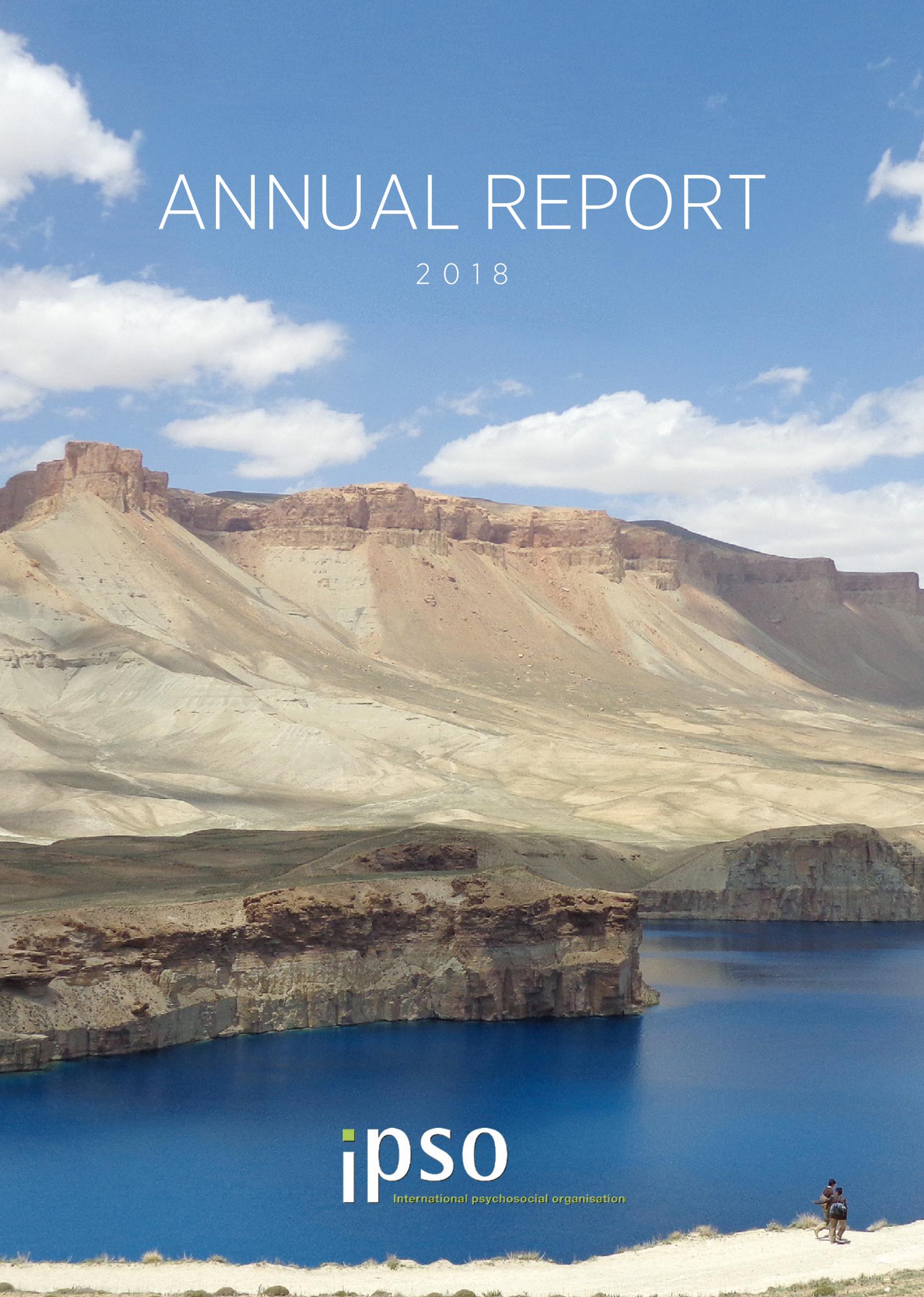


ANNUAL REPORT

2018



ipso

International psychosocial organisation



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EDITORIAL

In a world which is rapidly changing, where people in many countries feel that they have very little influence on the world they live in and nothing seems to be predictable, violence is common and safe places seem scarce or hard to reach, Ipso focuses on individual psychosocial wellbeing and people's ability to create and keep good relationships within their families and communities. We respect their desire to live according to their own values in harmony with the values of the community they live in, even if there are differences. We understand their desire to live a meaningful life for which they want to take personal and social responsibility. We encourage people to become changemakers who break vicious circles of violence and create a peaceful environment.

In view of the 51.131 counseling sessions our Ipso Counselors held face-to-face or online in Afghanistan, Germany, Ukraine & Jordan in 2018, I feel humbled and grateful by the human effort our counselors made, as well as the team members who facilitated their work. We are all aware of how a smile, a kind word, a short conversation with someone who is not judging us but who is truly interested in us can change our mood, how it can give us back the confidence in a struggle for something important to us, and how it can help us to regain perspective. For our Psychosocial Counselors, authentic interest in their clients and a relationship at eye level is essential and paired with professionalism and a continuous effort to provide high quality services. We refined our Value Based Counseling approach in recent years and last year evaluated its efficacy in research carried out in Berlin. The results encourage us to continue our effort to broaden access to Psychosocial Counselors using our Value Based Counseling approach.

In 2018 we also refined the coordination of our activities as illustrated in our services pyramid on p. 05. Our sociocultural activities aim to encourage and support people to express themselves, reach out to each other and to connect, to inspire and support each other, and to share ideas for a good and peaceful life. In the Afghan province of Laghman, for instance, elders of a rather conservative village lifted a ban on girls going to school and encouraged families to send their girls to school instead. In 2018, our counselors, educators and sociocultural fieldworkers reached out to more than 200.000 people with their tireless effort inspired by our motto of the year 2018 "The other is you!" I am proud of them. In 2018, "peer-to-peer" was a buzzword in Germany that became almost inflationary in connection with psychosocial and psychological support whenever mental health issues of refugees and people with a migrant background were discussed. Ipso's definition of "peer-to-peer" is a policy that matches counselors and clients in regard to their cultural backgrounds, native languages and gender. We do not consider "peer-to-peer" to be a magic ingredient that solves all problems. We believe that there is no way around a solid professional qualification as the basis of psychosocial counseling. All our counselors received a one-year full-time training, passed two exams and are certified VBC Ipso Counselors. Our main effort in 2018 was to improve the quality of our work at all levels. We will continue this effort and are grateful to our partners and donors for their trust and support, which has allowed us to continue the work we began in 2008. [Inge Missmahl](#)



A person is riding a dark horse across a vast, sandy desert landscape. The rider is wearing a light-colored shirt and dark pants. The background shows a line of small, dark figures or structures in the distance under a hazy sky. The overall tone is warm and textured, with a halftone or dot pattern overlaying the image.

ABOUT US – VISION, MISSION AND PORTFOLIO

Ipsos (International Psycho-Social Organization) is a humanitarian non-profit organization which specializes in Mental Health and Psychosocial Support Services (MHPSS) and in sociocultural dialogue to promote peace and social cohesion. Psychosocial counselors trained by Ipsos help people worldwide with culturally sensitive Value Based Counseling (VBC). The service is available in 16 languages in

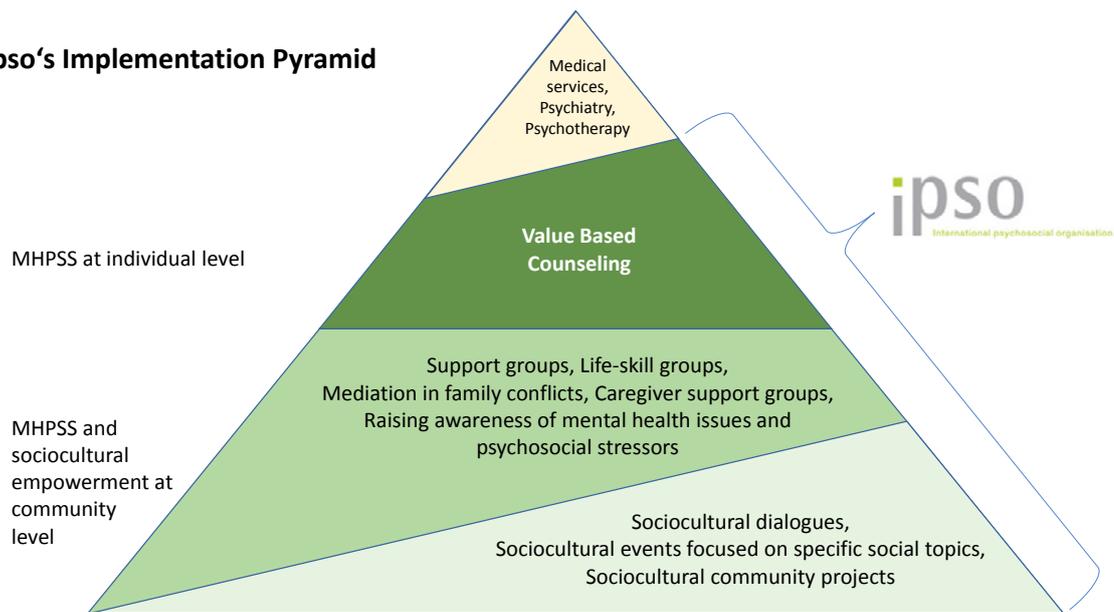
face-to-face sessions as well as on our secure video platforms ipso-care.com and ipso-ecare.com (Afghanistan). In Afghanistan, our counseling is available nationwide and an integral part of the public health system. In Germany, we train refugees as psychosocial counselors for refugees and operate three Ipsos Care Centers in Berlin, Erfurt and Hamburg. In the context of further projects, we support people across the world, for example in Ukraine, Syria, Jordan and Lebanon. Furthermore, we develop and implement psychosocial services for other organizations, design locally adapted monitoring and evaluation systems (M&E), and offer coaching and mentoring services for expatriate staff of international aid organizations. Our sociocultural container project empowers young people to take personal social responsibility for the benefit of their communities.

Ipsos's vision is a world where we, as human beings, are responsive to each other, willing to take responsibility for ourselves and our social environment in a conscious act that enables us to be open to the world at large: creative – curious – empathetic.

Ipsos's mission is to enable people across the world to strive for mutual understanding so as to enable them to respond effectively to the complex social, economic and political challenges they face. Ipsos achieves this through Value Based Counseling, community-based Mental Health and Psychosocial Support Service (MHPSS) interventions and cultural dialogue within and between communities, as well as initiatives that reflect on cultural and social identity.

IPSO'S CURRENT PORTFOLIO

Ipsos Implementation Pyramid



Mental Health and Psychosocial Support Services (MHPSS) for adolescents and adults world-wide at the

Individual level:

Value Based Counseling

- Counseling face-to-face or online
- Training of Psychosocial Counselors, trainers and master-trainers

Community level:

Psychosocial support

- Support groups
- Life-skill groups
- Mediation in family conflicts
- Caregiver support groups
- Raising awareness of mental health issues and psychosocial stressors

Sociocultural empowerment at the community level:

Field work improving psychosocial competence, participation and inclusion

- Sociocultural dialogues
- Cultural events focused on specific social topics
- Sociocultural community projects

Ipsos's services are provided to governments, donors and implementing organizations:

- Integration of Value Based Counseling into health care services
 - Design and implementation of humanitarian projects
 - Psychosocial services contracted by humanitarian organizations
 - Research improving best practices
-



FACTS & FIGURES 2018

46 Psychosocial Counselors in training

Almost 300 employees worldwide

More than 50.000 face-to-face or online counseling sessions

More than 53.000 participants in individual group sessions

Awareness activities reached out to almost 88.000 people

Almost 13.000 participants in sociocultural dialogues

Almost 22.000 participants in sociocultural events and
community projects

This adds up to more than 200.000 beneficiaries

Psychosocial Counseling in 16 languages

Amharic	Kurdish/Kur-	Somali
Arabic	manji	Sussu
Farsi/Dari	Maninka	Tigrinya
French	Pashto	Turkish
German	Pulaar	Ukrainian
Italian	Russian	

Psychosocial Counselors from 14 countries

Afghanistan	Guinea	Russia
Egypt	Iran	Sierra Leone
Eritrea	Italy	Somalia
Germany	Lebanon	Syria
	Myanmar	Ukraine

MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT SERVICES

INDIVIDUAL LEVEL: VALUE BASED COUNSELING

Value Based Counseling (VBC) is a short-term psychodynamic intervention with a salutogenic approach that aims to improve the sense of coherence and self-efficacy of clients in the course of a non-directive but carefully structured conversation. VBC is designed for adolescent and adult clients and is based on the idea of human beings being driven by an inherent need for leading a meaningful life. What we consider meaningful depends on our personal values, hence the term 'value-based' counseling.

Personal values are usually connected to family values and the values of the society in which a client has been raised. Different cultures put emphasis on different sets of values, but generational conflicts, for example, indicate that none of them are set in stone. The most commonly perceived difference between cultural sets of values is that between individualistic and collectivistic societies. As Value Based Counseling does not

dictate values beyond Ipso's Code of Ethics for counselors as part of its "Do no harm" policy, VBC can be applied wherever and whenever human beings are concerned.

Value Based Counseling avoids pathologizing clinical symptoms underlying intrapsychic or interpersonal conflicts, traumatic experiences, a disruptive social environment, or difficult life transitions such as migration or loss of livelihoods. The counseling approach seeks instead to understand the significance of these symptoms as an expression of unresolved social stress. The approach is based on the experience that we can discover scope for change if we understand our emotional reaction to finding ourselves at an impasse by becoming conscious of the hierarchy of our own values that triggers this emotional reaction as well as of the values of concerned parties. Our human potential for self-development and our pursuit of harnessing this potential can be used

to facilitate human self-healing. Ipso's research has shown that the success of Value Based Counseling heavily depends on counselors entering a relationship at eye level with their clients. To achieve this, counselors need to be able to change perspective, to be non-judgmental and to be supportive through empathetic understanding. Building a relationship at eye level in an intercultural setting can be demanding, and the result is likely to be limited because an open mind does not substitute for an in-depth understanding of how a client sees the world through a particular cultural lens. Value Based Counseling follows an intra-cultural rather than intercultural approach and therefore requires Psychosocial Counselors to speak the native language of a client and to have the same cultural background. This approach avoids a range of problems attached to intercultural counseling such as the need for specifically trained translators.

EFFICACY STUDY

In 2018, Ipsos started to carry out an efficacy study of the counseling approach funded by the German Ministry of Health in cooperation with Charité. The aim of the study has been to examine the effectiveness of VBC in a trial with participants from various nations who have sought shelter in Germany. The participants, having been randomized into a group listed for immediate counseling and a waiting list, received three counseling sessions on average. The study carried out three diagnostic assessments

pre- and post-counseling and a follow-up after three months. The assessments of 103 participants indicate a significantly greater reduction of clinical symptoms, daily functionality impairment and significant improvement of resilience among participants who had received counseling compared to those on the waiting-list. Follow-up assessments of counseled participants after three months indicated that these improvements had lasted for the period. The study will be completed in 2019.

Sharing a language and a specific cultural background goes a long way but is not enough especially in cultural contexts that include strictly defined gender roles and sex segregation in many spheres of life. Experiences of men and women differ substantially in such cases and communication across the gender barrier would require a client to break taboos. Value Based Counseling therefore has a matching system that links female clients with female counselors and male clients with male counselors. As a result of this policy, Counselors are in a position to quickly connect with their clients in healthy work relationships which allow them to explore deeply personal matters from the first session onwards, and to effect positive change in the lives of clients within an average of three to five sessions.



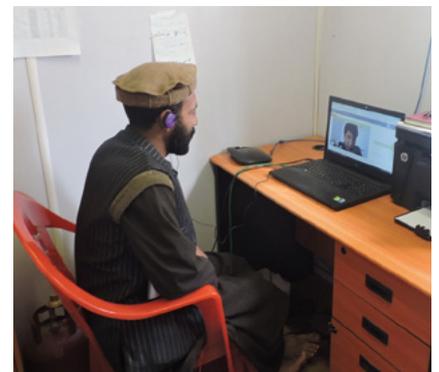
ONLINE COUNSELING IN AFGHANISTAN

FACE-TO-FACE AND ONLINE COUNSELING

The obvious format for a psychosocial counseling session seems to be a face-to-face meeting between the client and the Psychosocial Counselor as the most direct form of communication available. Online counseling, however, is an excellent alternative, if there is no counselor available within the travelling distance of a client. Ipso's online platform for Value Based Counseling was originally developed to extend the outreach of the service in Afghanistan by providing low-threshold access in remote or dangerous areas which do not allow for face-to-face counseling. It turned out that online counseling is not only useful in this respect but has further advantages:

- » The virtual space in which the counseling takes place is owned by both the client and the counselor. This supports a conversation at eye level essential for Value Based Counseling to be successful. Online counselors accordingly have reported that clients are more open in online sessions compared to face-to-face sessions.
- » Counselors are removed from the every-day life of their clients and therefore could not share highly personal issues of their clients with family and community members even if they were allowed to do so. This is particularly important in areas where mutual trust has been undermined by armed conflict.

Mobile phone and internet coverage in Afghanistan is one of the success stories the country can boast of, but this does not mean everyone has the funds and/or the knowledge to access these resources. In 2018, roughly two thirds of the Afghan population had active mobile phone subscriptions, but less than 20% of the population subscribed to 3G broadband. In 2018, Ipso ran access points to its online service in eight provinces, which gave clients who did not have the funds or the knowledge to use private smart phones, tablets or computers access to the necessary equipment and helped them to log on to the system for online sessions. Just as importantly, Ipso provided clients with a private space for their talks with counselors working from Ipso's Counseling Center in Kabul. Not everyone needed this kind of technical support, however. The number of adolescents and young adults who use their own smartphones to access the service is on the rise. Ipso's Psychosocial and Mental Health Center in Kabul held 10% of the 25,092 counseling sessions in 2018 online. Almost half of the clients were female.



FACE-TO-FACE COUNSELING IN GERMANY

In 2018, Ipso held 3.773 individual face-to-face sessions in Ipso Care Centers (ICCs) in Kabul, Berlin, Hamburg and Erfurt providing counseling services to asylum seekers and migrants in Germany and beyond. The ICC in Hamburg was opened in May 2018 after 21 counselors had successfully graduated from the latest Ipso training course.

The Center is staffed by a team of counselors from Syria, Afghanistan, Iran and Sierra Leone. In order to compensate for a high demand of counseling locally in Berlin and through the online system, Ipso expanded the ICC Berlin by employing further counselors who work at the center or form part of a mobile team.



Ipso's platform for online counseling includes features that allow clients to register with an alias, to make an appointment with a counselor of the same sex who speaks the same language, to make follow-up appointments with that same counselor, and to rate each session afterwards. Counselors use the platform to rate sessions independently, to document cases in preparation for follow-up sessions

and as a basis for the supervision which Psychosocial Counselors receive as part of Ipso's quality management. The software flags up inconsistencies in the rating process, such as client and a counselor substantially disagreeing on the quality of a session, so that supervisors can follow up, and allows for anonymized statistics such as the number of sessions held by Ipso Counselors in 2018.

In 2018, the online counseling was available in 16 languages: Amharic, Arabic, Farsi/Dari, French, German, Italian, Kurdish/Kurmanji, Maninka, Pashto, Pulaar, Russian, Somali, Sussu, Tigrinya, Turkish, Ukrainian. In Afghanistan, Ipso uses the platform <https://www.ipso-ecare.com/>, while counselors based in Germany and Ukraine use <https://ipso-care.com>.

TRAINING

Ipsos's Psychosocial Counselors have received a one-year full-time training which in Germany is certified by DEKRA and therefore eligible for financial support by German job centers as a type of further education, and in Afghanistan is certified by the Ministry of Public Health. Counselors ideally have a professional background in health care or social sciences obtained in their birth country or elsewhere, but in some cases practical experience in social work may suffice. They can speak with clients in their native language such as Dari or Arabic, and the counselors have a migrant background that allows them to relate to the life experiences of their clients. Peer counseling however is not a guarantee for success but contains the risk of counselor and client jointly descending into despair if the counselor is not emotionally stable enough to cope with repeated exposure to familiar woes of clients such as traumatic experiences. Emotional stability therefore is an important criterion for the selection of trainees. Supervision on a regular basis needs to ensure that this stability does not erode over time.

The training is divided into two phases, the first consisting of 60 days of full-time intensive training. This part is focused on the transfer of knowledge and skills combined with increased self-awareness enabling trainees to internalize a counseling approach based on empathetic understanding and best practices. Morning sessions cover psychological, psychopathological and sociocultural issues and intervention techniques. In the afternoons, participants form smaller groups and are encouraged to relate the contents of the morning sessions to their own lives, raising their self-awareness. This unique element of the training enables participants to develop a non-judgmental attitude towards others based on empathy. A written exam at the end of the three-month period tests knowledge, and an oral exam is focused on attitudes and practical skills.

Trainees who pass these exams move on to nine months of full-time on-the-job training during which they are closely supervised and receive 46 days of follow-up trainings. These trainings deepen

knowledge and improve skills obtained in the first three months, teach case documentation and management, provide opportunities to deal with personal challenges and teach self-care. Supervision includes face-to-face or online sessions on a weekly basis and monitors progress, identifies challenges and provides support to the trainees. Final exams consist of a written and an oral exam as well as the documentation of a case discussed with a colloquium.

Qualified counselors are supervised on a weekly basis, both in groups and individually because supervision is essential for the quality assurance of Value Based Counseling. The sessions provide counselors with the chance to discuss cases they are concerned about and ensure that counselors keep up a sufficient level of self-care in a work environment that confronts them with harrowing experiences of clients on a regular basis.



PUBLIC HEALTH SERVICE IN AFGHANISTAN

When the Afghan Ministry of Health included Value Based Counseling in its Basic Package of Health Services, Essential Package of Hospital Services and National Mental Health Strategy in 2009, the first “generation” of more than 200 counselors was trained by Ipsos to work in primary health care. The transfer of knowledge and skills however included the training of supervisors, trainers and master-trainers to en-

sure ownership by the stakeholder and to make this new psychosocial component of the Afghan health care services sustainable. In 2018, 380 Comprehensive Health Centers employed more than 500 Psychosocial Counselors. The curricula not only for counselors, trainers and master-trainers but also for building the psychosocial capacity of physicians and nurses were developed by Ipsos.

COMMUNITY LEVEL: PSYCHOSOCIAL SUPPORT



SUPPORT GROUPS RUN BY PSYCHOSOCIAL COUNSELORS

The purpose of support groups, which can be open or closed, is to enhance psychosocial skills of the participants and to further their social integration in a given local setting. The groups are moderated by Psychosocial Counselors and provide an opportunity for sharing experiences and offering mutual support. In each session, the counselors focus the discussion on a specific topic important to the members of the particular group. The format was originally designed for vulnerable groups such as traumatized survivors of domestic violence, conflicted teenagers, members of the older generation who find it difficult to cope with the pace of social change, or marginalized members of a community, but has proven to be useful in general.



PSYCHOSOCIAL AND MENTAL HEALTH CENTER IN KABUL

In 2018, 31,807 people participated in 4,662 group sessions at the Center, which for cultural reasons were male or female only. Topics important to male participants included low self-esteem, control of emotions such as anger or hyperarousal, and reconciling social roles and social relations in everyday life. Female participants were more likely to require support in

acknowledging their own emotions, to differentiate between their roles as mothers, daughters and wives when interacting with members of their extended families, and to understand the rights and obligations tied to each of these roles. Access to education and having a voice in family matters were also important issues.



SUPPORT GROUPS RUN BY PSYCHOSOCIAL CAREGIVERS

Support groups run by Psychosocial Caregivers are not only important as such but also as an exit strategy that can provide short- or medium-term interventions with a long-term legacy. Individuals who have a good standing in their community and are willing, are given a short training that enables them to run discussion groups providing a platform for members of their community to talk about social topics relevant to them. During the project duration, Psychosocial Counselors monitor these activities and provide backup if required.

RETURNEES AND INTERNALLY DISPLACED PEOPLE (IDPS) IN KABUL

In 2018, 1,703 IDPs and returnees mostly from Pakistan and Iran attended 214 life-skill group sessions organized by Ipso's Psychosocial and Mental Health Center in informal settlements on the outskirts of Kabul. Topics included unemployment, major life transitions, illness, bereavement, and loss of home and property.

LIFE-SKILL GROUPS RUN BY PSYCHOSOCIAL COUNSELORS

Life-skill groups run by Psychosocial Counselors focus on the transfer of knowledge and skills that allow participants to cope more successfully with psychosocial stressors in everyday life. Participants develop a better understanding of their individual life situations and learn how to activate resources that can help them to cope, for example, with emotions such as aggression or family conflicts.

Some groups use occupations such as painting, knitting, wood work or sports to further communication. These groups are run by Ipso Supervisors and a Psychosocial Counselor moderating the discussions, and in Afghanistan are a particular success with teenagers who shy from individual counseling.

MEDIATION IN FAMILY CONFLICTS

Value Based Counseling focuses on individuals as social beings who are governed by personal values, family values and community values. Counselors are therefore not only trained to counsel individuals but

also to mediate in family and community conflicts. Ideally, those involved in a conflict receive individual counseling before they meet in a mediated session. This is important, for example, in cases in

which women have fled to women's shelters to escape domestic violence and consider returning to their families as their only long-term option.



MOBILE TEAM KABUL

In 2018, Ipso's mobile team comprised of Psychosocial Counselors, a medical doctor and a psychiatrist held consultations and awareness-raising sessions about psychosocial stressors and common symptoms for more than 3,000 inhabitants of informal settlements on the outskirts of Kabul. They also helped people in need of extended medical treatment to access hospital services.



RAISING AWARENESS OF THE CONNECTION BETWEEN MENTAL HEALTH SYMPTOMS AND PSYCHOSOCIAL STRESSORS

Many people do not realize that there can be a connection between mental health symptoms such as insomnia, hyperarousal or social withdrawal and psychosocial stressors such as family conflicts, bereavement or displacement, including traumatic experiences. Being made aware of this connection can guide potential beneficiaries towards a support group or individual counseling. Awareness raising therefore is an important activity in some of Ipso's projects.

SOCIOCULTURAL EMPOWERMENT

COMMUNITY LEVEL: FIELD WORK IMPROVING
SOCIAL PARTICIPATION AND INCLUSION

SOCIOCULTURAL DIALOGUES

Ipsos's sociocultural dialogues are run by local teams of Psychosocial Counselors and trained field workers who speak the local language or languages and are familiar with local culture. These teams target local communities experiencing social stress such as generational conflicts, changes in gender roles or the effects of armed violence in (post-)conflict zones. The dialogues address sensitive topics such as forced marriage and child marriage, domestic violence, inter-generational conflicts, and conflicts between traditional and modern values. They provide opportunities for community members to negotiate social stress peacefully and to foster participation and social inclusion.

For sociocultural dialogues to be successful, they need to be based on empathy. Empathy in turn re-

quires the ability to place oneself in another's position, which we can only do if we understand our own position. The dialogues encourage awareness of our personal values, family values and the social values

of the community we live in. Once we understand our own position and the positions of others in latent or open conflict situations, managing them becomes easier.

SOCIOCULTURAL CONTAINER PROJECT, AFGHANISTAN

This project is run from containers located in eight Afghan provinces. Laghman province has a largely conservative population, and in many districts, girls are not allowed to go to school. In 2018, Ipsos's provincial team in Laghman, which has a female team leader, moderated sociocultural dialogues which led

the elders of a local community to decide that in their community, girls should be allowed to attend school. The Laghman team and the teams in Badakhshan, Balkh, Bamyan, Herat, Jawzjan, Kabul, and Nangarhar moderated 471 sociocultural dialogues in which 5.169 people participated in total, 40% of them female.

SOCIOCULTURAL EVENTS, AFGHANISTAN

In 2018, the teams working from containers in Badakhshan, Balkh, Bamyan, Herat, Jawzjan, Kabul, Laghman, and Nangarhar organized 66 events in which 6,248 people participated in total. In the previous year, the topic “No to violence” had hit a nerve in communities across the country and remained popular in 2018. Environmental issues were also a major concern.



SOCIOCULTURAL EVENTS FOCUSED ON SPECIFIC SOCIAL TOPICS

Sociocultural events build on cultural dialogues and on support groups run by sociocultural fieldworkers and can make use of a public discourse prompted for example by a national holiday such as Labor Day or International Women’s Day. Sociocultural events include discussion rounds and panels, speeches by local dignitaries and presentations such as exhibitions or poetry recitals. These events widen the circle of community members involved in what effectively becomes a public discourse on a specific topic at a local level.

PROJECTS 2018

AFGHANISTAN

PSYCHOSOCIAL CENTER, KABUL

IMPLEMENTED IN: Kabul

PROJECT DURATION: 2016 – 2018

DONOR: German Foreign Office

BACKGROUND: Ipsos has more than ten years of experience in providing psychosocial support to the Afghan population. Value Based Counseling has been integrated into the Basic Package of Health Services (BPHS), the Essential Package of Hospital Services (EPHS) and the National Mental Health Strategy of the Ministry of Public Health. While the capacities of the Public Health Services at large have improved significantly over the years, they are however still severely limited. Ipsos's Psychosocial Center in Kabul was set up for two purposes: firstly, to create a center of excellence in Kabul as a facility that keeps standards of Value Based Counseling high, provides best practices, research, support and training, and secondly, to provide more extensive services than can be offered by the counselors working in overcrowded and overstretched governmental health clinics.

PROJECT ACTIVITIES: Face-to-face Value Based Counseling; support groups; life-skill groups; mediation in family conflicts; raising awareness of mental health issues and psychosocial stressors

PUBLICATION: https://ipsocontext.org/docs/lpso_CenterKabul2019.pdf





SOCIOCULTURAL CONTAINER PROJECT: DEVELOPMENT OF CIVIL SOCIETY IN AFGHANISTAN THROUGH THE ENHANCEMENT OF INDIVIDUAL PSYCHOSOCIAL SKILLS AS A BASIS FOR SOCIAL PARTICIPATION AND INTEGRATION

IMPLEMENTED IN: Badakhshan, Balkh, Bamyán, Herat, Jawzjan, Kabul, Laghman, Nangarhar

PROJECT DURATION: 2016 – 2018

DONOR: German Foreign Office

BACKGROUND: Decades of armed conflict and exposure to Pakistani, Iranian, Indian, Russian and Western culture have had a deep impact on Afghan society. To stabilize, the country does not only require good governance and a prospering economy but also social peace. The effects of globalization require families and local communities to reconcile modern influences with traditional values and to renegotiate social roles and responsibilities. Teams operating from containers as their base supported this process in local communities across eight provinces in Afghanistan.

PROJECT ACTIVITIES: Sociocultural dialogues; events focused on specific social topics; Caregiver support groups; raising awareness of mental health issues and psychosocial stressors; online Value Based Counseling

PROFESSIONAL PSYCHOSOCIAL CARE IN SHELTER FACILITIES

IMPLEMENTED IN: Badakhshan, Badghis, Balkh, Bamyan, Farah, Faryab, Ghor, Herat, Jawzjan, Kabul, Kapisa, Kunduz, Nangarhar, Nimroz, Parwan, Sar-e-Pol

PROJECT DURATION: 2017 – 2018

DONOR: Colombo Plan

BACKGROUND: Since January 2017, 53 professional female and male Psychosocial Counselors trained by Ipso provide counseling and mediation services at 22 Women Protection Centers and 21 Family Guidance Centers in 18 Afghan provinces and at the Ministry of Women’s Affairs to improve the psychosocial wellbeing of sheltered women, girls and their families.

PROJECT ACTIVITIES: Face-to-face Value Based Counseling; mediation in family conflicts; raising awareness of mental health issues and psychosocial stressors



‘KOLBA-E-MA’: SOCIAL HUBS FOR AFGHAN RETURNEES IN KABUL AND NANGARHAR PROVINCES

IMPLEMENTED IN: Kabul, Nangahar

PROJECT DURATION: 2018 – 2020

DONOR: GIZ

BACKGROUND: The Afghan society has experienced large scale population movements inside and outside the country for several decades. Younger generation of Afghans born in other countries mainly know their society through their parents, elders or the media. While such linkages provide exciting connections to Afghan way of life they are perhaps not enough to replace the experience of living within the society. Their return to the country brings a complex set of issues which require a degree of mutual understanding between them and their host communities in order for these issues not to adversely affect social relationship.





Kolba-e Ma is a social project designed to foster positive and productive relationships and better understanding among all members of the society, so everyone, regardless of their differences, can achieve their full potential.

PROJECT ACTIVITIES: Fostering social re-connection and cohesion through socializing activities; facilitation of access to livelihood and income generation projects

PSYCHOSOCIAL SUPPORT FOR IDPS AND RETURNEES IN KABUL, NANGARHAR AND BALKH

IMPLEMENTED IN: Kabul, Nangarhar, Balkh

PROJECT DURATION: 2018 – 2019

DONOR: GIZ, Caritas

BACKGROUND: International Organization for Migration (IOM) statistics suggest that between 2012 and 2018 roughly 1.5 million Afghans returned from neighboring countries and abroad, while about 900.000 left Afghanistan. Internal displacement has been a huge issue as well. IOM counted close to 1.9 million Internally Displaced People (IDPs) who had freshly arrived in a new location in the same period. This number however does not include the protracted displacement of people in informal settlements who for years have found nowhere else to go. From a social viewpoint, informal settlements of returnees and IDPs are ghettos with an enormous potential for social conflict. Afghanistan is a culturally diverse country, and while people tend to build support networks based on family or at least tribal relations, families with different traditions and values are often forced to share facilities in cramped living conditions.

PROJECT DURATION: Face-to-face Value Based Counseling; support groups; life-skill groups; raising awareness of mental health issues and psychosocial stressors

GERMANY

EMPOWERMENT AT EYE LEVEL – SETTING UP A PSYCHOSOCIAL COUNSELING CENTER IN BERLIN FOR AND WITH REFUGEES AND MIGRANTS

IMPLEMENTED IN: Berlin

PROJECT DURATION: 2017 - 2020

DONOR: SKala-Initiative

BACKGROUND: Many refugees and migrants who now live in Germany have been exposed to highly stressful experiences. Strengthening their resilience and inner resources can help them to avoid post-traumatic stress disorders, to improve their physical health and to increase the effectiveness of humanitarian assistance and integration schemes. Individual Psychosocial Counseling can be effective in cases such as social isolation, drug abuse, domestic violence, or early signs of radicalization. Ipso's Counseling Center in Berlin offers a friendly environment for face-to-face counseling and serves as a base for counselors offering their services online.

PROJECT ACTIVITIES: Face-to-face and online Value Based Counseling



PSYCHOSOCIAL COUNSELING PROVIDED BY REFUGEES TO RESIDENTS OF REFUGEE ACCOMMODATIONS IN BERLIN

IMPLEMENTED IN: Berlin

PROJECT DURATION: 2018 – 2019

DONOR: Berlin State Office for Refugee Affairs - LAF

BACKGROUND: This project complements the activities at Ipso's Berlin Counseling Center. An outreach team offers counseling sessions held at refugee accommodations in Berlin, which lowers the threshold for those who prefer face-to-face counseling to online counseling and find it difficult to get to the Ipso Center. Direct contact with the residents gives counselors a chance to identify individuals who need care and may require psychiatric, medical or therapeutic care rather than Psychosocial Counseling. Psychoeducation and awareness sessions prepare the ground for support groups that provide a platform for dis-



cussing issues such as loss of home, culture shock and an uncertain future. Conflict prevention and prevention of violence are further important aspects of the work of the outreach team.

PROJECT ACTIVITIES: Face-to-face and online Value Based Counseling; support groups; raising awareness of mental health issues and psychosocial stressors

EMPOWERMENT AT EYE LEVEL - AGAINST ISLAMIST ORIENTATION

IMPLEMENTED IN: Berlin

PROJECT DURATION: 2017 - 2019

DONOR: Federal Ministry for Family Affairs, Senior Citizens, Women and Youth (Federal Program 'Live Democracy!')

BACKGROUND: This pilot project implemented in Berlin engages with teenagers and young adults in danger of being radicalized. Psychosocial Counselors from Syria, Iraq and Afghanistan reach out to Muslim communities in several city districts. The counselors encourage social debate on the dangers of radicalization and raise awareness of psychosocial stressors and symptoms that can lead to radicalization. In individual counseling sessions held face-to-face or online and in group sessions, counselors acknowledge the need of every human being to lead a meaningful life and encourage teenagers and young adults in danger of being radicalized to reflect on and, where appropriate, renegotiate personal, family and community values through dialogue. The project includes social media and public relations activities, network and committee work as well as the training of Young Community Guides, who serve as role models in their communities.

PROJECT ACTIVITIES: Face-to-face and online Value Based Counseling; support groups; raising awareness of mental health issues and psychosocial stressors



THURINGIA: PSYCHOSOCIAL COUNSELING AND SUPPORT TO REFUGEES PROVIDED BY REFUGEES

IMPLEMENTED IN: Thuringia

PROJECT DURATION: 2016 – 2019

DONOR: Thuringian Ministry of Labour, Social Welfare, Health, Women and Family Affairs

BACKGROUND: In 2016/17, 30 refugees and migrants residing in Thuringia were trained as Psychosocial Counselors and a Counseling Center was set up in Erfurt. This forms the basis for psychosocial care provided to refugees and migrants across the federal state of Thuringia and beyond since 2018.

PROJECT ACTIVITIES: Face-to-face and online Value Based Counseling; raising awareness of mental health issues and psychosocial stressors

THURINGIA: PSYCHOSOCIAL COUNSELING FOR REFUGEES PROVIDED ONLINE

IMPLEMENTED IN: Thuringia

PROJECT DURATION: 2018

DONOR: Thuringian Ministry of Migration, Justice and Consumer Protection

BACKGROUND: The regular presence of Psychosocial Counselors at the reception center for refugees run by the State of Thuringia in Suhl ensured that new arrivals speaking common languages such as Arabic and Dari had access to psychosocial care that could be continued online independent of their later place of residence.

PROJECT ACTIVITIES: Face-to-face and online Value Based Counseling; raising awareness of mental health issues and psychosocial stressors



BRANDENBURG: CULTURALLY SENSITIVE PSYCHOSOCIAL COUNSELING FOR REFUGEES IN THEIR NATIVE LANGUAGES

IMPLEMENTED IN:	Federal State of Brandenburg
PROJECT DURATION:	2017 – 2018
DONOR:	Brandenburg Ministry for Labour, Social Affairs, Health, Women and Family
BACKGROUND:	Providing services in Brandenburg as a largely rural territorial state that encloses the city state of Berlin is often a logistical challenge requiring extensive travelling. Ipsos Counselors cooperated with project partners across the state to provide services to refugees. In many cases online counseling was the only option rather than a preference.
PROJECT ACTIVITIES:	Face-to-face and online Value Based Counseling; support groups; raising awareness of mental health issues and psychosocial stressors

HAMBURG: PSYCHOSOCIAL COUNSELING AND SUPPORT TO REFUGEES

IMPLEMENTED IN:	Hamburg
PROJECT DURATION:	2016 – 2019
DONOR:	Michael Otto Stiftung
BACKGROUND:	In 2016 – 2018, 23 refugees and migrants residing in Hamburg were trained as Psychosocial Counselors, and a Counseling Center was set up in 2018. This forms the basis for psychosocial care provided to refugees and migrants in Hamburg and beyond.
PROJECT ACTIVITIES:	Training of Psychosocial Counselors; face-to-face and online Value Based Counseling; support groups; raising awareness of mental health issues and psychosocial stressors

MECKLENBURG-VORPOMMERN: TRAINING OF PSYCHOSOCIAL COUNSELORS

IMPLEMENTED IN:	Mecklenburg-Vorpommern
PROJECT DURATION:	2018 – 2019
DONOR:	Malteser Werke
BACKGROUND:	In November 2018, Ipso and Malteser Werke in Rostock launched a cooperation project that will improve access to psychosocial services for refugees and migrants in Mecklenburg-Vorpommern. To this end, 20 refugees and migrants from 11 countries living in Mecklenburg-Vorpommern are trained as Psychosocial Counselors.
PROJECT ACTIVITIES:	Training of Psychosocial Counselors; face-to-face Value Based Counseling



IMPROVING THE RESILIENCE OF REFUGEES AND MIGRANTS – EFFICACY STUDY ON THE EMPLOYMENT OF PSYCHOSOCIAL COUNSELORS COUNSELING IN THEIR NATIVE LANGUAGES

IMPLEMENTED IN:	Berlin
PROJECT DURATION:	2017 – 2019
DONOR:	German Ministry of Public Health
PARTNER:	Charité
BACKGROUND:	In 2018, Ipso started to carry out an efficacy study on the effectiveness of Value Based Counseling in a trial with 100 participants from various nations who have sought shelter in Germany. For more details, see page 09.
PROJECT ACTIVITIES:	Efficacy study on face-to-face and online Value Based Counseling

DEVELOPMENT OF A SUSTAINABILITY STRATEGY FOR IPSO

IMPLEMENTED IN: Konstanz

PROJECT DURATION: 2017 – 2018

DONOR: Stiftung Hilfe zur Selbsthilfe

BACKGROUND: Ipsos's Psychosocial Counseling approach has an enormous potential not only for humanitarian work focused on conflict zones and the aftermath of natural disasters but also in highly industrialized countries such as Germany with a public health care system that pathologizes clinical symptoms underlying intrapsychic or interpersonal conflicts, traumatic experiences, a disruptive social environment, or difficult life transitions such as migration or loss of livelihoods, instead of seeking to understand the significance of these symptoms as an expression of unresolved social stress. While quality assurance of the counseling provided by Ipsos is a challenge for an organization largely dependent on project funds, providing safe jobs is next to impossible.

PROJECT ACTIVITIES: Development of a sustainability strategy that reduces Ipsos's financial dependency on project funds



UKRAINE

'LET'S TALK' – PSYCHOSOCIAL CARE FOR INTERNALLY DISPLACED PEOPLE AND THE WAR-AFFECTED POPULATION IN UKRAINE

IMPLEMENTED IN:	Ukraine
PROJECT DURATION:	2017 - 2019
DONOR:	Rotary International/Rotary Club Konstanz-Mainau
BACKGROUND:	<p>Towards the end of 2018, 5.2 million Ukrainians were directly and indirectly affected by the on-going armed conflict in eastern Ukraine. In 2017, when the project started, almost 1.5 million IDPs had registered with the Ministry of Social Policy of Ukraine, an estimated 91-95% of the actual number of IDPs in the country. Many of those who fled from their homes in the early days of the conflict felt that they were able to do so because they had resources that would help them to adapt in a new environment and built new lives with relative ease. Many of those who fled at a later stage only did so when they had no choice but to leave and found host communities to be less welcoming than they had been at the beginning of the conflict. Members of the latter group are more likely to be traumatized and need to deal with the realization that they will not be able to return to their homes in the foreseeable future but must build a new life instead. The most vulnerable among them are those who have not been able to find jobs in their new location, are registered as disabled for medical reasons and live on social security benefits. This situation tends to make them feel marginalized and gives them little hope for the future. The project provides easily accessible qualified psychosocial care free of charge.</p>
PROJECT ACTIVITIES:	Training of Psychosocial Counselors; online Value Based Counseling



JORDAN

PSYCHOSOCIAL SUPPORT FOR REFUGEES IN JORDAN THROUGH ONLINE COUNSELING BY SYRIAN COUNSELORS BASED IN GERMANY

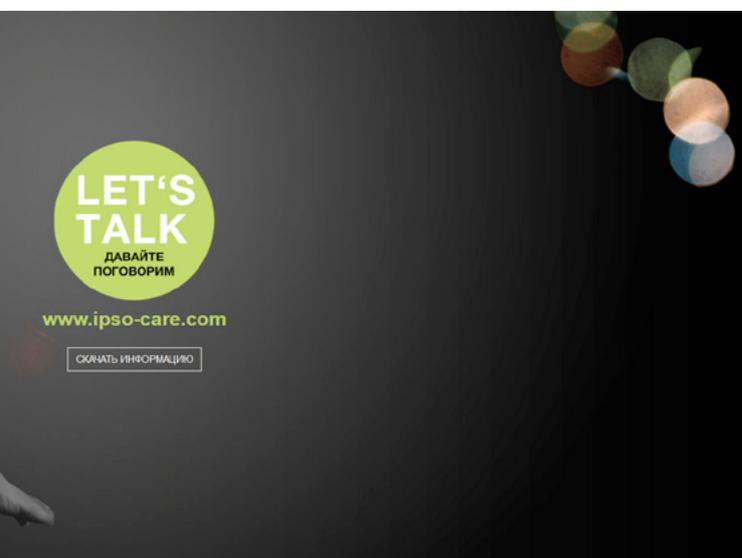
IMPLEMENTED IN: Amman, Al-Karak, Irbid

PROJECT DURATION: 2018 – 2019

DONOR: Kamynu Trust

PARTNER: INTERSOS

BACKGROUND: In Jordan, a large number of refugees of the Syrian civil war live under extremely difficult conditions in refugee camps and urban settlements. Poverty, irregular income, fragile family structures and other factors are a tremendous psychological burden for many of them. The humanitarian work of our cooperation partner INTERSOS targets beneficiaries from the refugee community and Jordanian host community alike and aims to support all individuals who have experienced gender-based violence, inclusive of men and boys, and persons who identify themselves as LGBTIQ+. Our Syrian counselors working in Germany were available for a secure video chat to give confidential counseling in Arabic. The service was open to all adults and adolescents (16 years or older), regardless of their gender, ethnicity, religion or other affiliations. INTERSOS and Ipsos are currently exploring opportunities for a long-term implementation in a continuing partnership.



PROJECT ACTIVITIES: Online Value Based Counseling

PHINEO FUNDRAISING CERTIFICATE



In October 2018, Phineo, an independent, not-for-profit agency offering analysis and advice on civic engagement, awarded Ipsos its fundraising certificate for counseling provided to women. The label assures potential donors that Ipsos is an organization which has the potential to achieve great impact and spends donated funds responsibly.



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