

Psychosocial Innovation Network

# 10 YEARS OF WORK

*Retrospective*

16. april 2025.



# PIN IS CELEBRATING ITS 10TH BIRTHDAY!

2015 ● ————— ● 2025

For this occasion, we've prepared a short retrospective of our work so far. Still, it's impossible to summarize all the results, (non)successes, joys, and impressions on just a few pages — so we've chosen some that are especially dear to us.

**Take a look with us at the past 3,652 days of PIN.**

Detailed results of our work are available on our website!



[www.pin.org.rs](http://www.pin.org.rs)

PIN has, over these past ten years, grown into exactly what I had hoped for when I first came up with the idea of founding it. It's an incredible privilege to watch an idea you had take shape —becoming reality, growing, expanding, maturing, and flourishing.

We've accomplished a lot during these ten years. And of course, there is still much ahead of us. There have been good practices, and some not-so-good ones, lessons learned, and some not as much. Many projects were implemented, and many were written but didn't make it through. There were also crises - some small, and some that shook the ground beneath us, which, as is often the case, brought out the best in us.

Throughout this ten-year journey, the people of PIN were the common denominator of all our successes, achievements, crisis management, second attempts after failure, struggles, and joys over accomplishments. Everyone who, over these ten years, gathered around a shared idea and made up our team. The PIN team members and our closest collaborators - those still with us and those who were part of PIN's story for a time - left their personal mark and legacy in our goals, procedures, departments, aesthetics, and celebrations, and were the force that kept pushing PIN forward.

That's why today, as we joyfully, proudly, and gratefully celebrate PIN's 10th birthday, we want to say a huge thank you to everyone who has been part of the PIN team over the years. We also send our heartfelt thanks to our users, collaborators, partners, donors, and friends for the trust they placed in us, especially in the beginning, and for the ongoing support throughout all these years.

You are the reason we've achieved what we have, and the reason our first ten years are remembered with joy, inspiration, strength, and mutual support.

**Maša Vukčević Marković**  
Founder and Director of PIN

# 10 YEARS IN 10 NUMBERS

**76** accepted project proposals

rejected project proposals **80**

OVER **12000** supported persons

**35** employees at PIN

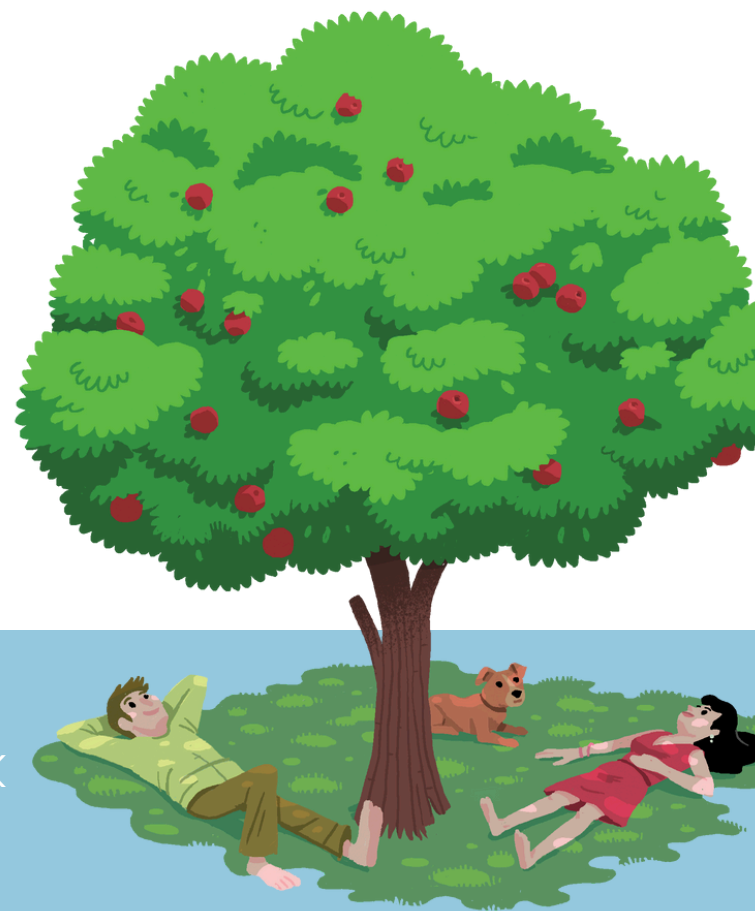
**400** collaborators, companies, agencies, and organizations

**55** volunteers

**57** scientific articles and research reports

**8** awards and recognitions

**2** office moves



**4** SECTORS  
PSYCHOLOGICAL SUPPORT  
SCIENTIFIC RESEARCH WORK  
PUBLIC ADVOCACY  
EDUCATIONAL AND CONSULTING SERVICES

# PSYCHOLOGICAL SUPPORT

Municipalities and cities where we provided services



Psychotherapeutic approaches



Supported individuals

11000+



5600+

Supported children and youth

In addition to direct psychological work, we have advocated in various ways for better care of mental health.



## We gathered and shared information about needs

We focused on the needs of the general population, but also of vulnerable groups, activists, professionals...

## We supported our collaborators

mental health professionals

future professionals – students and young associates

all those working with vulnerable groups

healthcare and social workers

interpreters

legal representatives

human rights advocates

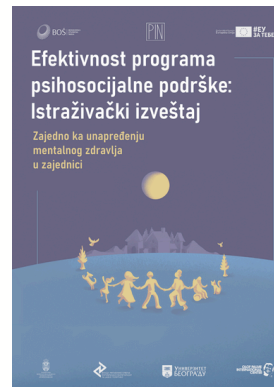
# PSYCHOLOGICAL SUPPORT

## We advocated for the improvement of evidence-based practice



We analyzed existing practices and raised awareness about the need for improvement

We developed psychological support programs and tested their effectiveness



Images of publications and reports are clickable in the online version!

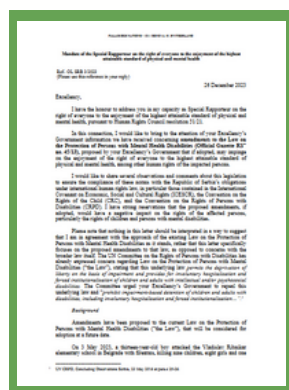


All our reports and publications can be found on our website – this retrospective highlights just a few examples.

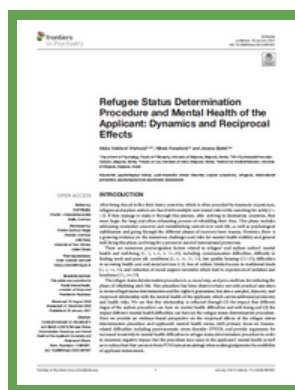


## We initiated and advocated for systemic and sustainable changes

Improvement of the legal framework



Introduction of trauma-informed practices



Monitoring the implementation of key policies



Using international mechanisms to protect users and advocate for change



# SCIENTIFIC RESEARCH WORK

**19**

published scientific articles

rejections of papers

**28**

**38**  
research reports



**75**  
conference & congress presentations

**6000+**  
respondents



**200+**

hours of interviews

We firmly believe that

## SCIENTIFIC KNOWLEDGE BELONGS TO EVERYONE

Therefore, we shared the findings of our research with citizens, decision-makers, and service users through...

**100+**

community events and media appearances



# SCIENTIFIC RESEARCH WORK

Guided by the belief that mental health care must be grounded in science, we dedicated ourselves to researching a wide range of experiences and needs, practices, and policies that shape our field.

## WHAT WERE WE INTERESTED IN?

Experiences and perspectives of those whose voices are rarely heard



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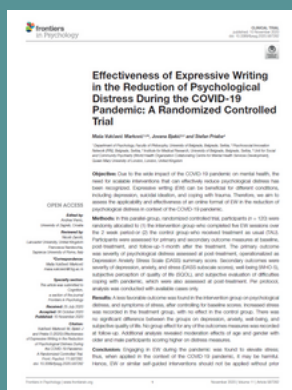


What is our mental health connected to — and in how many ways?

How do people in Serbia feel, and what is the state of their mental health?



What is psychological practice like, and how does it function in Serbia and the region?



How can we help? What kinds of help and support actually lead to the outcomes we hope for?

What are the policies that regulate the field of mental health, and are they being implemented?



# PUBLIC ADVOCACY

There can be no meaningful improvement in mental health without improving social conditions and support systems. That’s why, in addition to providing direct support, we advocated for systemic improvements aimed at ensuring proper mental health care and the fulfillment of the right to mental health.

## WHAT WE'RE ESPECIALLY PROUD OF...



We wrote the first ever alternative report on the right to mental health...

...the first-ever recommendations on the right to mental health were issued to Serbia by the UN Committee on Economic, Social and Cultural Rights.

...for the first time, Serbia received five recommendations focused on mental health within the Universal Periodic Review (UPR) process.

After years of advocacy efforts with international stakeholders, embassies, and delegations...

After submitting comments to the Ministry of Health and issuing an appeal to the UN Special Rapporteur on the right to the highest attainable standard of physical and mental health...

...the proposed amendments to the Law on the Protection of Persons with Mental Disabilities – which conflicted with national, international, and professional standards on mental health and child rights – were suspended.

...in the sector, public dialogues were initiated on the mental health of people experiencing homelessness and on the fight against homelessness, involving CSOs, people with lived experience, citizens, and government representatives.

After the presentation of findings from the first-ever research on the mental health of people experiencing homelessness, conducted by PIN...



After years of advocacy with the Office for Asylum, in collaboration with legal professionals...

...psychological assessment became an integral part of the asylum procedure.

# PUBLIC ADVOCACY

Together with our partners, we founded three networks, including one international network.



2020



2021



2022

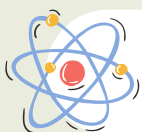
Over the past ten years, we have become proud members of national, regional, and international networks.



We participated in legislative and executive processes and were members of...

6

working groups and teams



We engaged in the popularization and promotion of psychological science and practice, as well as human rights, through



156 media appearances and features

11 campaigns and initiatives

# EDUCATIONAL AND CONSULTING SERVICES

**77** projects and commissions

**1015** clients and program participants

## OUR APPROACH INCLUDES

individual programs

group programs

## OUR METHOD INCLUDES

supervision and support groups

trainings and courses

workshops

consulting sessions

Through our educational and consulting services, we...

...assisted professionals from other sectors in introducing and implementing mentally health-sensitive practices.

...supported professionals and future professionals in the field of mental health.

... helped companies, institutions, and organizations to take proper care of their employees' mental health, and to prevent burnout and secondary trauma.

Contact us for more information!



# SPECIAL PRIDE, SPECIAL JOYS

PIN TEAM



## NIKOLA ROT AWARD

granted by the Psychological Society of Serbia



## PIN MENTAL HEALTH DAYS

The tradition of marking PIN Mental Health Days during September and October began in 2022.



Participation in the film **Dwelling Among the Gods** by Vuk Ršumović, about the refugee experience of a young Afghan girl in Serbia.



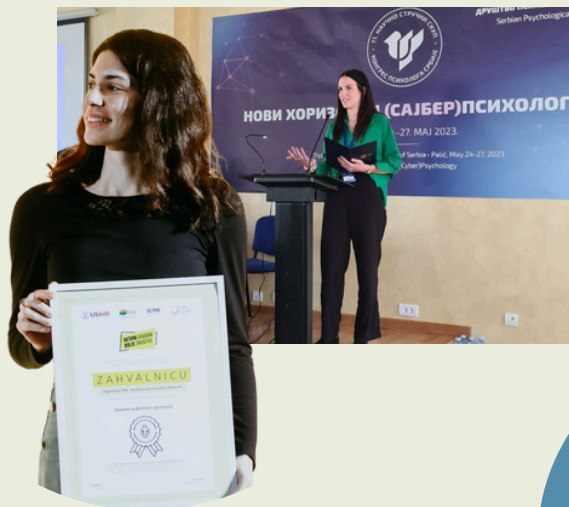
Work on our organizational development and mental health through group sessions with Marina Mojvić.



# SPECIAL PRIDE, SPECIAL JOYS



**LASTA, a musical educational program,** concluded with a joint performance by the City Choir and the Refugee Children's Choir, who beautifully sang Ruse kose and Sultan Qalbam.



We are proud of every moment **our work has been recognized** over the years – whether as a team or as individuals.

**Shared team-building adventures,** especially the rafting trip and the hike to Trnovačko Lake.



We fondly remember **all our shared celebrations,** joyful gatherings, and social events – especially the New Year's festivities!



Combining art, mental health, and the promotion of tolerance: **painting of the Friendship Mural in Borča created by muralist Artez** – aimed at supporting unaccompanied migrant and refugee children.



# THANK YOU FOR YOUR TRUST, OPPORTUNITY, AND SUPPORT!



And many more friends, partners,  
collaborators, supporters, and beneficiaries!



# 10 YEARS OF WORK

April 16, 2025

