

Through two cycles of education in cooperation with teams of trainers, 20 trainings have been carried out for 496 health care workers of different profiles (specialists, nurses, laborants etc.) from primary, secondary and tertiary health care institutions all over Serbia. 16 trainings were organized for 417 health care workers in the period May-June 2010. in 10 different places in Serbia: two trainings in Belgrade, Sabac, Vranje, Zrenjanin and Nis and one training in Uzice, Sremski Karlovci,

Subotica, Kragujevac, Kraljevo i Cacak. Within the second cycle of education, during December, trainings in Sremska Mitrovica, Prokuplje, Bujanovac and Sombor were organized for 79 participants. All trainings in general, were rated as excellent. Average mark of trainings held in May-June was 5.55 of maximum 6. Average mark of trainings held in December was 4.92 of maximum 5. Examination of evaluation lists from all trainings showed that participants perceived training as useful, it helped them gain knowledge they lacked, they

liked the fact that the training teams were mixed and that participants were actively included in process of learning. What they estimated as very important was presence of person living with HIV in training team. That fact helped them overcome their own fears of contact with people living with HIV and contributed to more positive and more tolerant attitudes towards them.

Pre and post tests of knowledge about HIV showed increase of knowledge after training: average score on pretest for 16 trainings from the first cycle was 16.1 and average score on posttest 21.2. Trainers also well understood the importance of helping participants realize their attitudes and their impact on treating people with HIV. All trainers achieved appointed goals through giving relevant and contemporary information about HIV and through interactive exchange

and discussion about delicate subjects (stigma and discrimination against people living with HIV in health care institutions). Although, this training is one of many trainings about HIV organized in Serbia, trainers with experience in the subject and participants on their own think that it is unique for several reasons: 1) multidisciplinary training teams that cover a wide range of knowledge and skills; 2) presence of person living with HIV in training team and sharing of experience with participants; 3) training content, subjects and methodology were based on the results of research). For the second cycle of education, training was accredited by Health Council of Republic of Serbia.

Feedbacks from participants:

„During my first contact with HIV positive person, I felt some kind of discomfort, I was wondering if that was thruth, was it possible that she was HIV positive, so pretty and standing in front of us at that moment. I was delighted with her honesty and bravery, her pleasantness and her accessibility. I am very grateful that she was with us.“ (female, nurse, age 43, Vranje)

„I think that my colleagues accept everything we learned. We, who were attending the course , managed to disseminate knowledge we gained to the rest of the team. I am very well accepted in my workplace after seminar and I was feeling great while sharing knowledge with my colleagues.“ (female, nurse, age 43, Vranje)

„We changed the attitude, decreased stigma and discrimination that, I think, is less and less present. Now, when I remember, the first case of AIDS and the second one with HIV, when on the file with big letters was written AIDS, I am ashamed in the name of whole staff.“ (female, nurse, age 52, Vranje)



Positive Prevention in VCT

Donors:

Ministry of Health of Republic of Serbia through the 6th round of Global Fund project

Contact person:

Violeta Anđelković

Project Manager

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Project description:

The project included dissemination of knowledge regarding positive prevention and its use in different systems and services, through organization of two three-day trainings: "Basis of VCT and positive prevention" for counselors before and after HIV testing in Serbia. The aim of the training was to increase knowledge about VCT, principles and strategies of positive prevention and about role of VCT in positive prevention.

Results in 2010:

Appointed goals were achieved through organization and realization of two three-day trainings for 37 counselors from VCT center. Methodology consisted of role play, group discussion, and work in pairs and small groups, study cases and presentations. Pre and post tests of knowledge showed increase of knowledge after education (1st group pre/post test score 3.44 / 4.14; 2nd group pre/post test score 3.07/3.77). All aspects of training (relevance of the subject, material distributed, exercises, and involvement of participants, knowledge and style of trainers) and training in general were rated as excellent.

Strengthening Capacity of PLHIV for Self Organization and Conducting Self Help Groups

Donors:

Youth of JAZAS through the 8th round of Global fund project

Contact person:

Violeta Anđelković

Project Manager

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Project description:

The project goal was to educate and support people living with HIV in organizing and leading self-support groups and included two two-day trainings, before and after which, participants were supported to organize and lead self-support groups by themselves. The goal was set up as result of belief that people living with HIV could be best empowered if they would take responsibility for themselves and their HIV positive friends.

Results in 2010:

Through two two-day trainings on organizing and leading self-support groups 24 people living with HIV were educated. After education we were continuously following and supporting their efforts to establish and lead self-support groups. By giving them advice and discussing problems group facilitators were dealing with, we were actively working on increase



of their personal feeling of competence for leading groups, their skills to deal with group dynamics and fact they were also

living with HIV. A few organizations reported they formed self-support groups within their associations according to recommendations they got on training. Those associations were SUNCE, AID+, ŽENA+ and Q-club. Although the project was time limited and did not have capacity to systematically solve problems that group facilitators were dealing with in order to establish and lead self-support groups and for continuous support and education, IAN decided to continue with giving support to all positive steps and make efforts to invite group facilitators to trainings and events that could help them lead self-support groups.

ToT for People Involved in Capacity Building Activities for PLHIV

Donors:

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

Contact person:

Marina Bogdanovic

Project Coordinator

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Project description:

The project goal was to improve life quality of people living with HIV and to create environment without stigma and discrimination through education of group of activists who possess knowledge, skills and capacities to bring positive changes in the system of support and treatment for people living with HIV. Training content covered following subjects: Inclusion of users in activities in the field of HIV, HIV and public health, medical and epidemiological aspects of HIV, stigma and discrimination, change agents, presentation and advocacy skills.

Results in 2010:

17 persons included in different activities and initiatives in the field of HIV prevention, care and treatment: activists of NGOs, people living with HIV, health care and social care workers providing services to people living with HIV went through the training. This group of people has a great potential to educate and influence other groups of people thus promoting changes in the field of HIV, contributing to decrease of stigma, improvement of knowledge and psychosocial support to people living with HIV. Training in general was rated as excellent with average mark 4.94 out 5.



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EDUCATIONAL DEPARTMENT

www.ian.org.rs

Educational Department (or IAN Telecentar) (www.ian.org.rs/education) was established within IAN in 2001. The aim of IAN Telecentar is to develop competencies required for active participation in the knowledge economy, for finding a new/better job and adjusting to the needs of labour market.

IT Literacy - a Vehicle towards Employment

(January 2010 – December 2010)

Donor:

Microsoft

Contact person:

Ivan Stojilović

Program Manager

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Project description:

Goals of the project are 1) to raise IT literacy and practical use of information-communication technologies among the unemployed persons, equipping them with IT knowledge and skills required for performing jobs in a modern working environment, thus increasing their employability and chances for finding and keeping a job, 2) to promote Life Long Learning with special focus on digital literacy in Serbia and 3) to improve psychological status of the long-term unemployed and increase their motivation for job-search.

Results in 2010:

In 2010 there were 482 different individual beneficiaries who attended 1518 free IT courses. In total, from January 2006 IAN has provided 6384 free IT courses for 2191 different people through the support of the Unlimited Potentials programme. IAN continued with IT education for the unemployed in its centers in Belgrade, Nis, in Hrtkovci, a small town 100 km away from the capital city and in the newly opened telecentres in Bosnia and Herzegovina (in Milici and Trebinje). These locations were selected since there is a great number of the unemployed and refugees living here in poor conditions. Besides the IT education, through another project all these beneficiaries also had an opportunity to attend trainings in social skills, entrepreneurship and English language courses, and practical training for administrative assistant, gardener and/or cleaner. This combined training program was aimed at building their professional capacities for finding a new/better job.

Results from the surveys showed importance of this kind of support, especially in small towns where there is no possibility for IT education or among groups with multiple-vulnerability and without resources to afford education. Results show increase in knowledge and skills related to usage of ICT. But this is only a top of the iceberg – there is a deeper and prolonged improvement in psycho-social functioning of participants. The data show significant improvements in social integration, self-perception and self-evaluation, changes from external into internal locus of control (ability to engage actively in looking for employment options vs. waiting for something to happen, or someone to offer), as well as significant decrease in anxiety and depression symptoms among our clients before and after the IT education.

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Click to Europe

(June 2010 – June 2011)

Donor:

European Commission, IPA

Contact person:

Gordana Stankov Stojilović

Program Manager

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Project description:

Through building a partnership between civil society organizations, public and private sector and by relying on developed EU policies and learning from the EU experiences in the domain of digital inclusion, this project aims to promote and contribute to e-inclusion of people, businesses and communities in Serbia, thus improving quality of life, employability and social inclusion of citizens. The project is implemented in partnership with a Spanish CSO Esplai.

Project activities include a series of workshops on the following topics: e-Inclusion of vulnerable groups, Promotion of ICT Assistive technology, Quality standards in ICT education, and Self sustainability of organisations providing ICT education. In addition, the project will actively promote digital inclusion through campaigns, study visits and a final conference with international stakeholders.



Results in 2010:

In the first six months of project implementation, two workshops were conducted, and building of an informal network of stakeholders actively engaged in digital inclusion has started. The first workshop was devoted to e-inclusion of vulnerable groups with two main topics *Empowerment for Employability* and *ICT as a part of rehabilitation and reconciliation*, while the second workshop was related to ICT Assistive Technologies. Each workshop had more than 60 participants.

A study visit to Romania was conducted where 8 representatives of Serbian CSOs and government Team for poverty reduction and social inclusion visited four telecentres in Timisoara and nearby villages. The study visit was a good opportunity for sharing experiences, challenges and best practices between Romanian and Serbian Telecentres.

In addition, Smart Click campaign was conducted for Internet safety day aimed at increasing safety of children on the Internet. Educational web site with advice and resources for kids and parents in 3 languages (Serbian, Spanish and English) has been designed www.pametanklik.rs.

E-Inclusion or Digital inclusion is about ensuring that technology is not part of the barrier to inclusion. E-Inclusion is about taking full advantage of opportunities offered by new technologies to overcome social and economic disadvantages and exclusion. E-Inclusion aims at enabling every person who so wishes to fully participate in the information society, despite any individual or social disadvantages.

Empowerment against Female Poverty

(June 2010 – November 2010)

Case studies

„Currently, I use the knowledge and skills gained at these useful and interesting courses in my private life, and I hope that I would have a chance to use it also for getting a job and ensuring my livelihood.

Every class something new was being presented to us by our skilful and knowledgeable teacher. He was extremely patient and tolerated our ignorance. We were eager to learn and grateful for the given opportunity and we all tried to work hard and successfully cover every part of the teaching programme. The atmosphere in IAN is relaxed, friendly and we all come there feeling welcomed.

I needed that kind of knowledge (social skills) to be able to improve my relationship with other people, to become more aware of the mistakes I was making and to be able to help myself become a better judge of characters and situations. That is the kind of training I would whole heartedly recommend to anyone.

I still have a long way to go, but it's such a relief to know that there is a light at the end of the tunnel.

What fascinated me the most is that support was provided by professionals who are very sincere in their efforts to help.” (Female, 42 age, Belgrade)

Donor:

International Women Club Belgrade

Contact person:

Ivana Vidaković

Project Manager

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Project description:

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

Results in 2010:

Women beneficiaries showed great interest for the program, and it resulted in a number of the women involved in the program being doubled. Women included in the program were with multiple vulnerabilities: unemployed and self-supported mothers; most of them long-term unemployed, refugees or internally displaced, women from shelter institutions, some of them also victims of domestic violence, or at risk of trafficking, etc. In total, 35 women from this group attended computer classes, while 20 of them acquired ECDL Start certificate. 21 women have learned English language. 28 women have been trained in performing different administrative tasks within a job of an Administrative assistant. 32 women have finished full job search training program which increased their abilities to be active at the job market.

Changes were registered in job search behaviour among women who attended the job search training: the number of women active at the job market (finding advertisements, making own CV, applying for a job, proactively approaching potential employers, going to job interviews, etc.) doubled during the program.

IAN ANNUAL REPORT 2010

Professional Empowerment of Heard-of-hearing Persons

(July 2010 – April 2011)

Donor:

Ministry for Labor and Social Affairs

Contact person:

Ivan Stojilović

Program Manager

istojilovic@ian.org.rs

Project description:

The project was focused on supporting persons with hearing impairment through professional empowerment. The beneficiaries attend IT courses, social skills courses and specialized courses in gardening and hygienic maintenance. The most successful participants will acquire an internationally recognized certificate for IT knowledge – ECDL. The program also includes practical training for the job of administrative assistant.



Results in 2010:

During 2010 twenty beneficiaries completed 4 IT courses (Windows, Word, Excel, Internet) according to ECDL standards and 3 social skills courses, while 14 beneficiaries acquired ECDL Core certificate. They also completed courses in gardening and hygienic maintenance.

Social enterprise

(November 2008 - November 2010)

Donor:

UNIDEA UniCredit Foundation

Contact person:

Ivan Stojilović

Program Manager

istojilovic@ian.org.rs

Project description:

To enable economic and social integration of the beneficiaries, IAN with its partner organization Group 484, established a pilot Social Enterprise Green&Clean in Belgrade area.



Results in 2010:

According to market analysis results and selected business (Hygienic cleaning, Gardening and small repairs) experts made a business plan for these businesses. A group of 30 participants attended four basic trainings for work in SME sector and specialized training in gardening or hygienic maintenance. At the end of trainings, each potential worker has done practical work in IAN premises. After that we selected 16 participants who satisfied the agreed criteria. Among them more than 50% are refugees and IDPs, and others are members of other vulnerable groups (poor, long-term unemployed, Roma, etc)

New enterprise purchased all necessary equipment: van, work uniforms and cleaning&gardening machines. We developed visual identity for the the first brand developed within SE Bizian Grupa – Green&Clean www.greenandclean.rs. A database of potential clients with more than 1000 organisations has been made.

In 2010 Green&Clean established successful cooperation with the Cervantes Institute, AstraZeneca, Safe the Children Fund, Press Publishing Group, SVA, etc.

The effects of IT trainings on computer related behavior and mental health

Based on our experience that stabile and simulative learning environment and a comprehensive professional and psychosocial training program could improve not only employability but also psychological well being, within IT training programmes we follow some indicators of mental health at the beginning and at the end of the program.

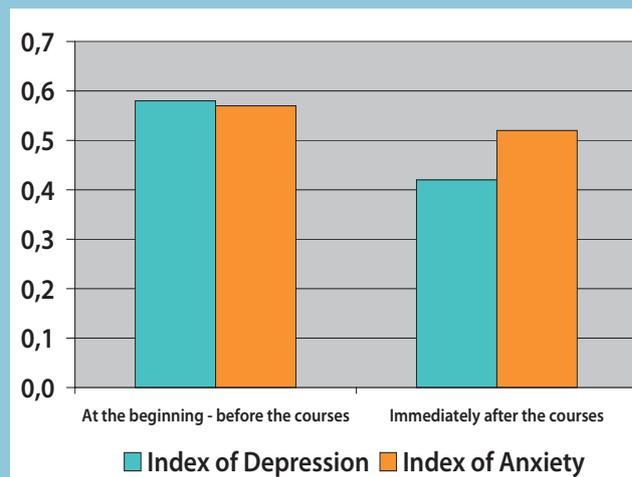
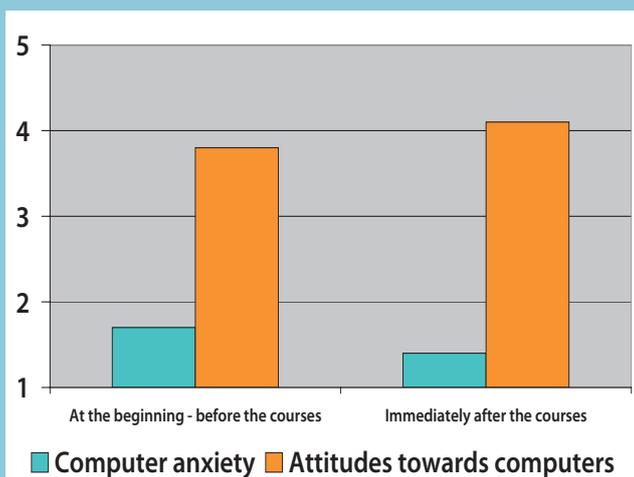
In 2010 IAN has developed a system for evaluation of the immediate and mid-term effects of the services provided (i.e. courses, trainings, counseling, etc.) through the assessment of



clients in 3 time points:

The data from two time points show significant decrease in depression symptoms among our clients before and after the program.

The changes registered in our clients in 2 time points - at the beginning and at the end of the



program are presented bellow:

We will continue to follow the persistence of the changes and the mid-term effects of the training programs.



IAN ANNUAL REPORT 2010

HUMAN RIGHTS DEPARTMENT

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HUMAN RIGHTS DEPARTMENT

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

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

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

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

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



IAN ANNUAL REPORT 2010

RESEARCH DEPARTMENT

www.ian.org.rs

IAN's approach in project development toward innovative, multidisciplinary treatment programs incorporates components of research, scientific evaluation of the treatment effects and dissemination of knowledge and best practice whenever applicable. We conduct various scientific research projects on PTSD and collect extensive data through daily work with traumatised clients aiming to develop evidence based practice.

In 2010 we were involved in small scale research studies related to the process of mentalization in trauma and evaluation of new treatment offered to people with PTSD.

Posttraumatic Dreams and Symbolisation

(January 2006 – December 2010)

Donors:

Department of Behaviour Sciences and Learning, Linköping University, Sweden

Contact person:

Vladimir Jović, MD, PhD

vjovic@ian.org.rs

Project description:

This research project has been done with support and in cooperation with Trauma Group of European Psychoanalytic Federation and Norwegian Centre for Violence and Traumatic Stress Studies. The project aims to study process of mentalization in trauma through analysis of traumatic dreams.

Within the study, the quality of sleeping and dreaming (falling asleep, continuity of sleeping, spontaneous night awakening, awakening due to nightmares/night terrors and/or upon artificial awakening, repeated dreams, traumatic dreams, symbolic dreams, etc) is followed. In dept interviews have been conducted with 25 males with current PTSD (diagnosed by the DSM-IV criteria) who had nightmares.

Activities and results in 2010:

In 2010 control group of 25 males with equal extent of traumatic war experience(s) but without PTSD diagnosis have been assessed. They followed the same study design and had interviews with IAN psychiatrists. The emphasis of the interviews was the quality of the traumatic dreams and symbolization as a protective quality of mental processing for trauma resilience and trauma recovering.

IAN ANNUAL REPORT 2010

A Randomized Trial of the Effect of Solution Focused Brief Therapy (SFBT) on People with PTSD

(2010 – 2012)

Donors:

EBTA -European Association for Brief Therapy - Annual research grant awarded in 2010

Contact person:

Ivana Vidaković

Research Coordinator

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Project description:

The aims of this study are to introduce Solution Focused Brief Therapy protocol in the treatment of people with PTSD and to evaluate treatment outcomes through a randomized controlled study and a one year follow up.

The study will include 40 males with current PTSD (diagnosed by the DSM-IV criteria): 20 as experimental in the treatment and 20 as control group on the waiting list.

Base line and follow up assessments also include data on socio-demographic, previous and current medical treatments, professional functioning (employment status and history, sick leaves and days out of job), social functioning (family status, relationships, etc.), trauma symptoms and quality of life.

The therapy is conducted by trained psychotherapists, following the solution-focused brief therapy protocol developed for trauma treatment. Fidelity testing (SFT-FIT) has introduced to ensure correct application of SFBT.

Results in 2010:

As a part of this study the intensive 40hours of training in SFBT, with the focus on trauma treatment, was delivered in April 2010 by Stephen Langer, Ph.D. (www.nwbttc.com/vita.html). The training was organized for CRTV psychologists in order to introduce new protocol for psychotherapy sessions, and to equip them with the new techniques and skills for treating people who survived torture and other types of traumatic experiences.

SFBT is a short-term goal-focused therapeutic approach which helps clients change by constructing solutions rather than dwelling on problems. Elements of the desired solution often are already present in the client's life, and become the basis for ongoing change.

Research suggests that SFBT is an effective treatment in a variety of settings and for a broad range of client problems, including depression, suicidal thoughts, sleep problems, eating disorders, alcohol problems, relationship problems, sexual problems, family violence, self-esteem problems (all of which are often seen in people with PTSD).

After the training, since June 2010, the Solution Focused Brief Therapy has been offered to CRTV clients diagnosed with PTSD. The first therapy outcomes show that people have reacted well to the SFBT approach and have decreased level of symptoms at the end of the therapy.

Feedback from the client

*I am much better after the therapy sessions. I am exhilarated, for the whole week after the session I am keeping my peace and well-being.
(male, age 46, Belgrade)*





IAN ANNUAL REPORT 2010

SOURCES OF FUNDING

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SOURCES OF FUNDING

In year 2010 IAN activities were supported and financed by 11 international donors and The Government of the Republic of Serbia.

The largest share in total donations was that of international donors (88.73%): EC 54.99 %, UNVFVT 16.44 %, UNIDEA 6.64, GIP 5.69, Microsoft 3.02%, IWC 0.73%, Linkoping University 0.51%, EBTA 0.39%, UNDP 0.21% and Sporting hearts 0.12%. Serbian Government participated in total incomes with 11.27%.

In 2010, total expenses of activities were 674,858.26 EUR

Total donations are presented in the table below:

DONORS – FUNDS IN 2010	INCOME (IN EURO)	%
European Commission	494,293.95	54.99
United Nations Voluntary Fund for Victims of Torture	147,759.84	16.44
Republic of Serbia Ministry of Health / Project of The Global Fund to Fight AIDS, Tuberculosis and Malaria	90,240.00	10.04
UNIDEA - Unicredit Group	59,688.00	6.64
Duch Ministry of Foreign Affairs through MATRA Program	51,151.00	5.69
Microsoft	27,140.04	3.02
International Women's Club	6,521.97	0.73
Serbian Government Ministry of Labour and Social Policy	6,063.40	0.67
Linkoping University	4,572.38	0.51
Youth of JAZAS / Project of The Global Fund to Fight AIDS, Tuberculosis and Malaria	4,500.00	0.50
European Brief Therapy Association	3,500.00	0.39
United Nations Development Programme	1,930.93	0.21
Sporting hearts	1,066.00	0.12
Republic of Serbia Ministry of Health	470.01	0.05
TOTAL	898,897.52	100.00



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