
ANNUAL REPORT 2020



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Introduction and Executive Summary

General Considerations and Introduction

2020 was a difficult year, one in which there were many frustrations. There were the beginnings of a number of new things and the continuation of older ones.

We are proud to say that 2020 marked 25 years of the existence of the CWWPP. We are in the process of writing a “lessons learned” document, which we will complete when time permits.

We realize that this report has come out much later in 2021 than we would have wished. The reason is that our priority is on work with clients and groups.

The amount of work that we are being asked to do steadily is getting larger. We expect this to continue, as we are one of the very few organizations working to increase the capacity for psychological assistance at grassroots level over long periods of time without charging for our work. The mental health effects of COVID, which we see as a global traumatic event, are increasing the need even further. These effects will continue for generations.

We see that people are strongly receptive to our Pragmatic Empowerment Training (PET) program. This approach is highly participatory, that is, that the participants have a large say in what they learn and in what order they learn it. It continues for as long as participants feel that they want it. It frequently involves elements of psychological supervision and therapy. Groups are kept small to ensure participation. Because the participants determine what is happening, it overcomes at least some cultural issues and is directed to each group specifically.

It is clear to us that other approaches, including top-down short-term education and therapy, aren't working in many contexts.

We feel that approaches such as ours are vital.

2020 was an eventful year in Croatia. There was a presidential election, then Croatia assumed the presidency of the European Union, then corona hit. Then there were parliamentary elections. There also was the collapse of tourism because of corona. In the middle of all of that, there was an earthquake in Zagreb.

Corona had various effects on the country and on us. The control went in the direction of a police state, with an extra-parliamentary body determining everything that happened in terms of lockdowns, travel bans, closing of schools and transportation, etc.

Mental health issues increased considerably, with no increase in the services or other measures offered to alleviate them.

As elsewhere, there was a considerable loss of jobs.

Many people were even more isolated than they had been.

There was an increase in domestic violence and in the use and abuse of anesthetic substances, such as alcohol, as well as of psycho-active drugs.

On the occasion of the International Day of Remembrance of Holocaust Victims, we heard that Zagreb would finally receive their first fifteen "Stolpersteins". These small individual monuments will be erected in the center of Zagreb in front of the former homes of Jews who died in the Holocaust.

In the meantime, there were irregularities and human rights breaches on the borders. The migrant crisis continued, particularly on the border with Bosnia and Herzegovina, with the police employing ever-harsher measures to control the borders.

Generally speaking, there has been very little change in the psychological state in the region. The importance of mental health and wellbeing is still undervalued and stigmatized.

Humanitarian work is under constant scrutiny.

We find the work that we are doing now to be extremely important. We will continue for as long as we can, given current circumstances and resources.

Effects of COVID on Us

There were a number of effects of COVID on the organization and on us as people. As much of our work is online, that portion of the work was not affected greatly. In fact, some people and groups became more sensitive to online work. During the travel ban between cities, we communicated by Skype. The effects were tolerable. With regard to funding, a number of potential donors had a moratorium on new grants. Others changed their criteria. During the lockdowns, two restaurants delivered food to us.

We have seen that only lip service has been given to dealing with the psychological consequences of COVID. This is characteristic of the lack of interest in dealing with all psychological issues. We think that the results of this could be dire. We see COVID as a global trauma and expect the psychological effects to continue for generations. We think that at least part of the capacity issue could be dealt with by training people in PET.

Unfortunately, we have seen a number of ethical issues connected with the COVID crisis. One is that some companies and individuals are making profits from human suffering. We deplore this. Another aspect is that equipment, medicines, and vaccines are being distributed unequally. Again, we find this completely unethical. Further, we note that the treatment of illnesses other than COVID and the distribution of vaccines and equipment for such diseases has been curtailed. This, again, is unethical. It seems that the armed conflict industry has not been affected by COVID. This is one more unethical aspect of the situation.

External Affairs

There is an increasing demand for our work. A number of studies show that the vast majority of people needing psychological assistance aren't getting it. This applies to the victims of conflict, to migrants, to the victims of natural disasters, and to many other groups. The global trauma of COVID is making this situation worse. These traumas in all groups are transmitted to future generations, and thus must be worked on as quickly as possible. There is little capacity. This is why we believe that our Pragmatic Empowerment Training (PET) methodology is useful. Further, we believe in long-term participatory work rather than quick fixes.

We had 20 clients in 2020, not including people in groups. They included the usual populations for us, that is, war victims, victims of abuse, migrants, people working with traumatized people suffering from secondary traumatization, and other traumatized people.

Our policy is to move away from work with individual clients and to train people who themselves will work with groups.

The number of groups with which we are working is growing quickly. Here, we use the PET methodology to focus on the issues of the group members. In general, groups meet online weekly for something more than an hour. There is no limit to the number of sessions. The highly participatory methodology also allows for psychological supervision and therapy. The methodology also allows for cultural differences to be taken into account.

We have had groups this year with Životna Linija (Lifeline) which is a suicide prevention group in Zagreb, with a group in Split during the lockdown, with several groups assisting migrants in the region and elsewhere, with a group of psychologists in Turkey, with several groups in Nigeria, with several groups in the Democratic Republic of Congo, with a group in Rwanda, with two groups in Burundi, with a group in South Sudan, with two groups in India, and with a group in Guatemala. The groups that lasted for a relatively short period of time, as a few did, were rapidly replaced by others. We are continually getting requests for more groups. One notable request that we will honor in 2021 is from the Uyghur diaspora community. We are expecting a great deal of work with those suffering from the consequences of COVID, not only those with the disease but those who have been isolated and have suffered from the economic and other social effects of the pandemic. As we are finishing this report, the Afghan crisis has occurred. We expect work with those people as well.

We gave psychological supervision to two professionals.

We continue to work on translating the content of Pragmatic Empowerment Training into self-paced online courses. This work is going slowly because of our other time commitments. We revised the videos for the first course, that is, the one on the caregiver-client relationship and self-care and wrote a substantial portion of the course on communication.

Further, we began a series of podcasts. We now have produced eight of them. We will continue with the series when time permits.

In May 2020, we, together with 6 other organizations in Croatia, received a positive response from the European Social Fund on a project proposal entitled “Spreading the Network of Mobile Teams for Psychosocial Support”. The project will be implemented in 7 counties in Croatia. Among the 6 partners, our organization has the longest experience with peer counselling. Actually, with this project, we have received official recognition of our approach and our work, that is, the approach that we have been promoting for the last 25 years. The aim of the project is to socially include, empower, and increase the quality of life of people with psychosocial disabilities and their family members. By developing peer support in the community, we are expanding the network of non-institutional services in local communities and thus contributing to the creation of preconditions for the process of deinstitutionalization.

In October 2020, we participated in the public action “5 after 12 for Mental Health” that was organized by the NGO Ludruga and the Croatian Association of Mental Health Associations (SUMEZ). This action calls on the government, including the Ministry of Health and the Croatian Health Insurance Fund (HZZO), to include mental health in the community as a priority, including the implementation of the National Strategy for Mental Health, the financing of mobile teams and community support groups, and the continuous financing of associations providing psychosocial services in the community.

We are very concerned about how the migrant situation in Europe is being handled. In short, we find the treatment of migrants inhumane, disorganized, superficial, and unprofessional. These are people who have undergone severe traumas in the regions of origin, underway, and in the transit regions. They undergo further traumatization in adapting to their new environments. Virtually nothing is being done to deal with these traumas. We think that that is dangerous for the health of the people concerned. These traumas no doubt will be transmitted to future generations. Further, we are concerned that the lack of treatment will result in societal difficulties in the transit regions and in the regions of final destination. We find that these difficulties could be mitigated. Our PET methodology, teaching people to assist one another, is one relatively effective and inexpensive way of doing so. We also must mention that we frequently find the actions of organizations attempting to assist people on the move and in the regions of origin unprofessional. Volunteers and staff are inadequately trained and psychologically supervised. This causes difficulties for the migrants and secondary traumatization for those assisting them. These systems are in urgent need of professionalization.

With regard to relationships with other associations and individuals, in Croatia we are involved with the Croatian Association of Mental Health Organizations and several of their members, with Životna Linija, and with Ludruga.

In other countries, we are involved with the organizations with which we have groups as well as with the Global Psychosocial Network and the European and Middle East Section of the Friends World Committee for Consultation.

Further, together with Životna Linija and at their initiative, we participated in seminars for the victims of the earthquakes in Croatia.

We have coined a new phrase this year, namely *bureaucratic violence*, which seems to be all too widespread among governments and businesses.

With regard to holidays, we do not commemorate nationalist holidays or holidays celebrating violence of any nation. We honor the holidays of all religions. We also commemorate the days of birth and death of the Rev. ML King Jr., Earth Day, International Refugee Day, International Migrant Day, International Day for the Victims of Torture, International Day for the Victims of Trafficking, the days of the dropping of the atomic bombs on Hiroshima and Nagasaki, International Youth Day, the birthday of MK Gandhi, International Mental Health Day, International Human Rights Day, Universal Children's Day, and the days of the signing of the Dayton and Erdut agreements.

In this, we should note that we consider nationalism and patriotism to be mental illnesses, with many vectors, notably those of governments. In the same context, we should note that we abhor violence in any form, whether carried out by non-governmental actors or by governments, including by the armed forces of any organization.

Internal Affairs

With regard to internal affairs, the most critical issues that we face are funding and personnel. We heard that our largest donor died in October 2020 at the age of 89. He already had made provision for a contribution for 2021. Further, the Leona Versheuren Fund of the King Baudouin Foundation of Belgium has told us that their annual contribution of € 5000 per year will continue for the foreseeable future. We have received € 2500 from the Haella Foundation. Dutch Quakers give us a contribution each year. We get a small amount in client contributions and in contributions from individuals. The barriers we face in finding further funding are the usual ones: there is little funding available for grassroots work on mental health, for long-term work, for work with mental health with migrants and refugees and displaced persons, and for this kind of work in the regions in which we are working. The irony of this is that we are getting an increasing number of requests for this type of work. We expect that the COVID situation will increase the number of requests even further.

With regard to personnel, we find that we are overworked. We thus need more competent enthusiastic people.

During the first half of 2020, we redesigned the website.

During 2020, we have put the local Croatian organization into order.

Vision for the Coming Period and the Further Future

Unfortunately, there is more than enough work for us to do for several generations to come. There is a very large number of conflict and post-conflict regions in which there is no work with trauma. COVID adds to the need.

In general, we see our concentration as being on increasing capacity through increasing the number of educational groups of trainers of trainers and on creating the self-paced online courses.

COVID is a major factor in how we will progress. That is unpredictable, in our view. Another aspect of COVID is that the mental health issues created by it will continue for a considerable amount of time. While lip service is given to these issues, we do not see any organization dealing with them in the manner that we would like to. Further, even if the basic disease is controlled, the trauma of the pandemic will be transmitted to future generations.

Unfortunately, violence and wars continue. Thus, people continue to be traumatized. The traumas of previous conflicts have not been dealt with in many places, and thus there is a great need for our work in a very large number of locations.

Externally, we would like to expand our work to include more online and on-site capacity.

Internally, given the increasing workload, we need a number of teachers/therapists who will work online.

Conclusions and Epilogue

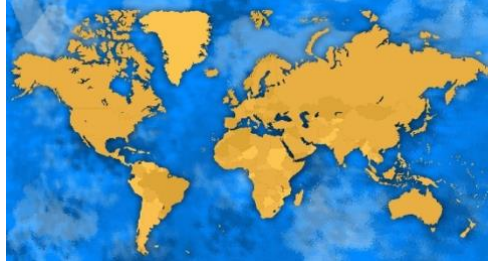
2020 was an exciting but difficult year.

We see a great need for what we do, and we see few if any other groups doing similar work.

We will continue to increase the number of PET groups to the limits of our capacity.

We also will continue to write put the content of PET into self-paced online courses.

We thus will continue to work for healing, reconciliation, and peace.



The State of the Region and the Wider World

The year began with the presidential election in Croatia. "Let's be united in (our) differences," "Four million of us ... are looking for our place in Europe, which is, despite all the problems, the nicest place to live, the most peaceful project in which Croatia must find its place and interest," former PM Zoran Milanović told his supporters, after denying a second term to right-wing previous president Kolinda Grabar-Kitarović.

The country did not have much luck this year, haunted by several events, one after the other. First came the presidency of the Council of the European Union, which Croatia held from January to June. Then Corona hit. And, in the middle of all that, a major earthquake shook Zagreb, the country's capital. Then followed the risky gambling with early parliamentary elections. And, finally, there were the challenges of collapsing tourism.

The Croatian presidency of the EU was a big challenge, with historical events, such as Brexit and the immigration crisis on the Union's southeastern borders, happening during that period. Croatia's ambitions of contributing effective solutions ended in June, without any memorable result.

The coronavirus pandemic turned out to be the start of an exercise in returning to a police state. An expert body was formed to manage the pandemic, bypassing the parliament, and issued orders for a lockdown and decided about everything else related to the coronavirus, from the closing down of schools and tram lines, to the isolation of groups and individuals, to the compulsory wearing of masks in shops and on public transport.

Most people, for the most part, endured everything that happened during the first wave of the pandemic without too much rebellion and anger. People sang from the balcony, greeted the health workers, watched theatrical performances on the Internet, felt that they were together in all this and that only together could they defeat "this evil that is happening to us."

And then, admittedly, there were those who believed in various conspiracy theories, those who did not believe in the existence of the virus at all, and those who were obsessed with "releasing the virus from the laboratory", as if ultimately it mattered whether the virus was "real" or not.

Mental health research at the time of the pandemic has already indicated increased alcohol consumption, even among health professionals. We also heard about the increase in domestic violence that often goes hand in hand with alcohol consumption and with being in too close quarters together for too long. In addition to alcohol, the abuse of psychopharmaceuticals has increased.

The situation already mentioned, in which many people will lose their jobs or, unfortunately, have already lost them, never passes without psychological consequences. It is not necessary to list which subgroups are affected and in what way, because there is no one who is isolated from the pandemic.

On the occasion of the International Day of Remembrance of Holocaust Victims, we heard that Zagreb finally would receive their first fifteen "Stolpersteins". These small individual monuments will be placed in front of the former homes of Jews in the center of Zagreb.

In the meantime, there were irregularities and human rights breaches on the borders. The migrant crisis continued, particularly on the border with Bosnia and Herzegovina, with the police employing ever-harsher measures to control the borders.

Generally speaking, there has been very little change in the psychological state in the region. The importance of mental health and wellbeing is still undervalued and stigmatized.

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The Effects of the COVID-19 Pandemic

There are a number of effects that the pandemic has had on us as an organization and on the world.

Locally, the effect on the organization and on us personally has been moderate. We do a large part of our work online, and that part of our work was largely unaffected. It meant that many people became more aware of the value of online work.

There was a ban on travel between cities in March and April. This meant that one of us could not come to the office. We communicated by Skype. While this presented some issues, we survived it.

During the lockdowns, two restaurants, the Hotel Lav and the restaurant Vrške, were extremely friendly in delivering food to us on alternate days. We are grateful to them for the excellent and friendly service that they provided.

During the school closure in Vukovar, we allowed our secretary/administrator to work from home.

Until now, we have not required vaccination, but Charles Tauber and Sandra Marić have been fully vaccinated. We continue to consider our policy with others associated with us.

While searching for funding, we saw that a number of potential donors stopped their funding tenders for 2020 and 2021 because of the pandemic. Further, activities that could have been carried out under non-pandemic conditions were not possible. This also has made programming and applying for funding even more difficult than it was already.

In the global sphere, first, we deplore and find completely unethical anyone making money from the suffering of others. Thus, cures and vaccines MUST be given to everyone, regardless of the ability to pay for them. We find that patents on any medicine and/or medical equipment, let alone on vaccines, are completely unethical. We find the same for the involvement of politics in the distribution of medicines, medical equipment, and vaccines. That is, in short, inhuman and criminal, in our view.

One side effect of the attention to COVID has been the ignoring of other diseases and ailments, physical and psychological. Thus, people in great need are not getting assistance and thus are getting sicker and dying. This is unacceptable. A certain amount of this is due to economic circumstances.

Unfortunately, the armed conflict industry has not suffered because of COVID. We find that funds directed at wars and so-called “defense” should be redirected to solving physical and psychological health issues.

We regard COVID as a global traumatic event. While some lip service is being given to the mental health aspects, nothing substantial is being done. This trauma will be transmitted to future generations.

Part of the inaction is due to a lack of capacity, which is what we see outside of COVID as well, and about which we have spoken throughout our existence. Thus, we feel that there must be an emphasis on capacity building. We find that our methods using Pragmatic Empowerment Training (PET) to train “barefoot therapists”, also known as “peer supporters”, online live, as well as using self-paced online courses, and in person can make a substantial contribution to solving these capacity issues. Unfortunately, we do not see anyone else working on these issues in a serious and competent manner.

External Affairs

Introduction

There seems to be more and more demand for our work. There are a number of studies that have said that the vast majority of people needing psychological assistance aren't getting it. Virtually no other group is teaching people at grassroots level to be independent and to assist one another. Further, work on mental health is highly stigmatized. Thus, our Pragmatic Empowerment Training (PET) approach seems to be a valuable one.

We believe that our philosophy and approach are almost unique. First, we work from the bottom up rather than the top down. Thus, it is the clients and the learners rather than the therapists and the teachers who determine what happens. Like Carl Rogers, we believe that beneficiaries know their situations better than the experts. This also has the advantage of overcoming at least some cultural differences. Second, we believe in long-term engagement rather than short-term workshops or a few therapy sessions. We have found that change and healing take time and that it is difficult and damaging to rush them. This applies to clients and to educational groups.

We see a number of possible approaches to the issue of capacity. One is training people online face-to-face to be "barefoot therapists", also known as "peer supporters" and by a number of other local names, using PET.

Another is by the production of self-paced online courses. These can get into places where "live" courses are difficult and where poor Internet connections make face-to-face online work challenging.

We see a large number of circumstances where our work is needed. An obvious one is areas of direct violent conflict. Another is post-conflict situations, even long after the conflict has ended. Still another is places in which there are large human rights abuses. Yet another situation is that of forced migration, where all migrants, almost without exception, have undergone multiple types of traumatization and have issues of integration into their new societies. COVID-19 has introduced a new source of traumatization, the consequences of which will last for generations. In all of the situations mentioned, in many instances, the original trauma hasn't been dealt with. Further, there is long-term trans-generational transmission of trauma.

Thus, we see our work as cut out for us.



Clients

Our clients in 2020 included local people, a number of people from the Western Balkans living in other regions of the world, several migrants, and several people who had worked with migrants. We had a number of clients in other parts of the world. The issues of these clients were those of war and violence, childhood abuse, and secondary traumatization. We had 20 clients this year, not including those in groups. Our current policy is to move away from working with individual clients and toward working with educational groups. We think that this is more efficient and that this approach ultimately reaches more people.



Groups

Introduction

The number of groups seems to be growing quickly. In addition to the groups listed in this section, we are getting requests for additional ones on a regular basis. There seems to be a great need for them. These are educational / psychological supervision groups run with PET methodology, that is, through participatory education. The size of the groups varies from about 3-10 people. In general, sessions last for slightly more than an hour and take place weekly. The number of sessions is determined by the participants. Several have run for a number of years. They thus deal with the immediate issues faced by the participants as well as with deeper background knowledge and the development of skills and attitudes. In a group, frequently, someone will describe a case. The group then extracts the general principles from it. We try to allow the participants to determine the principles themselves, and then add our knowledge and experience. The group then tries to find a solution with as little intervention from us as possible. Clearly, we keep the ownership of the groups with the participants. Thus, while many groups cover similar ground, they are highly individual and are adapted to the specific situation. This avoids the “parachuting” that is present in many educational programs. It also makes the groups more sustainable, as participants feel that they can carry on with them even if we are not there. This methodology also avoids at least some cultural issues, as the participants are in control. One further point is that therapy, conscious or unconscious, frequently is a part of these groups. This educational methodology removes most of the stigma that is associated with therapy in many places. We find that all participants, including us, learn from these groups.

In the Region

Životna Linija (Lifeline)

We have established a solid weekly educational group with the organization for the prevention of suicide, Životna Linija, in Zagreb. In the group are two professionals, both of whom are in a course for certification in psychotherapy, and three people who have not had formal education in these fields. There are several others who come occasionally. The group meets for an hour and a half each week. Topics come from the participants. Frequently, topics arise from contact with clients. There is an element of therapy in the group. Životna Linija holds its own workshops and actions. There is increasing cooperation between the CWWPP and Životna Linija. All of those in the group are very involved and enthusiastic. We are very happy with the way that the group is going.

Split During the Lockdown

During the first lockdown, the Split group could not meet in person. We thus met with them online. The issues dealt with were the usual ones for this group, that is, the individual issues of each of the participants.

Greece, Bosnia, and Groups Assisting Migrants

Please also see the section on the Migrant Situation below.

We have had a number of issues with these groups. We have worked to some extent, for relatively short periods, with three such groups. The issues are the same in each of them. These, and other groups, recruit volunteers who stay for short periods, that is, for a week to a few months. There is little if any long-term continuity, and thus, with each new volunteer or group of volunteers, the expertise and experience start again from zero. The vast majority of volunteers have no previous knowledge of migration or psychology or the issues that migrants face. The volunteers get little if any training beforehand and very little if any onsite or online supervision. Thus, they make serious errors that can affect the lives of the migrants and their own lives. Further, all too often, the volunteers become secondarily traumatized. They also all too frequently form inappropriate relationships with the migrants. While the volunteers can leave and continue their lives, the migrants gain additional traumatization and the loss of still another attachment. We find this harmful.

We feel that this entire system needs to be revised. First, the assistance given to the migrants needs to be professionalized. Their needs must be inventoried for each location and sub-location. Priorities must be determined. These will, of course, be different for each group and for each location. Further, there must be continuity within the groups. The frequency of change of personnel that is currently present is simply not acceptable. Also, those in leadership of each group in each location must be experienced and professional. Here, we are working with human lives and destinies, not with inanimate objects. We believe strongly that staff and volunteers must have competent training and supervision with regard to content and their own psychological states. Again, we emphasize that we are speaking about human beings and not about inanimate objects. Supervisors must be more or less constantly available. Also, there must be good debriefing for volunteers and staff that continues beyond the immediate end of the assignment.

With regard to the migrants themselves, we believe that the training of “barefoot therapists” and “peer supporters” from within their groups would provide at least a partial answer to their needs. As we have said elsewhere in this report and in other documents, people within the beneficiary groups know their needs and sensitivities far better than outsiders. Also, there is far less stigmatization in speaking to a colleague rather than to a professional, particularly to an outsider. We think that it should be possible to continue the training even when people move, through their mobiles. That also would lead to less of a feeling of isolation and more to belonging to a group. We should note that the ngos on the ground have been unwilling and/or unable to assist in the formation of these migrant educational groups. We regret that.

Unfortunately, we have found that virtually no one is sensitive to these issues. Certainly, governments and international agencies aren't. We also have found that the volunteers and the non-governmental organizations running these programs do not have an understanding of these issues.

We find this a dangerous situation for the migrants themselves and for the societies in which they are living and are coming to live. It is very easy for us to predict that, inevitably, this will end in physical and psychological illness for the migrants and in violence for them and the societies in which they will live in the future. It also will end in secondary traumatization, sometimes quite serious, at various levels for staff and volunteers.

We are, of course, willing to work with groups of various sorts on these issues.

Germany

For a number of months, we had two groups in a city in Germany. This came out of the experiences of several people who had worked with short-term volunteer groups working with migrants. One of the two groups was supposedly educational; the other supposedly worked on their emotions. The participants of these groups wished to concentrate on the political situation with regard to migrants in particular and the world in general. One refugee from Syria, and for a few sessions a second, took part in the group. The group broke up over personal feelings and the rejection of “voluntourism” by us as well as their prioritization of sexual orientation as one of the main focuses of several sessions. This group also made political activism rather than work with people a primary focus of their discussions. While the ending of the group was their decision, we also felt that we wished to concentrate on grassroots issues rather than political ones. As indicated above, we are against most forms of voluntourism. See also the section of this report on the migrant situation.

Turkey

This is a group that formed through the response using GivingWay of one woman who was doing her doctoral thesis. The number of participants has varied from about six to two at the end of the year. The current two participants are working with migrants and refugees, primarily from Syria. The woman in the group is working with “unusual” minority groups. The man in the group is doing his PhD thesis on working with youth and wants to begin a project with us on young male primarily Syrian refugees in the context of making PET and training of such refugees to become barefoot therapists in the context of a youth education and integration program as an integral part of his program. The issues that are being brought up are challenging and exciting for us.

Africa

The number of groups in Africa seems to be increasing. We see the needs there as great. We are encouraged by the enthusiasm and intelligence of the participants in these groups.

Nigeria

This group was started by Victor Aihawu of the Centre for Youths Integrated Development (CYID; <https://www.cyid.org/ng/>) who saw our work on the web. It includes several highly competent and highly dedicated professionals who are working with migration and returning migrants, gender-based and domestic violence, and war-based violence. One aspect of this group is that it provides a space and time for them to come together. We are very enthusiastic about this group.

From this group, several others have the potential to emerge. One, initiated by Victor Aihawu, would be concretely directed at training barefoot therapists. Some of the participants would be nominated by the Nigerian government. This group started during the writing of this report in the course of 2021, as did another group from another NGO, the leader of which was in the original group. We very much like these groups.

Congo – Group 1.

This group consisted of students and former students in Kinshasa. Several were working with street people, including homeless people and including sex workers. The group was organized and led by one man. We thought that the group was making progress. The group disappeared when the organizer did. Further, COVID restrictions made the work of many of the people participating in it very difficult to continue.

Congo – Group 2.

This group was primarily for people working with displaced persons, primarily in the region of Kalemie. Several of its members were working with children. The group disappeared after about six months.

Congo – Jérémie Mabala Mulongecha

Of the groups that we have attempted to work with in the DR Congo, this has been the most successful. It is run by a young man named Jérémie Mabala Mulongecha who is the head of personnel for the Protestant school system in Bukavu and surroundings and who runs a small NGO that consists of volunteers doing social work and who frequently go to the field. Several of these are students. Jérémie wishes to expand the work of this group. The group works primarily in Bukavu. Jérémie is planning to extend the group and to start another in Baraka. He also wishes to work with former child soldiers, of whom there are many in the region.

Rwanda – Jean Claude Ndahayo

Toward the end of the year, we started a group in northeastern Rwanda, this through the intervention of one of the Quakers there, Jean-Claude Ndahayo. This is a group of teachers and others working with victims of the genocide, which took place there in 1994. There still are very serious issues of traumatization as well as issues of trans-generational transmission of trauma. This is a difficult group in terms of language, as most speak only ki-Rwanda. Further, the issues are large. We consider this to be an important group.

Burundi – CSC ASBL

The group with CSC ASBL, which was working with former and current child soldiers in the DR Congo, was cut short by COVID restrictions. Several members of the group were studying in Burundi. The border between the DR Congo and Burundi was closed, and communication was difficult. The leader of the group, Olo Bernoulli, is very enthusiastic and wishes to continue.

Burundi – Rev. Joseph Cimpaye

We met the Rev. Cimpaye through Project Save the World, run by Prof. Metta Spencer in Toronto. A group started with them in the course of writing this report. This is a highly enthusiastic group. The Rev. Cimpaye is a very humane man with a great deal of feeling for the beneficiaries. The group is going well.

Further East Africa

We continue to explore the possibilities of more groups through the Quakers and others.

South Sudan

Through Johannes van Nieuwkerk, we had contact with the group ICAN South Sudan (<https://www.icansouthsudan.com>), in particular with its director, Stephen Wandu Bimo. ICAN is focused on children. They have two primary areas in which they operate, that is, in South Sudan itself and in the Bidibidi Refugee Camp in northern Uganda. Many of the beneficiaries have been refugees a number of times. They have a great deal of concern for unaccompanied minors, for mothers and children with HIV, for domestic violence, and for the education of the children. We are attempting to assist people to learn how to deal with their own traumatization and those of the children. There was an interruption of several months in 2021.

India

We worked with two groups in India in 2020, that is, with the institution Snehalaya and with a small group of young students.

We served as advisors to Snehalaya (<https://www.snehalaya.org>), a group in Ahmednagar. We worked with the program for children in elementary and secondary school. These children are abandoned in one way or another. Many are the children of sex workers. Many are HIV positive. Our role has been to give advice on traumatization to staff and caregivers. The chief advisor to this program is Florence Koenderink, a specialist on institutionalization and deinstitutionalization of children. Our concern has been the work and education of caregivers and advice on setting up a program of peer counselling among the students. Further, in accordance with Indian law, Snehalaya is in the process of placing children into foster and adoptive families.

Another group in India is one that was formed by a group of teenage students who found us through GivingWay. They are surprising. Several want to be psychologists. They have their own psychological issues, and a part of the group work is therapy with them. They have good insights. We are supporting and encouraging them as we believe that they can work with others in the future.

Guatemala

This again is a group that was formed through GivingWay. There are several people there who have studied psychology, a number of people working in theatre, and some others. The group is conducted in English. They run the group enthusiastically. There are rich discussions, which include psychological aspects of societal problems and the manner in which people – they should conduct themselves. There also is an element of therapy in this group.

Supervision

During 2020, we continued the supervision with two professionals.



Miscellaneous Groups

Requests at the End of the Year

At the end of the year, we were getting more requests for groups. Among these were a group from Nigeria for a training for barefoot therapists. Another came from the Mandate Health Africa, which would train trainers from across the continent. That group started while we were writing this report. Still another request came from a group in Burundi. Also, there was a request to work with the Uyghur diaspora in Turkey. During the writing of this report, we started working with a Uyghur group in Australia and New Zealand. In Turkey, one man wishes us to work with young male Syrian refugees and train them to be “barefoot therapists” within their own communities. That would represent a significant contribution to the mental health of the communities as well as giving the young men purpose and direction. While writing this report, the situation with the Taliban takeover of Afghanistan began. We worry considerably about the psychological state of the refugees who will leave that region and those who remain there and would like to start PET training of trainers with those groups. We continue to get other inquiries for similar groups.

Locally, we also are getting requests for work onsite with people with psychological difficulties. We are attempting to find capacity to work with them and to devise novel ideas to attract them.

We also are expecting work from the consequences of COVID both locally and internationally over a very long period of time.

We thus are coming up against our capacity limits and clearly will have to find ways of increasing the number of people working with us, paid and as volunteers.



The Migrant Situation

Introduction and General Situation

The migrant situation throughout Europe, in particular southern and eastern Europe, is being handled in an inhumane, disorganized, superficial, and unprofessional manner. This applies to governments, inter-governmental organizations, and large non-governmental organizations. With regard to smaller non-governmental organizations, while there is good will, there is little knowledge of the content of what beneficiaries need nor is there sufficient management ability and vision as to how to deliver it in a professional manner.

Thus, the people on the move and those who come to settle in various regions are getting little if any basic assistance with the foundations of their issues. There is virtually nothing being done with their traumatization.

The traumatization comes from a number of sources. First, there is what occurred in the region of origin. This includes war and other forms of violence, torture, poverty, and other sorts of violations of human rights and values. Next, there is the violence and trauma that people have experienced during the journey. This can include a variety of forms of exploitation, including physical, psychological, sexual, and administrative violence. Further, there is the adaptation to the new society in which they will reside more or less permanently.

Additionally, the paid people and volunteers working with the beneficiaries also become traumatized, partly because of their lack of knowledge and feelings of inadequacy and frustration with what they are called upon to do and partly because of the secondary traumatization that they experience when hearing the stories of those with whom they are working.

We feel that the issues of neither the beneficiaries nor the staff are being addressed adequately. We are extremely frustrated by this. We feel that we know what to do to at least make a start on these issues but do not have the personnel – partly because of the funds, but only partly so – to do it.

Were we to do what we would like, we would set up offices in, among other places, Greece, Turkey, Bosnia-Herzegovina, Italy, and Spain. We also would have similar offices in the destination regions. In each, we would have a few people who would train people from within the beneficiary communities and within the staff communities. We would be there on a long-term basis. We would keep contact with the beneficiaries online wherever they would go. The approach to each group would be individual. Our presence would be long-term. We would coordinate with other organizations to the degree possible.

We are not hopeful about the prospects for the future. We do not see the attitudes of anyone changing and, rather, see a hardening of positions. We see great dangers in the current situation. People who are frustrated react with fear and violence. Thus, we see deterioration occurring in the physical and psychological state of the beneficiaries. We see this being translated into substantial societal issues.

What bothers us is that we see large possibilities for assisting beneficiaries to transform their lives and to become valuable members of their new societies.

No one is listening.



Pragmatic Empowerment Training Online Self-Paced Courses

During the year, we revised the videos for the first course on the caregiver-client relationship and self-care. Through GivingWay and other platforms, we have gotten the manual for that course translated into a number of languages.

We wrote a large portion of the course on communication. Unfortunately, because of time constraints, we didn't finish that course.

We see these courses as high priority.

We now wish to finish the course on communication as the next step in the process. The following course in the PET series will be an introduction to psychology and counselling. Following that, we are thinking about creating a short course for short-term volunteers. The following course in the series will be on non-violent conflict transformation. We welcome suggestions for further courses.



Uspostava mobilnih timova peer podrške u zajednici za osobe sa psihosocijalnim teškoćama



Projekt je sufinancirala Europska unija iz Europskog socijalnog fonda.

"Establishment of Mobile Peer Support Teams in the Community for People with Psychosocial Disabilities" Project

With two years of delay, in May 2020 we received a positive response from the European Social Fund on a project proposal entitled "Spreading the Network of Mobile Teams for Psychosocial Support". The project will be implemented in 7 counties throughout Croatia. Among the 6 partners in the project, our organization is the one that has the longest experience with peer counselling. Actually, with this project, we have received official recognition of our approach and our work, that is, the approach that we have been promoting for the last 25 years.

The aim of the project is to socially include, empower, and increase the quality of life of people with psychosocial disabilities and their family members. By developing peer support in the community, we are expanding the network of non-institutional services in local communities and thus contributing to the creation of preconditions for the process of deinstitutionalization in the Republic of Croatia. The project is based on the Guidelines for the Protection of Mental Health in Croatia, which pointed to the lack of peer experts familiar with the possibility of providing peer support in the community.

Activism

On October 9, 2020, on the occasion of the World Mental Health Day, we participated in the public action "12 After 5 for Mental Health" organized by the civil society organization Ludruga and the Croatian Association of Mental Health Associations (SUMEZ).

The initiative calls on the Government, the Ministry of Health, and the Croatian Health Insurance Fund to urgently include mental health in the community as a priority.

There are 3 requirements:

1. Urgent inclusion of the already prepared National Strategy for the Development of Mental Health (2020-2030) in the parliamentary procedure and its speedy implementation in practice.
2. The inclusion of the services of Mobile Teams and the Community Peer Support Groups in the list of existing psychosocial services financed by the Croatian Health Insurance Fund (HZZO).
3. Urgently finding ways for continuous financing of programs and projects of associations dealing with the provision of psychosocial services in the community.



On November 30, The President of the Republic, Zoran Milanović, received a delegation of the Croatian Federation of Associations of Mental Health (Hrvatski savez udruga za mentalno zdravlje). The meeting was held in order to present the initiative 5 Past 12 for Mental Health (12 i 5 za mentalno zdravlje), which the Federation has launched in order to adopt the 2020-2030 National Mental Health Strategy. President Milanović was acquainted with the reasons why the initiative was launched and cautioned that the adoption of the strategy is a precondition for ensuring optimal healthcare for persons suffering from mental health disorders. Besides the speedy introduction of the National Mental Health Strategy into Parliamentary procedure and its quickest implementation in practice, representatives of the Federation stressed the need to include Mobile Team and Peer Group Support Services in the community on the current list of psychosocial services funded by the Croatian Health Insurance Fund (HZZO). Furthermore, they indicated the problem of finding means for carrying out the ongoing program and project funding of associations that provide mental health services in the community.

Associations that deal with mental health provide a number of services that are nonexistent or insufficient in the healthcare and social care system. It was underlined that their services, which are free of charge, are funded through projects, their sustainability is questionable and on the brink of survival, and that they cannot obtain funding for preserving jobs during the pandemic. Sandra Marić from our organization attended the meeting.



Publicity

We maintained the website and our Facebook page. With regard to the former, we have translated substantial parts of it into Croatian.

We also wrote a number of pieces for the Dutch Quaker monthly, *De Vriendenkring*.

Podcasts

In 2020, we started to create a series of podcasts on various topics of interest. We are attempting to get them translated into as many languages as possible. At the time of writing this report, we had produced podcasts on

- Getting it Out
- Listening
- Domestic Violence
- Coping with COVID
- Volunteering
- Migrants
- Suicide
- Depression

We have plans for many more. Making them is a question of time.

Lessons Learned 1995-2020

2020 marked 25 years of the existence of the CWWPP. We started to write document on Lessons Learned during that period, which we hope to be published on the website as soon as time permits.

Associations with Groups and Individuals

Organizations

Professionally, we were associated with the Global Psychosocial Network, which is associated with Psychologists for Social Responsibility. This is a group of psychological professionals from various parts of the world who meet monthly to discuss issues of interest and to support one another. Charles Tauber is a member.

Charles Tauber also is a member of the Peace and Service Consultation of the European and Middle East Section of the Friends World Committee for Consultation. He has given several talks for this group.

During 2020, we have had few consultations with governments. They do not seem open to the kinds of work that we are doing or to our attitudes.

We have indicated above the contacts that we have had with other non-governmental organizations. We see ourselves as mentors to a few of them.

Individuals

We have continued our relationship with David Hartsough, who is well known as a peacebuilder. Charles Tauber received training in non-violent conflict transformation from him in the 1970s and he has been a friend since. Charles attended his 80th birthday online.

We have continued our association with Johannes (Hans) Cornelius van Nieuwkerk, the founder and CEO of Refival, an organization working with alternative solutions to migrant issues.

Nyla Ali Khan, originally from Kashmir, now a professor in Oklahoma and a member of the Oklahoma Commission on the Status of Women, interviewed Charles Tauber for a book on nationality.

We continued to have contact with Hans Hygen, human rights lawyer and former Deputy Police Commissioner of Larvik, Norway, who carried out a legal rights project for the American Bar Association in Vukovar in the mid- and late 1990s.

We also continued contact and gave several interviews to Rabbi Zevi Wineberg of the Chabad. He is working on the issues of people who have undergone sexual abuse and also is working on suicide prevention.

Miscellaneous

In this section of this report, we discuss topics that we find don't fit anywhere else.

We have introduced two new terms into our vocabulary, namely *administrative violence* and *bureaucratic violence*. Unfortunately, we find ourselves, and others, the constant victims of these. This type of violence is carried out by governments and other institutions, such as banks.

Volunteers

As we have said in previous annual reports, we have very mixed feelings about volunteers.

We must differentiate between volunteers at various levels and in various functions.

First, we work with volunteers online doing tasks such as translation of documents. This works fairly well.

Next, we have online volunteers who interpret from one language to another. In most cases, this also has gone reasonably well. There are issues for us about regularity and continuity. In general, our groups are long-term and are sensitive. Relationships are built not only with the therapist/facilitator but also with the interpreter. Thus, a change in interpreter – or not being able to find an interpreter – can have serious consequences for the group. In several cases, groups have not continued because of the lack of an interpreter. This is a serious problem for us.

Still another function for online volunteers is the creation of videos, etc. Finding people to do such fairly specialized tasks also is difficult. The arrangements for working with them depends on the affinity of the volunteer for the organization as well as on their skills.

As yet, we have not found professional volunteers who are willing to lead educational and therapeutic groups online in the way that we would like. We understand this. The need is great, and those who are working in a professional manner are doing it with their own groups. At this point in our existence, we very much need such people. Given our financial situation, we cannot afford to pay people on the ground or online at this point. As we have noted in other places in this report, funds for the work that we do in the way that we do it are scarce.

Locally, finding volunteers to work in our offices and with groups is virtually impossible. People are either in need of funds or are incompetent or both. Even finding competent people to work for funds is very difficult.

We thus find ourselves in a very difficult position in finding people to do the things we need to do.

InPACT

Charles Tauber served as a reviewer of papers for the InPACT Conference on the applications of psychology. For more information on the conference see <https://inpact-psychologyconference.org>.

Holidays and Commemorations

We do not commemorate, nor do we give as free to those working with us, holidays commemorating states, that is, nationalism or patriotism, or acts of violence. People working with us in whatever way may take another day of their choice.

We recognize the holidays of all religions.

We recognized and mentioned at least on our Facebook page the following days.

The days of the birth and assassination of Dr. Martin Luther King Jr.

Earth Day

International Refugee Day

International Migrant Day

International Day for the Victims of Torture

International Day of the Sufferers of Post-Traumatic Stress Disorder

International Day of the Victims of Trafficking.

The days of the dropping of atomic bombs on Hiroshima and Nagasaki

The birthday of MK Gandhi

International Mental Health Day

Universal Children's Day

Human Rights Day

The days of the signing of the Dayton and Erdut accords

Seminars for Earthquake Victims

We participated online in three webinars organized by the Zagreb group *Lifeline* (Životna Linija) for the victims of the earthquakes in central Croatia.

Talk for the Dutch Quakers

In November, Charles Tauber gave a talk on our work for the Dutch Quakers, who give us funds and with whom Charles has been associated since 1978.

Course for Students at Reed College During Their Free Period in January, known as "Paideia"

At the end of 2020, Charles Tauber was scheduled to give a course on the psychology of migrants and work with them for his alma mater, Reed College, during the students' free period in January. The course lasted for two hours during each of five days. There were five students in the course.



Internal Affairs

Funds and Fundraising

Please also see the financial report at the end of this document.

In our search for funds, we face the issues upon which we report each time that we write a document such as this one.

- There is little financing available for practical grassroots work on mental health.
- There is little financing available for mental health in general.
- There is little financing available for long-term work.
- There is little financing available for work with migrants and refugees.
- There is little financing available for the regions in which we are working, including the Western Balkans and the areas of Africa in which we are working.

The irony of this is that we are getting an increasing number of requests for our online face-to-face educational work. We also would like to increase our work on producing online courses that will be useful to people in the field, notably the content of our Pragmatic Empowerment Training (PET), as well as our podcasts. Especially with the consequences of the COVID pandemic, which we see as being large and lasting for a very considerable period including into future generations, we thus see that the need for our work is increasing. For all of this, we need continuous and reliable funding.

Personnel

Personnel at the end of 2020 consisted of

Charles David Tauber, M.D., CEO

Sandra Marić, Deputy CEO

Aleksandra Terzić, Administrator

Darko Ravkić, IT Consultant

Snežana Edelinski, peer group facilitator and volunteer bookkeeper for the local situation

Oryah Tiferet, volunteer interpreter French/ English

Wayne Lalicon, volunteer interpreter French/ English

Juliet Rhea, volunteer interpreter French/ English

The number of groups and clients is increasing to a level at which we need more specialists. This also becomes a matter of funding and of finding competent and enthusiastic people.

Charles David Tauber, M.D.

- He works for expenses, as he has done since the inception of the organization.
- He continues to deal with the majority of clients and groups and foreign external relations.
- During the COVID lockdowns, he got his one meal per day delivered by the Hotel Lav and the restaurant Vrške on alternative days. He was quite satisfied with this.

Sandra Marić

- Sandra took on an increasing number of tasks and responsibilities in 2020 and increased her skills and knowledge.
- She works as a project manager and deals with the local bureaucracy.
- She does a large amount of research on various topics.
- She devises with new ideas for projects, particularly those in the local environment.
- She has done most of the fundraising.
- She works with a number of clients.

Aleksandra Terzić

We hired at the end of 2019, primarily to complete the videos for the PET course on the caregiver-client relationship and self-care. She completed that job satisfactorily. She carries out basic administration. She has participated in the Ludruga Project and carries out fundraising.

The Website

Aleksandra Terzić substantially redesigned the website during the first half of the year. This was highly time-consuming. We continue to use Weebly to make ongoing modifications to it.

The Board and Governance

At the end of 2020, the Board consisted of

Erik Kupers, Nieuwe Pekela, Chair
Charles David Tauber, M.D., Vukovar
Darko Fischer, Zagreb and Osijek
Gwyneth Jones-Hamman, Prague
Meba Alphonse Kanda, Johannesburg



Vision and Prospects for 2021 and Beyond

Introduction

Unfortunately, there is more than enough work for us to do for several generations to come. There are a very large number of conflict and post-conflict regions in which there is no work with trauma. COVID adds to the need.

In general, we see our concentration as being on increasing capacity through increasing the number of educational groups of trainers of trainers and on creating the self-paced online courses.

External Conditions

COVID is a major factor in how we will progress. That is totally unpredictable, in our view. Another aspect of COVID is that the mental health issues created by it will continue for a considerable amount of time. While lip service is given to these issues, we do not see any organization dealing with them in the manner that we would like to. Further, even if the basic disease is controlled, the trauma of the pandemic will be transmitted to future generations.

Unfortunately, violence and wars continue. Thus, people continue to be traumatized. The traumas of previous conflicts have not been dealt with in most places, and thus there is a great need for our work in a very large number of locations.

Furthermore, the migrant situation does not seem to be improving, rather, the opposite. Thus, there is a need for our work in the regions of origin, in places along the journey, and in the locations of the final destinations.

While writing this report, the situation in Afghanistan became acute. We thus expect large numbers of highly traumatized people as refugees and in Afghanistan itself.

Desires and Priorities for Programs

What seems to be happening is that programs are developing in Africa more than anywhere else. This includes previous and current conflict zones, such as Congo and West Africa. Unfortunately, in some respects, we see far too many possibilities for expansion of our work in this regard. Also, a program with the Uyghurs in their diaspora seems to be developing. Also, there is a possible project with young male Syrian refugees in Turkey. We also would like to do much more work with migrants on the move and in their final places of integration. We see this work as crucial.

We see the most efficient solutions to these issues in work with Pragmatic Empowerment Training (PET), that is, training people from the community to work with their peers. We wish to continue do this in online groups, to expand the number of in-person groups and to create mixed online and in person groups, and through self-paced online courses. We need more personnel to run such groups and to write and implement the courses.

Conclusions and Epilogue

2020 was an exciting but difficult year.

We see a great need for what we do in the way that we do it. Few if any other groups are doing this with a similar philosophy.

We will continue to increase the number of PET groups to the limits of our capacity.

We also will continue to write put the content of PET into self-paced online courses.

We thus will continue to work for healing, reconciliation, and peace.

FINANCIAL REPORT 2020

EXPENSES

All amounts in Euros

| | | |
|---|---------------------|--------------|
| | | |
| Personnel Costs | | 57327 |
| | | |
| Plant Equipment and Building costs, Including Maintenance and Repair | | 1097 |
| | | |
| Office Equipment costs, Including Maintenance and Repair | | 2022 |
| | | |
| Rent and Utilities | | 7617 |
| | | |
| Telephone, fax and Internet | | 1470 |
| | | |
| Office supplies | | 383 |
| | | |
| Office Operational Costs | | 37 |
| | | |
| Travel costs | | 3700 |
| | | |
| Other Operational Costs | | 1317 |
| | | |
| <u>Total expenses 2020</u> | <u>74971</u> | |

INCOME

All amounts in EUROS

| Name of Donor | Location of Donor | Total This Donor |
|-------------------------------------|---------------------|------------------|
| Anonymous Donor | USA | 62500 |
| Client Contribution | | 360 |
| European Social Funds | | 2747 |
| Gotsick Timothy | Germany | 50 |
| Hartsough David | USA | 170 |
| King Baudouin Foundation Belgium | Belgium | 5000 |
| Mateski Igor | North Macedonia | 500 |
| Neumann Leonie | Germany | 750 |
| Quaker Hulpfonds | Netherlands | 185 |
| Scholte-Bakker EAE | Netherlands | 50 |
| Tauber Charles David | Netherlands/Croatia | 29368 |
| | | |
| Total Contributions | | 101680 |